
For Information

REPORT TITLE: **Regional Council Strategic Plan and Community for Life Public Reporting**

FROM: Kathryn Lockyer, Interim Commissioner of Corporate Services

OBJECTIVE

To provide an update on Regional Council's Strategic Plan including the 2018-2022 Term of Council Priorities (ToCPs) and the impact of the COVID-19 pandemic on the annual Community for Life public reporting for 2019.

REPORT HIGHLIGHTS

- Regular progress reporting on the Term of Council Priorities and the long-term outcomes of the Strategic Plan are provided to Regional Council and the community through the annual Community for Life report and dashboard.
 - The impacts of COVID-19, including an urgent focus on pandemic response measures, has required a shift to an abbreviated format to the customary Community for Life report and progress updates for the Term of Council Priorities.
 - The evolving nature of the COVID-19 pandemic and its potential impacts on the Term of Council Priorities will continue to be monitored including risks and mitigation efforts surrounding the achievement of their desired outcomes.
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DISCUSSION

1. Background

On November 12, 2015, Regional Council approved the Region's 20-year Strategic Plan (Resolution 2015-814). The Strategic Plan has provided direction through the adopted vision, "Community for Life". Every Term of Council presents an opportunity to develop term-based priorities towards achievement of that vision. Regional Council endorsed seven Term of Council Priorities (ToCPs) on June 13, 2019 (Resolution 2019-179), outlined in Appendix I.

Regular progress reporting on the ToCPs and the long-term outcomes of the Strategic Plan are provided to Regional Council and the community through the annual Community for Life report and dashboard. The Community for Life report was first released in 2017 to report on the advancement of the Strategic Plan and to demonstrate progress toward bringing the vision of Community for Life to fruition. The report, which captures the progress made in the previous calendar year, is regularly presented in both hardcopy and through a fully integrated dashboard located on the Region of Peel's external website.

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2. Impact of the COVID-19 pandemic on Community for Life annual public reporting for 2019

As development of the 2019 Community for Life annual report was beginning, Regional employees were redeployed to respond to urgent community and COVID-19 pandemic response needs. To ensure the health and safety of the people and businesses within Peel, focus was placed on the COVID-19 pandemic emergency response and essential service delivery. This impacted the ability to develop and deliver the customary Community for Life report and updated dashboard for 2019. In lieu of the customary report, key progress updates on the seven 2018-2022 ToCPs are provided in this report.

3. 2018-2022 Term of Council Priorities annual progress for 2019

After Council endorsed the seven ToCPs on June 13, 2019 (Resolution 2019-179) the remainder of 2019 focused on developing clearly defined implementation strategies, performance measures, milestones and risk analysis. In addition to these key steps, strategy implementation also began in 2019. Initial progress achieved for each priority in 2019 is outlined below.

a. Living Area of Focus

i. Transform Housing Service Delivery

- A coordinated access system was designed with the community to improve services and outcomes for the homeless in Peel.
- Live answer for those requiring urgent housing supports was introduced to address immediate needs, and divert clients from the wait list and from shelters.
- Mayfield Seniors project in Caledon was opened, adding 60 units to the affordable housing supply.

ii. Enhance Supports for Employment

- Peel 2041 Update Report to Council (Resolution 2019-852), highlighted several changes required to update the Region's Employment official plan policies as a result of the Growth Plan, 2019.

iii. Enhance Seniors' Supports and Services

- The development of a Seniors' Master Plan was initiated. The plan will define a long-term strategy to maximize the quality of life for seniors in Peel.
- The new Seniors' Health and Wellness Village at Peel Manor began construction.
- Eight rest area benches were installed in areas with high senior populations, to enhance and support services for seniors and meet the Integrated Accessibility Standards Regulation.

iv. Advance Community Safety and Well-being

- Community Safety and Well-Being (CSWB) Action Tables were established with community partners to guide planning efforts.
- Areas of focus for the CSWB Plan were developed in partnership with internal and external stakeholders.

