
For Information

REPORT TITLE: Regional Council Strategic Plan and Term of Council Priorities Update

FROM: Sean Baird, Commissioner of Service Excellence and Innovation

OBJECTIVE

To provide an update on Regional Council's Strategic Plan including the 2018-2022 Term of Council Priorities (ToCPs).

REPORT HIGHLIGHTS

- Regular progress reporting on the Strategic Plan and the ToCPs are provided to Regional Council and the community through the annual Community for Life report and dashboard.
 - The ongoing impacts of COVID-19, including urgent staff focus on emergency response efforts and the mass vaccination program, has required a temporary shift from the customary Community for Life report to an abbreviated update of ToCP achievements realized in 2020-2021.
 - Four of the seven ToCPs were significantly impacted by COVID-19 and did not progress towards achieving their originally intended outcomes because resources were diverted towards supporting the pandemic response.
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DISCUSSION

1. Background

On November 12, 2015, Regional Council approved the Region of Peel's 20-year Strategic Plan (Resolution 2015-814) which provides direction through the adopted vision, "Community for Life". Every Term of Council develops term-based priorities that support the fulfillment of that vision. Regional Council endorsed seven ToCPs on June 13, 2019 (Resolution 2019-179), as outlined in Appendix I.

Regular progress reporting on the ToCPs and the long-term outcomes of the Strategic Plan are provided to Regional Council and the community through the annual Community for Life report and dashboard. Over the last 19 months, Regional staff have been focused on urgent COVID-19 pandemic needs which has limited the ability to develop and deliver the customary Community for Life report and dashboard. In lieu of the customary reporting, key achievements on the seven 2018-2022 ToCPs are provided in this report.

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2. Progress on the ToCPs for 2020-2021

During 2020 and 2021, the COVID-19 pandemic impacted the ability to progress the ToCPs towards their originally intended outcomes. The Enhance Seniors' Supports and Services, Expand Community Mobility, Improve Service and Confidence, and Build Environmental Resilience ToCPs were significantly impacted by COVID-19.

The Transform Housing Service Delivery, and Enhance Supports for Employment ToCPs were moderately impacted. The Advance Community Safety and Well-Being ToCP was minimally impacted.

Outlined below are the achievements made by the ToCPs. For the four ToCPs significantly impacted by COVID-19, some achievements were not part of the ToCP's original scope but were taken on to meet the pandemic-related needs of the community. Additional accomplishments are provided in Appendix II.

Enhance Seniors' Supports and Services

Outcome: Peel is a community where an increasing number of seniors and their caregivers can access services and supports to optimize their quality of life.

- As part of the COVID-19 Community Response Table, convened a seniors' subgroup to address seniors' isolation, key priorities and action plans during the pandemic.
- Partnered with the Brampton Etobicoke Ontario Health Team to implement a High-Intensity Supports at Home Plus (HISH+) program that supports vulnerable seniors awaiting placement in long-term care. The program includes integration within the Region (e.g., leveraged Adult Day Services, Community Paramedics, Seniors Health and Wellness Village team, etc.) and with external partners (Central West Home and Community Care Support Services and William-Osler Health System).
- Implemented virtual programming to support Adult Day Services clients and caregivers (registered and wait-listed).
- Completed 70 per cent of building construction at the Seniors Health and Wellness Village at Peel Manor to keep it on track for resident occupancy in July 2022.

As COVID-19 has a significant impact on this ToCP, progress on the Seniors Master Plan and initiatives related to the integration of seniors' services into service delivery did not move forward as originally intended.

Expand Community Mobility

Outcome: Peel is a community where people can use an increasing range of mobility options to benefit their health and environment.

- Built 15.6 km of active transportation facilities on Regional roads to maximize the return on investment in major transportation infrastructure and services.
- The Region was designated as a United Nations Regional Centre of Expertise for goods movement and sustainable transportation.

As COVID-19 has a significant impact on this ToCP, progress on the Accessible Transportation strategy did not move forward as originally intended.

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Improve Service and Confidence

Outcome: The Region improves trust and confidence by providing service excellence that meets the needs of the community.

