



REGIONAL MUNICIPALITY OF DURHAM HEADQUARTERS

The Regional Municipality of Durham

Year In Review

2023

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The Region of Durham

The Region of Durham was established in 1974 to deliver programs and services to residents across eight local municipalities. The Region ensures residents across all 2,500 square kilometres have access to clean drinking water and wastewater systems, policing and paramedic services, public transit, public health programs, supportive housing and more. Each year, the Region of Durham reflects on the services and programs provided over the past 12 months, and shares the highlights with the community. To receive updates on our progress throughout the year, subscribe to durham.ca/news.





Message from the Regional Chair

As we reflect on 2023, I am proud of what we have achieved. It was a year of growth in our communities—as our population reached 745,000 people, Regional Council made key investments, all while facing new challenges to meet the evolving needs of our residents.

To support our commitment to building a sustainable future for our residents, we hosted the first-ever Durham Environment and Climate Forum. During this monumental event, we led important conversations about climate action and celebrated environmental sustainability champions in our communities.

This year, we continued critical work to support our region's most vulnerable residents. Finding new shelter, supportive and transitional housing opportunities, and providing homelessness supports and prevention, remained top priorities.

As we welcomed new residents to the region, we expanded services to co-ordinate the settlement of newcomers, including refugees and asylum seekers, to our communities; purchased a building for a low-barrier shelter in Whitby; allocated funds to support the development of multiple affordable housing projects; and opened a warming location at Regional Headquarters. Because everyone deserves to feel a sense of belonging and have a safe place to call home.

In 2023, we also took great strides on our journey to becoming a smart, connected and accessible region. We were honoured as one of the top seven Intelligent Communities in the world in 2023 by the Intelligent Community Forum; continued to make significant progress on the GO Lakeshore East Extension; increased Durham Region Transit service; and connected underserved rural homes, businesses and institutions with the broadband infrastructure needed to live, work and thrive in Durham.

As Durham Region continues to grow, we remain committed to maintaining strong, responsive and sustainable services that will ensure a safe, healthy and prosperous future. I look forward to sharing more exciting updates in 2024.

John Henry, Regional Chair and Chief Executive Officer



Message from the Chief Administrative Officer

As we embark on a new year, I am proud to reflect on the remarkable journey we have undertaken together in 2023.

Our commitment to transparency and community engagement has reached new heights with the launch of the Strategic Plan Community Dashboard. This innovative platform ensures that our residents and businesses have visibility into the efforts being made to realize Durham Region's Strategic Plan.

Innovation is at the core of the projects we undertake, igniting positive change throughout our region. Initiatives—like the challenges hosted through the Durham Regional Technology Development Site—have propelled us toward improving road and pedestrian safety, marking yet another milestone in our vision for a better region.

Our innovative projects and programs were also recognized, for the second year in a row, as Durham Region was honoured as one of the Top 7 Global Intelligent Communities of the Year by the Intelligent Community Forum.

In May 2023, Durham Regional Council adopted our new Regional Official Plan. It provides policies and strategic directions that guide our growth, with our population expected to grow to 1.5 million people by 2051.

To thrive as a municipality, our residents need to know that their tax dollars are being managed appropriately. In 2023, our municipality maintained its Triple A credit rating—making us one of eight Canadian municipalities to be recognized for conservative fiscal management.

Our residents' health and safety are a priority for the region. In 2023, we had an opportunity to turn our attention back to our community's non-emergent needs, launching new resources to raise awareness about access to dental care, mental health resources and the benefits of physical activity.



We also purchased 1635 Dundas Street East in Whitby, a former long-term care home, to provide shelter for people experiencing homelessness. And, to help ensure vulnerable populations have access to warmth and shelter through the coldest months of the year, we began offering winter warming at Regional Headquarters.

The Region also received an Ontario Public Works Association Project of the Year Award for the Newtonville Road (Regional Road 18) Rehabilitation Project in Clarington. This innovative pilot project incorporated approximately 400 tonnes of various materials from blue box collections, providing an opportunity to reduce the volume of aggregate materials mined and trucked in for road construction, while maintaining durability and overall pavement life cycle of the road network.

