

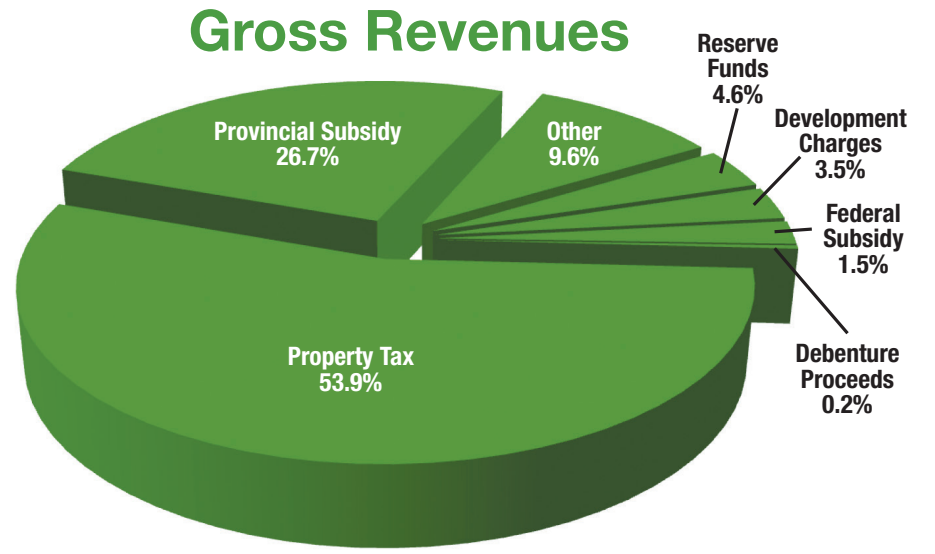
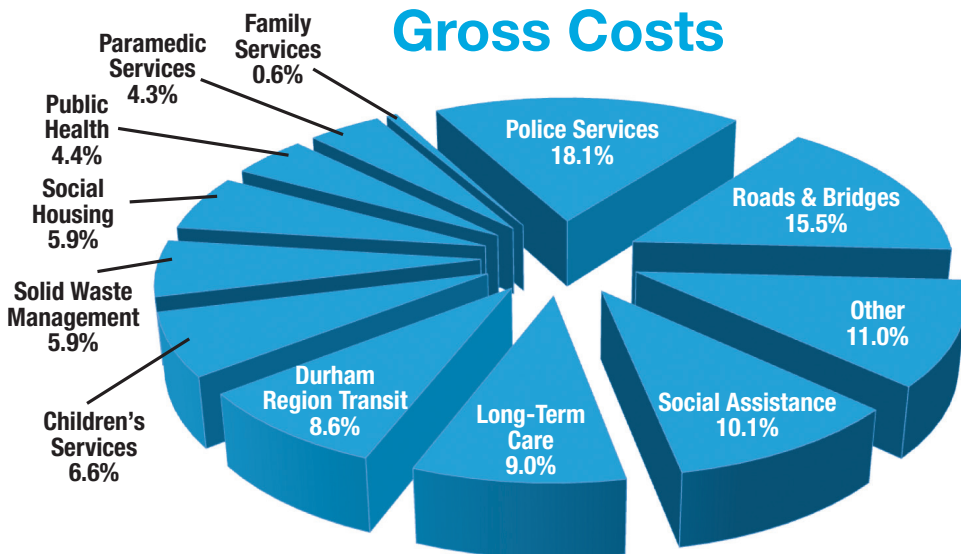


THE REGIONAL MUNICIPALITY OF DURHAM

2018 PROPERTY TAX SUPPORTED BUDGET AND SERVICES HIGHLIGHTS

| | | | |
|--|--|--|---|
| 2018 Gross Regional Budget \$1.195 billion | 2018 Regional Property Taxes \$644.5 million | 1.9% 2018 Regional Property Tax Increase | 2018 Average Home Regional Property Taxes \$2,673 |
|--|--|--|---|

2018 Gross Regional Budget: \$1.195 billion



Durham Regional Council's approved 2018 property tax supported budget achieves an affordable, balanced and competitive increase of 1.9 per cent. The 2018 business plans and budgets provide for continued maintenance of existing service levels and the financing for strategic operating programs and capital infrastructure investments.



