

The Regional Municipality of Durham



Year in review

2021





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Message from the Regional Chair

This year, the Region continued to navigate through our toughest period in history. While COVID-19 and vaccination rates were the primary focus, the Region continued to work towards its vision of a better Durham.

Whether it involved working closely with other levels of government, piloting innovative programs and services, supporting homeless residents, or prioritizing diversity, equity and inclusion, we aimed for the highest standard of excellence.

Looking ahead to 2022, the Region will continue to cultivate a high quality of life for our diverse and growing population, backed by strong supportive services. We will aim to lead the way in technology and jobs of the future, to help our growing economy stay strong.

Guided by the 2020 to 2024 Durham Region Strategic Plan, we are taking steps to implement our vision of a better Durham Region; the best place to live, work, play, innovate and invest.

—**John Henry**, Regional Chair and Chief Executive Officer



Message from the Chief Administrative Officer

This was a historic year. As we prioritized getting vaccines in arms across Durham Region, our teams worked around the clock, pivoted operations, and delivered more than a million vaccine doses. All for the collective health of our community.

To say I am proud is an understatement.

And on top of it all, we continued to implement—and improve—award-winning programs and services. With a sharp focus on innovation and modernization, 2021 saw many important initiatives launched, while adapting to changes in the local and broader economic, political and social environments.

We also brought diversity, equity and inclusion (DEI) right into our core, with the establishment of the Region's DEI office. Working across the organization, and with the community, our DEI team is dedicated to addressing systemic racism and promoting community development.

As we celebrate our successes of the past year, what's clear is that our employees are the heartbeat of the Region—working through every challenge to ensure Durham continues to offer its residents a quality of life that is second to none.

—**Elaine Baxter-Trahair**, Chief Administrative Officer



COVID-19

Vaccinations

Administered more than

1.2 million

COVID-19 vaccines (79 per cent of residents) in Durham Region via community, hospital, pop-up, mobile, provincial mobile clinics, as well as pharmacies and health-care providers

Surpassed goal to vaccinate at least

75 per cent

of eligible population by end of 2021



Opened first mass immunization site on March 4

Offered first dose vaccine appointments:

- > January: to high-risk population groups (such as health-care workers, individuals with health conditions, congregate living staff) through mobile clinics
- > March 4: to eligible populations
- > May 25: youth aged 12 to 17
- > November 23: children aged 5 to 11

Began booster doses, in priority sequence, on August 17

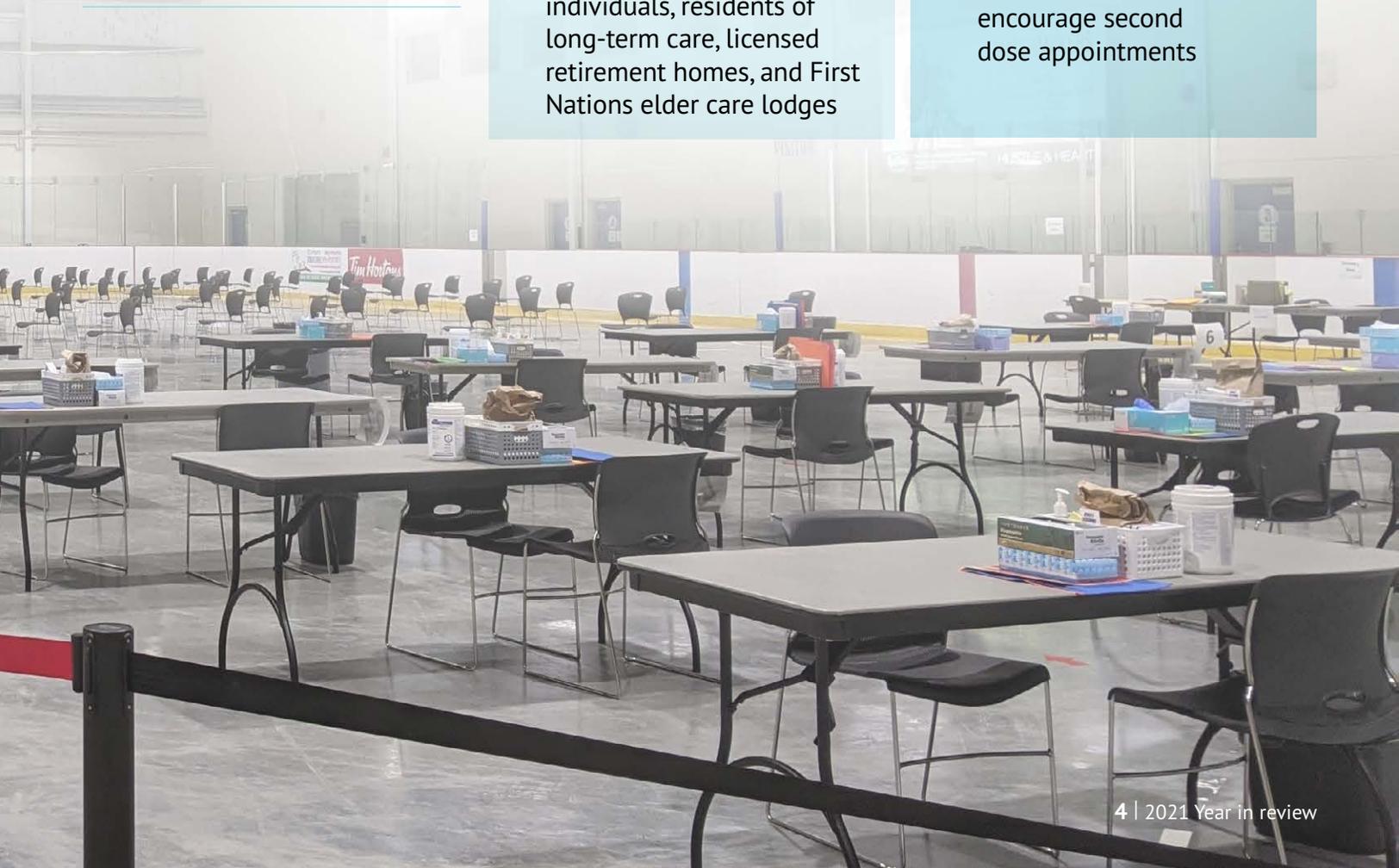
- > Started with severely immunocompromised individuals, residents of long-term care, licensed retirement homes, and First Nations elder care lodges

