



The Regional Municipality of Durham

COUNCIL INFORMATION PACKAGE

November 13, 2020

Information Reports

- 2020-INFO-107** Commissioner of Finance – re: The Consolidated Budget Status Report to September 30, 2020 and Full Year Forecast
- 2020-INFO-108** Commissioner and Medical Officer of Health – re: 2020 Annual Report of the Chief Public Health Officer of Canada
- 2020-INFO-109** Commissioner of Planning and Economic Development – re: Monitoring of Land Division Committee Decisions of the November 2, 2020 meeting and Consent Decisions made by the Commissioner of Planning and Economic Development
- 2020-INFO-110** Chief Administrative Officer – re: Region of Durham Intelligent Communities Plan

Early Release Reports

There are no Early Release Reports

Staff Correspondence

There is no Staff Correspondence

Durham Municipalities Correspondence

There are no Durham Municipalities Correspondence

Other Municipalities Correspondence/Resolutions

1. **Municipality of Meaford** – re: Resolution passed at their Council meeting held on November 2, 2020, regarding Bill 218, Supporting Ontario’s Recovery and Municipal Elections Act, opposing amendments to the Municipal Elections Act
2. **Township of Amaranth** – re: Resolution passed at their Council meeting held on November 4, 2020, regarding Bill 218, Supporting Ontario’s Recovery and Municipal Elections Act, opposing amendments to the Municipal Elections Act
3. **City of Belleville** – re: Resolution passed at their Council meeting held on November 9, 2020, regarding Bill 218, Proposing Changes to the Municipal Elections Act – Extensions of Nomination Period, opposing amendments to the Municipal Elections Act
4. **City of Hamilton** – re: Resolution passed at their Council meeting held on August 21, 2020, requesting endorsement by the Association of Municipalities of Ontario (AMO) and all Ontario Municipalities, for a Motion respecting “Amending the AGCO Licensing and Application Process for Cannabis Retail Stores to Consider Radial Separation from Other Cannabis Locations”

Miscellaneous Correspondence

There are no Miscellaneous Correspondence

Advisory/Other Committee Minutes

1. 9-1-1 Management Board minutes – **October 9, 2020**

Members of Council – Please advise the Regional Clerk at clerks@durham.ca, if you wish to pull an item from this CIP and include on the next regular agenda of the appropriate Standing Committee. Items will be added to the agenda if the Regional Clerk is advised by Wednesday noon the week prior to the meeting, otherwise the item will be included on the agenda for the next regularly scheduled meeting of the applicable Committee.

Notice regarding collection, use and disclosure of personal information:

Written information (either paper or electronic) that you send to Durham Regional Council or Committees, including home address, phone numbers and email addresses, will become part of the public record. If you have any questions about the collection of information, please contact the Regional Clerk/Director of Legislative Services.



The Regional Municipality of Durham Information Report

From: Commissioner of Finance
Report: #2020-INFO-107
Date: November 13, 2020

Subject:

The Consolidated Budget Status Report to September 30, 2020 and Full Year Forecast

Recommendation:

Receive for information

Report:

1. Purpose

- 1.1 The following summary on the status of the 2020 Consolidated Budget and Full Year Forecast for the General Tax Operations, Water Supply, and Sanitary Sewer Systems is based upon information supplied by the Regional Departments, a review of the financial statements to September 30, 2020 and a forecast to the end of the year.
- 1.2 The format of this update follows the data requirements of the Safe Restart Municipal Operating Funding Phase 2 application and utilizes the reporting categories of the Province's Financial Information Return (FIR), which are similar to, but not completely aligned with Durham's program budgets. Consequently, the report does not provide the usual variance commentary by program areas as provided in the regular budget status reporting.
- 1.3 This report has been submitted to the province in conjunction with the Region's application for additional Safe Restart funding as a mandatory item. The Safe Restart funding application and this report have been prepared using actual financial data to September 30, 2020 as recorded in the Region's ledgers with forecasts to the end of the year.
- 1.4 Completion of the funding application required a significant investment of staff resources over the past month to analyse and explain variances from budget at a micro program level, with variances differentiated between regular program events and those variances as a result of the COVID pandemic, in order to complete the detailed template application required by the province.

2. Budget Status Summary – Regional Operations

2.1 An overall deficit is forecast for all Regional Operations for 2020, as indicated in the following table:

Provincial Reporting Category	<u>Surplus/(Deficit)</u>
	\$
General Government	3,500,000
General Government – Safe Restart Funding Phase 1	14,551,000
Police Services	(750,000)
Provincial Offences Act	(3,600,000)
Conservation Authorities, Emergency Measures	-
Transit – Conventional and Specialized	(3,200,000)
Transportation Services – Roads, Traffic	(1,600,000)
Solid Waste	1,425,000
Public Health	(5,200,000)
Ambulance Services	(4,600,000)
Social Services Relief Fund	-
Social Assistance	1,100,000
Assistance to Aged Persons	(8,850,000)
Child Care	(925,000)
Family Services	150,000
Social Housing	(4,275,000)
Planning and Development	<u>375,000</u>
Regional (Deficit) – property tax	(11,899,000)
Wastewater – net covid costs	(300,000)
Water supply – net covid costs	<u>(200,000)</u>
	<u>(12,399,000)</u>

3. Significant Factors Impacting Regional Operations

3.1 Expenditure Impacts and Variances

- All Departments have been impacted by cost increases related to COVID-19 for items related to additional cleaning, security, and personal protective equipment (PPE), staffing and other operational costs.

- The Long-Term Care and Services for Seniors division of the Social Services Department and the Health Department have experienced increased staffing costs due to COVID-19 response. The Long-Term Care Division has hired approximately 300 additional temporary employees, along with the redeployment of other regional staff, to address screening measures, resident care and other tasks. The Health Department has incurred additional staff overtime to address case management/tracking, outbreak response as well as support to the general public in COVID-19 related matters.
- In the Community and Affordable Housing program area, subsidy advances were made to our housing provider partners to assist in cash flow issues and additional COVID-19 related expenses such as PPE, cleaning costs, and the impact of vacancies on provider revenues.
- Technology services have been dramatically increased in order to support staff working remotely. For example, there has been a tenfold increase in the number of staff using virtual private network services (to access the regional network), and an approximate 4,400% increase in the number of virtual meetings in TEAMS.
- Almost \$16 million has been issued to community partners to assist in protecting the most vulnerable members of our community, from sheltering the homeless to assisting residents to maintain their accommodation to providing 24/7 childcare services in support of front-line workers.
- All Departments have proactively participated in deploying cost mitigation measures. Staffing cost reductions have been achieved through the deferral of new hires, maintaining vacancies and lay-offs. Lower priority capital asset acquisitions have been cancelled or put on hold and all Departments have made cuts to discretionary spending. Service adjustments (particularly for Durham Region Transit) have resulted in savings for expenditures for fuel volumes, vehicle repairs and in regular program delivery (e.g. adult day program suspended). These cost mitigation measures are expected to produce savings in excess of \$20 million.
- Service adjustments have also been made in response to the Recovery Framework and Action Plan approved by Regional Council, in collaboration with community partners, local municipalities and the business community. The adjustments address the challenges of the pandemic, recover from the crisis and build resiliency, under the four pillars of Social, Built, Economic and Municipal Recovery. In particular, Economic Development has been active in pivoting their programming to focus on assisting the recovery of the local economy.

3.2 Revenue Impacts and Variances

- The service adjustments, fare collection suspension and loss of UPASS revenue for the summer and fall terms has been a significant revenue impact of approximately \$16 million for Durham Region Transit.

- The market for recyclable materials remains depressed with the collapse in pricing is expected to produce a loss for Solid Waste revenues of approximately \$500,000.
- Provincial Offence fine revenue has been impacted by the decrease in charges filed during the pandemic and a significant shortfall is anticipated in fine revenue of approximately \$5.2 million. It is acknowledged that this shortfall will be partially offset by savings due to the closure of the courts.
- The Durham Regional Local Housing Corporation is experiencing vacancy losses and an increase in tenant arrears due to COVID-19.
- Section 2.1 shows only the net covid related costs of the water and sewer user rate funded operations that are eligible to be funded by the Safe Restart Funding.

3.3 COVID Related Subsidies

- Support from the Federal and Provincial levels has been instrumental in responding to the COVID-19 crisis and has been included in the 2020 estimates noted above, as detailed in the following areas:
 - Safe Restart Phase 1 Transit funding of \$8.4 million has been applied to Transit related COVID costs and revenue losses.
 - Federal Safe Restart Funding for Childcare in the amount of \$6.8 million is being fully utilized by the Children's Services Division.
 - In the Housing Services Division, Provincial Social Service Relief Funding of \$6.4 million, (\$2.8 million Phase 1 operational expenditures, and \$3.6 million Phase 2 for both operational and capital expenditures) has been allocated for COVID-19 response, in supporting the community.
 - Temporary Pandemic Pay to front line staff, both within the Region and certain community partners, totaling about \$4.6 million, has been offset by dedicated provincial funding.
 - Safe Restart Municipal Operating Funding Phase 1 of \$14,551,200 was received to support COVID-19 operating costs and pressures and has been included in the overall regional budget position table above.

4. Relationship to Strategic Plan

- 4.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:

- 5.3 - Demonstrate commitment to continuous quality improvement and communicating results:

Durham Region is committed to continuous quality improvement and using data and information to make evidence-informed decisions. We will support transparency and accountability by providing clear and consistent communication and sharing of results with the community.

- 5.4 - Drive organizational success through innovation, a skilled workforce, and modernized services:

The Region will attract and retain a skilled and diverse workforce that embraces innovation and is committed to delivering modernized services that respond to changing expectations and fiscal realities.

5. Conclusion

- 5.1 Given the rapidly changing expectations and fiscal realities created by the COVID 19 pandemic, Durham Region has been able respond and adjust its programs to continue with our vision of ensuring a healthy, prosperous community for all. However, the fiscal reality is expected to result in a deficit position of approximately \$12.4 million for the year and on-going challenges in 2021. Additional Safe Restart funding is being sought from the province to assist with the financial impact.
- 5.2 Staff will continue to monitor the budget status and provide updates to the forecast in the coming months.

Respectfully submitted,

Original signed by Nancy Taylor

Nancy Taylor, BBA, CPA, CA
Commissioner of Finance

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 3111



The Regional Municipality of Durham Information Report

From: Commissioner & Medical Officer of Health
Report: #2020-INFO-108
Date: November 13, 2020

Subject:

2020 Annual Report of the Chief Public Health Officer of Canada

Recommendation:

Receive for information

Report:

1. Purpose

1.1 To provide an update on the annual report from the Chief Public Health Officer of Canada (CPHO) regarding the state of public health entitled, [*From risk to resilience: An equity approach to COVID-19.*](#)

2. Background

2.1 The CPHO is responsible for providing an annual report to the Minister of Health for tabling in Parliament as required under Section 12(1) of the [*Public Health Agency of Canada Act.*](#)

2.2 The annual report provides an update on the state of public health in Canada and encourages discussion on priority public health issues.

