
















2025 Service Levels

| Service | Service Level Measure | 2025 Target | 2025 Actual |
|--|--|---|---|
| Property Tax Supported | | | |
|  Housing Support | Average number of housing subsidies | 11,045 | 10,572 |
| | Number of bed stays to families, adults and youth in Peel's shelter system through Housing Support | 234,865 Shelter 192,355 Overflow 42,510 | 225,490 Shelter 151,280 Overflow 74,210 |
| | Number of housing units in Peel's affordable system | 16,441 | 16,254 |
|  Waste Management | Tonnage of waste managed | 460,100 | 447,433 |
|  TransHelp | Number of TransHelp trips provided | 736,000 | 839,883 |
|  Roads | Lane kilometres of roads maintained | 1,700 | 1,690 |
| | Kilometres of active transportation infrastructure | 390 | 390 |
| | Kilometres of storm sewers | 355 | 300 |
|  Paramedics | Number of emergency calls responded | 142,899 | 156,141 |

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|--|---|--|------------------|
| Property Tax Supported | | | |
|  Seniors Services | Providing residents with quality care through five long term care homes | 943 | 887 |
| | Providing hybrid virtual and in person days of care to support clients and their caregivers | 34,038 in-person 1,700 hybrid virtual | 34,232 15,089 |
| | Person units estimated from Seniors Health and Wellness Village expansion pilot | 6,000 in-person units | 2,379 |
|  Public Health | Number of children screened | 75,186 | 75,317 |
| | Number of children identified with urgent dental conditions | 9,108 | 9,109 |
| | Number of inspections conducted | 18,037 | 19,847 |
| | Number of food premises inspected | 6,866 | 6,740 |
|  Income Support | Number of households supported monthly | 29,000 | 25,864 |
|  Early Years and Child Care | Number of child care subsidies | 9,665 | 9,153 |
| | Number of children and parents/caregivers visits EarlyOn programs | 592,631 | 731,684 |

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|---|--|-------------|-------------|
| Property Tax Supported | | | |
|  Community Investment | Community Investment grant funding | 14,199,147 | 13,939,965 |
|  Heritage Arts and Culture | Number of in person visitors | 19,000 | 14,202 |
| External Agencies | | | |
|  Peel Regional Police (PRP) | Citizen Initiated Events | 247,000 | 222,143 |
|  Ontario Provincial Police (OPP) | Number of Calls for Service | 50,000 | 36,932 |
|  Conservation Authorities | Hectares regulated and managed | 33,215 | 33,367 |
| | Number of trees, shrubs and seedlings planted | 140,900 | 124,925 |
| Utility Rate Services | | | |
|  Water and Wastewater | Number of customer accounts managed | 336,770 | 338,771 |
| | Wastewater treated per day (in million litres) | 684 | 640 |
| | Number of customer accounts managed | 343,150 | 345,221 |
| | Water treated per day (in million litres) | 566 | 580 |