

DATE: August 17, 2009

REPORT TITLE: **SEMI-ANNUAL FINANCIAL REPORT - JUNE 2009**

FROM: Norma Trim, Chief Financial Officer and Commissioner of Corporate Services

RECOMMENDATION

That staff be authorized to implement the actions as outlined in the report of the Chief Financial Officer and Commissioner of Corporate Services titled "Semi-Annual Financial Report – June 2009".

REPORT HIGHLIGHTS

Current Operations

- Results for the six months ended June 30, 2009 is a: \$3.6 million surplus (\$7.2 million surplus in tax supported programs and \$3.6 million deficit in utility rate programs)
- Peel's operating results are being negatively affected by the current economic recession

Capital Operations

- Gross capital spending is \$208.3 million gross and \$195.1 million net for the six months ended June 30, 2009

Financial Control By-law

Included in this report are the reporting requirements of the Financial Control By-law

DISCUSSION

The following report summarizes the financial status of Regional programs for the six months ended June 30, 2009 for Current Operations, Capital Operations, Reserves and Reserve Funds.

CURRENT OPERATIONS

a) Overview

Appendix I summarizes the Region's net expenditure position for the six months ended June 30, 2009 for Current operations. The Region's **Tax Supported** Programs generated a surplus of \$7.2 million; offset by a \$3.6 million deficit in the **Utility Rate Supported** Programs, for an overall surplus of \$3.6 million which represents a variance to budget of less than one per cent. Program expenditures at June 30, 2009, based on the six months prorated budget, are in line with previous years.

The surplus position of \$7.2 million in the Tax Supported Programs resulted from:

Regionally Controlled Programs:

- As reported to Council in June 2009, Ontario Works caseload is increasing due to recessionary impacts resulting in a deficit of \$2.4 million. In addition, the Waste Management program has experienced lower revenues resulting in a deficit of \$2.8 million. Both of these impacts are driven by economic conditions.

August 17, 2009

SEMI-ANNUAL FINANCIAL REPORT - JUNE 2009

- A surplus of \$2.4 million in Transportation program is due to fewer winter events; 21 occurrences versus 26 events budgeted
- Long Term Care, when results are seasonally adjusted (not based on 6/12th budget) the net expenditure surplus is \$0.9 million, due to lower than budgeted wage costs
- Paramedic Services, when results are seasonally adjusted, the surplus is \$2.0 million, primarily due to lower wages associated with the phasing in of additional services hours in the fall of 2009 and the remainder due to one time costs and Information Technology (IT) related costs being lower than expected

Non- Regionally Controlled Programs:

- A surplus of \$1.3 million in Ontario Provincial Police (OPP) is due to a delay in billing
- A surplus of \$4.2 million for Peel Regional Police for the same reasons as noted in the year-end forecast below

The deficit position of \$3.6 million in the Utility Rate Programs is largely due to lower water demand particularly in the Industrial, Commercial and Institutional (ICI) sector, partly attributable to economic conditions. In addition, a cooler wet summer is contributing to a drop in residential water demand.

b) Year-end Forecast

Although June's results are favourable there are several factors that will affect the year end position. Some of the economic trends already reflected in the six month results will be further magnified by year end. As presented in Appendix I, the current year end forecast is a deficit in the range of \$26.5 million for Regionally Controlled programs offset by an estimated surplus of \$5.0 for Non-Regionally Controlled programs. The major factors driving this forecast are:

(i) Tax Supported Forecast:

Regionally Controlled Programs - \$14.7 million deficit:

- A \$9.0 million deficit in the Waste Management program, due to lower sales of recyclable commodities; a result of lower tonnages processed, and lower commodity prices per tonne of material sold.
- A \$7.5 million deficit in Ontario Works program primarily due to: the estimated caseload increasing from a budget of 10,400 to a projected year end monthly average of 13,050. Council has already approved funding of up to \$7.2 million from Working Fund reserves to offset the deficit.

Non- Regionally Controlled Programs - \$5.0 million surplus:

- Peel Regional Police estimate a year-end current budget surplus of approximately \$5.0 million due to one-time savings related to the delayed submission of health and dental claims under the new Administrative Services Only (ASO) plan, one-time grant revenue, reduced fuel and utility costs, and short-term staffing vacancies and leaves.

(ii) Utility Rate Programs - \$11.8 million deficit:

The forecasted deficit in the Utility Rate Programs is largely due to the expected revenues being lower than budget due to:

- Shortfall in residential that resulted from high precipitation during the first half of the year and the current economic downturn
- Shortfall in ICI billings due to continuing conservation efforts and the current economic downturn.

In light of the economic downturn, the Region put in place measures to reduce costs and become more efficient. As reported to Audit Sub-Committee in June 2009, Peel is

August 17, 2009

SEMI-ANNUAL FINANCIAL REPORT - JUNE 2009

undertaking several program process reviews which will lead to greater operational efficiencies. In addition, a number of large, transformative initiatives are currently underway throughout the organization to improve operational efficiencies by reexamining organizational structure, alignment of processes to better serve clients and the efficiency of processes.

Further, the Region has put in place measures to reduce administrative expenses e.g. bringing more meetings and training in-house, and limiting attendance at conferences and workshops.

Regional staff are committed to continuous improvement and will continue to identify efficiencies to manage budget pressures to ensure value for the tax dollar.

iii) Additional Risks to Forecast

The current financial forecast does not include potential costs associated with Peel's H1N1 response activities, material changes in economic conditions and unknown funding updates (e.g. Public Health). There is also a potential increase in tax write-offs that may contribute to the overall deficit if they materialize.

