



2018

Year in Review



The Regional Municipality of Durham is propelled forward by its greatest asset—our people. Our employees work hard to ensure our award-winning programs and services are delivered with service excellence; exceeding the highest of standards.

By working together—to navigate road blocks and overcome barriers—our teams have created more innovative ideas, enhanced collaboration, and strengthened our dedication to residents.

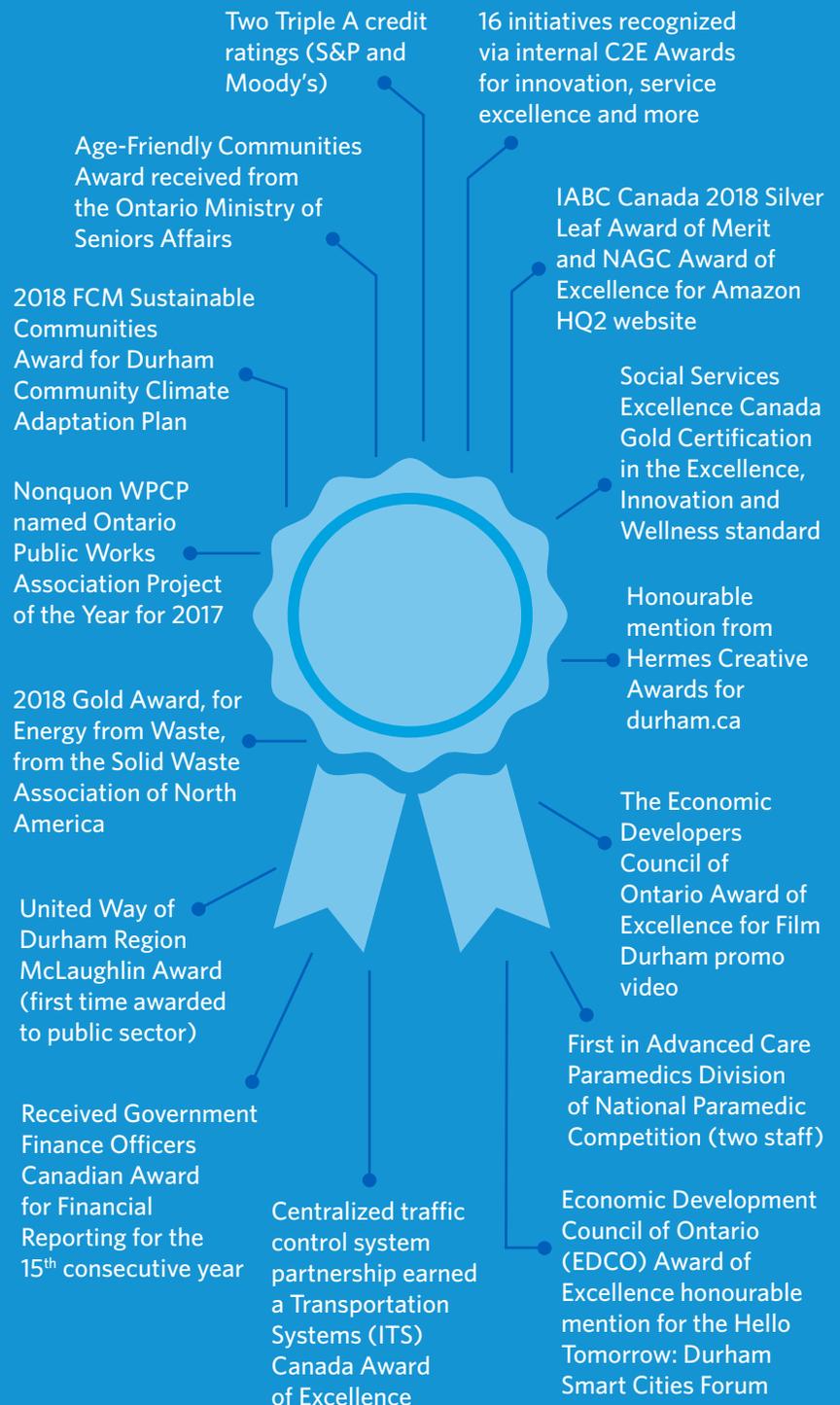
It's amazing how creative solutions can be found simply by listening to others' unique life experiences and perspectives.

Regional employees brought a lot to life in 2018, so let's celebrate our achievements.

