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Business Showcase 2025 Theme Information

Below are brief descriptions and areas of interest related to six key themes that support municipal programs and services areas.

More information of regional and municipal strategic priorities please visit:

[Ajax-Brock-Clarington-Oshawa-Pickering-Scugog-Uxbridge-Whitby-Region of Durham](#)

1. Solutions for Information Technology and Smart Cities

Current IT and Smart Cities priorities:

- Enhance key technology policies, including artificial intelligence and cyber risk management strategies to protect against potential threats
- Streamline operations and improving service delivery: Improve digital connectivity and multi-channel access to information, resources, and service navigation

The IT divisions lead and support IT functions and infrastructure, including network communications, telephone services, and technology solutions. Services cover network support, desktop support, application development, IT security, GIS services, and troubleshooting, ensuring effective municipal services and efficient government operations.

The Region and local municipalities are implementing a Smart Cities/Intelligent Communities strategy to drive innovation, boost economic competitiveness, and enhance connectivity. These initiatives aim to create smarter, healthier, equitable, and sustainable communities.

2. Solutions for Transportation (Transit and Roads)

Current transportation (transit and roads) priorities:

- Road and bridge rehabilitation
- Maintenance and improvement of existing roads to ensure safety and connectivity
- Create new roads and transportation routes to accommodate growth and improve accessibility
- Improve Durham Region Transit (DRT) customer service and meet ridership demand through:
 - Service growth
 - Electrification of the bus fleets
 - Infrastructure projects

Municipal transportation services include the planning, design, survey, construction management, and maintenance of all municipal roads, bridges, traffic signals, and other road infrastructure. Other services include traffic by-law, traffic control crossing guard

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programs, and winter maintenance. Learn more about each municipality's works services:

[Ajax-Brock-Clarington-Oshawa-Pickering-Scugog-Uxbridge-Whitby-Region of Durham](#)

DRT is one of Ontario's largest regional transit systems, serving eight unique area municipalities. DRT operates scheduled bus services, On-Demand transit, and specialized transportation. [Learn more about DRT.](#)

3. Solutions for Health and Social Services

Current health and social services priorities

- Respond to complex social issues that support community health and food insecurity; improve community safety and well-being, including mental health and addiction
- Improve access to healthcare and support initiatives that address health inequities across the region
- Support vulnerable populations such as seniors, low-income families, and individuals with disabilities and housing/homelessness programs

Public health and social services are Regional services. Social Services provides support to meet the needs in our community in a variety of ways including case management, counseling, employment support, financial assistance, housing, childcare, family support, and senior services.

Public health collaborates with community partners to promote health, prevent diseases, inspect for hazards, investigate health risks, and provide paramedic services. They also work with Regional departments, Local Municipalities, and external agencies to plan future public health programs.

4. Solutions for Waste, Wastewater and Solid Waste Management

Current waste, wastewater and solid waste management priorities:

- Transition to sustainable living through waste management, diversion, and the circular economy
- Maintenance, improvement and adaption of environmentally friendly practices in wastewater management, infrastructure and facilities

The Region is responsible for planning, design, construction, operation, and maintenance of water supply and sewerage services, including design of water treatment plants, mains, reservoirs, pumping stations, and sewers. We also develop policies, plan and design garbage, recycling, and composting services, and manage water efficiency programs.

Learn more about each municipality's related services:

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[Ajax](#) - [Brock](#) - [Clarington](#) - [Oshawa](#) - [Pickering](#) - [Scugog](#) - [Uxbridge](#) - [Whitby](#)

The Region addresses climate impacts on municipal infrastructure (buildings, transportation, waste, wastewater, and clean water) and collaborates with local municipalities and conservation authorities to support climate action and ecosystem resilience. Each local area municipality is taking action to address climate change:

[Ajax-Brock-Clarington-Oshawa-Pickering-Scugog-Uxbridge-Whitby-Region of Durham](#)
[Learn more about programs and services provided by Regional Works.](#)

5. Solutions for Facilities (Operations and Emergency Services)

Current facilities (operations and emergency services) priorities:

- Invest in paramedic stations and program training; upgrade municipal emergency response plans, enhance fire services, and develop emergency operations centers
- Severe weather preparedness, ensuring effective emergency service response and resilience of critical infrastructure like roads and bridges
- Invest in equipment and assets to ensure the continuation and efficient operation of municipal and emergency services

Facilities operations in the Region manage Regional facilities, including Long-Term Care, Durham Regional Police Service (DRPS). The municipal level oversees recreation centres, fire halls, Town Hall, and park facilities. Fleet services maintain municipal vehicles and equipment.

Health Department provides ambulance services, collaborates with community partners to deliver emergency services, and responds to 9-1-1 calls. They offer educational programs and work with DRPS and Municipal fire services.

[Learn more about Region of Durham Paramedic Services.](#)

DRPS ensures community safety with four specialty units: 9-1-1 communications, auxiliary unit, field and patrol support, and serious/organized crime.

[Learn more about DRPS.](#)

Fire services are managed by Local Area Municipalities, offering fire suppression, inspections, training, prevention, risk management, and education.

[Learn more about municipal fire and emergency services.](#)

6. Solutions for General Administration and Business Services

This theme is for businesses who feel their service/product does not fit with the above themes, but aligns with general municipal business activities and other current regional and municipal priorities:

- Modernize and streamline customer service delivery to improve efficiency and effectiveness

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- Modernize communication methods, enhance transparency, and ensure that services are accessible and responsive to community needs

Each organization oversees finance, human resources, legal, and legislative services.

Finance divisions oversee the Treasurer's legislative duties, financial accounting, business planning, budget processing, purchasing, and property taxes.

Human resources provide fair and transparent support to all departments and employees with policy and organization development.

Legal Services provide legal advice to Council, the Chief Administrative Officer, and staff, and oversee Provincial Offences Act services.

Legislative Services manage the Clerk's statutory duties, Council secretariat functions, Municipal elections, records, archives, and information/privacy requests under Municipal Freedom of Information and Protection of Privacy Act.