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# Service Level Review

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Corporate Services  
October 14, 2004

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## Objectives

- To provide an overview of current services and service levels
  - To provide a status on program objectives
  - To present program issues
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## Corporate Services

### Mandate:

Corporate Services will be an essential partner for achieving excellence in the Region's governance, administration and program delivery.

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## Corporate Services

### Achieving Our Mandate

- ❑ Supports the governance of the Region by Regional Council through Council and Committee Secretariat and by fulfilling the duties of the Regional Clerk
  - ❑ Provides professional advice and services with a corporate perspective in connection with policy development, issues management and conflict resolution
  - ❑ Supports program delivery with broad range of services including legal, public affairs, internet/intranet development, event support, AV/multimedia support, design and production, mail, print and copy, accessibility planning, call center, electronic forms and information management services and courier service
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## Corporate Services

### Accomplishments

- ❑ Approval of the Region's second accessibility plan
  - ❑ Recognition through 13 communication industry awards in 2004, demonstrating our contribution to the success of client goals (e.g.:Children's Water Festival, West Nile, SARS, smoking cessation, WatersmartPeel)
  - ❑ 2003 Council Inaugural and Orientation
  - ❑ Supported Housing in the amalgamation of Peel Non Profit Housing Corporation (Peel Living) with Peel Housing Corporation.
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## Corporate Services

### Objectives

- To continue positioning Corporate Services as integral to the success of client goals
  - To continue developing a highly skilled, inspired and well supported Corporate Services team
  - To partner with clients to achieve the highest level of customer service
  - To be a leader in the creative and innovative delivery of services and contribution to corporate initiatives
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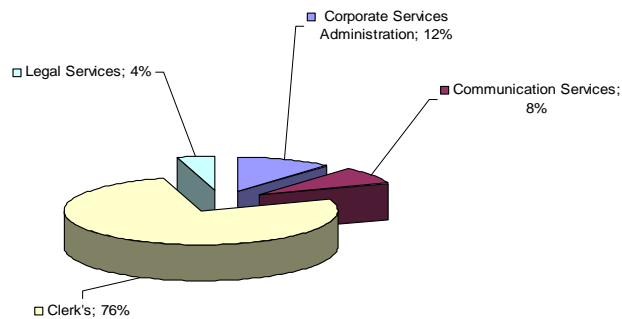
## Corporate Services

### Actions/Implications For Next 2 Years

- Develop resource management solutions to accommodate the increased service requests from client departments
- Refine department's business continuity plans
- Approval of the Region's next accessibility plans
- Encourage the implementation of effective technological solutions, including the Web site and enhanced electronic forms and information management solutions

## Corporate Services Budget

**Corporate Services 2005 Net Budget by Division**



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## Corporate Services Operations

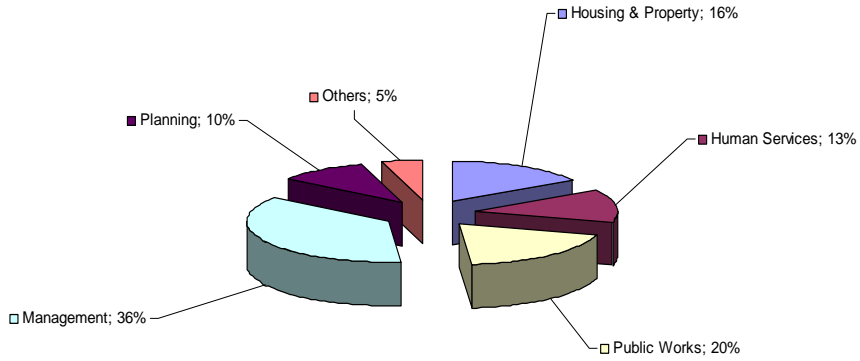
- Legal and Communication Services operate on a cost recovery basis – operating with annual internal service level agreements developed in partnership with programs.
  - Clerk's recovers some costs from user fees.
  
  - Corporate Services is working on maintaining net impacts to within inflationary levels in 2005.
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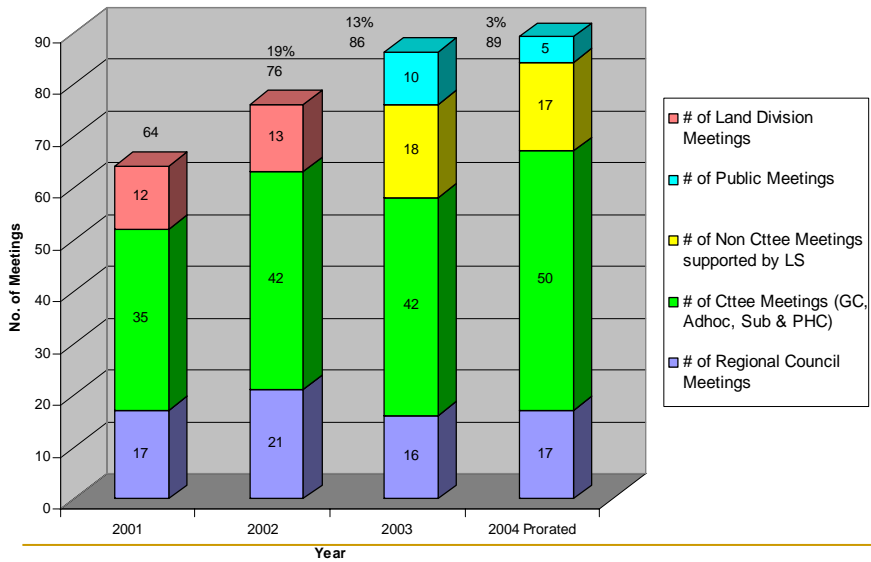
## Corporate Services

