

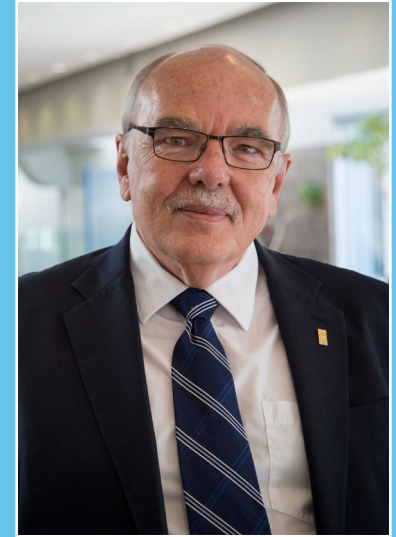


2017 YEAR IN REVIEW



In 2017, we took this organization to new heights; delivered programs and services that injected innovative ideas into our community; and showcased our dedication to customer service. We all play a key role in this success; implementing our vision, mission and corporate values, treating others with respect, supporting lifelong learning, striving for innovation, and advancing corporate collaboration. It's amazing what we can accomplish when we work together. Let's celebrate our work by recognizing what came to life in 2017.

~ Garry Cubitt, Chief Administrative Officer



CUSTOMER SERVICE

Reduced wait times by adding a central queue at Social Services switchboard

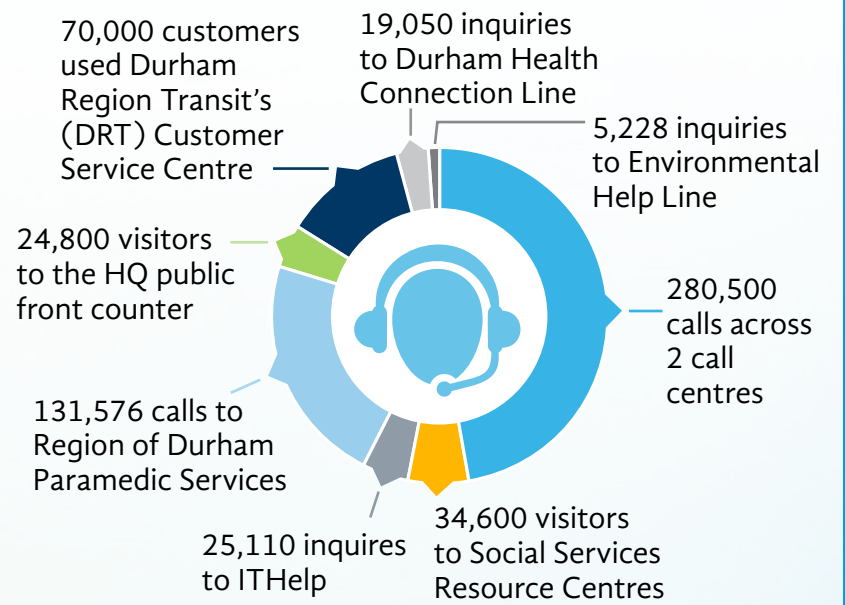
Collaborated with Indigenous community to develop innovative practices for child care needs

Released an updated corporate service video to educate students about Regional government



95%

Social Services clients now receive benefits via direct deposit



AWARDS

<p>Latornell Leadership Award to Brian Kelly, Manager of Sustainability</p>	<p>Canadian Forces Liaison Council, Certificate of Recognition for Don Beaton, Commissioner of Corporate Services for support of reserve/employees</p>	<p>Municipal Court Managers' Association Peer Recognition Award for Leadership to Linda Bisson, Manager of Court Services</p>	<p>North American Government Employee Engagement Award</p>	<p>Exemplary standing designation for Health from Accreditation Canada</p>	<p>LEED Silver for DRPS Clarington Complex</p>
<p>Maintained two Triple A credit (financial) ratings</p>	<p>Canadian Urban Transit Association's national Individual Leadership Award for heroism to DRT bus operators Dawn Sutton and Katherine Watson</p>	<p>Ontario Public Works Association 2016 Project of the Year for DRPS Clarington Complex</p>	<p>LEED Gold for Fairview Lodge</p>	<p>Career Excellence Award from the Canadian Chapter of the International Association of Emergency Managers to Warren Leonard, Director of Emergency Management</p>	<p>OMSSA Municipal Accessibility Award</p>