Roads and Bridges

- Capital investment of \$92.8 million, including bridge work (\$7.4 million), road expansion projects (\$27.7 million), road rehabilitation (\$33.2 million), Highway 407 related work (\$11.7 million), and traffic control and other items (\$12.8 million)
- Additional 2.4 kilometres of cycling infrastructure on Regional roads



Police Services

- Two new uniform officers in the Diversity, Equity and Inclusion Unit and two new full-time civilian positions
- Funding of \$683,000 for the implementation of the Body Worn Camera Pilot Project
- Capital investment of \$3.6 million for vehicle and equipment purchases, and facility maintenance and renewal



Durham Region Transit

- Additional 5,303 hours of conventional service in 2018
- Capital investment of \$17.1 million, including 28 growth and replacement vehicles, smart technology replacement and upgrades, and land for an indoor bus storage facility



Paramedic Services

- Increase in service at Oshawa north station to 24 hours, seven days a week
- Capital investment of \$3.3 million for facility maintenance and replacement of equipment, vehicles and defibrillators



Social Services

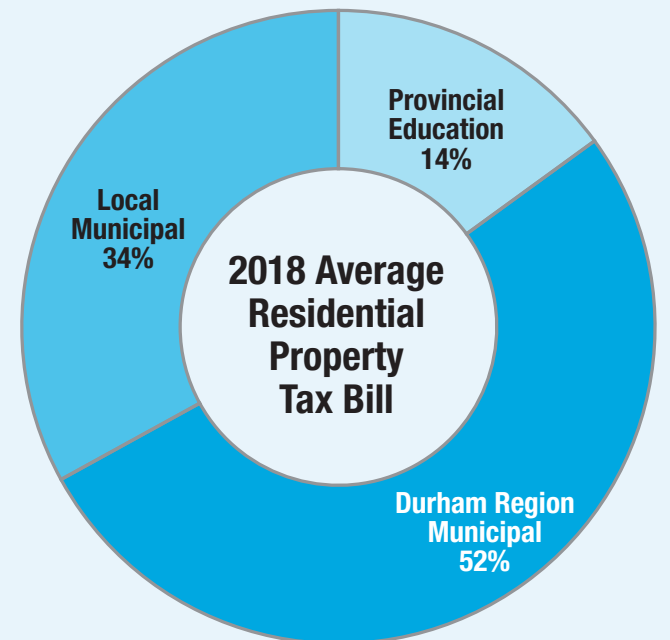
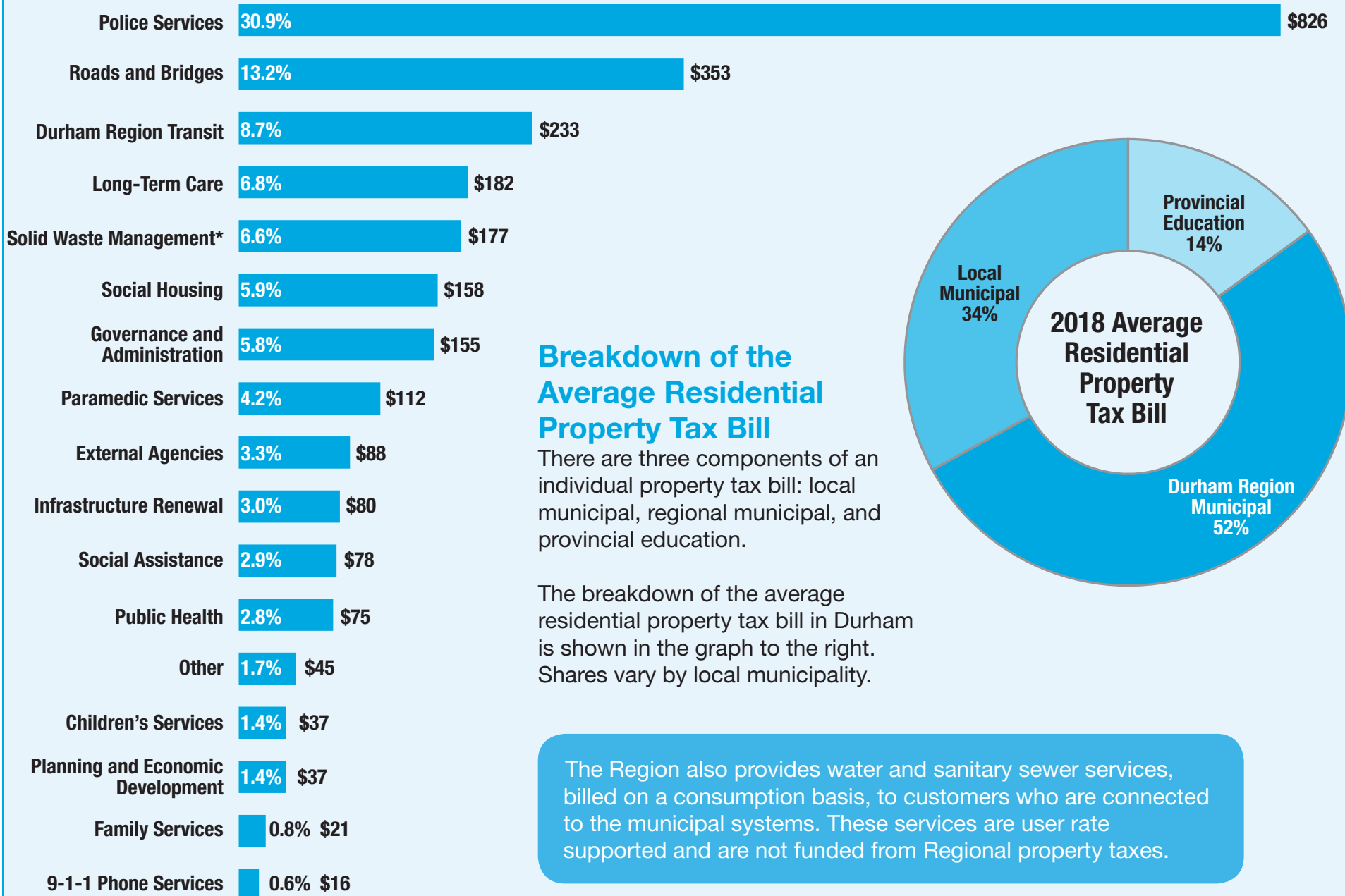
- \$10.1 million in additional provincial subsidy to support and expand child care and early learning programs, moving the wait list for fee subsidy spaces from one year to 2 months
- Investment of \$7.6 million in partnered agencies to assist households in obtaining/retaining housing, emergency shelters and homelessness prevention, and additional funding to operationalize actions identified in the Region's Affordable and Seniors' Housing Task Force Report
- Additional funding for financial empowerment and poverty reduction activities within the Social Investment Fund



