



# The Regional Municipality of Durham

## COUNCIL INFORMATION PACKAGE

### March 10, 2023

#### Information Reports

[2023-INFO-20](#) Commissioner of Corporate Services – myDurham 311 – Customer Portal Launch

#### Early Release Reports

There are no Early Release Reports

#### Staff Correspondence

There is no Staff Correspondence

#### Durham Municipalities Correspondence

1. [City of Oshawa](#) – re: Resolution passed at their Council meeting held on February 27, 2023, in support of the City of Montreal’s motion regarding a TGV in the Quebec-Toronto Corridor

#### Other Municipalities Correspondence/Resolutions

1. [Municipality of Chatham-Kent](#) – re: Resolution passed at their Council meeting held on March 6, 2023, regarding Reducing Municipal Insurance Costs

#### Miscellaneous Correspondence

1. [Stephen Parkin, Durham Region Resident](#) – re: Emailing Regional Council the accomplishments of four Durham Region ringette teams at the Ringette Ontario Provincial Championships

#### Advisory / Other Committee Minutes

1. 9-1-1 Management Board minutes – [February 16, 2023](#)

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.

Notice regarding collection, use and disclosure of personal information:

Written information (either paper or electronic) that you send to Durham Regional Council or Committees, including home address, phone numbers and email addresses, will become part of the public record. If you have any questions about the collection of information, please contact the Regional Clerk/Director of Legislative Services.

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



# The Regional Municipality of Durham Information Report

---

From: Commissioner of Corporate Services  
Report: [#2023-INFO-20](#)  
Date: March 10, 2023

---

**Subject:**

myDurham 311 – Customer Portal Launch

---

**Recommendation:**

Receive for information

---

**Report:**

**1. Purpose**

1.1 The purpose of this report is to:

- a. Introduce [myDurham311.ca](#), the new myDurham 311 Customer Self-service Portal, which has been designed to facilitate and streamline the customer experience when engaging with the Region.

**2. Background**

2.1 The myDurham 311 project strives to improve ease of use, increase online transactions and payment capability, and provide access to Regional services and information.

- a. Durham Region is focused on improving the customer experience through an omnichannel approach. This means there are many different ways that residents can get the information they need about Regional services, including in person or by web, emails, phone calls, social media and more.
- b. Enhancements to existing channels, and new service options are helping move the Region towards a more modern and dynamic customer service approach.
- c. With more than one million transactions taking place annually at the Region, the implementation of a Customer Relationship Management system and Knowledge Base is a significant step for our customers and increasing accessibility to services.

2.2 The myDurham 311 Contact Centre provides customers (residents, businesses, clients, and visitors) with information, support and administers service requests from 8 a.m. to 5 p.m., Monday through Friday, with out-of-hours service provision provided in key areas.

### **3. Previous Reports and Decisions**

3.1 In July 2020, Regional Council approved report [#2020-A-16](#), which proposed the myDurham 311 Customer Experience Program. The myDurham 311 project has been designed to facilitate, streamline, and integrate service delivery from a customer perspective.

### **4. myDurham 311 Customer Portal**

4.1 The myDurham 311 Customer Portal, [myDurham311.ca](http://myDurham311.ca), aims to simplify the customer experience, and provide a self-service option for customers to access information, submit a ticket and follow their interactions with the Region.

- a. The portal is part of one centralized customer database that will be integrated with our work order, service request, and online payment systems.
- b. The portal can be accessed at [myDurham311.ca](http://myDurham311.ca).

4.2 The customer portal will enhance customer service by:

- a. Providing self-serve 24/7 support using a knowledge base.
- b. Offering customers a user-intuitive self-service option where they can follow the status of their engagement with the Region, and the status of their service requests, receiving notifications at key milestones of the service request.
- c. Allowing customers to access services at a place and time that is convenient to them, and through a device of their choice.
- d. Providing a Knowledge Base, a database of information and responses to inquiries, allowing customers to find answers quicker and easier.
- e. Displaying service alerts and topics that have previously been submitted.

