

Customer Service Week

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Video: People of Peel



Customer Service Week 2023

An international celebration of customer service and the people who serve and support customers every day.

This year's theme is **Team Service**.

It's an important reminder that no matter where employees are working, what their job titles are, or how they serve customers (directly or indirectly), everyone is on the same team.



Customer service matters

Customer service is the #1 driver of trust and confidence for Peel residents

Region of Peel Client Satisfaction and Trust and Confidence Survey, 2022

74%

say that customer service is the most impactful way organizations can improve their interaction.

87%

of customers say that a great customer experience increases their degree of trust in government.

83%

agree that interacting with someone immediately upon contact significantly improves their experience.

Gartner, State of Experience in Canada, 2023

Boston Consulting Group, The Global Trust Imperative, 2021

Salesforce, Key customer service trends for 2022 and beyond, 2022

Direct impact to customers



In person

14,000 Access Peel visits

298,000 Community
Recycling Centre visits

375,000 TransHelp trips

10,000 Public Health
inspections



Phone

560,000 calls answered by
our contact centres



Online

2.7 million visitors to
peelregion.ca

14,000 emails handled

5,000 tweets handled

5,000 live chats handled

Internal Services

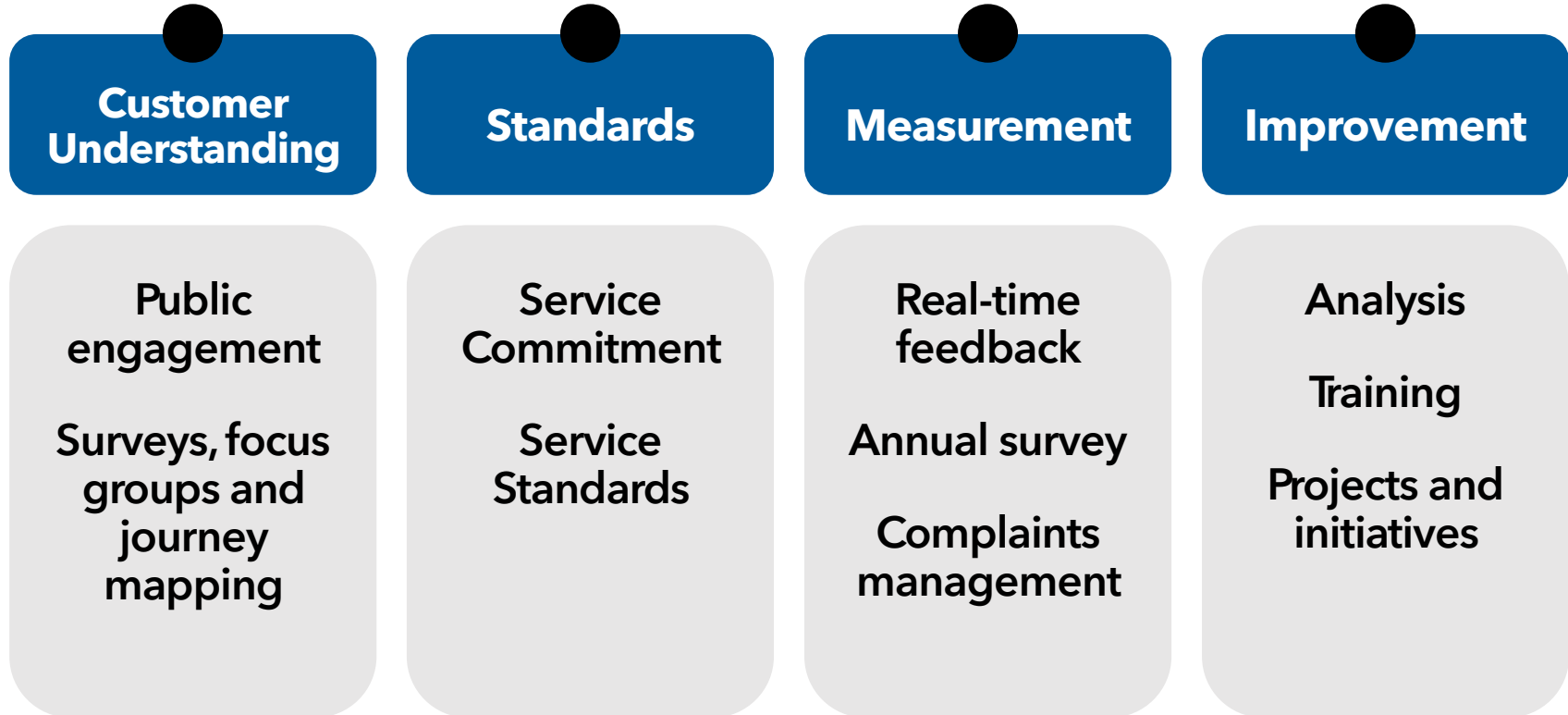
2,200 work orders completed by the Facilities team