- Leveraged the Region's Open Data Portal to provide COVID-19 related data to the community resulting in over 30 million hits and an increase of over 230 per cent users and 85 per cent downloads from the portal.
- In collaboration with Peel Public Health, made neighbourhood-level COVID-19 case and testing data available for download on the Open Data Portal, enhancing transparency and data sharing while reducing staff time to fulfill data requests.
- Expanded the new COVID-19 virtual assistant to quickly answer nearly 30,000 resident questions about waste collection.

As COVID-19 has a significant impact on this ToCP, progress on initiatives related to Open Government did not move forward as originally intended.

Build Environmental Resilience

Outcome: Peel is a community that is resource efficient, emits less greenhouse gases, is healthier and better prepared for the impacts of climate change.

- Secured \$525K in Federation of Canadian Municipalities funding for three net-zero carbon construction study and design projects for 10 Peel Centre Drive (Suite A), East Avenue and Weaver's Hill.
- Started the Ambulance Hybrid Powertrain Technology pilot using aftermarket hybrid drive train technology to achieve greenhouse gas savings through reduced fuel consumption.
- Expanded the Region's hybrid-electric vehicles with the addition of 105 vehicles by the end of 2021.

As COVID-19 has a significant impact on this ToCP, progress on initiatives related to education and awareness campaigns surrounding climate change and resource recovery of food and organic waste did not move forward as originally intended.

Transform Housing Service Delivery

Outcome: Peel is a community where an increasing number of people who experience housing challenges receive the level of supports and services needed to get and stay housed.

- Acquired and converted a hotel into a new emergency Peel Family Shelter that will provide approximately 120 emergency beds for families.
- The Incentives Pilot Program, enabling new affordable housing units for middle-income households, was approved by Regional Council (Resolution 2020-549).
- In partnership with federal and provincial governments, completed the Brampton Bramalea Christian Fellowship residences, which provides 90 affordable and market rental units that housed 45 families from the Region's centralized waitlist.

As COVID-19 has a moderate impact on this ToCP, work was delayed in 2020 but is gradually getting back on track and progressing towards achieving its outcomes.

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Enhance Supports for Employment

Outcome: Peel is a community where employment support and opportunities are improved.

- In January 2021, shifted the Region's role from the delivery of employment services to the delivery of life stabilization and case management equipping 10,843 (91 per cent) of Ontario Works and Ontario Disability Support Program clients with an active "Life Stabilization Action Plan" that supports employment goals, resources, and coaching towards success.
- Created a partnership with Peel's new employment Service System Manager (WCG Services) and the Ministry of Children, Community and Social Services to ensure a seamless transition for clients and an effective exit strategy for the Region.

COVID-19 has had a moderate impact on this ToCP, however, more significant is the change in Provincial direction. Both factors have caused some delays in work efforts, but progress continues towards achieving the new outcomes.

Advance Community Safety and Well-Being

Outcome: Peel is a community where people experience a greater sense of well-being, belonging and safety.

- Completion and adoption of the Region's Community Safety and Well-Being (CSWB) Plan by Regional Council in October 2020 (Resolution 2020-864) representing the only municipality to do so within the original provincial timelines.
- The Anti-Human Sex Trafficking Strategy (AHST) pilot with e-learning and training sessions delivered to municipalities and Regional staff, successfully opened an integrated services hub for victims, survivors and individuals at risk of human sex trafficking, as well as opened a safe house and a transition house for victims and survivors.
- Secured provincial funding of \$3.5M over five years for the AHST Dedicated Services Hub, ensuring its sustainability to March 2025.

As COVID-19 has a minimal impact on this ToCP, work is on track and progressing toward achieving its outcomes.

RISK CONSIDERATIONS

Despite achievements being made across all seven ToCPs throughout 2020 and 2021, the uncertain trajectory of COVID-19 and significant redirection of staff efforts to support the mass vaccination program will continue to impact ToCPs during the remaining Term of Council.

These COVID-19 related risks will continue to be monitored into 2022 and reported to Regional Council, including potential recommendations to continue some of the ToCPs that still align to community needs into the next Term of Council (2022-2026).

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CONCLUSION

Annual reporting on the progress of ToCPs helps to track efforts to fulfill the Region's Strategic Plan and vision of a "Community for Life". In light of the ongoing impacts of COVID-19, this abbreviated report serves as the formal update on the achievements for the ToCPs for 2020-2021.

APPENDICES

Appendix I – The Region of Peel's 2015-2035 Strategic Plan

Appendix II – Additional Progress Highlights for the Term of Council Priorities

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