- 4.3 Through the myDurham 311 Customer Portal, Durham Region customers can:
- a. Submit service requests for:
    - Waste Diversion Kit Request
    - Bag Tag Exemption Form Request
    - Waste – Request School Programs and Outreach
    - Waste General Inquiries
    - Waste Complaint
    - Emergency Management Inquiry Submission
    - Report Water Issues
    - General Traffic Inquiry
    - Pedestrian Safety
    - Contact the Office of the CAO
  - b. Create a profile, track the status of active service requests, and view previous service requests.
  - c. Review service alerts for popular topics and issues submitted.
- 4.4 The Township of Scugog has leveraged the same Customer Relationship Management technology, Microsoft Dynamics 365, for their My Scugog Connected Portal, currently available for road-related service requests. Access via [myscugogconnected.ca](https://myscugogconnected.ca).
- 4.5 The launch of a self-service customer portal is the second major public-facing milestone of the myDurham 311 project. Communications with the public regarding the portal will now begin, alongside continued communications for the first project milestone of 311-enabled dialing (launched December 2022).
- 4.6 Additional self-serve service requests will be added to the myDurham 311 Customer Portal throughout the year on an ongoing basis.

## 5. Relationship to Strategic Plan

- 5.1 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
    - 5.4 Drive organizational success through innovation, a skilled workforce, and modernized services

## 6. Conclusion

- 6.1 The myDurham 311 Customer Portal will launch on March 11, 2023, as a new single self-service portal for customers within Durham Region to submit service requests or follow up on existing service requests.
- a. Visit [myDurham311.ca](https://myDurham311.ca).
- 6.2 A promotional campaign will begin to introduce this new service channel for accessing information and submitting a service request with the Region, and continued promotion and use of other channels available to access Regional services and customer self-service options.
- 6.3 For additional information contact: Gemma Sim, Program Manager, myDurham 311 at 289-927-4299, or Junaid Sarwar, Director, Service Durham at 905-668-4113, extension 3322.

Prepared by: Gemma Sim, Program Manager, at 289-927-4299.

Respectfully submitted,

Original signed by


---

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

File: 3-5

March 7, 2023

**DELIVERED BY E-MAIL**  
**(PM@pm.gc.ca)**The Right Honourable Justin Trudeau, P.C., M.P.  
Prime Minister of CanadaRe: Notice of Motion - Support for the City of Montreal's motion regarding a TGV in the  
Quebec-Toronto Corridor

 Corporate Services Department Legislative Services Division	
Date & Time Received:	March 07, 2023 11:14 am
Original To:	CIP
Copies To:	
Take Appropriate Action	<input type="checkbox"/> File <input type="checkbox"/>
Notes/Comments:	

Oshawa City Council considered the above matter at its meeting of February 27, 2023 and adopted the following motion in support of The City of Montreal's motion of February 20, 2023:

"Whereas the federal government recently made an important decision to modernize the rail network in the Quebec-Toronto corridor; and,

Whereas the federal government is instead aiming for a high-frequency train (TGF) project rather than a high-speed train (TGV) project, which will only slightly reduce the travel time between the major cities located in this corridor and therefore make the project much less attractive to the population; and,

Whereas if Canada wants to significantly reduce its GHG emissions and reach its targets promised to the international community, significant sums will have to be invested in public transit, particularly in rail transportation; and,

Whereas a TGV could make the Montreal-Toronto trip in 2 h 18 min and Montreal-Québec in 1 h 13 min, which would allow real competition with air transport and automobile transport, in terms of efficiency, comfort, and speed; and,

Whereas the population residing in the Quebec-Toronto corridor represents approximately one third of the total population of Canada, which is an ideal population density for the establishment of a TGV system; and,

Whereas the TGV could have enormous leverage effects for the economic and cultural development of the major cities located in this corridor, notably Montreal; and,

.../2

Whereas over the next ten years, Quebec and Ontario alone plan to spend \$56 billion on their road network, an amount that represents approximately twice the cost of a TGV between Quebec and Toronto; and,

Whereas Canada is the only G7 country that does not yet have a TGV system;

Therefore, the City of Oshawa be the first to endorse and pledge support for The City of Montreal's motion of February 20th, 2023 (Moved by Craig Sauvé, Conseiller de la Ville du district de Saint-Henri-Est-Petite-Bourgogne-Pointe-Saint-Charles--Griffintown and seconded by Serge Sasseville, Conseiller de la ville du district de Peter-McGill); and,

That a copy of this motion be sent to the Minister of Transport, The Honorable Omar Alghabra; the Minister of Intergovernmental Affairs, Infrastructure and Communities, The Honorable Dominic LeBlanc; as well as to members of the House of Commons; The Prime Minister of Canada; The Premiers of Ontario and Quebec and respective legislatures; La Ville de Montreal, The City of Toronto Council, each Municipality and Region on the Toronto Montreal Rail Corridor, VIA Rail, CN Rail, AMO and FCM".

