



# The Regional Municipality of Durham

## COUNCIL INFORMATION PACKAGE

### November 25, 2022

#### Information Reports

[2022-INFO-96](#) Commissioner of Corporate Services – re: 311 Enabled Dialing – Durham Region Launch

#### Early Release Reports

There are no Early Release Reports

#### Staff Correspondence

There is no Staff Correspondence

#### Durham Municipalities Correspondence

There are no Durham Municipalities Correspondence

#### Other Municipalities Correspondence/Resolutions

There are no Other Municipalities Correspondence/Resolutions

#### Miscellaneous Correspondence

1. [Port Whitby Residents](#) – re: A petition regarding Port Whitby Community Traffic

#### Advisory / Other Committee Minutes

1. Durham Agricultural Advisory Committee (DAAC) minutes – [November 8, 2022](#)

Members of Council – Please advise the Regional Clerk at [clerks@durham.ca](mailto:clerks@durham.ca), if you wish to pull an item from this CIP and include on the next regular agenda of the appropriate Standing Committee. Items will be added to the agenda if the Regional Clerk is advised by Wednesday noon the week prior to the meeting, otherwise the item will be included on the agenda for the next regularly scheduled meeting of the applicable Committee.

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If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2126



# The Regional Municipality of Durham Information Report

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From: Commissioner of Corporate Services  
Report: [#2022-INFO-96](#)  
Date: November 25, 2022

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**Subject:**

311 Enabled Dialing – Durham Region Launch

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**Recommendation:**

Receive for information

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**Report:**

**1. Purpose**

1.1 To provide information on the launch of the new phone number 311. This is a new, easy to remember way to contact the Region.

**2. Background**

2.1 The Region currently advertises over 60 telephone numbers to customers, with over 10 different toll-free numbers being promoted. One component of the myDurham 311 project is to enable the phone number 311 throughout Durham and streamline to one main toll-free number.

2.2 The phone number 311 will improve customer service:

- a. Offer a seamless, efficient, and more consistent experience for customers by offering a single point of contact for the Region.
- b. Reduce confusion for customers on who they should contact and how many times they must share their story.
- c. One phone number can be used to access all Regional services.
- d. The Region and Local Area Municipalities meet regularly through the Municipal Community of Practice, to share information and identify partnership opportunities to enhance the customer experience through integrated service delivery relationships.

- 2.3 To configure the phone number 311 from a technological perspective several steps have been completed over the last year:
- a. A resolution passed by each Local and Bordering municipality's council to support the configuration of 311 dialing within Durham Region.
  - b. An instruction notice issued by the Region of Durham via the Canadian Radio-television and Telecommunications Commission to all impacted Telephone Service Providers (24) providing them with configuration instructions.
  - c. All Telephone Service Providers enabled the change and ensured robust testing.
  - d. Robust testing completed by myDurham 311 team throughout the entire Region boundaries.
- 2.4 The phone number 311 is ready to be marketed as live throughout Durham, for all networks, and is ready to go live on December 1, 2022.

### **3. Customer Service – Calling 311**

- 3.1 The myDurham 311 projects aims to simplify the customer experience, making calling the Region easier. From December 1, 2022:
- a. Customers within the Durham Region borders can dial the number 311 to connect with the self-service Automated Attendant (IVR – Integrated Voice Response) and navigate to a Customer Service Representative, if required.
  - b. Customers can call 905-668-7711 or, if preferred, the toll-free number at 1-800-372-1102 from anywhere and be connected with the same service.
  - c. No existing phone numbers will be turned off, at this time, all previously advertised numbers can still be dialed and will connect with the correct contact centre. The Region will stop advertising these numbers and turn off when demand has reduced.
- 3.2 The self-service Integrated Voice Response, automated voice callers hear when they connect with the Region, will allow customers to access all Regional services (28 business units as identified in the myDurham 311 project) can be contacted via these phone numbers including, Health, Durham Region Transit, Traffic, Social Services and Utility Finance.
- 3.3 Customer Service Representatives have been provided with a comprehensive knowledge base to assist with answering inquires at first point of contact, where possible, and redirecting the caller based on the type of inquiry in a seamless manner.
- 3.4 Customer Service Representatives will answer live calls Monday to Friday from 8 a.m. to 5 p.m. All other times, the 311 auto attendant is available to direct calls. Operational hours will be expanded based on call volumes as the program expands.

#### **4. Memorandums of Understanding – Call Redirection**

- 4.1 It is understood that customers may erroneously contact 311 for a service provided by a local or bordering municipality. These calls will be transferred consistently and seamlessly.
- 4.2 Memorandums of Understanding have been established with the bordering and local area municipalities to establish service level standards for re-routing calls originating from the overlap that exists between the geographical areas within the Durham Region and the corresponding telephone wire exchanges.

#### **5. 311 Launch Campaign**

- 5.1 The move to the phone number 311 is the first major public facing milestone of the myDurham 311 project. Communications with the public will now begin, as we continue to move through to future milestones: full 311 launch and online self-service (March 2023), online payments (May 2023) and public self-service kiosks (June 2023).
- 5.2 In support of the December 1, 2022 launch, the Corporate Communications Office have prepared a communications strategy and are in the process of implementing:
  - a. Public facing promotions: To support the launch of this new phone number an ongoing marketing campaign will be implemented:
    - Durham.ca will be updated with a new “tile” on the homepage, sub-page on 311 dialing and frequently asked questions.
    - Phone numbers will be updated throughout the site.
    - Media materials.
    - Social media promotional messaging.
    - Paid advertising to share this information with residents, including radio and printed advertisements.
  - b. Internal Promotions: Internal staff communications have been ongoing for the months of September, October, and November, through all internal channels. Activities have included print materials, email updates, presentations at Senior Leadership Team meetings, Department Town Halls, and sessions with individual impacted staff/teams.

c. Partner Promotions:

- The Region of Durham hosts a Municipal Community of Practice, which contains technical and customer service representation for each local area. This group have been updated over the last six months and will continue to be a mechanism to share information.
- Each local area municipality will be provided with a comprehensive digital communications package. Each will also be provided with a briefing paper and the opportunity to participate in drop-in sessions to answer key questions or provide support.
- Information will be issued to Councilors, MPs, MPPs, Bordering and Local Area Municipalities encouraging information the be shared with the wider public.

