

Acronym List and Glossary Acronym List

Term	Definition
AAC	Accessibility Advisory Committee
ABC	Activity Based Costing
ABC's	Agencies, Boards, and Commissions
ACE	Achieving Communication Excellence
ACP	Advanced Care Paramedic
ACP (P2)	Advanced Care Paramedic (upgraded skill level)
ADP	Adult Day Program
AECEO	Association of Early Childhood Educators Ontario
AGCO	Alcohol and Gaming Commission of Ontario
AIDS	Acquired Immune Deficiency Syndrome
AIMS	Asset Infrastructure Management System
AIR	Annual Information Return
alPHa	Association of Local Public Agencies
ALS	Advanced Life Support
AMO	Association of Municipalities of Ontario
AMR	Automatic Meter Reading
APEX	Awards for Publication Excellence
APWG	Accessibility Plan Working Group
ARWIS	Advanced Road Weather Information System
ASIS	American Society of Industrial Security
BATS	Boundary Area Transportation Study
BEST	Building Employee Satisfaction Together
BHC	Building Healthy Communities
BLS	Basic Life Support
BRT	Bus Rapid Transit
CACC	Central Ambulance Communications Centre
CAD	Computer Aided Dispatch
CAE	Canada Award for Excellence
CALEA	Commission on Accreditation for Law Enforcement Agencies
CAO	Chief Administrative Officer
CAS	Children's Aid Society
CASA	Child Abuse and Sexual Assault
CATS	Caledon Transportation Needs Study
CBRN	Chemical, biological, radiological and nuclear
CCAC	Community Care Access Centre
CCC	Child Care Centre
C.C.C.	Criminal Code of Canada
CCCF	Citizen/Client/Customer Focus
CCDRS	Cordon Count Data Reversal System
CCHSA	Canadian Council on Health Services Accreditation
CCTV	Closed Circuit Television
CDMS	Commissioners, Directors, Managers and Supervisors
CDSA	Controlled Drugs and Substance Act
CEA	Class Environmental Assessment
CFI	Cost Factor Increase
CFS	Centre of Forensic Sciences
CFSA	Child and Family Services Act
CH	Conservation Halton

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CHF	Co-op Housing Federation
CHRA	Canadian Housing and Renewal Association
CI	Critical Infrastructure
CIMS	Common Information Management System
CIO	Chief Information Officer
CIP	Canada's Immigrant Population
CMG	Chief's Management Group (Peel Regional Police)
CMHC	Canada Mortgage and Housing Corporation
CMI	Case Mix Index
CMM	Case Mix Measure
CMRT	Corporate Management Resource Team
CMT	Corporate Management Team
CNIB	Canadian National Institute for the Blind
CNR	Canadian National Railway
CPC	Canadian Police College
CPEG	Common Police Environment Group
CPIC	Canadian Police Information Centre
CPM	Corporate Performance Measurement
CPMI	Corporate Project Management Initiative
CPR	Canadian Pacific Railway
CPRS	Canadian Public Relations Society
CPTED	Crime Prevention through Environmental Design
CPTPD	Crime Prevention through Physical Design
CRC	Community Recycling Centre
CRHP	Community Rental Housing Program
CS	Children's Services
CSDS	Communal Sewage Disposal System
CSIF	Canada Strategic Infrastructure Fund
CSLS	Caledon Sanitary Landfill Site
CUPE	Canadian Union of Public Employees
CUPID	Computer Upgrade for Peel's Information Devices
CUTA	Canadian Urban Transit Association
CVA	Current Value Assessment
CVC	Credit Valley Conservation
CVCA	Credit Valley Conservation Authority
DAC	Drug Awareness Coalition
DCA	Development Charges Act
DC	Development Charges
DHC	District Health Council
DMG	Data Management Group
DMT	Departmental Management Team
DPS	Development Planning Services
DR	Demand Response
DVERS	Domestic Violence Emergency Response System
EA	Existing Assets (Property)
EAP	Employee Assistance Program
EEM	Enterprise Energy Management
EFW	Energy from Waste

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EII	Energy Innovators Initiative
EIM	Electronic Information Management
EMP	Emergency Management Program
EMR	Emergency Medical Response
EMS	Emergency Medical Services
EMT	Executive Management Team
EOC	Emergency Operations Centre
ERT	Emergency Response Team
ERU	Emergency Response Unit
ESIT	Employee Satisfaction Improvement Team
FAM	Facilities Asset Management
FAST	Fixed Automated Spray Technology
FEFA	Front-End Financing Agreements
FMIS	Financial Management Information System
FRPO	Fair Rental Policy Organization
FTE	Full-time Equivalent
GC	General Committee
GDP	Gross Domestic Product
GFOA	Government Finance Officers Association
GIS	Geographic Information System
GO Transit	Greater Toronto Transit Authority
GPS	Global Positioning System
GTA	Greater Toronto Area
GTAA	Greater Toronto Airports Authority
GTTA	Greater Toronto Transit Authority
H.E.A.T	High Enforcement Action Team
HHW	Household Hazardous Waste
HIRA	Hazard Identification Risk Assessment
HIV	Human Immunodeficiency Virus
HR	Human Resources
HRDC	Human Resources Development Canada
HRMS	Human Resources Management System
HTA	Highway Traffic Act
HVAC	Heating, Ventilation, and Air Conditioning
IABC	International Association of Business Communicators
ICR	Internal Charges and Recoveries
IMET	Integrated Municipal Enforcement Team
IMS	Information Management System
IPFS	Integrated Planning and Financial System
ISU	Intake Screening Unit
IT	Information Technology
I&T S	Information & Technology Services
ITIL	Information Technology Infrastructure Library
IVR	Interactive Voice Response
IWMF	Integrated Waste Management Facility
JEPP	Joint Emergency Preparedness Projects
LEAP	Learning Earning And Parenting
L.E.D.	Light Emitting Diodes

