



# Accomplishments and Impacts of Peel's Strategic Agenda and Strategic Plan



In 2015, Regional Council approved Peel's 20-year Strategic Plan, introducing a bold vision of *Community for Life*. This vision ensures that everyone feels a sense of belonging and has access to the services they need at every stage of life.

The Strategic Plan aims to achieve three long-term outcomes: people's lives are improved in their time of need; communities are integrated, safe and complete; and government is future oriented and accountable. These outcomes are essential for fostering a resilient and thriving community within Peel region.

## Peel's Strategic Plan Strategic Agenda 2024 to 2027

In 2015, a new Strategic Plan and 20-year vision to create a Community for Life in Peel was approved by Peel Region Council. Together with Council's leadership, community input and clearly set outcomes and priorities, significant progress is being made towards this vision.

With a focus on addressing the complexities and risks before us and to forge ahead into the future, Peel's Strategic Agenda 2024-2027 prioritizes short-term work to advance our vision of Community for Life. Ongoing performance monitoring and reporting on the advancement of Peel's Strategic Agenda will be brought forward to Peel Region Council annually.

Peel's Strategic Agenda is organized by 5 pillars — Housing and Social Impact, Sustainability, Service Excellence, Our People, and Future Ready, each with corresponding outcomes and key initiatives that are supported by our Peel Region Values.



The 5 pillars are supported by our Values and define how we work together

**Care and Support**

We care about and support everyone's well-being and success.

**Transparency**

We build trust in our services, programs, and each other by being genuine, transparent, and accountable.

**Leadership**

We are all leaders in the work we do to motivate, inspire, and achieve a Community for Life.

**Collaboration**

We find and implement solutions together to achieve our goals.

**Inclusion**

We create opportunities for everyone to contribute, be successful and recognized for their diversity and experience — fostering safety and a sense of belonging.

Over the past several years, Peel has faced increasing complexities and pressures. To remain focused on addressing the evolving landscape in Peel and to forge ahead into the future, on October 10, 2024, Regional Council approved Peel's Strategic Agenda 2024-2027. The Strategic Agenda prioritizes the short-term work to achieve the long-term outcomes of our Strategic Plan and advances our vision of *Community for Life*.

Peel's Strategic Agenda is organized by 5 pillars — Housing and Social Impact, Sustainability, Service Excellence, Our People, and Future Ready, each with corresponding outcomes and key initiatives that are supported by our Peel Region Values.

Together with Council's leadership, community input and clearly set outcomes and priorities, significant progress is being made towards advancing Peel's Strategic Plan and Strategic Agenda.

The following details Peel Region's key accomplishments, awards and recognitions achieved over the last 10 years, and showcases our unwavering commitment to advancing our goals and further enhancing our community impact.



## Accomplishments spanning several years

- Peel Region **continues to respond to the housing crisis** and pivoting to address to growing demand for housing through capital investments, housing and related supports to residents, addressing shelter capacity, and opening new housing projects such as:
  - Opening the **Peel Reception Centre**, the largest shelter facility of its kind in Canada for asylum claimants arriving in Peel and the Greater Toronto Area. **Since 2024**, Peel Region has assisted **over 4,400 asylum claimants**.
  - Overseeing **\$17 billion forecasted in the 10-year capital plan to accelerate housing enabling infrastructure**. This investment includes expanding the G.E. Booth Water Resource Recovery Facility, supporting growth for up to 47,000 new homes in Peel.
  - Supported growth and the housing pledges by **scaling up capital improvements in water/wastewater infrastructure**. Peel is now the second largest capital program in North America, as reported by Bluefield Research.
  - **Peel Region's Flow | Central Brampton program** will provide essential water and wastewater infrastructure for our communities now and in the future by combining more than 30 water and wastewater projects into one large-scale construction program across Brampton.
  - Peel Region Council approved a \$130 million investment to enhance wastewater flow capacity that includes a \$35 million investment from the Ontario government. The goal for the G.E. Booth Water Resources Recovery Facility is to **increase capacity by an additional 40 million litres per day**. These efforts aim to support the Ontario government's objective of building more homes, including up to 47,000 additional housing units in Peel region.
  - In 2024, 6 new housing projects in Peel opened, adding **381 new homes/shelter beds** to the community and supportive housing system. Another **908 new homes/shelter beds** are under construction in 7 new housing projects in Peel.
- Since 2017, Peel has achieved a cumulative cost containment of **\$64.8 million**, with over 260 improvements and innovations.
- Peel water and wastewater rates remain **34% below the GTA average and our excellent inspection and audit ratings** for our drinking water systems demonstrate Peel's commitment to maintaining a reliable supply of safe drinking water.



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- Peel's **goods movement industry** contributed \$49 billion worth of gross domestic product (GDP) to regional, provincial and national economies. Peel's roads carry 21% of all goods movement GDP in Ontario.
- Peel Housing Corporation is the **largest community housing provider** in Peel and the 3rd largest community housing provider in Ontario, with \$2.9 billion worth of housing assets. Together with partners, Peel Housing Support serves 30,000 households each year.
- Peel's **childcare fee subsidy program** has not had a waitlist for child care subsidy since 2013.
- By partnering with the federal and provincial governments, since 2015, **childcare fees have been reduced by 53% and access to licensed childcare spaces has increased by 45%.**
- **Expanded access to emotion-based, integrated care for seniors:** In 2018, Peel Region Council approved a motion to advocate for change and lead the charge for emotion-based care. This journey included the creation of Ontario's first Butterfly home area and has since spread to all 5 Peel-operated long term care homes. As an 83% surge in the local seniors population is expected over the next 8 years, Peel is working with partners across the community and health system to expand access to emotion-based, integrated care for seniors.
- By investing \$17.7 million in capital to tackle the climate emergency and securing \$12 million from the Canada Community Building Fund, Peel expects **to further reduce corporate greenhouse gas (GHG) by 2,300 tonnes annually** when projects are fully implemented.
- Over the past 10 years, **Peel's Employee United Way campaigns have donated more than \$3.2 million** to support long-term social change in the Peel community.
- Peel **staff administered 3.7 million doses of COVID-19 vaccine** throughout the COVID-19 pandemic and managed over 200,000 COVID-19 cases, as well as secured over \$360 million in COVID-19 funding to support the community.
- Provided ongoing intentional supports for our staff through the challenges of ongoing provincial reviews, demonstrating our **care and commitment** to our team, reinforcing psychological safety, well-being, and a people-centred workplace culture.

... By partnering with the federal and provincial governments, since 2015, childcare fees have been reduced by 53% and access to licensed childcare spaces has increased by 45%.





## Awards and formal recognition spanning several years

- **Forbes List of Canada's Best Employers:** Recognized Peel Region as one of Canada's Best Employers in **2024** and in **2025** under the Government Services Category.
- **Platinum Award for Excellence, Innovation and Wellness:** Peel Region first received Excellence Canada's organization-wide Platinum Award for Excellence, Innovation and Wellness in **2019**, and was **recertified in 2024**. This award recognizes the outstanding achievements of organizational excellence against the 5 drivers of leadership, planning, people, customer, and process.
- **Triple A Credit Rating:** Peel Region has achieved a "Triple A" credit rating for **29 consecutive years** and is currently only one of five Canadian municipalities to be rated "Triple A" by both Moody's Ratings and S&P Global Ratings. This is the highest credit rating a municipal government can achieve and reflects Peel Region's continued strength in revenue raising potential, supportive economic growth, strong governance, and long-term financial planning policies.
- **Canadian Award for Financial Reporting:** The Government Financial Officers Association (GFOA) of the United States and Canada recognized Peel Region with the Canadian Award for Financial Reporting for the Annual Financial Reports. This award recognizes excellence in government accounting and financial reporting and was established to encourage municipal governments throughout Canada to publish high-quality financial reports. Peel Region has received the Canadian Award for Financial Reporting **20 times**.
- **Popular Annual Financial Reporting Award:** Peel Region was recognized for outstanding achievements in financial, investment, and statistical information reporting. Peel has received this award **twice**.
- **Quality Public Procurement Department (QPPD) Accreditation:** Consecutively for **18 years**, Peel Region has been recognized with this accreditation that ensures integrity, fairness, and transparency while obtaining the best value for money. This award recognizes excellence in public procurement.
- **Best Practice Spotlight Organization:** The Registered Nurses Association of Ontario (RNAO) recognized Peel Region's Long-Term Care for achieving **10 years as a Best Practice Spotlight Organization** for its evidence-based practice culture. Peel Region's Long-Term Care is advancing diversity, equity, and inclusion for its workforce and the community by prioritizing RNAO's Promoting 2SLGBTQI+ Health Equity best practice guideline.

... Peel Region first received Excellence Canada's organization-wide Platinum Award for Excellence, Innovation and Wellness in 2019, and was recertified in 2024.