If you need further assistance concerning the above matter, please contact me at the address listed below or by telephone at 905-436-3311.

Mary Medeiros  
Director, Legislative Services/City Clerk

/jl

c: The Minister of Transport, The Honorable Omar Alghabra  
The Minister of Intergovernmental Affairs, Infrastructure and Communities, The Honorable Dominic LeBlanc  
Members of the House of Commons  
The Premier of Ontario and respective Legislatures  
The Premier of Quebec and respective Legislatures  
La Ville de Montreal  
All Council Members of the City of Toronto  
All Municipalities and Regions on the Toronto-Montreal Rail Corridor  
VIA Rail  
CN Rail  
Association of Municipalities of Ontario  
Federation of Canadian Municipalities





**Municipality of Chatham-Kent**  
 Corporate Services  
 Municipal Governance  
 315 King Street West, P.O. Box 640  
 Chatham ON N7M 5K8

March 6, 2023

To All Ontario Municipalities

**Resolution re Reducing Municipal Insurance Costs**

 Corporate Services Department Legislative Services Division	
Date & Time Received:	March 08, 2023 1:48 pm
Original To:	CIP
Copies To:	
Take Appropriate Action	<input type="checkbox"/> File <input type="checkbox"/>
Notes/Comments:	

Please be advised the Council of the Municipality of Chatham-Kent, at its regular meeting held on March 6, 2023 passed the following resolution:

“Whereas Chatham-Kent has faced multiple double digit increases to insurance premiums over the past years;

And Whereas the costs on insurance are having a significant impact on municipal budgets in Chatham-Kent and around the Province;

Now Therefore, Council direct administration to engage with other municipalities, the Association of Municipalities of Ontario, and any other relevant municipal associations, to determine what tools may be available to reduce insurance costs, including cooperative purchasing of insurance, creation of a municipal reciprocal insurance provider, or legislative changes to address insurance costs to municipalities.

And administration report back to Council regarding the result of this engagement and any recommended Council resolutions to support improvements to municipal insurance in Ontario.

Further that administration be directed to forward this motion to all other municipalities in Ontario seeking support and collaboration on this issue.”

If you have any questions or comments, please contact Judy Smith at [ckclerk@chatham-kent.ca](mailto:ckclerk@chatham-kent.ca)

Sincerely,

Judy Smith, CMO  
 Director Municipal Governance/Clerk

C AMO

---

**From:** Stephen Parkin  
**Sent:** March 8, 2023 11:08 AM  
**To:** Clerks <[Clerks@durham.ca](mailto:Clerks@durham.ca)>  
**Subject:** Recognition of local ringette teams

Good morning,

I'm writing to bring to the attention of Regional Council the accomplishments of four ringette teams from Durham Region at the Ringette Ontario Provincial Championships this past weekend. This tournament brought together female athletes from all over the province in five different divisions (age groups), totaling some fifty teams. The top two teams in each division (and in some cases, top three) go on to compete at the Canadian Ringette Championships, with the gold medal winners earning the right to compete as Team Ontario. This year, three of the five winning teams are from Durham Region, which has never happened before. In fact, the last time any team based in Durham was named Team Ontario was in 2011. The medalists are as follows:

U14AA Division: Oshawa Ringette Association, bronze medalists

U16AA Division: Ajax/Pickering Power, gold medalists and Team Ontario

U19AA Division: Ajax/Pickering Power, gold medalists and Team Ontario

18+AA Division: Durham Flames, gold medalists and Team Ontario

The only division in which a Durham team did not medal was, in fact, the 18+ University division; Ontario Tech University does not have a ringette team and did not compete.

Of note, the Ontario Championships for A level ringette takes place the weekend of 16-19 March, and there will be several Durham Region teams competing at that event as well.

I would encourage Durham Council to recognize these teams officially at a future meeting. I am directly connected only to the U14 and U16 teams but I would be able to provide direct or indirect contact information for all four if required.

Thank you in advance for your consideration of this request.

Sincerely,

Stephen Parkin

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

## **The Regional Municipality of Durham**

### **MINUTES**

#### **9-1-1 MANAGEMENT BOARD**

**February 16, 2023**

A regular meeting of the 9-1-1 Management Board was held in the Council Chambers, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, at 9:30 A.M. Electronic participation was permitted for this meeting.