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LEIP	Law Enforcement Information Portal
LINC	Language Instruction for Newcomers to Canada
LLA	Liquor License Act
L RTP	Long Range Transportation Planning
LTC	Long Term Care
LTWRMS	Long Term Waste Resource Management Strategy
MAP	Master Accommodation Plan
MCPA	Mississauga Crime Prevention Association
MCSS	Ministry of Community and Social Services
MFIPPA	Municipal Freedom of Information and Protection of Privacy Act
MIAG	Multicultural Inter-Agency Group of Peel
ML/D	Million litres per day
MMAH	Ministry of Municipal Affairs and Housing
MNR	Ministry of Natural Resources
MOE	Ministry of the Environment
MOH & LTC	Ministry of Health and Long Term Care
MP	Member of Parliament
MPAC	Municipal Property Assessment Corporation
MPMP	Municipal Performance Measurement Program
MPP	Member of Provincial Parliament
MRF	Material Recovery Facility
MTO	Ministry of Transportation of Ontario
MV	Malton Village
MVA	Motor Vehicle Accident
NCB	National Child Benefit
NEP	Niagara Escarpment
NGO	Non-governmental Agency
NQI	National Quality Institute
OACP	Ontario Association of Chiefs of Police Crime Prevention Committee
OCMBP	Ontario Centre for Municipal Best Practices
OCWA	Ontario Clean Water Agency
ODA	Ontario Disability Act
ODAP	Ontario Drug Awareness Partnership
ODSP	Ontario Disability Support Program
ODWS	Ontario Drinking Water Standards
OGCA	Ontario General Contractors Association
OMB	Ontario Municipal Board
OMBI	Ontario Municipal CAO's Benchmarking Initiative
OMERS	Ontario Municipal Employees Retirement System
OMSSA	Ontario Municipal Social Services Association
ONPHA	Ontario Non-Profit Housing Association
OP	Official Plan
OPAC	Ontario Property Assessment Corporation
OPC	Ontario Police College
OPHA	Ontario Public Health Association
O.P.P.	Ontario Provincial Police
OPPI	Ontario Professional Planners Institute
OPWA	Ontario Public Works Association

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ORC	Ontario Roads Coalition
ORM	Oak Ridges Moraine
OW	Ontario Works
OWIP	Ontario Works in Peel
PABS	Peel Automated Budgeting System
PATH	Peel Access to Housing
PDF	Portable Document Format
PEP	Progressive Excellence Program
PH	Public Health
PHAN	Peel HIV/AIDS Network
PHC	Peel Housing Corporation
PHN	Public Health Nurse
PIA	Pearson International Airport
PIECES	Physical Intellectual Emotional Capabilities Environment Social Training
PIT	People, Information and Technology
PMBOK	Project Management Body of Knowledge
PMP	Performance Management Plan
POP	Problem Oriented Policing
POW	Place of Work
PPS	Provincial Policy Statement
PRP	Peel Regional Police
PSN	Public Sector Network
PSW	Personal Support Worker
PWDO	Public Waste and Recycling Drop Off
R.A.M.	Responsible Alcohol Management
R.A.I.D	Reduce Abuse in Drugs
RC	Regional Council
RCMP	Royal Canadian Mounted Police
REOC	Regional Emergency Operations Centre
R.E.S.	Real Estate Services
RFP	Request for Proposal
RGI	Rent Geared to Income
RIDE	Reduce Impaired Driving Everywhere
RMS	Records Management System
ROP	Regional Official Plan
ROPA	Regional Official Plan Amendments
ROPSU	Regional Official Plan Strategic Update
RRAP	Residential Rehabilitation Assistance Program
SARS	Severe Acute Respiratory Syndrome
SCADA	Supervisory Control and Data Acquisition
S.C.A.T	Senior Crime Around Toronto Committee
SCPI	Supporting Communities Partnership Initiative
SCR	Selective Catalytic Reduction
SHRA	Social Housing Administration Reform Act
SHSC	Social Housing Services Corporation
SIU	Special Investigations Unit
SLA	Service Level Agreement
SLE	Service Level Enhancements

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SOE	State of the Environment
SSBP	Service Strategy Business Plan
SSMP	Servicing and Settlement Master Plan
STAC	Stakeholder Transition Advisory Committee
STI	Sexually Transmitted Infections
SVG	Scalable Vector Graphics
TAC	Technical Advisory Committee
TB	Tuberculosis
TDM	Transportation Demand Management
TH	Transhelp
TMA's	Transportation Management Associations
TP	Tall Pines
TPY	Tonnes Per Year
TRCA	Toronto and Region Conservation Authority
TRMI	Tax Rate Management Initiative
TTMP	Transit and Transportation Master Plan
TTS	Transportation Tomorrow Survey
UTSP	Urban Transportation Showcase Program
VCOM	Voice Communication System
ViClas	Violent Crimes Linkage Analysis System
VOFV	Victims Of Family Violence
WDO	Waste Diversion Ontario
WHS	West of Hurontario Street
WM	Watermain
WNV	West Nile Virus
WSIB	Workplace Safety and Insurance Board of Ontario
WTS	Waste Transfer Station
WWTP	Wastewater Treatment Plant
YPDT	York/Peel/Durham/Toronto
WWTP	Wastewater Treatment Plant

