



# REPORT

## Chief Administrative Officer

**TO:** Administration and Emergency Services Committee

**FROM:** Kristi Honey, CAO

**DATE:** January 8, 2024

**REPORT:** CAO-01/24      **FILE NO.**

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**SUBJECT:** 2023 Accomplishments by Department

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### BACKGROUND:

The following highlights 2023 accomplishments by Department aligned to our 2023 – 2026 Strategic Plan.

### DISCUSSION:

#### Animal Control

Achievement	Strategic Priority	Objective
<ul style="list-style-type: none"><li>Radio Interviews – promoting adoption/ donations/ licences</li></ul>	Good Governance	1.2 Excel at Operational Efficiency & Effectiveness
<ul style="list-style-type: none"><li>Adoption Day/ Sign Reveal</li></ul>	Community Engagement / Collaboration and Partnerships	4.2 Promote residential engagement in our community 3.1 Enhance and nurture existing partnerships
<ul style="list-style-type: none"><li>New roof, paint, and kennels at Shelter</li></ul>	Good Governance / Vibrant Infrastructure Deficit	4.4 Demonstrate Fiscal responsibility and continue to offer value for money 2.3 Address Infrastructure Deficit

<b>Achievement</b>	<b>Strategic Priority</b>	<b>Objective</b>
<ul style="list-style-type: none"> <li>Adoption Day/ Donation Presentation</li> </ul>	Community Engagement / Collaboration and Partnerships	4.2 Promote residential engagement in our community 3.1 Enhance and nurture existing partnerships
<ul style="list-style-type: none"> <li>Implementing New Software / Demo-Licensing stage</li> </ul>	Good Governance /	1.2 Excel at Operational Efficiency & Effectiveness
<ul style="list-style-type: none"> <li>Amendment to By-law (Animal Control updates)</li> </ul>	Good Governance	1.2 Excel at Operational Efficiency & Effectiveness
<ul style="list-style-type: none"> <li>Increase Staffing to match growing workload</li> </ul>	Good Governance	1.2 Excel at Operational Efficiency & Effectiveness 1.3 Commit to Organizational Resilience

### **By-Law**

<b>Achievement</b>	<b>Strategic Priority</b>	<b>Objective</b>
<ul style="list-style-type: none"> <li>Jan 10, 2023 – Trial and conviction on 5 charges – penalty of 36,000</li> </ul>	Community Wellbeing	5.1 Operate responsibly and ethically to create a sustainable future.
<ul style="list-style-type: none"> <li>CloudPermit Training and Implementation – Live November 27<sup>th</sup>,2023</li> </ul>	Good Governance	1.2 Excel at Operational Efficiency & Effectiveness
<ul style="list-style-type: none"> <li>Decision to replace Parking App and RMS systems 4Pay/PEARL with HotSpot</li> </ul>	Good Governance / Vibrant and Growing Economy	5.1 Operate responsibly and ethically to create a sustainable future.
<ul style="list-style-type: none"> <li>Extension of PT Parking officer for 2 years for Trail Sustainability Project – Permit Parking</li> </ul>	Vibrant and Growing Economy	2.2 Leverage tourism and heritage cultural assets to drive economic advantage for future generations
<ul style="list-style-type: none"> <li>Creating new Site Alteration Legislation – in progress / Amend Traffic By-laws</li> </ul>	Good Governance / Community Well-Being	1.2 Excel at Operational Efficiency & Effectiveness 5.3 Enhance Community Safety
<ul style="list-style-type: none"> <li>Charges ongoing for Site Alteration / Special Event Permit / Zoning</li> </ul>	Good Governance / Community Well-Being	1.5 Committed to ethical responsible and sustainable practices 5.3 Enhance Community Safety 5.4 Enhance community health and well-being of residents