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- The Peel Anti-Human Sex Trafficking Task Force was established.
- The Integrated Services Hub request for proposal, as part of the Peel Anti-Human Sex Trafficking Strategy, was issued and awarded.
- 15 outreach events across all local municipalities were attended with a road safety focus. 2545 community members were engaged and educated on road safety to foster behaviour change and empower road users to make safer choices.
- Red Light Camera program was expanded with five additional cameras installed at Regional intersections to increase safety and lessen accidents.
- Speed limit review of urban roads with posted speed of 80 km/h was completed. The speed limit was reduced from 80 km/h to 70 km/h on Mississauga Road from Queen Street to north of Mayfield Road (By-law 24-2019).

b. Thriving Area of Focus

i. Expand Community Mobility

- Long Range Transportation Plan was completed to guide transportation planning and infrastructure needs in Peel and set the blueprint to accommodate anticipated growth through 2041.
- 10km of Active Transportation facilities were built or upgraded on Regional roads to maximize the return on investment for major transportation infrastructure and services.
- Preliminary results of the Off-Peak Delivery Pilot project reported to Council (Resolution 2019-790).
- Phase 1 of E-Commerce Plan was initiated to analyze the impacts of e-commerce truck-related activity and a resident survey developed.
- Long Combination Vehicle Usage Study was completed and indicated numerous strategic directions including infrastructure improvement, partnership, communication, advocacy, public awareness and education, planning and forecasting.
- Accessible Transportation Scheduling software was upgraded to allow the Region to leverage data more efficiently to support business decision making and improve passenger experience by implementing additional self-serve features such as account management and payment services.
- TransHelp online booking plans are finalized and will provide passengers with access to many features such as booking a trip, tracking their ride and providing feedback on their trip. Online booking is expected to reduce the number of calls made to the Customer Contact Centre, reducing cost and improving service levels.

ii. Build Environmental Resilience

- The Region of Peel Climate Change Master Plan was endorsed by Council (Resolution 2019-971).
- Alternative fuel pilot using E85 fuel (85% ethanol, 15% gasoline) in 22 internal fleet vehicles was successful, paving the way for E85 expansion throughout Public Works.
- 19 electric vehicles were purchased: two for the Internal Smart Commute Program and; 17 for internal fleet.

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c. Leading Area of Focus

i. Improve Service and Confidence

- Service Experience Strategy developed to provide a consistent and reliable service experience for all.
- Waste and TransHelp were identified as pilot areas under the Service Enhancement Strategy, which will provide users with improved access to convenient, digitally-enabled services.
- An internal and external assessment was completed to inform strategies to strengthen the practice of community engagement at the Region of Peel.

4. 2018-2022 Term of Council Priorities annual progress for 2020

Throughout 2020, there has been a need to redirect work aligned with the ToCPs to the Region's COVID-19 response and essential services. As a result, some elements of ToCPs work was paused, delayed or adjusted as a result. Despite these impacts, meaningful progress has been achieved with moderate disruption to timelines and scope. Highlights of the annual progress for 2020 toward the desired outcomes are listed in Appendix II.

RISK CONSIDERATIONS

Although there has been progress demonstrated across all seven ToCPs throughout 2019 and 2020, the uncertain trajectory of the COVID-19 pandemic into 2021 poses risk to achieving the desired outcomes by the end of Term of Council.

To mitigate this risk, some options the Region could consider if the impacts of the pandemic continue, include:

- Adjusting the magnitude of what will be achieved by the end of Term of Council.
- Altering the scope of the outcomes to include the current shift in work and service delivery in response to the pandemic.
- Continuing some of the priorities that still align to the changing needs of the Peel community into the next Term of Council.

To help determine the most appropriate mitigation efforts, the evolving nature of the COVID-19 pandemic and its potential impacts on the ToCPs will continue to be monitored, including risks surrounding the achievement of their desired outcomes.

CONCLUSION

The Region continues to advance the outcomes set out in the Strategic Plan and the 2018-2022 Term of Council Priorities (ToCPs). This report serves as an update on the progress achieved for the ToCPs and highlights the impact of the COVID-19 pandemic on this work as well as the annual Community for Life report for 2019.

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APPENDICES

Appendix I – The Region of Peel’s 2015-2035 Strategic Plan

Appendix II – 2020 Annual Progress Update on the 2018-2022 Term of Council Priorities

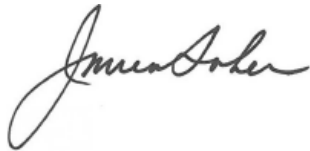
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Reviewed and/or approved in workflow by:

Department Commissioner and Division Director.

Final approval is by the Chief Administrative Officer.



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