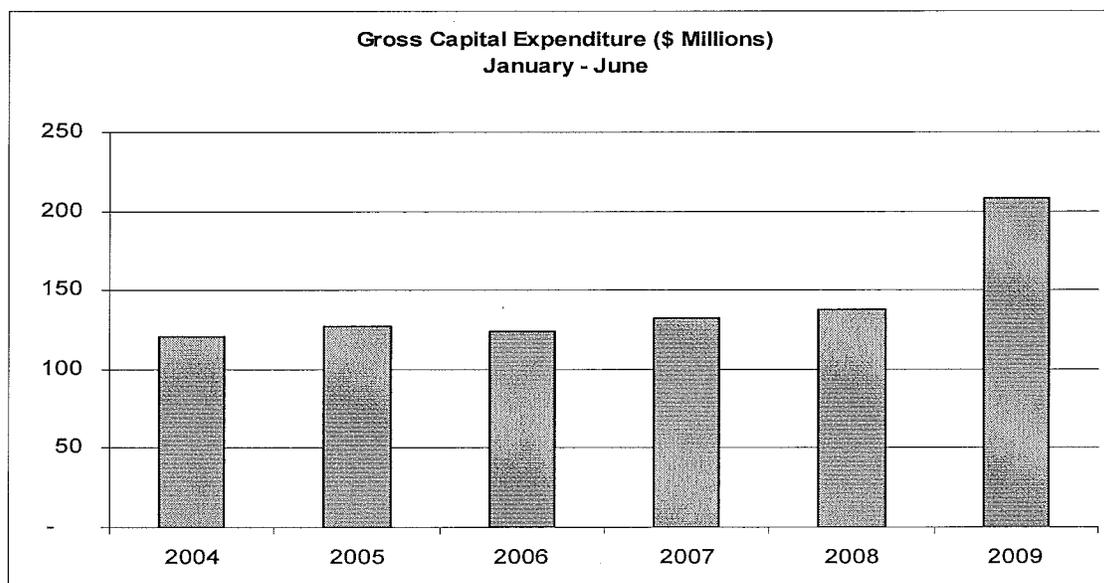
c) Outputs/Outcomes

As part of the yearly budget development each of the Region Controlled programs identifies a number of outputs and outcomes that will be measured to track program deliverables. Appendix X provides the status of these measures for the six months ended June 30, 2009.

CAPITAL OPERATIONS

As of June 30, 2009, there were 1,295 active projects, 230 of which were approved in the 2009 Capital Budget. Gross expenditures for the six month period ending June 30, 2009 were \$208.3 million which represents 29 per cent of the estimated 2009 cash flow forecasted in the 2009 budget document.

The following chart demonstrates the capital spending trends over the past several years. The January through June gross capital spending in 2009 as presented in Appendix II is significantly higher than that of previous years.



August 17, 2009

SEMI-ANNUAL FINANCIAL REPORT - JUNE 2009

The table below provides a continuity statement of capital operations from December 31, 2008 to June 30, 2009. It includes the addition of the 2009 Budget, any in-year changes, and closeouts to arrive at the gross carry forward balance of Capital Works in Process.

	Millions
Carry Forward Balance December 31, 2008	\$1,633
Approved 2009 Capital Budget	942
Total Available Capital	\$2,575
In-Year Budget Changes and Closeouts	(29)
YTD Spending	(208)
Carry Forward Balance June 30, 2009	\$2,338

The funding of the \$2.3 billion June carry forward consists of \$1.9 billion from reserves and reserve funds and \$0.4 billion from external funding. New Federal/Provincial Infrastructure Stimulus Funding rules will require an acceleration of capital spending on eligible projects. The cost of these projects is not included in the statement above.

Federal/Provincial Infrastructure Stimulus Funding Projects

As discussed in a previous Council meeting, the Peel's funding sources for the projects related to the Federal/Provincial Infrastructure Stimulus Funding have been identified and are presented in Appendix III. Council will continue to receive updates on these projects as the work progresses.

Unfunded Liability

Currently, Peel has an outstanding liability to GO Transit of \$17.7 million, which includes amounts for the 2007/2008 fiscal years ending March 31, 2009. This represents an unfinanced liability due to Peel Regional Council's decision to limit funding for GO Transit to the growth capital plan funded through development charges. Peel has not yet received any invoices for the 2009/2010 fiscal year.

RESERVES AND RESERVE FUNDS**a) Highlights**

High level overview of the Region's Reserves and Reserve Funds is set out below:

	Reserves	Reserve Funds	Total
Balance before commitments	\$1.28 billion	(\$62.1) million	\$1.22 billion
Commitments	\$701.4 million	(\$1.22) billion	(\$1.92) billion
Balance after commitments	\$579.3 million	(\$1.28) billion	(\$703.9) million

As per the Regional Financial Control By-law 45-2004; "Reserve means the unrestricted accumulation, at the discretion of Council, of appropriations from net revenues. Reserves include Working Funds, Capital Financing, Capital Construction and Infrastructure Replacement" and "Reserve Fund means the accumulation of appropriations from net revenues for purposes which are restricted by law or by the direction of Council contained in the by-law establishing the Reserve Fund".

As in previous years, reserves continue to play an integral role in managing the Region's diverse current and capital programs. Most programs use reserves for financing in order to avoid debt financing and to minimize annual tax and utility rate impacts.

The Region has planned for significant expenditures for growth related infrastructure which is expected to be recovered through Development Charge (DC) collections over the next 20 years. Major water and sewer plant expansions are planned to provide capacity for

August 17, 2009

SEMI-ANNUAL FINANCIAL REPORT - JUNE 2009

anticipated growth placing the DC reserves in a significant over-committed position. The Development Charges legislation permits the cost of borrowing funds to be built into the rate. Staff has committed to monitor the sustainability of the DC reserves and rates, and to report to Council annually. The recent lower than expected levels of development activity have resulted in the DC reserves being in a debt position sooner than anticipated. A more comprehensive report detailing the sustainability of reserves and reserve funds will be brought forward to Council in the fall.

Appendix IV provides a more detailed breakdown of fund balances by program and type while Appendix V focuses on year-to-date activity. The majority of the reserves are committed to finance the updated 2009 - 2018 Ten-Year Capital Plan of \$2.4 billion.

FINANCIAL CONTROL REPORTING REQUIREMENTS

Provided below are the details of the Financial Control By-law requirements that are currently tracked and recorded.

Authorization to Increase Project Commitments Beyond Originally Approved Budget

The Financial Control By-law requires that the Semi-annual Financial report disclose the activity related to all budget adjustments made to previously approved capital projects which are the lower of 10 per cent of the Council approved budget or \$250,000. The requests for the six months ended June 30, 2009 total \$143 thousand. Appendix VI provides Council a summary of the activity for these six months. Projects requiring budget increases beyond these parameters require Council reports.

Closed Capital Projects

During the six month period ended June 30, 2009, 133 projects were closed. As a result of these closures, \$29.4 million was returned to reserves and reserve funds for those projects completed under budget. The chart below displays these results broken down by tax and utility funding sources.

Program	# of Projects	Net Budget	Net Expenditure	Difference	Funds to Reserves	
					Reserves	DC
Tax	95	73,264,240	53,212,647	20,051,593	19,125,043	926,551
Rate	38	50,948,622	41,633,417	9,315,205	5,957,988	3,357,217
Total Region	133	124,212,862	94,846,064	29,366,798	25,083,031	4,283,768

Redeployments

Redeployments are processed to facilitate effective management of various programs and projects. During the six months ended June 30, 2009, 33 redeployments were processed for the capital budget in order to better manage existing projects. The majority of these adjustments involved the separating of large projects into smaller, more specific projects (93 per cent); the remainder of the activity was divided between the merging of projects for tendering purposes (2 per cent), movement of dollars from unallocated projects (2 per cent) and Treasurer approved redeployment between capital projects within the same division (3 per cent).

