

## **CITY OF TORONTO**

### **MAYORAL DECISION 17-2023**

#### **To establish the Service Excellence Committee and assign its functions**

The Mayor has decided to establish the following:

#### **1 – Service Excellence Committee**

##### **1. Mandate**

The Service Excellence Committee is a Special Committee whose primary focus is better leveraging 311 data to understand how we can improve City services and be more responsive to the needs of all Torontonians.

##### **2. Duties**

The responsibilities of the Service Excellence Committee include:

#### **A. To make recommendations on:**

- (1) Opportunities to leverage the 311 system and data to:
  - a. Measure and convey resident satisfaction indicators, including analyzing emerging and geographical trends, and identifying areas of consistent concern for residents;
  - b. Inform priority-setting, planning and budgeting processes and Council decision making; and
  - c. Support the offices of Members of Council to serve their constituents, as appropriate and respecting privacy considerations.
- (2) Opportunities to improve city services and processes to:
  - a. Act on changing priorities;
  - b. Remove barriers to making a service request, accessing knowledge, and self-service;
  - c. Enhance service request status and queue tracking from start to finish; and

- d. Further mature service standards, performance measurement and accountability reporting.
- (3) Build public confidence in City services by:
- a. Promoting service excellence, service standards and the service promise;
  - b. Enhancing accountability for the complaints and compliments mechanisms;
  - c. Detecting and closing communication gaps; and
  - d. Identifying opportunities to increase transparency to the public about access to and delivery of services.

### **3. Composition**

- A. The Service Excellence Committee consists of five members of Council.

### **4. Reporting**

The Service Excellence Committee is a special committee that reports to the Executive Committee.

October 12, 2023

Olivia Chow  
Mayor