Durham Region Residential Property Taxes

2018 Average Residential Regional Property Taxes by Major Service Area

The average single detached home in Durham has a 2018 current value assessment (CVA) of \$424,900 and will pay approximately \$223 per month, or \$2,673 annually, for the Regional property tax supported services shown below.



Breakdown of the Average Residential Property Tax Bill

There are three components of an individual property tax bill: local municipal, regional municipal, and provincial education.

The breakdown of the average residential property tax bill in Durham is shown in the graph to the right. Shares vary by local municipality.

The Region also provides water and sanitary sewer services, billed on a consumption basis, to customers who are connected to the municipal systems. These services are user rate supported and are not funded from Regional property taxes.

* Solid Waste Management varies by local municipality

Asset Management

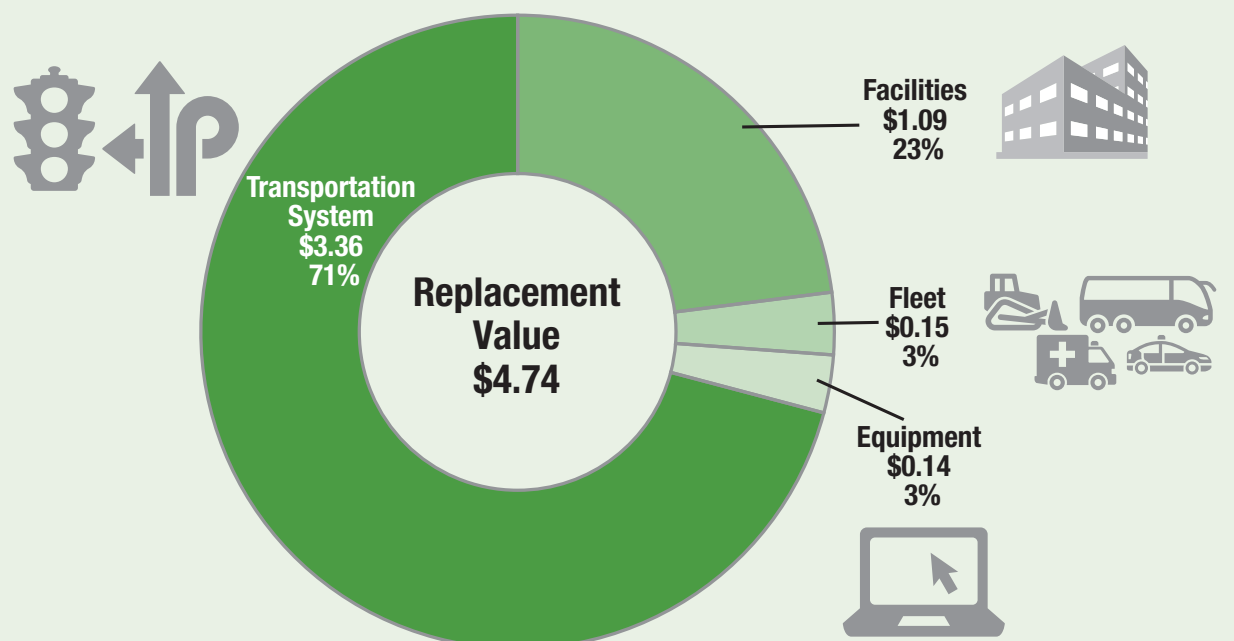
Since 2004, Durham Region has developed and published an annual Asset Management Plan.