## Accomplishments in 2025

- Opened the **Peel Reception Centre in Mississauga**: the largest shelter facility of its kind in Canada for asylum claimants arriving in Peel and the Greater Toronto Area. Since 2024, Peel has assisted over **4,400 asylum claimants**. Funded by over **\$22 million** from the federal Interim Housing Assistance Program, Peel was able to open the centre in just 3 months, complete construction in 6 months, and anticipates completing it \$2 million under budget. This helps Peel Region provide more targeted support, including wraparound services tailored to asylum seekers' unique needs.
- Peel Region led the **creation of a Coordinated Encampment Response Plan** in partnership with the Cities of Brampton and Mississauga and the Town of Caledon, Peel Regional Police, and other key interest holders. The encampment response includes a joint policy and protocols.
- **Leading the way on climate action** with construction underway on 5 out of 10 new construction projects designed to meet Peel Region's Net Zero Emissions building standards.
- **Converting the child-care sector from a market system to a mainly publicly funded system** under the Canada-Wide Early Learning and Child Care program (CWELCC). Since 2022, CWELCC has reduced childcare fees by nearly 53% for families, with costs in 2025 capped at a maximum of \$22 a day. Additionally, over 9,000 new licensed childcare spaces have been approved, focusing on underserved communities to improve access and inclusion for families.
- **Securing debt financing for Peel Region**: Peel Region successfully secured \$450 million in debt financing through the Ontario Financing Authority in October 2024 to meet the needs of Peel, Mississauga and Caledon for 2023 and part of 2024. In 2025, Peel Region issued a \$300 million 10-year bond on behalf of Mississauga, Brampton, and Peel, which saw significant investor demand. Peel Region's portion of financing was used to support community safety needs and provided the necessary cash to allow key growth enabling capital infrastructure projects to continue without disruption.
- **Peel Region continued to lead strategic advocacy during the provincial election**, collaborating with the Metamorphosis Network to raise awareness and stimulate action on Peel Region's persistent underfunding issues.
- **Supporting sustainable service delivery in Peel Region's infrastructure**: Advancing infrastructure stewardship through a suite of initiatives aimed at modernizing asset management. These efforts improve tools, processes, and decision-making by embedding climate change resilience and long-term sustainability into asset management practices.

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# 2025



... Peel Region continues to prioritize employee well-being with updates to the respectful workplace policy accompanied by supportive learning materials.

- Peel Region's **sustainable procurement program integrates social and environmental factors into purchasing decisions** to support community well-being, environmental stewardship, and economic sustainability. A new Vendor Code of Conduct sets clear expectations for Peel Region's suppliers and their employees and subcontractors, ensuring they uphold workers' rights, health and safety, and environmental and social responsibilities. This promotes transparency, accountability, and sustainability in Peel's supply chains, benefiting the community and reducing risks.
- **Peel Region is introducing Artificial Intelligence (AI)** as part of our digital transformation designed to enhance resident services and streamline operations. This work includes creating an AI corporate policy with AI guiding principles and conducting AI pilots within existing technology platforms such as Microsoft and Salesforce.
- **Enhancements to the Vendor Performance Management (VPM) Framework** were made to include an enterprise-wide procedure to optimize vendor performance while maximizing value for the organization and to leverage modern technology to create efficiencies and transparency. Health and safety criteria are also incorporated in the evaluation tool, satisfying legal obligations and supporting greater protection for workers.
- Deploying a technology solution to **enhance the user experience for Regional Council and our community** by implementing an integrated audio-visual management solution to manage and facilitate Council and Committee meetings.
- Peel Region continues to prioritize employee well-being with updates to the **respectful workplace policy** accompanied by supportive learning materials; implementation of the Psychological Health Strategy and design of the Physical Health and Safety Approach are underway, empowering staff to thrive and reinforcing Peel's reputation as an employer of choice.
- Peel hosted its **People Leadership Forum** to re-energize and inspire people leaders at the 10-year milestone of *Community for Life*, igniting new momentum and equipping people leaders for the future.
- Peel Public Health is **responding to the urgent catch-up gaps in immunization coverage** with an updated immunization record screening and enforcement strategy. In 2024, 71,634 immunizations were administered, a 16% increase compared to 2018.
- **Requiring contractors to have an Occupational Health and Safety Management System (OHSMS)** to be eligible for contract awards, which underscores our commitment to enhancing workplace safety and to fostering a culture of health and safety excellence.
- As part of enhancing **Peel Region's emergency and business continuity planning**, training in the Incident Management System (IMS) at both basic and intermediate levels is currently underway, along with the development of a Future Disruption Readiness Strategy as part of longer-term planning to more effectively support emergency readiness.

# 2025





... Peel Region, in partnership with ServiceOntario, successfully opened an integrated service hub at 10 Peel Centre Drive to offer residents a more convenient, efficient way to access the services they rely on, all in one place.

- **Secured \$16.1 million** from the Ontario Ministry of Infrastructure through the Housing-Enabling Core Servicing Fund in support of the **Mayfield Road Widening Project** which will increase critical road infrastructure, alleviate existing congestion, and accommodate future growth and housing development in Brampton and Caledon. Construction is set to begin in Spring 2025 and is expected to be completed by the end of 2026.
- **Peel Region joins the first-ever province-wide campaign to combat 911 misuse:** Peel Region launched the “When Every Second Counts” awareness campaign aimed at reducing non-emergency 911 calls and educating the public on proper use of 911. The campaign is part of the first-ever provincewide initiative launched by the Emergency Services Steering Committee (ESSC) to tackle 911 misuse, an issue that continues to strain emergency services. ESSC is a joint committee of the municipalities that comprise the Big City Mayors of Ontario (BCMO), the Mayors and Regional Chairs of Ontario (MARCO), and the Ontario Association of Police Services Boards (OAPSB). It includes emergency service experts, paramedics, police, fire, and municipal leaders from across the province.
- Peel Region Council approved over **\$1 billion in capital** investments to support services that expand water, wastewater, and road infrastructure services faster, to meet the provincial goal of building more homes. **Peel's Flow | Central Brampton program will meet these demands by combining more than 30 water and wastewater projects into one large-scale construction program across Brampton.** This approach allows for efficient project management, resourcing, and decision-making to help speed up the completion of work and support sustainable community growth.
- **Expanded Point-of-Care Testing to Reduce Hospital Transfers and Enhance Care in Long-Term Care (LTC):** Hospital visits pose risks for LTC residents, such as delirium and infections. To reduce unnecessary hospital transfers, Peel Region's Seniors Services Strategic Plan has expanded point-of-care testing (POCT) across all 5 LTC Centres, supported by funding from the Ministry of Long-Term Care. Over 135 staff have been trained to use advanced testing equipment, leading to a significant drop in hospital transfers — only 9 out of 108 POCT cases from January to March 2025 required hospitalization. Nurse Practitioners will present these successes at the AdvantAge Ontario 2025 Convention where they will demonstrate how these innovations are delivering safe and timely care for our residents.
- **Peel Region's partnership with ServiceOntario:** Peel Region, in partnership with ServiceOntario, successfully opened an integrated service hub at 10 Peel Centre Drive to offer residents a more convenient, efficient way to access the services they rely on, all in one place. This partnership demonstrates a shared commitment to improving access to government services in one location. By doing that, we're helping residents, especially vulnerable populations, more easily access the health, identification, and social supports they need.

# 2025



... Peel Region is expanding the G.E. Booth Water Resource Recovery Facility, with Peel Region Council overseeing \$17 billion in the 10-year capital budget, enabling growth for up to 47,000 new homes.

- To support housing targets, **Peel Region is expanding the G.E. Booth Water Resource Recovery Facility**, with Peel Region Council overseeing \$17 billion forecasted in the 10-year capital plan, enabling growth for up to 47,000 new homes. New collaboration guidelines were developed with the development industry for 3 key areas in Caledon, along with an interim plan to guide infrastructure work in 4 priority areas. Construction is already underway in several locations, with design work continuing into 2025. Two major consolidated infrastructure programs have also been approved for Central Brampton and South Caledon.
- Peel Region Council endorsed a **model for allocating water and wastewater capacity**. Ongoing collaboration with local municipal planning commissioners will help bring this essential infrastructure to life.
- Peel Region is proud to partner with the Government of Canada, Province of Ontario, Runnymede Healthcare Centre, the Town of Caledon, and other municipal partners by **donating land in Caledon to build Canada's first post-traumatic stress injury (PTSI) treatment centre for first responders**.
- Secured **over \$5 million in provincial grants** from the Independent Electricity System Operator (IESO) under the Industrial Energy Efficiency Program. These grants, totaling \$5.19 million, will **support energy recovery and energy conservation projects** at the G.E. Booth and Clarkson Water Resource Recovery Facilities (WRRFs).
- To support the legislative requirement under the Community Safety and Policing Act, 2019, a **refresh of Peel's Community Safety and Well-Being (CSWB) Plan** was endorsed by Peel Region Council on June 26, 2025 to meet the mandated July 1, 2025 deadline. Throughout 2024 and 2025, a structured approach, which included 42 partner / member interviews, system leadership table workshops, and discussions with action table members was taken to review and renew Peel Region's initial CSWB Plan. The future state model shifts from a fixed-term 4-year plan to a continuously adaptive model and places an emphasis on building stronger collaboration across all system partners and amplification of community-based work for greater collective impact. Implementation planning is in progress, which will guide and direct future timelines and milestones, including implications for other Peel Region programs and services.
- **G.E. Booth Water Resource Recovery Facility long-term expansion preparation:** Workshops and assessments were completed to inform the long-term expansion preliminary design report for the G.E. Booth Water Resource Recovery Facility. This report will incorporate specific components of the Biosolids Master Plan to improve biosolid processes and reuse. In support of this long-term expansion project, a **new odour control project** costing over \$200 million was awarded in Q1 2025, with construction commencing in Q2 2025.