2.3 The 2020 CPHO annual report was released on October 28, 2020.

3. Current Status

3.1 The 2020 CPHO annual report is organized into three sections:

- a. The first section, entitled *COVID-19 in Canada*, provides an epidemiological snapshot of the virus and summarizes Canada's COVID-19 response efforts.

- b. The second section, entitled *COVID-19 is not impacting Canadians equally*, explores how those most at risk for COVID-19 are the same groups of people disproportionately burdened by public health measures.
- c. The third section, entitled *Moving Forward from COVID-19*, offers reflections on lessons learned, successes, and opportunities to rebuild from the pandemic in a way that improves health for all Canadians.

3.2 The CPHO calls for three key areas for action:

- a. **Leadership and governance across all levels for structural change.** Considering that COVID-19 and response efforts have disproportionately impacted the health, economic and social well-being of vulnerable populations, pandemic plans need to include protections to reduce inequities. To do so, data must be stratified to understand people's needs (e.g., employment, housing and safety). Pandemic plans need to be multi-sectoral and should be monitored and adjusted until inequities are eliminated.
- b. **Harness the power of social cohesion.** It takes everyone in society to control the virus and protect vulnerable people. Public health, media and political leaders need to share evidence and stories that demonstrate people's willingness to work together to encourage social cohesion.
- c. **Strengthen public health capacity.** The COVID-19 pandemic has highlighted the importance of a strong health system that has capacity to respond to public health emergencies while continuing to offer critical programs and services. Increased and sustained investments in public health is essential to an effective healthcare system.

4. Conclusion

- 4.1 The CPHO advocates for multi-sectoral collaboration to address health equity, social cohesion and the importance of a strong public health system. The bottom line is, as stated by the CPHO: "no one is protected until everyone is protected".
- 4.2 Locally, the [Durham Region COVID-19 Data Tracker](#) provides detailed information on the status of COVID-19. Data capture demographics such as age and gender and can be viewed by municipality and health neighbourhood.
- 4.3 The Durham Region Health Department (DRHD) began collecting sociodemographic information from positive COVID-19 cases in July 2020, including information on race, household income and childhood language (mother tongue). Analysis of this information will provide a better understanding of the impacts of COVID-19 on vulnerable populations in Durham Region.

Respectfully submitted,

Original signed by

R.J. Kyle, BSc, MD, MHSc, CCFP, FRCPC, FACPM
Commissioner & Medical Officer of Health

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2564



The Regional Municipality of Durham Information Report

From: Commissioner of Planning and Economic Development
Report: #2020-INFO-109
Date: November 13, 2020

Subject:

Monitoring of Land Division Committee Decisions of the November 2, 2020 meeting and Consent Decisions made by the Commissioner of Planning and Economic Development

Recommendation:

Receive for information

Report:

1. Purpose

1.1 This report summarizes the decisions on consent applications made by the Commissioner of Planning and Economic Development pursuant to By-law 19-2020 (see Attachment #1). The applications approved by the Commissioner are deemed to be non-controversial in that no comments or concerns were raised during the circulation process. All approved applications conform to the Durham Regional Official Plan.

1.2 A copy of this report will be forwarded to the Land Division Committee for its information.

2. Previous Reports and Decisions

2.1 This is a monthly report which tracks Land Division application activity.

3. Relationship to Strategic Plan

3.1 This report aligns with the following strategic goals and priorities in the Durham Region Strategic Plan:

- a. Service Excellence –To provide exceptional value to Durham taxpayers through responsive, effective and fiscally sustainable service delivery.

4. Attachments

Attachment #1: Monitoring Chart from the November 2, 2020 Meeting and Decisions Delegated to the Commissioner of Planning and Economic Development

Respectfully submitted,

Original signed by

Brian Bridgeman, MCIP, RPP
Commissioner of Planning and
Economic Development



Monitoring of Land Division Committee Decisions for the Meeting Date of Monday, November 02, 2020

Appeal Deadline: Tuesday, November 24, 2020

LD File Number	Owner	Location	Nature of Application	Regional Official Plan	LDC Decision
LD 079/2020	Baynham, Melanie	Part lot 61, Conc. BLK 9 Twp. of Uxbridge	Consent to add a vacant 319 m ² residential parcel of land to the east, retaining a 1,104 m ² residential parcel of land with an existing dwelling to remain.	Conforms	Approved by Commissioner
LD 080/2020	Baynham, Melanie	Part lot 61, Conc. BLK 9 Twp. of Uxbridge	Consent to add a vacant 398 m ² residential parcel of land to the east, retaining a 706 m ² residential parcel of land with an existing dwelling to remain.	Conforms	Approved by Commissioner
LD 085/2020	McCreight, William Samuel	Part lot 17, Conc. 6 Twp. of Scugog	Consent to sever a vacant 861.3 m ² residential parcel of land retaining a 962.82 m ² residential parcel of land with an existing dwelling to remain.	Conforms	Approved by Commissioner

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2001



The Regional Municipality of Durham Information Report

From: Chief Administrative Officer
Report: #2020-INFO-110
Date: November 13, 2020

Subject:

Region of Durham Intelligent Communities Plan

Recommendation:

Receive for information

Report:

1. Purpose

- 1.1 The purpose of this report is to provide an update to the Smart City work that was identified as a 2020 Budget Priority and included in the Regional Recovery Framework and Action Plan. The work has been reframed as the Intelligent Communities Plan to better reflect all of Durham's local area municipalities.
- 1.2 The Intelligent Communities Plan is provided in Attachment #1.

2. Background

- 2.1 There is no single definition of a smart city. While it can mean many different things, all smart cities use technology to collect and analyze data. Governments can use devices connected to the internet to gather information and interact with residents and infrastructure to make better decisions.
- 2.2 The concept of smart cities has evolved over the past decade. While it used to focus strictly on data and technology, municipal leaders have learned that being smart is more than that. Intelligent communities are focused on solving problems that matter to residents and businesses, not just the ones that technology can address. The Region of Durham is transitioning from being a Smart Region – one that collects and uses data and technology to improve efficiency and service delivery – to a region of connected Intelligent Communities.

- 2.3 The Region will continue to use data and technology to improve service delivery, but it will be informed by residents, businesses and partners. Durham's Intelligent Communities Plan will build collaboration, innovation and data-driven decision making. Many of our local area municipalities are already on this journey. The City of Pickering and the City of Oshawa have each been recognized as Intelligent Communities.
- 2.4 In September 2018, the Region of Durham successfully hosted the Hello Tomorrow: Smart Cities Durham Forum at Ontario Tech University in Oshawa. More than 300 residents, community partners, businesses, academics, students, government officials and tech industry leaders in Durham Region and beyond registered to attend the forum to share feedback and learn more about smart cities approaches and technologies.
- 2.5 As an outcome of the Smart Cities Forum, the Region proceeded with the development of short-term pilot projects and partnerships including:
- a. A Durham Region Transit autonomous vehicle pilot;
 - b. Partnership between Corporate Services-Information Technology and the Durham College AI/Hub;
 - c. Opportunities to start an accelerated research project; and
 - d. Preparations to participate in the next wave of the federal Smart Cities Challenge through pilot projects and partnerships.
- 2.6 In late 2019, the Region recognized the need to develop a framework that would align projects and set out the principles to guide the future direction.
- 2.7 The Intelligent Communities Plan was developed using three methods:
- a. Background research and analysis – Existing municipal smart city plans were reviewed and best practices for governance, procedures and protocols were identified.
 - b. Community engagement and consultation – Feedback from the public gathered through the Strategic Plan development was reviewed and analysed. Focus groups were conducted with staff from Durham's eight local area municipalities and a survey was used to gather feedback from partners.
 - c. Internal staff engagement – five focus groups were held with staff across all departments to gather input on the Plan.
- 2.8 Through the development of the Plan, dozens of projects were identified that are already underway. A [selection of projects has been profiled on our website](#) and can be found at durham.ca/IntelligentCommunities.

3. Relationship to Strategic Plan

- 3.1 The Intelligent Communities Plan aligns with many of the goals of the Durham Region Strategic Plan, including:

- a. Section 2.2 Enhance community safety and well-being. The Intelligent Communities Plan will guide the development of policies that will support improved safety. We will develop partnerships to pilot new service delivery methods.
- b. Section 3.2 Leverage Durham's prime geography, social infrastructure and strong partnerships to foster economic growth. The Intelligent Communities Plan will encourage and support the development of partnerships that will address the innovation needs of an increasingly digital economy.
- c. Section 5.1 Optimize resources and partnerships to deliver exceptional quality services and value. The Intelligent Communities Plan will support the review and streamlining of resources and processes to optimize service delivery.
- d. Section 5.3 Demonstrate commitment to continuous quality improvement and communicating results. The Intelligent Communities Steering Committee will develop policies that support the use of data to ensure decisions are evidence-informed.

4. Conclusion

- 4.1 Implementation of the Intelligent Communities Plan will begin immediately with the establishment of governance structures and engagement platforms, creating opportunities for innovative projects aimed at improving Regional service delivery.
- 4.2 For additional information, contact: Sandra Austin, Director Strategic Initiatives at 905-668-7711, 2449

5. Attachments

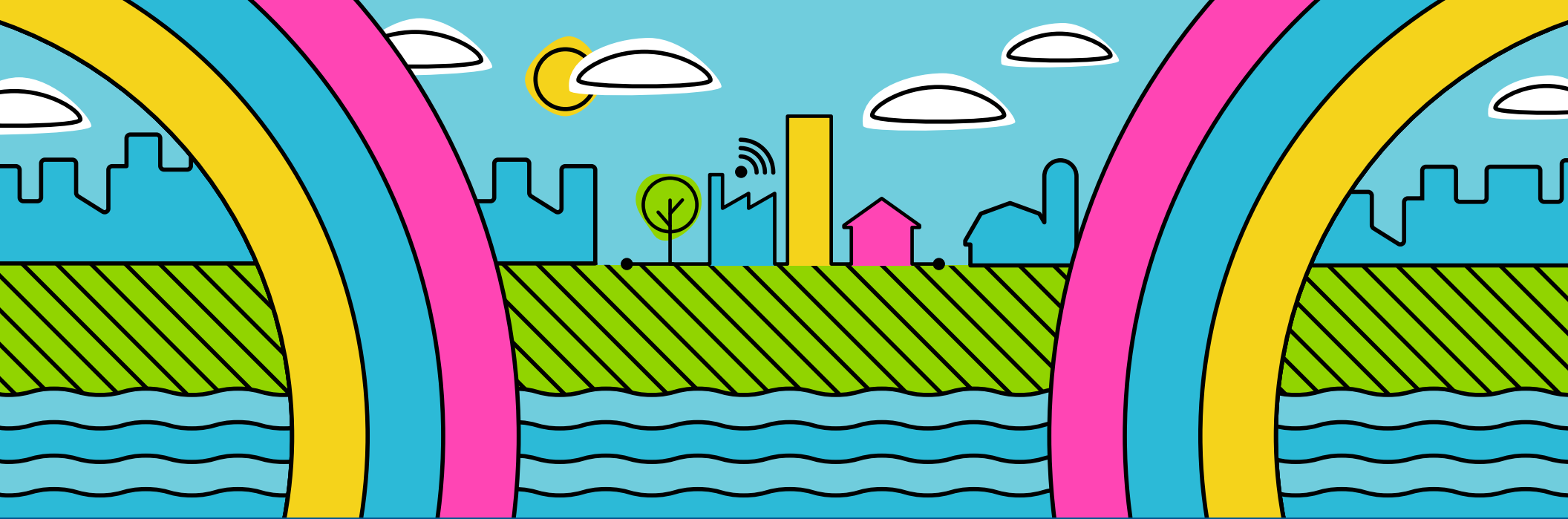
Attachment #1: Intelligent Communities Plan