Hosted several mobile clinics involving two DRT buses and various Regional staff:

- > **167** by Durham Region paramedics
- > **46** by public health nurses

Set up a COVID-19 vaccine call centre:

- > Handled **180,000** calls from March to December
- > Placed **15,000** outbound calls to encourage second dose appointments



Community-based activities

Hosted **86** attendees in EarlyON Parent Town Hall to focus on impact the COVID-19 pandemic may have on children under the age of six

Fielded **219,592** phone and email interactions with residents and community partners about COVID-19 and the vaccine

Provided four virtual COVID-19 Town Halls in collaboration with community partners for specific populations including: parents of children aged five to 11; urban Indigenous residents; and Mississaugas of Scugog Island First Nations

Hosted virtual town hall event for local businesses to learn more about COVID-19 vaccine requirements and certificates, workplace vaccine policies, and potential impacts on workplaces

Hosted two virtual information sessions for farm operators on COVID-19 mitigation measures

Partnered with local Chambers and Boards to assist with rapid testing program

Delivered counselling services to children, youth and families who were receiving support/services from a child protection agency

Hosted workshops, for parents/caregivers, with two local school boards to help support children's mental health and transition back to school

Through partnerships, developed workshop series for not-for-profit organizational leaders to focus on pandemic impacts and develop strategies to support mental health

Hosted informational webinars/town halls on COVID-19 prevention measures and requirements for farm operators who employ international agricultural workers

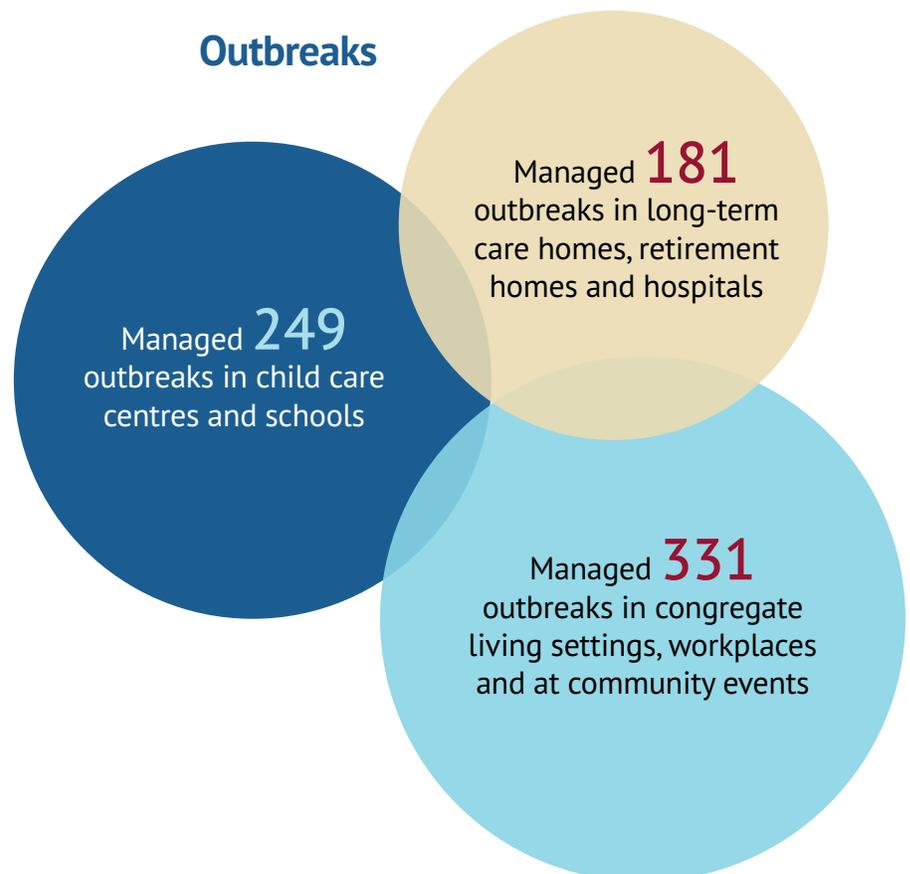
Outbreaks and inspections

Completed **3,524** inspections of businesses and organizations as per initial, risk-based assessment to ensure compliance with COVID-19 public health guidelines

Conducted **180** investigations for failing to self-isolate under the Section 22 Class Order



Enhanced Check&GO! website to disclose COVID-19 inspections, complaints and legal action



Other activities

Hired **360** temporary workers to support four long-term care homes and vaccination clinics

Hosted two rounds of emergency child care for school-aged children:

> January and February: **703** children at 56 child care sites and four home agencies

> April to June: **1,279** children at 43 child care sites and four home agencies

On-boarded **2,250** agency workers to assist with response

Delivered **107** mental health and wellness workshops to 1,851 participants:

> Majority focused on pandemic-related mental health concerns

> Included delivery to front-line health, long-term care, children's services and child care centre employees



Introduced mandatory COVID-19 vaccination policy for employees and contractors



Continued operations within Regional State of Emergency; first declared on March 24, 2020



