



# 2020 Momentum Report



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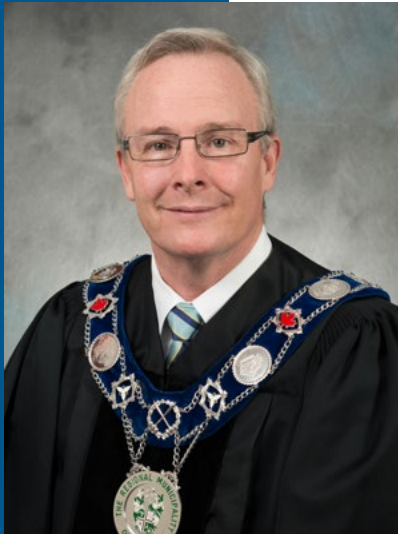
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# A message from John Henry, Regional Chair and Chief Executive Officer



Durham Region: the municipality with momentum.

During this term of council—which began in late 2018—Regional Councillors have had to make decisions. We've discussed important projects, frameworks and options. Highlighted our ingenuity, industry and innovation.

Each of these decisions requires us to see the bigger picture; to make decisions that benefit our almost 700,000 residents. People who are living in a region that is more vibrant, more diverse and growing faster than just about any place in Ontario.

Guided by the 2020 to 2024 Durham Region Strategic Plan, we are taking steps to implement our vision. Focusing on key priorities such as environmental sustainability, community vitality, economic prosperity, social investment, and service excellence. It's our roadmap: designed to help us maintain our unique mix of rural charm and urban sophistication.

It's propelled our momentum as a Region and helped us grow stronger.

Durham is a community built on its diverse

culture, recreational opportunities, and star attractions. A land of opportunity for business; whether big or small. A place where amazing talent nurtures an innovative ecosystem. Where entrepreneurs, innovators, investors, researchers and students collaborate.

It's a reflection of our reputation: a workforce built on innovation, creativity, skills and education.

Durham is also a community known for its open mindedness; for working together to ensure others are treated with dignity and respect. A place where we work together to ensure no one gets left behind or falls through the cracks. Where we embrace our diversity, rich cultural heritage, and strong creative culture.

Durham Regional Council is working together to help shape our future.

Let's continue the momentum: ensuring Durham Region remains the place to live, work, play, innovate and invest. Why the world needs more Durham. Why Durham is—simply—more.



# A message from Elaine Baxter-Trahair, Chief Administrative Officer



Innovation at work. It's become a mindset for us.

Durham Region provides services to help keep people safe, offers support in times of need, provides essential services, and works to ensure healthy communities.

We focus on ways to improve and enhance the way we do business. We think big and bold. We understand the importance of two-way conversation: listening to advice and connecting with others.

We explore how people and technology can work together to make interactions even better. And understand why seeing the world through a service excellence lens can transform the way we do business.

Regional employees deliver programs and services with a people-first state of mind. It's about enhancing the customer experience, modernizing operations, and offering enriched interactions to put the needs of our residents first.

Durham Region has momentum; fuelled by inspiration. We're a vibrant and diverse community, with insight, innovation and world-wide traditions on our doorstep.

# Durham Region Strategic Plan 2020-2024

The future of Durham Region is bright; supported with a strong, [five-year strategic plan](#) that identifies key priorities for Regional Council and outlines our continued delivery of award-winning programs and services.

Work on the new strategic plan began in March 2019. It featured an extensive community engagement process that included more than 1,500 individuals who took part in face-to-face conversations; a community survey; and idea sharing through a new digital engagement portal called Your Voice Durham.

As one of the fastest growing municipalities in North America, this plan reflects Durham's innovative and

resilient economy; featuring autonomous and electric vehicles, artificial intelligence and personalized medicine. It also underlines the Region's commitment to land-use planning, which creates healthy and complete, sustainable communities; and supports our northern municipalities.

We are committed to advancing our five key priorities: environmental sustainability, community vitality, economic prosperity, social investment and service excellence.

To ensure our residents are aware of the ways in which we are helping to shape this community, we promise to report the progress.

# Durham Region COVID-19 Recovery and Action Plan

In June 2020, Regional Council approved the [Regional Recovery Framework and Action Plan](#). It's a roadmap to recovery that considers supports for vulnerable residents, local businesses, and the modernization of Regional services and programs.

Since the onset of the COVID-19 pandemic, Durham Region has continued to provide essential services, while ensuring the health and safety of its community members. New programs and services were developed to meet the emerging and urgent needs of residents and businesses.