Prepared by Alison Burgess, Manager Corporate Initiatives

Respectfully submitted,

Original signed by

Elaine Baxter-Trahair
Chief Administrative Officer



***my*Durham**

Intelligent Communities Plan

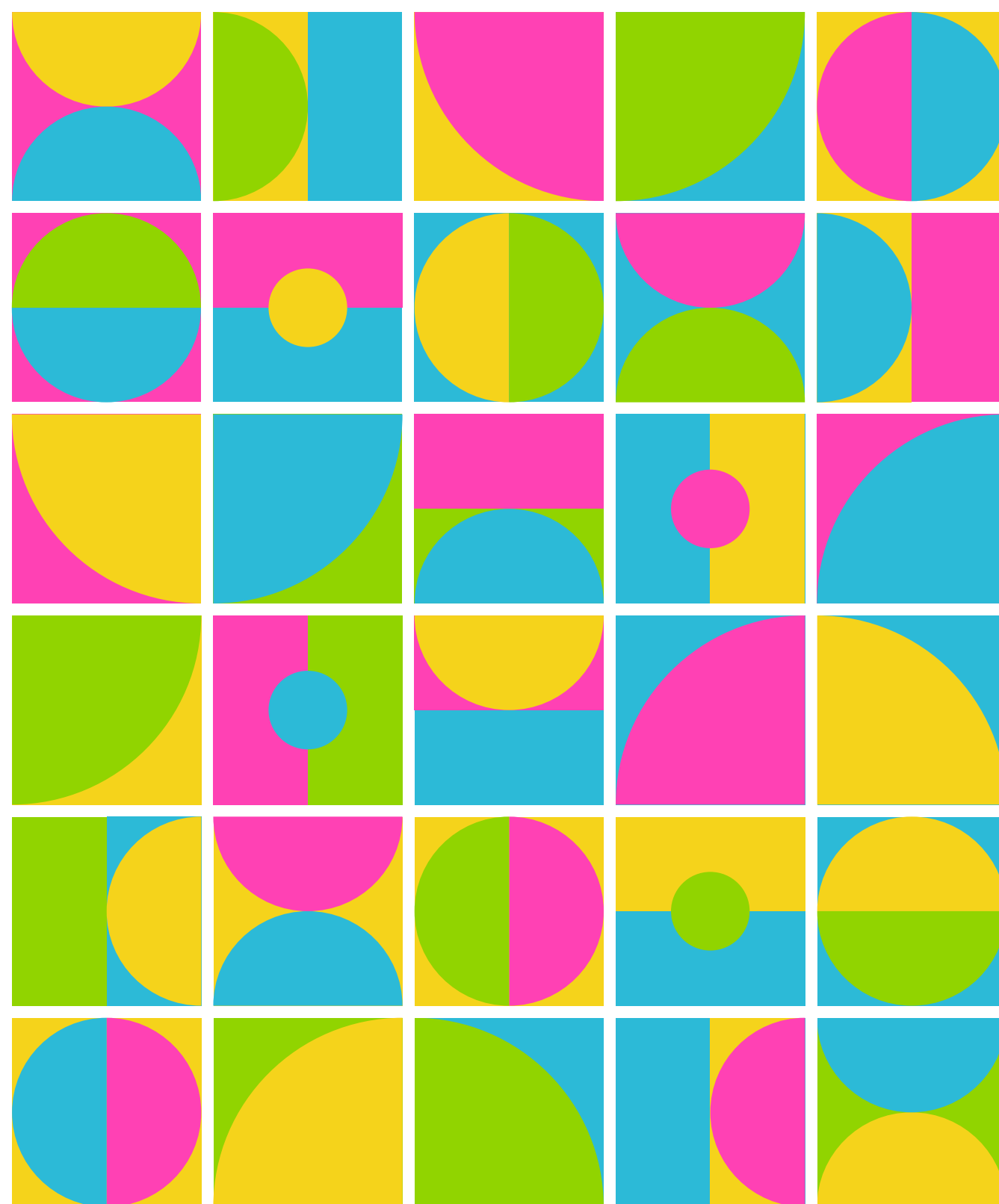
**Our Framework for a Smart and
Connected Region**

2020



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 - b. Goals
 - c. Framework
- [Implementation](#)
- [Next Steps](#)
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Acknowledgements

Intelligent Communities Team

- Alison Burgess, Manager Corporate Initiatives
- Kalyan Chakravarthy, Chief Information Officer
- Riaz Razvi, Broadband Specialist

- Sandra Austin, Director Strategic Initiatives
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- Tracey Tyner-Cavanaugh
- Vidal Guerreiro
- Zareen Butt

Acknowledgements

Municipal Partners

- Adam Dubecki, Township of Scugog
- Becky Jamieson, Township of Brock
- Dale Quaife, City of Pickering
- Julie MacIsaac, City of Oshawa
- Justin MacLean, Municipality of Clarington
- Kristi Honey, Township of Uxbridge
- Rachael Matheson, Town of Ajax
- Sarah Klein, Town of Whitby

Designer

- Edward Zucca

Created in consultation with
the Canadian Urban Institute

Message from the Regional Chair and CAO



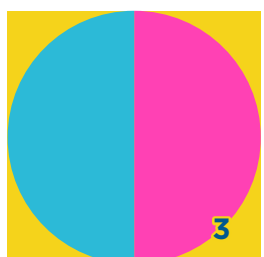
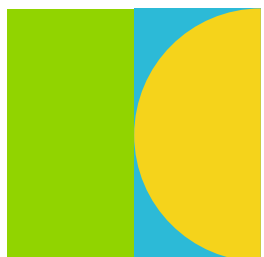
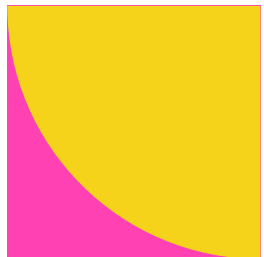
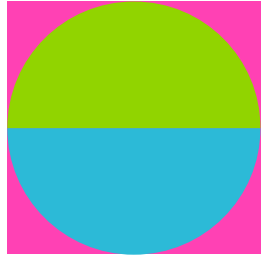
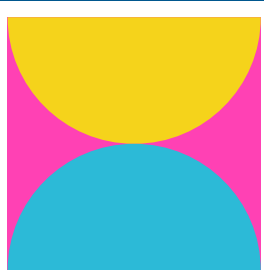
An intelligent Region isn't a new idea for us—it's something we have been striving to achieve in our policies and projects for many years. But it's something that has changed throughout the years, as we continue to learn from and adapt to our ever-evolving future. This new plan will build collaboration, innovation and data-driven decision making into our existing plans. Durham Region already has many intelligent projects underway, and this new plan will align these projects with the Durham Region Strategic Plan to ensure that we are supporting our overall vision of the future; a future where Durham Region is the best place to live, work, play, grow, learn and invest.

John Henry, Regional Chair and CEO



Through the development of the myDurham Intelligent Communities Plan, we are aligning current and future projects to ensure our shared vision of a more modern and forward-thinking organization. Projects such as myDurham 311 and CityStudio Durham show that we are willing to invest in improving the customer experience, and in co-creating the future with our next generation of problem solvers. This new plan will help to foster even more projects such as these within our organization, and keep us moving collectively towards a more dynamic and resilient Region.

Elaine Baxter-Trahair, Chief Administrative Officer



Introduction

Our Vision for a Smart, Connected Durham

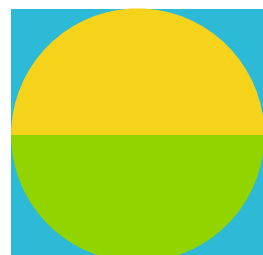
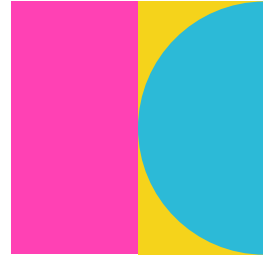
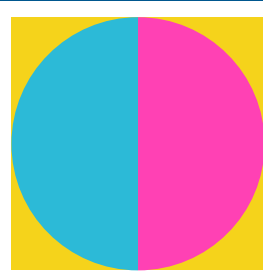
Durham Region, in partnership with our community, will address our collective challenges in a smart, connected way.

Implementation of the *myDurham* Intelligent Communities Plan will improve economic competitiveness, engage citizens and increase connectivity to support smarter, healthier, more equitable and sustainable communities.

Why is now the time for the *myDurham* Intelligent Communities Plan?

Durham is already an Intelligent Region. As an organization, we are undergoing digital transformation and we have been leading the way in innovation. Through the development of this framework and action plan, we compiled dozens of projects already underway. The *myDurham* Intelligent Communities Plan will align these projects and set out the principles to guide our future direction.

The concept of 'smart cities' has evolved over the past decade. While it used to focus strictly on data and technology, municipal leaders have learned that being smart is more than that. According to the Intelligent Communities Forum of Canada, intelligent communities are more than technology and infrastructure – they are focused on solving problems that matter, not just the ones that technology can address. The Region of Durham is transitioning from being a Smart Region – one that collects and uses data and technology to improve efficiency and service delivery – to a collection of connected Intelligent Communities. We will still use data and technology to improve service delivery, but it will be informed by our residents, businesses and partners. Durham's Intelligent Communities Plan will build collaboration, innovation and data-driven decision making. Many of our local municipalities are already on this journey. The City of Pickering and the City of Oshawa have each been recognized as Intelligent Communities.



The digital transformation of municipal services is underway

The COVID-19 pandemic has accelerated the transition to digital service delivery. Whether through a customer portal or online engagement platform, the way that residents interact with their municipal government is changing.



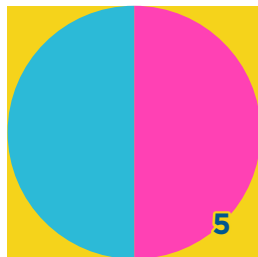
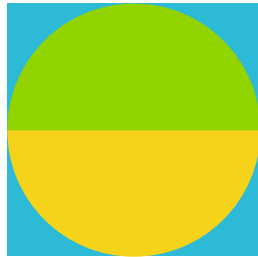
The digital divide remains an important issue of equity

The transition to digital service delivery has exacerbated the inequities experienced by people who don't have access to adequate broadband. Businesses are unable to take full advantage of digital platforms, residents are unable to work from home and children can't participate in virtual learning activities. Broadband is critical infrastructure for the ongoing prosperity and success of residents and businesses.