## 6. Reporting Errors or Network Problems

- 6.1 It is recognized that not all customers of the Region will be able to use the phone number 311 as it only is enabled within the borders of Durham Region. Customers may be unable to connect if they live on a border or receive telecommunications services from an unknown Telephony Service Provider.
- 6.2 In all circumstances customers can still connect with the Region by calling 905-668-7711 or, if preferred, the toll-free number at 1-800-372-1102 and will be connected with the same service.
- 6.3 As this is a soft launch, the myDurham 311 team want to investigate all connection problems to ensure the provision of a robust service. An electronic form will be available on durham.ca to complete and will trigger an investigation to be conducted.

## 7. Relationship to Strategic Plan

- 7.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
- a. Goal 5: Service Excellence. Objective: To provide exceptional value to Durham taxpayers through responsive, effective and fiscally sustainable service delivery.
- 5.1 Optimize resources and partnerships to deliver exceptional quality services and value
  - 5.2 Collaborate for a seamless service experience

## 8. Conclusion

- 8.1 The phone number 311 will be launched on December 1, 2022 as a new single way for customers within Durham Region to connect with Regional services. Customers can call:
- a. 311 (within Durham boundaries)
  - b. 905-668-7711
  - c. 1-800-372-1102 (toll-free number)
- 8.2 Customers will have the same experience regardless of which of the above numbers they choose to dial.
- 8.3 A promotional campaign will begin to introduce this new way to connect with the Region. A secondary campaign will run in March 2023 to continue the promotion and use of 311 to access Regional services and customer self-serve options.
- 8.4 For additional information, contact: Kalyan Chakravarthy, Chief Information Officer and Director of Information Technology, at 905-668-7711, extension 2978.

Prepared by: Gemma Sim, Program myDurham 311, at 905-668-7711, extension 2136.

Respectfully submitted,

Original signed by

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Barb Goodwin, MPA, CPA/CGA,  
B.Comm, CPM, CMMIII  
Commissioner of Corporate Services

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**From:** Clerks  
**Sent:** November 18, 2022 9:59 AM  
**To:**  
**Subject:** FW: Port Whitby Community Traffic Petition  
**Attachments:** Port Whitby Traffic Petition Nov16-22.pptx

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**From:** Davina Jones <davina.jones@bell.net>  
**Sent:** November 16, 2022 3:31 PM  
**To:** clerk@whitby.ca; Clerks <Clerks@durham.ca>; trollauer@drps.ca  
**Cc:** Weda Abel <wabel@rogers.com>; davina.jones@bell.net  
**Subject:** Port Whitby Community Traffic Petition

Town of Whitby and Durham Region Clerks: Please would you distribute the attached petition to all members of Durham and Whitby Councils and staff as appropriate, thank you.

Interim Chief Todd Rollauer (DRPS): Please would you distribute as appropriate, thank you.

NOTE: The document is also filed in Google and can be accessed via this link:  
[https://docs.google.com/presentation/d/1moM2EODeID\\_tSChRacfHNUpFnRCc1JWo/edit?usp=sharing&oid=103157553466628243698&rtpof=true&sd=true](https://docs.google.com/presentation/d/1moM2EODeID_tSChRacfHNUpFnRCc1JWo/edit?usp=sharing&oid=103157553466628243698&rtpof=true&sd=true)

Please let us know if there are any concerns. We look forward to a response.

Regards,

Wenda Abel

Davina Jones



**PORT WHITBY COMMUNITY**

**TRAFFIC PETITION**

**November 16, 2022**

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PORT WHITBY COMMUNITY TRAFFIC PETITION TO WHITBY COUNCIL, DURHAM REGION COUNCIL AND DURHAM REGIONAL POLICE SERVICES TO ENACT ENFORCEMENT AND TRAFFIC CONTROL MEASURES IN PORT WHITBY and the WHITBY WATERFRONT AREAS TO STOP SPEEDING, AGGRESSIVE DRIVING AND EGREGIOUSLY EXCESSIVE NOISE FROM ILLEGAL MODIFIED MUFFLERS ON CARS AND MOTORCYCLES

We, the undersigned urgently call on **Whitby Council, Durham Region Council and Durham Regional Police Services** to preserve the peace, uphold the right to the enjoyment of our property and protect the health and well being of the Residents of the Port Whitby area. The issues noted above have increased exponentially over the last 6 years and will continue to do so as the population density grows. In an effort to assist the Durham Regional Police and Whitby Council in understanding the problem, several actions have been taken in order to raise awareness of Councils and Police Services, most recently documentation of noise and speeding offenses. To date, no constructive action has been undertaken and the issues persist on Victoria St. and the adjacent waterfront and residential streets of our neighborhood.

We call on you to take immediate, robust and necessary measures to STOP these dangerous and illegal activities through the following actions.

