

# Term of Council Priorities

## 2018–2022 FINAL REPORT



In 2015, Council approved a new 20-year Strategic Plan and vision to create a *Community for Life* in Peel.

Each term of Council has an opportunity to set priorities that advance the Strategic Plan.

For the 2018–2022 term, community surveys and consultations with local municipal staff were conducted to understand local plans and priorities, demographic, economic and population health data, and service pressures. These inputs were used to identify key community needs that resulted in seven priorities.

In March 2020, COVID-19 was declared an emergency and Peel's pandemic response became our top priority. With an 'all-hands-on-deck' approach, staff and other resources were redeployed to support the pandemic response and mass vaccination programs which resulted in some planned work efforts on the Term of Council Priorities being delayed or suspended.

Over the last four years, progress has been made to advance these priorities while continuing to keep the community healthy and safe during the pandemic.

The following pages provides a summary of the ongoing impacts of the COVID-19 pandemic, and the accomplishments made for each Term of Council Priority.

**VISION**  
 Community for Life  
**MISSION**  
 Working with you

### 2018-2022 Term of Council Priorities

Transform housing  
 service delivery

Enhance supports  
 for employment

Enhance seniors'  
 supports and services

Advance community  
 safety and well-being

Expand community  
 mobility

Build environmental  
 resilience

Improve service  
 and confidence

# COVID-19 pandemic response and impacts



## Why was this a Priority?

The Region of Peel has been one of the hardest hit communities impacted by COVID-19 in Ontario. Since March 2020, Peel's pandemic response has been our top priority.

## Long-term outcomes

Peel is a community where our residents, businesses and staff remain safe and healthy throughout the pandemic.

## Impacts

Peel has experienced **one of the highest** case incident rates in Ontario.

Regional **staff were redeployed** to support the emergency response and essential services focused on protecting the health and safety of residents and businesses across Peel.

As of April 2022, over **1700 active employees** are **still supporting** Public Health (655 redeployed staff, 1089 temporary hires).

**For over 800 days**, Peel has supported the COVID-19 emergency response requiring priorities to be **paused or curtailed** resulting in work that could not be fully implemented.

Provincial Emergency Orders and public health measures, such as physical distancing, **limited the ability to access and interact** with our community.

**Stay-at-home orders made it hard to move around within the community** and advance priorities, particularly those focused on *Enhancing seniors' supports and services* because of their vulnerability to the dangers of COVID-19.

Impacts to the global supply chain **continue to impact our ability to advance priorities**, particularly *Build environmental resilience* which relies on access to clean technology.

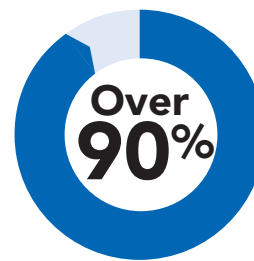
Ongoing **resource constraints and COVID-19 safety measures** have impacted priorities such as *Expand community mobility*, and *Improve service and confidence* which had limited the ability to perform in-person services.

# COVID-19 pandemic response accomplishments



## Accomplishments

**Administered over 3,300,000** doses of COVID-19 vaccine to Peel residents aged 12 and over (in partnership with health system partners)



of residents aged 12 and over have **received a second dose**

**Managed** over 180,000 COVID-19 cases.

**Investigated** over 350 institutional and workplace outbreaks, and conducted multiple health inspections.

**Created** a **Community Response Table** with over 160 partner community organizations to support vulnerable and at-risk populations during the pandemic.

**Provided** isolation housing for residents needing to self-isolate due to symptoms or who were COVID-19 positive.

**Increased** our audience on Twitter by 105%, adding nearly 30,000 followers who received clear, timely and actionable information throughout the pandemic.

**Over \$360 million** in COVID-19 funding secured to support the community.

**Delivered** three **Doses After Dark** and **one Boosters Before Bedtime** events, vaccinating approximately 7500 residents after hours.