Durham's innovation sector is growing

Local businesses, post-secondary institutions and municipal governments are coming together in new ways to form a thriving community that drives innovation, growth, productivity and develops the workforce for the future.



Our Process for Developing the Intelligent Communities Plan

The *myDurham* Intelligent Communities Plan brings together ongoing work from across Regional departments and from our partners. A Steering Committee worked with the Canadian Urban Institute to lead the development of the plan using three methods:

1. Background research and analysis

Initial research was conducted in collaboration with the Canadian Urban Institute. It consisted of reviewing existing municipal smart city plans and interviewing municipal staff. Best practices of replicable smart city projects and strategies were also identified to understand the Region's resource requirements for adopting an intelligent approach. Governance models, procedures and protocols that the Region could implement as part of an intelligent communities' approach were identified.

2. Community engagement and consultation

The Region recently completed an extensive public consultation process for the development of the Strategic Plan 2020-2024. Through the five-month community engagement process, more than 1,500 individuals participated in face-to-face conversations, completed the Strategic Plan community survey and shared their ideas through the Your Voice Durham online portal. The public consultation led to the development of five goal areas with distinct priorities. To ensure alignment with community input, the *myDurham* Intelligent Communities Plan will identify opportunities to use smart approaches to help achieve our Strategic Plan goals.

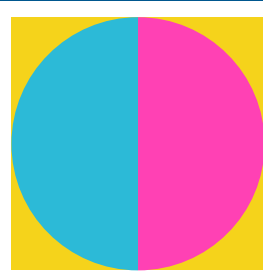
A focus group was conducted with leaders from Durham's eight local area municipalities to collect ideas about themes the Region should consider, challenges to implementing smart approaches and opportunities for collaboration.

A survey was used to gather additional information.

3. Internal staff engagement

A series of five focus groups were conducted with interdepartmental Regional staff to inform the Plan. The focus groups gathered input on current and emerging initiatives in each area, overall project ideas and themes, potential challenges and suggested partnerships.

A survey accompanied the focus groups to ensure all staff had an opportunity to provide feedback.



The **myDurham** Intelligent Communities Plan doesn't replace an existing plan or strategy. Instead, we will use the Plan to guide the deployment of intelligent approaches, enabling the Region to achieve our objectives while leaving space for new and innovative ways of providing service to our community.

The **myDurham** Intelligent Communities plan supports Durham's existing and future plans and strategies including:

- Durham Strategic Plan 2020-2024
- Age-Friendly Strategy and Action Plan
- Anti-Racism Framework
- Asset Management Plan
- Community Safety and Well-being Plan
- Corporate Energy Conservation and Demand Management Plan
- Diversity and Inclusion Strategy
- Durham Community Climate Adaptation Plan
- Durham Community Energy Plan
- Health Neighbourhoods Plan
- Housing Master Plan
- Intelligent Transportation Systems Plan
- Low Carbon Fleet Strategy
- Municipal Comprehensive Review
- Nuclear Sector Strategy
- Regional Broadband Strategy
- Regional Cycling Plan
- Regional Official Plan
- Transportation Master Plan
- Waste Management Strategy

myDurham Intelligent Communities Plan

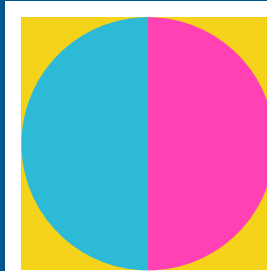
Putting People at the Centre

Durham's approach began with putting 'people' at the centre by collecting feedback from our residents, businesses and partners. Through ongoing engagement, it will continue to evolve.

Goals

The Region of Durham established our goals for the next five years through the development of the Strategic Plan 2020-2024, including:

- **Environmental Sustainability** - To protect the environment for the future by demonstrating leadership in sustainability and addressing climate change.
- **Community Vitality** - To foster an exceptional quality of life with services that contribute to strong neighbourhoods, vibrant and diverse communities, and influence our safety and well-being.
- **Economic Prosperity** - To build a strong and resilient economy that maximizes opportunities for business and employment growth, innovation and partnership.
- **Social Investment** - To ensure a range of programs, services and supports are available and accessible to those in need, so that no individual is left behind.
- **Service Excellence** - To provide exceptional value to Durham taxpayers through responsive, effective and fiscally sustainable service delivery.



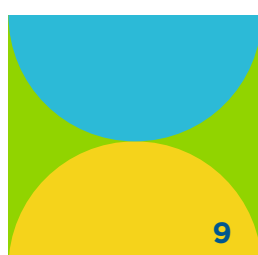
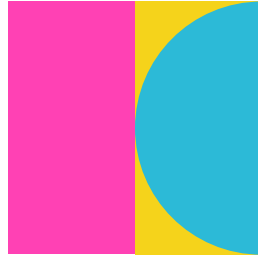
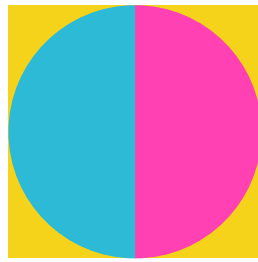
The *myDurham* Intelligent Communities Plan aligns with our Strategic Plan. Through the development of a set of guiding policies and procedures, ongoing community engagement and additional partnership, the Intelligent Communities Plan will support the implementation of strategic priorities.



Principles

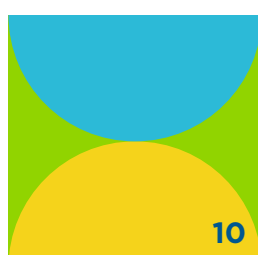
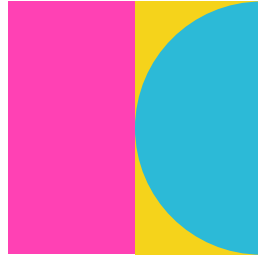
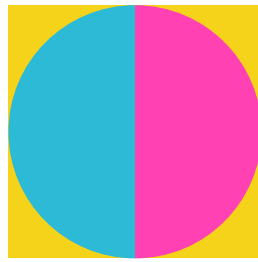
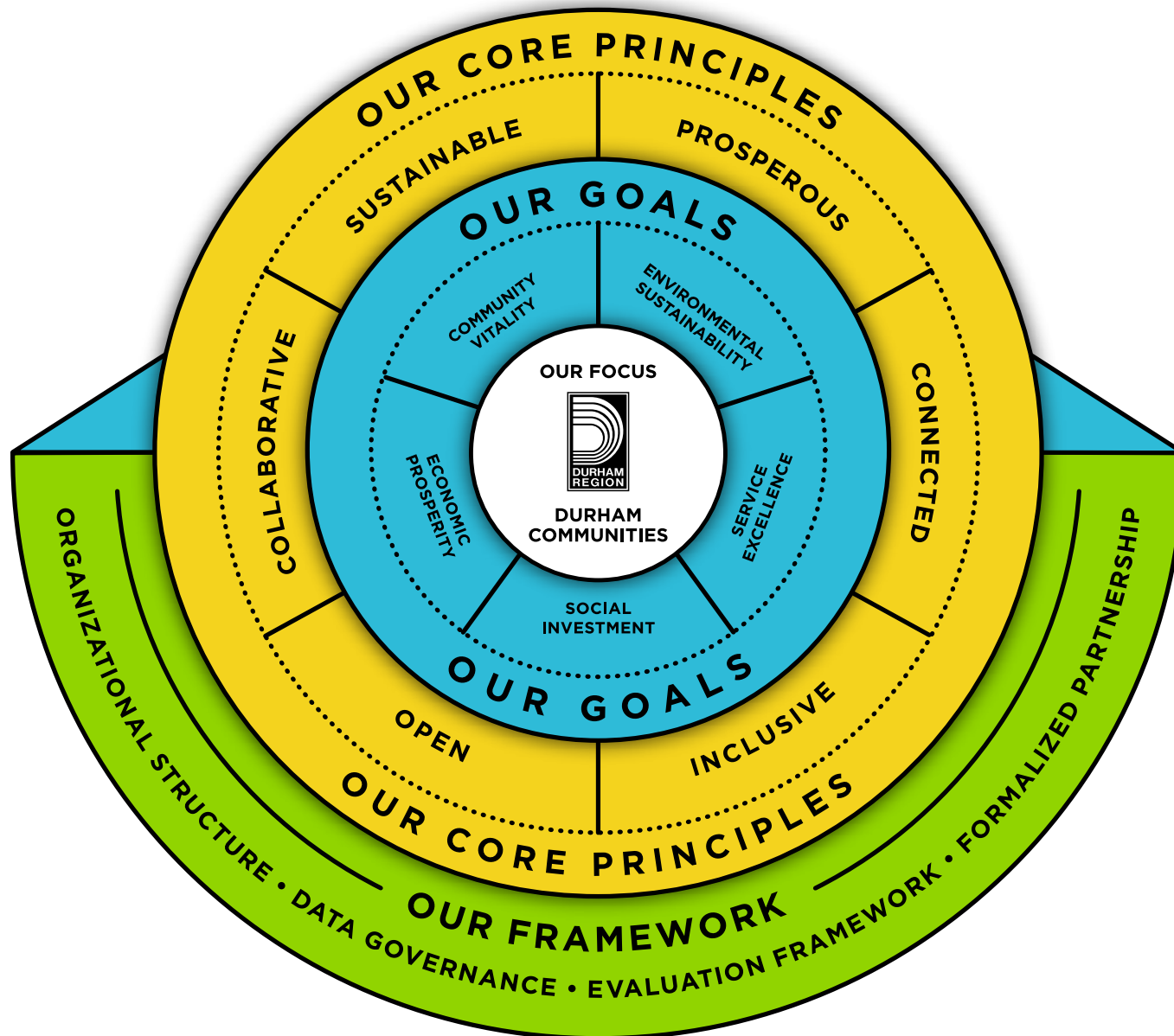
myDurham Intelligent Communities Plan is based on core principles:

- ***myDurham* is Open** – There will be many ways to engage and co-create Durham’s Intelligent Communities
- ***myDurham* is Collaborative** – Partnership and collaboration will ensure Durham is a place where we work together to support our residents and businesses.
- ***myDurham* is Connected** – Whether by physical or virtual infrastructure, Durham will be a place for connecting with your community.
- ***myDurham* is Inclusive** – All Durham residents will be welcome and able to take part in activities and enjoy experiences across the region.
- ***myDurham* is Prosperous** – Durham will be a place of economic opportunity, supportive of business and piloting innovative ideas.
- ***myDurham* is Sustainable** – Durham will be a place for environmentally sustainable living.



The Framework

Created in consultation with Canadian Urban Institute and informed by best practices from leading municipalities, this framework will guide implementation of the *myDurham* Intelligent Communities Plan.