Elaine Baxter-Trahair,
Chief Administrative Officer (CAO)



Awards



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- CCO = Corporate Communications Office
- CS-HR = Corporate Services Department, Human Resources Division
- DEMO = Durham Emergency Management Office
- ITHelp = Corporate Services, Information Technology help desk
- POA = Provincial Offences Act
- RHQ = Regional Headquarters
- SS = Social Services
- DRT = Durham Region Transit
- DRPS = Durham Regional Police Service

7,515 Food safety inspections
6,324 Infectious disease investigations
1,437 Animal bite investigations
630 Private sewage inspections
4,402 Stagnant water assessments
717,000 Water/sewer bills issued



2,000
 Additional child care spaces

514
 Additional child care subsidies

50,375
 Participation in EarlyON activities

6,316
 Clients serviced by Family Services Durham Division

100+
 Subsidies secured for victims of family violence and human trafficking

10.7 million passengers

Durham Region Transit ridership

43

Bus drivers with accident-free milestones (two with 25 years/one with 35 years)

11,000 hours

Increased service on DRT



IT supports

4,000+ Desktops **300+** Servers
1,200 Mobile devices **70** Networked sites

POA courts:

4,500 Charges heard by POA Justices
200 Court days
4 months Time to trial

Public Wi-Fi

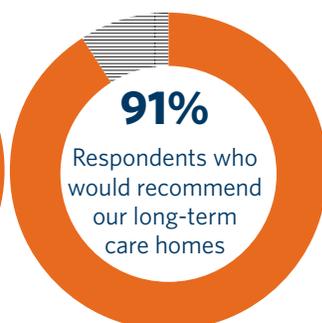
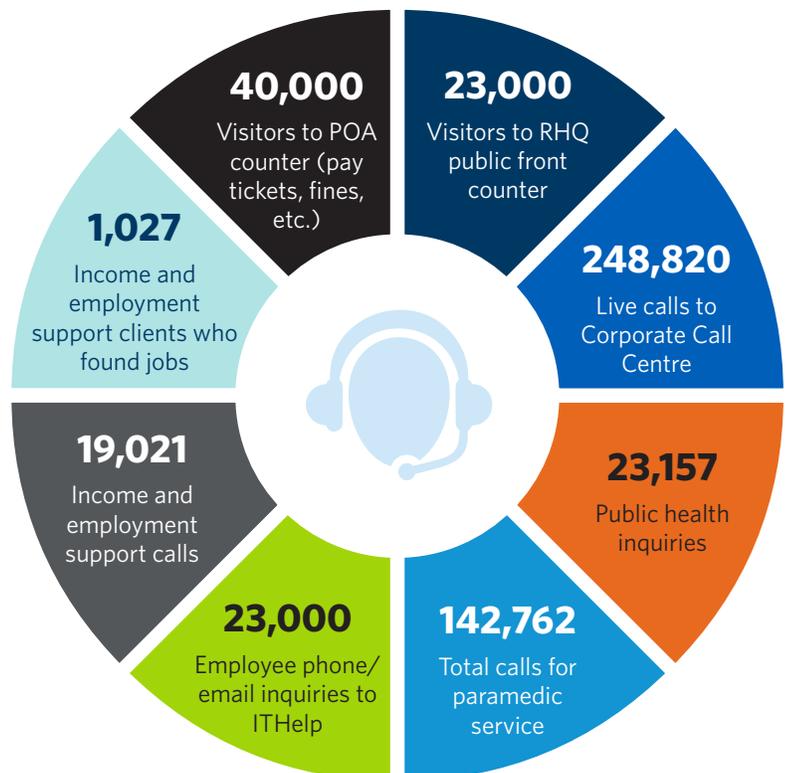
2,150 Unique clients
2,400 GB Of traffic at RHQ

Started work on a Customer Experience Strategy (to enhance customer service)

Met compliance, with legislated responsibilities, under the Emergency Management and Civil Protection Act

845 Residents in our four long-term care homes

New, modernized DRT website



Milestones

- Second municipal election with directly elected Regional Chair
- Opened employee Multi-faith Prayer/Reflection Room for religious prayer, quiet reflection and/or personal contemplation
- Attracted four new investments to Durham Region that will create hundreds of new jobs
- Regional Council elected the first female Regional Chair, Gerri Lynn O'Connor, to complete the council term begun by the late Regional Chair and CEO, Roger Anderson
- Successfully implemented phase out of vacancy tax rebates and discounts; savings transferred to industrial base to enhance competitiveness



Employees recognized for years of service

3
40 years

6
35 years

64
30 years



127
Retirees

17,500
External job applications

5
Offer letters per day on average

61
Days to fill posting/hire on average

310
Employees at New Employee Orientation

1,732 (728 external hires)
Job competitions



90



Subdivision and servicing agreements
(5,300+ residential units)



