

July 2007

Award Winning Service and Innovation

Over the past three years, the City of Toronto Public Services has won more than 50 awards that recognize excellence in public service and innovation in the delivery of City services. In addition, Toronto continues to be ranked amongst the top cities in the world in which to live and do business. The awards listed here demonstrate why Toronto continues to be ranked high when compared to other international cities.

Making Green Roofs Happen

In June, Toronto won one of 10 Sustainable Community Awards presented to cities for excellence in community development. The Federation of Canadian Municipalities (FCM) CH2M HILL award was presented to the City of Toronto at the FCM annual conference in Calgary.

In late 2006, a green roofs pilot project—the first of its kind in Canada—funded construction of 16 green roofs on a mix of public and private buildings in the City of Toronto. The project was the culmination of more than 18 months of research and consultation by the City of Toronto on green roofs. The initiative began in early 2005 when the City, Ryerson University and a provincial Centre of Excellence produced their Report on the Environmental Benefits and Costs of Green Roof Technology for the City of Toronto. That report and a November 2005 discussion paper, *Making Green Roofs Happen*, laid the groundwork for the green roof strategy adopted by City Council in February 2006. The City looks forward to reaping the benefits of green roofs, including reduced storm water runoff, lower energy demands, beautification of the city and reduction of the urban heat island effect.

Nuit Blanche wins award for the City

Nuit Blanche, a free all-night exploration of Toronto through contemporary art, has received widespread acclaim and accolades since its launch in September 2006, the most recent being the *Urban Leadership Award for City Initiatives* by the Canadian Urban Institute. More than 425,000 revellers left behind the comfort of their beds to participate in this event that brought together the exceptional talents of more than 400 artists and curators, 87 galleries, museums and art institutions. The second annual Nuit Blanche Toronto is scheduled for Saturday, September 29, 2007. Visit: www.toronto.ca/special_events for more details.

Clean and Beautiful City ad wins radio award

The City's campaign against gum litter received a Crystal award from the Radio Marketing Bureau of Canada, an award that recognizes the best in Canadian radio advertising. The ad supports the City's Clean and Beautiful initiative which also includes a teacher's guide and clean-up days. Visit: <http://www.toronto.ca/wesads/>

Accounts Payable Early Payment Discount Initiative – a Silver Award at the 2006 Public Service Quality Fair

The Accounts Payable Early Payment Discount Initiative was developed to take advantage of early payment discounts offered by City vendors. This initiative has saved the City over \$655,000 to date and has resulted in a 228 per cent increase in 2005 from 2004 in early payment discounts obtained. The number of City vendors offering early payment discounts also has grown significantly. The Early Payment Discount Initiative has improved the level of customer satisfaction of internal and external clients and demonstrates the City's ability to manage public money while being responsible and accountable.

Solid Waste Management wins Sustainable Community Award

The City of Toronto was recognized in 2006 for its leadership in solid waste by winning a Federation of Canadian Municipalities (FCM)-CH2M HILL Sustainable Community Award. The award recognises the City's solid waste initiatives for excellence and innovation in municipal service delivery and advanced sustainable community development. FCM and CH2M HILL Canada established the Awards in 2000 to recognize and celebrate municipal leadership in championing sustainable community development and promoting best practices in addressing environmental issues in municipal operations. Along with environmental benefits, winning projects demonstrate the economic and social advantages of sustainability.

Solid Waste Management wins Bronze from Solid Waste Association of North America

The City of Toronto was commended for its leadership in solid waste by winning the Solid Waste Association of North America's (SWANA) Planning & Management Division 2006 Bronze Excellence Award. The award recognizes the City's solid waste initiatives for excellence in operating an integrated solid waste management system. SWANA's Excellence Awards Program recognizes outstanding solid waste programs and facilities that advance the practice of environmentally and economically sound solid waste management through their commitment to utilizing effective technologies and processes in system design and operations, advancing worker and community health and safety, and implementing successful public education and outreach programs.

Electronic Financial Filing System for Municipal Candidates - a Bronze Award at the 2006 Public Service Quality Fair

Based on a recommendation from the Toronto Election Finance Review Task Force, Council directed staff to develop an application to ensure “that the reporting of revenues and expenditures should be made more transparent by implementing electronic filing.” The Electronic Financial Filing System (EFFS) provides municipal candidates with a fully integrated application to manage campaign contributions from receipt to eventual financial statement filing, and for the City to publicly disclose the information on its website. The EFFS has two main components. One enables candidates to electronically complete contribution receipts, track contributors and the total amount of contributions received, and provides an “e-file” type application for the completion of mandatory financial statements. The second component provides access for the public and media to view and search financial statements and contributions on-line.

City of Toronto wins four Canada Mortgage and Housing Awards for Affordable Housing initiatives

Fort York Residence - City of Toronto, Shelter, Support and Housing Administration

Fort York Residence is the first of its kind in Toronto. Built in conjunction with a child care facility, this innovative project provides 74 dormitory style shelter beds and 24 transitional housing units for homeless men.

20 Sewells Road Affordable Housing Project - Wigwamen Incorporated

Wigwamen Incorporated provides affordable housing primarily to help meet urban Aboriginal housing needs. Working in partnership with the City of Toronto under its "Let's Build" Program, they recently developed an innovative affordable rental apartment building.

WoodGreen Community Services: HOMEWARD BOUND

HOMEWARD BOUND is a ground-breaking project that allows women and children to make a permanent transition out of the shelter system and into a life of economic self-sufficiency.

Pre-fabricated Rooftop Addition to 25 Leonard Street

In 2005/2006, St. Clare's intensified their supportive housing project at 25 Leonard Street in Toronto by adding a fifth and sixth floor, with 26 self-contained 212 square foot bachelor apartments. The new units were pre-manufactured housing modules organized around an exterior landscaped courtyard located on the roof of the existing building.

Advanced Case Management Initiative - a silver award at the 2006 Public Service Quality Fair

Between January 2005 and June 2006, Toronto Social Services provided more than 240 total days of training to over 1, 200 Social Service caseworkers as part of its Advanced Case Management training initiative. The objective of the initiative was to improve client service by providing caseworkers with the tools and knowledge to assess individual client needs and make appropriate referrals. The Advanced Case Management Initiative helped to enhance caseworkers' ability to complete comprehensive asset-based assessments and resulted in developing more appropriate service plans with clients and in overall improvements in service quality.

Transition to Work Pilot Project – a bronze award at the 2006 Public Service Quality Fair

The Transition to Work Pilot Project (TWPP) was established as part of the evolution of homeless services in the City of Toronto from crisis intervention toward early intervention, alleviation and prevention. Historically, much of the focus has been on providing immediate shelter and sustenance for homeless individuals. Attention is now shifting toward reducing homelessness by broadening policy and program efforts to include the four essential domains of homelessness service provision: housing, employment, well-being services and social supports. TWPP team members developed a 'made-in-Toronto' model for employability services appropriate for the homeless or at risk population. The Transition to Work Pilot Project is currently in place at two homeless facilities demonstrating how employability services can contribute significantly to the early and successful reintegration of homeless clients into community life.