The introduction of the award-winning myDurham 311 Customer Portal stands as a testament to our dedication to providing accessible, convenient and top-tier service to our community. Accessible 24 hours a day, seven days a week, the portal provides a space for residents to submit and track Regional service requests, transforming how our community connect with us and accesses the services they need.

We continue to support diversity, equity and inclusion at the Region through various events and innovative programs like Project Search Durham, the Accessing Affordable Technology program, the new Talent Acquisition Policy and our Equity Audit. We remain committed to fostering an inclusive environment, where every person is valued for who they are.

In 2023, service excellence continued to be a cornerstone of our commitment to residents. We were proud to recognize 27 Durham Region Transit operators for their safe driving records. Together, they contributed to the safe transportation of more than 7.3 million passengers, over 15 million kilometres across the Region.

As I reflect on these achievements, I am inspired by the collective spirit of collaboration, dedication and resilience that defines Durham Region. Together, we have laid the groundwork for an even brighter future—one that thrives on innovation, inclusivity and sustainability.

Elaine Baxter-Trahair, Chief Administrative Officer

Achieving significant milestones

Being a community leader means delivering vital, high-quality programs and services. Working to create positive impacts for our communities and their members. Driving economic opportunities that enhance our quality of life. And the delivery of strong, responsive and sustainable services.

Each significant achievement is an investment in our collective future. All within one of this country's fastest growing communities.





Adopted a new Regional Official Plan, which serves as a blueprint for growth for the future. The Plan reflects feedback from community partners and the public, provided through community engagement efforts over the past two years.



Created the Durham Region Strategic Plan community dashboard, to ensure residents and businesses can see all of the work being done to deliver on Durham Region's Strategic Plan.



Hosted a roundtable energy discussion that highlighted Durham Region as the Clean Energy Capital of Canada; a proud nuclear host community and a test bed for clean energy.

Hosted the Ontario Parasport Games in 2023, with community pride being front and centre. These games have a profound positive impact on accessible sport in the region.



Allocated **\$7.45** million to support the development of two affordable housing projects in Oshawa and Pickering, which are expected to create 88 affordable units to accommodate residents and the growing population. These commitments are outlined in At Home in Durham, the Durham Housing Plan 2014-2024 and the Master Housing Strategy.

Completed almost **200** renovations, and delivered more than 500 energy coaching calls to support residents with their home energy retrofits through the Durham Greener Homes program.

Announced a **\$74** million financing plan to accelerate the electrification of DRT's bus fleet, which is a key step in realizing greenhouse gas (GHG) reductions from Durham Region's corporate operations.



Announced as the lead for the regional employment Service System Manager (SSM), offering services to better connect people—including Indigenous Peoples, those in receipt of social assistance, people with disabilities, Francophones, newcomers, racialized individuals, and others who may have unique needs—with sustainable employment. As the SSM, the Region is helping people reach their full potential through the creation of an integrated, locally responsive and client-focused program.



Purchased 1635 Dundas Street East in Whitby, the former Sunnycrest Nursing Home, to provide shelter for people experiencing homelessness.



Increased Durham Region Transit (DRT) service in 2023, resulting in record ridership during the fall.



Reaffirmed a Triple A credit rating from both S&P Global Ratings and Moody's Investors Service, reflecting the principles of our long-term financial planning framework, including financial sustainability, flexibility and affordability. This credit rating signals a forward-looking municipality that has a sustained track record of strong financial results.



Recognized as a Top7 Global Intelligent Community of the Year—for the second year in a row—by the Intelligent Community Forum.



Launched an online customer portal to submit and track requests for many Regional services, including waste and recycling, water and sewer, and traffic inquiries.



Collaborated with local municipalities, the Toronto and Region Conservation Authority, and Ducks Unlimited to restore wetland habitat in the Carruthers Creek and Duffins Creek watersheds in Ajax and Pickering.



Informing the community

Transparency and accountability: the foundation of trust. We're working hard to ensure our residents and businesses continue to thrive. To be a sole source for trusted advice. To offer clear and concise information that helps to sustain a healthy, safe and happy community for all.

Our dedication to collective action helps sustain a quality of life that is second to none.

Launched several new tools to help prepare residents for emergencies.