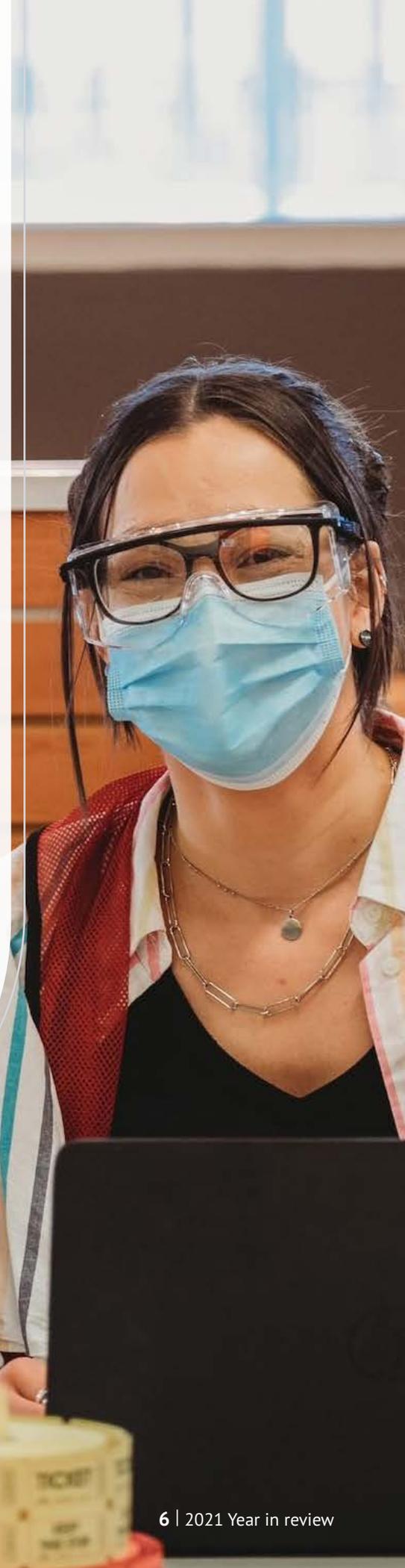
Continued to co-ordinate work of the Durham Economic Task Force to help support businesses



Earned two Gold MarCom Awards for promotion of the COVID-19 mobile clinic and helping our most vulnerable during the pandemic



Earned an AVA Digital Award for the #DurhamStrong social media campaign



Partnerships



Offered \$10,000 of free On Demand and Specialized DRT service to COVID-19 vaccine clinics, in partnership with Ontario Power Generation



Worked with Ready, Willing & Able to enhance inclusion in the workplace; helped to recruit persons with intellectual disabilities and Autism Spectrum Disorder



Completed design and construction of a 10-unit Oshawa Micro-Housing Pilot Project (temporary transitional housing, with supports)



Hosted a Seniors' Virtual Learning Series—with various community partners—to help seniors stay active, socially engaged and connected via educational workshops, recreational classes and community challengers for older adults via funding from Ontario Inclusive Community Grant



Through a partnership with the University of Guelph, surveyed residents of Brock, Scugog and Uxbridge about their pandemic experiences to help inform future policies, programs and services in rural Durham



Continued support of LEAF Backyard Tree Planting Program—with **1,554** trees and shrubs on public/private lands—to help restore and improve properties with native trees and shrubs



Announced Parasport Games Legacy Fund Grant, in partnership with Their Opportunities; provides subsidies for children and youth to participate in parasport programs in Durham Region



Created Task Force to support unsheltered residents in downtown Oshawa; includes representatives from Durham Region (Social Services, Health and CAO departments); Durham Regional Police Service; Lakeridge Health; and the City of Oshawa



Supported creation of a business case—in partnership with all eight area municipalities—to create Canada's first-ever Mental Health Innovation Incubator





Helped to create the award-winning Tap into Talent campaign; raise awareness of region's talented workforce



Supported a wide range of innovation and entrepreneurship organizations and initiatives including Spark Centre and Spark Angels; 1855 Accelerator; Business Advisory Centre of Durham (BACD); Open.Innovate Creative Arts Incubator of Durham Region; and Digital Main Street



Partnered with Oshawa Power and Elexicon Energy on E-Mission, a region-wide zero emission vehicle (ZEV) education and awareness initiative, with partial funding from Natural Resources Canada



Finalized governance model to help advance Metrolinx's rapid transit initiatives in the Region



Advanced the Durham-Scarborough Bus Rapid Transit, Transit Process Assessment Process



Worked with several municipalities to deliver in-boulevard and multi-use cycling paths: 2.9 kilometres completed and 4.6 kilometres under construction



Partnered with the Ontario Centre of Innovation (OCI) for the SmartCity Challenge



Provided POA prosecution services, conflict coverage and solicitor coverage for various area municipalities



Collaborated with neighbouring transit agencies to create more integration opportunities



Through partnerships, DRT launched the Whitby Autonomous Vehicle Electric (WAVE) shuttle into Route 300 to advance safer, sustainable and connected transit operations



Delivered outreach services at North House, Back Door Mission, Ajax and Cannington hubs to deliver accessible and responsive social, mental health, financial and other supports and services

Diversity, equity and inclusion

Established a Regional Diversity, Equity and Inclusion Division within the Office of the Chief Administrative Officer

Hosted more than **10,000** participants during Make the Connection anti-Black racism town hall

Hosted an Equitable and Inclusive Engagement Practices workshop, for employees; outlined new tools and best practices to empower and engage diverse communities served through our work

Awarded seven local champions with the Accessibility Award for their dedication to removing barriers and making the Region more accessible for people of all abilities

Launched the DEI Anonymous Reporting Tool for Regional staff

Established a new internal DEI Working Group and six sub-Committees (Indigenization, Disabilities, Anti-Black Racism, Anti-Asian Racism, Black History, 2SLGBTQI+)

Created the monthly employee profile series, A Page from My Book

Engaged residents for feedback about accessing Regional services

Introduced new internal learning resources for accessible documents

Created monthly internal Accessibility Champions recognition program

Offered several education and training sessions on Indigenous cultural safety, mental health, and resilience to staff from community agencies across the region

Offered two webinars, for employers, focused on attracting, hiring and retaining immigrant talent in the workplace and community

Conducted multiple research projects to explore experiences of newcomers

Developed the Region's Community Safety and Well-being Plan

Installed accessible EV charging station and additional touchless door openers at Regional Headquarters



Established the Durham Region Anti-Racism Task Force (DRART)

- > Part of Region's commitment to develop and implement an Anti-Racism Framework
- > Created with a "hub-and-spoke" model: working groups will be identified to address disparity in racialized communities (such as Indigenous, Black and Asian)
- > Includes:
 - > **10** community members with lived/living experiences who can address concerns of all racialized groups in the Region
 - > Five representatives from industry, association and public institutions
 - > A Regional Councillor and the Region's Chief Administrative Officer

Hosted internal training, learning and connection opportunities for employees:

