



The Regional Municipality of Durham

2019 Year In Review



This past year, we focused on building strong partnerships; funding initiatives; strengthening our economy; and enhancing community engagement.

There's so much to be excited about in Durham Region, and the work we are doing to support its bright future.

We aim to capitalize on Durham's legacy as builders; an economic engine. Showcasing our focus on innovation, sustainability and being a future-oriented organization.

We are excited for you to join us on this path to making Durham Region the best place to live, work, play, grow and invest.

—John Henry, Regional Chair



In 2019, we focused on more modern and efficient operations through innovation, collaboration, modernization and continuous improvement.

It's about better service, better experiences and better outcomes.

We all want Durham to be a place where diversity and inclusion thrive. A place where residents enjoy healthy and sustainable communities. Where quality of life is second to none. Where strong partnerships drive us to achieve even more.

Together, we can make sure that Durham is a place where community engagement drives social change.

Our employees want to ensure that Durham Region is one of the best places in Ontario to live, work and raise a family. A community where insights, innovation and traditions can be found on our doorstep.

Thank you for being part of the journey.

—Elaine Baxter-Trahair, Chief Administrative Officer

AWARDS

39

Initiatives recognized via internal awards for innovation, service excellence and more

Durham's Planning and Economic Development Department won three Economic Developers Council of Ontario awards, including Best Economic Development Initiative of the Year for the 2019 Parasport Games

Excellence in Municipal Finance Award for Commissioner of Finance

Presented external Accessibility awards to individuals/businesses/organizations that made a considerable effort to incorporate accessibility into their operations

Received Government Finance Officer's Canadian Award for Financial Reporting

Bruce Brunton Award for 2018 National Public Works Week event

United Way Award of Distinction

63

Employee Accessibility Champions certificates handed out

Two Triple A credit ratings with stable outlook (S+P Global and Moody's Investors Service)

Economic Developers Association of Canada (EDAC) Marketing Award for the monthly tourism e-newsletter

AVA Digital Awards, Gold Award - Invest Durham website

2019 Water Environment Association of Ontario (WEAO) Operations Challenge Ontario Champions

2019 Water Environment Federation (WEF) Operator Ingenuity Award

Broadband Strategy named as a finalist in Economic Development Council of Ontario Awards of Excellence

Joint recipient of a Smart 50 Award from Smart Cities Connect for development of Advanced Transit Signal Priority Technology