- Flood Ready Durham is a powerful new flood resource tool with an easy-to-navigate Region-wide floodplain mapping viewer that identifies the type of flooding to expect in our region.
- The Region's new At The Ready guide is a no-fuss approach to emergency preparedness. The newly designed guide is condensed down, featuring the most important things you can do to make your family ready for an emergency.
- A new animated video, "Got Yours?" helps promote availability of KI pills. The Region distributes KI pills to institutions and residents to keep them prepared in the highly unlikely event of a nuclear emergency.

Connected residents to jobs through career fairs:

- Hosted Advancing Innovation, Diversity and Equity in Employment Career Fair with the Durham Region Unemployed Help Centre, attended by over 1,000 attendees and 36 employers.
- Hosted a career fair to help more than 800 high school students learn about job opportunities in the film and television industry.

Helped residents stay healthy through a safer cannabis consumption campaign; raising awareness via a media release with television and radio interviews, website updates, social media messaging, online advertising, and advertisements at movie theatres, bus shelters, buses, recreation facilities and libraries.

Mind the time.

Delayed	ML	8451	21:45	Delayed	ML	8451	21:45	Delayed
Delayed	AY	5002	21:55	Delayed	AY	5002	21:55	Delayed
Delayed	AB	704	22:05	Delayed	AB	704	22:05	Delayed
Delayed	GA	954	22:45	Delayed	GA	954	22:45	Delayed
Delayed	LM	9744	22:55	Delayed	LM	9744	22:55	Delayed

Mindful Consumption

Start low and go slow. Cannabis edibles have delayed effects.

Mind the source.

Mindful Consumption

Purchase from legal sources. Check the amount of THC. Not all cannabis is created equal.

Mind their reach.

Mindful Consumption

Lock it up. Store cannabis safely out of reach of children and pets.



Raised awareness about road safety for young people in the region as part of National Teen Driver Safety Week. This is part of Durham's Vision Zero strategic road safety action plan, which includes several measures to help keep our communities safe.



Launched a refreshed Durham Region Transit (DRT) website to better serve our customers and provide easier access to information.



Shared a new online manual to provide an overview for property and/or homeowners who have a private well.



Supported the development of a jobseeker and employer handbook for hiring and recruiting racialized prospective employees.



Collaborated with Ontario Tech University to host the first annual Durham Environment and Climate Forum; providing the community with information about progress toward climate change objectives across the Region and celebrate community leadership.



Re-developed the Living with Low Income community resources web page, based on feedback from people with lived and living experiences.



Launched the DRT Ambassador Program to enhance direct engagement with customers and our communities.

Conducted Durham Region's annual Business Count; gathering statistics from 14,000 local businesses about their operations to develop and promote economic development initiatives, update the Region's online business directory, monitor growth, and inform various planning studies and policies.



Celebrated Bike Month and organized a series of learning events and activities for the community:

- Co-hosted an inaugural charity bike ride with Lakeridge Health Foundation called Pedal for Patients; raised \$100,000 for local cancer research and care by promoting Durham's unique landscape as a premier cycling destination.
- Recorded over 400,000 weekly cycling trips during the 2023 summer seasonal count program across 296 counter stations within our region.



Educated **4,319** residents about the importance of oral health and how to access dental programs, including Healthy Smiles Ontario and the Ontario Seniors Dental Care Program.

Provided presentations to more than **6,500** Kindergarten to Grade 12 students in 2023 through the Virtual Waste Management Education program, launched in September 2022.

Hosted approximately **350** attendees during National Public Works Week events; a chance to highlight services provided by the Region, like waste management, water supply, wastewater plants, depots, and more.

Published **4,634** posts across our three social media platforms, which reach an audience of 90,237.

Planned and presented more than **139** in-person and virtual professional learning sessions for the child care workforce.

Delivering quality programs and services

Strong, responsive and sustainable services are what we're known for. Initiatives that shape success. Helping businesses plant roots where skilled workers live.

We've seen the power of collaboration and strategic partnerships in our home towns. Innovative ecosystems that help propel new ideas forward. An investment in one another that shapes our collective future.

From emergency services to education—teams are working to ensure a healthy, safe and happy community for all. It's our mission, vision and the core driver in our day-to-day interactions. Together, we are shaping the future of Durham Region.



