

Appendix I Year in Review of Peel's 2023 Accomplishments and Awards

List of 2023 Accomplishments

Peel Region is a great place to live, and a place where residents and businesses know their tax dollars will be wisely spent and has had a profoundly positive social impact on the community.

Peel provides essential and unique services through all stages of life such as housing & shelter, childcare services, social assistance, waste collection, water & wastewater treatment, arterial roads, transhelp, paramedics, public health programs and long term care services. While each service is unique, they require integrated support from business service areas, such as Human Resources, Finance and Information Technology to manage overlapping key priorities.

Peel's significant 2023 accomplishments and key facts are organized by services within their respective departments and are enabled through the strength of the integrated supports provided by Peel's Legislative Services and Corporate Departments. They are as follows:

a) Health Services

Peel's Health Services Department mandate is to protect Peel from health hazards, control communicable diseases, and coordinate treatment for physical and mental well-being.

Seniors Services

Key Facts

- 31,283 visits provided by Adult Day Services virtually and in-person.
 - 93 per cent of clients reported the Adult Day Services contributed to their ability to live at home.
 - 88 per cent of people living in Long Term Care homes have a cognitive impairment, including dementia.
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- **Transitional Behavioural Support Unit:** Received funding to initiate implementation and designation to operate the Transitional Behavioural Support Unit (TBSU) at Peel Manor. The TBSU will provide specialized clinical care and support for people living with dementia who are experiencing complex expressive behaviours. It is the first of its kind in the Central West Region and one of the first in Ontario.
 - **Virtual Adult Day Services:** Established a direct referral pathway to immediate access to free virtual Adult Day Services allowing more at-risk seniors in Peel to benefit from interactive social, physical and intellectual recreation programs.
 - **Emotion-Based Dementia Training Program:** Developed and facilitated an emotion-based dementia training geared towards Peel's first responders through funding received from the Public Health Agency of Canada. This first in Canada training was designed to build knowledge, capacity, and support first responders with strategies to recognize characteristics of dementia so that they feel prepared to deescalate emotional responses during calls for support in the community. Training

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was offered to 24 members of the Peel Regional Police (PRP) and Caledon OPP, along with 18 members of the Peel Region Paramedic Services (PRPS). The training was well received and will become part of PRPS' mandatory annual training in 2024 and is anticipated to be offered to existing PRP members and new recruits through the Ontario Police College.

Paramedic Services

Key Facts

- 2nd largest paramedic service in Ontario.
 - Over 1,600 Peel residents were cared for by Community Paramedics to avoid hospitalization or care while waiting for a long term care bed.
 - Over 140,000 calls are responded to by Paramedic Services annually.
 - 409 average number of calls are responded daily by Paramedic Services.
- **Fit2Sit:** Implemented the *Fit to Sit* program to facilitate the transfer of eligible, low-risk patients to the waiting area in the emergency department while awaiting triage and registration by hospital staff at all three hospitals in Peel. This helps to address the offload delay times of patients by saving 3,119 hours in the emergency health system.
 - **Community Paramedicine:** Advanced the Community Paramedicine Program by reviewing and actioning all paramedic referrals for in-home supports from frontline 911 staff. Community Paramedicine Clinics continue to be successful in supporting the wellness of seniors in social housing by reducing 911 call volumes by as much as 52 per cent.

Public Health

Key Facts

- Peel Public Health is the 2nd largest public health unit in Ontario by population size and one of the largest in Canada.
 - During the COVID-19 pandemic response, over 3.7 million COVID-19 vaccine doses were delivered, more than 80 per cent of Public Health employees were redeployed and over 1,000 contract employees were hired.
 - 881,932 doses of vaccine distributed to Peel healthcare providers, including but not limited to primary care, long-term care, and hospitals.
 - 11,385 food safety and emergency response inspections completed.
 - 23,261 cases of a disease of public health significance investigated to reduce transmission.
- **School Immunizations:** First public health unit in Ontario to restart screening of immunization records of school-aged children. For the 2022/2023 school year,

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199,028 letters were sent to parents, resulting in school and community clinics administering over 88,168 routine school immunization doses of Meningococcal, Human Papillomavirus and Hepatitis B vaccines.