- Meet with a delegation of Port Whitby Residents to as soon as possible to hear our observations and experiences and their impacts in order to collaborate with Residents to develop appropriate solutions to address and eliminate/curb these activities.
- Prepare and share with Residents a PLAN for immediate enforcement against the illegal activities AND undertake the earliest possible implementation of specific TRAFFIC ROUTING and TRAFFIC CALMING MEASURES on the streets of Port Whitby bounded by 401 south to Water St., Gordon St. east to South Blair St. and including Brock St., Victoria St., Watson, Charles, Dufferin and Front Sts.
- Provide the RESOURCES, TOOLS and MANDATE to Council Staffs and Durham Regional Police Services necessary to successfully implement the PLAN.
- Call on and work with all other Durham Region Municipalities to immediately plan and implement a joint REGION-WIDE ACTION against speeding, aggressive driving and the illegal use of modified mufflers on vehicles on Durham Region streets and highways.
- Call on the Provincial Government to ENACT LAWS and PROVIDE A FULL COMPLEMENT of TOOLS and RESOURCES to Durham Region Municipalities and the Durham Regional Police Services to support enforcement of speeding and aggressive driving laws and STOP the use of ILLEGAL MODIFIED MUFFLERS on vehicles on public streets and highways – including the ability to impose FINES and PENALTIES consonant with the egregious nature of the impacts of these illegal activities.