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LEGEND

CCO: Corporate Communications Office

CS-HR: Corporate Services Department, Human Resources Division

DEM: Durham Emergency Management

ITHelp: Corporate Services, Information Technology help desk

POA: Provincial Offences Act

RDPS: Region of Durham Paramedic Services

RHQ: Regional Headquarters

SS: Social Services

DRT: Durham Region Transit

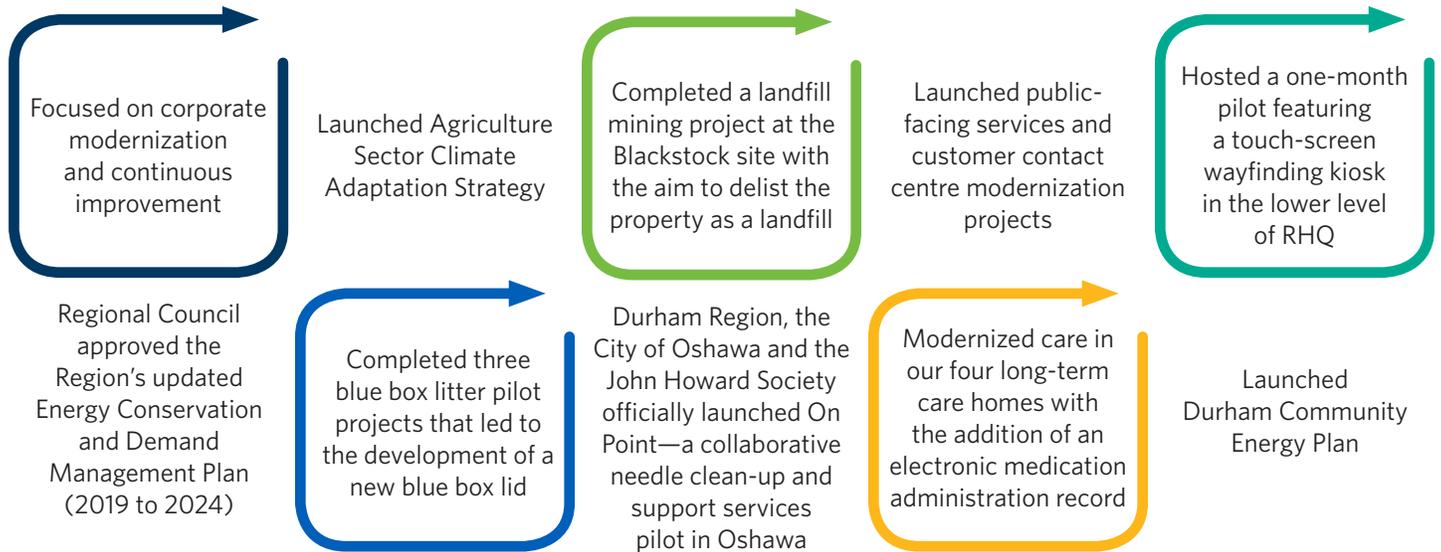
DRPS: Durham Regional Police Service

INNOVATION AND MODERNIZATION

- Developed a new Durham Region Community Investment Grant Policy to guide the Region's investments in health care and post-secondary education capital projects
- Used provincial Audit and Accountability Fund to move towards modernized options that complement existing touchpoints (such as service counters, telephone access, etc.)
- Regional Council approved a Long-Term Financial Planning Framework, including a streamlined reserve and reserve fund strategy, to guide Regional Council decision-making and ensure adequate long-term financial flexibility
- Regional Council approved the inaugural Regional Corporate Strategic Asset Management Policy, which supports innovation and continuous improvement in asset management planning

Streamlined **12** existing customer service lines into a single access point for citizens

Piloted **70** benefits under new Regionally funded Durham Portable Housing Benefit (Durham PHB) program to support local needs



Began work on more than 50 modernization projects:



PARTNERSHIPS

- Hosted Grade 9 Take Our Kids to Work Day, in partnership with Durham District School Board
- Hosted four reuse events in Oshawa, Scugog, Brock and Whitby in partnership with Habitat for Humanity, Salvation Army and the Canadian Diabetes Association
- Launched partnership with Canadian National Institute of the Blind (CNIB) to donate retired and decommissioned phones through the Phone It Forward program
- Hosted 2nd annual National Housing Day event—theme was partnerships and was attended by federal agencies, community housing providers, private landlords and developers, as well as community housing and homelessness support agencies
- Showcased collaborative approach to municipal operations—in co-operation with all eight local municipalities—as part of the Regional Government Review
- Developed the Durham Community Energy Plan—in collaboration with all eight area municipalities and local utilities—to tackle climate change at the local level
- In collaboration with area municipal accessibility staff, hosted an Ontario Network of Accessibility Professionals (ONAP) conference
- Hosted DNext Innovation and Investor Summit with Ontario Tech University
- Facilitated eight Canada Learning Bond events with community partners
- Conducted 8th annual Business Count; reached almost 12,700 businesses in Durham
- Submitted 14 transit projects for federal and provincial funding under the Investing in Canada Infrastructure Program (ICIP) totalling \$237 million in eligible expenditures
- Participated in the off-site nuclear preparedness review conducted by the International Atomic Energy Agency
- Partnered with Ontario Tech University to host the Moving Together transportation workshop; discussed improving transportation in Durham Region and the Greater Toronto Area

43

People attended a public film locations seminar, designed for those who wish to market their properties as a potential film location

1,100

Grade 3 students who took part in Durham Farm Connections

365

Volunteers provided more than 39,000 hours of time to 847 long-term care residents and Adult Day Program clients

≈60

Participants at Emergency Preparedness Stakeholder Symposium

\$13.1

Million dollars returned to Durham residents through free income tax preparation

100

Participants of DEM emergency exercise simulating a plane crash at a local water plant