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2003 Association of Early Childhood Educators, Ontario (AECEO) Award	Recognize innovative* Early Childhood Education programs in Ontario, the AECEO presents a certificate of recognition to a licensed or regulated Early Childhood Education program
905 Municipalities	The Greater Toronto Area (GTA) municipalities which have a 905 area code. These include the surrounding regional municipalities of Durham, Halton, Peel and York excluding the City of Toronto which has an area code of 416.
Acceleride	Integration of Bus priority lanes on Regional Roads
Access Peel	The Regional customer service facility, which includes the corporate call centre, the Regional mailroom, internal courier service, and print and copy centre
Accessibility plan	Integral part of creating strong, caring, safe communities and giving all residents a sense of belonging. Accessibility planning encourages strategic thinking about barrier removal and prevention. As well, it will attract and retain effective employees, improve service delivery, enhance customer service, and increase efficiency.
Achieving Communication Excellence Award (ACE) (employee orientation program)	The Awards of Excellence recognize outstanding achievement in a comprehensive PR project or program. The program should be identifiable as a complete entity, consisting of the elements of normal PR practice.
Activity Based Costing (ABC)	A key concept of the overall Corporate Performance Measurement (CPM) system whereby accounting records reflect full costing of services
Acquired Immunodeficiency Syndrome (AIDS)	Acquired Immunodeficiency Syndrome is the advanced disease form of HIV which can severely debilitate an infected person's immune system
Adult Day Programs (ADP)	Monday to Saturday in four of the five long term care centres. Supervised setting for older adults to participate in a variety of recreational and therapeutic activities, as well as support and relief for caregivers.
Advanced Care Paramedic (ACP)	A paramedic with upgraded skills who is qualified to administer a broader range of drugs (than a primary care paramedic), manage an air-way, start an intravenous line and perform fully-manual defibrillation
Advanced Care Paramedic P11 (ACP P11)	Advanced Care Paramedic P2 upgraded skill level
Advanced Road Weather Information System (ARWIS)	Provide detailed roadside weather conditions and road surface temperature data
Airport Operating Area Policies	Amend the Regional Official Plan Section 5.6.6.2 to clarify policies affecting sensitive land uses within the Airport Operating Area and to provide the general framework allowing the local municipalities to deal with more specific land use planning matters within the Airport Operating Area
AquaPeel	A computer billing system for Water and Wastewater developed by the Region of Peel

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“Ask Roger”	An electronic forum used by employees to address questions, concerns and comments to the attention of the Chief Administrative Officer
Association of Local Public Health Agencies (alPHa)	Non-profit organization that provides leadership to boards of health and public health units in Ontario
Automated Vehicle Location System	A computerized system which tracks the current location of vehicles in a fleet. Used to assist in applications such as dispatching.
Bioterrorist event	The release or threatened release of one or more pathogens against humans, livestock, and/or agriculture to achieve political, ideological and/or religious goals, and incite widespread fear
Bottom Ash	The residue that is left on hand after the waste incineration process is completed
Boundary Area Transportation Study (BATS)	New roads and improvements to existing roads, these improvements are required to accommodate existing transportation demand as well as growth resulting from planned development in the boundary area of Brampton and Vaughan
Brampton Safe City	The Brampton Safe City Association works with residents, business, community groups, the City of Brampton and the Peel Regional Police to educate the public and support programs that make Brampton one of Canada's safest cities
Britannia Place II	Provide 20 self-contained units for homeless families in the Region of Peel
Building Employee Satisfaction Together (B.E.S.T.)	Measure and improve employee satisfaction over time
Business Continuity Plan	An organized approach based on threats, risk assessments, priorities and processes to ensure that critical, daily functions continue during and immediately after an emergency situation or business interruption
Caledon Transportation Needs Study (CATS)	To develop an effective, efficient and coordinated transportation strategy that provides an appropriate network and hierarchy of roads to service existing and future land use patterns, and to facilitate the safe and efficient movement of people and goods within and through the Town of Caledon
Canada Mortgage and Housing Corporation (CMHC)	The Government of Canada national housing agency helping Canadians gain access to a wide choice of quality, affordable homes through social housing, market housing, and housing support and research
Canadian Police Information Centre (CPIC)	Provides essential information for use in policing
Capital Budget	Funding to departments for long-term capital expenditures
Case Management Pilot Project	Criminal Court cases are thoroughly reviewed by court staff to ensure that only essential witnesses are subpoenaed to attend criminal court
Case Mix Index (CMI)	A measure of the level of care required and provided to the residents of the long-term care facilities as determined by a classification system introduced by the province
Case Mix Measure (CMM)	A measurement of the level of care required and provided to the residents of the long-term care centres as determined by a provincial classification system

Term	Definition
Chief's Management Group (CMG)	Comprised of the Chief of Police, the Chief Administrative Officer – Policing, the Deputy Chief, the Staff Superintendents and the Associate Administrator
Children's Water Festival	Provided an environmental education experience to over 40,000 Peel elementary school students. Through the use of more than 50 interactive activity centres, students in Grades 2 -5 have the opportunity to learn about the physical and chemical properties of water, the treatment and distribution systems for Peel's water and wastewater, surface water and groundwater as water sources, the interactions between people and water and how these interactions affect the environment, source protection, environmental stewardship, and waste disposal alternatives.
Citizen/Client/Customer Focus (CCCF) initiative	Section focuses on those who have primary responsibility and accountability for This section examines the organization's focus on client-centered service and/or product delivery, to achieve client/stakeholder satisfaction
Cost Factor Increase (CFI)	An inflationary factor used by the housing industry as set by the Ministry of Municipal Affairs and Housing
Common Information Management System (CIMS)	Records management software of Peel Regional Police
Communicable Disease	A disease specified by regulation under the <i>Health Protection and Promotion Act</i> and reportable to a health unit
Complement	The total number of regular full-time positions and full-time equivalents, with respect to regular part-time positions, approved by Council
Clear Scents	A working group formed by the Region of Peel to address the concerns of local residents experiencing odours from the Lakeview Wastewater Treatment Facility and other sources along the lakeshore
Commission on Accreditation for Law Enforcement Agencies	Develop a set of law enforcement standards and to establish and administer an accreditation process through which law enforcement agencies could demonstrate voluntarily that they meet professionally recognized criteria for excellence in management and service delivery
Community Care Access Centres (CCAC)	Assessing and arranging for visiting health and professional services in people's homes, assessing, authorizing and arranging for the provision of school health support services for children, assessing and managing admissions to long-term care facilities, providing information and referrals to the public about other community agencies and services available to them, services coordinated through Community Care Access Centres include nursing, physiotherapy, occupational therapy, speech-language therapy, dietician services, social work, personal support and homemaking, Community Care Access Centres services are available to eligible Ontario residents of any age and are fully funded by the Ministry of Health and Long-Term Care

