

2011 Region of Peel Client Satisfaction Survey

Measuring the success of our programs and services on an ongoing basis is critical to our success as an organization. It helps us focus our improvement efforts on the things that matter most to our clients and citizens.

Who Participated in the Survey?

A total of 6,184 clients and residents of the Region of Peel took the time to participate in our 2011 Client Satisfaction survey. We greatly appreciate the time respondents took out of their daily lives to help us evaluate 28 of our services.

Overall Client Satisfaction for Region of Peel

The results of the 2011 survey are very positive, showing that we have an overall Client Satisfaction Index of 7.9 out of 10. This is an increase of 1.5% over our 2009 score and 4.9% over our 2008 score.

What Contributes to Client Satisfaction?

The Region of Peel's 2011 Client Satisfaction survey results showed that there are four factors which contribute to your satisfaction with our services.

Those factors are:

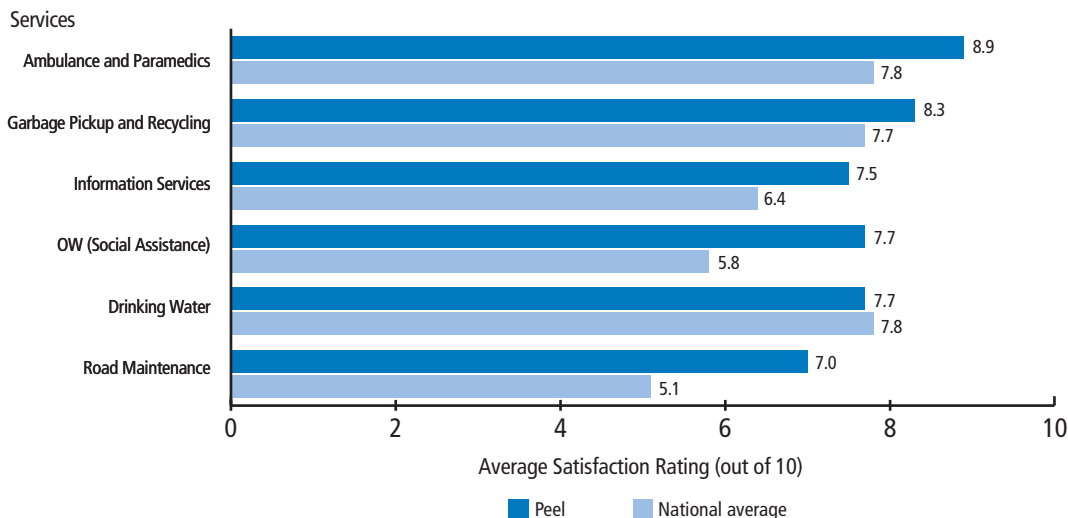
- Staff making a real effort to ensure clients get what they need
- Procedures and processes are easy to follow
- Satisfaction with the time it takes to obtain services
- Outcome: Clients get what they need

This information is important because it will help us focus our improvement efforts on the things that matter most to you, our customers.

Satisfaction ratings for Regional services

Our client satisfaction ratings for individual services show that Peel compares favourably with other public sector organizations providing similar services. The following table shows how the satisfaction ratings for Peel services compare with the Canada-wide satisfaction ratings for similar services, as obtained through a national survey called *Citizens First*.

The Region of Peel and Citizens First 5 Client Satisfaction Ratings



Citizens First is administered by the Institute for Citizen Centred Service. For more information about *Citizens First*, please visit their website at iccs-isac.org

The chart below provides a summary of satisfaction ratings with our services.

Average Satisfaction Ratings of Individual Services (out of 10)

	2008	2009	2011
Human Services			
Ontario Works Services: Active Clients	7.5	7.5	7.7
Ontario Works Services: Recent Clients	6.2	6.8	7.6
Emergency Shelter and Transitional Housing†	7.3	6.7	7.6
Region of Peel Learn.Play.Care Centres: Full Fee	8.5	9.0	9.0
Region of Peel Learn.Play.Care Centres: Subsidized	8.2	8.3	9.0
Contracted Childcare Services*	9.1	8.4	8.7
Childcare Subsidy Wait List Service	3.8	4.6	4.4
Rent Supplement Services: Commercial Buildings*	6.6	7.4	8.4
Peel Living Residential Services†	7.7	8.1	7.6
Peel Access to Housing (PATH) Wait List	4.8	4.3	5.8
Health Services			
Long Term Care Services*	8.2	8.5	8.3
Dental Screening Service (CINOT)	7.5	8.9	8.5
Breastfeeding Support Services	8.5	9.0	9.1
Breastfeeding Companion Services	—	—	8.3
Prenatal Services	9.1	9.3	8.7
Healthy Babies Healthy Children	8.8	9.1	9.0
Healthy Sexuality Clinics	—	9.2	9.1
Food Handler Training	—	9.6	9.3
Paramedic Services	—	9.1	8.9
Public Works			
Water Quality*	7.5	7.8	7.7
Water Billing and Collection Service*	8.0	8.3	7.8
Water Meter Repairs and Maintenance	8.3	8.4	8.8
TransHelp Service† (2009 and 2011 use same method)	(7.5)	8.5	8.7
Road Maintenance (Regional Roads)*	6.8	7.0	7.0
Waste Collection Service (Curbside Pickup)*	8.0	8.2	8.3
Community Recycling Service	8.2	8.6	8.6
Employee and Business Services			
Client Contact Centre	7.6	7.7	7.7
Regional Website	7.4	7.4	7.2

* statistically significant difference year-to-year

† methods differ over time. Results are not directly comparable.

The PATH wait list combines the two older wait lists: Peel Living Wait List Service and Market Applicant wait list

Trust and Confidence in Peel

The Region of Peel strives to build trust and confidence with our community with each interaction you have with us. The client satisfaction survey measured your trust and confidence in the Region of Peel. Peel received a positive average trust and confidence rating of 6.9 out of 10. This result tells us that, by providing good service and by demonstrating that the Region is committed to delivering good value for tax dollars, we have built trust with our community.

The following table shows how Peel residents' perceptions of their Regional government compare with citizen perceptions of other jurisdictions across Canada. This data was also obtained through the *Citizens First* national survey.

What Are We Doing With These Results?

- As an organization, we are ensuring that our employees are provided with the conditions necessary to provide the best service possible to you. We are working to change some of the processes and practices that get in the way of excellent and timely customer service.

- We will use the results to focus on elements of our services that matter most to you. Individual service areas are reviewing their results in detail and coming up with action plans to address the feedback specific to them. These future improvements will positively impact our ability to serve you well.
- We will conduct this survey on a regular basis to measure and continually improve our services based on the findings from our surveys.

Our Service Commitment

Developed in 2010, the Region of Peel's Service Commitment describes our dedication to providing excellent service to citizens and clients through six simple statements. These statements lay the foundation for providing you with a positive service experience, each and every time. We will:

- Respond promptly
- Make a sincere effort to help
- Provide easy access to our programs and services
- Be respectful
- Communicate clearly
- Keep our commitments