- **Remobilizing Public Health Services:** By the end of 2023, Public Health remobilized 66 per cent of services that were paused or scaled down during the COVID-19 pandemic, with full remobilization to be completed by the end of December 31, 2024. A staged approach to remobilization and rebuilding Public Health programs has been in place to mitigate challenges and balance employee well-being, service needs, and partner readiness.
- **Promoting Mental and Physical Health:** Continued to promote mental and physical health across the lifespan of Peel residents by promoting healthy growth and development of newborns and young children, as well as oral health to eligible children and seniors. Despite over 90 per cent of its workforce redeployed during the Pandemic, the Healthy Babies Healthy Children program recorded 4,892 home visits in 2023. The Breastfeeding Home Visiting program recorded 756 home visits and 1,323 telephone assessments. During the 2022/2023 school year, 91,534 children received free dental screening, of which 9,932 children were identified with urgent dental conditions requiring treatment. As for the Ontario Seniors Dental program, 8,338 seniors accessed services.
- **Transitioning to Sustainable Operations:** Dismantled the temporary organizational structure used to respond to the COVID-19 Pandemic and transitioned the remaining COVID-19 activities towards sustainable operations. For example, COVID-19 and outbreak management is integrated into the regular Communicable Diseases Division, while all vaccination programs are assigned to the new Immunization Services Division.
- **Advancing Health Equity:** Completed an analysis of work to support the advancement of health equity. Seven projects across Health Services were identified including focusing efforts on improving understanding of communities through data and engagement, and enhancing routine school immunization practices through targeted community-based insights in partnership with Health Commons Solution Lab.
- **Partnerships with Community Groups:** 1) Engaged with partners serving Peel's Black, African, and Caribbean (BAC) communities as co-leads on the design of BAC Community Health and Wellness Collaborative initiatives including three wellness fairs in 2023 and initial work to support the Integrated Black Health and Social Services Hub (led by Roots Community Services, LAMP – East Mississauga Community Health Centre, and CMHA Peel Dufferin). 2) Continued implementation of the 2020-2024 Peel Community Safety and Wellbeing Plan, in collaboration with over 40 community organizations, including advancing priorities across three focus areas: mental health and addictions, family violence, and systemic discrimination.
- **Public Health Strategic Priorities:** Advanced Council endorsed 2020-2029 Public Health strategic priorities to address the most significant and emerging public health challenges in Peel and help realize Region of Peel's vision of Community for Life. The five priorities include: practicing effective public health, enabling active living and

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healthy eating, promoting mental well-being, reducing health-related impacts of climate change, and advancing health equity. In 2023, Public Health completed an assessment of progress to date, identified community interventions to be prioritized and focused on planning and rebuilding partnerships.

b) Human Services

Peel's Human Services Department mandate is to plan, manage and deliver diverse and integrated services and resources to advance Peel Region's mission to create a healthy, safe, and connected community.

Housing Support

Key Facts

- 3rd largest community housing provider in Ontario.
 - \$2.9 billion worth of assets owned by Peel Housing Corporation.
 - Over 34,000 households supported with housing and supports.
 - Approximately 16,400 households housed in the affordable housing system.
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- **Response to In-Land Asylum Claimants:** Collaborated with municipalities across Ontario to lead the design and implementation of a more sustainable response for in-land asylum claimants, which includes a Regional Reception Centre. To date \$7 million has been secured from the federal government for the Regional Reception Centre, and further proposals for funding will be submitted to the federal and provincial governments before the end of March 2024 for a newly designed sustainable solution that provides a safe space and appropriate supports for asylum claimants.
 - **Portable Subsidies:** Secured additional portable subsidies in 2023 to help more vulnerable residents get and keep housing they can afford more quickly.
 - **Non-Profit Housing Development Program:** Received approval to launch the new Non-Profit Housing Development Program to support non-profit housing providers build more deeply affordable community and supportive housing.
 - **PHC Business Plan Achievements:** 1) Created design standards to allow Peel Housing Corporation staff to modify units to support tenants' accessibility needs and support aging in place. 2) Improved client centered service delivery by creating a Tenant Advisory Group to embed tenant solutions into service improvements.