## Office of the CAO

Achievement	Strategic Priority	Objective
<ul style="list-style-type: none"> <li>• Implement Strategic Plan               <ul style="list-style-type: none"> <li>○ Launch Sharepoint site</li> <li>○ Launch Strategic Plan</li> <li>○ Promote Values to staff</li> </ul> </li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>• Align Committees with Strategic Plan               <ul style="list-style-type: none"> <li>○ All-committee orientation meeting (with Clerks Dept)</li> </ul> </li> </ul>	Vibrant and Growing Economy	2.1 Grow the economy and maximize opportunities to realize competitive advantage
<ul style="list-style-type: none"> <li>• Launched 'Downtown as a Destination' project</li> </ul>	Vibrant and Growing Economy	2.1 Grow the economy and maximize opportunities to realize competitive advantage
<ul style="list-style-type: none"> <li>• Acknowledged Prov./Federal supports               <ul style="list-style-type: none"> <li>○ New Provincial Park announcement</li> <li>○ Elgin Park Improvements</li> <li>○ Active Transportation grant</li> <li>○ OCIF funding support</li> </ul> </li> </ul>	Good Governance	1.4 Demonstrate fiscal responsibility and continue to offer value for money
<ul style="list-style-type: none"> <li>• Support Cultural Diversity, Inclusion, Equity               <ul style="list-style-type: none"> <li>○ 6 Flag Raising events for dates of significance</li> <li>○ Supported Intl Women's Day event presented by Reg. Durham and local area Municipalities</li> <li>○ Official opening of the Pathway of Inclusion</li> <li>○ 61 Social Media posts recognizing dates of significance</li> <li>○ Ceremony for Indigenous Veterans Day</li> <li>○ Published 61 communication items related to EDI dates of significance.</li> </ul> </li> </ul>	Community Wellbeing	5.4 Enhance community health and well-being of residents
<ul style="list-style-type: none"> <li>• Engage the Public               <ul style="list-style-type: none"> <li>○ 3 Town Hall Q&amp;A sessions with local groups including school groups</li> <li>○ Hosted Intl. Junior Farmers group for local Government Q&amp;A</li> <li>○ Drafted Public Engagement Strategy</li> <li>○ Zephyr Stop Sign Survey (for G. Shreeve) – 105 responses</li> </ul> </li> </ul>	Good Governance  Collaborations & Partnership  Community Engagement  Community Engagement	1.1 Deliver accountable, transparent government  3.1 Enhance and nurture existing partnerships  4.1 Amplify corporate communication 4.2 Promote Resident Engagement in our Community

<ul style="list-style-type: none"> <li>• Promote Resident Engagement <ul style="list-style-type: none"> <li>○ Gerri Lynn O'Connor Tribute Event</li> <li>○ Christopher Chapman Park renaming</li> <li>○ Sam Sharpe Portrait Unveiling</li> <li>○ Uxbridge Santa Claus Parade</li> <li>○ Huck Finn Event</li> <li>○ Support for Remembrance Day ceremony</li> <li>○ Support for inaugural Hall of Fame Induction Ceremony</li> </ul> </li> </ul>	Community Engagement	4.2 Promote resident engagement in our community
<ul style="list-style-type: none"> <li>• Nurture Relationships with other levels of Government <ul style="list-style-type: none"> <li>○ Develop presentation material for delegations with Ontario MPs</li> <li>○ Participate in Regional Intelligent Communities Committee</li> </ul> </li> </ul>	Collaboration and Partnerships	3.1 Enhance and nurture existing partnerships
<ul style="list-style-type: none"> <li>• Cybersecurity <ul style="list-style-type: none"> <li>○ Cyber Incident Response Plan – Completed and updated</li> <li>○ Implemented cyber-security training and monitoring program</li> </ul> </li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>• Implement New Technology to support departmental objectives: <ul style="list-style-type: none"> <li>○ Cloudpermit – Planning</li> <li>○ Cloudpermit - Bylaw</li> <li>○ Pearl Upgrade - Public Works</li> <li>○ M365 License Review</li> <li>○ Provincial Marriage Modernization Pilot -Clerks</li> <li>○ Upgrade of VitalStats Program - Clerks</li> <li>○ Laserfiche to Cloud – Clerks</li> <li>○ E-Signature (Consigno) – Clerks</li> <li>○ FMW project</li> <li>○ Move to HotSpot Perit Parking and Enforcement Enterprise Module – By Law</li> </ul> </li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>• Technology Upgrades <ul style="list-style-type: none"> <li>○ Chameleon module upgrade</li> <li>○ Diamond upgrade to Cloud (Treasury) – in progress</li> <li>○ Changes to Microsoft Tenet</li> </ul> </li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness

<ul style="list-style-type: none"> <li>○ Rogers Internet Network Upgrade</li> </ul>		
<ul style="list-style-type: none"> <li>● Software Review/Assessment <ul style="list-style-type: none"> <li>○ FOI software – Vayle</li> <li>○ CAD software – PW</li> <li>○ Asset Management Software</li> <li>○ Assessed Granicus streaming options</li> <li>○ Chameleon (Animal Services),</li> <li>○ FirePro (Fire Department),</li> <li>○ WorkTech 6 (Public Works)</li> <li>○ PetPoint Animal Shelter Software</li> <li>○ CRM application (BCITI)</li> </ul> </li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>● Preparation for future technology projects: <ul style="list-style-type: none"> <li>○ Budgeting Asset Software - Functional Requirements Document</li> <li>○ Bamora to Paymentus 2024</li> <li>○ Animal Shelter SW</li> <li>○ Review and Environmental scan of parking platforms</li> <li>○ Review and Discussion of ActiveNET</li> </ul> </li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>● Support Web-site functionality <ul style="list-style-type: none"> <li>○ Set up Google Analytics and Cloud metrics</li> <li>○ SiteImprove – review</li> <li>○ Market scan of platform providers</li> </ul> </li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>● GIS Licensing and Support – Enterprise Agreement, Training, Support from Region, Interactive Map</li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>● Migration Plan for End-of-Life Infrastructure <ul style="list-style-type: none"> <li>○ Laptop/PC Replacement Plan &amp; Infrastructure Review</li> <li>○ Licensing w Netagen</li> </ul> </li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>● New Policies to support technology implementation: <ul style="list-style-type: none"> <li>○ E-signature policy</li> <li>○ PCI Compliance Policy</li> </ul> </li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>● Support Existing Technology/Apps</li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>● <b>Communications</b> <ul style="list-style-type: none"> <li>○ Instagram Channel Launch</li> </ul> </li> </ul>	Community Engagement	4.1 Amplify corporate communication

<ul style="list-style-type: none"> <li>○ 13 Campaigns to support health and social services in our community</li> <li>○ Website relevancy and accuracy review and update</li> <li>○ Branding/logo refresh</li> <li>○ Produced 50 radio segments</li> <li>○ End-of-year (2022) Accomplishments Video</li> <li>○ 24 communication campaigns related to environmental issues or trail/habitat restoration</li> </ul>	<p>Collaboration and Partnerships</p> <p>Good Governance</p> <p>Community Engagement</p> <p>Good Governance</p> <p>Good Governance</p> <p>Community Wellbeing</p>	<p>3.1 Enhance and nurture existing partnerships</p> <p>1.1 Deliver accountable, transparent government</p> <p>4.2 Promote resident engagement in our community</p> <p>1.2 Excel at operational efficiency and effectiveness</p> <p>1.1 Deliver accountable, transparent government</p> <p>5.1 Operate responsibly and ethically to create a sustainable future</p>
<ul style="list-style-type: none"> <li>● Uxbridge Urban Provincial Park Project <ul style="list-style-type: none"> <li>○ Intergovernmental working group to identify potential lands for inclusion in park</li> <li>○ Provincial Park Survey and Report</li> <li>○ Project Planning for local impacts of future park operations</li> <li>○ Trail Corridor Linkages project</li> <li>○ Hosted 2 workshops to facilitate UUPP</li> <li>○ Hosted Open House with 450 in attendance</li> </ul> </li> </ul>	<p>Community Wellbeing</p> <p>Community Engagement</p> <p>Good Governance</p> <p>Vibrant and Growing Economy</p> <p>Good Governance</p>	<p>5.1 Operate responsibly and ethically to create a sustainable future</p> <p>4.2 Promote Resident Engagement in our Community</p> <p>1.2 Excel at operational efficiency and effectiveness</p> <p>2.1 Grow the economy and maximize opportunities to realize competitive advantage</p> <p>1.5 Committed to ethical, responsible and sustainable practices</p>