# **PORT WHITBY COMMUNITY TRAFFIC PETITION**

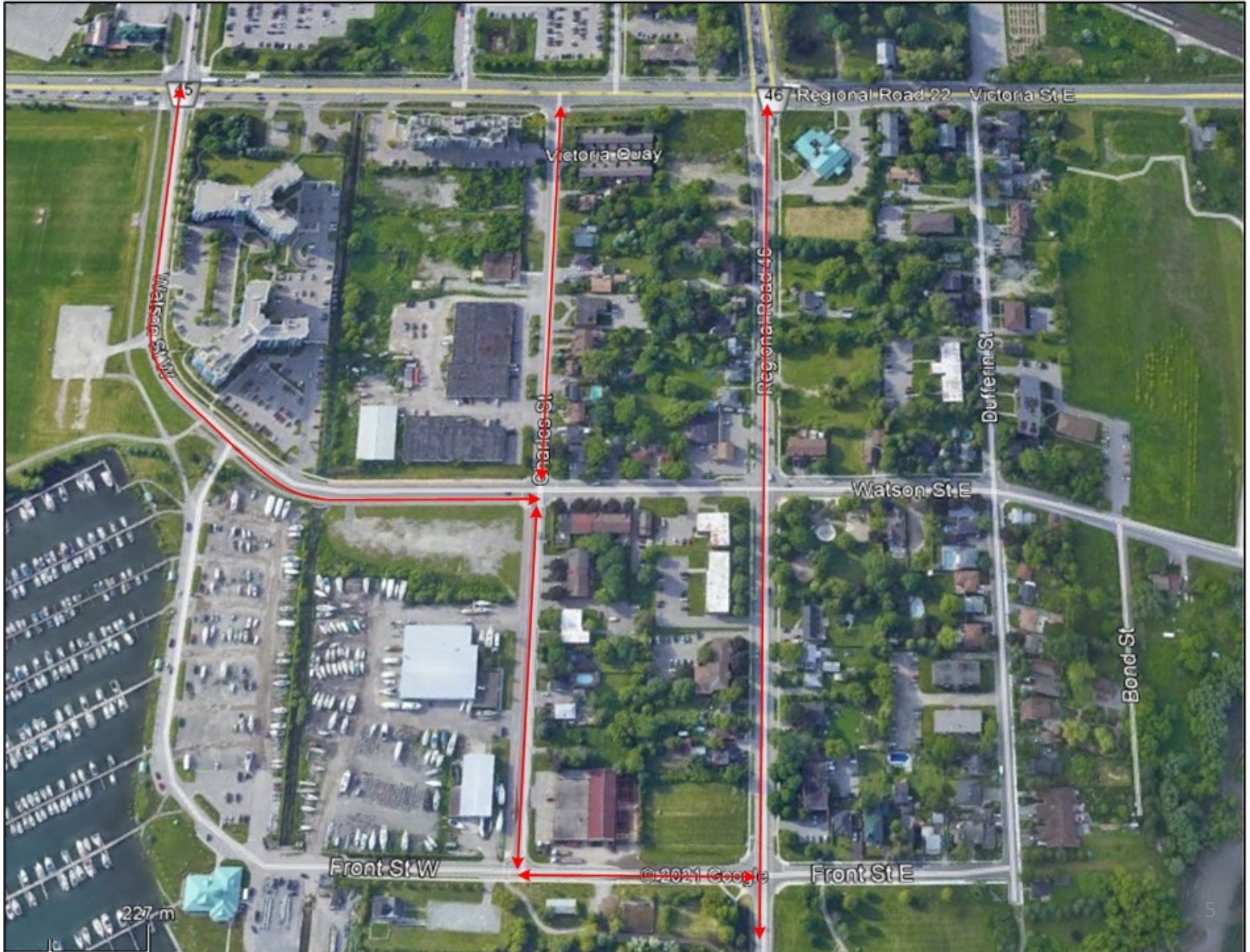
## **AUTHORS**

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**PORT WHITBY TRAFFIC  
RECREATIONAL TRAFFIC TO/FROM WATERFRONT**

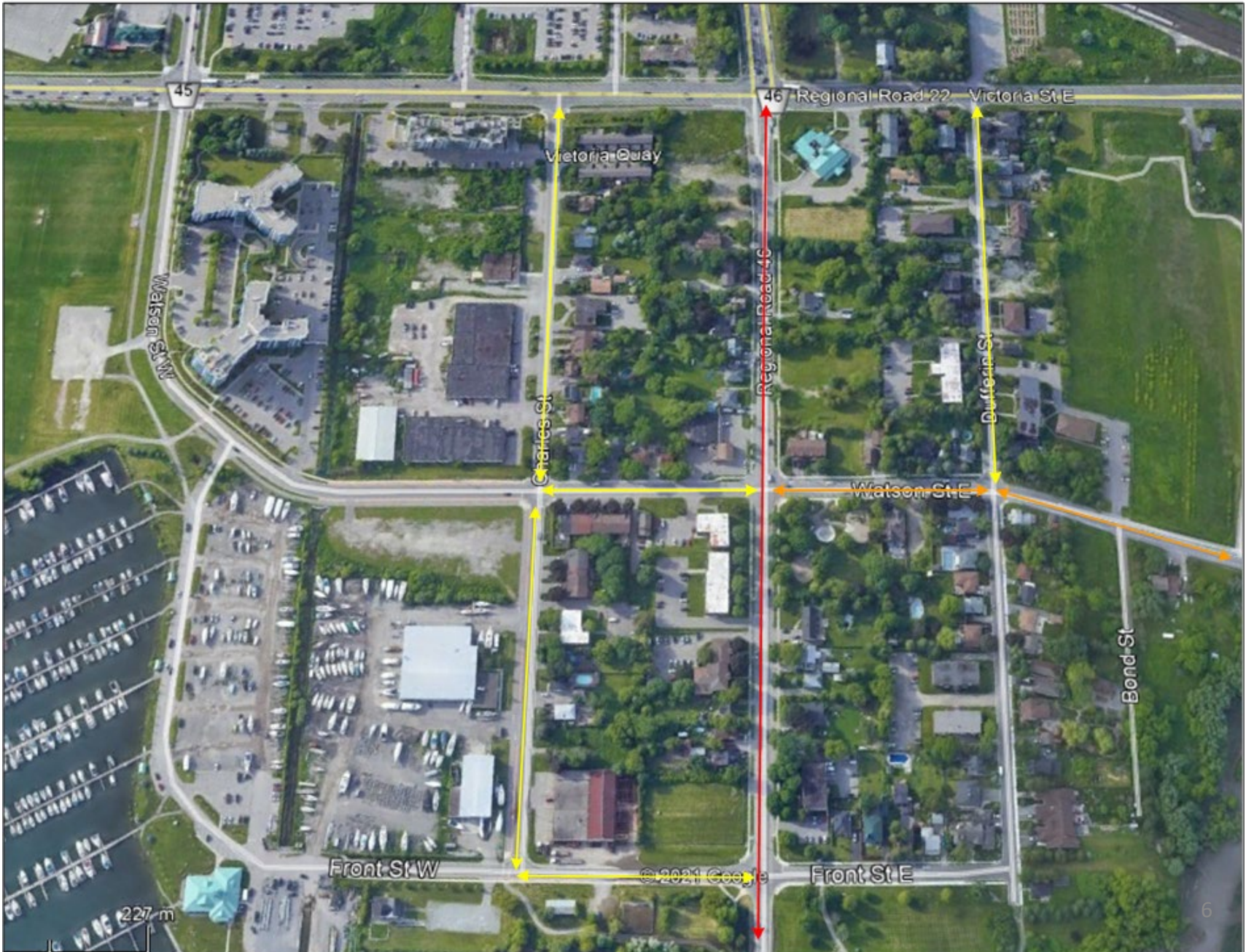
Excessive ——— Moderate ——— Somewhat ———





**PORT WHITBY TRAFFIC**  
**INDUSTRIAL TRAFFIC/LARGE TRUCKS**

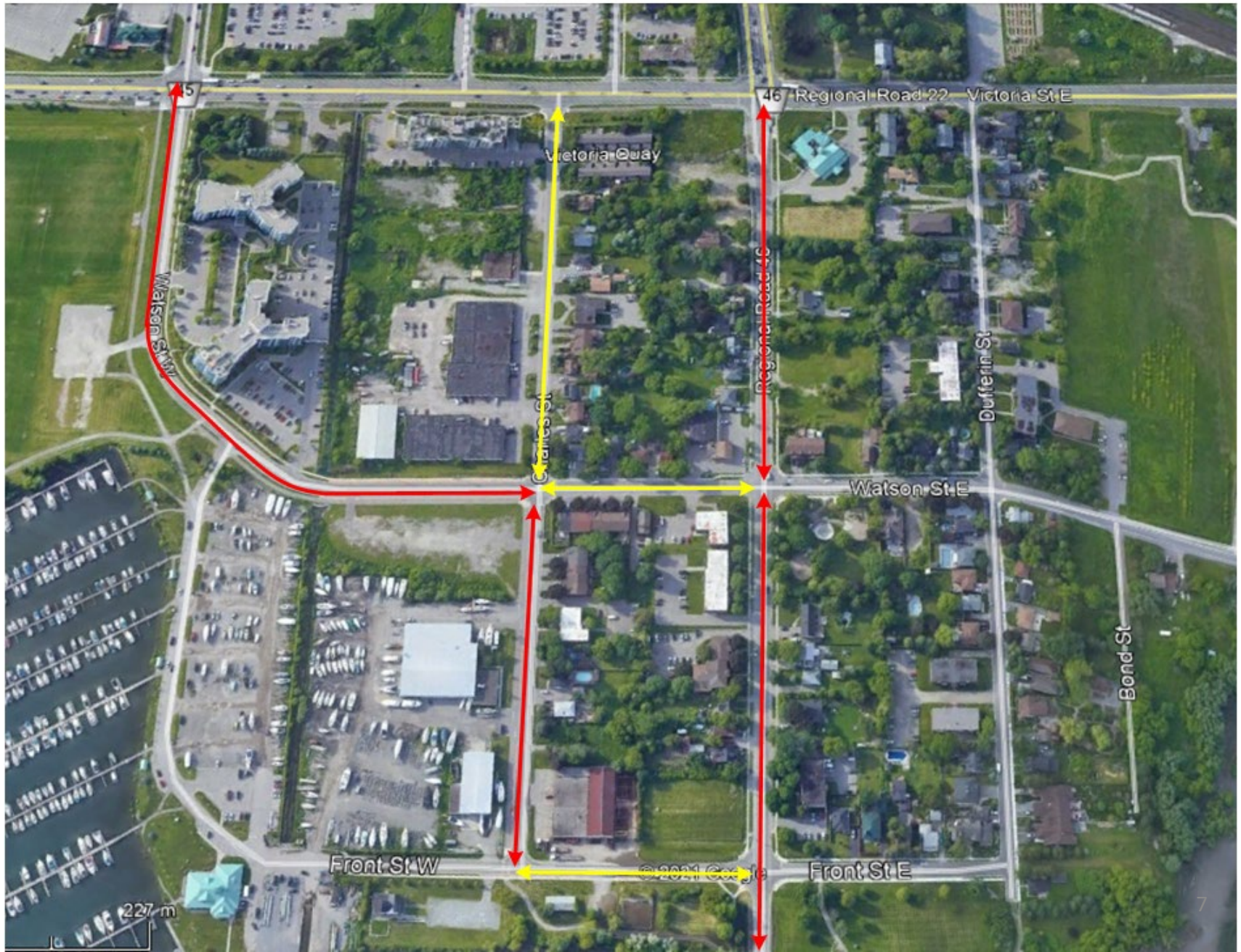
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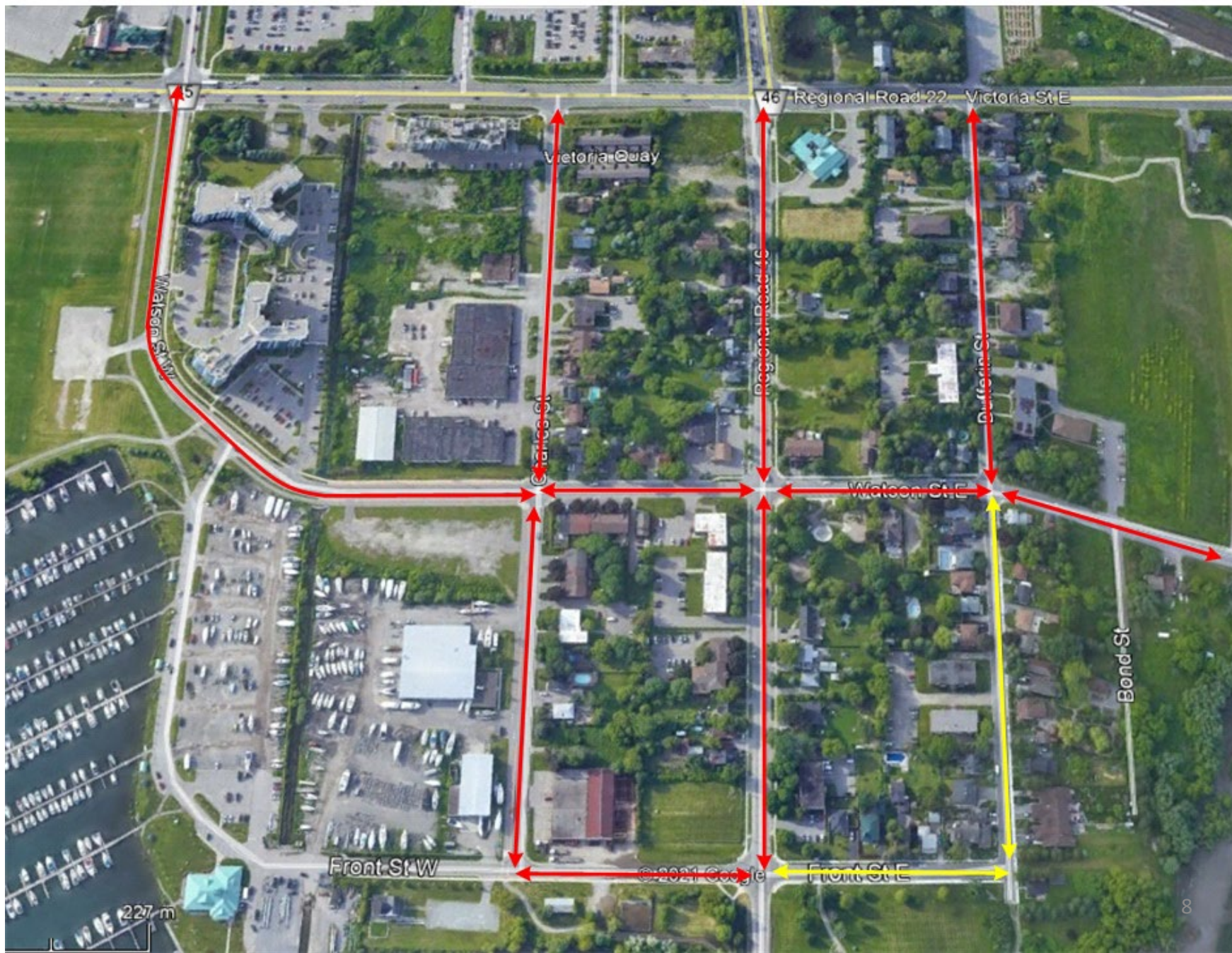
**PORT WHITBY TRAFFIC  
SPEEDING/PASSING/DAINGEROUS**

Excessive  Moderate  Somewhat 





**PORT WHITBY TRAFFIC**  
**CUT THROUGH TRAFFIC OCCURS WHEN PROBLEMS ON HENRY/BROCK/401 OR VICTORIA**





# PORT WHITBY TRAFFIC - OTHER CONCERNS

Overall routing problems for wayfinding to/from waterfront and industrial – also need signage and correction as to where google and other maps are sending them.



Community Fines Increased signage on all ingresses along with lower speeds on streets, road markings to reduce street widths would help.