August 17, 2009

SEMI-ANNUAL FINANCIAL REPORT - JUNE 2009

Reserve and Reserve Fund Changes

Section 4 of the Financial Control By-law requires Council authority to create a new Sub Reserve, to transfer funds between Sub Reserves for purposes of reclassification and to transfer reserve balances between reserves. Presented in Appendix VII is the activity related to these transactions for the six months ended June 30, 2009.

Unallocated Capital Financing

The Financial Control By-law Section 3(f) iii requires that the financial report disclose the activity and available balances for the unallocated capital projects. Appendix VIII provides Council a summary for the period ended June 30, 2009.

ADMINISTRATIVE ADJUSTMENTS

In accordance with the Financial Control By-law and the Purchasing By-law, staff are required to report to Council transactions that change budgets, effect transfers to and from reserves and disclose purchasing decisions. Presented below are these transactions.

Budget Changes

The water program is in receipt of grant monies in the amount of \$93,900 from the Ministry of the Environment (MOE) to support the work being done under project 091550, Source Water Protection, Land. Staff are requesting to adjust the budget for project 09-1550 to reflect the receipt of this grant.

Annual Reserve Increase in Contributions– “1% Capital Solution” \$7.3 million

As part of the approved 2009 Current Budget, \$7.3 million which represents the 1 per cent capital solution was included in the Non-Program budget with the intent that it would be subsequently reallocated to specific programs after a more comprehensive review of the reserves was completed. Appendix IX provides the details of the proposed reallocation of these funds.

Reserves

The Region has received a rebate from Industrial Alliance in 2009 as a result of good benefit experience in the amount of \$51,671. It is requested that these funds be transferred to the Benefit Stabilization Reserve (R0520) to be used to offset potential benefit related deficits in future years.

As a result of recent reorganizations relating to the Revenue Management section, it is necessary to transfer reserve balances derived from utility rates in the amount of \$8,319,737.49 from Reserve R2313, FMIS Replacement Reserve to a newly created Reserve R2318, Aqua Peel Replacement Reserve.

Ontario Works received \$377,355 from the Ministry of Municipal Affairs and Housing for the Rent Bank program. Per established program funding criteria, this amount has been transferred to the Rent Bank Reserve R0020 per provincial agreement.

Due to the change in the funding arrangement for group life benefits effective 2009, Peel Regional Police (PRP) received \$677,124.08 from Sun Life. The Police Services Board at their August 24 meeting approved the transfer of these funds to the Benefit Stabilization Reserve R1232 to mitigate future fluctuations in benefits costs.

Heritage Donations and Endowments

Donations are regularly made to the Heritage program for various purposes. These include endowments to support the operations of the facilities and programs, as well as special projects

August 17, 2009

SEMI-ANNUAL FINANCIAL REPORT - JUNE 2009

such as the Paper Endowment Fund in memoriam of David Somers. These types of donations are meant to be held in perpetuity and the interest to be used for various purposes that support the Heritage Program. In order to allow for the efficient investment and use of these endowments it is requested that staff be authorized, under the direction of the Chief Financial Officer, to transfer endowment fund donations made to the Heritage Program to the Heritage Working Fund Reserve R1284 on an ongoing basis, and that interest be withdrawn and used as appropriate for the purposes for which the endowment funds were donated.

CONCLUSION

The Region of Peel's financial position for the six month period ending June 30, 2009 is a surplus of \$3.6 million, a variance of less than 1 per cent on a budget of \$1.5 billion. Given the current economic challenges staff will be monitoring financial performance closely over the balance of the year. The next Financial Report will be as at December 31, 2009.



Norma Trim
Chief Financial Officer
and Commissioner of Corporate Services

Approved for Submission:

for 

D. Szwarc, Chief Administrative Officer

*For further information regarding this report, please contact
Elayne Thompson at extension 4536 or via email at elayne.thompson@peelregion.ca*

c. Legislative Services

Regional Municipality of Peel
STATEMENT OF NET EXPENDITURE (\$'000)
As at June 30, 2009

	2009 Revised Budget (1)	2009 ProRated Budget (2)	Actuals YTD (3)	Variance From YTD Budget (4) = (2) - (3)	Projected Year End Position	Projected Year End Variance
Region Controlled Programs						
Environment, Transp & Plan'g Services						
Regional Planning	1,161	581	506	75	1,161	
Transportation	52,259	26,130	23,770	2,359	52,259	
Other	337	168	(14)	182	337	
Waste Management	79,590	39,795	42,597	(2,802)	88,590	(9,000)
Water			3,431	(3,431)	5,600	(5,600)
Wastewater			132	(132)	6,200	(6,200)
Subtotal ETPS	133,347	66,674	70,422	(3,748)	154,147	(20,800)
Human Services						
Childrens' Services	15,241	7,620	8,726	(1,105)	15,463	(222)
Ontario Works	61,012	30,506	32,885	(2,380)	68,470	(7,458)
Soc Hou & Residl Maint	74,939	37,470	38,367	(897)	75,099	(160)
Integrated Business Support			99	(99)		-
Subtotal Human Services	151,192	75,596	80,077	(4,481)	159,032	(7,840)
Health Services						
Health Admin Services			(465)	465		
Public Health	21,696	10,848	10,649	199	21,496	200
Long Term Care	25,836	12,918	11,324	1,594	25,636	200
Paramedic Services	33,828	16,914	12,357	4,557	32,328	1,500
Subtotal Health Services	81,359	40,680	33,866	6,814	79,459	1,900
Internal Support/Non Program						
Sub Total Internal Support/Non Program	(745,783)	(372,891)	(372,342)	(550)	(745,983)	200
Total Region Controlled Programs	(379,885)	(189,942)	(187,977)	(1,966)	(353,345)	(26,540)
Region Financed External Organisations						
Police Services						
Ontario Provincial Police	8,509	4,254	2,998	1,256	8,509	-
Peel Regional Police	275,348	137,674	133,471	4,203	270,348	5,000
Subtotal Police Services	283,857	141,928	136,469	5,459	278,857	5,000
Conservation - Gen & Spec	10,714	5,357	5,358	(1)	10,714	-
Ontario Disability Support Program	29,437	14,719	14,660	59	29,437	-
Assessment	15,377	7,689	7,689		15,377	-
Toronto Tax	40,500	20,250	20,146	104	40,500	-
Region Financed External Organisations	379,885	189,942	184,322	5,620	374,885	5,000
TOTAL REGION	\$ -	\$ -	\$ (3,655)	\$ 3,655	\$ 21,540	\$ (21,540)

Summary of Results

	June 30, 2009 Results	Dec. 31, 2009 Forecast
Tax Supported	\$ 7,218	\$ (9,740)
Utility Rate Supported	(3,563)	(11,800)
Surplus	\$ 3,655	Deficit \$ (21,540)