1,224

Published web page updates

3.4 million

Unique durham.ca page views



Hosted International Women's Day event at RHQ



Launched internal Diversity and Inclusion Strategy and complementary cultural events



Healthy workplace "wellness" initiatives: fitness, nutrition, hearing/blood pressure/cholesterol clinics, mental health, ergonomic assessments



Launched community Urban Heat Islands brochure and public information display



Released Accessible Web Publishing Policy for employees

3,828

Participants at Health, Safety and Wellness' training (48 learning topics)

39,000

Total views of two Duffin Creek Plant Water Champions videos

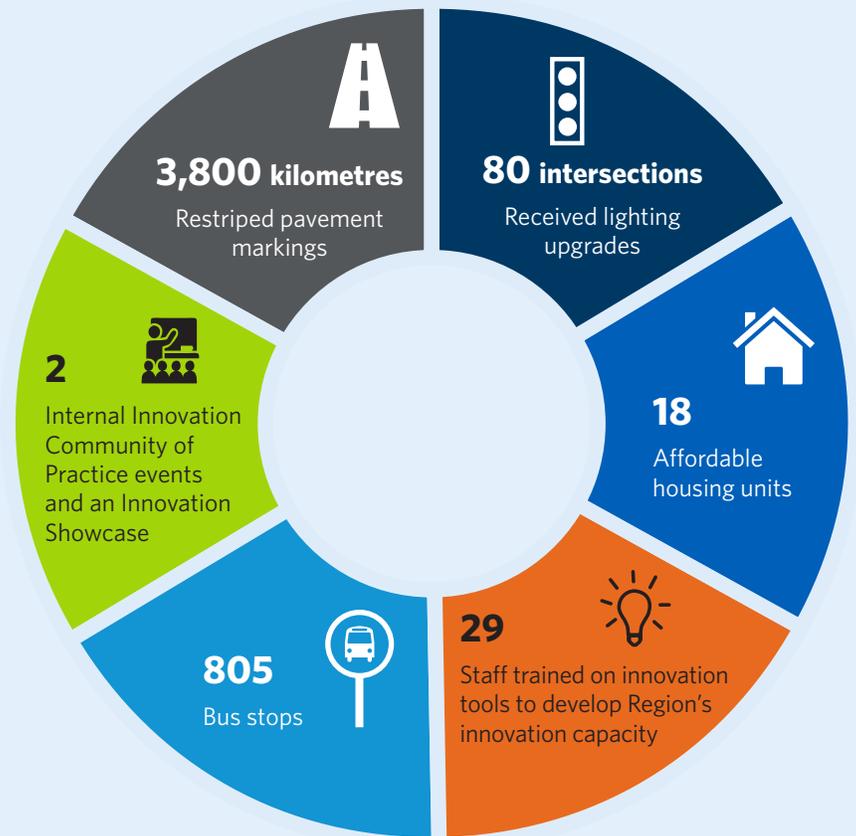
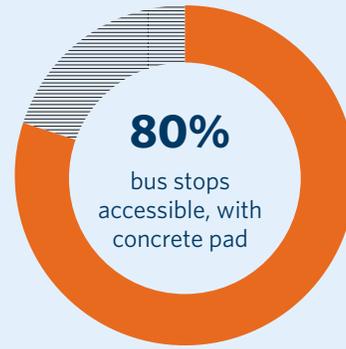
4,004

Views of new internal, monthly Commissioner's Corner column



Service Improvements

- Launched Check&GO! health-related disclosure program: on-site and online postings of health inspection results; confirmed infection prevention and control lapses; complaints; legal activities, including convictions of inspected facilities
- Created council e-agendas, in house
- Opened Sunderland's first permanent, 24/7 Paramedic Response Station
- Solar power pilot at two bus shelters to provide safe, well-lit locations
- Introduced e-voting (recorded votes in Council Chambers)
- Started internal Electronic Information Management Strategy for records management
- Released CS-HR's Our People, Our Future Strategy
- Using DRT Next Ride for real-time bus location updates
- Released Durham Digital 2023 Strategy
- Office 365 and Outlook upgrade
- Celebrated one-year anniversary of corporate innovation team
- First full year of operating the e-bidding website



Launched new online road permit system

Started Blackstock landfill mining

Refurbishment of RHQ parking garage and pedestrian improvements

Finalized Transportation Master Plan and approved Amendment No. 171 to implement key transportation network changes