This broad-based corporate plan is an integral part of the Region's business planning and budget process.

The Asset Management Plan supports the Region's Strategic Plan, sustainability objectives, and climate mitigation and adaptation goals.

The annual review allows for the prioritization of activities and maximizes the return on the Region's infrastructure investments.

Property Tax Supported Assets Replacement Value (billions)

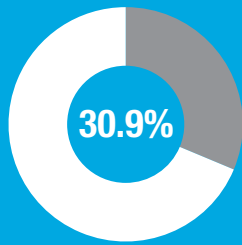


Durham Regional Police Service

With the support of community partners,
ensure the safest community for people to live, work and play.

2018 Property Taxes
(millions)

\$198.9

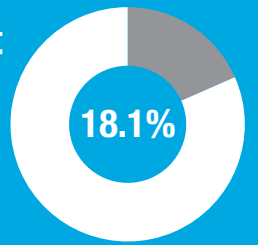


2018 Average Home
Property Taxes

\$826

2018 Gross Cost
(millions)

\$215.7



Services:

- Law enforcement and public order
- Emergency response
- Crime prevention and victim support



100,000
Service Calls



387 Vehicles
Including 228
patrol vehicles



1,251 Staff
873 uniform staff
378 civilian staff



18 Facilities

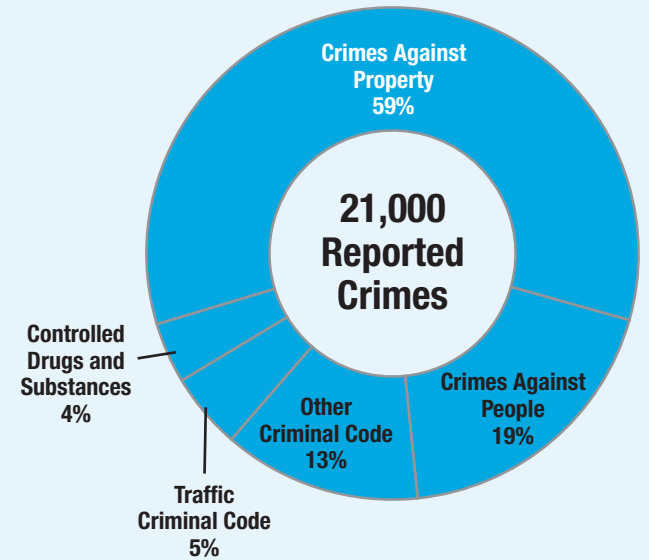


Over 15,000 Criminal
Code Charges Laid

74% of all violent crimes cleared
Ontario's third lowest crime
severity index



Support 230 persons at risk of serious harm
1,600 apprehensions under the *Mental Health Act*

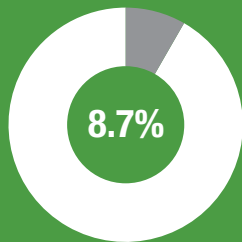


Durham Region Transit

Provide an attractive mobility option of safe, reliable and integrated public transit
with a focus on growth, operational effectiveness and financial sustainability.