Early Years and Child Care

Key Facts

- 95% of Peel's licensed child care sites participate in Canada-Wide Early Learning and Child Care system.
- 48,759 of licensed child care spaces supported by Peel.
- 9,783 subsidies provided to lower income families for access to licensed child care.
- Peel's childcare fee subsidy program has not had a waitlist in 10 years.

- **Improving Access:** Implemented a secure online portal for families applying for childcare subsidies by improving the upload of application forms and documents, communication and convenience.
- **Improving Quality:** Co-hosted a job fair to support, grow and attract a diverse workforce to address current early childhood professional shortages and meet future early years and child care needs in Peel. Connected 144 early childhood professionals seeking employment with 13 early years and child care providers to address shortages and meet future early years and child care needs in Peel.

Income Support

Key Facts

- 12.5 per cent of clients exited income support program due to employment in 2023.
- Approximately 25,000 (1.7%) of Peel's population receives Ontario Works support.
- \$733 is the maximum monthly payment for a single person on Ontario Works.

- **Wellness Response and Assistance Program (WRAP):** Introduced the new Wellness Response and Assistance Program (WRAP) fund to improve access to mental health services for social assistance clients including increasing existing program capacity for 22 mental health and not-for-profit agencies in Peel.
- **Accessible Digital Supports:** Increased access to technology, digital literacy training and affordable internet by providing over 1,000 computers to social assistance clients, enabling 13 partner community agencies deliver digital literacy programming to over 900 residents and supported over 700 families with the internet affordable benefit.

Community Investment

Key Facts

- Peel's Anti-Human Sex Trafficking Strategy is the first of its kind in Ontario.
- 36% of Peel's residents are severely food insecure.
- Peel food banks are experiencing a 60-80 per cent increase in the number of food bank visits with 30 per cent of the visits coming from first time food bank users.
- 12,100 international students reside in Peel.

- **Settlement:** Assisted a record number of newcomers to start a new life in Canada by coordinating culturally appropriate services and supports to 2,460 asylum claimants that arrived in Peel, as well as providing leadership to the local immigration partnership to engage over 200 settlement and community agencies to coordinate, advocate, convene and streamline culturally appropriate pathways for newcomers, refugees, international students, asylum claimants from East Africa, Afghanistan, Central & South America and Ukraine.
- **Community Investment:** Invested \$12.9 million in Peel's non-profit sector to provide funding to over 190 community agencies that assist in mitigating poverty, strengthening food access, preventing family and intimate partner violence, strengthening an agencies core capacity, and addressing systemic inequities for Black, Indigenous, and racialized not-for-profits. This includes an additional \$2M in food security funding in response to the cost-of-living challenges facing Peel residents.
- **Anti-Human Sex Trafficking:** Supported 613 victims and survivors through targeted programs and services in the community at the nCourage integrated service hub and provided transition and safe housing for over 25 victims and survivors aged 16 to 24, as well as trained 1,000 regional and municipal employees on anti-human sex trafficking prevention.
- **Poverty Summit:** Hosted a Poverty summit in collaboration with the University of Toronto. Over 170 community partners, including individuals with lived experience of poverty and youth, came together to discuss urgent poverty related issues in Peel, with a focus on employment, income security, food security, and housing. In a survey conducted, 94 per cent of respondents said the summit brought opportunities to make new connections and foster community relationships, while 82 per cent shared the summit successfully broadened their understanding of the current state of poverty in the Peel.

c) Public Works

Peel's Public Works Department mandate is to protect and enhance the environment through safe, secure and reliable services in transportation, water, wastewater, waste management and planning and development services.