# 2025





- ... Peel Region launched the Black-led, Black-focused, and Black-serving (B3) fund providing \$625,000 in funding to B3 agencies, where 35% of agencies funded were new B3 agencies who have not been previously funded by Peel Region.

- **Peel's International Students Collaborative** has launched a series of information sessions for international students, co-developed with community partners. Running from March to July 2025, the sessions address student-identified priorities including immigration, employment rights, tenant rights, health, mental health, human trafficking, and intimate partner violence.
- **A contract has been awarded to develop the newest paramedic reporting station** at Dixie and Dockstader Roads in Brampton, to meet current and future capacity needs with an anticipated opening in 2026.
- **Training programs for Anti-Human Sex Trafficking** have been rolled out to provide dedicated and dignified services to victims, survivors, and those at-risk of sex trafficking in Peel. Training was provided to 800 paramedics and senior officers, 200 early years and child care caseworkers, and 43 income and social support and housing client services staff.
- **Peel Healthy Schools (2025 to 2030) Partnership Agreement:** Peel Public Health (PPH) has partnered with 4 local school boards to create supportive, healthy school environments that prioritize urgent action on improving youth mental health. All relevant interest holders (e.g., school boards, Peel Public Health divisions, Community Safety and Well-Being table) were involved in developing the renewed Peel Healthy Schools Partnership Agreement.
- **Peel Region launched the Black-led, Black-focused, and Black-serving (B3) fund** providing \$625,000 in funding to B3 agencies, where 35% of agencies funded were new B3 agencies who have not been previously funded by Peel Region. B3 agencies also attended a full day workshop on financial sustainability delivered by Peel Region. Moving forward, Peel Region Council approved \$1.25 million from reserves to support 2025 B3 funding.
- To effectively **enhance awareness of Anti-Human Trafficking** an e-learning module was made available and used by 5,102 members of the public; school prevention training was also provided at regional middle / high schools to over 200 students in Peel; and the first Anti-Human Trafficking annual social media campaign was launched.
- **Operationalizing Peel Region's Supply Chain Diversity Pilot:** Lessons learned are being incorporated into the operationalization of the supply chain diversity pilot as part of Peel Region's Sustainable Procurement Program. This aims to give diverse suppliers and social enterprises increased access to procurement opportunities. To qualify, suppliers must be certified as a diverse supplier, meaning the business is at least 51% owned, operated, and controlled by individuals from underrepresented or underserved groups, or be registered as a social enterprise, with certifications confirmed by one of 5 non-profit accreditation organizations where Peel Region is a member.

# 2025



- The **Vision Zero component study** has been completed to provide a clear vision for the future of Peel's transportation system, contributing to the Transportation Master Plan (TMP).
- **Enabling Community Housing Providers to Thrive:** Peel Region developed a framework, strategy, and tools to effectively enter into new agreements that enable community housing providers, including Peel Housing Corporation, to thrive; endorsed by Peel Regional Council on June 26, 2025.
- **Replacement of old fossil fuel (natural gas) heating systems:** Peel Living Buildings, including Bella Vista and Chelsea Gardens, replaced old natural gas heating systems with innovative heat pumps powered by clean electricity.
- In support of Peel Region's goal to become a **digital government**, the **Electronic Medical Records (EMR)** solution now supports over 200,000 cases/clients and is used by our call centres.
- Peel Region continues to be proactive by preparing and adopting the **Risk Appetite Framework** across the organization, outlining appropriate levels of risk-taking and tolerance for uncertainty.



## Awards and formal recognition in 2025

- **2025 Forbes List of Canada's Best Employers:** Peel Region was recognized as one of Canada's Best Employers in 2025 under the Government Services Category.
- **Canadian Award for Financial Reporting:** Government Financial Officers Association (GFOA) of the United States and Canada recognized Peel Region with the Canadian Award for Financial Reporting for the 2023 Annual Financial Report. This award recognizes excellence in government accounting and financial reporting and was established to encourage municipal governments throughout Canada to publish high-quality financial reports. Peel Region has received the Canadian Award for Financial Reporting 20 times.
- **The Popular Annual Financial Report Award (PAFR):** Government Financial Officers Association (GFOA) of the United States and Canada recognized Peel Region with the PAFR Award for the 2023 Annual Financial Report. This award recognizes outstanding achievements in summarizing financial, investment, and statistical information from the comprehensive report. Peel Region has received the PAFR Award twice.
- **International Association of Business Communicators (IABC) OVATION Award:** The Early Years and Child Care communications team was recognized for their integrated communications strategy.

... Peel Region developed a framework, strategy, and tools to effectively enter into new agreements that enable community housing providers, including Peel Housing Corporation, to thrive; endorsed by Peel Regional Council on June 26, 2025.

# 2025

## Peel Celebrates



.... 1,063 employees were nominated by their colleagues for 13 Peel Celebrates award categories; 190 employees were honoured as the successful recipients of these awards.

- **Municipal Service Delivery Officials (MSDO) Excellence in Access, Equity and Human Rights Award:** Peel Region's Assessment Unit from the Income and Social Supports team received this award in recognition of their outstanding work to ensure Ontario Works services are equitable, inclusive, and accessible to everyone, especially those facing barriers like language, trauma, or digital exclusion.
- **Infrastructure Award of Excellence:** The Greater Toronto Sewer and Watermain Contractors Association recognized Darrin Dodds, Manager of Engineering Water Linear with this award for his approach to fair project management and for fostering cooperative relationships on a project to reduce costs and improve outcomes and relationships with communities impacted by construction.
- **Ubuntu Leadership Award:** Peel Regional Police and members of the Black community recognized Janel Morrison, Supervisor, Housing Services with this award for her leadership in bringing COSTI, Peel Police, and Peel Region together to find upstream strategies to ensure success and safety for all at the new Peel Reception Centre, the largest shelter of its kind to serve homeless asylum claimants in Peel region.
- **Peel Celebrates: 1,063 employees were nominated** by their colleagues for **13 Peel Celebrates award categories; 190 employees were honoured as the successful recipients** of these awards. The outstanding contributions of these individuals and teams highlight the innovation, leadership, and commitment demonstrated by employees across the organization as well as the meaningful impact their work has on the wider Peel community.
- **Canadian Law Awards:** Patricia Caza B.A., LL.B., Regional Solicitor and Commissioner of Legislative Services, was named one of nine excellence awardees shortlisted for the Law Department Leader of the Year. In 2024, her team:
  - Helped launch the Spectrum Way Asylum Seeker Reception Centre.
  - Navigated a \$450 million debenture through creative legal strategy.
  - Advanced meaningful Indigenous consultation on major infrastructure projects.
- **Municipal Waste Association Promotion and Education Awards:** Peel Region received a Bronze Award in the "Surprise Us" category for its Waste Education School Lunchbox Initiative. Launched in 2024, the program:
  - Distributed 2800 reusable containers to students and staff at seven high-need schools, promoting waste reduction and reuse.
  - Reached over 2700 participants and lead to increased use of reusable containers.

