

Appendix 2

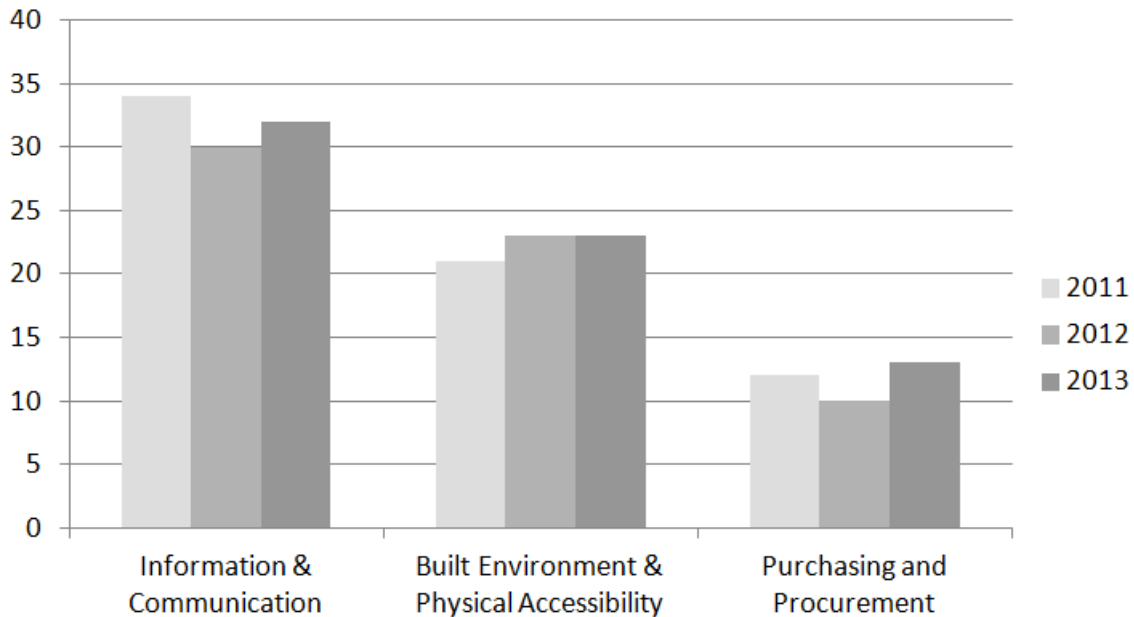
City as Provider of Customer Service

The City's goal is to provide services that are relevant, timely, high-quality, easy to access and that deliver positive and equitable outcomes. These services must meet the diverse needs of clients/residents and communities.

The following table and bar graph is a summary and comparison of 2011 to 2013 data.

Number of Divisions Reporting	2011	2012	2013
Information and Communication	34	30	32
Built Environment and Physical Accessibility	21	23	23
Purchasing and Procurement	12	10	13

City as Provider of Customer Service Number of City Divisions Reporting



Highlights and Examples

The following list includes examples of initiatives from each of the three corporate indicators for City as a Provider of Customer Service. It is not an exhaustive list of all initiatives reported.

Information and Communication

The City's goal is to provide services that are relevant, timely, high-quality, easy to access and that deliver positive and equitable outcomes. These services must meet the diverse needs of clients/residents and communities. Effective information and communication is critical in informing residents about City programs and services, receiving customer feedback, and engaging customers to give input to policy and program development.

- Divisions provide information and communication in a variety of ways, such as multilingual information, Language Line Services, ethnic ad buys, accessible websites, signage, accessibility symbols, assistive communication software, ASL interpretation, accessible meeting locations, and language interpreters and attendant care available in public meetings/consultations on request.
- ***Strategic Communications*** produced three editions of Our Toronto which are translated into the top 10 to 12 languages (as per Statistics Canada) and provided in alternate formats such as audio, Braille and large print. In 2013, there were 2,785 visits to online accessible PDFs in English and other languages. Strategic Communications also supports divisional ad campaigns and placed ads in publications targeting the top six to 10 languages spoken in Toronto. In 2013, the number of ads placed in ethnic media publications was 128 (out of 918 total ads) representing 14% of all total ads placed.
- Using interpreters and the Language Line Services, ***Court Services*** responded to 59,256 63,000 interpretation request in over 228 languages and dialects in 2013. This is about the same as in 2012 (63,000) and still a significant increase from 46,000 interpretation requests in over 135 languages and dialects in 2011.

Built Environment and Physical Accessibility

Built environment involves removing barriers in buildings, site development, public spaces, parks, trails and playgrounds for people with disabilities and others who may have accessibility challenges. It is a key city-building principle that public buildings, parks and open spaces should be open and accessible to all members of the public. Ontario's Building Code has recently been amended to include enhancements to accessibility in buildings. As of January 1, 2015, new construction and renovations will be subject to updated accessibility requirements. The new AODA Accessibility Standards for the Built Environment focus on removing barriers in two areas: public spaces and buildings.

