





















2020 Service Levels

Service	Service Level Measure	2020 Target	2020 Actual
Property Tax Supported			
Living			
 Income Support	Number of clients supported monthly	17,400	14,831
 Employment Support	Number of clients supported	2,600+	1,497
 Community Investment	Number of public transit subsidies	4,500	1,008
 Child Care	Number of child care subsidies	17,000+	12,938
 Housing Support	Average number of housing subsidies	11,500	11,623
 Homelessness Support	Number of units/bed/homes	12,000+	9,243
 Paramedics	Number of emergency calls responded	148,000	122,328
 Long-Term Care	Providing residents with quality care through five long term care homes	900+	830
 Adult Day	Providing days of care	38,100	7,324 (In-person) 8,217 (virtual)
	Subtotal		15,541
 TransHelp	Number of trips provided	779,000	320,036

2020 Service Levels

Service	Service Level Measure	2020 Target	2020 Actual
Property Tax Supported			
Thriving			
 Chronic Disease Prevention	Number of children screened	95,000	25,943
	Number of children identified with urgent dental conditions	11,500	3,243
 Infectious Disease Prevention	Number of records reviewed with progressive enforcement	249,524	250,413
	Number of inspections conducted	11,000	3,577
	Number of fixed food premises inspected	6,259	2,936
 Roads and Transportation	Lane kilometres of roads maintained	1,690	1,685
	Number of structures managed	183	183
	Number of signalized intersections managed	465	472
 Waste Management	Tonnage of waste managed	550,000	577,000
 Heritage Arts and Culture	Number of visitors	30,000	15,027
External Agencies - Thriving			
 Peel Regional Police (PRP)	Citizen Initiated Events	265,000	226,333
 Ontario Provincial Police (OPP)	Number of Calls for Service	24,750	24,750

2020 Service Levels

Service	Service Level Measure	2020 Target	2020 Actual
Property Tax Supported			
 Conservation Authorities	Hectares regulated and managed	34,280	37,960
	Number of trees, shrubs and seedlings planted	185,000	153,500
Utility Rate Services - Thriving			
 Wastewater	Number of customer accounts managed	328,000	330,492
	Wastewater treated per day (in million litres)	644	666
 Water	Number of customer accounts managed	334,500	336,688
	Water treated per day (in million litres)	575	591