

2020 Service Levels

The Budget includes resources to deliver current levels of service and service level increases to support the areas of focus defined in the Strategic Plan: Living, Thriving and Leading.

Here are some highlights of our 2020 services in each area of focus.



Living = People's lives are improved in their time of need.

In 2020, Peel will improve people's lives in their time of need by:

- Providing 779,000 TransHelp trips
- Providing 17,400 households with income support through Ontario Works (OW) program
- Supporting 2,600+ people through Employment Services
- Providing over 11,500 housing subsidies
- Providing 12,000+ visits to regional shelters
- Providing 17,000+ fee subsidies making it possible for families to benefit from licensed child care
- Providing public transit subsidies to 4,500 residents
- Responding to 148,000 emergency calls
- Providing 900+ residents with quality care through five long term care homes
- Providing 38,100 days of care to support clients and their caregivers in Adult Day Services



Thriving = Communities are integrated, safe, and complete.

In 2020, Peel will contribute to integrated, safe and complete communities by:

- Managing over 550,000 tonnes of waste for 352,000 curbside and 104,000 multi-residential households
- Collecting and treating 644 million litres per day of municipal wastewater from approximately 328,000 retail and wholesale customer accounts
- Treating, transmitting, and distributing 575 million litres per day of municipal water to over 334,500 retail and wholesale customer accounts
- Maintaining 1,690+ lane kilometres of roads, 183 structures (including bridges and major culverts) and 465+ signalized intersections
- Providing 95,000 children with dental screening and providing 11,500 children with urgent treatment
- Conducting 11,000 health inspections at 6,259 food premises
- Welcoming more than 30,000 visitors with local arts and exhibitions at the Peel Art Gallery, Museum and Archives (PAMA)
- Providing effective and visible policing services including responding to 265,000 citizen initiated events in Brampton and Mississauga by Peel Regional Police.
- Providing effective and visible policing services including responding to over 24,750 calls for service by Ontario Provincial Police in Caledon
- Continuing to work with Conservation Authorities who regulate approximately 34,280 hectares of land to protect life and property of Peel residents from hazards due to flooding, erosion and slope failure as

Appendix I

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well as manage approximately 5,580 hectares of Peel public land providing opportunities for recreation for Peel citizens, and the project to plant approximately 185,000 trees, shrubs and seedlings over the course of 2020



In 2020, Peel will be a future-oriented and accountable government by:

- Providing live support to over 1 million people through our Contact Centre
- Maintaining Peel's high credit rating
- Modernizing service delivery by leveraging technology and implementing the digital strategy
- Maintaining a skilled, healthy and engaged work force to provide critical services to residents
- Managing Peel's energy consumption and building environmental resilience
- Continuing to seek alternative service delivery methods to improve cost effectiveness and the quality of Peel services
- Managing procurement in a sustainable manner that promotes the environmental, economic and social well-being of the Peel community
- Managing the Region's \$30 billion in infrastructure