### Clerks

Achievement	Strategic Priority	Objective
<ul style="list-style-type: none"> <li>● Implementing LEAD</li> </ul>	Community Well-being	Enhance community accessibility
<ul style="list-style-type: none"> <li>● Online Marriage Licence Pilot</li> </ul>	Good Governance	Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>● 630 marriage licences issued</li> </ul>	Good Governance	Excel at operational efficiency and effectiveness

<ul style="list-style-type: none"> <li>• 59 civil marriage ceremonies performed</li> </ul>	Good Governance	Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>• Fire Hall Sale</li> </ul>	Good Governance	Demonstrate fiscal responsibility and continue to offer value for money
<ul style="list-style-type: none"> <li>• Agreement with Erin Bennett for donation of trail lands</li> </ul>	Collaboration and Partnerships Community Wellbeing	Explore new partnerships Operate responsibly and ethically to create a sustainable future
<ul style="list-style-type: none"> <li>• Replacement of Receptionist</li> </ul>	Good Governance	Commit to organizational resilience
<ul style="list-style-type: none"> <li>• New Deputy Clerk</li> </ul>	Good Governance	Commit to organizational resilience
<ul style="list-style-type: none"> <li>• Wrap up of 2022 election</li> </ul>	Good Governance	Deliver accountable, transparent government
<ul style="list-style-type: none"> <li>• No election challenges</li> </ul>	Good Governance	Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>• No compliance audits requested</li> </ul>	Good Governance	Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>• Streamlining eScribe functionality</li> </ul>	Good Governance	Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>• Upgrade of registrar program for burial permits</li> </ul>	Good Governance	Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>• Upload of Laserfiche to the Cloud</li> </ul>	Good Governance	Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>• ConsignO platform implementation for e-signatures</li> </ul>	Good Governance	Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>• Initiated Site Alteration Bylaw review</li> </ul>	Community Well Being	Operate responsibly and ethically to create a sustainable future
<ul style="list-style-type: none"> <li>• Facilitated the receipt of an estate donation to the Animal Shelter</li> </ul>	A Vibrant and Growing Economy	Address Infrastructure Deficit
<ul style="list-style-type: none"> <li>• Transition staff member from BIA to Clerks full time</li> </ul>	Good Governance	Commit to organizational resilience
<ul style="list-style-type: none"> <li>• Working with Region on implementation of 311</li> </ul>	Collaboration and Partnerships	Enhance and nurture existing partnerships

<ul style="list-style-type: none"> <li>Land acquisition disposition for depot expansion</li> </ul>	Collaboration and Partnerships	Explore New Partnerships
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## Community Services

Achievement	Strategic Priority	Objective
Review and Streamline Rates for Parks, Recreation, Culture and Facilities.	<u>Good Governance</u>	1.1.1 Deliver a high standard of customer service. 1.4.1 Remain committed to fiscal responsibility.
Record high registration in camps	<u>Good Governance</u>	1.5.1 Consult stakeholders and work collaboratively to address needs of the community.
Certification of 22 new instructors and 20 new lifeguards	Good Governance	3.1 Build recruitment, retention, succession planning, knowledge and skill transfer, and staff training and development.
Kitchen renovation in UHC Quaker Hill School House available for rentals	Vibrant and Growing Economy	2.2 Leverage tourism and heritage cultural assets to drive economic advantage for future generations
Numerous Uxbridge Tourism Events With Support From Durham Tourism and Central Counties Tourism Partnership Funding	A Vibrant and Growing Economy	2.2.2 Identify tourism-related opportunities to establish Uxbridge as a 'Tourism Destination'.
Statue Unveiling at UH	A Vibrant and Growing Economy	2.2.1 Cultivate and support creative and innovative business opportunities that are tourism-based.
Completion of the Accessible Playground and Pathway of inclusion	<u>Good Governance</u>	1.4.3 Identify opportunities to diversify funding sources (e.g., non-levy revenue, grants, partnerships)."
Goodwood baseball diamond upgrade	<u>Community Well being</u>	<u>5.5.6 Identify opportunities to enhance community facilities.</u>
Siloam Playground survey (75 responses)	Community Engagement	4.2 Promote Resident Engagement in our Community
Issued 10 notices for park/playground or trail closures	Good Governance	1.1 Deliver accountable, transparent government
Leaskdale Park Improvement survey	Community Engagement	4.2 Promote Resident Engagement in our Community
Completion of masonry repairs to the library building	Good Governance	2.2 Operational Efficiency and Effectiveness.