Sport participants ignoring no parking. Cause dangerous passing and blocking of ingress from Victoria

Blind driveway

Blind corner (speed/passing)

Pedestrian Crossing + bus stops

No sidewalks at all

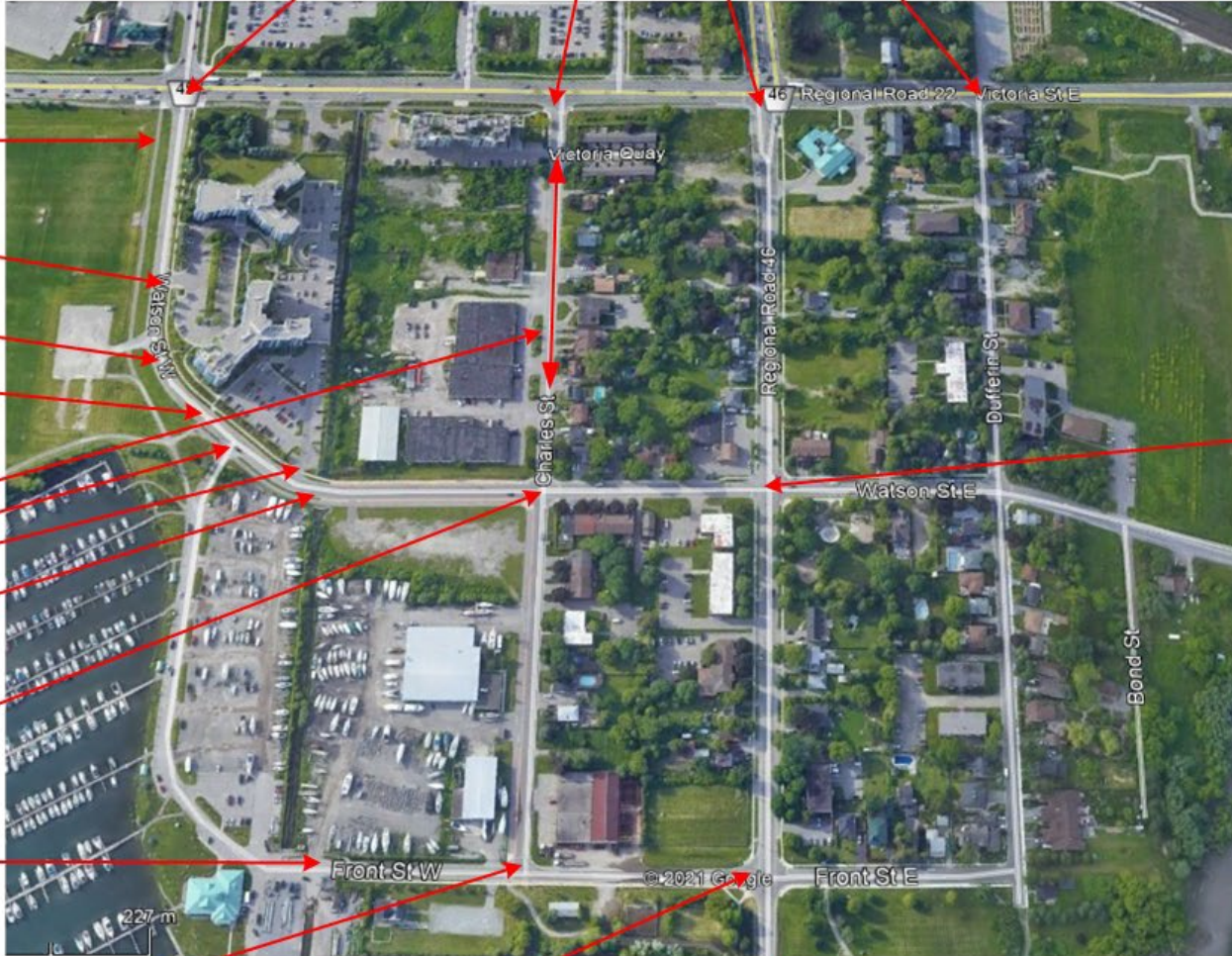
marina driveway

Blind driveway

Blind corner (speed/passing)

4-way stop largely ignored

Marina entrance, Fire route, Movement of boats



Line-ups of vehicles to and from waterfront revving engines, noisy truck gears, while waiting at 4-way stop.

South Blair

Stop sign largely ignored by trail crossing.