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Community Social Data Strategy	An initiative of the Canadian Council on Social Development in partnership with Statistics Canada. Through the CSDS, Peel is receiving large amounts of socio-economic data at approximately 25% of the cost to purchase the data sets separately. Datasets pertaining to population and ethnicity, labour force and crime statistics are now available. Digital mapping files are also included, so the tabular data can be linked to computerized maps. Most of the datasets are available for small geographical areas, so it is possible to map variables such as age, income, ethnicity and employment at the neighbourhood level. Having data this detailed will enhance the Region's ability to plan and implement the delivery of regional services.
Conservation Halton (CH)	Community based environmental agency that protects local ecosystems in partnership with its watershed municipalities. As an agency established under the Conservation Authorities Act of Ontario, Conservation Halton forms a partnership with the Province of Ontario and the Regional Municipalities of Halton, Peel and Hamilton-Wentworth and Puslinch Township.
Consolidated Municipal Service Managers (CMSM)	The establishment of 47 regions in the province responsible for the management (and in some cases delivery) of the Ontario Works programs, Child Care programs, Social Housing and Land Ambulance services
Cordon Count	Collect consistent and comprehensive regional daily vehicle and person movement data in order to monitor travel pattern changes and to assist in the planning of the transportation system in Peel
Corporate Award Internal Communications	Individuals or teams who consistently practise effective, open, two-way communication in a clear and honest manner. These employees consider communication an important responsibility, and utilize various methods of communication in their regular work practices.
Corporate Management Resource Team (CMRT)	A management team established to take a lead role in recommending decisions and directions related to specific planning, policy and operational matters delegated by Executive Management Team (EMT) which have corporate-wide implications
Corporate Performance Measurement (CPM)	Efficiency, effectiveness performance indicators as well as broader measures of community well-being
Corporate Project Management Initiative (CPMI)	Improve the Regional project management practices in support to the Regional goal of being a citizen-focused regional government that provides the best services that are accountable, accessible, responsive, efficient and effective. To provide strategic direction to overcome project management deficiencies identified in internal regional audits reports from 1995, 1996 (Public Works) and 2002 (Housing and Property). These reports state that both departments should develop and implement a project management methodology that provides a consistent approach among project teams. In addition, it is recommended that project management staff be provided with training in the selected project management methodology.
Corporation	Regional Municipality of Peel

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Term	Definition
Credit Valley Conservation (CVC)	Credit Valley Conservation (CVC) is a partnership of the municipalities within the Credit River Watershed. History of ensuring a clean supply of water for human and environmental needs. Adjacent to the Greater Toronto area and includes parts of the municipalities of Mississauga and Brampton. The river's headwaters are located above the Niagara Escarpment, a World Biosphere Reserve, and are the source of four rivers, the Credit, Humber, Etobicoke and Nottawasaga. A small section of the Oak Ridges Moraine, as well as a number of other moraines are located within the watershed's boundaries.
Current Budget	Expenditures and revenues approved by Regional Council for the period January 1 to December 31 each year
Current Value Assessment (CVA)	The amount of money a willing seller can expect to receive from a willing buyer in an arm's length transaction for the purchase of property
Development Charges (DC)	Charges imposed by the <i>Development Charges By-law</i> against land in certain circumstances if the development of the land would increase the need for services
Development Charges By-law	Legislation established by Council on August 31, 1999 to set policy in regards to the administration of development charges
Directions for Success: Investing in Peel's Future	The Region of Peel's strategic plan
Disability Management Program	Proactive approach to helping injured or ill employees return to safe and productive work activities as soon as medically possible with a primary focus of minimizing the impact of injuries or illnesses
Diversity Strategy	Enhance awareness of Human Rights Code and Code of Conduct Strategy should be closely tied to the Regional Values
Downloading	Provincial action to shift administrative and/or financial burdens of programs previously under provincial mandate to regions/municipalities
Domestic Violence Emergency Response System (DVERS)	A program involving issuing alarms and cellular phones to individuals who have been identified as at risk for victimization
Drinking Water Source Protection Act	Provide a good framework for better water protection in Ontario
Eat Smart program in Peel restaurants	Wherever you dine out in Ontario, look for the Eat Smart! symbol and you will find a restaurant that offers you a variety of healthier food choices, on the menu and by request, exceptional standards in food safety including kitchen staff certified in safe food handling by Public Health, and more non-smoking seating than is required by law in your community
Electronic Information Management (EIM)	Evaluation and selection of software for record and document management
Employee Assistance Program	Confidential information and professional counselling service available free of charge to employees and their immediate family members
Energy from Waste (EFW)	The production of electrical energy from the incineration of waste

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E-Government	Refers to the use by government agencies of information technologies such as the Internet or mobile computing to conduct business with its citizens, other businesses and other arms of government
E-newsletter	Newsletters that are distributed by e-mail
E-recruitment	Internet-based external job posting process to attract the best and most qualified candidates
E-registration	Online provision of registration service for workshops, conferences, courses, or events
Enterprise Energy Management System	Enable users to monitor energy consumption to determine usage from all Regions owned and leased facilities. This software will also enable Corporate Energy to provide detailed billing analysis to secure stable pricing through purchasing energy contracts.
“Essentials” Program for Management and Leadership Development	This purpose of this workbook is to introduce you to the Leadership and Management Competencies that have been identified for the Region and to provide you with some opportunities for self-directed learning and reflection
External	In reference to the 2004 Capital Budget and 2005-2013 Forecast – Ten Year Capital Program Summary report. Proposed funding noted as “External” is comprised of funding from sources other than from the Region of Peel such as provincial subsidy and recoveries from area municipalities.
Fair-Share	An equitable distribution of provincial program funding based on population
Families First	Offer employment and health services to sole support parents receiving Ontario Works (OW) assistance, and recreation and childcare for their children
Financial Management Information System (FMIS)	The PeopleSoft module currently in use for the general ledger, accounts payable, and purchasing departments
Fixed Automated Spray Technology (FAST)	Remotely sensing potential frost and ice and automatically applying a liquid deicing chemical before the ice actually forms
Full-time Equivalent (FTE)	A measure of staffing, equivalent to that produced by one person working full-time for one year
Gross Domestic Product (GDP)	The total value of Goods and Services produced within a country within a specified period of time
Geographic Information System	A system that integrates existing regional graphic and tabular spatial data into a common shared repository
Global Positioning System (GPS)	Used to track truck positions and routes covered
GO Transit Development Charges Background Study	Setting out the calculation methodology and justification for a development charge, and hold a public meeting of Council to consider public input
Goods Movement	Multi-modal, Central Region/GTA focus that includes refining and refocusing trade linkages with key U.S. states. Assessing/accounting for the needs of freight, trade, and economic development interests in the planning and operations process. Providing, in keeping with Smart Growth principles, direction for infrastructure decisions, policy and zoning determinations, development planning and design.