# 2025





## Accomplishments in 2024

- In 2024, Peel Region **celebrated 50 years of incredible service**. Since being incorporated on January 1, 1974, Peel Region has grown to be one of the largest municipalities in Canada servicing 1.6 million residents and over 200,000 businesses in Brampton, Mississauga, and Caledon every day.
- Opening the **Seniors Health and Wellness Village at Peel Manor**, a state-of-the-art long term care facility with 177 beds, a Transitional Behaviour Support Unit for dementia care, and a service hub for seniors and caregivers living in the community.
- **Launching Peel's 5-year Diversity, Equity and Inclusion Strategy**, aimed at challenging systemic barriers and embedding the lens of diversity, equity, inclusion, accessibility, and reconciliation in our services.
- Executing **33 continuous improvement initiatives** in 2024, resulting in **\$9.8 million in cost containment and \$4.8 million in cost avoidance**. Since 2017, Peel has achieved a cumulative cost **containment of \$64.8 million**, with over 260 improvements and innovations.
- Peel Region had an overall **customer satisfaction rate of 82%** from January to December 2024, measured from over 80,000 real time customer surveys.
- **Our People Strategy** was modernized to attract, retain, and grow top talent, and to foster a healthy, safe, and inclusive workplace that helps us continue delivering essential services to our community; refreshing our HR strategies, programs, and plans to incorporate an integrated DEI lens to ensure Peel Region remains a model and progressive employer.
- Peel Region along with Peel Regional Police **raised \$252,632 in the 2024 Employee United Way campaign**. This contribution directly supports vital community programs and helps **1.6 million people** access critical services.
- **Government Relations Success in Additional and Sustainable funding for Peel Region:** Peel Region introduced an inclusive Government Relations Strategy for 2 of Peel's key advocacy priorities: **Peel Region's Funding Shortfall and the Asylum Claimant Reception Centre Proposal**. Peel Region received \$38.5 million in Interim Housing Assistance Program (IHAP) funding from the Ministry of Immigration, Refugees, and Citizenship in March 2025 for asylum claimant housing expenses. This is in addition to the \$22 million provided for 2024 costs.
- Peel Region became one of the first municipal governments globally to **adopt the Global Standard for Environmental, Social, and Governance (ESG) data**. This commitment helps us strengthen our core values as we work toward achieving environmental and social goals.



... Peel Region opened the Seniors Health and Wellness Village at Peel Manor, a state-of-the-art long term care facility with 177 beds, a Transitional Behaviour Support Unit for dementia care, and a service hub for seniors and caregivers living in the community.

# 2024



.... Peel Region continues to advance essential housing-enabled infrastructure to support provincial housing targets.

- Released the **Peel Strategic Agenda 2024 to 2027** which sets out to advance Peel Region Council's approved 20-year Strategic Plan. With a focus on addressing complexities and risks faced in Peel region and to forge ahead into the future, the Strategic Agenda re-anchors to the 20-year Strategic Plan and outlines short-term work to achieve long-term outcomes and advance Peel's vision of Community for Life. The Strategic Agenda is organized under 5 key pillars - Housing and Social Impact, Sustainability, Service Excellence, Our People, and Future Ready. Each pillar includes corresponding outcomes and key initiatives that address Peel's unique challenges and opportunities, including population growth and legislative shifts, focusing on delivering sustainable and impactful services.
- **Advocated** for key issues impacting Peel at the **2024 Association of Municipalities of Ontario (AMO) conference**, including addressing Peel's funding shortfall, municipal fiscal sustainability, affordable housing, health care, and infrastructure.
- Peel Region continues **to advance essential housing-enabled infrastructure to support provincial housing targets**. Key highlights of Peel's recent initiatives include:
  - **Shorter development application review times:** As a result of continuous improvement initiatives using lean methodology and process refinements, Peel Region's development application reviews have taken an average of 16 days or less over the past year.
  - **Revamped procurement strategies:** New processes have been implemented including innovative bundling methods to streamline efficiency in project delivery. Peel Region has now procured the single largest, long-term design assignment for enabling infrastructure in its history.
  - **Substantial investments in infrastructure:** Work has begun to implement the additional \$130 million approved to expand the GE Booth Water Resource Recovery Facility and expedite wastewater capacity to support growth of up to 47,000 new homes by 2031. In addition, over \$1.3 billion has been invested in water and wastewater capital projects to support housing growth.
  - **Partnering with the development community:** 3 memorandums of understanding are now complete. This work is the foundation toward allowing developers to lead housing-enabling infrastructure projects. This work also includes developer-led design financing allowing designs to be completed prior to capital budget availability.
  - **Working with other levels of government:** Work continues with the local and provincial governments to make sound decisions about where and when growth happens and is done in a way that supports the existing community and system capacity. A recent \$35 million grant from the province further advances our ability to accelerate infrastructure expansions.

# 2024



... Peel Region celebrated the completion of Birch Place in May 2024, a housing project in Brampton with 67 affordable rental housing units (50 affordable rental units and 17 transitional housing units for youth aged 16-24).

- **Co-ordinated transportation infrastructure:** This work includes coordinating development using a one-window approach, aligning with water and wastewater to effectively plan infrastructure and fast-tracking projects in high-growth areas, help minimize planned community disruptions, and meet stakeholder needs.
- **Expansion of resources:** Ensuring a skilled and enhanced workforce is necessary to manage the intensified workload associated with accelerated housing initiatives. Work continues to hire and identify the resources needed to ensure the effective implementation of Peel Region's capital plans.
- **Opened 6 new housing projects,** adding 381 new beds and homes to Peel's affordable housing system.
- Introduced **needs-based portable housing subsidies** so more clients can live affordably in the private rental market, as an alternative to waiting several years for subsidized community housing on Peel Region's centralized waiting list. In 2024, 587 homeless and precariously housed residents became affordably housed through portable subsidies.
- **Opening of Birch Place:** Peel Region celebrated the completion of Birch Place in May 2024, a housing project in Brampton with 67 affordable rental housing units (50 affordable rental units and 17 transitional housing units for youth aged 16 to 24). Originally a hotel, Birch Place was converted to affordable rental housing with \$30.4 million of funding through the federal government's Rapid Housing Initiative.
- **Cornerstone Suites** includes 40 affordable supportive housing units in Streetsville, including 10 accessible units. This project was completed in partnership with Indwell.
- Peel Region transformed the way we work with our community partners to **advance health equity** in the community.
- Peel Region developed **Canada's first emotion-based dementia training** for first responders.
- The Transitional Behavioural Support Unit (TBSU) at Peel Manor became **the first behavioural support unit** in the Central West to provide specialized dementia support in a safe and secure environment to meet the needs of individuals with advanced dementia who experience complex expressive behaviours that cannot be safely and effectively managed in other traditional LTC homes. As of March 2024, this unit is filling a gap and enhancing local capacity to care for seniors with complex dementia needs.

# 2024





... Peel Public Health provided oral health services to 76,744 children and 7,272 seniors through the mandated Healthy Smiles Ontario and Ontario Seniors Dental Care programs.

- **Behavioural Supports Ontario (BSO) Lead Agency:** Ontario Health Central has named Peel Region as the BSO Lead Agency for the Central West. As the BSO Lead Agency, Peel Region will provide clinical leadership, planning, and operational oversight for integrated behavioural support services for seniors and will work with the community acute and long term care sectors in close collaboration with Ontario Health. This appointment **recognizes Peel Region as a system leader and innovator** and better positions Peel Region to further advocate and improve quality of care for people living with dementia and other complex cognitive conditions.
- In 2024, Peel Public Health continued to stabilize services to maximize community impact. By the end of 2024, Peel Public Health:
  - **Remobilized 96% of services paused or scaled down during the COVID-19 emergency response.** This is very close to the 100% target, with the remaining programs undergoing program planning or related to school immunization compliance.
  - **Investigated 367 confirmed communicable disease outbreaks** in the community and institutional settings.
  - **Conducted 11,053 food safety compliance inspections at 6,770 facilities.**
  - **Administered 71,634 immunizations and distributed 908,300 vaccine doses** to Peel healthcare partners.
  - **Distributed 8,418 free doses of medication** to community partners to treat and reduce the risk of spread of sexually transmitted infections.
  - **Completed 7,264 Healthy Babies and Healthy Children home visits**, a 48% increase from 2023, thus providing even more in-person support to families for healthy pregnancies, births, and child development.
  - **Provided oral health services to 76,744 children and 7,272 seniors** through the mandated Healthy Smiles Ontario and Ontario Seniors Dental Care programs.
  - Completed 7 continuous improvement projects, **5 of which resulted in a total of \$416,000 in cost avoidance.**
- **Advanced Peel's Public Health Strategic Plan** through accomplishments that include:
  - Finalized a **primary research policy** and formed a **peer review committee** to support quality research and data collection.
  - Completed an **extreme heat vulnerability index** using geospatial mapping. This index is being used to support decision-making related to the prioritization of areas for adaptation and protection of vulnerable residents against climate change.
  - Started a **Beat the Heat at Home project** with Peel Housing Corporation to build awareness and identify infrastructure opportunities to reduce risks related to heat.

# 2024



... Peel identified 5 strategic priorities to serve as a roadmap for investments in Peel's Early Years and Child Care (EYCC) programs over the next 5 years, through extensive engagement and consultation with over 1,800 parents and caregivers and 230 children.

