

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

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922

75 By-laws facilitated by the Council Support team in 2024



Top 4

in Ontario for number of FOI requests received in municipal corporations



1.5 km

of archival holdings are managed and preserved by Archives



99%

of Council and committee meetings were streamed online from January 2024 to August 2025



Access and privacy

In 2024, Peel Region's extended compliance rate for FOI requests was **98.9%**. 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.

Council and committee support

In 2024, a SharePoint site was introduced for Councillors and the Executive Leadership Team to access Regional Council and committee agendas, enabling a faster download and better user experience.



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Service delivery model

How do we do it

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- 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

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4

Formal complaints received and responded to in 2024



98.9%

Extended compliance rate for FOI requests



2,600+

Completed reference inquiries and research consultations in 2024



178 Hours

of Council and committee meetings administered in 2024



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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
- Implementing improved hybrid meeting management with the launch of new technology in Council Chambers, ensuring that Council and committee meetings remain open and accessible to the members of the public
- Ensure continuous improvement through reviewing the digitization of FOI applications and payments and developing an educational outreach campaign for requesters



Performance measures and results

99%

of Council and committee meetings were streamed via Peel's website

Public access to Council and committee meetings. 100%

of the 4 formal complaints received were managed in accordance with the policy in 2024

Proportion of complaints managed in accordance with the Complaints Handling Policy approved by Council, expressed as a percentage of the total complaints received.

421

freedom of information requests were received in 2024 and processed with an extended compliance rate of 98.9%

Compared to the average municipal 30-day extended compliance rate of 87% in Ontario.



Operating Budget



Cost containment

Finding efficiencies in the 2026 Budget (in \$ millions)

	Cost savings	Cost avoidance
Savings from continuous improvement initiatives	-	\$0.1
Adjustments from the ongoing review of budgets	\$0.02	-
TOTAL	\$0.02	\$0.1

Proposed operating budget

ltems	In \$ millions
2025 Net Base Budget	\$3.1
Cost to maintain 2025 service level	
Inflation: Labour costs/Goods and services	0.3
Updated allocation to Tax and Utility services and Peel Living	(0.1)
Cost containment (\$23K)	(0.0)
Sub-total: Cost to maintain 2025 service level	\$0.1
2026 Service demand	0.0
2026 Proposed Net Budget Change from 2025	\$0.1
Proposed Total 2026 Net Budget	\$3.3



2026 Budget



Summary of key financial information

Resources to achieve level of service (in \$ millions)

	2025	2026
Total expenditures	\$3.1	\$3.3
Total revenues	\$0.0 (\$4K)	\$0.0 (\$4K)
Net expenditures	\$3.1	\$3.3
Full-time staffing resources	31.0	31.0
Capital investment		-
10-year capital investment		-

Outlook years (in \$ millions)

	2027	2028	2029
Net increase	\$0.3	\$0.1	\$0.1
% Increase	7.7%	2.0%	2.1%



2026 Budget