Assisted with
9,165 in-person queries
to our public
front counter,
and responded
to 21,136 online.

In 2023, Durham Region
emergency service
workers responded to
132,530 calls;
providing peace of mind
and quality care through
Regional services.



Responded to **103,000**
calls through our new 311 phone
service, a Smart 50 award-winning
service, to provide the most accurate,
up-to-date information.

Replaced and updated about
21,500
residential water meters to make
sure residents are accurately billed
for water usage.

Provided **425,065** hours
of scheduled Durham Region Transit
(DRT) service and fielded 181,751 calls
through Customer Service.

Presented a webinar with **45**
attendees on understanding heat pump
benefits for climate, cost and comfort—a
partnership between Durham Greener
Homes and Sustainable Technologies
Evaluation Program (STEP).

- Counselling people who live and work in Durham Region via 13,500 individual, couple and family counselling sessions through Family Services Durham.
- Supported homeowners in our community by establishing a reimbursement program for those who completed sanitary sewer connection repairs to align with the changes to the Sewer User Rate By-law.
- Hosted free compost giveaways in the spring to help residents prepare their gardens, and gave away 923,460 kilograms (923.46 metric tonnes) of finished compost during eight Saturday events.
- Distributed pollinator seeds—that included a wildflower mix of annual and perennial native, pollen-producing plant species that are attractive to bees—to approximately 2,400 households who attended the Durham Region Compost Giveaway events.
- Hosted four Environment Days from April to September and collected 18,907 kilograms (18.91 metric tonnes) of end-of-life electronics, household hazardous waste, for reuse, recycling and safe disposal.
- Continued the LEAF tree planting program, with 328 trees planted in backyards across the Region—providing biodiversity and climate resilience benefits to residence.

Created the durham.ca/Connection web page to support Durham residents' mental health by encouraging connections to themselves, others and their communities. This is aligned with the Connected Communities: Healthier Together report from the Chief Medical Officer of Health of Ontario, which noted that Canadians with a strong sense of community belonging experience significant health benefits.

Feeling connected to
self | others | community
supports mental health





Remained committed to creating a safer community via the operation of red-light cameras at select locations throughout Durham Region. This includes working to reduce T-bone collisions at Regional road intersections and expand Automated Speed Enforcement on a targeted basis to reduce speeding on Regional roads.



Hosted two Business Showcase events, in partnership with local area municipalities to allow potential vendors to bring forward their innovative products and services, while ensuring the integrity of the future bidding process was not compromised.



Participated in the Ontario Public Buyers Association's Reverse Vendor Trade Show, raising awareness of the procurement process and Purchasing By-Law.



Received broadband funding to deliver internet service in 14 underserved communities across the region in partnership with Vianet.



Held community tax clinics with volunteers and returned approximately \$16.3 million in income tax benefits to the community.

Managed more than **227,000** tonnes of material through our waste management programs, including:

38,316
tonnes of blue
box materials

33,513
tonnes of organics

27,099
tonnes of leaf
and yard waste

Waste management numbers are for January 1 to December 31, 2023.

Relaunched the Grade 5 Action Pass program, in partnership with municipalities, for the 2023-2024 school year. This encourages youth to be physically active and develop healthy habits, providing them with public swimming, skating and drop-in program opportunities at participating locations across the region.

Get your **FREE** Grade 5 Action Pass



All Grade 5 students in Durham Region can get a pass that gives them:

- **free** public swimming
- **free** public skating
- **free** drop-in programs (programs vary by recreation centre)

Have fun, meet new friends and get active!

For more information and a list of participating recreation centres and programs visit: durham.ca/physicalactivity



Delivering quality programs and services



Completed **14** foreign direct investment missions to attract investment to Durham Region and boost the region's profile as a prime location for conducting business.

Celebrated Ontario Agriculture Week, and the 30th anniversary of the Durham Farm Fresh Marketing Association, with the "Gather at the Farm" digital campaign, promoting agri-tourism destinations throughout the month of October.

Invest Durham, with partners, hosted more than 100 participants during a Boost your EV IQ Webinar.



Hosted **12** inbound delegations to showcase Durham Region's assets and investment readiness.