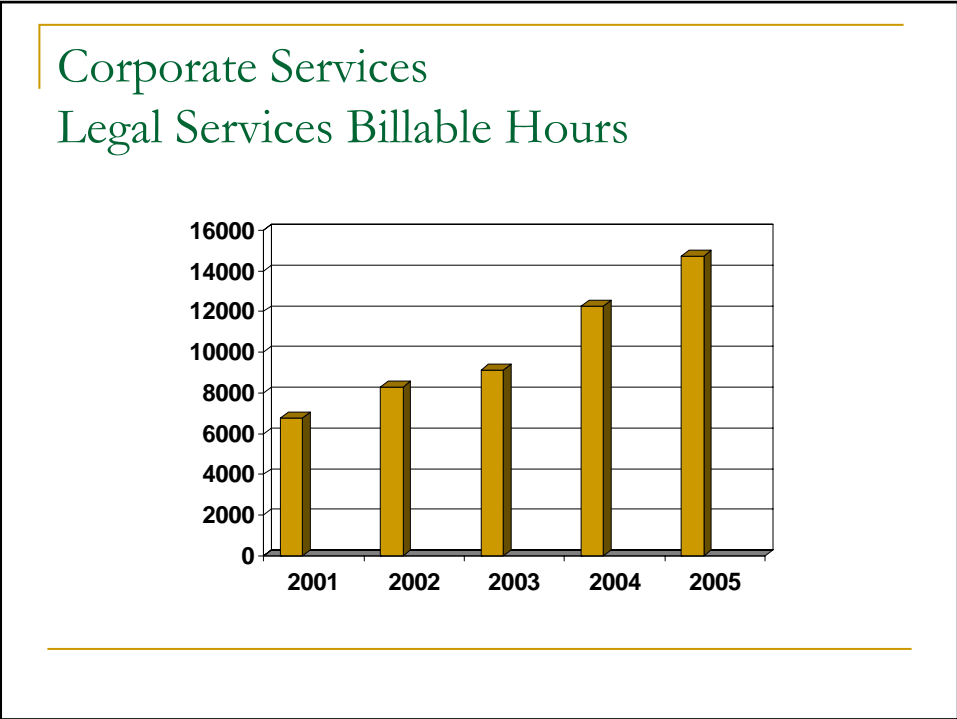
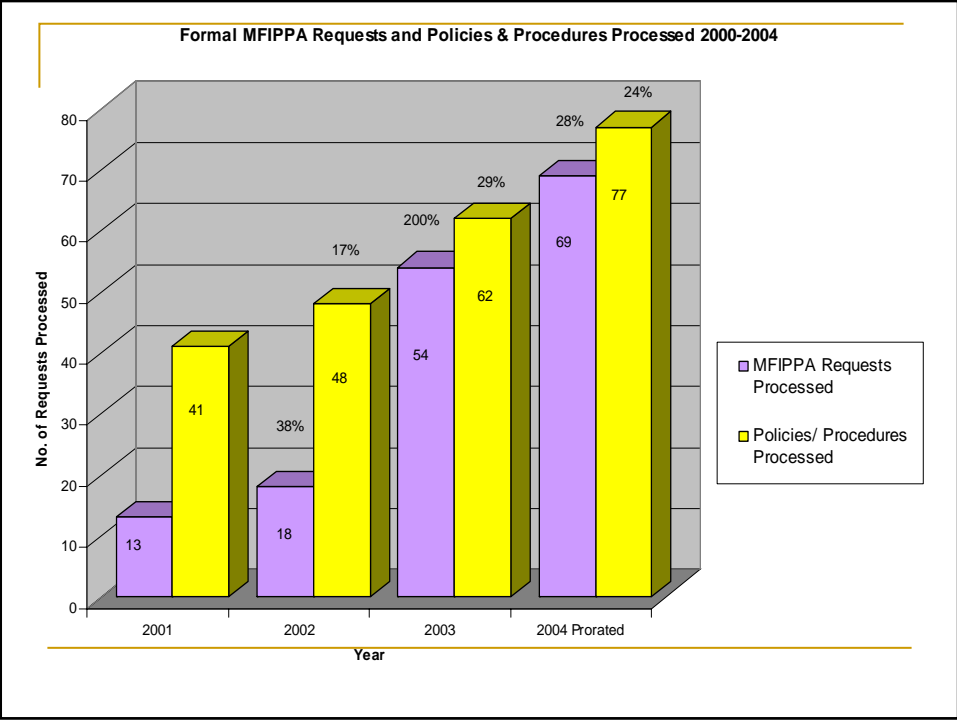
- Legal Services
  - Communication Services
  - Clerk's
    - Customer Service Facility
    - Mailroom and Courier
    - Print and Copy Centre
    - Information Management
    - Legislative Services
    - Accessibility Planning
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## Clerk's - 2004 Client Demand - # RC and GC Agenda Items

