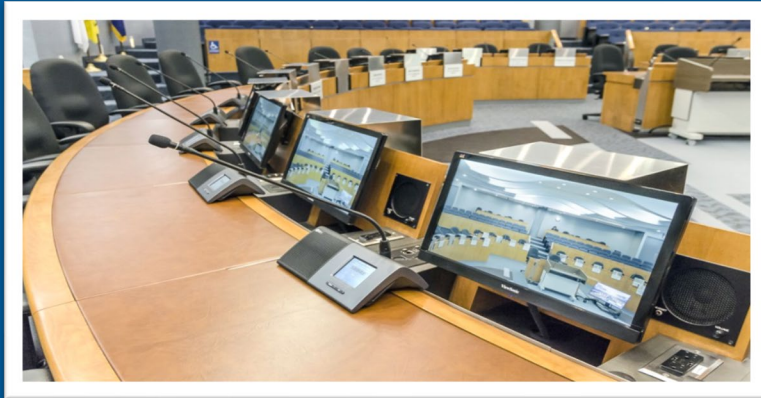




Clerks

To work with elected officials, the community and staff to provide service excellence that supports accessible, effective governance and a thriving community



Core Service

The Clerks division is responsible for the management and administration of the following services:

- Freedom of Information
- Privacy Compliance
- Records Management
- Inactive Records Centre
- Council and Committee Support
- Archives
- Accountability and Transparency Services
- Corporate Policy Administration



Interesting facts about this service

100%

Council and
Committee meetings
were streamed online
in 2023

Top 4

Ranking of
municipal corporations
in Ontario for
number of FOI
requests received

1.5

Kilometers of archival
holdings are
managed and
preserved by Archives

1,032

Council decisions and
65 By-laws facilitated
by the Council
Support team in 2023

Achievements



Accountability and Transparency

Updated mandatory Lobbyist Registry training to ensure all staff are aware of their responsibilities as a Public Office Holder.



Access and Privacy

In 2023, Peel Region's extended compliance rate for FOI requests was 100%. To process these requests, staff reviewed 39,843 pages of documents.



Archives

Successfully updated Peel Region's Record Retention by-law passed by Council (58-2023) to codify best practices and enhance identification of records of value.

Service delivery model

How do we do it

Vision

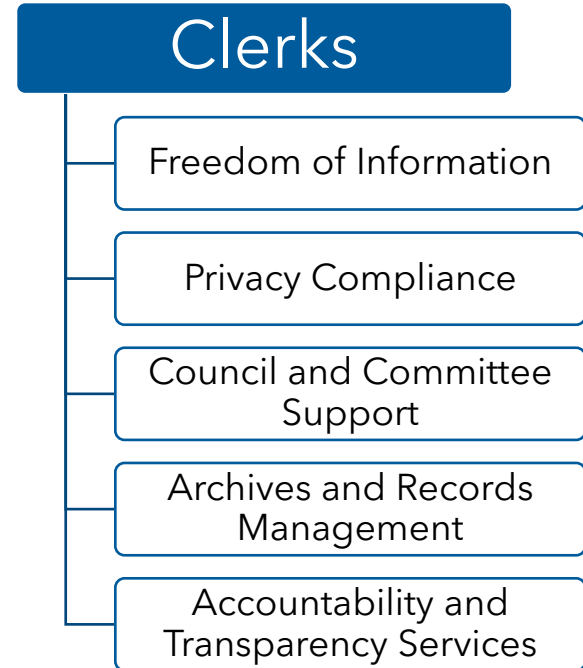
We provide service excellence by working with elected officials, residents, and staff in support of accessible, accountable, and effective governance for the Peel community.

Mission

As trusted partners we are committed to quality shared services to support organizational success and serve as the gateway for members of the public, agencies, and staff to access their regional government.

Goals of Service

- Ensure access to regional government is inclusive, accountable, and barrier-free.
- Deliver services in compliance with legislation that respond to the diverse needs of the Peel community.
- Be proactive in the implementation of continuous improvement initiatives that enhance the effectiveness of our services to elected officials, residents, and staff.
- Leverage technology to ensure services are delivered in an accessible and streamlined manner.



Service levels and trends

**122.5
Hours**

Of Council and
Committee
Meetings
administered in
2023

**6 Formal
Complaints**

Received and
responded to as
of July 2023

100%

Extended
Compliance rate
for FOI requests

1,935

Completed
reference
inquiries and/or
research
consultations in
2023

Business plan outlook

Planning for the future

- Investing in additional resources and a location for processing and storage capacity to keep pace with the growth of the archives collection and the increasing demand of the growing Peel community.
- Ensuring that Council and Committee meetings remain open and accessible to the members of the public.
- Implementing an electronic payment system for freedom of information requests to make customer payments for FOI application and other fees more convenient and secure.

Performance measures and results

Public Access to Council and Committee Meetings

In 2023, 100 per cent of Council and Committee meetings were streamed via the Region's website.

Complaints Handling

Proportion of complaints managed in accordance with the Complaints Handling Policy approved by Council, expressed as a percentage of the total complaints received. In 2023, 100 per cent of the six formal complaints received were managed in accordance with the policy.

Access to Regional Information

397 freedom of information requests were received in 2023 and processed with an extended compliance rate of 100%, as compared to the average municipal 30-day extended compliance rate of 85.3% in Ontario.

Cost containment

Finding efficiencies

Efficiencies in the 2025 Budget	Cost Savings \$ Million	Cost Avoidance \$ Million
Adjustments from the ongoing review of budgets	\$0.05	-
TOTAL	\$0.05	-

Proposed operating budget

2024 Net Base Budget (In \$Millions)	\$3.0
Cost to maintain 2024 service level	
<ul style="list-style-type: none"> Inflation: Labour costs/Goods and Services 	0.1
<ul style="list-style-type: none"> Adjustments to User Fee revenues and updated allocation to Tax and Utility services and Peel Living (\$4K) 	>0.0
<ul style="list-style-type: none"> Adjustments from the ongoing review of budgets (-\$48K) 	<0.0
Sub-total: Cost to maintain 2024 service level	\$0.1
2025 Proposed Net Budget Change from 2024	\$0.1
Proposed Total 2025 Net Budget	\$3.1

Summary of Key Financial Information

	Resources to Achieve Level of Service		
	2024	2025	
Total Expenditures (\$M)	\$3.0	\$3.1	
Total Revenues (\$M)	\$0.0 (4K)	\$0.0 (4K)	
Net Expenditures (\$M)	\$3.0	\$3.1	
Full-time Staffing Resources	31.0	31.0	
Capital Investment (\$M)		-	
10-Year Capital Investment (\$M)		-	
Outlook Years	2026	2027	2028
Net Increase (\$M)	\$0.7	\$0.3	\$0.1
% Increase	20.9%	8.4%	2.9%