#### **1. Roll Call**

Present: M. Berney, Scugog Fire and Emergency Services (Chair), left the meeting at 10:00 AM  
B. Garrod, Durham Regional Council  
G. Oblenes, Durham Regional Police  
M. Simpson, Director of Risk Management, Economic Studies and Procurement, Durham Region  
J. Wichman, Communications/9-1-1 Technical Manager  
**\* all members of Committee participated electronically**

Absent: T. Cheseboro, Region of Durham Paramedic Services  
L. Kellett, Oshawa Central Ambulance Communications Centre, Ministry of Health – Emergency Health Program Management and Delivery Branch

#### **Staff**

Present: R. Inacio, Systems Support Specialist, Corporate Services – IT  
T. Fetter, Durham Regional Police  
S. Mackey, Oshawa Fire  
N. Prasad, Legislative Services Division – Corporate Services Department  
J. Svanda, Durham Paramedic Services  
L. Soto Maya, Legislative Services Division – Corporate Services Department

#### **2. Declarations of Interest**

There were no declarations of interest.

#### **3. Appointment of Chair**

L. Soto Maya advised that in accordance with the provisions contained in the 9-1-1 Joint Powers Agreement, it is required that a representative of either the Police or Fire Agencies, Chair on a rotating annual basis.

It was the consensus of the Board that G. Oblenes will assume the Chair of the 9-1-1 Management Board.

G. Oblenes assumed the Chair for the remainder of the meeting.

**4. Approval of Minutes**

Moved by J. Wichman, Seconded by M. Simpson,

(1) That the minutes of the 9-1-1 Management Board meeting held on October 18, 2022 be adopted.

CARRIED

**5. 9-1-1 Call Statistics**

J. Wichman provided the final statistics on calls transferred from January to December 2022. The statistics also include transfers to the Ontario Provincial Police on the highways, no-answer, and wireless hang-ups. He advised there is a five to ten percent increase from year to year on the call volume.

J. Wichman responded to a question regarding the call volume increases, and variations within the sub-sets. J. Wichman advised that there has been an increase in calls to Police, and that 9-1-1 is working with a local hospital to have a crisis call worker in 9-1-1 respond to mental health calls. He also advised that at the end of this year Canada will be launching 988 which is a suicide hotline and may result in calls going directly to 988.

J. Wichman responded to a question regarding the north Durham calls and jurisdictional boundaries.

**6. Next Gen 9-1-1 and 9-1-1 Overview**

Durham Region is looking to onboard onto the Next Gen IP based network at the end of 2023 or beginning of 2024.

J. Wichman provided an overview of the benefits of the updated Next Gen 9-1-1 system, such as: that 9-1-1 will launch a texting service to everyone through RTT (real time text) for two-way text conversation which is expected to replace TTY TTD, the traditional device for the hearing impaired; better location information will be available, particularly for rural areas; there will be increased information sharing between emergency services; and, the ability for OnStar call centers to transfer the collision analytics gathered from a call directly to 9-1-1.

J. Wichman stated that Fire Services will also be transferring the Next Gen 9-1-1 network in the near future however, Paramedic Services will take more time to implement the system because they serve regional and provincial governments, and there are many locations for ambulances.

J. Wichman also stated that the Canadian Radio-television and Telecommunications Commission (CTRC) plans to decommission the old 9-1-1 network by 2025 and that Toronto Fire Services, Ontario Provincial Police, and Ministry of Health, Central Ambulance Communication Centre sites will first implement the system, then Durham Regional Police near the end of the year. He also noted that the Provincial government recently announced funding for the NG 9-1-1 systems.

**7. 9-1-1 System Complaints reported by Technical Manager**

J. Wichman provided an overview of the following issues involving the 9-1-1 system:

- Network issues are mitigated quickly, and research is done to ensure that there are no missed calls.
- Some void calls are difficult to transfer to other agencies and need to be transferred as admin calls.

It was the consensus of the Committee to alter the agenda to deal with the 9-1-1 Management Board 2023 Budget (Item 9) next.

**9. 9-1-1 Management Board 2023 Budget**

J. Wichman provided an overview of the 9-1-1 Emergency Service System Business Plans and Budget, including the proposed expenses and proposed funding for major programs and services. He also outlined strategic priorities.

Discussion ensued with respect to the cost per capita for providing 24/7 access to emergency services.

M. Simpson advised that the 2023 budget is very responsible in addressing the reality of implementing a new 9-1-1 system, as well as addressing staffing increases.