MILESTONES

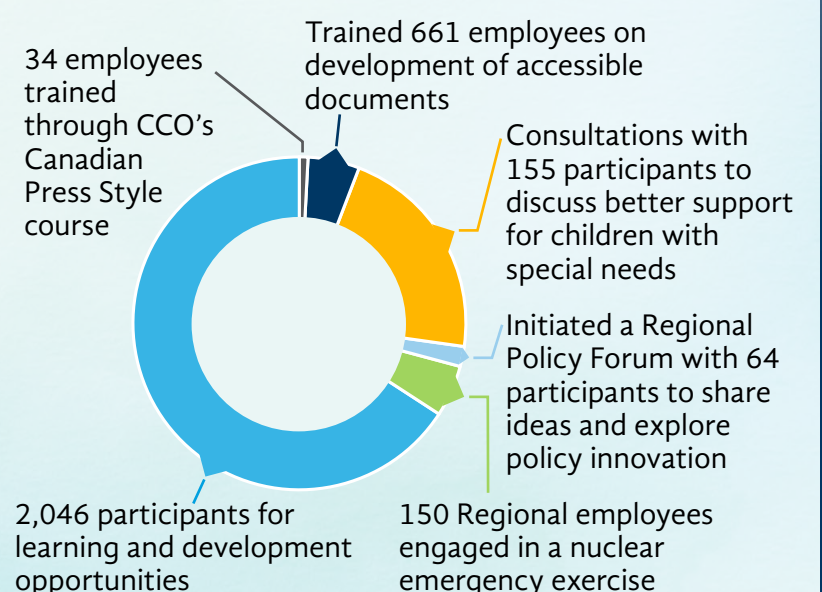
Celebrated

50 years
Lakeview Manor

1,131
Completed job competitions (410 external hires)

EDUCATION

- ✓ Workshops for behaviour management, children's services, and various health topics
- ✓ Delivery of emergency management training, including workshops for school boards
- ✓ Frequent training of bus operators on accessibility, diversity, safety and customer service



SERVICE IMPROVEMENTS

\$2.2 million

Created in tax/transfer benefits for OW clients with new tax filing service

1,000 new customers of DRT specialized transit services

244 responses to emergency notification and events

Internal, automated program for development of business cards and letterhead

New online system for rent-geared-to-income housing waiting list

32 employees trained on tools to spark innovation

Increased transit service on the busiest routes and in new communities on evenings and weekends

Drop in number of specialized transit services eligibility appeals (one-third of the number in 2016)

Successful spring and fall testing of the public alerting system

Optimized work space to create more offer services in Oshawa offices

Roll out of new Accessible Web Publishing Policy to meet web guidelines and standards

Reduced child care wait times to six months

606 reduced child care fee subsidy waiting list

32 new bus shelters were installed at bus stops

59 new hard-surface pads installed at bus stops

COMMUNITY ENGAGEMENT



10.2 million

DRT riders



9.2 million

Interactions across three social media platforms

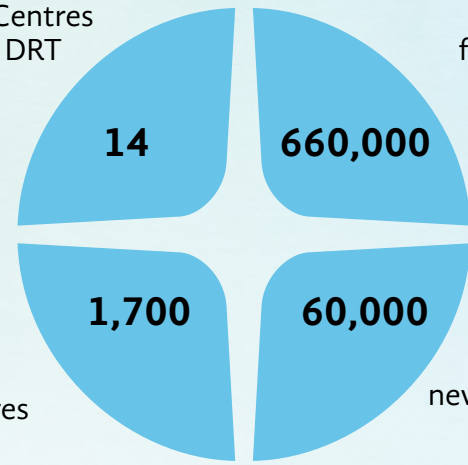


95%

of Long Term Care family satisfaction survey respondents recommend our homes

Annual Public Information Centres organized by DRT

Newsletters mailed to residents for Works and Finance (budget) matters



Parents surveyed about transition plan for Ontario Early Years Centres

Hits to immigration portal; assists newcomers with settling in

PARTNERSHIPS

Initiatives with Durham College to co-ordinate new, youth-led innovations within the community

Hosted 3rd annual Emergency Management public private partnership + symposium

Conducted research with UOIT around social service delivery, poverty and homelessness

Showcased agriculture via annual Farm Tour at Ajax Downs

60 industry experts working together on climate change matters



130 leads generated for economic development opportunities

Completion of municipal, regional and provincial emergency management exercises

Continued partnership with Metrolinx and various transit agencies in Ontario for Joint Procurement Initiatives

Formal creation of an executive group of 905 transit agencies for the advancement of PRESTO electronic fare payment

Formal creation of a GTHA work group of transit agencies for the advancement and co-ordination of specialized transit services

MAJOR PROJECTS



Completion of the Maintenance Operations Depot in Orono

Adoption of Age-Friendly Durham Strategy and Action Plan



Launch of new durham.ca

Opened the new Transit Maintenance Facility in Oshawa



Launched online procurement tool for bids and tenders

Adoption of 2017-2021 Economic Development Strategy and Action Plan



Launch of the Film Durham – Digital Locations Portal website

Update to the Transit Development Charge By-law



Agricultural asset mapping project

Adoption of Durham Community Climate Adaptation Plan by all eight area municipalities



New Transportation Master Plan

Development of bid for Amazon HQ2 and accompanying website



Adoption of the Championing Affordable Rental and Seniors' Housing Across Durham Region report

Official opening of the Nonquon Water Pollution Control Plant

"Thank you to the bus driver who saw me walking in the -23C temp and picked me up. Warmed by the kindness and Durham Region Transit." – DRT passenger

"I feel as though I might be able to get my life back thanks to this experience with my Family Support Worker." – Family Support Worker client

"Thank you for this great workshop... for parents who are eager to have a more positive relationship with their child." – Attendee at Durham Behaviour Management Workshop for parents

"DRT Specialized Transit has profoundly changed our lives for the better." – DRT passenger

"We feel we have always been supported and can call with a question or concern at any time." – Licenced Child Care Operator survey response

"I enjoy that my daughter can receive care while I try to better my life." – Parent within a Regional child care centre

"We can't help the weather so my appreciation to the bus drivers who made sure everyone got home safely." – DRT passenger