**CAPITAL EXPENDITURES
FINANCIAL STATUS BY PROGRAM - (\$'000)
As at June 30, 2009**

	Gross Expenditure Forecast	Gross Expenditures Jan 1-Jun 30	Expenditure as a % of Forecast	Variance \$
Region Controlled Programs:				
Environment, Transportation and Planning Services:				
Regional Planning	\$ 3,219	\$ 800	25%	\$ 2,419
Water	278,435	116,229	42%	162,206
Wastewater	127,999	43,038	34%	84,961
Waste Management	21,542	7,022	33%	14,520
Transportation	90,000	22,611	25%	67,389
Other	18,132	2,094	12%	16,038
	<u>\$ 539,327</u>	<u>\$ 191,794</u>	<u>36%</u>	<u>\$ 347,533</u>
Health Services:				
Long Term Care	11,159	3,923	35%	7,236
Paramedic Services	14,175	656	5%	13,519
Public Health	1,108	150	14%	958
	<u>\$ 26,442</u>	<u>\$ 4,729</u>	<u>18%</u>	<u>\$ 21,713</u>
Human Services:				
Childrens' Services	1,547	209	13%	1,338
Social Housing	78,271	7,453	10%	70,818
Ontario Works	3,133	1,801	57%	1,332
	<u>\$ 82,951</u>	<u>\$ 9,463</u>	<u>11%</u>	<u>\$ 73,488</u>
Internal Services	<u>\$ 24,091</u>	<u>\$ 6,108</u>	<u>25%</u>	<u>\$ 17,983</u>
Region Controlled Programs Total:	<u>\$ 672,811</u>	<u>\$ 212,095</u>	<u>32%</u>	<u>\$ 460,717</u>
External Organizations & Region Financed:				
Ontario Provincial Police	3,500	0	0%	3,500
GO Transit	3,430	-13,816	-403%	17,246
Peel Regional Police	26,907	9,856	37%	17,051
Conservation Authorities	410	134	33%	276
Hospitals	0	0		0
External Organizations & Region Financed Total:	<u>\$ 34,247</u>	<u>\$ (3,827)</u>	<u>-11%</u>	<u>\$ 38,074</u>
Total Region	<u>\$ 707,058</u>	<u>\$ 208,268</u>	<u>29%</u>	<u>\$ 498,790</u>

FUNDING BREAKDOWN FOR STIMULUS CAPITAL PROJECTS

Project #	Project Description	Total Budget	Provincial and Federal Funding	Internal	Reserves	Reserve Description
09-1397S	Water Servicing for Campbell's Cross/Victoria	5,151,300	3,434,200	1,717,100	R0241	Cap Fin Stab -Water
09-1912S	Replc Roof Membrane-Beckett Sproule Reserv	1,500,000	1,000,000	500,000	R0241	Cap Fin Stab -Water
09-1913S	Reservoir Rehab Prjt - E Brampton Cells 1 & 2	1,000,000	666,666	333,334	R0241	Cap Fin Stab -Water
09-1914S	Reservoir Rehab Project - East Brampton	1,200,000	800,000	400,000	R0241	Cap Fin Stab -Water
09-1915S	Reservoir Rehab Project - Silverthorn Reserv	1,500,000	1,000,000	500,000	R0241	Cap Fin Stab -Water
09-2902S	Lionhead Pump Stn Decommis/Gravity Sewer	1,500,000	1,000,000	500,000	R0242	Cap Fin Stab -Wastewater
09-4697S	Forks of the Credit River - Hurontario St	3,900,000	2,600,000	1,300,000	R0210	Cap Fin Stab -Roads
09-5172S	Renov of Existing Peel Heritage Complex	10,000,000	6,666,667	1,833,333	R0230	Cap Fin Stab -Gen Govt
	same project as above			1,500,000	R1920	Fac -Wellington Complex
	sub-total of projects not in the 10 yr plan	\$ 25,751,300	\$ 17,167,533	\$ 8,583,767		
09-1346S	Repair and Replmnt of Watermains in Miss	36,786,050	24,524,032	12,262,018	R0241	Cap Fin Stab -Water
09-1375S	Repair and Replmnt of Watermains in Bramp	25,129,762	16,753,174	8,376,588	R0241	Cap Fin Stab -Water
09-1396S	Palgrave - Caledon E Waterm Interconnection	4,184,590	2,789,726	1,394,864	R0241	Cap Fin Stab -Water
09-1980S	Meadowvale N Pumping Station Expan	7,467,000	4,978,000	2,489,000	R3520	D.C. Sth Peel Water
09-1981S	Silverthorn Pump Stn Improvements /Upgrades	3,271,000	2,180,666	1,090,334	R0241	Cap Fin Stab -Water
09-2205S	Clarkway Drive Trunk Sewer	4,738,249	3,158,833	1,579,416	R3525	D.C. Regional Wastewater
09-2210S	McVean Drive Trunk Sewer	4,485,775	2,990,516	1,495,259	R3525	D.C. Regional Wastewater
09-2406S	Port Credit Trunk Sewer and Forcemain	8,832,800	5,888,532	2,208,202	R0242	Cap Fin Stab -Wastewater
	same project as above			736,066	R3525	D.C. Regional Wastewater
09-2901S	Intermodal Sewage Pumping Stat Pump Rplmnt	550,000	366,667	183,333	R0242	Cap Fin Stab -Wastewater
09-4691S	Airport - Steeles to Queen;	3,327,000	2,218,000	1,109,000	R0210	Cap Fin Stab -Roads
09-4692S	Dixie - 401 to Derry;	6,723,000	4,482,000	2,241,000	R0210	Cap Fin Stab -Roads
09-4693S	Cawthra - Lakeshore to N. Service Rd.	3,031,000	2,020,667	1,010,333	R0210	Cap Fin Stab -Roads
09-4694S	Hwy. 50 - Countryside to Coleraine	1,204,580	803,054	401,526	R0210	Cap Fin Stab -Roads
09-4695S	King St - Creditview Rd to Miss Rd	429,390	286,260	143,130	R0210	Cap Fin Stab -Roads
09-4696S	Mayfield Rd-McLaughlin Rd to Miss Rd	900,000	600,000	300,000	R0210	Cap Fin Stab -Roads
09-7816S	Malton Satellite Station	900,000	533,332	359,131	R0235	Cap Fin Stab -Ambulance
	same project as above			7,537	R3570	D.C. Ambulance
09-8340S	Police-Fleet Garage/Inventory Stores Facility	10,000,000	6,000,000	4,000,000	R3540	D.C. PRP Police
09-9060S	Major Repairs/Rehab work-Copper Rd.	1,596,000	851,200	744,800	R1970	PW -Es Cop Rd Maj Mnt
	sub-total of projects included in the 10 yr plan	\$ 123,556,196	\$ 81,424,659	\$ 42,131,537		
	Total	\$ 149,307,496	\$ 98,592,192	\$ 50,715,304		

Region of Peel
Reserves & Reserve Fund Balance by Program (\$'000)
As at June 30, 2009