- > Internal Let's Talk sessions:
14 sessions with a total attendance of 1,103
- > Anti-Black racism education session:
2,235 attendees
- > Indigenous Awareness and/or Indigenous Cultural Safety training:
310

Hosted **250** community collaborators on the Anti-Hate Symposium for Municipalities and Anti-Indigenous Racism Series; six municipalities took part

Installed a permanent location for the Mississaugas of Scugog Island First Nation flag at Regional Headquarters

Hosted a Drum Circle in recognition of Canada's first National Day for Truth and Reconciliation

Offered several education and training sessions on Indigenous cultural safety, mental health, and resilience to staff from community agencies across the region



Innovation and modernization

Modernized the annual Business Plan and Budget document to:

- > Provide a clear connection between a program/service and required financial and/or human resources
- > Support long-term financial planning through a combined current year operating and capital budget and a nine-year capital forecast
- > Drive transparency and user-focus by offering information that is clear and consistent; helping enable strategic investment decision-making

Ran a Sparking Regional Innovation Program to advance projects, such as:

- > Smart hydrant technology pilot

- > Winter operations route optimization review
- > Transit data driven decisions
- > Durham Forest Centre for Innovation and Resilience
- > An additional Road Weather Information System to improve real-time weather monitoring and data collection for winter operations
- > Online processes for municipal consent, entranceway and hydrant permit applications

Launched myDurham 311 Smart Home Device Voice Service Project; first regional municipality in Canada to bring Regional services to smart home devices



Equipped road painting trucks with new technology that allows residents to view the location of painting operations in real time via the Waze app



Continued to move forward with the workplace modernization activities



Installed crossrides at various intersections within Durham; allowing cyclists to ride their bikes through the intersection



Advanced the Beaverton Supportive Housing Project; ensuring site plan approval and necessary building permits



Introduced an electronic Council Highlights document for public distribution



Installed open far-side bus bays at several intersections to permit bus queue-jumping



Constructed left-turn lanes at multiple intersections to improve sightlines for turning vehicles



Conducted wastewater surveillance in partnership with Ontario Tech University and the Ontario Ministry of the Environment, Conservation and Parks to monitor COVID-19 in the community



Endorsed the Carruthers Creek Watershed Plan; identifying measures to protect, enhance and restore the health of the watershed



Approved planning policies for Protected Major Transit Station Areas with higher-density mixed-use development, anchored by GO Transit stations



Approved updated Regional Cycling Plan with actions for creating a connected, safe and accessible region-wide network



Development of a business plan to construct the Regional Broadband Network—and establishment a new Municipal Services Corporation to develop, manage and operate it—connecting our Regional facilities and communities across Durham



Initiated a 38-kilometre high-speed fibre optic backbone connecting the Township of Uxbridge to the City of Pickering (first broadband network construction project)



Hosted internal Mapping Innovation at Durham Region sessions to identify core drivers to accelerate innovation capacity



Developed an internal Innovation Strategy



Developed Innovation Fellowship Program, for post-secondary students, to help solve priority innovation challenges at the Region



Launched an internal Innovation Community of Practice, and monthly speaker series for staff to share, learn and celebrate innovation



Implemented new virtual Corporate New Employee Orientation program



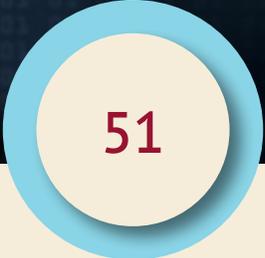
virtual corporate learning courses offered to **8,189** participants



virtual court appearances hosted



POA charges processed



critical incident debriefings delivered to help individuals who witnessed or experienced a traumatic or stressful event

Community engagement



Gathered feedback for 2022-2032 Durham Region Nuclear Sector Strategy via public engagement website and direct engagement (industry, academia, local area municipalities, provincial ministries, federal departments and Indigenous rights holders)

Created Region's first "How the Budget is Prepared" video

Hosted public information centre dedicated to proposed solutions for water system capacity expansion in Sunderland

Developed draft 2021-2040 Long-term Waste Management Plan and Five-Year Action Plan through extensive public engagement and consultation

Hosted virtual farm tour; provided insight into a full growing season of a local potato farm

Opened feedback for draft Regional E-Scooter By-law

Continued virtual public engagement for transportation, water supply and sanitary sewerage infrastructure for Environmental Assessment and design projects

Launched waste management online learning platform for local high school teachers

Launched a new trip planning and carpool matching application to help encourage use of sustainable transportation options

Hosted four workshops with key stakeholders and community partners; gathered critical input into the 2022-2026 Economic Development and Tourism Strategy

Engaged **45,000** employees and 31 Smart Commute workplace members through Smart Commute Durham workplace events

Received more than **900** public responses through conducting two public surveys on cycling in Durham as part of the Regional Cycling Plan Update

Engaged with more than **7,200** residents through Your Voice Durham, the Region's community engagement site

Gathered information about residents' understanding of nuclear emergency preparedness via survey; **2,478** residents participated

Engaged with **6,100** students through the Region's Active and Sustainable School Travel Program

Received **63** survey responses, from stakeholders, to help shape the 2022-2025 Multi-Year Accessibility Plan; helping to prevent and remove barriers for people with disabilities

Achieved **45 per cent** annual growth across Economic Development and Tourism social media profiles

784 parents, caregivers and professionals at first Virtual Behaviour Resource Fair (to help manage problem behaviour in children aged two to 12)

Delivered **520** virtual programs to 37 individual clients within the Adult Day Programs

35 attendees at virtual Connecting Home Child Care for home child care providers

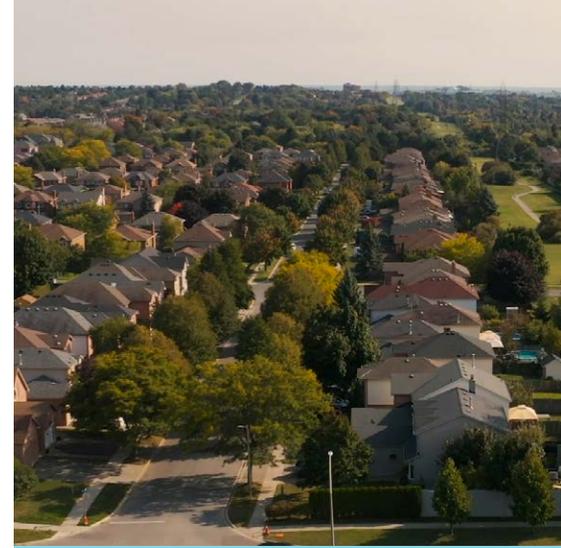
367 registrations for Durham Region Realtor and Developer Event