2018 Property Taxes
(millions)

\$55.8

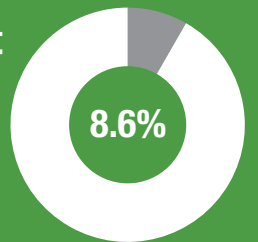


2018 Average Home
Property Taxes

\$233

2018 Gross Cost
(millions)

\$103.0



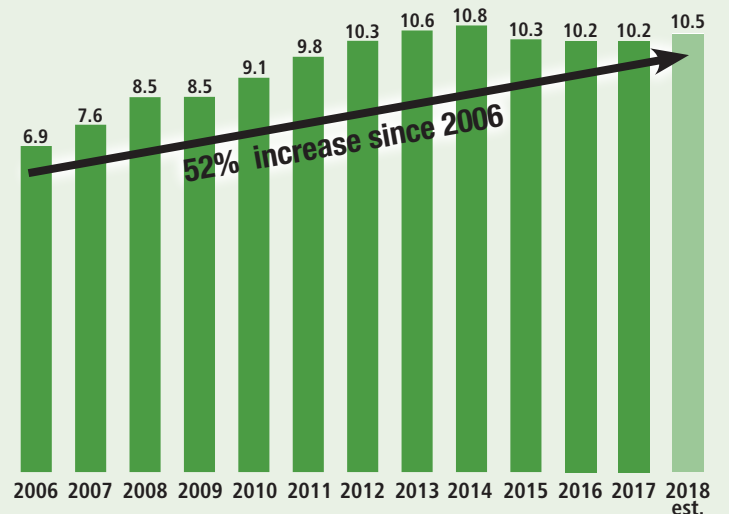
Services:

- Bus Rapid Transit (PULSE)
- Conventional and Specialized Transit
- On Demand Transit
- GO One Fare Anywhere



526,627 Hours
of Conventional
Service Annually

Annual Conventional Ridership
(millions)



230 Conventional and
Specialized Vehicles
Average bus age 7.5 years
100% of buses are fully
accessible



323 Drivers



2 Maintenance
Facilities



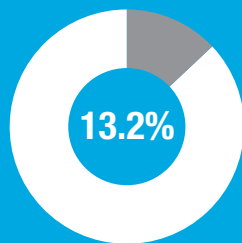
2,764 Bus Stops
527 shelters

Public Works: Roads and Bridges

Ensure adequate and well maintained roads, bridges and related infrastructure to accommodate the needs of existing residents and businesses and the anticipated levels of growth.

2018 Property Taxes
(millions)

\$85.1

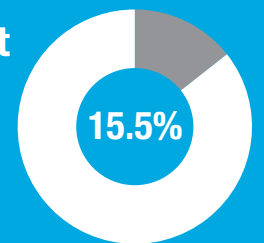


2018 Average Home
Property Taxes

\$353

2018 Gross Cost
(millions)

\$185.0



Services:

- Snow clearing and maintenance on Regional roads
- Traffic systems
- Transportation planning/design
- Fleet and facilities management



214 Bridges
and Culverts



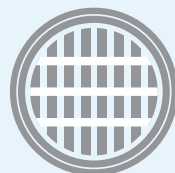
4,000 Tonnes
of Asphalt
Used for
road patching



345
Vehicles



2,377 Lane
Kilometres of Roads
4 lane kilometres added
and 30 lane kilometres
rehabilitated in 2018



4,523 Network
Maintenance Holes



436
Stormwater
Outfalls



26,000 Tonnes of Salt and
600,000 Litres of Brine
Applied to roadways



6 Works Depots

458 Traffic Signals
9 new and 50 rebuilt/
modernized in 2018

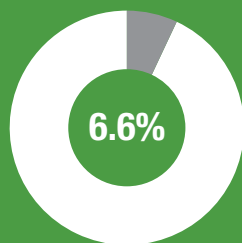


Solid Waste Management

Demonstrate leadership in waste reduction and reuse strategies, while managing residual waste effectively.

