



# Customer Service Week

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8.4-6



# Customer Service Week

An international celebration of customer service. A chance for those who serve and support to celebrate and reflect on the difference they make each day.

Peel Region uses this time to recognize and thank our employees, celebrate our achievements, and show how great service makes a big difference.



**Celebrate the  
people who make  
service happen**

[peelregion.ca](https://www.peelregion.ca)

 **Peel Region**

# Customer service matters

Interaction with employees is the #1 driver of trust and confidence for Peel residents.

Region of Peel Client Satisfaction and Trust and Confidence Survey, 2025

**74%**

of Canadians say that customer service is the top way organizations can improve their interaction.

Gartner, State of Experience in Canada, 2023

**87%**

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

Boston Consulting Group, The Global Trust Imperative, 2024

**10%**

more customers will report a poor service experience with government than with a private sector company.

Qualtrics Government Trends Report, 2025

# Every interaction builds trust



## In person

20,000 Service Peel visits

313,000 Community  
Recycling Centre visits

13,900 health inspections

26,200 Human Services  
counter clients helped



## Contact centre

525,000 calls answered

26,000 emails handled

5,000 chat sessions

6,000 social media posts  
handled



## Digital

4.7 million visitors to  
peelregion.ca

41,000 digital forms  
processed

## Internal services

3,400 work orders completed by the facilities team

19,500 tickets handled by the IT helpdesk team

4,100 projects managed by the communications team

376,000 documents printed by the print shop

# Our framework

- Strategically managing the entire customer experience.
- Designing and delivering services focused on the actual experience of the customer.
- Delivering services more equitably so people of all abilities can find and use them.
- Improving effectiveness and efficiency to reduce administrative burden.



# How we're doing

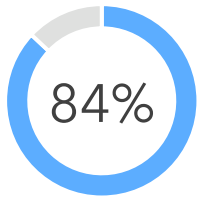
**83%** customer satisfaction on phone, email, chat, and counter channels.

**92%** say contact centre agents are professional, knowledgeable, and helpful.

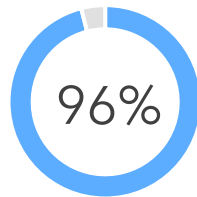
**92%** say digital forms are easy to use.

**99%** satisfaction with the vaccine ordering portal.

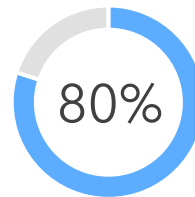
## Satisfaction with individual services



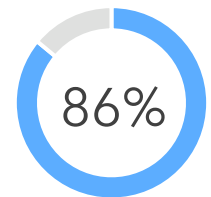
Immunization program



Peel Paramedics



Ontario Seniors Dental Care program



Infant feeding program

# How we're recognizing Customer Service Week

- Employee showcase
- Events at Peel worksites
- People of Peel video
- Customer service web page
- Social media campaign
- Connect to Peel newsletter
- Digital screens and billboards



# Thank you.

Service Experience  
Corporate Services  
Peel Region

