

Service Excellence Committee

Meeting No.	2	Contact	Kate Carrillo, Administrator
Meeting Date	Tuesday, March 19, 2024	Phone	416-392-7032
Start Time	9:30 AM	E-mail	svexc@toronto.ca
Location	Committee Room 2, City Hall/Video Conference	Chair	Councillor Stephen Holyday

SE2.1	ACTION	Amended		Ward: All
-------	--------	---------	--	-----------

Customer Experience Division Annual Report - 2023

Committee Decision

The Service Excellence Committee recommends that:

1. The Executive Committee request the City Manager, in consultation with the Executive Director, Customer Experience (311), to report back to the Service Excellence Committee by July 19, 2024 with an approach for centralizing and consolidating all routine Tier 1 services and contact centres across City divisions into 311 Toronto (Toronto at Your Service) so that the public has a seamless, accessible, and consistent experience when requesting or inquiring about routine City services; commencing with outstanding services of Parks, Forestry and Recreation full integration into 311, and to provide next steps on the roadmap and the implementation plan by the first quarter of 2025.
2. The Executive Committee request the City Manager, in consultation with the Executive Director, Customer Experience (311), to report back to the Service Excellence Committee by May 31, 2024 with an update on the development of the City’s Service Promise, and outlining the specific principles being considered for interactions across all service channels, including staff to public interactions and staff to staff interaction.

Origin

(March 5, 2024) Report from the Executive Director, Customer Experience

Summary

At its meeting on March 19, 2024, the Service Excellence Committee considered item [SE2.1](#) and made recommendations to the Executive Committee.

Summary from the report (March 5, 2024) from the Executive Director, Customer Experience:

City Council, at its meeting on September 30, 2020, requested the Executive Director, Customer Experience, formerly known as the Director, 311 Toronto, to provide information on trending issues received via the Customer Experience Division (CXD), on a yearly basis. The purpose of this report is to provide a summary of Customer Experience Division’s

services, contact centre volumes, projects, and divisional collaborations in 2023.

Background Information

(March 5, 2024) Report from the Executive Director, Customer Experience on Customer Experience Division Annual Report - 2023

(<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-243699.pdf>)

Appendix A - Customer Experience Division-311 Toronto Key Metrics Report - 2023

(<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-243700.pdf>)

Appendix B - Customer Experience Division-311 Toronto Key Metrics Report - 2023 TEXT ONLY

(<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-243701.pdf>)

Appendix C - Customer Experience Division-311 Toronto Annual Dashboard - 2023

(<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-243702.pdf>)

Appendix D - Customer Experience Division-311 Toronto Annual Dashboard - 2023 TEXT ONLY

(<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-243703.pdf>)

Communications

(March 19, 2024) E-mail from Dave Shellnutt (SE.New)

(<https://www.toronto.ca/legdocs/mmis/2024/se/comm/communicationfile-178127.pdf>)

Speakers

David Shellnutt

Jessica Spieker