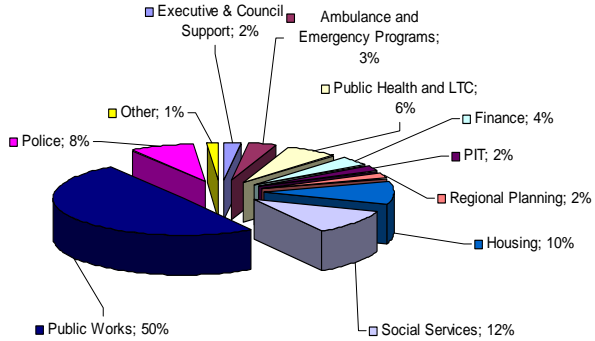


### Number of Meetings Requiring Legislative Services Support 2000-2004

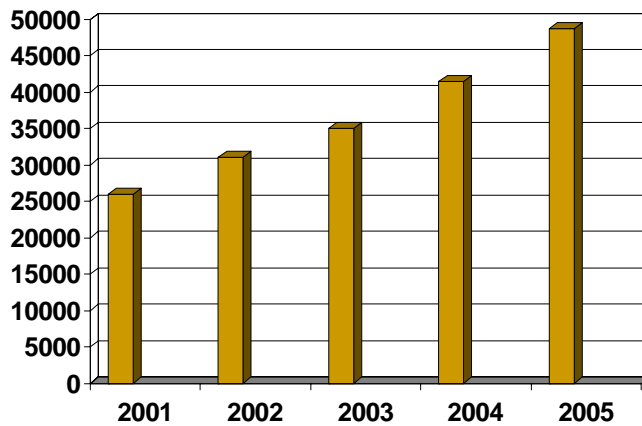




### Legal Services - 2004 Client Demand - Hours of Service



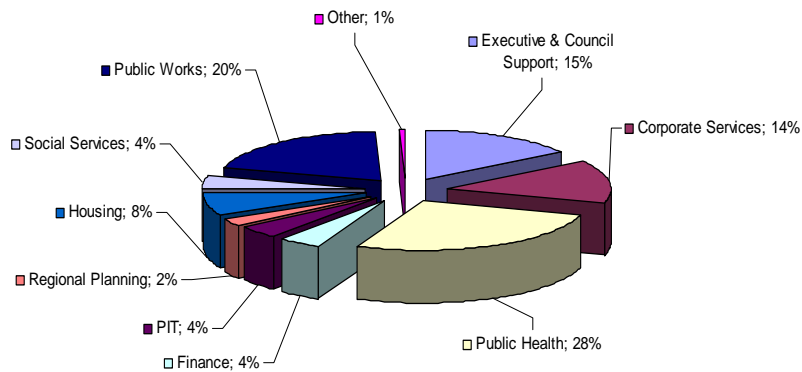
### Corporate Services Communication Billable Hours



## Engaging Program Promotion

- WaterSmartPeel raises awareness about water efficiency, and engages residents to support Water Wise Wednesdays
- Corporate Energy Web site is launched, providing practical information on saving energy, and demonstrating the Region's commitment to find efficiencies in the organization
- West Nile Virus campaign is successful, as determined by low case numbers and focus group feedback
- Smoking isn't Kool Web site is a partnership with Peel high school students, who get the chance to lead the development of a youth-focussed site on tobacco use among teens
- Car Seat clinics continue to be popular
- Public Works Week, Paramedic Week raise awareness among the general population
- Most successful Peel Children's Water Festival ever, incorporating the Peel Ecofair
- Promotion of annual Flu clinics
- Environment Days – residents can drop off recyclables, HHW, pick up blue and grey boxes and compost
- Well Worth It Executive Breakfast Series on wellness in the workplace
- Successful launch of two new LTC facilities – Tall Pines and Malton Village
- Support of Making Way For Ontarians with Disabilities – the Region's annual accessibility plan

2004 Communication Services Charges by Hours



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## Corporate Services

### Issues

- Client programs' demand for increasing quantity, quality, complexity and speed of service
  - Best use of technology, in particular electronic information management solutions, to enhance service and maximize resources
  - Growing cultural diversity of population
  - Improving access to Regional facilities and services
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## 2005 Budget

- Overall – target for 2005 is for the department's net budget to be at or below inflation.
  - Increased demand for services will be accommodated within existing budget.
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