Hosted more than **100** attendees at the North Durham Building Business Forum to connect entrepreneurs and small business owners across the townships of Scugog, Uxbridge and Brock, with resources to help them grow their businesses.



Presented three Canada Learning Bond sign-up events and helped educate 111 households about the Canada Learning Bond. More than 30 Registered Education Savings Plans were opened, and 50 Canada Learning Bond applications were submitted throughout these events.



Enrolled 140 long-term care staff in the Preceptor Resource and Education Program, which aims to educate, mentor and equip staff with the necessary skills to support positive and successful clinical placements.



Supported families by reducing child care fees by more than 50 per cent and increasing wages for Registered Early Childhood Educators working in child care.



Structurally relined over five kilometres of watermains and sanitary sewers, to extend the service life of the pipes before they need to be replaced.



Commissioned a new water storage reservoir and sanitary sewage pumping station in Seaton (Pickering).



Expanded services, in collaboration with community partners, to support the influx of arrivals of refugees and asylum seekers, with over 400 immigrants, refugees, and asylum seekers served in three temporary accommodation sites in the region.



Provided case management through the Learning, Earning and Parenting (LEAP) team to 110 young parents (ages 16 to 25) receiving Ontario Works and working towards completing their Ontario Secondary School Diploma.



Implemented measures to meet increased scheduled service commitments for September, and keep transit customers, moving following a fire at the Oshawa bus storage facility, which resulted in the loss of 19 buses.



Implemented year one of DRT's 10-year Service and Finance strategy that will more than double the level of transit service available to residents by 2032.

Updates to Regional long-term care homes include:

- A new point-of-care meal order software program that updates changes to a resident's diet in real-time.
- Enhanced recreation planning software for residents and family members.
- Upgraded electronic health-care record software, linking medication order to the pharmacy software program.
- Introduced a comprehensive framework for long-term care homes to deliver more compassionate and empathetic care to residents.
- Continued work on the project plan and design for the 200-bed long-term care home in Seaton.



Assisted **457** asylum seekers through the Settlement Program, helping 110 individuals secure housing.

Created an additional **474** child care spaces during year two of the Canada-Wide Early Learning and Child Care system, increasing the total number of spaces to 17,246.

Processed over **50,000** samples at the Regional Environmental Laboratory.

Conducted **547** multi-session workshops (387 virtual and 160 in-person) for 7,072 Ontario Works participants and community members on life stabilization and community supports.

Supported **77** individuals (ages 16 and 17), who are without family support through the Trustee Youth (TY) program. TY helps youth succeed in their goals; resulting in 27 high school graduates, 18 post-secondary offers, and nine youth supported in entering and maintaining employment.

Listening to our community

Community engagement creates space for open dialogue, innovative ideas, and diverse points of view. It helps to build trust, stronger partnerships, transparency and accountability. For us, it's about removing barriers; seeing things through a new lens and learning what matters most to our community. Allowing them to see their thoughts reflected in community services.

We've made active listening the foundation of our community outreach and engagement.





Hosted two Public Information Centres regarding the Simcoe Street Rapid Transit Study, which attracted over 200 residents to in-person events and more than 300 responses through in-person engagement sessions, online surveys and emails.



Received feedback from more than 800 residents, businesses and partners on Envision Durham's release of the draft new Regional Official Plan through survey responses, emails, written submissions and a public open house.



Hosted public consultations about the future for the former Ritson School; seeking input on future use for community programs that meet community need.