	Vibrant and Growing Economy	Addressing Infrastructure Deficit
Library – Strengthen community partnerships - Service Canada, Durham Region (Covid Clinics), Durham Drag Queen with all Durham libraries (won two awards to be presented in January at OLA)	<u>Collaboration and Partnerships</u>	3.1 Enhance and nurture existing partnerships
Seniors Information Fair	Community Wellbeing	5.5 Enhance community liveability
Increased Revenue at all Halls and streamlined operations	Good Governance	2.2 Operational Efficiency and Effectiveness
Published combined fall programming in You Are Here	Community Engagement	4.1 Amplify Corporate Communications
Music Hall offering “Access to Entertainment” ticket pricing option to support accessibility	Community Well-being	5.2 Enhance community accessibility
Completion of repairs to Uxpool as outlined by the 2021 Building Audit	Good Governance Vibrant and Growing Economy	2.2 Operational Efficiency and Effectiveness 2.3 Address Infrastructure Deficit
<b>Arena</b> - Weather stripping all exterior doors & doors leading to ice, scheduled thermostat operations for peak hours and continual adjustment of light timers	Good Governance	1.2 Excel at operational efficiency and effectiveness
Arena received a <b>Certificate of Achievement in Energy Efficiency from ENBRIDGE</b>	<u>Community Well-Being</u>	5.1.2 Seek means to reduce our carbon footprint and find energy efficiencies.
Arena Staff CIT certifications & REALice training by all staff	Good Governance ,	1.5 Committed to ethical, responsible and sustainable practices
Arena Increased public program & advertising revenues	A Vibrant and Growing Economy ,	2.1 Grow the economy and maximize opportunities to realize competitive advantage
Canaday day Committee hosted event and Fireworks	Community Engagement	4.2 Promote Resident Engagement in our Community

**Development Services Department (Building & Planning)**

Achievement	Strategic Priority	Objective
<ul style="list-style-type: none"> <li>Advanced the configuration and development of Cloudpermit for Planning Applications in partnership with the software vendor</li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>Implemented changes to Statistics Canada reporting utilizing the Cloudpermit Building Module to streamline report creation</li> </ul>	Collaboration and Partnerships	3.1 Enhance and nurture existing partnerships
<ul style="list-style-type: none"> <li>Developing an API with Cloudpermit and Laserfiche for archiving integration</li> </ul>	Good Governance	1.3 Commit to organizational resilience
<ul style="list-style-type: none"> <li>Maintained partnerships with Building Officials in neighbouring municipalities through service on the Board of the Durham Chapter of the Ontario Building Officials Association</li> </ul>	Collaboration and Partnerships	3.1 Enhance and nurture existing partnerships
<ul style="list-style-type: none"> <li>Hired 3 staff to match increasing workload</li> </ul>	Good Governance	1.2 Excel at Operational Efficiency & Effectiveness
<ul style="list-style-type: none"> <li>Stood up new Committee of Adjustment and processed 39 Applications (34% increase over 2022)</li> </ul>	Good Governance	1.1 Deliver accountable, transparent government
<ul style="list-style-type: none"> <li>Implementation of Bill 109 Timelines for Rezoning and Site Plan Control with no penalties owed</li> </ul>	Good Governance	1.4 Demonstrate fiscal responsibility and continue to offer value for money
<ul style="list-style-type: none"> <li>27 Zoning and Site Plan Applications processed including 10 Public Consultation Meetings held in 2023</li> </ul>	Good Governance Community Engagement	4.2 Promote resident engagement in our community
<ul style="list-style-type: none"> <li>Supported the Laserfiche Transition to a Cloud-Based Platform through retention reviews and workflow creation</li> </ul>	Collaboration and Partnerships	3.2 Explore new partnerships
<ul style="list-style-type: none"> <li>Led or supported a number of land acquisition and disposition projects</li> </ul>	Community Well-Being	5.5 Enhance community liveability
<ul style="list-style-type: none"> <li>Improved public information available on the website,</li> </ul>	Community Engagement	4.1 Amplify corporate communication