What We Will Achieve

Collaboration

- Continuously engage with residents, businesses and partners.
- Seek new partners who share a common vision.
- Foster existing partnerships and build an ecosystem of collaboration.

Innovation

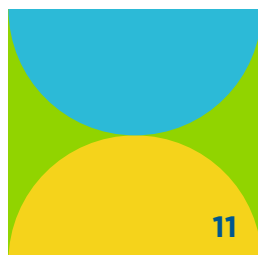
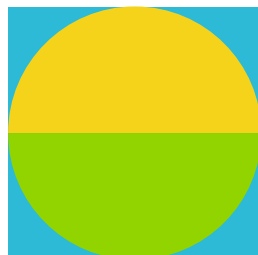
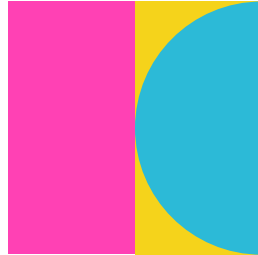
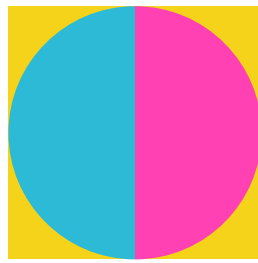
- Pilot novel solutions to address challenges.
- Celebrate ideas to foster a culture of innovation.

Data-Driven Decision Making

- Use data provided by our citizens, gathered through technology or generated from our infrastructure to make decisions.
- Collect, analyze and take action on the data to improve the lives of the people in our communities.

Implementation

- Seek opportunities to scale projects.
- Apply for funding opportunities.
- Explore innovative approaches to procurement.



The Framework

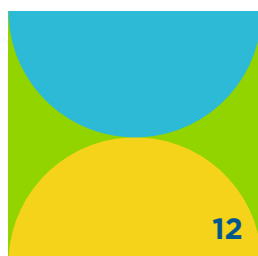
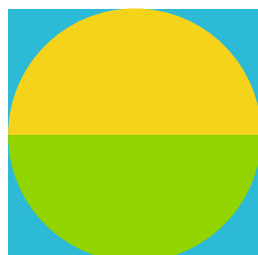
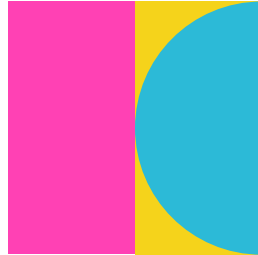
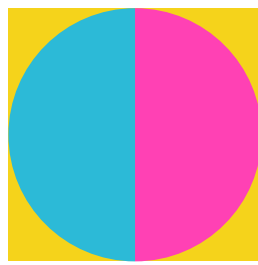
a) Organizational Structure

Implementation of the *myDurham* Intelligent Communities Plan requires input from across departments and integration with our local area municipalities and community partners. It is important that everyone have a voice in the process. We envision three main governance structures.



1) Regional Intelligent Communities Steering Committee - Within the Region of Durham, staff in the Office of the Chief Administrative Officer will centrally manage and coordinate the Intelligent Communities Plan. The project lead will be supported by a multi-departmental Steering Committee. Together they will:

- Build business cases for smart initiatives and identify financial resources
- Foster an internal culture that embeds emerging smart values and promotes innovation, collaboration, creativity, openness, and risk taking
- Foster relationships with regional partners to implement new initiatives, such as local area municipalities, utilities, local tech innovators and educational institutions
- Develop a data governance model, policies and standards
- Support the development of values-based procurement
- Maintain the project and partnership inventory
- Implement continuous public and stakeholder engagement
- Develop an evaluation framework and collect data
- Develop and execute a coordinated communications plan



2) Intelligent Communities Advisory Committee – The Advisory Committee will include representation from local area municipalities, educational institutions and members of the public to ensure alignment among community initiatives, participate in an evaluation process and inform future directions.

3) Continuous Public Engagement – The Plan will be based on comprehensive and ongoing community engagement and consultation. We will use a variety of engagement tools and methods, including:

- **Your Voice Durham** platform to regularly engage the community in developing intelligent community ideas and developing collaborations.
- **Annual Hello Tomorrow** event to engage the community and stakeholders in the development of smart solutions for Region of Durham.

b) Data Governance

The foundation of success for the Region's Intelligent Communities Plan will be a robust, transparent data governance process. It is critical to ensure privacy, the protection of personal information, and all applicable legislative and regulatory requirements. The governance structure will include the following:

- Meaningful consent from residents
- Standardized Intelligent Communities policies and processes that create opportunities for the safe sharing of aggregated, non-confidential data to inform decision-making across departments and partners where possible
- Consideration of technological infrastructures, solutions and services that are provided through open digital service standards and ethically sourced data to ensure interoperability, inclusion and opportunity
- Embedded principles of Privacy by Design (PbD) in every project to protect residents' digital rights and privacy
- Data Use Guidelines that would apply to all entities seeking to collect or use Regional data

c) Evaluation Framework

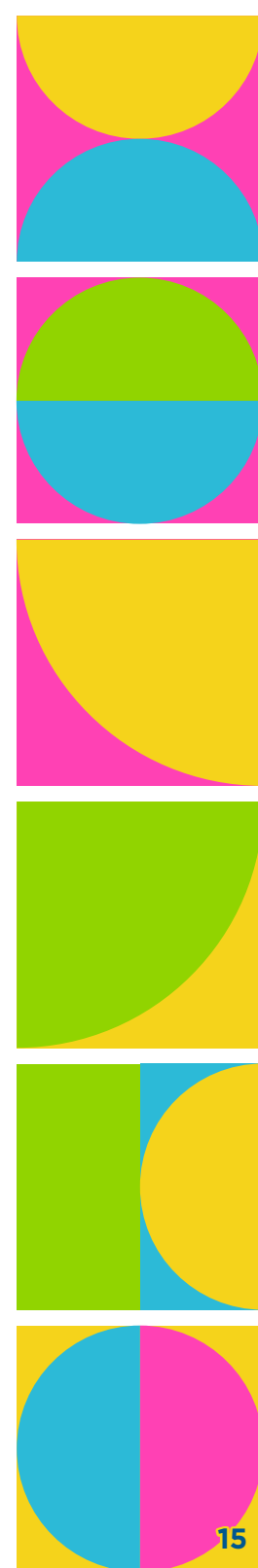
An evaluation framework, developed in consultation with the Intelligent Communities Advisory Committee, will help measure the success of the Intelligent Communities Plan. Through this process, we will collect baseline data, identify key performance indicators and annually evaluate project success.

d) Formalized Partnership

Durham can't become a truly intelligent region without the help of many partners. Using this framework as a guide, we will continue to seek partnerships with community organizations and leverage our innovation ecosystem to initiate pilot projects. Regional staff will develop a set of guiding policies and procedures to ensure alignment and coordination. Data governance policies will protect our residents in project implementation.

Key partners in the innovation ecosystem include:

- Spark Centre, Durham's Regional Innovation Centre (RIC), provides support to earlier stage and pre-revenue technology start-up companies. Spark Centre acts as a "one-stop shop" providing business coaching and mentorship, learning tools and connections to business and research networks. The centre also offers help with access to investment and funding, ultimately creating jobs and wealth within Durham Region. Spark Centre has advised close to 600 companies in all facets of business and has 19 professionals focused on helping clients achieve scalable revenue and long-term success. Clients range in focus and include wearable technology, clean tech, health, software and invention.
- The 1855 Accelerator is a public private partnership (PPP) to support the growth of high potential technology companies. It fills a gap that exists in the Durham Innovation Ecosystem so that rapidly growing companies can stay in Durham to continue their trajectory. At the accelerator, entrepreneurs can move to the next stage in the business development cycle; receive greater depth and breadth of support; and secure resources and capital to grow their business.
- Innovation Village, a regional community hub in Ajax, for talent, technology and entrepreneurship. With a focus on Artificial Intelligence, cyber security, and robotics, Innovation Village is a key ingredient in the Region of Durham's innovation eco-system.
- The Co-iLab Hub was created by the Community Innovation Lab and partners to provide entrepreneurs with access to affordable work space, professional development, skills training and business advisors and mentors. The Co-iLab Hub also offers entrepreneurs opportunities to connect with other entrepreneurs, industry leaders, innovators and thinkers. It is a central access point for all entrepreneurs to collaborate, convene and co-create.