**Launched** the **Vax Van** to travel to underserved communities.

**Obtained** over \$3M in **personal protective equipment, infection prevention, and control supplies** to support COVID-19 prevention.

**Opened, managed, and equipped 9 mass vaccination clinics** and numerous weekly **mobile clinics** in indoor soccer fields, arenas, community centres, and schools. **Over 1800 temporary staff hired** to support these varied clinics.

**Adopted** the '**Hockey Hub**' model which improved clinic efficiency without additional costs, and increased the amount of vaccinations a clinic could deliver by 25%.



# Transform housing service delivery



## Why was this a Priority?

Peel's housing market is becoming unaffordable and unstable, causing more people to leave the community for less expensive housing or turn to the community housing sector for options and support, where Peel residents are experiencing challenges when accessing and navigating the system.

## Long-term outcomes

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.

## Accomplishments

### Supply and development

**Opened 4 new rental and supportive housing buildings with**

**392 units**

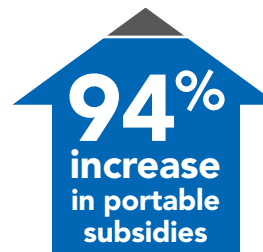


**Started** development of approximately **965 affordable rental units/shelter beds**, through the work led by the Region of Peel and third-party agencies.

**Received** Council approval to fund the creation of **130 affordable rental units** under the Affordable Housing Incentives Pilot Program.

### Service transformation

**94%**  
**increase**  
**in portable**  
**subsidies**



**Over 1200 households now have the option** of a portable subsidy to help them live affordably in a rental unit of their choice

**Launched** a Coordinated Access System, which provides clients who are homeless with **faster access to supports**.

**Decreased** the number of days from initial client contact to **one time service offering by 7 days** (30 days in 2020, to **23 days in 2021**).

**Reduced** time to create a case plan by **2.5 days** (10.5 days in 2020, to **8 days in 2021**).

# Enhance supports for employment



## Why was this a Priority?

Peel's employment sector is experiencing a fundamental shift, resulting in the inability to afford the cost of living.

## Long-term outcomes

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

## Accomplishments

In January 2021, the Region of Peel's role shifted from the delivery of employment services to the delivery of stability and case management supports.

### Planning and supports

Increased the average monthly employment earnings for social assistance clients to  
**\$1030/month** in 2021  
 Compared to \$987/month in 2019

**Partnered** with Peel Region's new employment Service System Manager (WCG Services) which led to **97% of social assistance client referrals being accepted** by WCG Services.

**Approved** a by-law for a **Regional Major Office Incentives Program** that supports the development of major office building space through Tax Increment Equivalent Grants (TIEG).

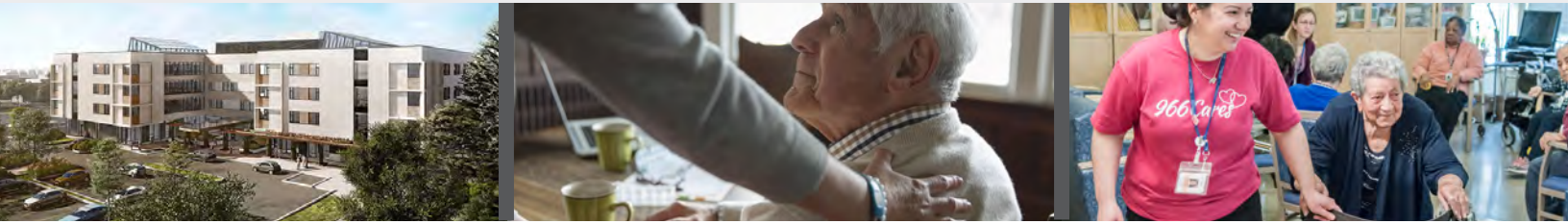
Developed an **Employment Strategy** to support the Region of Peel in accommodating an additional  
**335,000** new jobs forecasted to 2051

**Added** an additional **1,500 hectares of new employment land** through Settlement Area Boundary Expansion (SABE).

**Identified** over **90 potential Major Transit Station Areas (MTSA)** across the Region of Peel which will provide opportunities to live and work close to transit.