- In April 2024, Peel **launched the International Students Collaborative** in collaboration with Sheridan College under Peel's Community Safety and Well-being Plan, becoming a leader in working to enhance the international student experience in Peel.
- Expanded the **Community Paramedicine (CP) program** to more proactively support seniors and keep them in their own homes. By the end of 2024, the CP program:
  - Registered 518 residents in the High Intensity Supports @ Home Program, providing crucial in-home care to patients recently discharged from hospital.
  - Conducted **748 home visits** to residents waiting to enter a long-term care facility.
  - Completed **1,760 wellness checks** to residents at Peel Living buildings participating in the CP@Clinic Program.
  - Partnered with **Trillium Health Partners' Solutions Clinic** to bring virtual doctors into residents' homes. By conducting in-home diagnostics (e.g., ultrasounds, urinalysis, and blood analysis), community paramedics can provide internists with real-time data to guide complex treatment decisions on the spot.
  - Partnered with William Osler Health System, allowing community paramedics to identify patients for the CARE program. Once enrolled into the CARE program, patients can receive in-home care from a physician, nurse practitioner, or other specialist, as well as remote patient monitoring.
  - Connected patients with Peel Region's seniors' programs and services, such as the Seniors Dental Care Program and TransHelp, to ensure a holistic, person-centric approach to care.
- Launched the **Break the Silence campaign** to raise awareness of family and intimate partner violence. Now in its fifth year, the awareness campaign sets out to challenge misconceptions about family and intimate partner violence and let survivors know there is help and support available. The campaign is a collaborative effort with over 25 community organizations, the local municipalities of Brampton, Mississauga and Caledon, Peel Regional Police, and the Ontario Provincial Police.
- **Peel's Early Years and Child Care Service System Plan:** Peel identified 5 strategic priorities to serve as a roadmap for investments in Peel's Early Years and Child Care (EYCC) programs over the next 5 years, through extensive engagement and consultation with over 1,800 parents and caregivers and 230 children. The priorities: Access, Affordability, Quality, Accountability and Diversity and Inclusion were approved by Peel Region Council in October 2024, and will guide how we build and evolve an early years and child care system that will meet the needs of Peel's growing community.

# 2024



... Peel staff successfully responded to an average of 49 winter events across the north and south districts, meeting Council-approved Levels of Service (LOS) in 100% of cases to effectively remove snow from Peel Region-maintained roads.

- Peel Region hosted **Navigating the Future: Strengthening Governance and Financial Health of Peel's B3 Sector**, the first of its kind capacity-building event that brought together leaders from across the B3 sector to address key challenges in financial management, governance, and adaptive capacity.
- Peel Region developed an **emergency response plan and strategy** as part of longer-term planning and strategies to more effectively support Indigenous engagement relations.
- Peel Region's **water treatment facilities received a 100% score** from the Ministry of Environment, Conservation and Parks in 2024.
- Launched the **One Fare Program** which allows TransHelp users to transfer seamlessly across TTC, GO Transit, and local services, improving affordability and travel convenience.
- **Technology-Driven Maintenance Improvements:** Peel introduced **DriverMate for TransHelp**, providing real-time tracking and scheduling to enhance service reliability.
- **Winter Maintenance:** Peel staff successfully responded to an average of **49 winter events** across the north and south districts, **meeting Council-approved Levels of Service (LOS) in 100%** of cases to effectively remove snow from Peel Region-maintained roads. Further, snow removal was completed in an average of 10 days this year, as compared to a minimum of 3 weeks in previous years.
- **LiDAR Technology for Capital Project Efficiency:** Introduced **drone-based LiDAR mapping for infrastructure planning**, reducing survey time and improving water main and wastewater pipeline planning.
- **Real-Time Water Monitoring and AI-Based Condition Assessment:** **Implemented Acoustic Fiber Optic (AFO) monitoring** on the Hanlan Water Transmission Main, improving leak detection and extending infrastructure lifespan.
- **District Energy System for Lakeview Village:** Peel Region collaborated with Enwave Energy Corporation to implement a wastewater-based thermal energy system, reducing emissions and advancing low-carbon energy solutions.
- **Blue Box Program Transition:** Peel Region's Blue Box program transitioned to full producer responsibility on October 1, 2024, leading to \$7.3 million in annual savings by 2025.
- Peel Region **partnered with the Circular Innovation Council** to expand **its community-based circular hub**. The Share, Reuse, Repair Hub is a community-based virtual resource that provides easy access to share, reuse, and repair services in the community. It also offers a platform for local businesses to promote their contribution to the circular economy.
- **Expansion of Circular Economy Initiatives:** In July 2024, Peel Region **launched the Circular Economy Initiatives Fund**, providing community organizations grants of up to \$25,000 for projects that reduce waste and advance circular economy principles across Peel. 6 non-profit organizations were selected for projects in 2025.

# 2024





... Peel Region and Peel Regional Police have approximately 50 Zero Emission Vehicles (ZEVs) and more than 100 charging stations in operation, thus avoiding an estimated 418 tonnes of GHG emissions which is an equivalent to taking 128 gasoline-powered cars off the road.

- **Hosted one of only 2 Canadian stops of the Municipal Engineering Foundation Victoria study tour**, highlighting Peel Region's outstanding and pioneering work in support of a circular economy including asset management, climate change, sustainable procurement, waste management, and transportation.
- **Acquisition of 3 single-engine helicopters:** Peel Region led the joint procurement of three helicopters for Peel, Halton, and Durham Police Services in partnership with the Province of Ontario and the Ontario Provincial Police.
- Peel Region continues to **lead in climate change response** and remains **committed to climate action**. In June 2024, Peel Region Council received the 2023 progress report on Peel's Climate Change Master Plan (CCMP), which highlighted the status of implementation, significant achievements, and future climate action priorities.
- **Electrifying Peel Region's vehicles:** Peel Region and Peel Regional Police have approximately 50 Zero Emission Vehicles (ZEVs) and more than 100 charging stations in operation, thus avoiding an estimated 418 tonnes of GHG emissions, which is an equivalent to taking 128 gasoline-powered cars off the road.
- Secured **\$59,000 in Federation of Canadian Municipalities (FCM) funding** for Peel Region's Green Infrastructure Feasibility Study.
- **Digitizing Freedom of Information:** To improve service delivery through digital modernization, Freedom of Information applications and other fees can now be submitted online by members of the public.
- **Digital Peel Program enhances online access to services:** The Digital Peel Program is transforming how residents access services by offering a more seamless online experience through the new peelregion.ca website. Part of a multi-year effort, it improves access to over 100 services, helping users easily find key details like eligibility, fees, and how to apply. A standout feature is the Peel Health Professionals Portal, which launched vaccine ordering forms in August and received a 99% satisfaction rating, contributing to an overall 94% satisfaction score for digital services introduced in 2024.
- Received **\$5,500 in funding from Brampton and Caledon Community Foundation** to support PAMA's Creative Expressions Workshops.
- Peel Region released its first **Year in Review Council Report**, recognizing highlights and achievements from 2023.
- **Established Ontario Works program targets:** As the need for income support continues to rise, Peel Region has introduced 3 main areas of focus for the delivery of the Ontario Works Program to demonstrate how effective the programs are and how well they are helping clients. The 3 main areas include how programs are delivered, how different parts of the organization work together and the impact on our clients and community.
- **Safe House and Transition House:** Progress is underway with exit housing, where 28 clients were served at the Safe House and the Transition House (representative of a 12% year-over-year increase in total clients served at the houses).

# 2024



- **Transforming the ways Health Services understands and works with communities:** The North Star Strategy of Community for Life: Building a Healthier Community Together will anchor the 3 service level plans in Health Services and identify ways to advance collective goals focused on building community knowledge and engagement; establishing a learning and innovation culture; and effectively communicating with and advocating to key external audiences and partners. 5-year goals have been established, aligned with Peel's vision of *Community for Life*.
- Led a **dynamic campaign for Child Care Worker and Early Childhood Educator (ECE) Appreciation Day** by raising awareness about the importance of ECEs, tackling workforce challenges, and celebrating professionals through inclusive visuals, diverse communication channels, and strong partnerships with different organizations.
- The Peel Region Wastewater Surveillance team collaborated with academic and private partners to lead the development of **Peel's SARS-CoV-2 wastewater testing program** becoming the first Canadian municipality to join Biobot's program - a global leader in wastewater epidemiology.
- **Chinguacousy Beneficial Soil Reuse and Site Improvement project** at the Chinguacousy Landfill Site saved 4.1 million km in truck hauls, 1.6 million L of fuel, and reduced **CO<sub>2</sub>e emissions by almost 4,000 tonnes**. By redirecting 500,000 m<sup>3</sup> of soil to enhance landfill caps, the initiative cut costs, protected wetlands, and advanced climate goals.
- Development of **Peel's Biosolids Diversion Program**, reducing incineration-related greenhouse gas emissions by approximately **6,000 tons of CO<sub>2</sub>e**. Redirecting biosolids toward agricultural use, improving environmental outcomes, operational reliability, had savings of **\$340,000 in electricity costs**.
- Addressed rising **Carbapenamase-Producing Enterobacteriaceae (CPE) disease case rates** by streamlining investigations through a LEAN Value Stream Mapping project. With key wastes in waiting time and extra processing identified, the project resulted in process lead times being reduced and an estimated **\$20,000 annual cost avoidance for Peel Public Health**.