<p>including guides to on sign and pool enclosure permit requirements, current development materials and status for key developments, supported a Business Toolkit for new businesses in partnership with Invest Durham and Downtown Revitalization promotional videos</p>	<p>Community Well-Being</p>	<p>5.5 Enhance community liveability</p>
<ul style="list-style-type: none"> <li>Supported the Uxbridge Urban Provincial Park Land Securement Sub-Committee</li> </ul>	<p>A Vibrant and Growing Economy</p>	<p>2.2 Leverage tourism and heritage cultural assets to drive economic advantage for future generations</p>
<ul style="list-style-type: none"> <li>Advanced Downtown Revitalization Action Plan Priorities: Established a Downtown Revitalization Committee, Secured 1% Levy to fund Downtown Revitalization, Revised Downtown Community Improvement Plan, Secured a significant Affordable Housing Development in the Downtown, Tendered and Awarded a Downtown Parking Study in consultation with key stakeholders, Established a Streetscaping sub-committee, supported the Region's Active Transportation Plan for the Downtown including a bike repair station, Established Downtown as a Destination through a RED Grant, Funded additional hours for the Library-Tourism Desk &amp; Washrooms, initiated studies to plan Centennial Park redevelopment</li> </ul>	<p>Good Governance</p>	<p>1.2 Excel at operational efficiency and effectiveness</p>
	<p>Collaboration and Partnerships</p>	<p>3.2 Explore new partnerships</p>
	<p>Collaboration and Partnerships</p>	<p>3.1 Enhance and nurture existing partnerships</p>
	<p>Community Engagement</p>	<p>4.2 Promote resident engagement in our community</p>
	<p>Community Well-Being</p>	<p>5.3 Enhance Community Safety</p>
<ul style="list-style-type: none"> <li>Processed 380 Building Permit Applications resulting in 1,418 inspections</li> </ul>	<p>Good Governance</p>	<p>1.2 Excel at operational efficiency and effectiveness</p>
<ul style="list-style-type: none"> <li>Active in Peer Support Groups for both Planning and Building Modules of Cloudpermit</li> </ul>	<p>Community Well-Being</p>	<p>5.4 Enhance community health and well-being of residents</p>
<ul style="list-style-type: none"> <li>Active in area municipality group of CBOs to discuss code changes, application and foster alignment</li> <li>Rolled out a central resident support phonenumber (x422) to</li> </ul>		

<p>address Building &amp; Planning questions quickly and effectively</p> <ul style="list-style-type: none"> <li>Increased public safety and well-being through enforcement of the Ontario Building Code, including buildings damaged by fire, Motor Vehicle collision and structures built without permit, insufficiently constructed or rendered unsafe</li> <li>Transitioned Land Division responsibility from the Region to the Township</li> <li>Active in the Durham Region Community Safety and Well-Being Committee</li> </ul>		
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### Fire Department

Achievement	Strategic Priority	Objective
<ul style="list-style-type: none"> <li>Placed the municipality's first Aerial (A77) into service.</li> </ul>	Community Fire Protection	2.2 Operational Efficiency and Effectiveness.
<ul style="list-style-type: none"> <li>Completed numerous promotional and recruitment processes</li> <li>Mobile Live Fire Burn Training</li> <li>Firefighter Memorial Project</li> </ul>	<p>Good Governance</p> <p>Community Fire Protection</p> <p>Community engagement</p>	<p>3.1 Build recruitment, retention, succession planning, knowledge and skill transfer, and staff training and development</p> <p>2.2 Operational Efficiency and Effectiveness.</p> <p>4.2 Promote Resident Engagement in our Community</p>
<ul style="list-style-type: none"> <li>Conducted public awareness campaigns for Christmas safety, Emergency Planning week, Fire Prevention Week</li> </ul>	Community Wellbeing	5.3 Enhance Community Safety