**Updated** **Regional Official Plan policies** to identify and **protect Employment Areas** for future job growth, and respond to the changing nature of employment.

# Enhance seniors' supports and services



## Why was this a Priority?

Gaps and complexities in the health and social systems in Peel prevent seniors and their caregivers from successfully navigating and accessing a range of services that support healthy aging.

## Long-term outcomes

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

## Accomplishments

### Construction and program supports



**Seniors Health and Wellness Village at Peel Manor construction 80% completed (April 2022)**

**Completed** a **Senior's Housing Solutions Lab** with seniors to co-design solutions to address their housing needs.

**Implemented** a **High Intensity Supports at Home Plus Program (HISH+)** to support vulnerable seniors awaiting placement in long-term care, in partnership with the Central West Ontario Health Team.

**Launched** the **Canada HomeShare-Peel pilot** which matches older adults and post secondary students. This provides students with an affordable place to stay, and provides companionship, rental income and help around the house for the older adult.

**Installed 23 rest area benches** in areas with high senior population.

**93%**

of caregivers reported in 2021 that **Adult Day Services** contributed towards their loved one's **ability to continue to live at home**

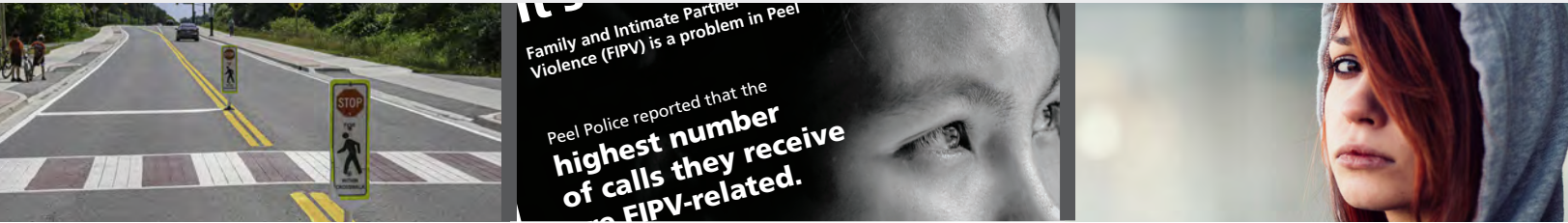
**Increased** the average number of **caregivers accessing supports** per month (**25 in 2021**, compared to 19 in 2019).

**90%** of caregivers report that **Adult Day Services** provided an opportunity to have a break from their caregiver role (2021 data).

**Implemented virtual programming** to support Adult Day Services clients and caregivers (registered and waitlisted), including a digital lending library to reduce barriers to participation.

**Established** a cross-sector network and multi-agency collaborations dedicated to **addressing isolation and key health and social priorities** for seniors and their caregivers.

# Advance community safety and well-being



## Why was this a Priority?

The community is increasingly concerned about safety. Factors that negatively impact the safety and well-being of Peel residents are not adequately addressed.

## Long-term outcomes

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

## Accomplishments

### Planning and public awareness



**Completed and adopted** the **Region of Peel's Community Safety and Well-Being Plan (CSWB)** in October 2020

**Implemented** prioritized initiatives from the CSWB Plan related to mental health and addictions, family violence and systemic discrimination.

Led **two Break the Silence campaigns** aimed to increase public awareness and encourage conversation about family and intimate partner violence and violence against women.

Supported advocacy efforts and **one-time emergency funding** of **\$270K** to **Safe Centre of Peel**.

**Engaged and educated** community members on road safety through social media.

### Safety and well-being

**\$3.5M** **Provincial funding secured**

for the Anti-Human **Sex Trafficking Dedicated Services Hub**, ensuring program sustainability to March 2025

**Developed** the **Anti-Human Sex Trafficking Strategy**, representing the first municipality in Ontario to do so.

**Opened** an **integrated service hub** for victims, survivors and individuals at risk of human sex trafficking.

**Opened** a **safe house** and a **transition house** for victims and survivors of sex trafficking.

**Expanded** the **Red Light Camera** program with **six additional cameras** at Regional intersections.



# Expand community mobility



## Why was this a Priority?

The community experiences challenges moving across the Region of Peel and requires more mobility options.