Physical accessibility can be provided through the removal and prevention of physical barriers to services or opportunities that are available to the public; and putting in place wheelchair access, elevators, accessible counters, and various other accommodations.

- The City continues to implement the user-friendly *Accessibility Design Guidelines (ADG)* adopted by Council in 2004. The ADG apply to the construction of new facilities and renovation of City-owned facilities. The process involves conducting an accessibility audit and implementing multi-year plans to improve the accessibility of City-owned facilities. Going forward, the ADGs will be reviewed and updated as the City continues to align its policies and practices to meet the new requirements of the built environment accessibility standards established under the AODA.
- A number of divisions reported *physical accessibility improvements* in their facilities, such as barrier-free counters, ramp and grab bar installations, modifications to physical work locations and new access doors to accommodate wheelchairs. These divisions include PMMD, TESS, EMS, SSHA, PFR, Toronto Water, Transportation Services and City Clerk's Office.
- Elections & Registry Services renovated and re-configured the *City Clerk's Office* space at City Hall 1 North to address accessibility. Furniture in mailrooms at City Hall, Metro Hall and North York Civic Centre, Scarborough Civic Centre and Etobicoke Civic Centre were upgraded to be more accessible. A lobby improvement project at City Hall also replaced furnishings and signage to improve the lobby for people with visual disabilities and those using mobility devices.
- *Children Services* moved their second district office. The new location meets all current building code requirements. All staff were provided with new ergonomic workstations and the office is now more visible and accessible to parents. The division implemented the use of the Child Care Design and Technical Guideline on all capital projects.

Purchasing/Procurement

Purchasing/procurement is the process of acquiring goods and services from third parties to meet customer/client needs. The process begins with the identification of a need, and moves on to sourcing vendors, issuing requests for proposals, selecting vendors, placing the order and paying for a contract. The City's objective is to ensure an open, fair, competitive and transparent municipal procurement process. "Best value" procurement does not only look at the price of the contract, but also considers equity and diversity, health and safety, quality, sustainability and the environment, stimulating employment opportunities and achieving community benefits.

- City divisions continue to ensure that their procurement processes are in compliance with legislation and City policy. Equity, diversity and human rights policies that govern the City's procurement process include:
 - AODA requirement - Third party contractors and any personnel who deal with the public on behalf of the City of Toronto are required to complete training in accessible customer standards through the City's procedure, "Accessible Customer Service Training Requirements for Contractors, Consultants and Other Service Providers."
 - Accessibility in procurement – City divisions can access procurement resources which outline the AODA accessibility obligations in procurement.

- Declaration of Compliance with Anti-Harassment/Discrimination Legislation and City Policy – All firms and organizations who supply goods and services to the City are required to adopt and post a declaration of compliance that states: "*Organizations/ individuals in Ontario, including the City of Toronto, have obligations under the Ontario Human Rights Code, the Occupational Health and Safety Act, the Employment Standards Act, the Accessibility for Ontarians with Disabilities Act, the Criminal Code of Canada and the Charter of Rights and Freedoms. In addition, the City of Toronto also has policies that prohibit discrimination on the additional grounds of political affiliation or level of literacy, subject to the requirements of the Charter. Organizations are required to have and post policies, programs, information, instruction, plans and/or other supports, and an appropriate internal process available to their employees and service recipients to prevent, address and remedy discrimination, racism, harassment, hate and inaccessibility complaints under the applicable legislation and including the additional grounds of discrimination prohibited under City policy. Individuals are obliged to refrain from harassment/hate activity*".

- Fair Wage Policy – This policy prohibits the City from doing business with contractors, sub-contractors and suppliers who discriminate against their workers. It requires paying workers the prevailing wages and benefits in the field, and compliance with acceptable number of working hours and conditions of work.

- In 2013, the **Purchasing and Material Management Division (PMMD)** reported an increase in the purchase of online call documents to 6,428 (from 5,545 in 2012). This is a result of enhancing the *Online Call Document System* to provide improved customer service and delivery for the vendor community on how to do business with the City (e.g., enhanced technology that may result from the e-Procurement initiatives). In 2013, PMMD expanded the Online Call Document System. All changes made to the Online Call Document System, PMMD's website or the Logistics – Materials Management & Purchasing Module in SAP (for procurement processes) were done in consultation as applicable with Corporate Communications, Equity Diversity & Human Rights Division, the City Clerk's Division, and/or key partners such as the Accounting Services Division.

- **PMMD** continues to track the *Vendor Registration System (VRS)* and the call document purchaser's list. The vendor registration system allows vendors to register their information in the database of the online call document system so that they receive automatic notifications of new business opportunities posted to the online call document system. Currently there are 7,738 email addresses registered to the VRS (up from 6,152 in 2012 and significantly higher than the 3,621 reported in 2011).