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Government Finance Officers Association (GFOA)	A North American association of government financial officers. It is the premier association of public sector finance professionals and is dedicated to providing high quality support to state and local governments.
Government Finance Officers Association Award	A prestigious annual award presented by the GFOA, considered the highest form of recognition in governmental budgeting
Grant	A contribution from a level of government to support a particular function, service, or program
Greater Toronto Area (GTA)	The geographic area of jurisdiction of the City of Toronto and the four surrounding regional municipalities of Durham, Halton, Peel and York. This area covers approximately 7,200 square kilometers and contains a total of 25 local area municipalities.
Greater Toronto Transit Authority (GO Transit)	Go Transit is the Province of Ontario's inter-regional transit system, established to link the City of Toronto with the surrounding regions of the Greater Toronto Area
Greater Toronto Transportation Authority	Improve public transit, reduce gridlock, and improve the air we breathe
Greenbelt	Identifies where urbanization is not to occur and covers some 1.8 million acres of land in the Greater Golden Horseshoe. The Greenbelt includes the Niagara Escarpment Plan, the Oak Ridges Moraine Plan and a Protected Countryside area made up of an Agricultural System and a Natural System with a system of settlement areas. The Agricultural System is made up of specialty crop lands, prime agricultural lands and rural areas. The Natural System identifies lands that support both natural heritage and water resource features and functions, while maintaining connections to the broader natural systems of southern Ontario.
GTA Pooling	A redistribution of funds from the Greater Toronto Area (GTA) regions (including Peel) to the City of Toronto to recognize the social and economic interdependence within the GTA and to ensure that Toronto is not unfairly burdened with costs that result from being geographically at the core of a single catchment area for social services
GTA Working Group	GTA Social Housing Equalization Working Group consists of the province, the 905 regions and the City of Toronto. This group has been meeting over the last two years to negotiate a new framework for social housing pooling costs given that the province on longer has a direct funding role.
Health Workplace Council	Support workplace health and wellness practitioners in identifying and responding to the health challenges facing their organizations
Healthy Workplace Award	Highlight the importance of both occupational health and safety and wellness
Healthy Workplace Policy	<i>Healthy Workplace Policy</i> is our commitment to provide you with a healthy and safe place to work. A healthy workplace requires all of us at the Region to focus our attention on our physical environment, individual health practices and the social environment. It means that you have access to the kinds of support systems you need to stay safe, healthy and positive.
High/Scope	An educational approach for teaching children, emphasizing experiences, choices and interests
Human Immunodeficiency Virus (HIV)	The virus that causes AIDS.

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Human Resources Development Canada (HRDC)	A federal government organization with a mission to enable Canadians to participate fully in the workplace and the community
Human Resource Management System (HRMS)	Information in HRMS and in the employee files provides for accurate and timely reporting on employee data which is used for decision making at all levels of the organization
Hydroponic Laboratories	Manufacturing of illicit substances
Infectious Diseases	Diseases that can cause either illness or death and may be reportable to a public health unit.
Infrastructure Management System (IMS)	A computerized maintenance management system for Public Works' assets, e.g. manholes, pumping stations
Innovation Award for Creative Solutions	Employees who offer new and creative approaches to improve the functions of daily work
Integrated Planning and Financial System (IPFS)	An automated software application which sets out the infrastructure costs associated with servicing both new growth and existing infrastructure
Internal	In reference to the 2004 Capital Budget and 2005-2013 Forecast – Ten Year Capital Program Summary report. Proposed funding noted as “Internal” is comprised of funding from Reserves.
Internal Charges and Recoveries (ICR)	A process by which the costs of internal support services are assigned to the businesses that consume those services
IT Infrastructure Library	A set of best practices standards for Information Technology service management. ITIL is organized into ‘sets’ of texts which are defined by related functions: service support, service delivery, managerial, software support, computer operations, security management, and environmental.
Joint Emergency Preparedness Projects (JEPP)	Encourage and support co-operation among the federal and provincial/territorial governments in working toward a national capability to meet emergencies of all types with a reasonably uniform standard of emergency response. Through JEPP, the Government of Canada provides financial contributions to provinces and territories to assist in meeting the costs of projects aimed at enhancing the national emergency response capability.
Joint Requests for Proposal (RFP) on Collection Services	Develop a longer term management of a larger organic and yard waste processing capacity
KMS Peel Inc.	The owner/operator of the incinerator and energy-from-waste plant
Learning Calendar	Whether you're interested in learning a new computer skill, improving your leadership or management abilities, or seeking a better work-life balance, the corporate development and learning calendar has something to offer everyone
Learning Earning And Parenting (LEAP)	Assists parents who are 21 years of age or younger
Levy	The property and business taxation funding which is raised through taxes
Liabilities	The financial obligations of the Region to others
Liveable Peel	Strategy focuses on a social foundation - focusing on equity, a healthy environment - focusing on people's health, cultural diversity and consideration for the needs of future generations, and a strong, vibrant economy - committed to a strong, vibrant economy that is competitive, adapts to change and provides for the long-term security of communities in Peel