Program	Capital Construction	Stabilization	Vehicle and Equipment Replacement	Building Replacement	Reserve Funds	Total	Committed Balances	Balance Available
Roads	\$ 89,016	\$ 5,696	\$ 15,941	\$ 2,670	\$ 66,356	\$ 179,680	\$ (391,813)	\$ (212,133)
Waste Monthly Allocation	135,152	8,909	-	41,993	188	186,242	(77,488)	108,754
Regional Planning	2,002	534	-	-	(255)	2,281	(3,251)	(971)
Long Term Care	(6,049)	12,558	5,311	7,371	1,254	20,445	(11,711)	8,734
TransHelp	-	496	2,688	1,045	10,016	14,245	(26,238)	(11,993)
Children's Services	-	15,911	-	1,934	144	17,989	(1,884)	16,105
Public Health	2,348	1,459	1,515	-	4,244	9,565	(4,203)	5,362
Housing Accounts	2,934	6,995	-	63,299	492	73,719	(99,032)	(25,313)
Police	-	25,006	62,338	25,015	10,996	123,355	(44,979)	78,376
Police - PRP	-	14,945	62,338	25,015	9,881	112,178	(38,682)	73,496
Police - OPP	-	10,061	-	-	1,116	11,176	(6,297)	4,880
Ontario Works	-	17,087	-	1,670	1,185	19,942	(454)	19,488
Conservation	5,818	-	-	-	-	5,818	(1,670)	4,148
GO Transit	1,971	-	-	-	(896)	1,075	(3,430)	(2,356)
Ambulance & Emergency Programs	15,351	358	1,990	10,314	1,202	29,215	(28,657)	558
Hospitals	16,195	-	-	-	-	16,195	(2,922)	13,273
Water	195,748	5,203	37,801	20,425	(111,746)	147,430	(728,977)	(581,546)
Wastewater	161,870	4,569	-	219	(45,413)	121,246	(457,014)	(335,768)
Internal Support Services	93,560	110,838	36,278	9,368	183	250,227	(38,880)	211,347
	\$ 715,914	\$ 215,621	\$ 163,861	\$ 185,323	\$ (62,051)	\$ 1,218,668	\$ (1,922,605)	\$ (703,937)

Region of Peel
Reserves & Reserve Fund Balance by Program (\$'000)
As at June 30, 2009

	Capital Construction	Stabilization	Vehicle and Equipment Replacement	Building Replacement	Reserve Funds	Total
Balance January 1, 2009	\$ 663,846	\$ 213,829	\$ 154,479	\$ 179,098	\$ 44,507	\$ 1,255,758
Contribution	64,622	2,120	11,730	5,992	38,210	122,673
Interest	15,227	4,649	3,448	3,954	481	27,759
Transfers and Other	-	-	-	-	9	9
Expenditures	(27,781)	(4,977)	(5,796)	(3,720)	(145,258)	(187,531)
Balance June 30, 2009	715,914	215,621	163,861	185,323	(62,051)	1,218,668
Balances Committed	(577,981)	(22,229)	(45,415)	(55,824)	(1,221,156)	(1,922,605)
Balance Available June 30, 2009	\$ 137,932	\$ 193,392	\$ 118,447	\$ 129,499	\$ (1,283,207)	\$ (703,937)

Regional Municipality of Peel
Authorization to Commit a Project to Over Budget Expenditure
For the six months ended June 30, 2009

Program	From	Project To	Additional Funds \$'s
Water	R0241 Water CFSR	031912 Beckett Sproule Interconnection Station	40,000
Transportation	R0210 Roads CFSR	084004 Road Charges - Real Estate	25,000
Water	R0241 Water CFSR	081311 Watermain Replacement Mill/Charolais/Railroad Streets	78,265
Total			\$ <u>143,265</u>

**Reserve and Reserve Fund Changes
for six months ended June 30, 2009**

Date (Y/M/D)	Reserve From	Reserve To	\$'s	Program	Type	Reason
February 19, 2009	R1605	R2271	\$ 95,119	Corporate Services	Close	Close Hazard Material Vehicle Reserve , transfer balance to Emergency Services
February 19, 2009	R0242	R0241	\$100,000,000	Wastewater/Water	Transfer	Administrative adjustment as York/Peel concern is no longer an issue
May 21, 2009	R2250	R1610	\$ 278,912	Transportation	Close	R2250 reserve is no longer required

The activity reported on this schedule represents a series of administrative adjustments made to the Region's Reserve portfolio.

Regional Municipality of Peel
UNALLOCATED CAPITAL FINANCING PROJECT STATUS (\$'000)
As at June 30, 2009

	Roads	Region Water	Region Wastewater
Balance at December 31, 2008	\$ 950	\$ 1,185	\$ 1,958
2009 Budget Allocation	1,500	1,500	2,000
Previous year's unallocated projects closed and funding returned to reserve	(950)	(1,185)	(1,958)
Less: Reallocations under \$250,000 (approved under Treasurer Authority of Financial Control By-law 2004-45)	(300)	(1,035)	-
Less: Reallocations over \$250,000 (approved by Council reports) for six months ending June 30, 2009.	-	-	-
	<u>\$ 1,200</u>	<u>\$ 465</u>	<u>\$ 2,000</u>

Annual Reserve Increase in Contributions-- "1% Capital Solution" \$7.3 million

Program	Reserve	Reserve Name	Recommended Transfer
Employee & Business Services	R1250	WF General Government	332,500
Planning	R0252	Cap Fin Stab- Planning	500,000
Environment, Transportation & Planning	R1970	PW -Es Cop Rd Maj Mnt	800,000
Environment, Transportation & Planning	R0210	Cap Fin Stab -Roads	5,667,500
		Total Allocation	<u>\$ 7,300,000</u>