2018 Property Taxes
(millions)

\$42.7

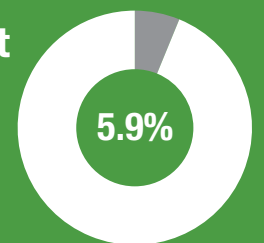


2018 Average Home
Property Taxes

\$177

2018 Gross Cost
(millions)

\$70.2



Services:

- Disposal of residential waste
- Collection/processing of blue box, green bin and yard waste
- Recyclable sales and composting
- Community outreach and education



223,400 Tonnes
Residential solid
waste collected



53,400 Tonnes
Food, leaf and yard
waste composted



101 Tonnes
Batteries diverted
from landfill



88,000
Calls to Waste
Management
Call Centre



283,000
Vehicle visits
to facilities



47,800 Tonnes
Blue box material
recycled



500 Tonnes
E-waste diverted from landfill



420 Tonnes
Porcelain diverted from
landfill



Community Events
Compost giveaways, reuse
days, e-waste collection
and hazardous or special
waste collection events



9 Facilities
Including 4 hazardous
waste depots and
the Durham York
Energy Centre

Region of Durham Paramedic Services

Provide a high quality paramedic response service with excellent pre-hospital care, which is effective in easing suffering and reducing mortality in emergencies.



- Services:**
- Paramedic emergency response
 - Hospital offload
 - Patient transfer

429,240 Hours of Emergency Response

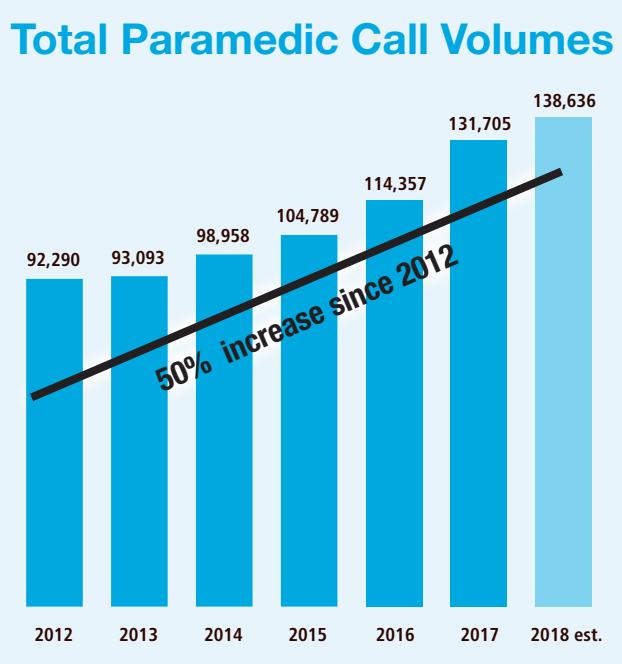
236 Full-Time and 100 Part-Time Paramedics

47,000 Patient Hospital Transports

Over 11,000 Hours of Special Event Coverage

82 Vehicles
Including 42 ambulances

11 Paramedic Stations



Public Health

Promote and protect the health of residents by providing a wide range of health enhancing programs that address the growing and changing needs of our communities.



- Services:**
- Healthy Families
 - Healthy Living
 - Health Protection
 - Infectious Diseases
 - Health Analytics and Administrative Services

22,000 Telehealth Inquiries

7 Locations
Including 3 sexual health clinics

9,000 Compliance Inspections
7,900 food safety
1,100 private sewage systems

42,000 Vaccinations to School-Aged Children
105,000 influenza vaccines released

10,850 Investigations
5,500 infectious disease cases
1,350 animal bites
4,000 stagnant water assessments

12,000 Sexual Health Clinic Visits

29,000 Child and Youth Oral Health Screenings

165 Public Health Nurses

52 Public Health Inspectors and 6 Tobacco Enforcement Officers

19 Dental Assistants and Hygienists

Long-Term Care and Services for Seniors

Provide services geared toward physically frail and/or cognitively impaired adults who require assistance in a secure, safe and caring environment.

| | | | | |
|---|-----------------|---|--|-----------------|
| 2018 Property Taxes (millions) \$43.8 | 6.8% | 2018 Average Home Property Taxes \$182 | 2018 Gross Cost (millions) \$108.1 | 9.0% |
|---|-----------------|---|--|-----------------|

Services:

- Nursing and personal care
- Specialized medical services
- Resident care programs
- Adult day programs

847 Residents
Provided with 24-hour care in
Regional long-term care homes

**22,000 Meals on
Wheels Delivered**

**4 Regional Long-Term
Care Homes**

3 Adult Day Program Sites
Providing services to 150 clients

Social Housing

Responsible for the administration of programs, property management and development of new affordable housing initiatives, while overseeing delivery of shelter services and programs to address homelessness.

| | | | | |
|---|-----------------|---|---|-----------------|
| 2018 Property Taxes (millions) \$38.1 | 5.9% | 2018 Average Home Property Taxes \$158 | 2018 Gross Cost (millions) \$70.8 | 5.9% |
|---|-----------------|---|---|-----------------|