This flexible and innovative mindset continues into the recovery phase; addressing pandemic-related recovery efforts and outlining steps to help build resiliency.

A plan built on four pillars—social, built, economic and municipal—complements the goals established in the new Durham Region Strategic Plan.

By addressing recovery in a holistic way, we can continue to support economic recovery and environmental sustainability to strengthen community resilience.

# Durham's Priorities for Federal Investment

Durham Region has the potential to become the next economic engine of Canada.

That's why we welcome a strong partnership [with the Government of Canada](#); a collaborative venture that helps build even stronger services to help bring our vision to life.

It's about achieving the vision outlined in the Durham Region Strategic Plan through the financial support of our major projects—transit, road initiatives, public works projects, broadband, sustainability, and social projects. Innovative projects and improvements that focus on continued growth and prosperity. All reasons why companies will continue to innovate and invest in Durham.

# Durham's Priorities for Provincial Investment

[Through the Association of Municipalities of Ontario \(AMO\)](#), Durham Region works to enhance the quality of life for our residents.

It's about making Durham the best place to live, work and invest within the next five years and beyond. To reaffirm our title as Ontario's Energy Capital. To bring additional jobs and investment to our community. And to provide essential Regional services to benefit the community at large.

We're excited about new infrastructure opportunities that can help increase tourism, grow our economy, and encourage more visits to our region.

We will drive economic success by bringing more businesses closer to where Ontario's most skilled workers live—giving us the resources we need to future ensure people can move around more easily, relax more often, and further enjoy their region.

A place where new business is welcomed, and existing business is supported.

A place where new ideas are so valuable, we have an innovative ecosystem to help propel them forward.



# Regional Priorities

Momentum is strengthened by strong partnerships; funding initiatives; strengthening our economy; and enhancing community engagement. We've got a lot of work underway to support this region's bright future.

We aim to capitalize on Durham's legacy as builders; showcasing our focus on innovation, sustainability and future-oriented mindset. Where we focus on modern and efficient operations through innovation, collaboration, modernization and continuous improvement.

A place where strong partnerships drive us to achieve even more. Where insights, innovation and traditions can be found on our doorstep. A place more vibrant, more diverse, and growing faster than just about any place in Ontario.

Durham Region is about accepting people for who they are—regardless of their belief, culture, identity, language or the colour of their skin. Where we work to ensure that no one gets left behind.

A community that confirms its reputation as a place where difficult challenges are tackled. That pivots to meet specific needs. That works to find made-in-Durham solutions in the most difficult of times. That comes together to rebuild foundations in need of repair.

- [Beaverton Supportive Housing Project](#)
- [CityStudio Durham](#)
- [Durham Region Anti-Racism Framework](#)
- [Durham Region Transit Ridership Recovery Framework](#)
- [myDurham 311](#)
- [Intelligent Communities Plan](#)
- [Pre-servicing Employment Lands](#)
- [Sustainability Initiatives](#)

# Citizen Engagement

[Your voice. Your ideas. Your Durham.](#)

Sparking conversation and encouraging community participation is the main idea behind Your Voice Durham.

It's a community engagement platform that incorporates ideas and feedback from residents and businesses into projects and initiatives happening in Durham; offering a two-way dialogue that allows residents to be heard.

We welcome input from residents: stories, experiences, and thoughts. This is their home; their community. And we want to know how we can, collectively, work together to make us stronger.

We take these comments seriously. Because first-hand feedback can help make us better.

# Regional Budget and Financial Information

[The Region of Durham's Long-Term Financial Planning Framework](#) places an integrated and co-ordinated focus on funding priorities, accommodating growth, and investing in infrastructure and service levels. All while considering stable taxes and user rates.

The plan brings together our financial planning process and policies; guided by three core principles of financial flexibility, sustainability and affordability.

Each year, the budget process allows us to deliver essential services—ensuring programs and service levels are

maintained, while investments in capital infrastructure and strategic investments are made to help sustain our region's high quality of life.

It's about investing in programs and services that are responsive to community needs. Responding to growth and affordability pressures; assisting the vulnerable sector; innovating and modernizing operations; investing in infrastructure renewal; and responding to ongoing legislative and regulatory changes.

It's about spending tax dollars wisely.

# Regional Council Members and Contact Information

[Durham Regional Council](#) is made up of 29 elected members, including the Regional Chair, mayors from all eight local-tier municipalities, and councillors from these local areas.

Durham Regional Council members serve a four-year term.

The Regional Chair is elected by voters across Durham Region. The mayors and Regional Councillors are elected within a local area municipality, and serve on both local and Durham Regional Council.