OUTPUTS/OUTCOMES

Description/Measure	2009 Target	2009 June 30th	Variance Commentary
Environment, Transportation and Planning Services:			
Water			
Provide water infrastructure to meet all water demands in Peel – no water restrictions	0 water restrictions	0 water restrictions	On Target
Address customer inquiries on water related issues in a timely fashion	100 per cent	99.5 per cent	
Respond to watermain and linear infrastructure failures within one hour	90 per cent	90 per cent	On Target
Meters installed prior to taking position	99 per cent	99 per cent	On Target
Accounts billed on metered supply	98 per cent	98 per cent	On Target
Response to customers inquiries within 24 hours	100 per cent	100 per cent	On Target
Response to leaks/emergency within 1.5 hours	90 per cent	96 per cent	Have exceeded the target due to staff being available and responding quickly to emergency situations.
Meters tested that exceed bylaws/guidelines	0 per cent	0 per cent	Various meters tested and made to meet bylaws/guidelines
Address accuracy for all accounts	95 per cent of time	99 per cent of time	
Escalated Customer calls answered within 20 seconds	70 per cent of time	68 per cent of time	
Wastewater			
The number of inspections that are done per year by inspector	5,000 per year	2,385 inspections to date	Inspection numbers are lower than targeted due to other activities that staff have dedicated time to – emergency plan, water festival etc.
Sewer Flushing per Performance Std Based Target	1,060 km	234 km	This activity is weather dependent and flushing has not started yet in Caledon. Equipment breakdown issues have impacted actuals to date.
Number of kilometres of sewer TV inspected per year	10 per cent of system/year	5.3 per cent (168,805m)	CCTV Program is on target.
Number of Capital Projects started	80 per cent by the end of 2009	64 per cent	The target for the 2 nd quarter is 50 per cent. The program has surpassed the target.
Number of Odour complaints for the Wastewater Treatment Plant (WWTP)	< 1 per cent	< 1 per cent	There has been one odour complaint YTD in 2009.
Waste Management			
Residential Waste Diverted	51 per cent	NA	Diversion results are not available at this time.
Waste Collection Complaints per 2,000 households served per day	1.0	0.55	Waste collection complaints are tracking lower than the target. This reflects a good level of customer service provided to residents.
Cost of Waste Management Per Household	\$197	\$113 YTD	Costs per Household are trending above target for the second quarter of 2009. It is expected that the lower commodity sales prices for MRF containers/fibres will dramatically increase the Cost per Household later in the year.
Cost of CRCs per Vehicle Trip	\$19	\$24	Costs per vehicle trip are higher for the second quarter of 2009 due to lower vehicle traffic in first six months of year (seasonality).
Urban CRC Traffic (vehicle trips per week per site)	1,700	1,573	Vehicle trips at the CRCs are lower than anticipated for 2009 due in good part to lighter traffic at the Fewster CRC (in its second year of operation) and lower traffic in first six months of year at all CRCs. The vehicle traffic numbers are higher this year than the same period of 2008.
Rural CRC Traffic (vehicle trips per week per site)	350	425	Vehicle trips at the CRCs are higher than anticipated for 2009 due higher traffic in second quarter of year at all CRCs. The vehicle traffic numbers are higher this year than the same period of 2008.
Transportation			
Winter Control: Class I Bare Pavement	Consistently meet bare pavement to service level 98 per cent of the time	98 per cent of the time	Have consistently achieved bare pavement to service level. The exception being when strong winds cause blowing snow, hence the 98 per cent target.
Winter Events	37 events - (26 Jan-Apr; 11 Oct-Dec)	21 Events Jan to April	Total snow fall at Toronto Pearson was 75 cm January to April which is approximately 10 per cent below normal, resulting in 5 fewer events.
Roadside Safety Repairs	Complete within 24 hours. 100 per cent of the time	All roadside safety repairs identified and scheduled for repair within 24 hours of becoming aware.	Lighter than normal March weather allowed resources for increased roadside safety repairs.
No Lane Closures in Construction Sites (excluding emergency) During Rush-hour	100 per cent of the time	None	On Target

OUTPUTS/OUTCOMES

Description/Measure	2009 Target	2009 June 30th	Variance Commentary
Traffic Signal Progression Analyses	8 Major networks to be analyzed in 2009	10	On Target
Traffic Studies	1,000 studies	715	Requests for traffic studies are usually initiated by residents, resident groups or Councillors. On target.
Detailed Design of Road Projects	18 Project Designs	16 Designs	To June 30, 16 of the 24 designs that were anticipated to be completed have been completed. In addition, the Roads Capital Section has added 7 new rehabilitation projects for 2009 that resulted from the successful applications for Stimulus funding.
TransHelp			
Number of TransHelp Service Trips	277,909	149,800	Based five per cent growth in 2009. On track to reach 2009 targets
Number of Riders per trip	2.0	2.51	Increase in scheduling efficiency and route productivity
Bus/Taxi ratio for trips provided	70/30	57/43	Slight increase in taxi due to increase in overall demand and drivers being off (Vacation, WSIB, etc). Although upward trend for bus ratio from April to June 09 has been noticed.
Number of active riders	4,800	4,887	Growth in registrants due to aging population in Peel, demand for services and new registration process.
Cost per trip	\$37.00	\$29.29	Anticipated five per cent increase due to cost of living increases including fuel increases.
Regional Planning			
Development Planning Applications	1,200	567	On track for major applications. Drop in the number of minor applications.
Transportation Planning Activities	175	147	2009 target was underestimated; more than anticipated requests for data and additional tracking of Active Transportation Outreach. We expect to exceed target by the end of 2009.
ROP Activities	2,000	705	Lower than expected website visits may be due to lack of new information. This target covers only the Monitoring pages of the official plan website. A suggestion for the 2010 target is to capture all page visits within the official plan web pages. http://www.peelregion.ca/planning/officialplan/
Liveable Peel Activities ⁴	2500	909	Lower than expected website visits may be due to lack of new information. The steering committee was closed out late in 2008 while the projects will continue.
Accessible Transportation, total # of trips	64,200	17,015	Three of the five ATCO Programs will begin in the second half of 2009. Passenger Assistant Program started in March and will be enhanced this summer with the arrival of two new buses. We still expect to meet the 2009 target except for Dialysis since only ambulatory people requiring Dialysis will need rides and we have provided a buffer to meet unforeseen circumstances.
Operations Support			
Unanticipated Road Closures (as part of scheduled construction)	0	0	Kept to zero as a result of increased inspections of contractors and implementation of new Contractor Performance Evaluation.
ETPS Response Centre Service Level	80 per cent of calls answered within 20 seconds or less.	86 per cent of calls answered within 20 seconds or less	As of March 2009, 88 per cent of calls to this line have been answered within 20 seconds.
Provision or Residential Toilet Rebate Cheques	100 per cent of rebates processed within 6-8 weeks of receipt. 90 per cent of rebates processed within 2-3 weeks.	90 per cent of rebates processed within two to three weeks 10 per cent of rebates processed within six to eight weeks of receipt.	2009 rebates are down 5.58 per cent over the same period in 2008. Most rebates are processed within two weeks of receipt. This is a result of fewer multi family rebates and instant rebate events.
Lawn and Garden Consultations	1,000 lawn and garden consultations.	589 consultations completed to date.	154 consultations in the queue. Bookings increasing daily as a result of water bill insert just released.
Restaurant Spray Valve Replacement Program	Installation 550 restaurant spray valves and 500 aerators.	Installation of 221 restaurant spray valves and 20 aerators.	Staffs are focusing their attention on Mississauga facilities and contacting restaurant chains.