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Livelink	Leading software product in Enterprise Content Management for the global enterprise based on a combination of integrated collaboration and knowledge management tools including virtual team collaboration, business process automation, enterprise group scheduling, document and image management, and information retrieval services.
Long-Term Waste Resource Management Strategy (LWRMS)	A 20-year strategic plan for waste management within the Region of Peel
MDS tool	A clinical resident assessment tool that provides standardized, comprehensive, clinically relevant information at the individual level to plan care, allocate resources, measure outcomes and manage the quality of care that the long-term care residents receive.
“Me Inc”	Employee-focused newsletter, information and ideas about learning and development
Meals on Wheels	Food is prepared on a fee-for-service basis for the Meals on Wheels programs at Peel Manor (Brampton) and The Davis Centre (Caledon)
Meet & Greet	Give Councillors, Regional employees, area municipal staff and other stakeholders an opportunity to meet and discuss the ROPSU program with planning staff. Attendees will have chance to view displays and talk to planners to increase their understanding of the ROPSU process. The open house will be a great chance for Regional staff to exchange ideas with one another.
Ministry of Community Safety and Correctional Services	Committed to ensuring that Ontario's communities are supported and protected by law enforcement and public safety systems that are safe, secure, effective, efficient and accountable
Ministry of the Attorney General	Providing a fair and accessible justice system which reflects the needs of the diverse communities it serves across government and the province. It strives to manage the justice system in an equitable, affordable and accessible way throughout the province.
Municipal Performance Measurement Program (MPMP)	An initiative designed to provide taxpayers with useful information on service delivery and municipalities with a tool to improve those services over time. The program requires municipalities to collect data to measure their performance in nine core municipal service areas.
Municipal Property Assessment Corporation (MPAC)	Established by the <i>Municipal Property Assessment Corporation Act</i> , MPAC administers a uniform, province-wide property assessment system based on current value assessment
National Quality Institute (NQI)	A not-for-profit organization whose mission is to “Inspire Excellence in Canada”
National Quality Institute PEP Level 3 Award	Region's Excellence Initiative (Commitment to Continuous Improvement)
Niagara Escarpment Act	Provide for the maintenance of the Niagara Escarpment and land in its vicinity substantially as a continuous natural environment, and to ensure only such development occurs as is compatible with that natural environment
Oak Ridges Moraine (ORM)	A geophysical element of unique qualities located within the Region. Contentious political issue since the area is slated for extensive housing development. Citizens protest the development and want to preserve the area as a natural site.

Acronym List and Glossary Glossary of Terms List

Term	Definition
"One Call Does It All"	Enhance our customer service commitment, call will be answered by a qualified Help Desk Analyst, documented, tracked and monitored, resolved over the phone or will be immediately dispatched to a Technology Analyst
"One Window" Service Access	Access to a wide range of Regional departmental services provided from a centralized point of contact such as an integrated call centre or a service portal posted on the Region's website
Ontario Civilian Commission on Police Services	Ensuring that adequate and effective policing services are provided to the community in a fair and accountable manner
Ontario Clean Water Agency (OCWA)	The Region's contracted operator of the water and wastewater treatment plants
Ontario Disability Support Program (ODSP)	An income and employment support program that helps eligible people with disabilities lead independent and productive lives
Ontario Drinking Water Standards (ODWS)	Protect public health through the provision of safe drinking water
Ontario Municipal Board (OMB)	An independent and adjudicative tribunal that listens to the appeals and concerns of parties who object to the decisions of public authorities
Ontario Municipal CAO's Benchmarking Initiative (OMBI)	A partnership project to encourage service excellence in municipal government. Participating municipalities are working together to identify and share performance statistics, operational best practices and to network in a spirit of innovation and entrepreneurship to push for even greater success.
Ontario Municipal Employees Retirement System (OMERS)	A local government pension plan co-ordinated by the Province of Ontario and funded from municipal employee and employer contributions
Ontario Public Health Association (OPHA)	Voluntary, charitable association that provides leadership on issues affecting the public's health and strengthens the impact of people who are active in public and community health throughout Ontario
Open the Door	Provides single unemployed parents with the opportunity to develop employment skills, enhance self-esteem and parenting skills, and actively participate in their community
Operating Budget	Estimated expenditures and revenues related to current operations for a fiscal period
Outreach Program	A mobile van, emergency shelters and foot patrol are used to meet basic needs for food and shelter, health care, referral and advocacy, mental health and addiction counseling for homeless people and those at risk of becoming homeless
Palliative Care	Compassionate care for someone who is dying
Payment in Lieu of Taxes (PILTS)	Payments made by government for their properties that are classed as exempt from realty or business taxes
Pearson International Airport (PIA)	The international airport serving the GTA located in the east central part of the Region of Peel
Peel Access to Housing (PATH)	Region of Peel's application centre for social housing in Peel
Peel Children's Safety Village	Educational facility aimed at reducing the alarming statistics of preventable traffic accidents among our children in the Region
Peel Data Centre Bulletins	Bulletins on population, marital status, family structure, households and dwellings, home language, place of birth, housing production, etc.