Water and Wastewater

Key Facts

- 2nd largest water and wastewater system in Ontario and 4th largest in Canada.
- Treat and deliver an average of 590 million litres of drinking water every day.
- Collect and treat an average of 660 million litres of wastewater every day.
- \$28.5 billion asset value, including 4,780 km in water mains and 3,370 km in sewer mains.

- **Peel's Drinking Water Systems Receive 100% Inspection Rating:** Achieved excellent operational performance with an inspection rating of 100 per cent from the Ministry of the Environment, Conservation and Parks. Every year, the Ministry performs a comprehensive inspection of all seven municipal drinking water systems in Peel Region.
- **Advancing Infrastructure Planning, Design and Construction:** Commenced implementation of infrastructure planning tactics to position Peel Region to be shovel ready with housing enabling infrastructure, including but not limited to:
 - Prioritizing of impactful short-term projects, preliminary studies, design work and construction of urgent projects.
 - Advancing updates to Master Servicing Plan and Transportation Master Plan.
 - Pursuing alternative capital delivery models to increase capital output over the short and long term.
 - Continuing to collaborate with developers and planning staff from each local municipality.
- **Lowest Water and Wastewater Rates in the GTA:** Efficiently and effectively delivered water and wastewater services at a rate over 30 per cent lower than the Greater Toronto Area average for the average household.
- **Modernizing Water/Wastewater Billing:** Continued efforts to modernize and digitize water and wastewater billing process to ensure service is delivered effectively and in a timely manner to 339,000 water and 333,000 wastewater customers. In 2023, the Customer Care and Billing (CC&B) system was upgraded and transferred to a cloud-based system to support the billing of the new 2024 water and wastewater rate structure.

Waste Management

Key Facts

- 2nd largest waste management program in Ontario and 4th largest in Canada.
- Approximately 570,000 of waste managed annually.
- Approximately 475,000 customers visit Peel's Community Recycling Centres annually.
- On average, 94 percent of curbside households participate in blue box program and 69 percent of curbside households participate in the green bin program

- **Electric Waste Collection Vehicle:** Introduced Ontario's first electric waste collection vehicle to advance efforts towards a low carbon fleet.
- **High Customer Service Satisfaction:** Achieved a customer satisfaction rating of 97 per cent for the waste management services provided to over 450,000 households. This is the highest customer service rating of all Peel services.
- **Roadmap to a Circular Economy in Peel:** Continued significant efforts to complete the actions within Peel's approved long-term waste management strategy with 39 of the 50 actions either completed, ongoing or in progress.

Transportation

Key Facts

- Peel operates 26 Regional roads consisting of approximately 1,700 lane kilometres, 733 signalized and unsignalized intersections and 7,723 streetlights.
- \$1.8 billion worth in goods travel to, from and through Peel every day and 36 per cent of truck trips in Ontario start or end on Peel Region roads.
- Peel's goods movement industry contributed \$49B worth of gross domestic product (GDP) to regional, provincial and national economies. Peel Region roads carry 21 per cent of all goods movement GDP in Ontario.
- Approximately 600,000 door-to-door trips provided by TransHelp annually to more than 7,000 residents living with disabilities.