## Awards and formal recognition in 2024

- **Platinum Award for Excellence, Innovation and Wellness:** Peel Region was recertified by Excellence Canada in 2024 with the Platinum Award for Excellence, Innovation and Wellness, recognizing the outstanding achievements of organizational excellence against the 5 drivers of leadership, planning, people, customer, and process.
- **2024 Forbes List of Canada's Best Employers:** Peel Region was recognized as one of Canada's Best Employers in 2024 under the Government Services Category.

... Peel Region was recognized as one of Canada's Best Employers in 2024 under the Government Services Category.

# 2024



... Peel Region was recognized with the Most Effective Recruitment Strategy Award for excellence and innovation in recruiting and staffing initiatives.

- **Government Financial Officers Association (GFOA) of the United States and Canada - Distinguished Budget Presentation Award:** Peel Region was recognized with the Distinguished Budget Presentation Award for the 2024 Annual Budget Report.
- **Triple A Credit Rating:** Peel Region has achieved a “Triple A” credit rating for 29 consecutive years and is currently only one of 5 Canadian municipalities to be rated “Triple A” by both Moody's Ratings and S&P Global Ratings.
- **Quality Public Procurement Department (QPPD) Accreditation:** Consecutively for 18 years, Peel Region has been recognized with this accreditation that ensures integrity, fairness, and transparency while obtaining best value for money. This award recognizes excellence in public procurement.
- **Ontario Municipal Social Services Association Local Municipal Champion Award:** Peel Region was recognized for their collective partnerships with the Wellness Response and Assistance Program and the Digital Literacy Program and for the great work done in advancing excellence in human services integration and service system management by teams across Ontario.
- **2024 CX Thought Leader Award:** Peel Region's Service Experience program was recognized by the Customer Experience Professionals Association Toronto chapter.
- **Benefits Canada 2024 Workplace Benefits Mental Health Program Award:** This recognition highlights Peel Region's commitment to the development of innovative and effective mental health programs that support and encourage employee psychological well-being. Peel Region developed a Psychological Health and Safety Framework as part of the commitment to adopting the Canadian National Standard for Psychological Health and Safety in the Workplace.
- **2024 Excellence Awardees; Canadian HR Awards and Most Effective Recruitment Strategy Award:** Peel Region was recognized with the Most Effective Recruitment Strategy Award for excellence and innovation in recruiting and staffing initiatives.
- **Municipal Waste Association Bronze Award:** Peel Region received the Municipal Waste Association's Bronze Award for Promotion and Education in the Campaign category for large municipalities.
- **Ontario Public Works Association Project of the Year Award:** Peel Region received the Ontario Public Works Association Project of the Year Award for the Bovaird Drive Transformation at Mount Pleasant Village.
- **North American Hazardous Materials Management Association Longstanding Program Excellence Award:** Peel Region's Household Hazardous Waste program won the Longstanding Program Excellence award, recognizing programs that have been in service for more than 20 years which have consistently gone above and beyond to serve their community.

# 2024





... Peel Region's Advanced Care Paramedic Justin Mausz received the 2024 Paramedic Association of Canada Award for Excellence which recognizes exceptional Canadian paramedics and paramedic supporters at the national level.

- **Canada Green Building Council Government Leadership Award:** Peel Region was recognized for advancing green building through the corporate Net Zero Emissions (NZE) New Construction Policy and Standard.
- **Association of Registered Graphic Designers 2024 In-House Design Award:** Peel Region was recognized for the Peel Public Health seasonal respiratory illness digital campaign.
- **Innovation and Excellence Capital Project Award:** Colliers Project Leaders recognized Peel Region for the Seniors Health and Wellness Village at Peel Manor in Brampton, presented at the AdvantAge Ontario's Annual Convention in 2024.
- **Governor General's Exemplary Service Medals:** Peel Region's Public Health long-serving employees were recognized for their dedication to community health and safety.
- **Governor General Exemplary Service Medals and Bars:** 15 Peel Region paramedics were recognized for their dedication to preserving public safety through long and outstanding service.
- **2024 Paramedic Association of Canada Award of Excellence for Research and Innovation:** Peel Region's Advanced Care Paramedic Justin Mausz received this award, which recognizes exceptional Canadian paramedics and paramedic supporters at the national level.
- **Top 25 CFOs:** Peel Region's Chief Financial Officer (CFO) and Commissioner of Corporate Services, Davinder Valeri, was recognized as one of the Top 25 CFOs in Toronto by the Top CFOs for her exceptional leadership and contributions to financial management, business transformation, and sustainability.
- **City of Brampton's 100 Community Builders and Champions from the Black Community:** Recognized Juliet Jackson, Director of Culture and Inclusion, for her pivotal role in shifting Peel's organizational culture to be more inclusive.
- **Municipal Service Delivery Officials (MSDO) Excellence in Transformation Award Nomination:** Peel Region's Assessment Unit was nominated for their outstanding contributions and commitment to service excellence.
- **Runner-up for Oracle's 2024 Energy and Water Award:** Peel Region was recognized for innovation in its water billing system.

# 2024



## Accomplishments in 2023

- Despite the challenges faced in 2023 with the uncertainty brought by regional governance discussions, staff delivered uninterrupted, core, high quality services to the community and successfully completed **31 Continuous Improvement Initiatives** across the Region. These initiatives resulted in nearly \$1 million in cost savings and \$3.3 million in cost avoidance, significantly contributing to our cost containment targets.
- Ontario's **first electric waste collection vehicle** was introduced as a first step towards a low carbon emitting fleet.
- Peel Region received a **100% inspection report rating** in 2023 from the Ministry of Environment, Conservation and Parks for all 7 municipal drinking water systems in Peel.
- The **Fit to Sit program** was implemented to address the offload delay times at hospitals by supporting the transfer of eligible, low-risk patients to the emergency department waiting areas for hospital staff to triage and register patients.
- Over **\$800 million in external funding was secured in 2023** to support ongoing annual operations of services allowing for critical programming and services such as Housing, Early Years and Child Care, Public Health, Seniors Services, Paramedic Services, and Income Support.
- The delivery of quality uninterrupted services to the Peel community was also challenged throughout 2023 as the Provincial government introduced several significant legislative changes to support the creation of more housing, specifically Bill 23. **Peel employees have responded to the new provincial housing targets in an unprecedented manner** by implementing tactics to advance infrastructure planning, design, and construction to address the dynamic needs of our local municipalities and ensuring sustainable growth and development.
- **Continued advancement of an infrastructure planning strategy to respond to new provincial housing targets** while addressing the dynamic needs of our local municipalities and ensuring sustainable growth and development.
- Received approval to **launch the new Non-Profit Housing Development Program** to support non-profit housing providers to build more deeply affordable community and supportive housing.
- Addressed **food insecurity** in Peel by working with local foodbanks to distribute over 30,000 grocery gift cards.



... Peel Region addressed food insecurity in Peel by working with local foodbanks to distribute over 30,000 grocery gift cards.

# 2023



.... Bovaird Drive Transformation at Mount Pleasant Village: This project successfully replaced a westbound bridge which had reached the end of its service life, created a seamless merge with an existing eastbound bridge, and widened Bovaird Drive to 6 lanes.

- New **TransHelp passenger training and orientation workshops**, streamlined application process, software upgrades and installation of real-time vehicle tracking tablets.
- Peel **enhanced Housing service offerings**, including new intake and needs assessment process, eviction prevention funds to over 3,400 households, case management to over 2,800 clients, 7 fully funded projects, 392 new units completed since 2019 and over 1,100 units in progress.
- **Continued implementation of the Canada-wide Early Learning and Child Care (CWELCC) system** to provide families with improved affordability and an average annual savings of \$15,660 (based on a family with a toddler and preschooler).
- Peel Region provided **housing and related supports** to 33,897 households, including 16,497 households accommodated within Peel's affordable housing system in 2023.
- In 2023, more than 4,800 households received **one-time financial assistance**, including funding for first and last month's rent, assistance with moving costs or help to pay off utility arrears. This represents an increase of over 1,400 households who received these funds when compared to 2022.
- **Bovaird Drive Transformation at Mount Pleasant Village:** This project successfully replaced a westbound bridge which had reached the end of its service life, created a seamless merge with an existing eastbound bridge, and widened Bovaird Drive to 6 lanes. New multi-use pathways, cycling crosswalks, rest station benches, upgraded intersections, and enhanced streetscaping were also implemented to promote accessibility, active transportation, and a pedestrian-friendly environment.
- Peel Region had an overall **customer satisfaction rate of 83%** from in 2023, measured from over 68,000 real time customer surveys.

