



Legislative Services

To work with elected officials, the community and staff to provide service excellence that supports accessible, effective governance and a thriving community.



Core Services

The Legislative Services division is responsible for the management and administration of the following services:

- Freedom of Information
- Privacy Compliance
- Records Management
- Inactive Records Centre
- Council and Committee Support
- Archives
- Accountability and Transparency Services
- Advocacy and External Relations
- Corporate Policy Administration



Interesting facts about this service

100%

Council and Committee meetings were streamed online in 2021 and 2022

329

Freedom of information requests were received in 2021 and processed with an extended compliance rate of 99.7%.

1.5

Kilometers of archival holdings were managed and preserved by Archives

1,210


Council decisions were facilitated by the council support team in 2021

Achievements



Council and Committee Support

Enabled electronic and hybrid Council meetings ensuring no interruptions to the Region's decision-making by its elected officials and meetings remained accessible to the public.



Access and Privacy

Through the pandemic, the team quickly and efficiently transitioned the processing of freedom of information requests from a paper-based to electronic process to ensure seamless and convenient service to our customers.



Archives

Completed a cross-border repatriation of a significant drawing and correspondence relating Lakota artist Standing Bear, to the Oglala Lakota College in Kyle, South Dakota.



Inactive Records/ Records Management

Developed a records management training for all regional employees to help to ensure corporate records are preserved in accordance with the Region's records keeping obligations under MFIPPA and the Region's Records Retention by-law.

Service delivery model

How do we do it

Vision

We provide service excellence by working with elected officials, residents, and staff in support of accessible, accountable, and effective governance for the Peel community.

Mission

As trusted partners we are committed to quality shared services to support organizational success and serve as the gateway for members of the public, agencies, and staff to access their regional government.

Goals of Service

- Ensure access to regional government is inclusive, accountable, and barrier-free.
- Deliver services in compliance with legislation that respond to the diverse needs of the Peel community.
- Be proactive in the implementation of continuous improvement initiatives that enhance the effectiveness of our services to elected officials, residents, and staff.
- Leverage technology to ensure services are delivered in an accessible and streamlined manner
- Support Regional advocacy priorities by providing strategic advice and leading efforts to influence policy of other levels of governments.

Legislative Services

Freedom of Information

Privacy Compliance

Council and Committee
Support

Archives

Accountability and
Transparency Services

Advocacy and External
Relations

Service levels and trends

144 Hours

**Of Council and
Committee
Meetings
administered in
2021**

**93 Formal
Complaints**

**Received and
responded to
as of
September
2022**

99.7%

**Extended
Compliance
rate for FOI
requests**

3,994

**Inactive
Records (IRC)
service
requests
processed**

Business plan outlook

Planning for the future

- Investing in additional resources and a location for processing and storage capacity to keep pace with the growth of the archives collection and the increasing demand of the growing Peel community.
- Creating an Open Public Access catalogue to allow the public to search online for archival documents, artworks, and objects from any of PAMA's collections.
- Implementing an electronic payment system for freedom of information requests to make customer payments for FOI application and other fees more convenient and secure.
- Implementing an integrated Audio-Visual Management solution to manage and facilitate Council and Committee meetings to provide a better user experience for participants.
- Developing new tools and processes including an advocacy priority database to support tracking of ongoing issues and legislative/regulatory developments
- Developing a consultation framework to streamline the Region's responses to federal and provincial consultations on issues of relevance to Peel.

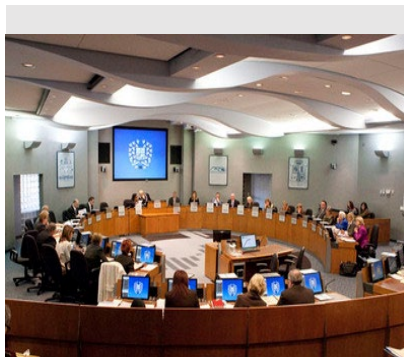
Performance measures and results

Customer Measures:

Ensuring that Council and Committee meetings remain open and accessible to the members of the public to connect and participate in Council/Committee meetings

Percentage of Council/Committees meetings streamed:

In 2022, 100 per cent of Council and Committee meetings were streamed via the Region's website.



Business Process Measures:

The *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) imposes a time limit in which an institution must provide a decision regarding a freedom of information request.

The Office of the Information and Privacy Commissioner of Ontario (IPC) has defined the compliance rate as the percentage of freedom of information requests that are responded to as mandated by MFIPPA.

329 freedom of information requests were received in 2021 and processed with an extended compliance rate of 99.7%. This is as compared to the average municipal 30-day extended compliance rate of 83.8% in Ontario.



Proposed operating budget

2022 Net Base Budget (In \$Millions)	\$5.0
Cost to maintain 2022 service level	
<ul style="list-style-type: none"> Inflation: Labour costs/Goods and services Council Chambers Technology Support Updated allocation to Tax and Utility services and Peel Living (\$16K) 	<ul style="list-style-type: none"> \$0.1 0.5 <0.1
Sub-total: Cost to maintain 2022 service level	\$0.6
2023 Service demand	
<ul style="list-style-type: none"> Budget Request 39 - Archives Feasibility Study Implementation Phase 1 	\$0.3
2023 Proposed Net Budget Change from 2022	\$0.9
Proposed Total 2023 Net Budget	\$5.9

Note: Numbers may not add up due to rounding

2023 Budget Request #39

NEW
in 2023

Archives Feasibility Study Implementation Phase 1

Service Pressure

The Archives has, by far, the lowest staff complement per capita, when compared to other like or similar archives in Canada. Additional staff are required to effectively maintain core legislated functions and service levels.

