

2017 Service Levels

The proposed 2017 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. The proposed budget provides funding to support the services to the taxpayers and ratepayers in Peel.

Living

In 2017, Peel will improve people's lives in their time of need by:

- Handling 18,500 Ontario Works (OW) cases per month
- Providing 19,501 social housing units/beds/homes
- Providing 8,800 subsidized child care spaces, and serving 1,564 children with special needs
- Providing 703 long-term care beds, or 256,595 resident days of care in five long term care homes
- Offering Adult Day Services at 5 long-term care homes – an average of 127 spaces per day
- Providing 75,000 children with dental screening and providing 12,000 children with urgent treatment
- Having 52 ambulances and 8 single paramedic response units on the road at peak times, responding to an estimated 118,980 emergency calls.
- Conducting 10,600 health inspections at 5,900 food premises

Thriving

In 2017, Peel will contribute to integrated, safe and complete communities by:

- Managing over 500,000 tonnes of waste for 336,800 curbside households and 99,790 multi-residential households
- Managing six community recycling centres including the new Heart Lake Community Recycling Centre, an Integrated Material Recovery Facility (MRF), a compost facility, landfill gas extraction system and 21 closed landfill sites
- Continuing to work with Conservation Authorities who regulate approximately 34,250 hectares of land to protect life and property of Peel residents from hazards due to flooding, erosion and slope failure. They will manage approximately 5,435 hectares of Peel public land providing opportunities for recreation for Peel citizens, and project that they will be planting approximately 152,900 trees, shrubs and seedlings over the course of 2017.
- Collecting and treating 621 million litres per day of municipal wastewater for approximately 318,000 retail and wholesale customer accounts
- Treating, transmitting, and distributing 600 million litres per day of municipal water to over 327,000 retail and wholesale customer accounts
- Providing 605,000 Accessible Transportation Trips
- Maintaining 1,674 lane kilometres of roads, 176 structures (including bridges and major culverts) and 460 signalized intersections
- Building a connected community that embraces diversity and inclusivity, more than 26,000 people participated in dynamic social experiences with PAMA initiatives; Partnered highlights included Sikh Heritage Month, From the Heart of Turtle Island (Truth and Reconciliation), Homeless in Peel, and Festival of Literary Diversity

- Providing effective and visible policing services responding to over 234,000 calls for service in Mississauga and Brampton by Peel Regional Police and 28,284 by Ontario Provincial Police in Caledon

Leading

In 2017, Peel will be a future-oriented and accountable government by:

- Maintaining Peel's Triple A (AAA) credit rating
- Modernizing service delivery by leveraging technology and implementing the digital strategy
- Improving mental health and safety support for staff who provide critical services to residents, such as paramedics
- Maintaining a skilled, healthy and engaged work force that is outcome oriented
- Continuing to seek alternative service delivery methods to improve cost effectiveness and the quality of Peel services
- Implementing new processes, roles, standards and technology platforms for 24/7 customer self-service

Highlights of 2017 service level increases categorized by the three areas of focus include:

Living

- 2 ambulances providing 24/7 service for an additional 5,500 911 calls
- Operation of the new Rising Hill paramedic reporting station (opening January 2017) and four satellite stations
- Assist 205 clients on affordable housing waitlist
- Enhance employment services; support additional 1,500 Ontario Works caseloads
- New youth shelter in Brampton
- Subsidy for low income "MiWay" users
- Enhance immunization services for the health of Peel's residents
- Support increased complexity of dementia care of senior residents at long term care homes

Thriving

- Waste collection services for 3,550 new households
- Additional 21 uniform police officers for community safety
- Additional 22,500 Accessible Transportation trips
- Water and wastewater services for 4,750 new customers

Leading

- Infrastructure levy to maintain Peel's capital assets
- Advance multi-channel access to Regional services to meet clients' expectations
- Support employee health and safety