# 2023





## Awards and formal recognition in 2023

- **2023 Governor General's Emergency Medical Services Exemplary Service Medal:** Recognized 7 Peel Paramedics in the provision of pre-hospital emergency medical services to the public.
- **Top 50 Women Leaders of Toronto for 2023:** Christine Tu, Director of the Office of Climate Change and Energy Management, was recognized by Women We Admire for being among the top performing women leaders in technology, health care, consumer, and financial sectors.
- **Canada's Clean50 Top Project Award:** Recognizes the best sustainability-oriented projects completed in Canada over the prior 2 years.
- **Toastmaster International's Corporate Recognition Award:** Designated to Toastmasters' corporate sponsors who are making an investment in their employees' future.
- **Peel Celebrates:** Recognizes Peel Region employees' outstanding contributions and the work they've accomplished.
- **Municipal Waste Association's Gold Award:** Recognized Peel Region's virtual waste facility tours for Promotion and Education in the Community Engagement and Outreach Program category.
- **North American Hazardous Material Management Association's (Great Lakes Chapter) Leadership Award:** Dwayne Cromwell was recognized for exemplary leadership and innovative contributions to Peel's Household Hazardous Waste Programs.
- **Canadian Paramedicine Research Day's Top Oral Abstract and Emerging Researcher Awards:** Peel Paramedics were recognized for their work in external violence against paramedics and psychological health and safety.
- **Infrastructure Award of Excellence from the Greater Toronto Sewer and Water Construction Association:** Peel's Water and Wastewater division was recognized.
- **North American Hazardous Material Management Association Program Innovation Golden Award:** Dwayne Cromwell was recognized for pioneering contributions in household hazardous waste services.
- **Ontario Public Works Association Public Works Project of the Year Award:** Peel Region was recognized in the \$10 to \$50 million project category for the G.E. Booth Water Resource Recovery Facility.
- **Ontario Water Works Association/Water Environment Association of Ontario's Climate Action Award:** Recognized Peel Region for the Lakeview Village District Energy Project.

... Peel Region's Lakeview Village District Energy Project received the Ontario Works Association/ Water Environment Association of Ontario's Climate Action Award.

# 2023



... Peel Paramedic Services' External Violence Against Paramedics program received the Paramedic Chiefs of Canada Award of Excellence for a Quality Workplace.

- **Water Environment Association of Ontario's George W. Burke, Jr. Award for Health and Safety:** Recognized Mario Menezes for active and effective safety programs in municipal and industrial wastewater facilities.
- **Paramedic Chiefs of Canada Award of Excellence for a Quality Workplace:** Recognized Peel Paramedic Services for the External Violence Against Paramedics program.
- **American Water Works Association 2023 Annual National Conference and Exhibition First Place Award:** Peel Region's Hydrant Hysteria Women's Team was recognized for assembling a hydrant in the fastest time.
- **North American Hazardous Material Management Association's Outstanding Personal Service Award:** Matt Stevens was recognized for exceptional efforts in pollution prevention and hazard reduction in municipal waste.
- **Social Assistance Caseworker Award from the Employment Ontario Service System Manager in Peel (WCG Services):** 3 Peel Region's Income Support employees were recognized for exceptional client service and collaborative efforts toward successful client outcomes.
- **Brampton Guardian Readers' Choice Diamond Award:** Peel Art Gallery, Museum and Archives was recognized in the Best Art Gallery Category.
- **Commission on Accreditation of Rehabilitation Facilities accreditation:** All 5 of Peel Region's Adult Day Services programs, Long Term Care homes and Dementia Care Specialty programs were recognized.
- **Water Environment Association of Ontario Award:** Celebrates active and effective safety programs in municipal and industrial wastewater facilities.

2023



## Accomplishments in 2022

- A **Homelessness shelter operating model** was developed that is client-centric, outcome-focused, and aligned to the Housing needs-based approach. A new contract was implemented for the provision of homelessness services by third parties, which resulted in \$2.0 million in cost savings. These savings were redistributed to improve access to housing subsidies and asset management.
- Acquisition of Orangeville Brampton Railway acquired **51 km of land for future trails in Peel** in partnership with local municipalities and Credit Valley Conservation Authority.
- Peel Region launched **online water and wastewater billing services**.
- **Snow storage facility constructed** that removed contaminants from snowmelt before it entered our natural waterways, improving safety and water quality.
- Peel Paramedic Services delivered a 'made in Peel' **Community Paramedicine program** to deliver wrap-around care to seniors with complex needs in the community.
- Peel Paramedic Services implemented an innovative **Urgent Care Centre (UCC) Transport Initiative** that diverted select, low-risk patients away from the Emergency Department to UCC's.
- Peel Public Health managed **200,000+ cases of COVID-19, 1,700+ outbreaks and vaccinated 93%** of Peel residents aged 12 and older with at least 2 doses of the COVID-19 vaccine, alongside health system partners.
- Peel Region's **Anti-Human Trafficking program** was approved and is the first municipal program in Ontario.
- Peel Region confirmed an annual day to recognize **National Day for Truth and Reconciliation**.

... Acquisition of Orangeville Brampton Railway acquired 51 km of land for future trails in Peel in partnership with local municipalities and Credit Valley Conservation Authority.

# 2022





## Awards and formal recognition in 2022

- **American Public Works Association (APWA) Top Ten Public Leader of the Year Award:** Recognized Kealy Dedman, Commissioner of Public Works, as winner of the Top 10 Public Works Leader of the Year award, which recognizes professionals devoted to improving community life through public works services and technology.
- **BeSpatial 2022 Gold Award in GIS mapping:** Recognized the Peel Data Centre team for demonstrating innovation in a geospatial and information-related application.
- **Canada's Healthy Workplace Month, Great Employer Award:** Recognizes employers for achievements in physical health, mental health, social health, and community.
- **Wally Wells Young Leader Award, Ontario Public Works Association (OPWA):** This award recognized Simon Chue's leadership and work in Peel's Community Recycling Centres Bicycle Program.
- **Bovaird Infiltration Facility Won OPWA Innovation Award:** Peel was recognized for the conversion of a stormwater pond to an infiltration facility that improves water quality and helps protect endangered species.
- **Alton Village streetscaping and road reconstruction won OPWA Engineering Achievements award:** Recognized for dual engineering achievements of beautification and drainage improvement.
- **Patti Cochrane Partnership Award:** Peel Paramedics recognized for their contribution to the immunization effort in Peel.
- **New Horizons Funding Grant:** Region of Peel Adult Day Services program was awarded the grant that allows clients to loan a tablet device to enable them to participate in virtual programs.
- **Tunnelling Association of Canada's Canadian Project of the Year Award:** Recognizes the Burnhamthorpe Water Project.
- **Credit Valley Conversation (CVC) Green Cities Award:** Recognizes Peel Region for significant contributions to the health of the Credit River Watershed.

.... Alton Village streetscaping and road reconstruction won the OPWA Engineering Achievements award in recognition for dual engineering achievements of beautification and drainage improvement.

# 2022



## Accomplishments in 2021

- **Annualized cost savings of \$600,000** by bringing operation of the **Heart Lake Community Recycling Centre in-house** to be operated by Peel Region staff.
- Implementation of **GovGrants** technology application reduced the time to complete **Early Years and Child Care (EYCC) funding requests from child care centres and non-profit community agencies** from one to 5 months, down to one week; **cost avoidance of \$759,000** from reduced staff administration time that was applied to offset Provincial funding cuts.
- Peel Region was designated as a **United Nations Regional Centre of Expertise for goods movement and sustainable transportation**.
- **Peel Region's role shifted** from the delivery of employment services to the **delivery of life stabilization and case management** equipping 10,843 (91%) of Ontario Works and Ontario Disability Support Program clients with an active "Life Stabilization Action Plan" that supported employment goals, resources, and coaching towards success.
- Peel region was one of the **hardest hit communities by COVID-19 in Ontario**. The pandemic response was Peel Region's top priority. With an "all-hands-on-deck" approach, staff, and other resources were redeployed to support the response and mass vaccination program.
- **Continuous Improvement played a critical role in Peel's Mass Vaccination Program (MVP)**, which provided COVID-19 vaccinations to residents through fixed and mobile clinics and at Long Term Care (LTC) homes.
- **Over \$1 million was allocated to community agencies** through the Community Response Table to support the COVID-19 response.
- Peel Region provided **isolation housing** for any resident that needed to self-isolate due to COVID-19 symptoms or testing positive for COVID-19.