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Term	Definition
Peel Heart Health Network	Partnership of organizations and individuals that share a common commitment to fighting heart disease in Peel
Peel Joint Use Facility	A proposed new building adjacent to Regional Headquarters to be shared by the Region of Peel and Peel Regional Police
Peel Living	The Non-Profit Housing Corporation in Peel that provides affordable housing
Peel Multicultural Council	Promote a harmonious multicultural society in Peel, by increasing communication and by building bridges of understanding between ethno cultural groups, institutions, and the community
Peel Police Services Board	The governing body for Peel Regional Police
Peel Youth Village	Provide a blend of short- term and long-term housing for homeless youth in the Region of Peel
Pen Award	Prestigious, international evaluation forum designed to recognize outstanding projects in the communications field. Children's Services Information Package and Directly Operated walk-in package - Children's Services.
PeopleSoft	Software provider for the Region's financial and Human Resources information systems
Performance Management Plan(PMP)	Measuring and managing employee performance so that it better reflects the current work environment and culture
Places to Grow	Growth plan for the Greater Golden Horseshoe and complements the Greenbelt Plan by identifying where growth should occur over the next 30 years. The vision of Places to Grow is a Greater Golden Horseshoe which is a great place to live in 2031. Its communities will be based on the pillars of a strong economy, a clean and healthy environment and social equity.
Police Staffing Formula	The police staffing formula determines the level of staffing necessary to maintain a particular service level standard required for core policing service delivery and other impending policing requirements due to the complexity of crime, enhancement of existing service delivery and implementation of new programs
Prime Minister's Award of Excellence	Honour outstanding educators who, through their dedication and skill, are giving children an important head start that helps them succeed at school
Program	A Regional business unit formed to provide a specific type of service (e.g. Waste Management, Wastewater, Public Health, etc.)
Property Tax Supported	Programs that receive the majority of their funding from the property tax base
Province	The Province of Ontario
Public Sector Network (PSN)	High-speed, high capacity fibre optic network owned jointly by the Region and the area municipalities and services all three hospitals in the Region, both school boards, Sheridan College, Erindale College and Community Care Access Centre of Peel
Public Sector Quality Fair (PSQF) Gold Award	Gold Award for the Corporate Planning Process (CPP). The event consisted of 62 exhibitors from various public sector organizations (education, health, municipal) displaying their achievements in Quality. Award is based on a number of criteria including how the initiative is linked to strategic priorities, how the initiative is reviewed for continual improvement, and how processes are developed, managed and improved in order to support the initiative.

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Term	Definition
Purchase of Service Arrangements	Assist management in the determination of the appropriateness of having work completed by persons other than those with employee status
Radio Frequency Meters	Obtain monthly meter readings by the use of radio frequency module installed in the meter. This will mean that we will no longer have to enter homes to obtain a meter reading and more importantly, we will no longer have to estimate meter readings
Rate supported	see Utility Rate Supported
Region	The geopolitical area made up of the City of Mississauga, the City of Brampton and the Town of Caledon (Region of Peel)
Regional Official Plan (ROP)	A public document which provides Regional Council with a long-term policy framework for decision making
Regional Values	Five guiding principles for the workplace that apply to relationships with colleagues, clients, Council, residents, community agencies, and external groups
Reserve	The accumulated appropriation from current revenues at the discretion of Council. Reserves are unrestricted.
Reserve Funds	Reserve Funds are restricted assets as defined in the <i>Municipal Act</i> . They are designated to finance growth-related capital projects as governed by the <i>Development Charges By-Law</i> .
Residential Rehabilitation Assistance Program (RRAP)	Help low-income Canadians, people with disabilities and Aboriginals live in decent, affordable homes. These programs also support renovations to rooming houses and rental units to increase the availability of housing for those in need.
Respite Care	Davis Centre and Tall Pines operate a short stay/respite bed for community residents who require short-term residential care. Additional short-stay beds have been requested from the Ministry of Health and Long-Term Care.
ROPA 7	Amendment 7 deletes and replaces Section 2.2.9 of the Region's Official Plan with objectives, policies, definitions, schedules, and figures in order to conform to and implement the provincial Oak Ridges Moraine Conservation Plan
Safe Drinking Water Act (SDWA)	To recognize that the people of Ontario are entitled to expect their drinking water to be safe. To provide for the protection of human health and the prevention of drinking water health hazards through the control and regulation of drinking water systems and drinking water testing.
School Health Profiler	Published 3 times per year and provides teachers with value resources for classroom instruction
Senior Crime Around Toronto Committee (SCAT)	A committee consisting of representatives from police and other government agencies that interact with seniors. Information is exchanged regarding trends relating to senior crime, culprit information and prevention strategies.
Service Level Agreements	Define services that each individual client division can expect from Information Technology Services
Service Manager	The body that the Municipal Affairs and Housing ministries have delegated authority to operate the program in a specified area. The <i>Social Housing Reform Act</i> governs how it is to be administered.

Acronym List and Glossary Glossary of Terms List

Term	Definition
Service Strategy Business Plan (SSBP)	A plan that sets out what services a department/division/business/program will provide and how. It supports the Region's Strategic Plan and is renewed every new term of Regional Council, while the actions and financial information are reviewed and revised annually.
Setting Directions for Public Health in Peel, 2005-2007	Update Council on the changing landscape in Public Health and remaining unmet Public Health needs in Peel. Council support and direction were sought to continue Peel's journey to improve service levels to meet the Public Health needs within Peel.
Severe Acute Respiratory Syndrome (SARS)	A respiratory illness caused by a new and emergent virus. In March 2003, the provincial <i>Health Protection and Promotion Act</i> was amended making SARS a reportable, communicable and virulent disease, enabling local Medical Officers of Health to exercise necessary infection prevention and control measures, and to continue measures for early detection and prevention.
Smart Commute Initiative	Provides an opportunity to increase travel modes by offering ridesharing and matching services, shuttle and vanpool services, guaranteed ride-home service, shared parking coordination, pedestrian and bicycle network and facility planning, education and outreach programs, and car sharing services
Smart Growth	Strategically managing and promoting growth within communities
Smart Systems for Health Agency	eHealth services will help transform healthcare delivery in Ontario by enabling the secure electronic exchange of personal health information among healthcare providers
Smoking Cessation	Plans are underway to develop a cessation strategy for Peel residents. We are examining what other municipalities are doing, e.g., smoking cessation clinics, telephone quit lines, etc. with a view to adopting an initiative that will best suit the circumstances of our Peel community. Part of our research also involves surveying Peel businesses and workplaces about what they feel is needed to assist smokers as well as examining current best practices for smoking cessation. A report with recommendations for implementing a smoking cessation strategy is in progress.
Smoking isn't kool (sik)	Youth-driven, tobacco prevention program that focuses on raising awareness about youth-targeted advertising
Special Investigations Unit (SIU)	A civilian law enforcement agency that investigates incidents involving the police and civilians that have resulted in a serious injury or death
State of the Environment Reporting System	Report regularly on the state of the environment in Peel as mandated in the "Keeping Track of Our Successes" section of the strategic plan
Strategic Plan, Fast Forward Peel	Peel will be a healthy, vibrant, and safe community that values its diversity and quality of life. The Region of Peel will serve its changing community through leadership, partnership, commitment and excellence.
Strong Communities	Put greater planning power in the hands of communities and ensure that everyone plays by the rules by following provincial policies in areas such as greenlands preservation and rural protection
Summerville Pines	One of five new affordable rental developments being built by the Region. Located in the heart of Mississauga, the 136-unit apartment building is designed specifically with seniors in mind.