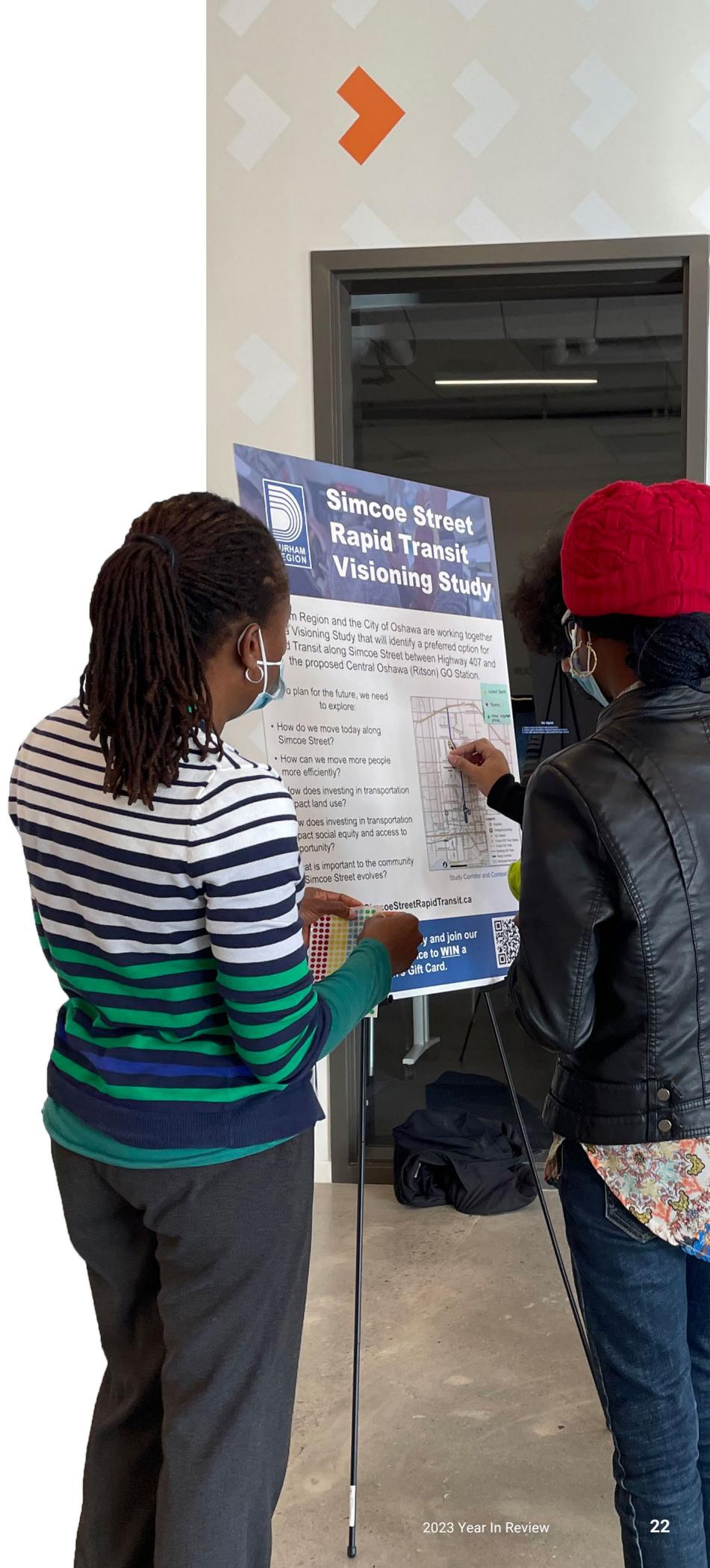
Hosted community network sessions to gather input from child care operators that informs the continued implementation of the Canada-wide Early Learning and Child care system.



Hosted Virtual Public Information Centres about additional sanitary sewage capacity in Cannington and Sunderland.



Hosted Virtual Public Information Centres about the North Whitby and North Oshawa Sanitary Sewer Diversion Strategy.



Received **360** survey responses, and hosted 340 attendees during a public open house, regarding the Durham Meadoway. This proposed pedestrian and cycling route and linear park will connect residents and visitors to destinations, across more than 35 kilometres; including along the Gatineau Transmission Corridor from the Rouge National Urban Park in the City of Pickering (and City of Toronto boundary) to Harmony Road in the City of Oshawa.

Received more than **500** pieces of feedback from residents through three community engagement sessions, one online survey and the Your Durham community engagement platform. This input will help shape 1635 Dundas (one component of the supports available for people experiencing homelessness or at risk of becoming homeless).

Engaged over **130** people through in-person sessions and via social media for the Cycling Wayfinding and Signage Strategy project.

Received **234** survey responses and 111 detailed recommendations to strengthen the development of a public art and creative placemaking policy for Durham Region to energize spaces, support the region's creative industries, and encourage a strong sense of community.

Received **1,426** survey responses to an online survey exploring a Non-Police Led Mental Health Crisis Response Service.

