

Strategic Agenda impacts

82%

customer satisfaction score over multiple channels (phone, in person, digital)

Peel's customer satisfaction across phone, email, chat, and counter channels is 82%, exceeding the target of 80%. This result is based on over 149,000 customer surveys.

53%

reduction in childcare fees annually for families

In 2015 a family with a Toddler and a Preschooler in center-based care paid an average annual childcare fee of \$24,719.31. As a result of the Canada Wide Early Learning and Child Care program this family is now paying \$11,484 annually. This is an annual difference of \$13,235.31 or 53%.

933

households on average exit Ontario Works monthly

Over the last 5 years, an average of 933 households exited Ontario Works monthly. In 2024, an average of 1,425 households exited Ontario Works monthly. This is a 36% increase compared to the 2019 average of 1,044.

33,897

households supported with housing and supports

Peel has provided housing and related supports to 33,897 households, including 16,497 households accommodated within Peel's affordable housing system in 2023.

34%

lower water and wastewater rates compared to other GTA municipalities

Peel's residential water and wastewater rates remain 34% lower compared to other GTA municipalities, and our systems and customer service experiences continue to be improved.

4,400

homeless asylum claimants receive emergency shelter since 2024

Peel has provided emergency shelter to over 4,400 homeless asylum claimant households since January 2024.

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71,634

immunizations administered

Peel Public Health administered 71,634 immunizations in 2024, representing a 16% increase since 2018; by the end of 2024 remobilized 96% of services paused or scaled down during the COVID-19 emergency response.

26%

diverse suppliers bids through sustainable procurement program

Peel is providing diverse suppliers and social enterprises increased access to procurement opportunities by removing systemic barriers. Pilot resulted in 26% of our invitational bids.

2,300

tonnes expected reduction in greenhouse gas emissions annually

By investing \$17.7 million in capital to tackle the climate emergency and securing \$12 million from Canada Community Building Fund, we estimate to further reduce corporate greenhouse gas (GHG) emissions by 2,300 tonnes annually when projects are fully implemented.

33,829

residents with complex barriers receive Ontario Works support

33,829 residents supported through Ontario Works. In 2024, an average of 1,425 households exited Ontario Works monthly, with 64% not returning within 12 months.

85%

passenger satisfaction rating for TransHelp experience

Despite rising demand and increasingly complex user needs, TransHelp has implemented several service improvements. These changes have enhanced the user experience, as reflected in an 85% satisfaction rate in the 2024 Passenger Experience Survey.

\$23.1 million

in cost savings and \$32.6 million in cost avoidance due to continuous improvement program

The completion of 263 continuous improvement initiatives between 2017 and 2024, have resulted in \$23.1 million in cost savings and \$32.6 million in cost avoidance.