## Long-term outcomes

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

## Accomplishments

### Transportation and active living



**26km** of active transportation facilities

built or upgraded on Regional roads to maximize return on investment in major transportation infrastructure and services

**Transitioned** the **Off-Peak Delivery pilot project** to a full-time program, reducing trucks on the road during peak travel times.

**Increased** the number of **Long Combination Vehicle trips** that originate or are destined to the Region of Peel to improve capacity for other mobility options.



**26%** Increased usage on the multi-use trails per year

**Completed** the **Long Range Transportation Plan** to guide planning and infrastructure needs in the Region of Peel, and to accommodate anticipated growth to 2041.

**Activated TransHelp self-service** online booking features, improving service experience and reducing costs and calls to the call centre.

**Received designation** as a United Nations Regional Centre of Expertise for Goods Movement and Sustainable Transportation.



# Build environmental resilience



## Why was this a Priority?

The community is experiencing more frequent and severe impacts of climate change. There are increased pressures for collective community action, as how we live today is contributing to connected health and environmental stresses which will both be amplified by the adverse impacts of climate change.

## Long-term outcomes

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

## Accomplishments

### Planning



**Developed and initiated** implementation of the **Region of Peel's Climate Change Master Plan**

(implementation is ongoing to 2030)

**Secured \$525K** in **Federation of Canadian Municipalities funding** for three net-zero carbon construction study and design projects for 10 Peel Centre Dr. (Suite A), East Avenue and Weaver's Hill.

**Initiated** the development of a **Financial Strategy** to fund the **Climate Change Action Plan**.

**Embedded** Climate Change actions into the **Service Plan for Housing**.

### Environmental impacts



**73,650** tonnes of food/organic material collected in 2021

Compared to 30,506 in 2015

**Increased participation** in the organics program to **71% in 2021**, compared to 30-35% in 2015.

**Completed** the **E85 Alternate Fuel pilot** (85% ethanol, 15% gasoline) in 22 fleet vehicles resulting in GHG reductions of 120 tonnes (CO<sub>2</sub>). Once expanded to the remaining eligible fleet, the expected result is GHG **reductions of over 750 tonnes** (CO<sub>2</sub>) per year.

**Expanded** the Region of Peel's hybrid-electric vehicles to **102 total vehicles by end of 2021**. The expected result is GHG reductions of 18 tonnes (CO<sub>2</sub>) per year.

**Installed 81 EV charging stations** for employee and fleet vehicle use.

# Improve service and confidence



## Why was this a Priority?

The community's expectations for government are changing: Peel's community wants better services that are responsive to their diverse needs, better access to information and data, more engagement in two-way dialogue, and assurance of their tax dollars being spent well.

## Long-term outcomes

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

## Accomplishments

### Open data

Launched the **Open Data Portal** realizing

**35M** hits for COVID-19 related data

**7.8M** hits for non-COVID-19 related data

Made **neighbourhood level COVID-19 case and testing data available for download**, enhancing transparency of data, and reducing staff time to fulfill data requests.

**Created** a **new Census Information Hub** which provides easy access to download Statistics Canada Census data directly from the Region of Peel's Open Data portal.

### Service experience and enhancement

**81%** of customers said the reason for their call was resolved on the first call or contact



Industry benchmark average is 70%

**Expanded** the new COVID-19 **virtual assistant** to quickly answer nearly **30,000 resident questions** about waste collection.

**Completed** a review and prioritized services for digital modernization.

**Developed** a **5-year TransHelp technology plan** that will further improve processes and enhance the customer experience.

**Revised** the Region of Peel's **Service Commitment** so that clients know what to expect when accessing Regional services.