Hosted **236** participants during a Supplier Information Night

Hosted **56** attendees at a public open house and meeting to consider amendment to Regional Official Plan to implement policies that support transit-oriented development

Hosted more than **30** residents during virtual Waste Plan Town Hall

106 submissions received on the Phase 1 Growth Management Study reports



Community Safety and Well-Being Plan

- > **57** attendees at three virtual open houses
- > **379** survey responses to help shape development of the plan
- > Developed online information hub to help connect residents to community safety and well-being related services (durham.ca/cswp)

Hosted more than 11,800 residents at 2022 Budget Virtual Town Hall:

- > Received more than **100** questions (an increase of 30 per cent from 2021)
- > Provided **20** responses (an increase of 50 per cent from 2021)
- > Extended to 90 minutes in length (an increase of 30 minutes from 2021)

Customer service

Managed more than one million transactions through multiple channels (call centres, front desks, social media, etc.)

Supported eight services with e-commerce options

Expanded Vision Zero traffic safety improvements, including more Community Safety Zones and Automated Speed Enforcement

Responded to **90,167** calls for emergency paramedic services

Provided **470,000** hours of ambulance emergency response

Collected **46.3** metric tonnes (46,300 kilograms) of batteries during spring and fall battery collections

Applied **42,000** tonnes of salt and 1.92 million litres of brine to roadways

Managed **300,000** vehicle visits to waste management facilities

Hosted **3,012** Ontario Works participants in 421 multi-session virtual workshops

Supported vulnerable and at-risk individuals with developmental disabilities to secure affordable and safe housing

Offered more than **3,000** hours of programming through EarlyON Child and Family Centres

Handled **936** crisis calls through the Seniors' Safety Office (48 per cent increase from 2020)

Had **1,900** client encounters through Primary Care Outreach Program, in addition to pandemic-related activities (administration of vaccines and test swabbing to at risk and/or homeless populations)

Provided **428** outreach, safety planning, and support contacts to partners of individuals attending the Partner Assault Response program

Processed **395** individual referrals for the Partner Assault Response program providing psycho-educational session to prevent intimate partner violence

Delivered **14,000** counselling sessions to individuals, couples and families

Facilitated virtual skill-building workshops for **190** adults with developmental disabilities

Hosted **1,033** participants in Income and Employment Support workshops supporting self-sufficiency and increasing attachment to labour force

Completed **960** wellness checks by staff within the Adult Day programs

Provided oral health services to **25 per cent** of eligible low-income seniors, at the Durham Region Health Department Oral Health Clinic

Provided oral health care to **490** children, through the Healthy Smiles Ontario program

Delivered more than
45,000
paperless e-bills



Provided more than
30,000 customers
with online account access

MyDurhamWater

Replaced **5,071**
water meters older
than 20 years

Upgraded **5,664**
water meters to allow
for radio frequency
transmitted remote
meter readings

Assisted **13,477**
water customers obtain
53,788 meter readings

One of only two
jurisdictions in Ontario
with buses available every
30 mins, seven days a week

538,667

service hours
delivered
within DRT

4.4
million

public transit
trips provided

116,374

On Demand trips
provided within low
demand areas of urban
areas and the rural
areas of the Region

Found housing
for more than **100**
people experiencing
homelessness, since
summer 2020

Created more than **100**
new housing opportunities
for Durham's By-Name List

Secured housing for **219**
individuals who were
experiencing homelessness;
more than 50 per cent had
been homeless for more
than six months

Assisted **892** households
with rental arrears through
the Housing Stability Program

Prevented **122** households
from becoming homeless—
because of financial impacts
from the pandemic—through
the Temporary Housing
Support Program

Saw **217** households
remain housed after six
months; a result of long-term
innovative approaches to
prevent homelessness

Offered **6,481** affordable
rental housing options for
low- and moderate-income
households

Assisted **5,771**
low-income households
with rental assistance

Facts and stats



Interacted with **43** energy, environment and engineering companies about investment attraction

Garnered about **60,000** page views of the Downtowns of Durham website, to promote local businesses

Hosted **470** attendees at workshops to support the agri-food sector with marketing, COVID-19, and specialty crops

Hosted a Virtual Film and TV Career Fair for **170** residents, to learn about creative career opportunities available in this industry

Recorded **27,748** views of 93 Regional online videos

Conducted **1,367** rabies investigations with 136 residents receiving rabies pre-exposure prophylaxis

Conducted West Nile virus (WNV) surveillance and control activities, monitoring for virus across the Region

> Confirmed one human case of WNV in September

> Treated **188,703** roadside catch basins

> Treated **1,054** areas of surface water

Hosted more than **300** participants during a four-part webinar series about various niche and specialty crops grown in the region; topics included technical agronomic information and marketing tactics

Hosted more than **50** businesses during the Region's first virtual Business Showcase Event; a chance to showcase their products or services to Regional staff

Developed and implemented **12** School Safety Travel Plans as part of the Region's Active and Sustainable School Travel (ASST) Program

Conducted 2021 Business Count with more than **12,000** owners, via a short online or phone survey and some in-person interviews



Hosted spring and fall testing of nuclear alerting system in Clarington and Pickering



Released Phase 1 of the Growth Management Study as part of Envision Durham, the Municipal Comprehensive Review of the Regional Official Plan



Issued three community heat warnings and one extended heat warning; helping to prevent heat-related illness during heat waves



Issued seven community cold warnings; helping to prevent cold-related illness during periods of cold weather



Recognized nine community members during Durham Environmental Advisory Committee's 2020/2021 Environmental Achievement Awards



Asked residents to share their unique pandemic experiences via new, interactive platform, called Stories of the Pandemic