OUTPUTS/OUTCOMES

Description/Measure	2009 Target	2009 June 30th	Variance Commentary
Human Services:			
Children's Services			
Number of subsidized children served	7,600	5,217	Q2 results include actuals for April and May with an estimated amount for June. Service levels are decreasing as anticipated with the phase out of Best Start funding.
Number of children served with special needs	858	550	Q2 results are estimated as quarterly submissions are not due from community agencies until the end of July 09. Minimal change expected in Q2. Actual figures to be updated in the Q3 submission.
Number of Family Workshops held	912	827	This measure is above target and considered good. Monitoring to continue.
Number of Early Literacy Workshops held	384	104	Q2 results are estimated as quarterly submissions are due to the province in August. Actuals to be updated in Q3.
Occupancy rate for Regionally operated child care centres	96%	97%	This measure remains above target for Q2 and considered good.
Number of applicants awaiting subsidized child care	3,200	3,002	The wait list for child care subsidy has increased by approximately 600 children as anticipated during Q2.
Child care agency operational reviews completed	240	169	82 were conducted in the current quarter. This measure is on target for 2009.
Number of Volunteer Placements	310	243	Projected to have 148 more volunteers in the fall.
Number of student placements	170	89	Projected to place 80 additional students in September and November.
Total number of volunteer & student hours of service	38,000	23,000	Projected to be on track when students and volunteers will be on board in fall and winter.
Ontario Works			
Monthly Average Social Assistance Caseload	9,950	12,057	The deteriorating economy has caused a significant caseload increase in the last six months (26 per cent).
Number of months on social assistance	13	12.08	Singles continue to make up 50% of the caseload; time on assistance is likely impacted and further analysis will occur regarding this trend. The reduction in actual months on assistance may be mathematical anomaly as newer cases with lower life time on assistance are skewing the calculations.
Monthly Social Assistance Benefit Cost per Case (Social Assistance Component Only)	\$761.23	\$763.00	The actual savings due to Ontario Child Benefit (OCB) are lower than the provincial forecast which has been entrenched into the 2009 budgeted cost per case.
Monthly Social Assistance Administration Cost per Case (Social Assistance Component Only)	\$243.66	\$237.00	The actual cost to deliver the administration program have increased. The rate of caseload increase has outpaced the cost increase. Therefore the actual cost per case is lower.
Lifetime Social Assistance Cost per Case (Social Assistance Component Only)	\$13,063.57	\$12,080.00	Related to above factors
% of Social Assistance Caseload that have earnings	6.5 per cent	5.7 per cent	Declining as percentage of overall caseload as the caseload is increasing.
Refugees and sponsored immigrants as % of caseload	13 per cent	13.1 per cent	On track
Number of Newcomers (Less than 10 Years) as % of the Caseload	24.2 per cent	23 per cent	On track
Social Assistance Caseload Turnover Rate	7.2 per cent	5.9 per cent	The shortage of jobs in a recessionary climate will impact participant's opportunities to exit social assistance.
% of Internal Review decisions (appeals) upheld	82 per cent	84 per cent	Q2 results exceed target.
Regionally Operated Emergency Hostels Occupancy Rate (Operational Capacity)	90 per cent	83 per cent	Q2 results are estimates as billings not finalized. Figures are based on actual residents at both Peel Family Shelter (Cawthra and Dundas sites) not potential room occupancy and includes singles, couples and families. Will continue to monitor occupancy based not only the present economy, as well, and influx of refugee families entering shelter system. Actual Q1 occupancy rate at regional hostels was 90 per cent; overall on target.

OUTPUTS/OUTCOMES

Description/Measure	2009 Target	2009 June 30th	Variance Commentary
Average length of stay in Emergency Shelters (days)	8.5	8.77	Q2 results are estimates as billings not finalized. Q1 actual length of stay was 10.92 days. Historically, length of stay is longer for families than singles. Q1 length of stay for families was 15.39 days, while singles was 6.45 days. Will continue to monitor as noted above, due to the increase of refugee families which are experiencing longer hostel stays due to delays in secure housing.
Housing			
Number of Operational reviews of Social housing providers	11	6	Reviews for the entire year have been scheduled. On schedule to meet target by end of year.
Number of social housing applications added to wait list	2,600	1,225	Increase in second quarter - Increase in Chronological applicants seeking affordable housing
Number of applicants housed	880	388	Decrease in # of available Rent Geared to Income (RGI) units/Increase in Insitu's given out for second quarter
Subsidized housing waiting List	14,000	13,874	Increase in number on Centralized Waiting List (CWL) due to lower turnover of available RGI units and increase in applications
% of new applicants who are victims of family violence	48 per cent	45 per cent	Increase in Chronological applicants requesting RGI on the CWL
% of family placements who are victims of family violence	70 per cent	77 per cent	Number of SPP applicants housed as a priority continues to impact the availability of RGI units for the Chronological Applicants on the CWL
Number of service manager appeals	400	76	2nd quarter results similar to the 1st quarter. Expectations remain that the total number of appeals will be lower than initially projected.
Health Services			
Long-Term Care			
Beds Available	662	N / A	N / A
Resident Days	235,487	N / A	N / A
Occupancy Rate	97.5 per cent	99.16 per cent	Demand for LTC exceeds targets.
Cost per resident day (CMI adjusted, excluding Sheridan Villa)	\$209.58	\$208.42	Adjusted cost per resident day higher than target due to CMI being lower than budget by approximately 2 per cent.
Falls Ratio (Resident Risk)	0.17	0.16	Assessments of resident risk are on track to identify and proactively intervene to improve resident safety.
Client Satisfaction	8.2	N / A	N / A
Adult Day Services (ADS)			
ADS - Cost per Unit of Service	\$100.87	\$90.19	Cost per unit of service below target due to costs being lower by approximately 20 per cent and units being lower to target by approximately 10 per cent attributable to Sheridan Villa's Aging at Home program not up and running yet.
ADS - Resource Utilization Rate	97%	N / A	N / A
ADS - Client Satisfaction	95%	N / A	N / A
Respite Care			
Respite - Cost Per Unit of Service	\$220.95	N / A	N / A
Respite - Resource Utilization Rate	97%	N / A	N / A
Public Health			
Food Safety - Inspection Completion Rates			
High Risk Premises	95 per cent	98.7 per cent	High risk premises inspections on target. All high risk premises are visited once every quarter.
Medium Risk Premises	90 per cent	48.7 per cent	Student PHI's and retaining contract PHI's assisted to correct Q1 variance. All medium risk premises are visited at least once every six months.
Low Risk Premises	85 per cent	48.1 per cent	Student PHI's and retaining contract PHI's assisted to correct Q1 variance. All low risk premises are visited once every year.
Overall completion rate	90 per cent	N / A	Significant variance in the number of H, M and L risk calls, and the frequency that each needs to be inspected at, making overall average completion rates per quarter confusing and not very meaningful.
Reproductive Health			
Prenatal services education programs and support for at risk families	1,100	534	On target to reach year end target.