Services:

- Social Housing administration including oversight of senior government investment in affordable housing
- Durham Regional Local Housing Corporation (DRLHC)
- Durham Access to Social Housing
- Administer Community Homelessness Prevention Initiative

361 New Affordable Units since 2006
170 new affordable units under development

**3,407 Households
At Risk of
Homelessness
Assisted**

Provide 1,293 Housing Units
At 23 DRLHC locations

Funding for 5,025 Housing Units
Through 44 external providers
and rent supplements

Social Assistance

Provide Ontario Works financial assistance and basic health benefits to clients, as well as employment programs to participants returning to the workforce.

| | | | | |
|---|-----------------|--|--|------------------|
| 2018 Property Taxes (millions) \$18.6 | 2.9% | 2018 Average Home Property Taxes \$78 | 2018 Gross Cost (millions) \$121.0 | 10.1% |
|---|-----------------|--|--|------------------|

Services:

- Ontario Works program delivery and benefits
- Social Investment Fund
- Local diversity and immigration

**9,000 Average
Monthly Caseload**

**34,798 Resource
Centre Visits**

**4 Social Assistance
Locations**

**109
Caseworkers**

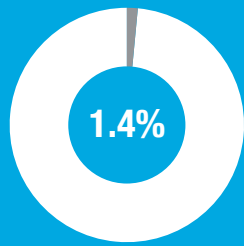
**2 Ontario Works
Resource Centres**

Children's Services

Provide quality child care services that support low income earners and other parents who are working and/or upgrading their education.

2018 Property Taxes
(millions)

\$9.1

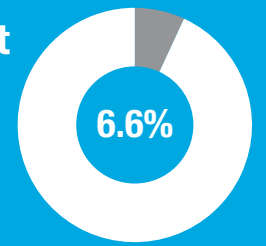


2018 Average Home
Property Taxes

\$37

2018 Gross Cost
(millions)

\$78.9



Services:

- Fee subsidy and wage enhancement programs
- Directly operated child care centres
- Special needs resourcing
- Behaviour management
- Early learning planning and system management
- Quality assurance program
- EarlyON programs

Support 23,500
Child Care Spaces
In 270 licensed facilities



Over 5,000
Subsidized
Spaces



7 Regionally Operated
Licensed Child Care Centres



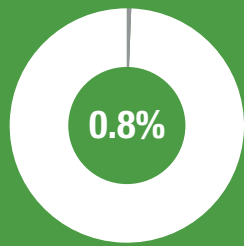
Support 2,164 Special
Needs Children
1,200 behaviour management
consultations at 204 sites

Family Services

Provide Durham residents with professional counselling and other support services that enhance quality of life and work-life balance.

2018 Property Taxes
(millions)

\$5.4

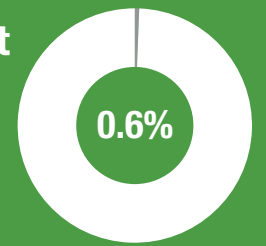


2018 Average Home
Property Taxes

\$21

2018 Gross Cost
(millions)

\$6.6

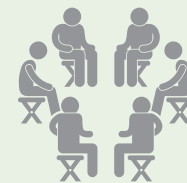


Services:

- Community counselling services
- Adult community support services
- Partner Assault Response program
- Employee and family assistance program



3,000 Counselling Hours
To support adults with
developmental disabilities



590 Participants
In court-ordered domestic
non-violence program



15,000
Counselling
Sessions



9 Locations



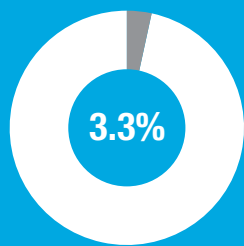
26 Counsellors

External Agencies

Durham Region provides funding and special contributions to external organizations whose services are consistent with Regional objectives and policies.

2018 Property Taxes
(millions)

\$21.5

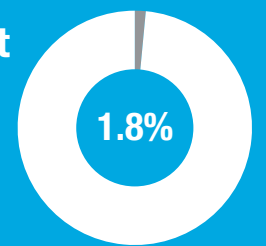


2018 Average Home
Property Taxes

\$88

2018 Gross Cost
(millions)

\$21.5



\$8.6 million
Conservation Authorities



\$4.4 million
Capital infrastructure funding for health
and post-secondary education



\$8.5 million
Municipal Property
Assessment Corporation

General Information

Triple A Credit Rating

In February 2018, S&P Global Ratings reviewed Durham Region's credit fundamentals and reconfirmed the Region's Triple A credit rating. In April 2018, Moody's Investors Service also reconfirmed the Region's Triple A credit rating with a stable outlook. The Triple A credit rating is the highest attainable and is attributed to Durham's solid financial management and governance practices, including a commitment by Regional Council to long-term financial planning.