Joined Canadian Alliance to End Homelessness's Built for Zero Canada program—a nation-wide effort that helps communities end chronic homelessness



Prepared federal and provincial pre-budget submissions, co-ordinated and supported meetings with federal and provincial Ministers and representatives



Created a series of videos on transit, ending chronic homelessness, primary care outreach and human trafficking as part of the AMO conference preparation to share progress on key Regional initiatives



Introduced a call-in service for Christmas trees in Brock, Scugog, Uxbridge and Clarington



Zero Boil Water Advisory days for Durham's water supply systems



Zero sanitary sewage by-pass events



Created an eight-video series for youth; highlighted diverse career opportunities in agri-food industry



Social media stats

January 1 to December 31, 2021

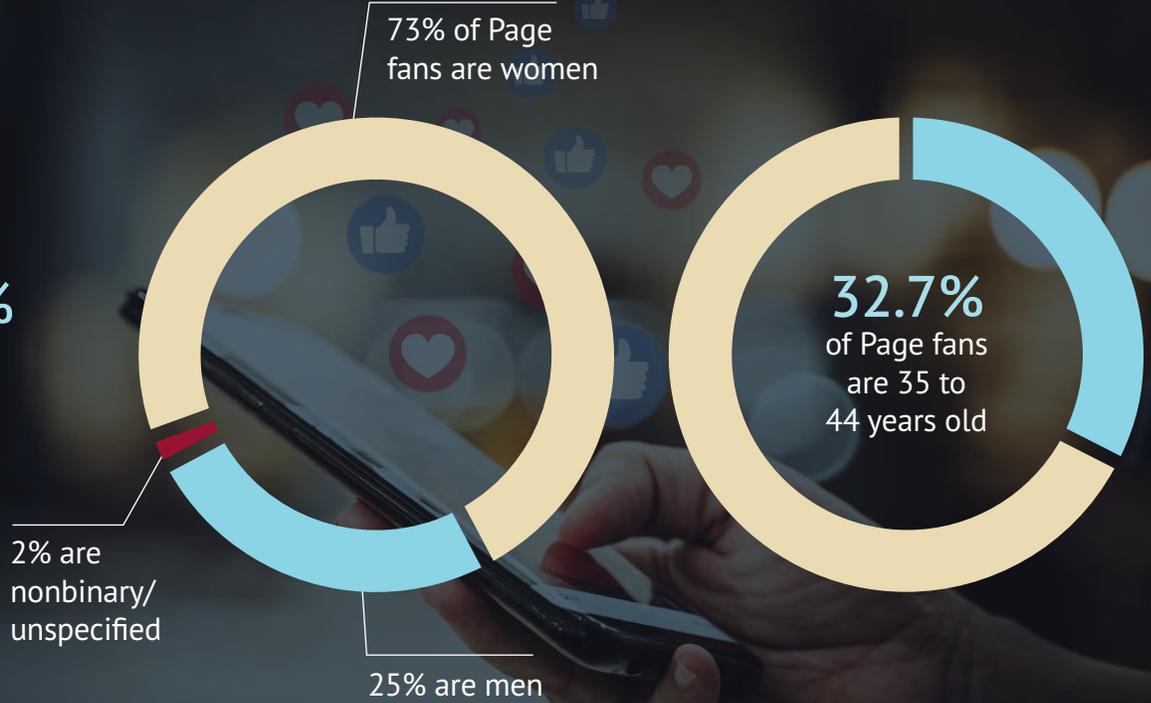


Facebook

Fans (total number of users who “Like” Durham Region’s page during this reporting period):

13,753

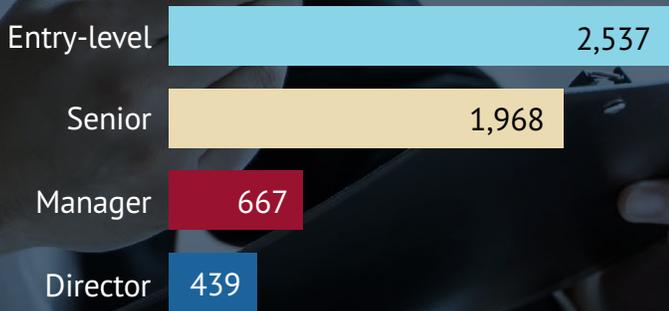
(growth of **12.6%** compared to 2020, which had **12,213** fans)



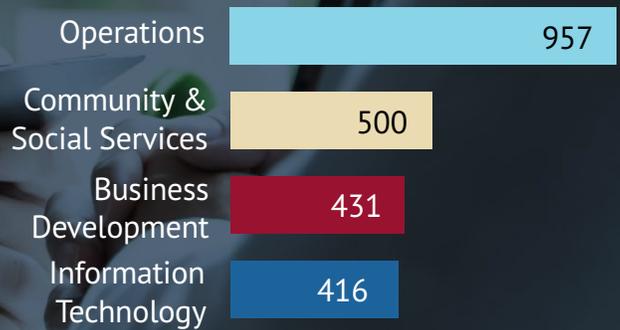
Followers (people who follow Durham Region's LinkedIn Page): **23,332**
 (growth of **19.7%** compared to 2020, which had **19,487** followers)

Who's interested in roles?

Audience by Seniority Level (top four on the list)



Top job functions



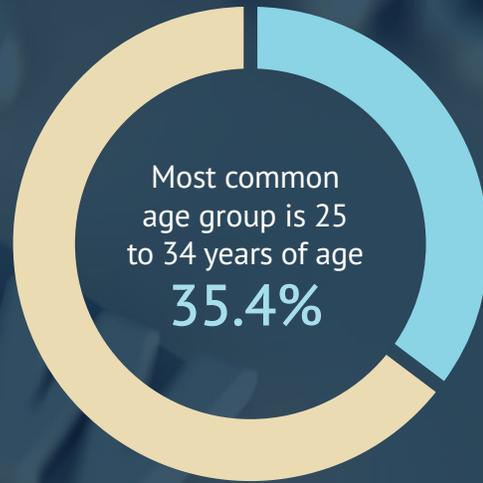
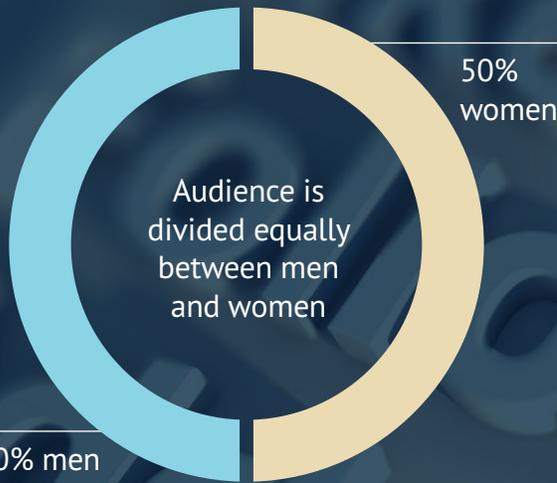
899,620
Impressions