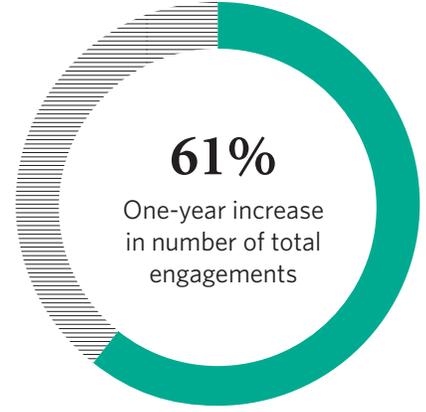
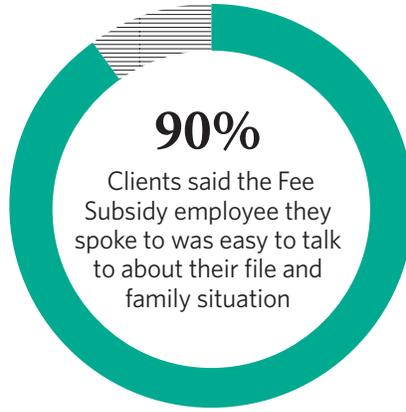
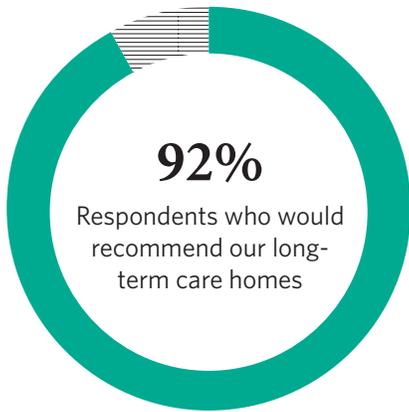
100+

Participants of the annual Farm Tour (showcases agricultural community) at Willowtree Farm

127

Employees and partners at our Innovation and Research Forum

COMMUNITY ENGAGEMENT



Hosted **24** DRT public information centres, drop-in sessions and community events

Delivered the successful multi-sport 2019 Ontario Parasport Games, creating economic impact in Durham Region of **\$680,000** and a legacy fund of **\$112,000** via Sport Durham (Tourism)

Hosted three film industry career fairs with a total attendance of over **1,000 participants**

Recognized **134** schools for a Healthy Schools Award

- Began work on the DRT Rural Transit Review; public input via a survey and several focus groups
- Successful spring and fall testing of the public alerting system
- Installed a new rainbow crosswalk at RHQ
- Launched Durham Works online—a newsfeed to keep residents informed about waste management, water supply, sanitary sewerage, road maintenance, etc.



1.1 million

Impressions of social media content

390,000

Engagements/interactions across three social media platforms

100,000

Times social media links were selected

Social media year-over-year growth:
Facebook **20.5%**
Twitter **10.7%**
LinkedIn **76.3%**



Hosted first public open house about Business Plans and Budgets: **2,337** impressions and **1,466** reach via Facebook Live session

Supported **20** workshops targeted to the agricultural sector

131 Comments received, over six papers, as part of Envision Durham

100% Attendees said they found the DNext: Innovation and Investors Summit valuable and would recommend it to a friend

Waste management:

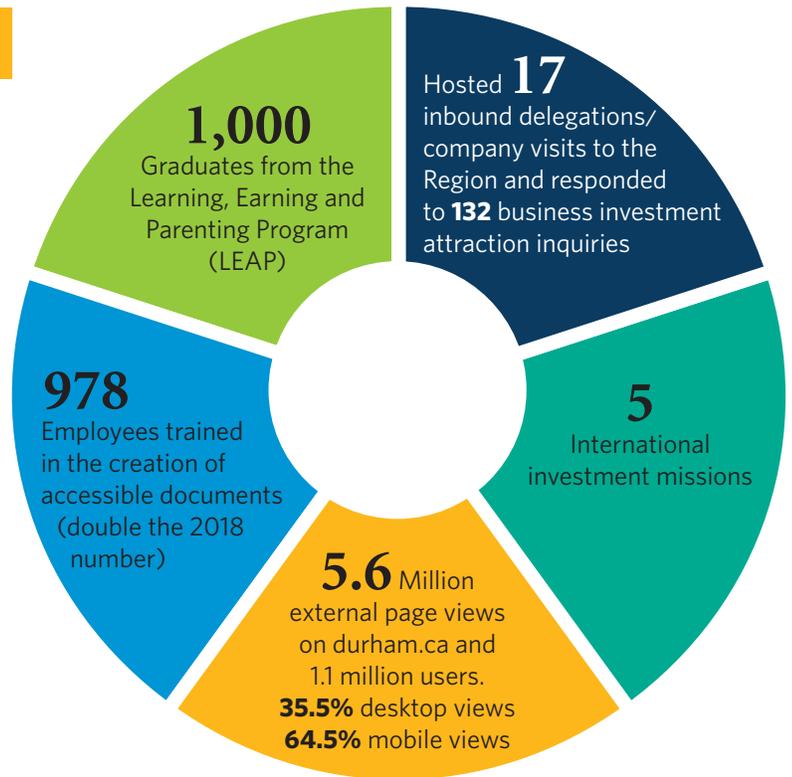
8 Spring compost events

4 Special waste electrical and electronic events

4 Household hazardous waste events

SIGNIFICANT ACHIEVEMENTS

- One of only nine Canadian communities selected to join the Built for Zero Canada campaign—an ambitious national change effort designed to end chronic homelessness by optimizing local homeless systems, accelerating the adoption of proven practices, and driving continuous improvement
- Became the community entity to administer federal homelessness funding through Reaching Home; helping to increase capacity and build synergy among housing and homelessness programs



109
Retirees

1,744
(753 external hires)
Job competitions

600
Attendees hosted at DRT career fair

16,876
External job applications

5
Offer letters per day

57
Days to fill posting/hire

349
Hires at New Employee Orientation

73.8%
Grievances resolved

40 years: **4**
35 years: **12**
30 years: **65**
Employees recognized for years of service

EDUCATION

 <p>196 Bike to Work Day participants</p>	 <p>11 Booths and presentations to the community about personal preparedness</p>	 <p>31 Durham Region and local municipal staff trained on how to be Environment Canada Storm Spotters</p>	 <p>2,500 "Are you ready?" guides distributed</p>
<p>5 Master of Disaster sessions that resulted in 76 girl guides earning their Emergency Preparedness crest</p>	<p>100 Public and private partners attended a one-day P3 Symposium</p>	<p>125 Participants present at five separate Sparks/Brownies/Guides meetings</p>	<p>22 Internal and external-facing digital screens at Regional facilities</p>

- Developed two videos focused on the Clarington Special Waste Depot and Single-use plastics, which received 1.5 million media impressions
- Tested the Nuclear Public Alerting system in May and November with more than 100,000 landlines called and 34 sirens activated
- Public launch of Envision Durham including six theme-based discussion papers and an Initiated Growth Management Study
- Began work on formalizing the Region's partnership with three post-secondary institutions under the CityStudio model
- Developed Durham Climate Change video

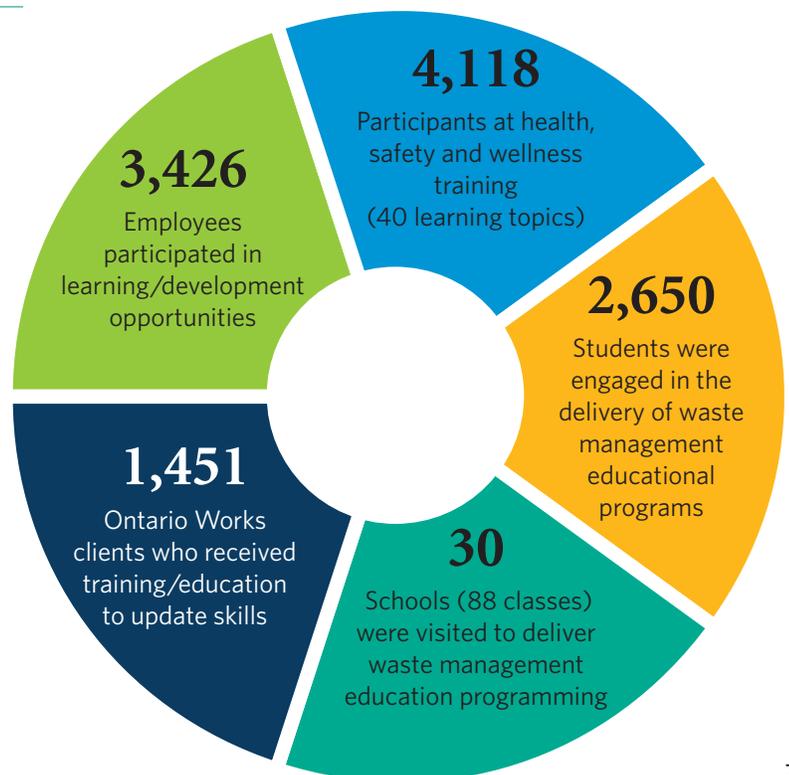
- Single-use plastics: Waste Management staff filled the RHQ west entrance moat with 2.5 tonnes of plastic bottles and clam shell packaging for Waste Reduction Week to raise awareness of single use plastics. The tonnage represents about one third of this material collected each day.
- Co-ordinated with "Imagine a day without water" campaign to educate consumers that, through continued investment in our drinking water and wastewater systems, we can reduce our reliance on single-use plastics, and maintain a reliable and safe resource for generations to come
- In 2019, Innovation and Research staff ran six different skill set workshops and trained 66 staff