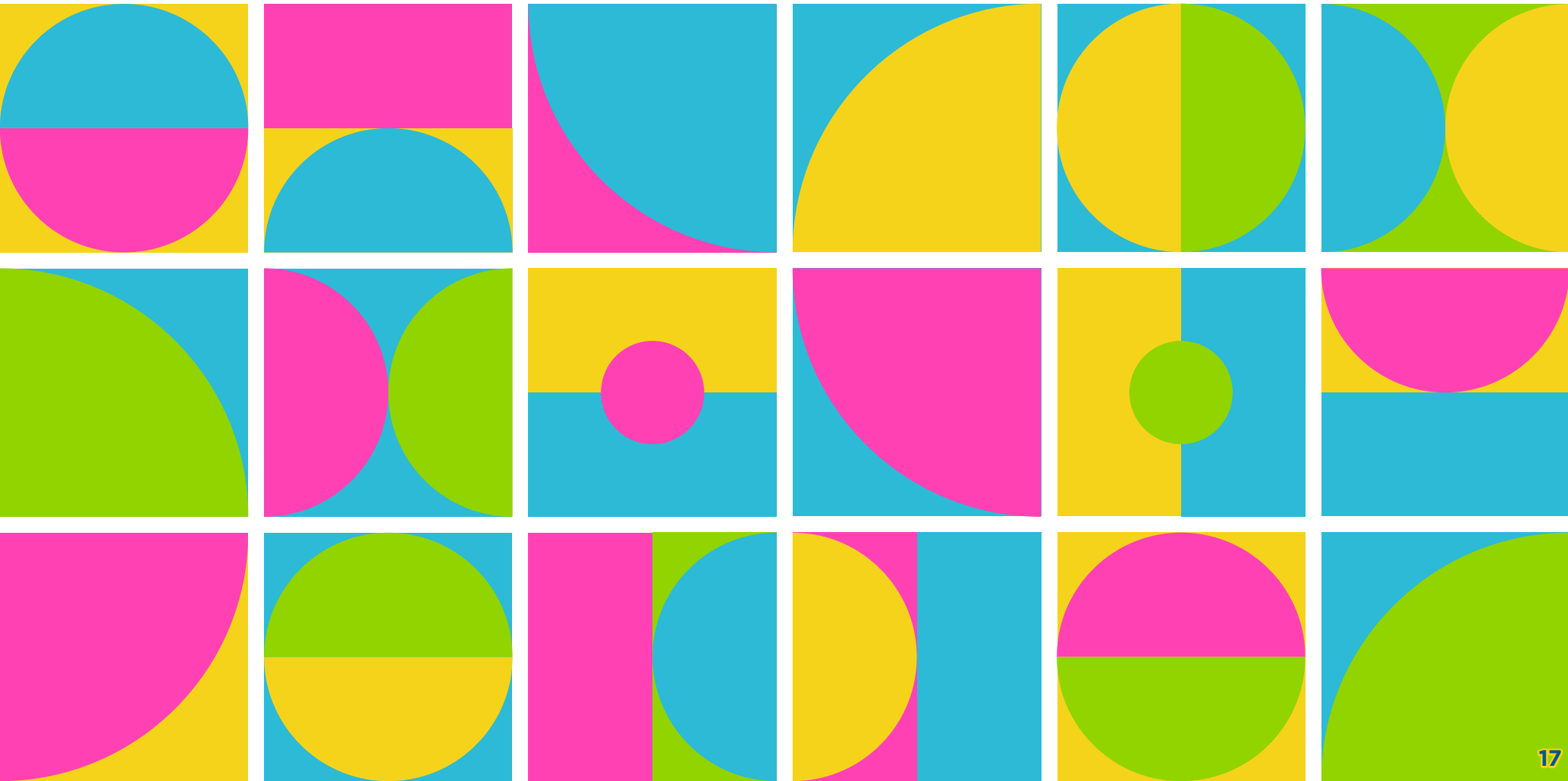


Innovative Collaborations with Post-Secondary Institutions

- **CityStudio Durham** - CityStudio is a proven model of experiential learning and civic engagement focused on developing tomorrow's leaders by bringing municipal government to the classroom. It is a collaboration between the Region of Durham, Durham Regional Police Service, Durham College, Ontario Tech University and Trent University Durham Greater Toronto Area. By furthering connections between municipal government, academic institutions, and the community, Durham's post-secondary students can apply their skills, creativity, and entrepreneurial spirit to real-world challenges facing our community to shape a better future for all of Durham.
- **TeachingCity Oshawa** - Launched in June 2017, TeachingCity brings together the City of Oshawa and its education and research partners - the Canadian Urban Institute, Durham College, Ontario Tech University, Trent University Durham Greater Toronto Area, and the University of Toronto's Faculty of Applied Science & Engineering. The partners address Oshawa's urban issues through innovation, collaboration, applied research and shared experiential learning opportunities with the aim to position Oshawa as a local, national and global community of urban research and learning.

Intelligent Communities Implementation

Durham Region has many intelligent projects underway. The *myDurham* Intelligent Communities Plan will align these projects to ensure integration with future projects.

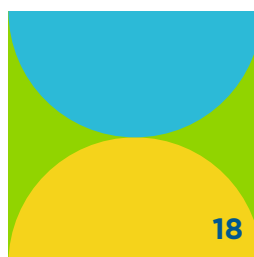
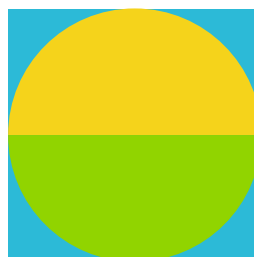
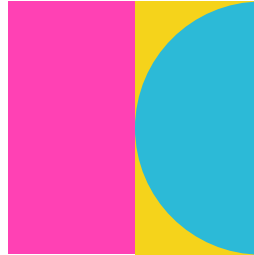
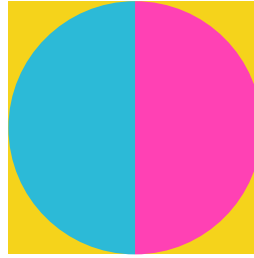


Environmental Sustainability

The [Regional Cycling Plan](#) update incorporates feedback gathered from residents. Residents have been clear that the main concern is safety and the Region will explore new ways to increase cyclist and driver knowledge about safety on the road. As part of our overall effort to improve environmental sustainability, the Region will begin addressing connectivity of routes to ensure that cycling is a viable option for residents and tourists to explore Durham. We've received thousands of points of information - and we're using them to build a better Regional Cycling Plan

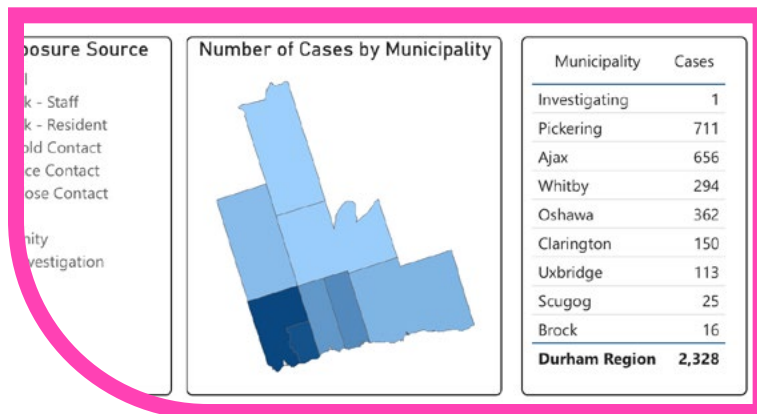


The Region recognized early that in order effectively tackle a wicked problem like climate change, we were going to need to work with our partners. The ambitious [Durham Home Energy Savings Program](#) has been developed alongside municipal partners, energy utilities and financial institutions. The Program will leverage data from our partners to create an engaging digital platform that highlights customized energy savings opportunities, and will provide a Home Energy Coach service to answer residents' questions along the way. We are excited to be on this journey to a low carbon Region.

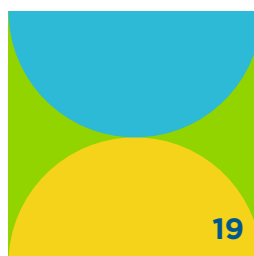
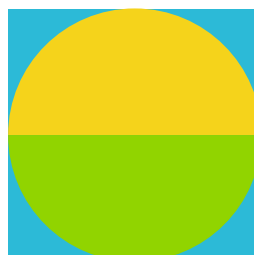
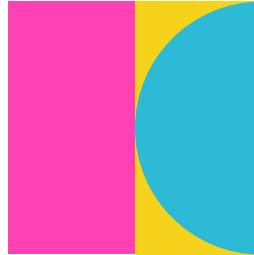
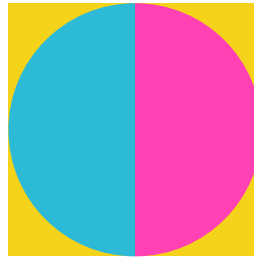


Community Vitality

The Primary Care Outreach Program was developed in response to support residents who were homeless or at risk of becoming homeless. A paramedic provides acute medical care and the social worker provides counselling and support services. Through virtual assessments and connection to nurses and doctors, vulnerable individuals can receive treatment they might not have previously. This program ensures all residents have access to social and medical care.



COVID-19 has had unprecedented impact on our communities. As a method to keep the public informed about the risk and aware of the cases in the community, the Durham Region Health Department collaborated with Information Technology and Planning and Economic Development to create the COVID-19 data tracker. As the pandemic evolved, the tracker did as well, growing from a website reporting positive cases to a comprehensive tracking and reporting system that equips the community with data to inform decision making.

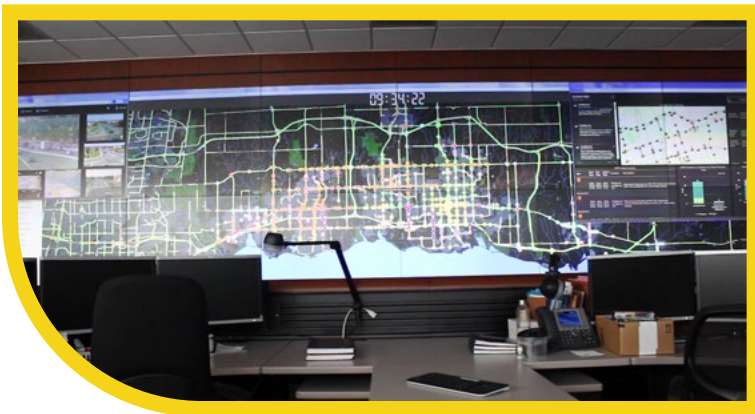


Economic Prosperity

Access to high-speed internet is essential for Durham residents, businesses and institutions to take advantage of the digital future. As part of implementing [Durham's Broadband Strategy](#), the Region is coordinating with local municipalities, developing new partnerships and pursuing funding opportunities. This work will bring Durham Region up to speed with some of the best-connected communities in the world.



[The Traffic Management Centre](#) is the heart of the Region's Smart Mobility efforts. It is where the Region works to optimize traffic flows on our road network and improve safety. This hub receives data from every traffic signal, 150 intersection cameras and other sources to monitor traffic flow, adjust traffic signal timing and respond to incidents. This centre helps residents get to where they need to go safely and efficiently.



Social Investment

Trusted Youth are kids who are living on their own but are too young to receive social assistance directly. They are part of a system designed to support adults. To better support these youth, the Region began a review of our internal processes. We also participated in an applied research project with Durham College, community organizations and trusted youth. Based on data collected and the voice of youth themselves, the Region has made significant changes to improve services and give youth the support they need to be successful.



Canada Learning Bond



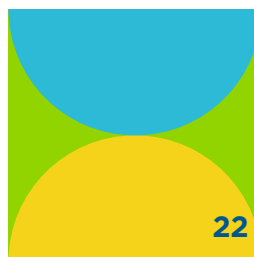
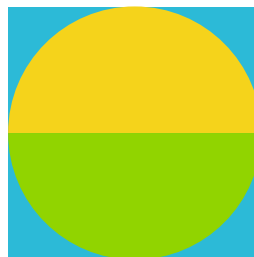
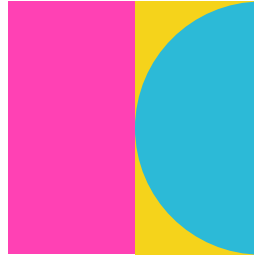
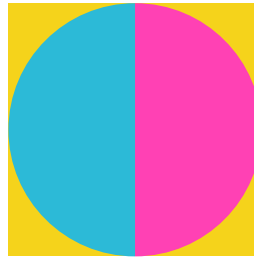
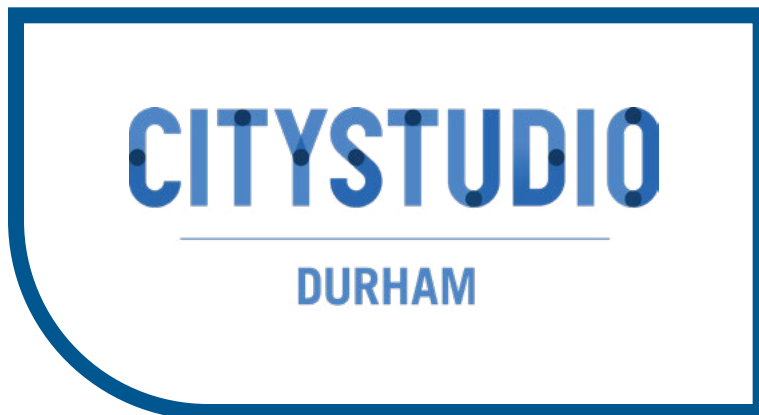
Research has shown that children who have savings for post-secondary are three times more likely to attend. The Canada Learning Bond is a federal government contribution to a Registered Education Savings Plan (RESP) to support the costs of education for families living with low income. The Region has partnered with other levels of governments, community organizations and financial institutions to host annual sign-up events. These events are a one-stop shop to create a pathway to the Canada Learning Bond for all eligible families.

