

# Strategic Agenda impacts



**83%**

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

Achieved an 83% overall customer satisfaction rating in 2025, with Service Peel handling over 525,000 phone calls, 26,000 emails, and 5,000 virtual chats.

**53%**

reduction in childcare fees annually for families

In 2015, a family with a toddler and a preschooler in centre-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%.

**1,000+**

households on average exit Ontario Works monthly

On average, Income and Social Support (ISS) supports 1,000 households to exit Ontario Works monthly with 20% exiting due to employment.

**46,970**

households supported with housing and supports

Peel Region's affordable housing system provided housing, financial assistance, or supports to over 46,970 households in 2024.

**35%**

lower water and wastewater rates compared to other GTA municipalities

Peel's residential water and wastewater rates remain 35% lower compared to other GTA municipalities, and our systems and customer service experiences keep improving.

**4,300**

homeless asylum claimants receive emergency shelter since 2024

Opened the Peel Reception Centre — the largest facility of its kind in Canada — for asylum claimants arriving in Peel and the GTA, assisting over 4,300 asylum claimants.

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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.

**48,000**

tonnes expected reduction in greenhouse gas emissions by 2050

Received Council approval of the Net Zero Emissions Building Retrofit Policy and Standards, a pivotal step in advancing climate leadership and reducing corporate GHG emissions by 48,000 tonnes by 2050.

**85%**

passenger satisfaction rating for TransHelp experience

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

**26%**

diverse suppliers' bids through sustainable procurement program

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

**41,000**

residents accessed Ontario Works and stability support services monthly

Income and Social Support provides a critical lifeline through financial and social supports to over 26,000 households, representing 41,000 individuals, with demand continuing to rise.

**\$11.1 million**

in efficiencies including

**\$8.1 million**

cost containment and

**\$3.4 million**

in cost avoidance in 2025

In 2025, 36 continuous improvement initiatives saved \$3.4 million through cost avoidance. Additional service reviews and operational changes brought total savings to \$8.1 million. From 2021 to 2025, Peel Region achieved \$100.3 million in cost containment, including \$28.6 million from 171 completed initiatives.