Investment



Hire an additional 2.5 FTEs in 2023. Gradually build staff complement over next 3 years.



+\$0.3M
Operating

Service Outcome

Address immediate service pressures starting in 2023, resulting from rapid growth of collection and increasingly complex demands on archival program.

2023 Budget Request #40

Archives Interim Storage Implementation

NEW
in 2023

Service Pressure

The current building footprint at PAMA is no longer adequate to fully support the demanding requirements of a professional archival program. Storage capacity is at its limit. Records processing and workspaces are no longer sufficient to maintain or expand service levels.

Investment



Acquire and retrofit 5200 sq. ft. of suitable "overflow" space in Peel to facilitate acquisition of records, collections storage and records processing needs.



+\$2.1M
Capital

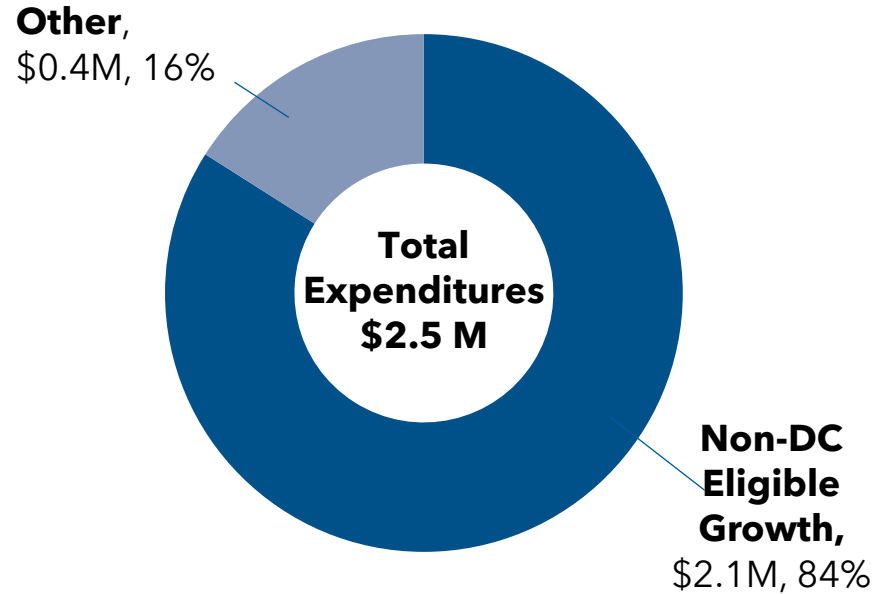
Service Outcome

Archives can continue to accept ingests of government records and private donations, reduce growing processing backlog and enhance service levels.

2023 Capital Budget \$2.5 million

Key highlights

- \$2.1M for Archives Storage
- \$0.4M for Council Chambers Technology

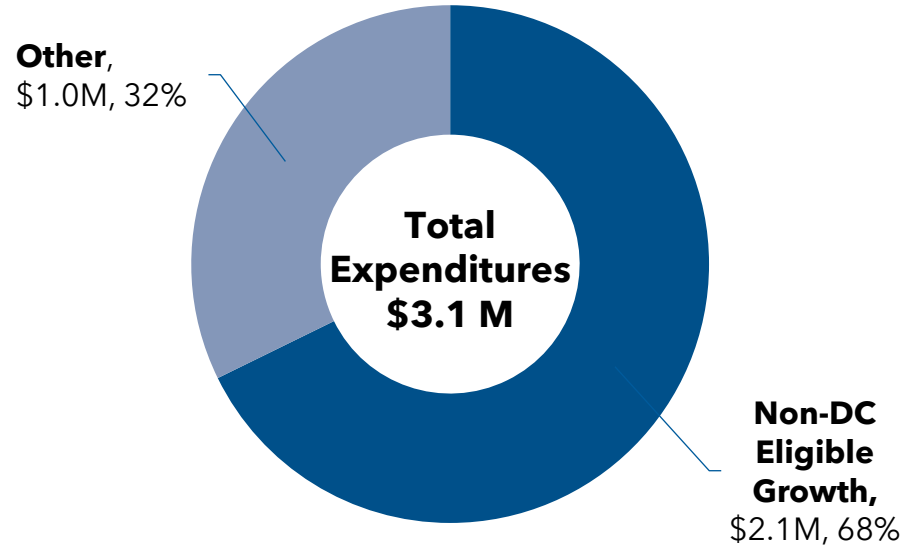


Capital Reserves	Development Charges (DC)
\$2.5M; 100%	\$0.0M; 0%

2023 10-Year Capital Plan \$3.1 million

Key Highlights

- \$1.0M for Council Chambers Technology
- \$2.1M for Archives Storage



Capital Reserves	Development Charges (DC)
\$3.1M; 100%	\$0.0M; 0%

Summary of Key Financial Information

	Resources to Achieve Level of Service	
	2022	2023
Total Expenditures (\$M)	\$5.1	\$5.9
Total Revenues (\$M)	\$0.0 (28K)	\$0.0 (8K)
Net Expenditures (\$M)	\$5.0	\$5.9
Full-time Staffing Resources	33.5	36
Capital Investment (\$M)		\$2.5
10-Year Capital Investment (\$M)		\$3.1

Outlook Years	2024	2025	2026
Net Increase (\$M)	\$0.6	\$0.4	\$0.2
% Increase	9.7%	6.8%	2.6%