20,000 tickets handled by the IT helpdesk team

3,400 projects managed by the Communications team

520,000 documents printed by the Print Shop

Our customer service framework



Our Service Commitment

**You can
expect to**

Easily find what you need

Receive a timely response

Be treated with dignity, respect, and care

Receive simple and clear communication

**Be assisted by professional, knowledgeable,
and helpful employees**

How we're doing

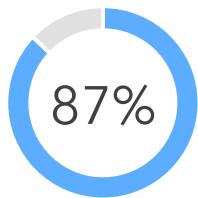
84% customer satisfaction on phone, email, chat, and counter channels.*

71% of customers say Peel employees make a sincere effort to help.+

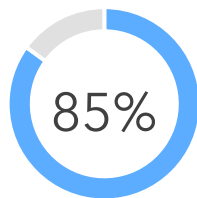
640 Informal complaints resolved.

562 Website feedback comments actioned.

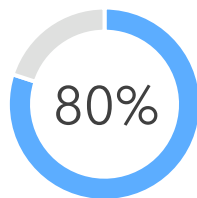
Satisfaction with individual services +



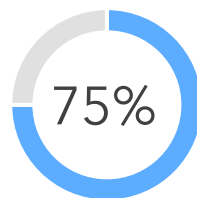
Vaccination Program



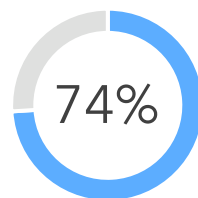
Community Recycling Centres



Curbside Pickup



Water Billing



Water Service

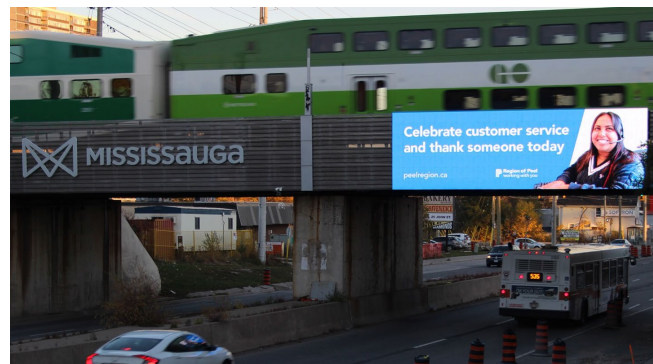
How we're recognizing Customer Service Week

- Over 100 employees featured in our internal showcase.
- New [People of Peel video](#).
- [Customer Service page](#) on peelregion.ca.
- Social media campaign on Twitter/X, Facebook, LinkedIn, and Instagram.
- Connect to Peel newsletter.
- Digital screens and billboards.



Celebrate
the people
that make
service
happen!

peelregion.ca



Region of Peel

49,148 followers

5h • 🌐

Thousands of Peel Region employees work hard every day to deliver the services that residents, businesses, and visitors count on. Over the past few years, our service teams have adapted to ensure you get the support you need. ...see more



Thank you.

Service Experience
Corporate Services
Peel Region