OUTPUTS/OUTCOMES

Description/Measure	2009 Target	2009 June 30th	Variance Commentary
Child Health			
Breastfeeding Direct Service to infants and families	9,000	4,680	Adjusted target for 2009 is 9,200 (55% of 2009 projected Birth cohort of 16,700). The indicator is on target.
Dental			
Total number of children screened	45,000	37,778	Adjusted target for 2009 is 55,000. The indicator is maintaining above target for this quarter as predicted in Q1.
Total number of children identified in need of urgent treatment	4,500	6,758	Adjusted target for 2009 is 7,700. The indicator is maintaining above target for this quarter as predicted in Q1.
Immunization			
Number of immunization records updated from incomplete to complete	74,176	58,245	Adjusted target for 2009 is 65,580. The revised target reflects more accurate details such as the number of records that came in after the school year. The indicator completed on target. This number reflects target set for Accelerated Risk Mitigation Project which is now complete.
Healthy Babies, Healthy Children			
Telephone Assessments completed within 48 hours of discharge from hospital	79 per cent (11,900 assessments of 15,050 consenting families)	5,420	9 per cent below projected target as number of births peak in Q3 and Q4.
In Depth Assessments completed	1,800	727	19 per cent below target directly related to 5.5 Public Health Nurses (PHN) vacancies.
West Nile Virus			
Total catch basin treatments	352,000	90,113	The Larvaciding program is progressing as planned. Slightly above target due to more communities / developments came under the municipal umbrella which resulted in more catch basins that needed treatment.
Surface water breeding sites monitored and treated as necessary	2,200	831	Due to provincial funding cuts fewer students were employed and treatments were started one month later than planned (June 1st versus May 1st).
Paramedic & Emergency Services			
Emergency Call Volumes	89,480	35,712	The most recent information that covers Q2 is supplied by the Medical Officer of Health (MOH) and is incomplete. 1/3 of all call volume and offload data after May 13 is missing. (The program performs regular QA checks to ensure a minimum baseline of information is obtained.) The numbers entered under actual are not a true depiction of what is occurring in the system.
Service Hours	274,280	125,654	Service hours are currently 2.8 per cent below target.
Off load hours	43,205	19,217	The most recent information that covers Q2 is supplied by the MOH and is incomplete. 1/3 of all call volume and offload data after May 13 is missing. (The program performs regular QA checks to ensure a minimum baseline of information is obtained.) The numbers entered under actual are not a true depiction of what is occurring in the system.
Internal Services/Non-Program:			
Employee & Business Services			
Number of land transactions completed	300	130	Number of land transactions completed for capital works projects – 38(Q1) + 48(Q2) = 86 & Number of Real Property and Facility transactions completed – 33(Q1) + 11(Q2) = 44
Service desk call abandonment rate	12 per cent	6.3 per cent	Exceeded target due to process improvements and increase in staff.
% of Regional facilities that have had an energy audit	60 per cent	30 per cent	Target met.
Hours of Service – Communications	54,200	24,037	Target adjusted from original 2009 budget (61,008)
Page views of peelregion.ca	9,500,000	5,929,127	Page views have increased by 25 per cent over last year's
Connect to Peel subscribers	20,000	3,756	A campaign to raise numbers is planned for the summer.
Communications News Releases	265	127	News releases are issues based and we are within the normal range.
Telephone & Email contacts in the customer contact centre	775,500	443,123	Continuing trend of increased call volume, due to higher incidence of TransHelp and Health Immunization calls

OUTPUTS/OUTCOMES

Description/Measure	2009 Target	2009 June 30th	Variance Commentary
Counter service contacts – Access Peel	125,000	24,520	14,790 Access Peel 9,730 Info Desk Access Peel did not move into Suite B until April 27, 2009 - Full occupancy of Suite B did not occur until end of June.
Heritage			
Number of visitors	21,000	8,420	This figure includes admissions and participants at special events such as Complex Verdict
Acquisitions – Collection Growth	\$9,300,000	\$10,000,000	Donations to museum and archives about 1K; remainder represents additional value of art gallery collection.
Seniors Outreach (total individuals)	7,000	2,741	Demand for service down slightly
Number of exhibitions	20	13	Community Gallery 4; Art Gallery 4; Permanent Collection 2; Museum 1 new; Archives 1; 10 Peel Suite B 1
School Audience (total individuals)	10,000	8,015	Delivery of service is demand driven
Research enquiries (in person, phone, email, letter)	1,700	1,114	Increased number of email enquiries
Executive, Council and Office of CIO & SIP			
EMT's Satisfaction with responsiveness and effectiveness of support for their issues (annual metric)	80 per cent	n/a	Annual Metric
Project management maturity level	Level 2	Level 1.89	Annual Metric
per cent of projects on time/on budget	100 per cent	90 per cent	Some projects are on hold/have been deferred due to shifting priorities and lack of resources.
per cent of Progress status on the 10 Peel Expansion Project	100 per cent	90 per cent	Slightly behind on target due to construction delays.
per cent of managed versus unmanaged electronic information	3 per cent	3.16 per cent	On Target
Uses of Corporate Systems per business day	2,000	2,756	Usage is up 63 per cent compared to January to June, 2008. EIM is up 58 per cent but HRMS usage has more than doubled.
Corporate Services			
Emergency Management Presentation & Training Sessions	60	18	Non-essential presentations cancelled in order to re-dedicate resources to the current H1N1 situation.
Emergency Exercises *Maintain 24/7 On-Call Response Capability	6	0	Non-essential exercises suspended in order to re-direct staffing resources to the current H1N1 situation.
Number of Council/Committee (incl. PHC) Meetings supported	130	56	Sub-committee / budget meeting cancellations.
Number of Committees supported	15	15	
Number of Council/Committee/Subcommittee Support Hours	8,967	4,387	
Total number of Agendas Packaged	9,000	4,387	Sub-committee / budget meeting cancellations.
Number of Municipal Freedom of Information and Protection of Privacy Act requests	120	44	Q1 and Q2 are traditionally slower versus Q3 and Q4.
Hours of legal service – Internal and External	23,741	11,868	Revenue shortfall due to hours docketed to unbillable General Development Application work
New legal matters to be dealt with	1,033	499	
New potential claims under management	615	293	
Audit Reports to Audit Sub-committee and Council	12	4	2 Audit Reports of Peel Regional Police have been delayed as Police Services Board and Region decide upon a formal reporting process. Reports are in final draft format.
Audit Program Reports to Audit Sub-committee	4	2	
Finance			
Accounts Receivable – % of the total dollar value that exceeds 90 days	8 per cent	7 per cent	exceeding targets
Accounts Payable - % paid within 30 days	70 per cent	71 per cent	exceeding targets
Treasury – rate of return on investment	3.5 per cent	4.2 per cent	Rate of return will continue to fall, over the course of this year as funds are reinvested at historically low rates.