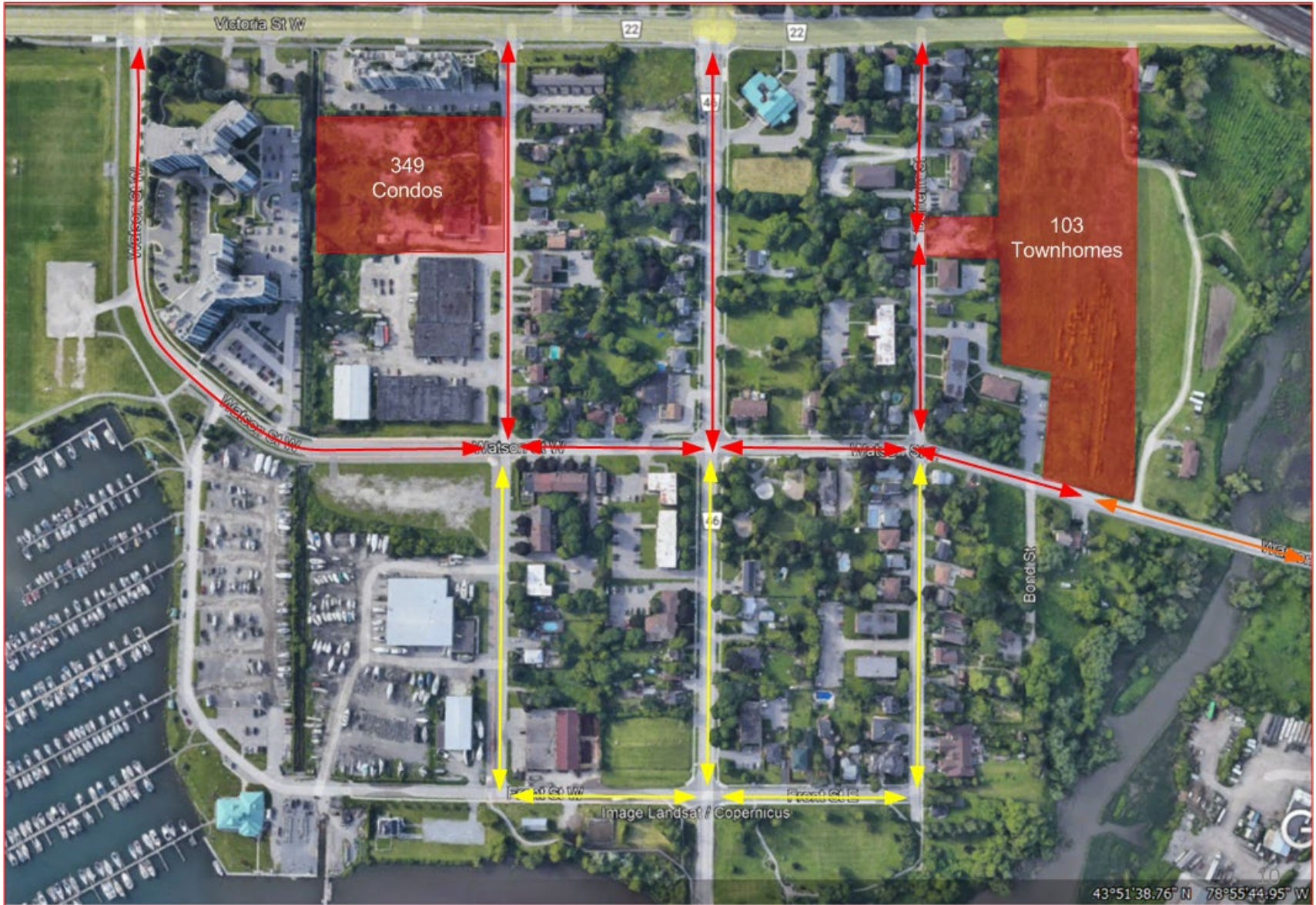
Stop sign largely ignored dangerous for pedestrians crossing between parks

Extremely dangerous pedestrian area/ bridge. Inconsistent speed signs (and too fast) on the blind bends on Water Street. Excessive speeding around the blind bends. Parked cars on narrow streets.



# PORT WHITBY TRAFFIC ADDITIONAL IMPENDING NEW DEVELOPMENTS

Excessive  Moderate  Somewhat 



# PORT WHITBY COMMUNITY TRAFFIC PETITION

## ADDITIONAL INFORMATION

(In slide view, click on icon below to open zip file)



Port Whitby  
Traffic corresponden



Email to DRPS  
Chief re noise



Summary DRPS  
Noise-1



Summary DRPS  
Noise-2

# **PORT WHITBY COMMUNITY TRAFFIC PETITION – SIGNATURES**

**(187 signatures pages numbered 2-16)**

(In slide view, click on icon below to open zip file)



Port Whitby Traffic Petition Signatures pgs 2-16.zip

**THANK YOU!**

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2097.

## The Regional Municipality of Durham

### MINUTES

#### DURHAM AGRICULTURAL ADVISORY COMMITTEE

November 8, 2022

A meeting of the Durham Agricultural Advisory Committee was held on Tuesday, November 8, 2022 in Meeting Room 1A, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 7:36 PM. Electronic participation was offered for this meeting.

#### 1. Roll Call

Present: Z. Cohoon, Federation of Agriculture, Chair  
T. Barrie, Clarington  
N. Guthrie, Member at Large  
K. Kemp, Scugog  
D. Risebrough, Member at Large  
H. Schillings, Whitby  
B. Smith, Uxbridge, Vice-Chair  
G. Taylor, Pickering attended the meeting at 7:54 PM  
T. Watpool, Brock, Vice-Chair  
B. Winter, Ajax attended the meeting at 7:55 PM  
**\*members of the Committee participated electronically**

Absent: G. Hight, Regional Councillor  
B. Howsam, Member at Large  
K. Kennedy, Member at Large  
G. O'Connor, Member at Large  
F. Puterbough, Member at Large

#### Staff

Present: A. De Vos, Program Specialist, Department of Planning and Economic Development  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
S. Jibb, Manager, Agricultural & Rural Economic Development, Department of Planning and Economic Development  
K. Smith, Committee Clerk, Corporate Services – Legislative Services  
**\*all staff except R. Inacio participated electronically**

**2. Declarations of Interest**

There were no declarations of interest.

**3. Adoption of Minutes**

Moved by K. Kemp, Seconded by B. Smith,  
That the minutes of the Durham Agricultural Advisory Committee meeting  
held on Tuesday, September 13, 2022, be adopted.

CARRIED

**4. Presentations**

A) Lyndsay Cartwright, Senior Research Analyst, Toronto Region Conservation Authority, re: Identification of Areas Meeting Criteria for Significant Wildlife Habitat in TRCA's Jurisdiction

Lyndsay Cartwright, Senior Research Analyst, Toronto Region Conservation Authority (TRCA), provided a PowerPoint Presentation with regards to Identification of Areas Meeting Criteria for Significant Wildlife Habitat in TRCA's Jurisdiction.

Highlights of the presentation included:

- Context – A Changing Landscape
- Context – Significant Wildlife Habitat (SWH) Project
- Context – Agriculture
- What is Significant Wildlife Habitat?
- Background
- Objective
- Draft Mapping
- Example – Open Country Bird Breeding Habitat
- Example – Shrub/Early Successional Bird Breeding Habitat
- All Areas Meeting Criteria for SWH
- Summary / Next Steps

L. Cartwright stated that the project is not intended to replace any existing municipal Significant Wildlife Habitat (SWH) information but to provide supplemental information to fill gaps and provide updated information. She also stated that the project is meant to identify opportunities and facilitate partnerships with willing landowners.

