

**Appendix II
Regional Council Strategic Plan and Community for Life Public Reporting**

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

AREA OF FOCUS: LIVING

Transform Housing Service Delivery	
Desired Outcome	Peel is a community where an increasing number of people who experience housing challenges receive the level of supports and services needed to get and stay housed.
2020 Progress	<ul style="list-style-type: none"> • A vendor for technology solution was secured and commenced development to replace existing failing legacy systems and better automate the delivery of housing services. • A needs-based approach was introduced to some subsidy administration, which aided many homeless individuals and families to become permanently housed. • 174 new affordable rental units are scheduled for completion at the 360 City Centre Drive project through partnership with the Region and Daniels Corporation. • Pre-construction activities were initiated for East Avenue and Brightwater affordable housing sites in Mississauga. The new affordable rental units will be for families, seniors and singles and will be owned/operated by Peel Housing Corporation and the Region of Peel. • Property was acquired to relocate the Peel Family Shelter and will be available to any family in Peel who are homeless and require emergency shelter. • The My Home Second Units Renovation Program, which provides forgivable loan funding to homeowners with an existing second unit that requires renovations to bring it up to Ontario Building Code standards for health and safety (Resolutions 2020-99 and 2020-709), was launched. • Incentives Pilot Program, which focuses on creation of new affordable housing units for middle-income households, was approved by Council in July 2020 (Resolution 2020-549).
COVID-19 Impact & Considerations	Medium impact: Work on this ToCP has progressed with moderate disruption from the COVID-19 pandemic on timelines and scope.

Enhance Supports for Employment	
Desired Outcome	Peel is a community where employment support and opportunities are improved.
2020 Progress	<ul style="list-style-type: none"> • Employment Policies and Trends report brought forward to Council in February 2020 (Resolution 2020-157). • Peel 2041 Official Plan Review public consultations held in March 2020 (one in each local municipality). • An employment services and life stabilization transition plan was drafted and endorsed for public consultation by Council in June 2020 (Resolution 2020-581). • An average of 7493 reviews of client participation were completed in employment related activities per month, which decreased the number of overdue participation reviews by 41%

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	<p>and improved timely support to clients and achievement of employment outcomes.</p> <ul style="list-style-type: none"> • Employment supports provided to clients led to over 1387 exits from social assistance due to receiving employment, which resulted in increased client income and decreased reliance on government support. This achievement shifted the Region's ranking from 42nd to 24th place across the 47 municipalities in the province. • A collaborative partnership with Peel's new employment Service System Manager and the Ministry of Children, Community and Social Services was created to ensure a seamless transition for clients, including a client transition plan. • A successful employment services exit strategy for staff, clients, vendors, and community partners was developed and implemented.
COVID-19 Impact & Considerations	Medium impact: Work on this ToCP has progressed with moderate disruption from the COVID-19 pandemic on timelines and scope.

Enhance Seniors' Supports and Services	
Desired Outcome	Peel is a community where an increasing number of seniors and their caregivers can access services and supports to optimize their quality of life.
2020 Progress	<ul style="list-style-type: none"> • System stakeholders were actively engaged through the seniors' subgroup which was convened from the Community Response Table initially to address seniors' isolation and has now identified further priorities and shared action plans. • Zoom Healthcare platform was approved for use to provide virtual care, education and events for caregivers. • Education plans to prioritize emerging caregiver needs during the COVID-19 pandemic are being revised. • 15 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. • To extend the Telephone Companion program to caregivers, a partnership was developed with Volunteer Resources to address isolated seniors in Peel Living buildings during the COVID-19 pandemic and will be implemented in December 2020.
COVID-19 Impact & Considerations	High impact: Work on this ToCP has progressed with significant disruption from the COVID-19 pandemic on timelines and scope.

Advance Community Safety and Well-being	
Desired Outcome	Peel is a community where people experience a greater sense of well-being, belonging and safety.
2020 Progress	<ul style="list-style-type: none"> • Community Safety and Well-Being (CSWB) Plan finalized and adopted by Council in October 2020 (Resolution 2020-864). • CSWB Plan Communications Plan is being implemented with support from partners. • The Anti-Human Sex Trafficking Strategy pilot is underway across

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	<p>all three pillars:</p> <ul style="list-style-type: none"> ○ Prevention – E-learning module for Regional and municipal employees was delivered. The module aims to raise awareness of human sex trafficking among all Regional and municipal staff. ○ Interventions – Dedicated services hub for victims will open by the end of 2020. This hub will provide integrated services for victims/survivors and individuals at risk of human sex trafficking. ○ Exits – Safe house opened in April 2020. The safe house offers safe, secure housing for victims/survivors of human sex trafficking for up to six months. <ul style="list-style-type: none"> ● An Automated Speed Enforcement (ASE) camera at Robert F. Hall Catholic Secondary School was installed to identify drivers exceeding speed limit in the school zone. ● Red Light Camera program was expanded with one additional camera installed to increase safety and lessen accidents.
COVID-19 Impact & Considerations	Low impact: Work on this ToCP has progressed with minimal impact from the COVID-19 pandemic.