### Public Works

Achievement	Strategic Priority	Objective
<ul style="list-style-type: none"> <li>Crossing guard awareness week and hiring campaign</li> </ul>	Good Governance	1.3 Commit to organizational resilience
<ul style="list-style-type: none"> <li>Published 73 unique notices for closures/restrictions</li> </ul>	Good Governance	1.1 Deliver accountable, transparent government

<ul style="list-style-type: none"> <li>• Stormwater Project Public Engagement</li> <li>• Planks lane Public Engagement</li> </ul>	Community Engagement	4.2 Promote resident engagement in our community
<ul style="list-style-type: none"> <li>• Winter parking and reminders campaign</li> </ul>	Community Engagement	4.2 Promote resident engagement in our community
<ul style="list-style-type: none"> <li>• Planned improvements to Goodwood area by Region information release</li> </ul>	Community Engagement	4.1 Amplify corporate communication
<ul style="list-style-type: none"> <li>• Issued 4 Significant Weather event notifications</li> </ul>	Good Governance	1.5 Committed to ethical responsible and sustainable practices
<ul style="list-style-type: none"> <li>• Street Sign Recovery Campaign</li> </ul>	Community Engagement	4.2 Promote resident engagement in our community
<ul style="list-style-type: none"> <li>• Rehabilitated the Roof at the Depot</li> </ul>	A Vibrant and Growing Economy	2.3 Address Infrastructure Deficit
<ul style="list-style-type: none"> <li>• New Salt Bay at the Parks Yard</li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>• Core Asset Inventory collection with GIS mapping and training</li> </ul>	Good Governance	1.2 Excel at operational efficiency and effectiveness
<ul style="list-style-type: none"> <li>• Responded to over 800 resident complaints/inquiries via phone</li> </ul>	Community Wellbeing	5.3 Enhance Community Safety
<ul style="list-style-type: none"> <li>• Completed through Pearl approximately 1,050 general non-urgent work orders</li> </ul>	Community Wellbeing	5.3 Enhance Community Safety
<ul style="list-style-type: none"> <li>• Paved 5.5 km of roads</li> </ul>	Community Wellbeing	5.3 Enhance Community Safety

## Treasury

Achievement	Strategic Priority	Objective
<ul style="list-style-type: none"> <li>Expand the eSend capability to email AR invoices and statements to customers</li> <li>Hire Deputy Treasurer</li> <li>Implementation of automatic online charitable donation receipts</li> <li>Building relationship with other municipalities</li> <li>Completion of the 2023 Operating and Capital Budget</li> <li>Implementation of new time and attendance platform (HRISmyWay)</li> </ul>	<p>Good Governance</p> <p>Good Governance</p> <p>Good Governance</p> <p>Collaboration and Partnerships</p> <p>Good Governance</p> <p>Good Governance</p>	<p>1.2 Excel at operational efficiency and effectiveness</p> <p>1.3 Commit to organizational resilience</p> <p>1.2 Excel at operational efficiency and effectiveness</p> <p>3.11 Enhance and nurture existing partnerships</p> <p>1.1 Deliver accountable, transparent government</p> <p>1.2 Excel at operational efficiency and effectiveness</p>
<ul style="list-style-type: none"> <li>Implementation of Electronic Funds Transfer (EFT) for payment to our vendors</li> </ul>	<p>Good Governance</p>	<p>1.2 Excel at operational efficiency and effectiveness</p>
<ul style="list-style-type: none"> <li>Implementation of cheque scanner to allow for immediate deposits</li> </ul>	<p>Good Governance</p>	<p>1.2 Excel at operational efficiency and effectiveness</p>
<ul style="list-style-type: none"> <li>Successful Tax Sale for property on Third Avenue</li> </ul>	<p>Good Governance</p>	<p>1.4 Demonstrate fiscal responsibility and continue to offer value for money</p>

## RECOMMENDATION

THAT Report CAO-01/24 be received for information;

Respectfully Submitted by:

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 Kristi Honey, Chief Administrative Officer