- **Leaders in Integrating Green Infrastructure:** Presented Peel's industry leading methodology for integrating green infrastructure into corporate asset management planning at the Canadian Network of Asset Manager's Annual Conference. Interest in this work from asset management professionals was so high, the presentation was delivered at three of the major Canadian asset management conferences in 2023, with hundreds of asset management professionals in attendance.
- **Noise Wall Replacement:** Completed noise wall replacement work that serve 250 properties to reduce the unwanted noise of traffic and improve the safety and aesthetics for the local community.
- **Enhancing the TransHelp Experience:** Advanced TransHelp's modernization strategy by launching new passenger training and orientation workshops,

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streamlining intake and application process, upgrading scheduling software and installed real time tracking tablets in vehicles. Passenger experience overall satisfaction increased by 7 per cent in 2023 to 87 per cent.

Land Use Planning

Key Facts

- 4,098 development submissions received.
 - Approximately 60,000 housing units in the development approvals process.
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- **Affordable Housing Contributions:** Collaborated with local municipal partners on development application reviews, secured cumulative contributions of 637 affordable housing units, attained 30 rough ins for additional residential units, received \$6 million in cash contributions for affordable housing initiatives, and acquired 4.82 hectares of land for affordable housing.
 - **Response to More Homes Built Faster Act:** Established a joint strategy between the Planning and Development Services and Water and Wastewater Divisions to accommodate the growth mandated by the Province, which is 2.5 times the growth forecasted to 2031 in the new Peel Official Plan.
 - **Greenlands Securement Program:** Secured 15 hectares of conservation lands adjacent to Churchville Park in the City of Brampton and Terra Cotta Forest Conservation Area in Caledon through the Greenlands Securement Program.

d) Corporate Services / Legislative Services

Corporate Services Department mandate is to deliver vital services and functions for the organization and the community. Teams provide expertise and advice that supports the overall success of Peel by supporting the completion of Council Priorities, Organizational Priorities and Executive Leadership Team Opportunities.

Legislative Services Department mandate is to deliver quality professional advice and services to support Peel Region's success and enable the public to access their regional government. Teams provide expert legal advice, ensures procurement of goods and services at the best value, supports accessible and effective governance, and delivers cost-effective and sustainable real property services.

Business Services

Key Facts

- Manages Peel Region's \$3.4 billion operating and \$2.5 billion capital budgets annually and oversees \$950 million of funding from upper levels of government.
- Approximately \$1.9 billion value of procurement contracts awarded to enable services to the community.
- \$36 billion in infrastructure assets managed for climate risk and to reduce corporate greenhouse gas (GHG) emissions.
- 1,849 employees placed in job vacancies.

- **Triple "A" Credit Rating:** Re-affirmed for the 28th consecutive year by both S & P and Moody's, Peel Region's Triple A credit rating. This reflects Peel's strong financial health and pro-active fiscal management.
- **Two Budgets Approved in 2023:** Received approval from Regional Council on two budgets that were delivered in 2023. The 2023 Budget was approved on February 2, 2023 and 2024 Budget was approved by Council on December 8, 2023.
- **Net Zero Emissions Building:** Eight new construction projects are currently being designed or built to the Region's Net Zero Emissions Building Standard for New Construction. As the Region grows, no new greenhouse gases are being added to the atmosphere from these buildings.
- **New Sustainable Procurement Policy:** Received approval on Peel's Sustainable Procurement Policy. By infusing sustainability into the Region's procurement practices, it provides the opportunity to consider tomorrow's needs today. The policy provides a powerful tool to address the systemic changes needed to respond to our current and future collective social and environmental challenges.
- **Electrifying Peel's Vehicles:** Procured approximately 50 Zero Emission Vehicles (ZEVs) for Peel Region and Peel Regional Police, and more than 100 charging stations in operation. Peel's electric supplied enough electricity to avoid an estimated 418 tonnes of GHG emissions, equivalent to taking 128 gasoline powered cars off the road.
- **Peel's Recruitment Strategy:** Advanced work in Peel's recruitment strategy, which is contributing to a diverse and inclusive workplace and community with 41% of all new hires self-identifying as belonging to a marginalized or under-represented group.
- **Green Infrastructure Integration:** Integrated street trees fully into the suite of Infrastructure and Asset Management reporting system to better support the strategic objectives of the Region, service delivery and regulatory compliance around Green Infrastructure.
- **Asset Management Modernization:** Advanced the Enterprise Asset Management program by modernizing Peel's asset management processes and technology in Water & Wastewater Automation & Data Solutions, Long-Term Care homes and in Peel's Real Property Asset Management service area.
- **Ensuring Regulatory Compliance at Peel:** Provided legal support to various initiatives in response to the introduction of several significant provincial legislative changes, along with broader social and economic challenges that demanded attention and action by Peel Region, for example:
 - Ten-Year Peel Housing and Homelessness Plan.