## Awards and formal recognition in 2021

- **International Association of Business Communications (IABC) Gold Quill Award of Merit:** Recognized Peel Region's Communications team for their communications and media campaign for the May 2021 "Doses after Dark!" overnight COVID-19 vaccination clinic.



.... Continuous Improvement played a critical role in Peel's Mass Vaccination Program (MVP), which provided COVID-19 vaccinations to residents through fixed and mobile clinics and at Long Term Care (LTC) homes.

# 2021



## Accomplishments in 2020

- Peel's **Community Safety and Well-being Plan (CSWB)** was adopted by Peel Region Council, a collaborative effort involving over 25 organizations, including emergency services, school boards, social service providers, cultural organizations, and governments.
- The **Community Response Table** was established to support Peel's most vulnerable residents during COVID-19, collaborating with local community partners, health, and social service organizations and the not-for-profit sector on planning, operations, and service delivery.
- **The COVID-19 vaccine arrives in Peel**, making a turning point in Peel's ongoing response to COVID-19. A COVID-19 Task Force collectively planned and implemented a systems-level approach for mass immunization.
- Peel Region protected the **community's most vulnerable population** by implementing a range of programs and protocols aimed at **preventing and managing the spread of COVID-19 in Peel's homeless shelters**, transitional housing, and street outreach program.
- Peel Region partnered with licensed childcare providers to **deliver free emergency child care** to health care and frontline workers during the COVID-19 pandemic.
- Peel Region launched a new service called **EarlyON Child Development Supports**, the first of its kind in Peel, providing parents and caregivers visiting Peel's EarlyON Child and Family Centres access to Resource Consultants.
- An **Open Data Policy** was created to enable the release of data to support transparency, accountability, and citizen engagement, and to align with directives and messaging at the provincial and federal levels, building on best practices.
- The **Open Data Portal** was launched to provide data to citizens and increase transparency. The platform leveraged work undertaken by the local municipalities through their Open Data portals and brought a consistent experience for users across all of Peel, as well as the opportunity to collaborate and find efficiencies between municipalities in the future.
- Peel Region and community partners **raised awareness for family and intimate partner violence** through a public awareness campaign to help identify and reduce cases of family and intimate partner violence in the community.
- Peel Region **launched expanded Peel Outreach Team services** to help get people experiencing homelessness out of the cold and on a path to long-term housing. New services included a new mobile health clinic, a second mobile outreach team van, expanded service hours, and additional on-location supports.

... Peel Region launched expanded Peel Outreach Team services to help get people experiencing homelessness out of the cold and on a path to long-term housing. New services included a new mobile health clinic, a second mobile outreach team van, expanded service hours, and additional on-location supports.

# 2020





## Awards and formal recognition in 2020

- **Brampton Board of Trade Business Excellence Award:** Recognized Peel Art Gallery, Museum and Archives (PAMA) in the category of Arts and Culture.



## Accomplishments in 2019

- The **Cash Management Strategy** was implemented, resulting in an improvement to 2019's annual investment income, yielding incremental earnings of **approximately \$6 million** helping to reduce Peel's infrastructure gap.
- The **Early Years and Child Care Services Fee Subsidy Program review** received \$250,000 in provincial funding through the Audit and Accountability Fund. A reduction of \$1.7 million in overpayments in 2020 was realized through greater efforts in assessing and managing fee subsidy eligibility. An updated Family Composition Policy resulted in a cost avoidance of \$450,000 in 2020 by ensuring that families were approved for subsidies based on the correct family status.



## Awards and formal recognition in 2019

- **ICMG Enterprise and Digital Architecture Ratings and Awards:** Peel Region was recognized as a global leader in IT architecture, winning "Best Digital Architecture in Local Government" and in the "Enterprise Architecture" category.
- **Platinum Award for Excellence, Innovation and Wellness:** Peel Region received Excellence Canada's organization-wide Platinum Award for Excellence, Innovation and Wellness, recognizing the outstanding achievements of organization-wide systems of management and public service delivery.
- **Central West Local Health Integration Network Quality Award:** Recognized Peel's Long Term Care for 2 initiatives: piloting the Butterfly model of care at Malton Village and the Neurobehavioural Program for the management of neuropsychiatric symptoms of dementia in Long Term Care.

2020  
2019

.... The Brampton Board of Trade Business Excellence Award was awarded to Peel Art Gallery, Museum and Archives (PAMA) in the Arts and Culture category.



## Accomplishments in 2018

- **Peel Art Gallery, Museum and Archives (PAMA) celebrated 50 years** as a vibrant arts and heritage centre with appearances by dignitaries and artists, special exhibitions, family-friendly activities, and free open house events all day long.
- Peel Region **raised the Pride flag** for the first time.
- Peel Public Health **launched a new mobile dental clinic** to increase health equity for children. The 40 ft bus offered children preventive care in their own communities.
- Peel Region **launched electronic bidding** using an innovative bidding service that made it easier for vendors to review, register, and submit bids for goods and services online, 24 hours a day, 7 days a week.
- Development of a Road Safety Strategic Plan and adoption of the **Vision Zero framework**.



... Peel Region raised the Pride flag for the first time.

# 2018



## Accomplishments in 2017

- Peel Region **opened the Brampton Queen Street Youth Shelter**, providing a 24 hours a day, 7 days a week short-term emergency shelter for single youth aged 16 to 24 who are homeless through 40 temporary beds.
- The **Butterfly model of care was introduced at Malton Village Long Term Care home**, focusing on person-centred care and improving the quality of life for people in the advanced stages of dementia.
- **The first annual Community for Life Annual Report** included reporting on Peel Region services and priorities and demonstrated measurable impact on the community.
- Implementation of an **integrated stormwater billing system** to support the City of Mississauga with a cost-effective billing service for a new stormwater charge. **100% of residents received a seamless way of seeing and paying their new stormwater charge along with their water bill. Economies of scale** in supporting two organizations with one system resulted in \$1.5 million in cost avoidance.
- Peel Region Council endorsed a comprehensive **Food Charter**, designed to lead a collective effort in achieving a just, equitable food system for the area and its residents.
- Peel Region expanded the **File Your Taxes For Free, Get Your Benefits Now campaign**, serving a total of 21,174 total clients at various income tax clinics across Peel region.
- Peel Region Council adopted the Peel's **Corporate Social Responsibility (CSR) Strategy** and embarked on a journey to address business operations. The long-term goal of the strategy was to ensure that Peel's operating practices achieved social, economic, and environmental benefits for the community.

.... The Butterfly model of care was introduced at Malton Village Long Term Care home, focusing on person-centred care and improving the quality of life for people in the advanced stages of dementia.

# 2017





## Accomplishments in 2016

- Peel Region implemented **bi-weekly cart-based waste collection** to single-family homes across Peel.
- Peel Region **supported Syrian Refugees**, a large portion of whom landed at Pearson International Airport in Mississauga. Peel Paramedics were on site for every landing, providing medical care and hospital transportation to passengers in need. Peel Region also collaborated with partners, including the provincial and federal government, local municipalities, and other local community partners to provide settlement and integration support.



## Accomplishments in 2015

- Peel Region Council endorsed **Peel's 20-year Strategic Plan**, which is guided by the vision of Community for Life and includes long-term outcomes over a 20-year planning horizon. Peel Region Council input was obtained during a Special Regional Council meeting and formed the foundation of the plan and was further informed by extensive staff and community engagement, including input from stakeholders, residents, businesses, and non-profit organizations.

.... Peel Region implemented bi-weekly cart-based waste collection to single-family homes across Peel.

2016  
2015



## Awards and formal recognition in 2015 to 2018

- **Transforming Data with Intelligence (TDWI) Best Practices Report:** Peel Region's approach to Health Analytics was recognized in the Transforming Data With Intelligence Best Practices Report "Data Science and Big Data – Enterprise Paths to Success."
- **Public Sector Leadership Bronze Award from Institute of Public Administration of Canada (IPAC) and Deloitte:** Peel Inclusion Resource Services (PIRS), a partnership between Peel Region and 5 community partners committed to supporting children with special needs and their families in licensed child care in Peel, received the Public Sector Leadership Bronze Award for its innovative service delivery model.
- **McNally Award for Heroism:** 2 Peel Regional Paramedics were awarded the McNally Award for Heroism from the Ontario Association of Paramedic Chiefs (OAPC) for their acts of conspicuous bravery by paramedics in the performance of their duties.
- **Solid Waste Association of North America (SWANA) 2015 Bronze Excellence Award:** Peel Region was named the winner of the Solid Waste Association of North America (SWANA) 2015 Bronze Excellence Award in the Recycling Systems category for their solid waste management practices.

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