553
Published posts

35,831
Total engagements



Followers (total number of Twitter followers during this reporting period): **31,806**
(growth of **18.9%** compared to 2020, which had **26,755** followers)



Service improvements

Used **\$60,000** in provincial funding to help improve the quality of life for seniors and people with disabilities via virtual learning and increased access to public transit



Hosted historic first virtual court meeting via Zoom



Received federal funding, through the Rapid Housing Initiative program, to support affordable housing



Completed first implementation phase of new Enterprise Maintenance Management System software



Continued myDurham 311 modernization initiative to transform customer service delivery



Funded Phase 2 of DRPS body worn camera project: 600 cameras for uniformed officers in Pickering, Ajax and northern Durham communities



Funded Shop Durham Region e-marketplace for shoppers to purchase products from multiple Durham-based businesses in a single transaction



Significant achievements

Achieved membership in the World Health Organization’s (WHO) Global Network for Age-Friendly Cities and Communities; striving to meet needs of older residents

Rose two spots—now ranked 18 out of 90—in North America in Geospatial Maturity Index 2020

Painted **4,575** kilometres of lines on Regional roads during line painting season

Ranked in the top **15** North American communities (of top 20) Most Open Cities via Open Data Initiative

Established a Rapid Transit and Transit-Oriented Development Office to construct dedicated transit infrastructure through the Investing in Canada Infrastructure Program

Completed construction, widening and rehabilitation of roads within the region

Completed installation of wider paved shoulders on several rural roads to provide a safer cycling environment

Approval of the 2021 Regional Cycling Plan, adding more than 217 kilometres of planned cycling facilities across the Region, and positioning Durham as a premier cycling destination

Launched the Corporate Climate Action Plan, including a carbon budget management framework to align action with approved greenhouse gas emissions targets

Offered practical information to build climate resiliency into our day-to-day lives and contribute to a cleaner and healthier region via Resident’s Guide to Climate Resiliency

Endorsed a new Soil and Groundwater Assessment Protocol to streamline processes for reviewing development applications

Integrated new requirements from the Environmental Protection Act Excess Soil Regulations; includes background studies and testing in advance of construction to characterize existing soil

Transitioned collection of tires; batteries; Electrical and Electronic Equipment; and Municipal Hazardous or Special Waste programs to Extended Producer Responsibility

Advocated for Regional priorities, such as the GO Lakeshore East extension; support for vulnerable populations; and removal of tolls on the 412 and 418

Launched an updated safety plan for Durham Region Transit

Advanced DRT’s service strategy, The Route Ahead 2022-2025, as ridership recovered

Introduced overnight service on DRT and expanded services to recreational areas across the Region

Implemented DRT Social Equity Guidelines to:

- > Influence transit planning and infrastructure
- > Support an equitable, high-quality public transit system
- > Help ensure Durham residents can access employment, health care and healthy food, child care, and recreational activities

Awards

Honoured 31 DRT operators with Safe Driver Awards—for those who achieved safe driving milestones of 5, 10, 15, 20, 25 or 30 years without a preventable collision

Canadian Award for Financial Reporting award for 2019 Annual Financial Report from the Government Finance Officers Association (GFOA)

PRESTIGE Award for Canadian Sport Event of the Year (Group B: budget less than \$1 million), from Sport Tourism Canada, for Durham Region 2019 Ontario Parasport Games

Financial Policy Challenge Award from the Government Finance Officers Association

Maintained Triple A credit rating from Moody's

2020 Festivals and Events Ontario Achievement Award for Canada Day the Durham Way

2020 WEBAWARD for outstanding achievement in web development for InvestDurham website

2021 dotCOMM Award for Tourism's Instagram account

Several MarCom Awards (Platinum, Gold and Honourable Mentions)

Several AVA Digital Awards

Viddy Award to help educate residents about how to prepare recycling to be left at the curb



Smart 21 Communities of the year

One major achievement this year was being named one of the **Smart 21 Communities of the Year**. The Intelligent Community Forum (ICF) recognized Durham Region—as a world leading municipality—for leveraging data and digital assets to develop inclusive and prosperous communities. Some of the intelligent initiatives currently underway include:

CityStudio Durham:

continued to grow this collaborative partnership with local post-secondary institutions, local municipalities, and the Durham Regional Police Service that supports innovation and collaboration to solve real-world problems. In 2021, 34 projects were completed via 170 students, we hosted two Hubbub events celebrating student work, and we welcomed the Town of Whitby to the CityStudio Durham partnership.

myDurham 311: transformational project aimed at improving the customer experience across all Regional channels.

- > Will enhance the customer journey by creating a consistent, convenient and customized experience

- > Begins with a clear point of contact—regardless of how customers choose to interact with the Region: online, by phone or in person
- > Customers access support and information at the time that is right for them through their channel of choice

COVID-19 Data Tracker:

informed the public about status of COVID-19 cases, outbreaks and vaccination in the community. As the pandemic evolved, the data tracker became a comprehensive tracking and reporting system—receiving two million hits—that equipped the community with data to inform decision-making. The Health Department made 16 enhancements to the tracker in 2021.

OCI SmartCity Challenge:

partnership with Ontario Centre of Innovation (OCI) and Spark Centre that challenged small- and medium-sized enterprises (SMEs) to provide a solution to using smart home devices to interact with regional services. The result was the creation of the myDurham 311 Smart Home Device Voice Service Project (app).