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- Temporary housing and community support for Ukrainian Refugees.
- Continued delivery of the COVID-19 vaccine by individual physicians and clinics.
- Blue Box Transition waste collection changes.

Clerks

Key Facts

- Total of 397 Freedom of Information (FOI) requests received and processed with compliance rate of 99.3%
- Responded to 142 unique inquires consisting of over 5000 pages to support the Transition Board, ministry staff and the local municipalities (contributing to the over 700 documents and 10,000 pages provided to the Transition Board)
- Facilitated 1,032 Regional Council decisions.

Access to Information: Processed 397 Freedom of Information Requests with an extended compliance rate of 99.3% and maintained an impressive compliance rate while facilitating requests for information from the Transition Board and local municipalities as prescribed under Bill 112.

Heritage Arts and Culture

Key Facts

- Approximately 20,000 art and historical artifacts in the collection, making it the largest combined collection in Peel Region.
- 334 school and public programs were delivered to the community.
- Welcomed over 2,000 visitors as part of the 10th anniversary of Sikh Heritage Month.

- **Indigenous Sharing Circle:** Promoted cultural awareness with Indigenous Sharing Circle (ISC) by developing exhibits and programming that work to promote cultural awareness, while increasing intercultural understanding of Indigenous histories and contemporary experiences, artistic expression, and cultural practices. Peel Art Gallery, Museum and Archives is working toward developing one of the largest Indigenous learning centres in Southern Ontario in partnership with the ISC.
- **Partnerships with Local University:** Partnered with Algoma University to host a workshop for local business leaders and stakeholders to facilitate discussions around Indigenous program design.
- **Return of Museum Objects:** Phased return of cleaned museum objects began in 2023 following the mould remediation of over 10,000 museum objects by an offsite third-party conservator agency.

Information Technology

Key Facts

- 99.99 per cent of email messages blocked due to email SPAM, viruses, and other threats.
- Peel co-owns with Brampton, Caledon & Mississauga, the public sector network (PSN), a state-of-the-art fibre network with over 800 kilometers of fibre.
- Over \$5 million annual savings generated by the PSN.

- **Digital Peel:** Launched online service on Peel's website for Health Services' Prenatal Program as part of a multi-year Digital Peel program to provide residents with consistent user experience and help them find important service information online quickly, such as eligibility, fees, how to apply or initiate a service and contact information. In addition to the online services, Digit Peel has created over 130 standardized service webpages, and over 20 digital forms to replace outdated web forms and high-volume PDF forms.
- **Robotic Process Automation:** Completed a robotic process automation pilot project with Paramedics Services to streamline repetitive tasks, such as automatically updating Paramedic employees' driver license information. This initiative resulted in a cost avoidance of \$6,000 by enabling Peel employees to focus on other value-added activities.

Real Property and Asset Management

Key Facts

- Over \$3.9 billion in construction replacement value for Peel's total property asset.
- \$70 million in SOGR work budgeted annually for Peel Housing Corporation.
- Over 12.7 million ft² of property managed through Asset Management Program.

- **Convenient Client Facing Services:** Relocated client facing programs and services to the ground floors of both 10 Peel Centre Drive and 7120 Hurontario Street to provide our clients with more convenience and accessibility to community services.