















2023 Service Levels

Service	Service Level Measure	2023 Target	2023 Projection
Property Tax Supported			
 Income Support	Number of households supported monthly	11,616	15,574
 Community Investment	Number of residents served through agencies	1,594,487	1,660,000
 Early Years and Child Care	Number of child care subsidies	8,000	9,783
	Number of children and parents/caregivers visits EarlyOn programs	325,996	571,942
 Housing Support	Average number of housing subsidies	11,500	10,658
	Clients served in emergency shelters (and overflow)	3,600	5,640
	Number of households with eviction prevention funds	2,306	3,621
	Number of new affordable units	1,000	1,150
 Paramedics	Number of emergency calls responded	147,689	137,700


2023 Service Levels

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Property Tax Supported			
 Seniors Services	Providing residents with quality care through five long term care homes	809	943
	Providing hybrid virtual and in person days of care to support clients and their caregivers	No target due to uncertainty from COVID-19	24,400 in person and 6,000 virtual units
 Transportation	Number of TransHelp trips provided	696,462	590,220
	Lane kilometres of roads maintained	1,700	1,682
	Kilometres of active transportation infrastructure	390	381
	Kilometres of storm sewers	345	345
 Public Health	Number of children screened	95,000	94,000
	Number of children identified with urgent dental conditions	11,500	10,800
	Number of inspections conducted	11,802	10,209
	Number of food premises inspected	6,599	5,471

2023 Service Levels

Service	Service Level Measure	2023 Target	2023 Projection
Property Tax Supported			
 Waste Management	Tonnage of waste managed	570,000	550,000
 Land Use Planning	Number of development submissions reviewed	3,200	2,494
 Heritage Arts and Culture	Number of in person visitors	13,701	16,000
External Agencies			
 Peel Regional Police (PRP)	Citizen Initiated Events	245,000	237,000
 Ontario Provincial Police (OPP)	Number of Calls for Service	33,000	36,355
 Conservation Authorities	Hectares regulated and managed	46,650	43,660
	Number of trees, shrubs and seedlings planted	173,000	149,690

2023 Service Levels

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Utility Rate Services			
 Water and Wastewater	Number of customer accounts managed	333,000	336,000
	Wastewater treated per day (in million litres)	660	697
	Number of customer accounts managed	339,000	342,000
	Water treated per day (in million litres)	590	560