

2008 Accomplishments

- Peel maintained the highest credit rating attainable by a municipality, a Triple A credit rating from the Dominion Bond Rating Service Limited and Standard & Poor's Rating Services.
- The second annual Green Peel Expo took place in May 2008, attracting approximately 1,000 visitors and almost 70 exhibitors. Green Peel Expo captures the commitment to environmental accountability and passion for environmental issues of residents and businesses alike.
- In consultation with the community, Peel developed a Human Services Plan that provides an integrated service delivery model for simplifying access to services in the areas of employment and financial assistance, early learning and child care, homelessness services and social housing.
- Peel launched a comprehensive information website to support the integration, settlement and employment of new immigrants in Peel.
- Peel conducted building energy audits of 54 Regional facilities, identifying \$1.5 million in potential ongoing energy savings. Reviews of past energy billings resulted in one-time rebates of approximately \$3 million.
- Peel Regional Paramedic Services implemented the Hospital Nursing Program Initiative to reduce offload delays in hospital emergency departments in fall 2008.
- Peel's Long Term Care increased spaces to the Adult Day Service as part of the Aging at Home program of the Ministry of Health and Long-Term Care. Adult Day Service at Peel Manor and Vera M. Davis, two of five Regional long-term care homes, will offer support for the more complex needs of seniors attending the program.
- The Water Efficiency Program (Water Smart Peel) saved over 3,000 megalitres of water, resulting in a saving of approximately 2,000 megawatts of electricity (equivalent to 671 tonnes of carbon dioxide emissions).



Peel opened the Fewster Community Recycling Centre (CRC) to the public on July 2, 2008 expanding the Region's CRC network to five locations.

- A sixth annual Region of Peel Accessibility Plan was approved by Peel Regional Council.
- Peel diverted 221,000 tonnes of garbage through blue boxes and non-blue box recyclables along with approximately 45,000 tonnes collected at Peel's community recycling centres.
- TransHelp provided more than 293,000 service trips.
- Children's Services provided programs for approximately 73,000 children including 808 children with special needs and engaged 418 volunteers and 168 students who contributed over 31,000 hours to programs and events including the Parenting Program in Peel's 12 Learn.Play.Care centres.
- Peel Living, the Region's non-profit housing provider, completed water conservation retrofits to 1,700 apartments through the installation of low flow toilets and fixtures.
- Seven new social housing developments were in the planning or building stage in 2008, representing several hundred new social housing units.
- Peel Regional Police, the Peel District School Board and the Dufferin-Peel Catholic District School Board established a Feeder School Program to increase positive relationships between students, school staff and community police divisions, increase awareness of crime prevention and encourage a safe school environment.
- Peel began to optimize energy use by pumping water during low-cost energy periods through the south Peel water distribution system and using computer software to schedule pump operations to maximize efficiency. The project is expected to save Peel \$1.2 million annually in electricity costs.
- Peel hosted the fourth annual Energy Matters Summit, the largest public sector energy environmental management conference in Ontario, designed to raise public sector awareness about the changing energy sector. Each year, the conference attracts hundreds of agencies from across Canada, the United States and Europe.
- Peel's first external client satisfaction survey revealed a satisfaction rating of 7.5 out of 10 from Peel clients, which is higher than the average approval rating of other government services in Canada.

In 2008, TransHelp provided over 293,000 service trips for residents with disabilities.

