

Strategic Agenda impacts

82%

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

Achieved an 82% overall customer satisfaction rating in 2025, with Service Peel handling over 680,000 phone calls, 26,000 emails and 6,800 virtual chats.

\$22

a day maximum for Canada-Wide Early Learning and Child Care (CWELCC) enrolled families

Effective January 1, 2025, fees have been capped at \$22 a day, providing an average annual savings of \$19,372 for a family with two children of toddler and preschool ages.

1,000+

households on average exit Ontario Works monthly

Income and Social Supports help clients in deep poverty access meaningful support, improve outcomes, and move toward employment and independence. As a result, over 1,000 households exit OW monthly—a 25 per cent increase from 2024—and approximately 28 per cent of those exits are due to employment.

43,717

households supported with housing and supports

Peel's affordable housing system housed and/or supported a total of 43,717 households in 2025 and stabilized and/or affordably housed 7,487 net new households. 84 per cent of households served were provided with supports to facilitate long-term housing stability.

30%

lower utility rates than other GTA municipalities

Peel's residential water and wastewater rates remain 30% lower compared to other GTA municipalities, and our systems and customer service experiences keep improving.

7,928

homeless asylum claimants received emergency shelter between 2024 to Dec 2025

Opened the Peel Reception Centre — the largest facility of its kind in Canada — for asylum claimants arriving in Peel and the GTA, assisting over 7,928 asylum claimants.

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81,000+

immunizations administered

Administered 81,000+ immunizations (a 14 percent increase over 2024) and distributed over 1.1 million doses of vaccine to Peel healthcare partners such as primary care providers (a 25 per cent increase over 2024).

586 million

litres of safe drinking water produced, and 640 million litres of wastewater treated every day, on average

Peel produces on average 586 million litres of safe drinking water, and 640 million litres of wastewater is treated every day.

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 greenhouse gas emissions by 48,000 tonnes by 2050.

41,000+

residents accessed Ontario Works and stability support services annually

In 2025, Income and Social Supports served more than 41,000 Peel residents through a modernized Ontario Works service model focused on housing stability, mental health, and foundational life supports.

97%

accommodation of TransHelp trip requests in 2025

Achieved 97 per cent accommodation of TransHelp trip requests, reflecting effective service planning and a strong commitment to equitable access for all passengers.

\$100.3

million in cost containment

\$28.6 million

in cost savings

Achieved due to continuous improvement program between 2021 and 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.