-  Fairview Lodge implemented a very successful program called "Empty Nest" to support caregivers whose loved ones have recently been admitted to the home
-  Introduced an internal monthly column from CAO to all employees
-  Released video series about stigma associated with substance use disorders
-  Hosted corporation's first CAO Town Hall meeting for employees

400 Radio advertisements

1,200 Television commercials

62,000 Waste app downloads with 70,000 mobile service reminders



CUSTOMER SERVICE



7,413

Food safety inspections



3,091

Smoke-Free Ontario Act inspections



17,946

Public health inquiries



10,590

Compliance inspections: food safety, child care centre, drinking water, healthy environments, infectious diseases prevention & control, recreational water and private sewage systems

6,214

Infectious disease investigations

1,650

Animal bite investigations

3,268

Stagnant water assessments

659

Private sewage inspections

4,000+ desktops

401 servers

74 networked sites

1,733 mobile devices

IT supports

98%

Client satisfaction for community counselling services

3,840 unique clients

Public Wi-Fi

4,600GB of traffic per month

100%

Client satisfaction for employee assistance counselling services

435

People received services from the Adult Community Support Services Program



41

Case management events in 2019



33,683

Employee phone/email inquiries to ITHelp

3,665 tonnes of asphalt applied to improve pavement surface



Managed 484 traffic signals

Addition of DRT's Bus Rapid Transit dedicated bus and cycling lanes in Ajax, between Harwood Avenue and Westney Road

Zero boil water advisories

Zero sanitary sewage by-pass events

Completed more than 1,600 sanitary sewage service inspections and clearing



More than 63,000 Megalitres of water treated

More than 72,000 Megalitres of wastewater treated

99.9% of water samples meeting regulatory compliance

98.6% of wastewater samples meeting regulatory compliance



5 new 911 operators

8 new paramedics and additional ambulances

26 new police officers (20 front-line constables)