Retention of HR testing scores for six months

Used space optimization pilot to showcase proposed space standards, design principles and workstation options for future roll out; helps to defer RHQ expansion for several years

Adoption of early learning and child care plan to strengthen system

Implemented innovative approaches to advance major developments: Durham Live, West Whitby, Seaton Employment Lands, and Kedron Secondary Plan Area

Payment advices now emailed to suppliers receiving electronic payments

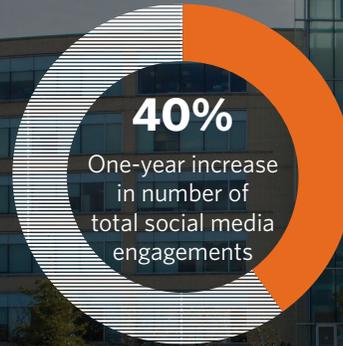
Released final broadband strategy

Community Engagement

Primary Care Outreach Pilot

On July 23, an Advanced Care Paramedic and Social Worker began providing services and support to vulnerable populations in Oshawa (including those who are homeless/underhoused or have mental health and addiction challenges).

As of mid-December, there were 670 encounters and interactions; support was provided to 198 individuals (including referrals for housing, counselling and other services); and 14 clients found homes.



- Successful spring and fall testing of the public alerting system
- Participated in Durham Envirothon, an annual environmentally themed academic competition for high-school-aged students
- Promoted the Spring Flood Ready education campaign to teach residents about the dangers of flooding
- Engaged the community to provide feedback on the Durham Community Energy Plan
- Engaged the community to provide feedback on the draft Agriculture Sector Climate Change Strategy
- Presented Durham Region's position on the relicensing of the Pickering nuclear generating station, during public hearings held by the Canadian Nuclear Safety Commission
- Launched Envision Durham—the Municipal Comprehensive Review process
- Engaged the development community and local municipalities on the new Development Charges study and by-law
- Hosted the first Budget Open House, including livestreaming on Facebook

102,000

Engagements/interactions across three social media platforms



72,800

Times social media links were selected

220,000+

Copies of Are YOU Ready? emergency preparedness guide distributed

443,000+

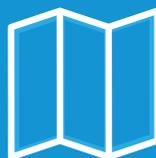
Copies of Durham Works mailed to residents

4,843

Copies of Trail guides distributed

2,700

Copies of Cycle maps distributed



6,000

Residents participated in special waste event days (e-waste, reuse days, etc.)

1,354

Local events promoted and supported through the Region's events calendar and social media channels

64

Copies of speaking notes provided to the Regional Chair (or delegate) and the CAO for corporate and community events

725

Individuals attended the Durham Farm Connections Open House to learn about agriculture

Partnerships

Hosted Grade 9 Take Our Kids to Work Day, in partnership with Durham District School Board

Inaugural mapathon, with high-school students, to leverage knowledge of community and open data

Launched Ontario's first municipal 10-month law articling student program

Hosted National Housing Day to promote affordable housing

Highest waste diversion in municipal category (thanks to residents!)

Conducted seventh annual Business Count project

Delivered and hosted a POA Collections Conference, in partnership with the Municipal Court Managers Association

Funding partnership with Durham College for their Centre of Collaborative Education

Funding partnership with several agencies; supporting hospices in Whitby, Clarington and Port Perry, as well as a community health centre in Cannington

Partnered with Trent University Durham on a capstone project for sustainability initiatives

Supported and promoted four innovative agricultural programs with post-secondary institutions

Showcased agricultural community, via annual Farm Tour

309

Volunteers provided 38,000 hours to our long-term care division



100+

Attendees at fourth annual emergency management Public Private Partnership Symposium

250 people

Participated in DEMO's reception centre field exercise at Durham College

18 organizations

Took part in the DEMO reception centre field exercise at Durham College

15 community agencies, first responder groups and community stakeholders

Collaboratively developed a local opioid response plan

100+

Attendees at inaugural Durham Climate Change Symposium

350+

Residents, community partners, businesses, academics, students, government officials and tech industry leaders registered for our Hello Tomorrow: Durham Smart Cities Forum

127

Employees and partners at our Innovation and Research Forum and Durham Smart Cities Forum

Hosted **17** incoming delegations of investors and government officials

Funded partner organizations who provided entrepreneurial and business support to **559** youth across Durham

Partnered on **27** programs and initiatives that support the agriculture and rural communities

Assisted Brock Township with the development of an accessible template for council reports



Created an accessible procurement document and trained procurement officers



Created an accessible document checklist