L. Cartwright advised that Provincial guidance on identified areas that meet criteria for SWH have been provided in the Significant Wildlife Habitat Technical Guide from 2000, the Mitigation Support Tool from 2014, and Criteria Schedules from 2015. She stated that the goal of the project was to follow Ministry of Natural Resources and Forestry criteria and align with methods outlined in the Peel Caledon study as well as work done by Credit Valley Conservation.

L. Cartwright provided a brief overview for open country bird breeding habitat and shrub/early successional bird breeding habitat and stated that the areas meeting criteria for SWH is 17% of the TRCA jurisdiction and 93% is included within the TRCA's regional target Natural Heritage System.

L. Cartwright responded to questions with regards to criteria within the Build More Homes Faster Act; interconnected ecosystems and creating pathways for wildlife management in the layers; and how urban expansion along whitebelt lands are going to be affected by the type of layer.

## **5. Discussion Items**

### **A) Rural and Agricultural Economic Development Update**

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A. De Vos provided the following update:

- The Agri Food Processing Business Retention and Expansion project will begin in the new year and the goal for the project is to get a better understanding of the food processors that exist in Durham Region, what their challenges and opportunities are, with an end goal of increasing food processing capacity in Durham Region and utilization of local food products grown in Durham Region and surrounding areas.
- She will be presenting at the Royal Winter Fair with Durham College on Friday, November 11, 2022 on agricultural careers.
- She has been meeting with school boards to push agriculture content to the specialist high skills major students and will be putting together modules for the students to complete.
- The Barrett Centre of Innovation in Sustainable Urban Agriculture announced their interim site will be located in Ajax.
- Working on completing the final graphic for the Growing Agri Food Durham plan with the updated 2021 census data.

### **B) 2022 DAAC Farm Tour Recap**

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D. Risebrough advised that Information Report #2022-INFO-83 of the Commissioner of Planning and Economic Development – Durham Agricultural Advisory Committee 2022 Farm Tour was provided as Attachment #3 to the agenda. He provided a brief summary of the highlights from the farm tour.

### **C) Agriculture 101 Training**

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S. Jibb advised that they have been brainstorming ideas to add Agricultural Training to the workplan for the coming year to help raise agriculture awareness and bring attention to the contribution it makes to the community. She asked



members of the Committee if they would be interested in organizing training for Regional Council.

It was the consensus of the Committee that an Agricultural Training Sub-Committee be formed consisting of Z. Cohoon, T. Barrie, K. Kemp and D. Risebrough.

D) Bill 23, More Homes Built Faster Act, 2022

S. Jibb provided the following update:

- Bill 23 was introduced in the legislature on October 25, 2022 and introduced changes to the land use planning system in Ontario through amendments to the Planning Act, Development Charges Act and other legislation that will have significant impact on Durham Region.
- The CAO will be sending comments on behalf of Durham Region to the Province which will be placed on the Council Information Package and will be shared with the Committee when it is released. At this time, there are no expected changes to how DAAC operates in light of Bill 23.

E) ROPA 2022-004 – Wechsel Farms

A copy of Early Release Report #2022-P-\*\* of the Commissioner of Planning and Economic Development – Public Meeting Report – Application to Amend the Durham Regional Official Plan, submitted by Clark Consulting Services, on behalf of Wechsel Farms, to permit the severance of a farm dwelling rendered surplus as a result of the consolidation of non-abutting farm properties, in the Township of Brock, File: OPA 2022-004 was provided as Attachment #2 to the Agenda and received.

S. Jibb advised that there will be a public meeting for application ROPA 2022-004 at the December 6, 2022 Planning and Economic Development Committee meeting. She provided a brief overview of the Application and discussion ensued regarding the subject site.

Moved by H. Schillings, Seconded by T. Watpool,  
That the Durham Agricultural Advisory Committee has no objections to  
the severance of land.

CARRIED

**6. Information Items**

A) DAAC Membership Applications

S. Jibb advised that the membership applications to apply for the Durham Agricultural Advisory Committee for the next term of Council is still open and will continue to accept applications until all vacancies are filled. She also advised that

applications will be circulated to area municipalities for their consideration by November 21st to submit their Council nominations by January 25, 2023 and will be brought forward to Regional Council in March 2023.

B) Farm Tour Information Report

Information Report #2022-INFO-83 of the Commissioner of Planning and Economic Development – Durham Agricultural Advisory Committee 2022 Farm Tour was provided as Attachment #3 to the Agenda and received.

**7. Other Business**

A) Guidelines on Permitted Uses as a Tool to Achieve Farmland Protection, Farm Diversification and Economic Benefits

S. Jibb advised that the Best Practices for On-Farm Diversified Uses in Ontario's Agricultural Areas report by the Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA) and the University of Guelph was released. She stated that the report has six best practice tools and recommendations. A link to the report will be provided the Committee members following the meeting. S. Jibb advised there will be a presentation on the final report on December 1, 2022 and encouraged Committee members to sign up for the webinar. She also advised there will be a report going on the Council Information Package and will be shared with the Committee when it is released.

B) Sollio Agriculture

Z. Cohoon stated that the Sollio Cooperative Group (Sollio) is divesting of many of their assets and there are unofficial report that they will not longer be operating the grain terminal at the Port of Oshawa. He suggested having the Hamilton-Oshawa Port Authority (HOPA) provide an update to the Committee. S. Jibb will reach out to invite HOPA representatives to a future meeting.

**8. Date of Next Meeting**

The next meeting of the Durham Agricultural Advisory Committee will be held on Tuesday, December 6, 2022 starting at 7:30 PM.

**9. Adjournment**

Moved by D. Risebrough, Seconded by K. Kemp,  
That the meeting be adjourned.

CARRIED

The meeting adjourned at 8:53 PM

Respectfully submitted,

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Z. Cohoon, Chair, Durham Agricultural Advisory  
Committee

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K. Smith, Committee Clerk