"In our view, Durham's credit profile benefits from very strong financial management. The regional administration is experienced and works with the region's council to enact policies and undertake long-term financial planning to achieve fiscal sustainability."

"Annual user rate and property tax-supported service and financing studies drive Durham's well established long-term financial planning process to allow it to meet fiscal challenges, which feed into annual budgets, which we view as detailed and realistic."

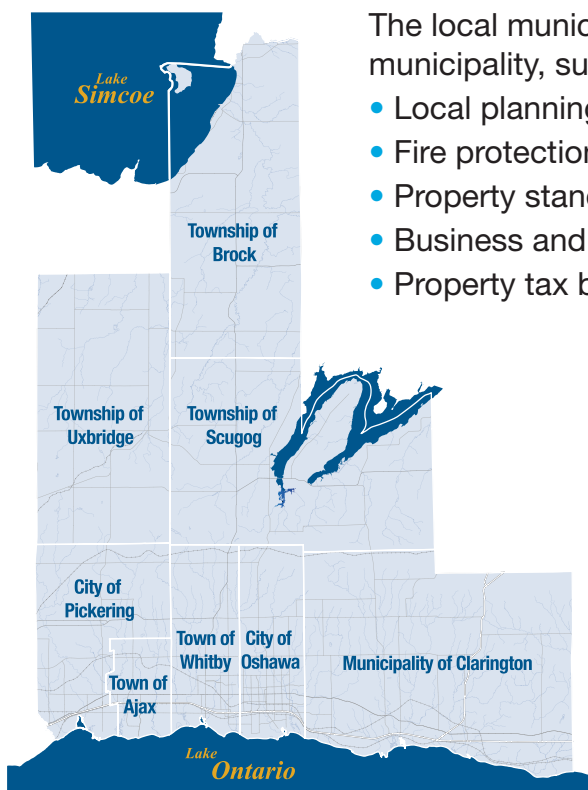
S&P Global Ratings, February 2018

Budget Presentation and Financial Reporting Awards

Distinguished Budget Presentation Award from the Government Finance Officers Association of the United States and Canada (GFOA) for the 2017 Business Planning and Budget process and documentation. This is the sixth consecutive award for the Region of Durham.

Canadian Award for Financial Reporting from the GFOA for the 2016 Annual Report and Financial Statements. This is the fourteenth consecutive award for the Region of Durham.

Local Municipalities



The local municipal component of the property tax bill funds different services than the Regional upper tier municipality, such as:

- Local planning/development and maintenance of local roads, local bridges, storm sewers and sidewalks
- Fire protection, animal control, libraries, parking, parks and recreation
- Property standards, including building/plumbing inspections and permits
- Business and other licensing and local by-law enforcement
- Property tax billing and collection

If you have any questions regarding local municipal services or your property tax bill, please contact your local municipality:

CITY OF PICKERING
1-866-683-2760 (toll-free)
www.pickering.ca

TOWN OF AJAX
905-683-4550
www.ajax.ca

TOWN OF WHITBY
905-668-5803
www.whitby.ca

CITY OF OSHAWA
905-436-3311
www.oshawa.ca

MUNICIPALITY OF CLARINGTON
905-623-3379
www.clarington.net

TOWNSHIP OF UXBRIDGE
905-852-9181
www.town.uxbridge.on.ca

TOWNSHIP OF BROCK
705-432-2355
www.townshipofbrock.ca

TOWNSHIP OF SCUGOG
905-985-7346
www.scugog.ca

Municipal Property Assessment Corporation (MPAC)

MPAC classifies and assesses all properties in Ontario in accordance with the *Assessment Act* and rules set by the Government of Ontario. MPAC is an independent, not-for-profit corporation, funded by municipalities and is accountable to the Province of Ontario, municipalities and property taxpayers.

For information concerning your property's assessed value or classification, contact MPAC at 1-866-296-6722 or visit mpac.ca.



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Regional Municipality of Durham
Finance Department 905-668-7711 or
1-800-372-1102 ext. 2278

If you require this information in an accessible format, please contact 1-800-372-1102 ext. 2278.