Service Excellence

[myDurham 311](#) is a transformational project aimed at improving the customer experience across all channels. This project will ensure service is always available and accessible. Customers will access support and information at the time that is right for them and in the manner they prefer. As the program rolls out, it will expand across all Durham municipalities.



The Region launched the [CityStudio Durham](#) collaborative initiative in partnership with our local post-secondary institutions. Through a web-portal, faculty and students connect to municipal staff to share ideas, develop collaborations and solve real world problems. CityStudio Durham engages students in their future by having them work on challenges in our community while they are in school. This is the opportunity to co-create the Durham of the future.



Next Steps

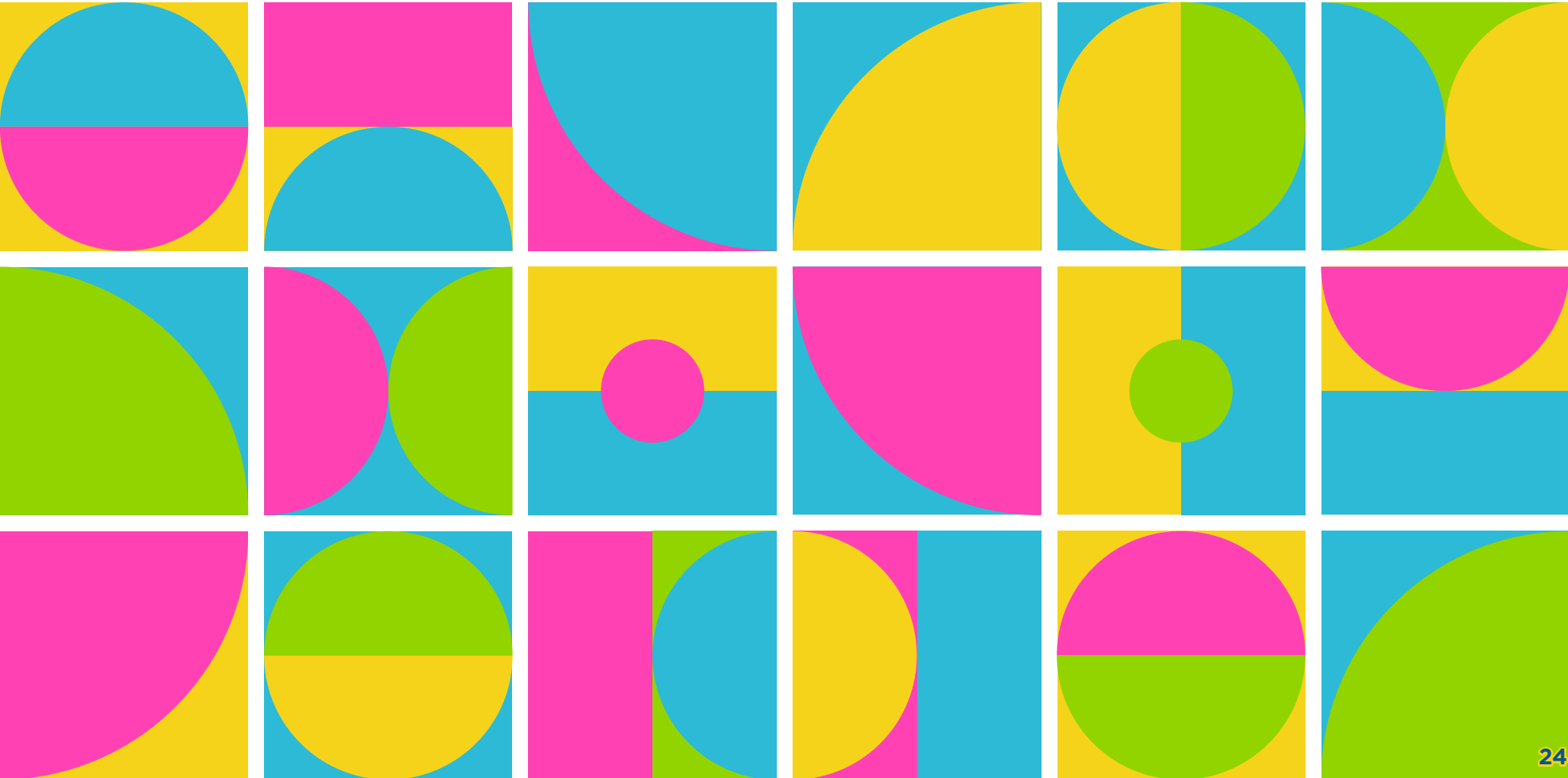
Durham is eager to officially launch our Intelligent Communities Plan. Immediate next steps include:

- Establishing the necessary governance structures
- Developing engagement platforms
- Creating opportunities for Intelligent Communities project implementation
- Seeking official designation from Intelligent Communities Forum Canada

Durham's Intelligent Communities Plan lays out a framework to ensure that data and technology will be used to address the challenges identified by our communities to ensure Durham continues to be a strong, vibrant and resilient region.

Appendix

Read more about the implementation of our Intelligent Communities Plan on our website at durham.ca/IntelligentCommunities





November 9, 2020

The Hon. Doug Ford, Premier of Ontario
Legislative Building
Queen's Park
Toronto ON
M7A 1A1

Dear Premier Ford,

Re: Bill 218, Supporting Ontario's Recovery and Municipal Elections Act

Please be advised that at their meeting on November 2, 2020, Council of the Municipality of Meaford passed the following resolution pertaining to Bill 218, Supporting Ontario's Recovery and Municipal Elections Act:

Moved by: Deputy Mayor Keaveney
Seconded by: Councillor Vickers

That Council of the Municipality of Meaford:

- 1. Declare their opposition to all of the amendments to the Municipal Elections Act proposed as part of Bill 218;**
- 2. Reaffirm their desire to move ahead with a ballot question in 2022 about switching to a ranked ballot election in 2026;**
- 3. Direct staff to send a copy of this resolution to the Premier, Minister of Municipal Affairs, Leader of the Opposition; and**
- 4. Direct staff to send a copy of this resolution to all municipalities in the Province of Ontario requesting their support in opposing the amendments to the Municipal Elections Act.**

Carried - Resolution #2020-30-05

As per the above resolution, please accept a copy of this correspondence for your information and consideration.



Yours sincerely,

A handwritten signature in blue ink, appearing to read "Matt Smith". The signature is fluid and cursive, with a large loop at the end.

Matt Smith

Clerk / Director of Community Services

Municipality of Meaford

21 Trowbridge Street West, Meaford

519-538-1060, ext. 1115 | msmith@meaford.ca

cc: Steve Clark, Minister of Municipal Affairs and Housing
Andrea Horwath, Leader of Opposition
Bill Walker, MPP
Association of Municipalities of Ontario
All Ontario Municipalities



374028 6TH LINE • AMARANTH ON • L9W 0M6

Honourable Doug Ford, Premier of Ontario
Premier's Office, Room 281
Legislative Building, Queen's Park
Toronto, Ontario M7A 1A1

Honourable Premier Ford,

Re: Bill 218

At the regular meeting of Council held November 4, 2020, the following resolution was carried:

Council discussed the Ontario Bill 128, Supporting Recovery and Municipal Elections Act 2020. Provincial Bill 218 was recently introduced to the legislature as Supporting Ontario's Recovery and Municipal Elections Act 2020. As part of this bill, it was proposed to remove the framework for conducting ranked ballot municipal elections for the 2022 election, citing cost as the reason for the change.

This proposed change results in further erosion of local decision-making by repealing the ranked ballot voting system utilized very effectively by London, Ontario in the last municipal election. This is a system that could and perhaps should be adopted by other municipalities around Ontario. It is felt that the system encourages more candidates and improved participation of voters.

Bill 218 also proposed shortening the nomination period of the 2022 municipal election to approximately six weeks.

Resolution #11

Moved by: G. Little – Seconded by: H. Foster

BE IT RESOLVED THAT:

The Township of Amaranth request the Provincial Government of Ontario rescind the proposed changes regarding ranked ballot voting and the nomination period included as part of bill 218.

Further resolved that a letter regarding this resolution be forwarded to Doug Ford, Premier of Ontario, Sylvia Jones, MPP Dufferin-Peel and Steve Clark,

Minister of Municipal Affairs and Housing. Letter to be copied to AMO and all Ontario Municipalities.

CARRIED.

Recorded Vote	Yea	Nay	Absent
Deputy Mayor Chris Gerrits	X		
Councillor Heather Foster	X		
Councillor Gail Little	X		
Mayor Bob Currie	X		

Respectfully submitted,

Nicole Martin

Nicole Martin, Dipl. M.A.
Acting CAO/Clerk

C: Sylvia Jones, MPP Dufferin-Peel
Steve Clark, Minister of Municipal Affairs and Housing
A.M.O.
Ontario Municipalities



CORPORATE SERVICES DEPARTMENT
TELEPHONE 613-968-6481
FAX 613-967-3206

City of Belleville

169 FRONT STREET
BELLEVILLE, ONTARIO
K8N 2Y8

November 10, 2020

The Honourable Doug Ford
Premier's Office, Room 281
Legislative Building, Queen's Park
Toronto, ON M7A 1A1

Delivered by e-mail
premier@ontario.ca

Dear Premier Ford:

RE: **Bill 218 – Proposing Changes to the Municipal Elections Act –
Extension of Nomination Period
New Business
10, Belleville City Council Meeting, November 9, 2020**

This is to advise you that at the Council Meeting of November 9, 2020, the following resolution was approved.

“WHEREAS municipalities in Ontario are responsible for conducting fair and democratic elections of local representatives; and

WHEREAS the Government of Ontario, with Bill 218, Supporting Ontario's Recovery and Municipal Elections Act, 2020 is proposing changes to the Municipal Elections Act, 1996; to extend nomination day from the end of July to the second Friday in September; and

WHEREAS municipal elections are governed by the Municipal Elections Act which was amended in 2016 to include shorter nomination periods; and

WHEREAS the operation, finance and regulatory compliance of elections is fully undertaken by municipalities themselves; and

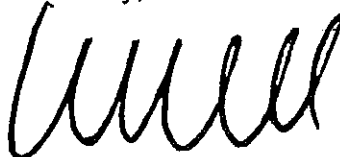
WHEREAS local governments are best poised to understand the representational needs and challenges of the body politic they represent, and when looking at alternative voting methods to ensure voters have options in an effort to increase voter participation and are able to vote safely, it becomes more difficult to implement these alternatives with the proposed shorter period between Nomination day and the October 24, 2022 Election day;

NOW THEREFORE BE IT RESOLVED THAT the Corporation of the City of Belleville send a letter to the Premier, the Minister of Municipal Affairs and Housing and Minister of the Attorney General urging that the Government of Ontario respect Ontario municipalities' ability to apply sound representative principles in their execution of elections; and,

THAT the Corporation of the City of Belleville Council recommends that the Government of Ontario supports the freedom of municipalities to run democratic elections within the existing framework the Act currently offers without amendment; and THAT this resolution be circulated to all Ontario Municipalities, AMO and AMCTO."