443,840 hours of RDPS emergency response

2,200+ hours of special event coverage provided by RDPS



37 new bus shelters installed

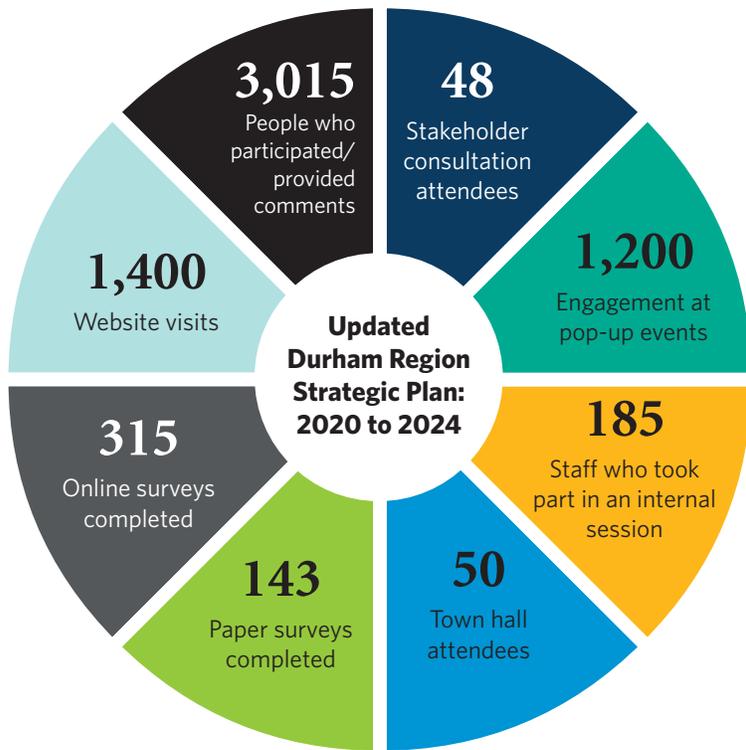
84% of bus stops are fully accessible

A 375% increase in trips delivered on DRT's Brock Township on-demand service

10.7 million rides on DRT

Launch of the DRT kids ride FREE incentive

CUSTOMER SERVICE



- Extensive social media campaigns to promote waste management programs
- **31,000** Blue Boxes and **27,000** Green Bins and kitchen catchers were distributed
- Completed **2** waste management online surveys with **3,200** responses
- Composted **29,000** tonnes of green bin organics and **27,000** tonnes of leaf and yard waste
- Opened a new Household Special Waste Depot and blue box/green bin distribution centre—open Wednesdays to Sundays—at 1998 Bowmanville Avenue, Clarington
- Promotion of waste diversion programs during National Public Works Week and Waste Reduction Week
- Recycled **42,000** tonnes of blue box materials
- Processed **121,000** tonnes of garbage
- **114,066** MWh of electricity generation
- **4,208** of metals recovered and recycled at the Durham York Energy Centre

885

Increased number of child care spaces

128

Additional child care subsidies

25,773

Child and youth oral health screenings

12,938

Sexual health clinic visits

90,536

Number of child visits for EarlyON activities



15,000

Counselling sessions



7,151

Clients serviced by Family Services Durham

22,500

Hours spent by Family Services staff providing direct service to clients

845

Residents in our four long-term care homes

Assisted **120+** waitlist applicants to secure subsidy under the Provincial Portable Housing Benefit-Special Priority Policy (PHB-SPP) program; supporting victims of family violence and human trafficking

563

People toured the Durham York Energy Centre

Hosted **3** Public Information Centres for the Durham York Energy Centre specific to the proposed capacity increase

Launched Discovery Guide to highlight unique tourism offerings

Provided free, in-school vision screening for senior kindergarten students

POA courts: charges heard by POA Justices: **62,750** (early resolution and trial) / Average time to trial: **6** months

46,000 in-person visits or calls to POA counter (pay tickets, fines, etc.) and **17,500** online payment transactions

86,408

Calls for RDPS



Almost 250,000

Live calls to Corporate Call Centre

45,000

Visitors to RHQ public front counter

75,000

Calls to Waste Management Call Centre

20,054

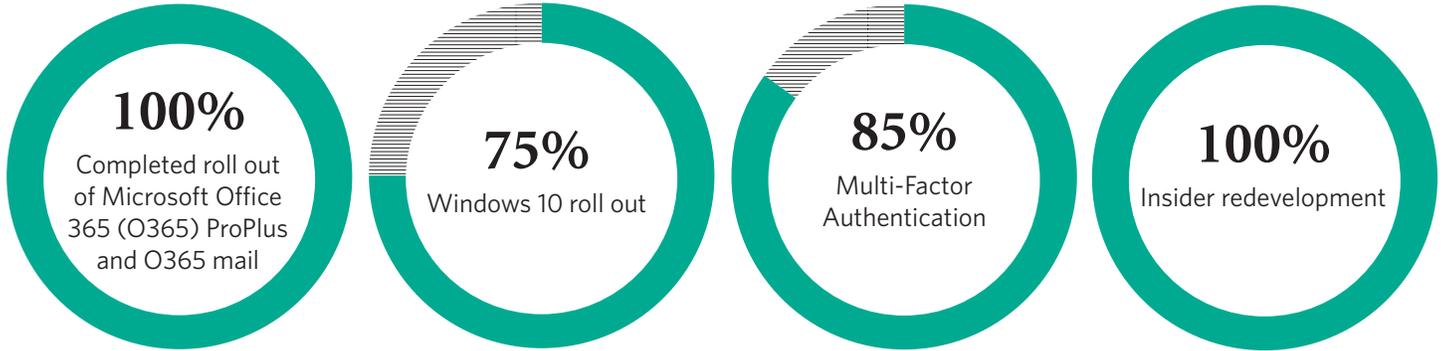
Income and employment support calls

105,000+

Inquiries to water billing call centre

SERVICE IMPROVEMENTS

Durham Digital 2023 Strategy



4,150

Line kilometres of pavement markings restriped

\$94.5 million

Dedicated for road expansion, rehabilitation and traffic control projects on Regional roads, plus bridge and structure rehabilitation