Held the Budget Town Hall with more than **14,000** residents participating over the phone or on the Region's website. More than 125 questions and perspectives were shared through the 2023 Business Plans and Budget engagement initiatives.





Demonstrating our commitment to diversity, equity and inclusion

Durham Region is rich in heritage and strong in creative culture. A place where diversity is helping to drive the future. Our vibrant, diverse and caring neighbourhoods offer safe and welcoming spaces; communities built on almost every language and culture. A competitive advantage bringing worldwide insight, innovation and traditions to our doorstep.

We are committed to ensuring our views and actions represent the communities we serve. It's helping to drive leadership, collaboration and innovation here at home.

Demonstrating our commitment to diversity, equity and inclusion

- Honoured residential school survivors for National Day for Truth and Reconciliation by hosting a march with more than 60 people (beginning at the Pathway to Reconciliation Crosswalk at Durham Regional Headquarters) and wrapping a Durham Region Transit (DRT) bus.
- Honoured National Indigenous History Month and National Indigenous Peoples Day, raising the Medicine Wheel flag.



Hosted a Funder's Forum to assist community partners with their grant applications through the Durham Region Local Immigration Partnership.



Held a panel discussion with the Toronto East Quadrant (Scarborough) Local Immigration Partnership on the issues faced by newcomers with disabilities through the Durham Local Immigration Partnership.



Provided research and evaluation support to design and launch the Municipality of Clarington's survey on their anti-racism strategy through the Durham Local Immigration Partnership's collaboration with Ontario Tech's Social Research Centre.



Hosted a Voices in Durham Community Listening event with Durham College through the CityStudio initiative to develop and publish stories centered around equity and inclusion that create awareness, dispel stereotypes, and amplify the voices of diverse communities within the region.



Raised the Accessibility flag at Regional Headquarters in honour of National Accessibility Week.



Passed a resolution identifying Durham Regional Local Housing Corporation (DRLHC) properties to be considered for revitalization to provide people with more, higher quality affordable housing and create mixed income communities with a mix of market rent and rent-geared-to-income homes.



Demonstrating our commitment to diversity, equity and inclusion

Partnered with **15** organizations, including all local municipalities, to recognize International Women's Day with 180 attendees.

Collaborated with **16** organizations to celebrate Emancipation Day with 40 vendors, 300 attendees, and an Emancipation themed DRT bus wrap.

Delivered **10** micro-grants to grass-roots organizations, in support of community-led initiatives that advance youth safety and well-being in Durham Region.

Hosted an Ontario wide anti-hate symposium in collaboration with several municipalities with nearly

200 participants.

Completed an equity audit that reviewed internal policies and procedures, conducted a job competition review, and held consultations with more than

900 employees.

Partnered with eight organizations to celebrate Black History Month under the theme Together We Rise Durham: Excellence Through the Arts. More than 200 people attended.

Demonstrating our commitment to diversity, equity and inclusion



Partnered with Pride Durham to host the Youth Pride Durham celebration at Regional Headquarters, including a village with over 30 vendors and 300 attendees. The Region also celebrated Pride Month with a Pride-themed DRT bus wrap.

- Encouraged our staff and the community to support local non-profit agencies through donations of food and clothing. In 2023, Regional staff initiated five large-scale fundraising and collection activities.
- Partnered with AccessNow to become a leader in accessibility mapping—a tool to help easily identify places and environments that are accessible for people with all abilities.
- Unveiled inspiring public artwork representing diversity, equity, inclusion and accessibility, through a partnership with Durham College Fine Arts students.
- Partnered with an expert on DEI in the early years, to develop and implement DEI training, policies and a welcome video for new family and staff onboarding into Regionally operated child care centres.
- Assisted social assistance recipients and community residents experiencing hardship through the Social Investment Fund, by issuing 4,878 gift cards and 7,185 DRT tickets for emergency transportation issues.
- Implemented the Talent Acquisition Policy to ensure that a fair, equitable and transparent recruitment and selection process is applied consistently throughout the organization.
- Launched the Accessing Affordable Technology program to connect Ontario Works participants with needed technology to succeed in employment and education. Issued 84 Chromebooks to assist with stability support activities, and 44 laptops to Trusted Youth participants starting a post-secondary school program.
- Participated in several job fairs and networking events specifically for equity deserving groups, including Durham Region Summer Student Employment: Information Session for Black Post-Secondary Students; Newcomer Expo; and Welcome Centre job search panels.