Approval of **Empowering the Community: Durham Region's Nuclear Sector Strategy 2022-2032** enables the Region to navigate and capitalize on its unique position as the Clean Energy Capital of Canada. This strategy will play an important role in the Region meeting its goal of achieving Net Zero carbon emissions by 2050. It will also help advance four strategic priorities (Environmental Sustainability, Community Vitality, Economic Prosperity and Service Excellence).

Strategic Plan 2020-2024 and Regional Recovery Update

The Region has been focused on supporting the health, safety and well-being of residents during the pandemic through our Regional Recovery Framework and Action Plan. As we continue to advance our recovery efforts, we are integrating the new initiatives and lessons learned into our Regional Strategic Plan.

Regional Recovery Framework and Action Plan

In 2021, there were several successes, challenges, lessons learned, and future considerations incorporated into the Regional Recovery Framework and Action Plan. Some of the key activities included:

Social Recovery

- > Implemented a co-ordinated access system to support those experiencing homelessness
- > Created a hub model to provide wrap-around supports to those experiencing homelessness
- > Co-ordinated community resources and wrap-around supports
- > Transitioned to virtual service delivery
- > Enhanced public health measures and public reporting

Regional Recovery

- > Adapted and prioritized a responsive municipal government, to meet community needs
- > Transitioned to virtual recruiting and training
- > Progressed workplace modernization, myDurham311 and return-to-work plans
- > Closely monitored financial impacts

Economic Recovery

- > Created Downtowns of Durham website, with new features and almost 1,000 business listings
- > Supported businesses through the Durham Economic Task Force
- > Started construction for new broadband infrastructure

Built Recovery

- > Accelerated transit service plans to support public mobility throughout the pandemic
- > Enhanced active transportation planning
- > Advanced sustainability programs

Strategic Plan Update

The Durham Region Strategic Plan helps provide a long-term vision for the future. Our strong focus on continuous improvement and learning allows us to adapt and respond to changing contexts, while still working towards strategic goals. There are five key goals within the plan, which are complemented by 23 priorities.



Durham Region Strategic Plan



Environmental Sustainability
Objective: To protect the environment for the future by demonstrating leadership in sustainability and addressing climate change.



Community Vitality
Objective: To foster an exceptional quality of life with services that contribute to strong neighbourhoods, vibrant and diverse communities, and influence our safety and well-being.



Economic Prosperity
Objective: To build a strong and resilient economy that maximizes opportunities for business and employment growth, innovation and partnership.



Social Investment
Objective: To ensure a range of programs, services and supports are available and accessible to those in need, so that no individual is left behind.



Service Excellence
Objective: To provide exceptional value to Durham taxpayers through responsive, effective and fiscally sustainable service delivery.

Below are some highlights for 2021 work under the strategic plan:

Goal 1: Environmental Sustainability

- > Regional Council adopted the Corporate Climate Action Plan that sets the corporate Greenhouse Gas emission target as net-zero by 2045.
- > Delivered E-Mission program in partnership with Oshawa Power and Utilities Corporation and Elexicon Energy, with partial funding from Natural Resources Canada. The program aimed to inform residents about how their use of electric vehicles can reduce transportation GHG emissions in the region. Pop-up electric vehicle test drive events were held across Durham Region. There was great demand from the public for this initiative—every event was at full capacity.
- > There were 3,030 electric vehicles registered in Durham 2021 (an increase from 2,263 in 2019).
- > Building Liaison Team established to support ongoing dialogue and collaboration among municipalities, utilities, and the development industry, to enable the transition to low-carbon and net-zero new construction in Durham Region.
- > Completed Health Vulnerability Assessments for climate change topics, such as extreme heat, extreme cold, UV radiation, extreme weather, vector-borne diseases, access to safe food and water, and air quality.
- > Updated the Regional Cycling Plan.

Goal 2: Community Vitality

- > Developed Durham's first Community Safety and Well-Being Plan.
- > Became a member of the World Health Organization's Global Network of Age-Friendly Cities and Communities.
- > Launched the Region-wide Older Adult Housing Directory—a navigation tool to help older adults and caregivers identify appropriate housing to meet their unique needs.
- > Received provincial Inclusive Community grant for a virtual learning series and installation of self-booking DRT On-Demand kiosks; aims to reduce social isolation and increase access to Regional and community services.

Goal 3: Economic Prosperity

- > Developed a business plan to construct the Regional Broadband Network and establishment of a new Municipal Services Corporation.
- > Continued to implement the Intelligent Communities Framework with initiatives like the Regional Business Showcase event, the Ontario Centre of Innovation (OCI) SmartCity Challenge initiative, and the COVID-19 Data Tracker.
- > Completed Autonomous Vehicle Pilot in Whitby (WAVE).
- > Provided On-Demand Transit Service to more than 124,000 customers.
- > More than 60,000 views of the Downtowns of Durham Project website.

Goal 4: Social Investment

- > Hosted more than 1,000 participants in workshops focused on life stabilization and supporting self-sufficiency.
- > Completed more than 11,300 wellness checks.
- > Experienced 1,900 Primary Care Outreach Program client interactions, in addition to pandemic-related activities.
- > Completed a 10-unit Oshawa Micro-Housing Pilot Project offering temporary transitional housing, with supports.

Goal 5: Service Excellence

- > Launched the myDurham311 Smart Home Device Voice Service Project via Google Home and Amazon Alexa.
- > CityStudio program expanded to initiate 34 new projects and include new municipalities.



Legend

CCO: Corporate Communications Office

CS-HR: Corporate Services Department,
Human Resources Division

DEM: Durham Emergency Management

DRT: Durham Region Transit

DRPS: Durham Regional Police Service

EV: Electric Vehicle

GB: Green Bin

ITHelp: Corporate Services, Information Technology help desk

LTC: Long-term care

MRF: Material Recovery Facility

POA: Provincial Offences Act

PPE: Personal Protective Equipment

RDPS: Region of Durham Paramedic Services

RHQ: Regional Headquarters

SS: Social Services

WMF: Waste Management Facility

WPCP: Water Pollution Control Plant



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