AREA OF FOCUS: THRIVING

Expand Community Mobility	
Desired Outcome	Peel is a community where people use an increasing range of mobility options to benefit their health and the environment.
2020 Progress	<ul style="list-style-type: none"> ● 16 kms of Active Transportation facilities were built or upgraded on Regional roads to maximize the return on investment in major transportation infrastructure and services. ● United Nations Regional Centre of Expertise final application submitted in September 2020 (endorsed by Council in 2019, resolution 2019-957) for establishing Peel as a United Nations University Regional Centre of Expertise for goods movement and sustainable transportation.
COVID-19 Impact & Considerations	Medium impact: Work on this ToCP has progressed with moderate disruption from the COVID-19 pandemic on timelines and scope.

Build Environmental Resilience	
Desired Outcome	Peel is a community that is resource efficient, emits less greenhouse gases, is healthier and better prepared for the impacts of climate change.
2020 Progress	<ul style="list-style-type: none"> ● Advancement of the Climate Change Master Plan continued, including: <ul style="list-style-type: none"> ○ Three technical feasibility studies for Pacesetter Projects of Low Carbon Buildings were completed. ○ Market scan for modelling/analytics technology tool completed and software tool selected for conducting the climate risk assessment as an Enterprise Asset Management Decision Support Solution. ○ Resilient Regional Infrastructure actions were advanced,

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	<p>including completion of a climate change probability analysis and a climate change risk analysis pilot for Water and Wastewater Infrastructure, with adaptation strategies in development.</p> <ul style="list-style-type: none"> • Work with provincial government and other stakeholders surrounding management of compostables continued. Proposed changes to provincial policy statement were issued in October 2020. • Commercially confidential meetings with Anaerobic Digestion Facility proponents were held and kept project on track. • Ambulance hybrid powertrain technology pilot is underway to use aftermarket hybrid drive train technology to achieve greenhouse gas savings through the reduced consumption of fuel.
COVID-19 Impact & Considerations	Medium impact: Work on this ToCP has progressed with moderate disruption from the COVID-19 pandemic on timelines and scope.

AREA OF FOCUS: **LEADING**

Improve Service and Confidence	
Desired Outcome	Peel improves trust and confidence by providing service excellence that meets the needs of the community.
2020 Progress	<ul style="list-style-type: none"> • Open Data Policy created to enable the release of data to support transparency, accountability, citizen engagement, and align with directives and messaging at the provincial and federal levels, building on best practises. • Open Data Portal created in 2019 and launched in 2020 to provide data to citizens and increase transparency. The new platform follows the work undertaken by the local municipalities through their Open Data portals and brings a consistent experience for users across all of Peel, as well as the opportunity to collaborate and find efficiencies between municipalities in the future. • Numerous tools for the COVID-19 response were created, including call centre messaging, menus and queues; visitor screening and contact tracing and safe reopening guidelines. • Chatbot phase 2 expansion in progress to build on the success of the COVID-19 virtual assistant by answering questions about waste collection, which is one of the most-common requests online and over the phone. • Five9 cloud contact centre expanded to 555 users (including Health Services and Public Works) to easily allow call centre agents to work remotely and adds client-focused features such as automated callback, estimated wait times and live chat. • Speech Analytics project initiated to analyze every phone call, email and chat to automatically uncover customer feedback and gain insight from the voice of the customer and the employee. Implementation started in April 2020, and included: <ul style="list-style-type: none"> ○ Service Standards Policy updated. ○ Abusive Client Policy drafted. ○ Service Commitment update underway. • Contact Centre Optimization project started to review the current 21

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	<p>contact centres and create a model that improves client experience, standardizes service delivery and creates efficiency. Procurement completed as of October 2020.</p> <ul style="list-style-type: none"> • Complaints Management project started to determine how informal complaints are handled and tracked across the Region and propose models to gain insight at an organizational level from this client feedback. Learning from this data can improve policies, processes and the client experience. Initial discovery phase complete. • Service Experience and Satisfaction Measurement Framework project underway. • Counter Service Review initiated to review the current state of front-counter service delivery considering COVID-19 impacts and recommend changes that consolidate counter services to improve the client experience and create efficiencies.
<p>COVID-19 Impact & Considerations</p>	<p>Medium impact: Work on this ToCP has progressed with moderate disruption from the COVID-19 pandemic on timelines and scope.</p>