




















2022 Service Levels

Service	Service Level Measure	2022 Target	2022 Actuals
Property Tax Supported			
Living			
 Income Support	Number of households supported monthly	11,616	12,557
 Community Investment	Number of residents served through agencies	1,594,487	1,674,211
 Early Years and Child Care	Number of child care subsidies	8,585	9,783
	Number of children and parents/caregivers visits EarlyOn programs	129,006	325,996
 Housing Support	Average number of housing subsidies	11,285	10,959
	Serving clients in emergency and transitional shelters	3,376	4,254
	Number of households with eviction prevention funds	2,306	4,023
	Number of net new units in development	1,128	1,131
 Paramedics	Number of emergency calls responded	136,000	147,689
 Long-Term Care	Providing residents with quality care through five long term care homes	794	844
 Adult Day	Providing hybrid virtual and in person days of care to support clients and their caregivers	No target was set due to the uncertainty driven by COVID-19	8919 In Person ADS visits 9590 Virtual ADS visits
 TransHelp	Number of trips provided	706,800	429,866
Thriving			
 Chronic Disease Prevention	Number of children screened	95,000	7,726
	Number of children identified with urgent dental conditions	11,500	1,221
 Infectious Disease Prevention	Number of inspections conducted	11,860	4,584
	Number of food premises inspected	6,565	6,616

2022 Service Levels

Service	Service Level Measure	2022 Target	2022 Actuals
Property Tax Supported			
 Roads and Transportation	Lane kilometres of roads maintained	1,682	1,685
	Kilometres of active transportation infrastructure	382	380
	Kilometres of storm sewers	390	351
 Waste Management	Tonnage of waste managed	570,000	550,000
 Land Use Planning	Number of development submissions reviewed	3,200	3,577
 Heritage Arts and Culture	Number of virtual visitors	11,418	18,432
External Agencies - Thriving			
 Peel Regional Police (PRP)	Citizen Initiated Events	232,000	236,232
 Ontario Provincial Police (OPP)	Number of Calls for Service	31,000	33,498
 Conservation Authorities	Hectares regulated and managed	37,980	37,980
	Number of trees, shrubs and seedlings planted	173,000	124,300
Utility Rate Services - Thriving			
 Wastewater	Number of customer accounts managed	331,970	333,535
	Wastewater treated per day (in million litres)	680	640
 Water	Number of customer accounts managed	338,160	339,788
	Water treated per day (in million litres)	590	573