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Term	Definition
Sun Micro Systems	Provider of industrial-strength hardware, software, and services that make the Net work. Solve complex network computing problems for governments, enterprises, and service providers.
Supplementary Taxes	Property taxes resulting from assessment added to the tax roll after January 1 of a given tax year
SVG Technology	Allows employees to view the latest water and wastewater infrastructure on a regular basis
Talent Management Program	Enhance recruitment and selection of management staff and foster a continuous learning culture at the Region
Tax Rate	The current value property assessment is multiplied by the tax rate to equal the amount of a taxpayer's property taxes
Tax Supported	see Property Tax Supported
Telecommuting	Work at home instead of driving to work
The Police Show	Segments dedicated to crime prevention issues and addressing community concerns
Tobacco Youth Initiative	Youth-driven smoking and substance abuse prevention program in schools
Together We're Better Awards	Nominate an employee or group of employees for the Spirit Award For Workplace Environment, Council's Award for Customer Service, Innovation Award for Creative Solutions, Chair's Award for Community Service, CAO's Award for Teamwork, Corporate Award for Internal Communication, Commissioner's Award for Heroism, and Healthy Workplace Award
Toilet Replacement Program	Replace your old water-guzzling toilet with a new water efficient model. Get money back, save on your water bill and reduce water use through the Residential toilet replacement program.
Toronto and Region Conservation Authority (TRCA)	A partnership organization committed to protecting, restoring and celebrating the natural environment in the Toronto region through the development and application of watershed plans, innovative environmental science and education programs
Toward Achieving Health Equity in Peel	Developing an effective strategy and evaluation framework to ensure that Peel's diverse population has equal opportunity to achieve positive health outcomes
Transfer of Care Protocols	Peel Regional Ambulance Services, in partnership with the Halton/Peel ER Network, has established a Transfer of Care process that is aimed at minimizing transfer times
Transit and Transportation Master Plan (TTMP)	Deliver a long term strategy to effectively and efficiently accommodate Brampton's transportation needs, with particular attention to increasing and improving the role of transit as the City expands to over 650,000 people by 2030
Transportation Demand Management	Designed to deal with congestion and our transportation challenges

Term	Definition
Transportation Forecasting Model	Most transportation studies undertaken in the Region, whether small or large, require forecasts of future trip making. A travel demand forecasting model produces these forecasts. Such a model allows the testing of numerous transportation alternatives and provides decision-makers with quantitative information about the consequences of their alternatives to enable decision-making on the type, location and timing of transportation improvements.
Transportation Management Associations (TMAs)	To reduce gridlock, emissions and costs by managing transportation demand, to pool resources in addressing transportation problems, to advocate the transportation needs of the area
Transportation Plan Consolidation Study	Integrate the transportation system in <i>Peel</i> with the transportation plans of the area municipalities, neighbouring municipalities and the Province
Transportation Tomorrow Survey (TTS)	Deals with origin-destination, trip purpose, travel mode, time of day and route for transit trips. It is a simple, focused and consistent survey but has limited socio-economic, workplace-related or housing information.
Triple A Credit Rating	The Dominion Bond Rating Service (DBRS) publishes a financial/credit risk overview (benchmarking) among major Canadian municipalities. DBRS states that in its analysis Peel Region stood out as "the strongest financial profile of all the major Canadian municipalities."
Ultrafiltration Membrane	Method used to separate extremely small particles and dissolved molecules based on their size. This process is achieved through the use of membranes.
United Way	A charitable organization that accepts donations and distributes money to human service agencies and organizations
Utility Rate Supported	Programs that receive the majority of their funding from utility user fees
Victim Services of Peel	Crisis intervention and other related services to persons victimized by crime or tragic circumstance
Violent Crimes Linkage Analysis System (ViClas)	An internationally recognized database established to ensure the prompt identification of possible links between violent crimes and suspects
Water Smart Peel	Provide information on water use to residents and businesses, encourage water efficient practised through incentives, and reduce individual daily water consumption by 10% by 2015
Well Worth It	Comprehensive approach to workplace health designed and delivered by Peel Health in order to promote employee health and prevent chronic diseases
Wellness at Peel	An initiative to promote and encourage employees to make healthy lifestyle choices
West Nile Virus (WNV)	An infection spread by mosquitoes that mainly affects birds but can be spread to humans through the bite of an infected mosquito. In a small number of cases, symptoms such as fever, headache, muscle aches and occasionally, skin rash may occur. In a very small number of people it may cause encephalitis.

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Term	Definition
“What If” simulation and growth forecasting model	Growth modelling is intended to give policy makers a computational framework for analyzing the impacts of where future land demand for population and employment related land uses could occur. whatIf? provides the ability to analyze and compare simultaneously several growth scenarios based on a differing set of assumptions about the location of land to be designated for development and the density of development.
Workplace Safety and Insurance Board (WSIB)	A board which oversees Ontario’s workplace safety education and training system, provides disability benefits, monitors the quality of health care, and assists in early and safe return to work programs
You Are Your Child's Best Toy	Easy to play with your child every day using the resources and tips provided. Research tells us the early years have the most influence of any time in the life cycle on brain development and subsequent learning, behaviour and health. Play is learning made fun.