Moved by B. Garrod, Seconded by M. Berney,

(2) That we recommend to the Finance and Administration Committee for subsequent recommendation to Regional Council:

That the 2023 Business Plans and Budget for the 9-1-1 Emergency Service System be approved.

CARRIED

**8. Pulse Point Presentation**

Sandra Mackey, Chief Communications Officer, Oshawa Fire, provided a PowerPoint presentation on Pulse Point.

Highlights of the presentation included:

- Pulse Point
  - How Pulse Point Works
  - Pulse Point as a Community Effort and Visible Community Project
  - Active Services Across Canada and Ontario
  - Community Life Saving Support
    - Oshawa Fire Medical Call Statistics
    - Other Medical Statistics in the Region
    - Pulse Point in Kingston
  - Cumulative Response Timeline
  - Pulse Point CPR and AED locations
    - Fire stations in Alameda County, California
    - Pulse Point in Alameda County, California
    - Pulse Point in San Diego, California
    - Pulse Point in Lincoln, Nebraska
  - Deployment and Use by our United States Neighbours
- PulsePoint AED
  - PulsePoint AED App and Registry
- Pulse Point Launch at Lakeridge Health in September 2022

S. Mackey stated that the PulsePoint App was implemented in Oshawa in September 2022.

She advised that the app empowers first responders and everyday citizens to be able to provide life-saving assistance for a person suffering from cardiac arrest until first responders arrive on the scene. She noted that survival rates are increased significantly when early CPR is administered.

S. Mackey provided an overview of how the PulsePoint App works. She stated that 9-1-1 sends a real-time PulsePoint alert to any users trained in CPR who are within a 500-metre range when a sudden cardiac arrest incident occurs.

S. Mackey advised that the PulsePoint App is currently implemented in the City of Oshawa, and the Townships of Scogog, Brock and Uxbridge. In addition, Kingston Fire Services, Winnipeg Fire Services and the entire province of British Columbia are PulsePoint communities. She provided an overview of the call volume and statistics in comparative municipalities.

S. Mackey also provided an overview of the PulsePoint AED app, and registry of AED locations and details. She advised that Ontario Tech University and Durham College are partnering with Oshawa Fire Services to implement the AED app in some of their programs.

S. Mackey stated that Oshawa Fire Services launched the PulsePoint AED app in partnership with Lakeridge Health in September 2022 and the app is being promoted through social media, and General Motors is also communicating the app.

S. Mackey advised that the PulsePoint app brings the community together working in partnership with emergency services to save lives.

S. Mackey responded to questions regarding the Town of Ajax and the City of Pickering integrating their systems; cost factors and other hurdles to implement PulsePoint; and capacity of the system.

**10. Other Departments - Comments/Concerns**

a) Comments/Concerns – Regional Council

B. Garrod commented that natural disasters such as the tornado that touched down in the Township of Uxbridge in 2022 will become more frequent due to the impacts of climate change. He questioned if there were lessons learned from that event and if mitigating factors are reflected in the budget and implementation of the Next Gen 9-1-1 system.

J. Wichman advised that there were lessons learned, such as with Next Gen 9-1-1 and they are looking at the possibility of utilizing remote call takers so more staff can be safely added to answer more of the 9-1-1 calls that come in; as well as leveraging technology to try to respond faster.

b) Comments/Concerns – Durham Police

J. Wichman advised that the way calls are delivered to 9-1-1 centres using GIS will be changing in 2025 with respect to how data such as location information is collected and disseminated, taking into consideration population growth in Durham Region.

J. Wichman also noted that April 9 to 15, 2023 is National Public Safety Telecommunications Week to celebrate the people that answer the 9-1-1 calls for Police, Fire and Ambulance.

c) Comments/Concerns – Fire Departments

There were no comments.

d) Comments/Concerns – Oshawa Central Ambulance Communications Centre

There were no comments.

e) Comments/Concerns – Durham Finance

There were no comments.

f) Comments/Concerns – Region of Durham Paramedic Services

There were no comments.

**11. Date of Next Meeting**

The next meeting of the 9-1-1 Management Board will be held on Tuesday, April 25, 2023 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, in Council Chambers.

**12. Adjournment**

Moved by M. Simpson, Seconded by J. Wichman,  
(3) That the meeting be adjourned.

CARRIED

The meeting adjourned at 11:10 AM

---

Gord Oblenes, Chair

---

Laurie Soto Maya, Committee Clerk