Hosted over **150**
people during the virtual
Durham Accessibility
Conference, in partnership
with Abilities Centre.

Launched Project SEARCH
Durham, in partnership with
Abilities Centre and Durham
Catholic District School Board,
offering 10 internships to high
school graduates living with
developmental disabilities.

Collaboration with
Abilities Centre Pathways
supported DRT in hosting
sessions around how to
safely use public transit.

Innovating and modernizing program and service delivery

Innovation at work: it's about dedication to viewpoints and creative solutions. A culture built on new ideas and suggestions; a reflection of our dedication to customer service. We are working to transform the customer experience. Offering a customer-centric approach focused on modernized operations and enriched interactions.

We are proud to collaborate with those talented, smart, diverse, ambitious and forward-thinking people who have chosen Durham Region.



Introduced new ways to pay Durham Region Transit (DRT) fare, through contactless debit and credit payments making it easier than ever to travel across the region.



Hosted challenges for the business community to create innovative solutions to ensure intersections are safe and accessible for pedestrians, in partnership with the Durham Regional Technology Development Site. The project will collect data at intersections in Durham Region and produce safety recommendations.



Continued to grow CityStudio Durham—a collaborative partnership to drive innovation with local post-secondary institutions, local municipalities, and Durham Regional Police Service—completing 22 projects with 191 students.



Innovated to support our growing entrepreneurial and business community by developing township-specific Business Toolkits for Brock, Scugog and Uxbridge. This resource fulfills a need for a one-stop-shop that is accessible for prospective investors, entrepreneurs and current business owners.



Supported implementation of the Region's fleet electrification initiatives by adding 85 new electric vehicle charging stations by the end of 2024; thanks to \$600,000 in federal funding through the Zero Emission Vehicle Infrastructure Program.



Secured a standing agreement for the supply of Level 2 electrical vehicle (EV) chargers, to build the Region's fleet charging network and support the Region's green fleet strategy.



Reduced the Region's carbon footprint, by eliminating paper waste collection calendars.

Completed year two of a three-year strategy to build innovation capacity within the organization.

- Launched an internal Ways of Working (WoW) innovation hub, which includes an innovation project toolkit and showcase, to promote cross-departmental good practice, shared learning, and connection.
- Facilitated over 25 Design Sprints to help teams build collaborative, innovative solutions.
- Carried out internal generative artificial intelligence (AI) focus groups to support future readiness around generative AI adoption.

Innovating and modernizing program and service delivery

- Demonstrated environmental stewardship for public infrastructure by implementing the Envision framework for water and wastewater Class Environmental Assessments for new projects.
- Worked with the province on a program that will enable the Region to explore funding up-front costs for four new stations along the GO Lakeshore East Extension to create transit-oriented, vibrant, livable and sustainable communities.
- Organized the first ever Curbside Giveaway in Durham Region, in cooperation with local municipalities to support a circular economy where nothing is wasted.
- Partnered with neighbouring municipalities and local colleges to create condensed diploma options, and to increase the number of spaces available to students enrolling in Early Childhood Education programs.
- Completed the Region's third roundabout construction at Regional Road 57 and Regional Road 3 in Clarington.
- Commenced a pilot study to reduce methane emissions from Regional landfills using biocover systems.
- Expanded access to DRT's On Demand mobile application to Specialized Transit customers, to ensure equity across transit services.
- Launched the Strategies for Success eLearning Module to educate jobseekers on how to apply and be successful in a position with the Region of Durham.
- Launched new hybrid meeting technology in the Regional Council Chambers to facilitate in-person or remote participation, improving access to Regional Council meetings and allowing residents to participate from anywhere in the world.



Collaborated with 15 partners to showcase Project Arrow, the first all-Canadian zero emission connected vehicle which was built at Ontario Tech University at the Collision Conference—one of the largest and fastest growing technology conferences in North America.



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If this information is required in an accessible format, please contact the Communications and Engagement Office at 1-800-372-1102.