Thank you for your attention to this matter.

Yours truly,



Matt MacDonald
Director of Corporate Services/City Clerk

MMacD/nh
Pc: AMO

Todd Smith, MPP Prince Edward-Hastings
Daryl Kramp, MPP Hastings – Lennox & Addington
Minister of Municipal Affairs and Housing
Minister of the Attorney General
Councillor Kelly, City of Belleville
Councillor Thompson, City of Belleville
Ontario Municipalities



OFFICE OF THE MAYOR
CITY OF HAMILTON

September 8, 2020

Honourable Doug Ford
Premier of Ontario
Premier's Office, Room 281
Legislative Building
Queen's Park
Toronto, ON M7A 1A1

Honourable Doug Downey
Attorney General
Ministry of the Attorney General
McMurtry-Scott Building
720 Bay Street, 11th Floor
Toronto, ON M7A 2S9

Subject: **Amending the AGCO Licensing and Application Process for Cannabis Retail Stores to Consider Radial Separation from Other Cannabis Locations**

Dear Premier & Attorney General,

Hamilton City Council, at its meeting held on August 21, 2020, approved a motion, Item 6.1, which reads as follows:

WHEREAS in late 2019 the Province of Ontario announced that the AGCO had been given regulatory authority to open the market for retail cannabis stores beginning in January 2020, without the need for a lottery;

WHEREAS the AGCO has continued to send Cannabis Retail Store applications to the City of Hamilton for the required 15-day comment period,

WHEREAS the City has reviewed 61 Cannabis Retail Store applications for comment since January 2020;

WHEREAS the AGCO does not take into consideration radial separation for Cannabis Retail Stores.

THEREFORE, BE IT RESOLVED:

.../3

- (a) That the Mayor contact the Premier of Ontario, Ministry of Attorney General, and local Members of Parliament to ask that the Province consider amending its licensing and application process for Cannabis Retail Stores to consider radial separation from other cannabis locations.
- (b) That the request be sent to other municipalities in Ontario, including the Association of Municipalities of Ontario for their endorsement.
- (c) That Staff be requested to submit heat maps outlining the location of all proposed AGCO Cannabis Retail Store in the City on all AGCO Cannabis Retail Store applications.

As per the above, we write to request, on behalf of the City of Hamilton, that the appropriate legislative and regulatory changes be made and implemented to the AGCO licensing and application process to take into consideration radial separation for Cannabis Retail Stores as a condition of approval for a license.

Currently the City of Hamilton has reviewed 61 cannabis retail location applications since January 2020. Approximately 12 of these potential locations are within 50m (or less) of each other.

The City of Hamilton appreciates that the AGCO conducts a background search prior to approving any licenses, however the lack of separation between locations poses a community safety issue, as the over saturation in specific area(s)/wards, can negatively impact the surrounding community with increased traffic flow, and an overall "clustering" of stores within a small dense area.

The City of Hamilton is confident that radial separations from cannabis retail locations will have a significant positive impact on the community and allow for its residents to continue to enjoy a safe and healthy community lifestyle.

Sincerely,

A handwritten signature in black ink, appearing to read "Fred Eisenberger". The signature is stylized with a large, circular flourish at the top and a long, sweeping underline.

Fred Eisenberger
Mayor

C: Hon. Donna Skelly, MPP, Flamborough-Glanbrook

Hon. Andrea Horwath, Leader of the Official Opposition, MPP, Hamilton Centre

Hon. Paul Miller, MPP, Hamilton East-Stoney Creek

Hon. Monique Taylor, MPP, Hamilton Mountain

Hon. Sandy Shaw, MPP, Hamilton West-Ancaster-Dundas

The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

October 9, 2020

A regular meeting of the 9-1-1 Management Board was held in the Council Chambers, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, at 9:30 A.M. In accordance with Provincial legislation, electronic participation was permitted for this meeting.

1. Roll Call

Present: G. Weir, Clarington Emergency & Fire Services (Chair)
T. Cheseboro, Region of Durham Paramedic Services, attended for part of the meeting
B. Drew, Durham Regional Council
P. Hallett, Durham Regional Police
L. Kellett, Oshawa Central Ambulance Communications Centre, Ministry of Health – Emergency Health Program Management & Delivery Branch
M. Simpson, Director of Risk Management, Economic Studies and Procurement, Durham Region
J. Wichman, Communications/9-1-1 Technical Manager
*** all members of Committee participated electronically**

Staff

Present: R. Inacio, Systems Support Specialist, Corporate Services – IT
M. White, Systems Support Specialist, Corporate Services – IT
J. Whittaker, Sergeant, Communications, Durham Regional Police
T. Fraser, Legislative Services Division – Corporate Services Department

2. Declarations of Interest

There were no declarations of interest.

3. Approval of Minutes

Moved by B. Drew, Seconded by J. Wichman,
(1) That the minutes of the 9-1-1 Management Board meeting held on June 23, 2020, be adopted.

CARRIED

4. 9-1-1 Call Statistics

J. Wichman provided the 2020 statistics on calls transferred for the months of January to September 2020. He advised that there has been an increase in call volume compared to 2019. He noted that there had been a decrease in the number of 9-1-1 calls received during COVID-19, however overall the 2020 call volume is above 2019.

5. Region of Durham E9-1-1 P.E.R.S. Policy and Procedure Manual

J. Wichman provided a draft of the Region of Durham E9-1-1 P.E.R.S. Policy and Procedure Manual and 9-1-1 Agreement. He reviewed the proposed changes and advised that proposed changes for abandoned calls and planned evacuations to the back-up site require Regional Council approval. He also advised that further changes will be required to the manual and 9-1-1 Agreement in approximately 2 years due to the implementation of Next Generation 9-1-1 (NG9-1-1). T. Fraser clarified that proposed changes to the 9-1-1 Agreement and Appendix A would require the execution of a new agreement by all parties. She also clarified that the contact information in Appendix B can be updated without execution of a new agreement.

Discussion ensued with respect to the timing for proceeding with policy changes requiring Regional Council approval and proposed changes to the 9-1-1 Agreement. It was the consensus of the Board to defer policy changes requiring Regional Council approval and changes to the 9-1-1 Agreement until implementation of NG9-1-1.

Discussion also ensued with respect to proposed changes to the policy and procedures manual and the following amendments were requested:

- Under System Description on page 4 at the end of the second paragraph delete the words “Combat Networks” and replace with the words “approved vendor”; and
- Under General on page 5, Item VI, add the words “Region of Durham Chief Administrative Officer (CAO)”.

Board members also reviewed and updated the names and contact information included as part of Appendix B to the 9-1-1 Agreement.

Moved by L. Kellett, Seconded by M. Simpson,

- (2) That proposed revisions to the E9-1-1 P.E.R.S. Policy and Procedure Manual, as amended and excluding proposed changes requiring Regional Council approval, be approved.

CARRIED

J. Wichman advised that a new 9-1-1 Service Agreement between Durham Region and Bell Canada is required and that he has provided the Region’s contact information for circulation of a new agreement. It was requested that this item be included on the agenda for the next 9-1-1 Management Board meeting.

6. 9-1-1 Management Board 2021 Budget Update

M. Simpson advised that preparation of the 2021 budget is progressing, and the anticipated budget increase is approximately 5% and directly related to increased costs for upgrades required for Next Generation 9-1-1 (NG9-1-1).

M. Simpson also advised that Regional budget meetings will be held in January 2021 and that the proposed 9-1-1 budget will be considered at the January 12, 2021, Finance & Administration Committee meeting.

J. Wichman responded to a question with respect to whether the budget submission includes additional staff. He advised that a proposed staffing increase has been included in the long-term forecast for 2022 and beyond. He explained that this may be required due to NG9-1-1 and text messaging.

7. 2020 Meeting Schedule

G. Weir advised that the next 9-1-1 Management Board meeting is scheduled for Tuesday, November 24, 2020 at 9:30 AM. It was noted that the proposed 2021 budget is expected to be considered at this meeting. Members were asked to check their schedules and advise if they will be unable to attend.

8. NG9-1-1 Project Update

J. Wichman provided a PowerPoint presentation with an update on Next Generation 9-1-1 (NG9-1-1). Highlights of his presentation included:

- History
- Enter NG9-1-1
- Time Lines have changed due to COVID!
- Why are we fixing what isn't broken?
- What will Durham need to Answer NG9-1-1 Calls?
- How is Durham Regional Police getting to NG9-1-1?
- DRPS NG9-1-1 Network Overview
- What are the possible new features of NG9-1-1?

J. Wichman responded to questions with respect to the project budget and potential future costs; and whether data in the cloud will be stored within Canada. J. Wichman also responded to a question regarding usage of the what3words app.

9. Impacts of COVID 19 on 9-1-1 Operations

J. Wichman provided an overview of the actions taken to mitigate COVID 19 risks and precautions to protect staff within the Communications/9-1-1 Unit. He noted that there had been a decrease in the number of 9-1-1 calls early in 2020 and an increase in administration calls related to COVID 19. He added that Public Safety Answering Points in the Greater Toronto Area have held conference calls to discuss ideas and the impact of COVID 19.

10. Other Departments - Comments/Concerns

a) Comments/Concerns – Regional Council

There were no comments.

b) Comments/Concerns – Durham Police

There were no comments.

c) Comments/Concerns – Fire Departments

G. Weir advised that the fire departments hold a teleconference every two weeks. He noted that the only concern at this time is related to the impact when there is a possible exposure to COVID 19. He stated that there is currently no priority testing and the wait time for test results is 4 to 5 days. He added that they are seeing greater absenteeism and more overtime.

d) Comments/Concerns – Oshawa Central Ambulance Communications Centre

L. Kellett advised that there have been no positive cases of COVID 19 at the Oshawa Central Ambulance Communications Centre. She also advised that they are seeing greater absenteeism due to potential symptoms and staff are waiting 4 to 5 days for test results, which impacts staffing.

e) Comments/Concerns – Durham Finance

There were no comments.

f) Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro advised that the Region is working to try to secure priority testing for first responders and he will update applicable individuals on the status.

11. Other Business

There was no other business.

12. Date of Next Meeting

The next meeting of the 9-1-1 Management Board will be held on Tuesday, November 24, 2020 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, Council Chambers.

13. Adjournment

Moved by T. Cheseboro, Seconded by L. Kellett,
(3) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:33 AM

Gord Weir, Chair

T. Fraser, Committee Clerk