250

Intersections received lighting upgrades

6

New electric vehicle charging stations added at RHQ

- Open Data - Moved to No. 17 in Open Cities Index (OCI) and awarded "Most Improved" by jumping 25 spots from 2017
- Started development of a Community Safety and Well-Being Plan (with DRPS)
- Supported affordable home ownership opportunities through partnerships with Habitat for Humanity Durham (4 units) and Trillium Housing Non-Profit (DC deferral)
- Launched the discussion stage of Envision Durham, to plan for healthy and complete, sustainable communities
- Began work on updating the Durham Region Agricultural Strategy
- Launched Broadband Strategy implementation for Durham Region
- Provided support for Vision Zero: new pavement markings, protected left-turn only phases at selected traffic signal locations, and automated enforcement
- Developed a Regional bike map for cyclists
- Refreshed At Home in Durham, the Durham Housing Plan 2014-2024 including a commitment to: reduce chronic homelessness to zero; increase the supply of affordable housing by 1,000 units; increase the supply of medium- and high-density housing; and make significant progress in the regeneration of community housing
- Approval to develop an anaerobic digestion (AD) facility with mixed waste pre-sort capability to divert organic materials from disposal and to generate renewable energy through biogas production

Added **34**

new child care spaces at a Regionally operated child care centre

Added **4**

kilometres of multi-use paths and paved shoulders

Received approval to review a housing master plan with

1,000

affordable housing units

Commenced redesign of office space at RHQ for greater capacity; building expansion would have cost approximately

\$110 million

LEGISLATIVE AND REGULATORY CHANGES



Successfully negotiated an increase in nuclear emergency management funding from Ontario Power Generation



Created a Transparency and Accountability page on durham.ca



The creation and opening of a new Privacy and Access Office



Updated Energy conservation and Demand Management Plan in accordance with O. Reg 507/18 under the Electricity Act



Met compliance, with legislated requirements of the New Construction Act, including Prompt Payment provisions



Hosted a public meeting for provincial Regional Government Review where two provincial special advisors heard presentations from stakeholders



Accessibility Compliance report submitted to the Ministry for Seniors and Accessibility



Established a climate change mitigation and environment reserve fund: **\$5** million to support initiatives to enhance the Region's response to climate change and environment concerns



Achieved municipal compliance under the Emergency Management and Civil Protection Act



Established a modernization and innovation reserve fund: **\$5** million to support initiatives to modernize Regional services and support adoption of innovative tools and practices



Met compliance with Ministry requirements for annual reporting of energy and greenhouse gas emissions



The Region's Asset Management Plan complies with the requirements of Ontario Regulation 588/17 and evolves to achieve compliance ahead of provincially specified requirements due between 2021 and 2023

INTERESTING FACTS



Sustainability efforts: stopped sale of bottled water at RHQ (encourage use of refillable water bottles and filling stations). Plus, cafeteria introduces compostable containers and paper straws.



Film production: reached an all-time high of **\$63** million in Durham. More than **110** projects (**89%** were television shows, commercials and movies).



Primary Care Outreach program: now a permanent program. A paramedic and social worker provide front-line outreach services to vulnerable populations, including those who are homeless and underhoused or who may have mental health and addiction challenges. First six months led to **670** interactions; support for **198** individuals (referrals for housing, counselling and other services); and homes for **14** clients.



Innovation funding for local daycare: innovation and research funding of **\$277,625** will help launch a simulated environment to assist educators who are working with children exhibiting at-risk behaviour and those with mental health needs.



GO Lakeshore East Extension: worked to ensure the Metrolinx GO Lakeshore East Extension route would be north of Highway 401 (into Bowmanville), to help deliver economic revitalization of our downtown areas; address the needs of our growing community; open new catchment areas for GO ridership; stimulate job creation and mixed-use development around the stations; and drive an increase in land value in the rail corridor.



Propelling the airport: Regional Council confirmed support for an airport in the City of Pickering; advocating for a decision from the federal government on the Pickering airport lands would allow Durham to become Canada's next economic engine.



Age-friendly: received a **\$25,000** provincial grant to create a two-month, Durham-wide public education and anti-ageism campaign, called Beauty of Experience. This funding will help us to reduce barriers to inclusion and dispel negative stereotypes about older adults.



One-time Gas Tax funding: used to advance sustainability in transit and our social housing stock.



Revitalization efforts: provided Regional financial assistance under the Regional Revitalization program for the following council-approved development projects within area municipal Community Improvement Plans:



- **\$114,350** in Regional financial assistance towards the development of a **36,000**-square-foot integrated medical facility (Uxbridge Health Centre) in the Township of Uxbridge, to enhance the quality of patient care with continued physician support.
- **\$300,000** in Regional financial assistance towards the development of six-storey, purpose-built rental apartment building in downtown Whitby.