

## 4. HOW SATISFIED ARE PEEL CLIENTS WITH OUR SERVICES?

The research was designed to include as many services that Peel provides to citizens as possible. Some selection was necessary, particularly in the area of Public Health. Some Public Health services raise privacy issues, and with other services it is difficult to identify appropriate respondents. This can be the case with educational initiatives such as anti-smoking campaigns, and areas such as inspection services which are largely invisible to the public.

Table 3 reports the scores for the 26 services that were included.

The ETPS and Corporate Services are provided to all residents on an equal basis. Ratings of these services are therefore taken from the general population sample, which is representative of the population of Peel as a whole.

<b>Table 3. Ratings of individual services</b>			
<b>HUMAN SERVICES</b>		<b>HEALTH SERVICES</b>	
Active OW clients	7.5	Long Term Care Service	8.2
Recent OW clients	6.5	Falls Prevention Clinics	8.3
Homeless/Transitional Housing Clients	7.3	Smoking Cessation clinics	8.9
Directly Operated Childcare: Full fee	8.2	Dental Screening Service (CINOT)	7.2
Directly Operated Childcare: Subsidized	8.2	Breastfeeding Support	8.5
Contracted Childcare Sites: Subsidized	9.2	Prenatal Services	9.1
Childcare Subsidy Wait List	3.5	Healthy Babies Healthy Children	8.8
Rent Supplement Clients, commercial buildings	6.7		
Peel Living Residents	7.5	<b>ETPS</b>	
Peel Living Wait List	4.8	Water Quality	7.5
		Water Billing and Collection Service	8.0
		Water Meter Repairs and Maintenance	8.3
<b>CORPORATE SERVICES</b>		TransHelp Service	7.5
Heritage Complex	7.9	Roads	6.8
Client Contact Centre	7.6	Waste Collection Service (curbside pickup)	8.0
		Community Recycling Service	8.6

HHS are provided selectively to those who need them. Clients of these services represent small segments of the population and it is not possible to get accurate ratings of these services in a survey of the population at large. Ratings were therefore obtained from current clients of these

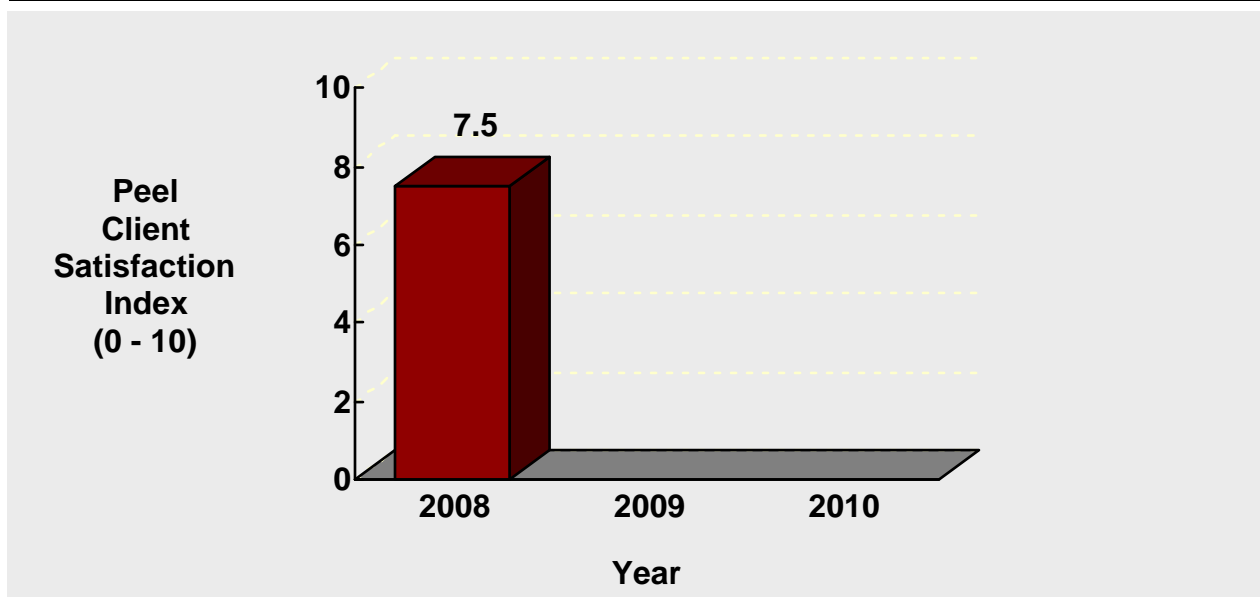
services. The ratings of these services in Table 3 are based largely on these client ratings. They also include any members of the general population who used the service in the past year.

## Peel Client Satisfaction Index

The individual scores are combined into a single Client Satisfaction Index (CSI) that summarizes citizens' perceptions of the Region's overall performance. This index will serve as a reference point for assessing service improvement efforts as Peel goes forward.

The index is a weighted average of the 26 ratings in Table 3, where each score is weighted according to the proportion of the budget that the program uses.

**Figure 12. Peel Client Satisfaction Index**



The index currently stands at 7.5 out of 10. A natural question is, how does this stack up against other jurisdictions? While no other jurisdiction has a satisfaction index that parallels Peel's CSI, comparative information on a number of services is available. Citizens First 5 (CF5) is a national survey in which the Region of Peel was a partner. It is a national project that obtained ratings from 6,000 Canadians in late 2007 on a broad range of government services.

Table 4 compares scores from the current Peel survey with CF5 results for each of five ETPS services:

- Column 1 contains ratings from the present 2008 survey, as reported in Table 3
- Column 2 shows Peel's ratings from Citizens First 5
- Column 3 shows residents of other Canadian municipalities rated their municipal services.

There is little difference between Peel and other municipalities on water quality and garbage collection. (Differences of .5 points or less are within the range of sampling error). On the other services – recycling, snow removal and road maintenance – Peel stands well above the national average.

<b>Table 4. Peel compares well with the rest of Canada</b>			
<b>Service</b>	<b>Peel, 2008</b>	<b>Peel, CF5</b>	<b>Rest of Canada, CF5</b>
Water quality	7.5	8.0	7.8
Garbage collection	8.0	8.1	7.9
Recycling	8.6	8.4	7.3
Snow removal	7.5	6.6	5.9
Road maintenance	6.3	6.5	5.0

Table 5 extends the comparison to five other service areas. The number of Peel respondents in CF5 who had used these services is too low to report reliable results, so the “Peel CF5” column is missing. For each of these services, Peel scores higher than the rest of Canada.

<b>Table 5. Additional service quality comparisons with CF5</b>		
<b>Service</b>	<b>Peel, 2008</b>	<b>Rest of Canada, CF5</b>
<b>CF5: Information services of your municipality</b>		6.6
The Client Contact Centre	7.6	
<b>CF5: Subsidized public daycare</b>		6.9
Directly Operated Childcare: Subsidized families	8.2	
Contracted Childcare sites: Subsidized families	9.2	
<b>CF5: Lived or stayed in public housing</b>		4.8
Rent supplement clients, commercial buildings	6.7	
Peel Living residents	7.5	
<b>CF5: Social assistance, welfare</b>		5.8
Active OW clients	7.5	
Recent OW clients (within past year)	6.5	
<b>CF5: Lived or stayed at a shelter or hostel</b>		5.0
Homeless/Transitional Housing Clients	7.3	