

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

SE2.3	ACTION	Amended		Ward: All
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311 Reporting and Dashboards

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 May 31, 2024 with:
 - a. a plan for a new reporting system that incorporates Ward Dashboards and key performance indicator data for 311 integrated service divisions; and
 - b. a framework for future reports to highlight emerging trends, seasonal, cyclical and geographic patterns or trajectories.

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 with a prototype report ward dashboard to be demonstrated by the third quarter of 2024.

3. The Executive Committee request the City Manager, in consultation with the Executive Director, Customer Experience (311) ensure the new reporting dashboard tracks the top 10 service request categories for each 311 integrated service division defined in Appendix 1 of the 311 Service Request Catalogue for all wards.

Decision Advice and Other Information

The Executive Director, Customer Experience (311), gave a presentation on 311 Reporting and Dashboards.

Origin

(March 8, 2024) Report from the Executive Director, Customer Experience

Summary

At its meeting on March 19, 2024, the Service Excellence Committee considered item [SE2.3](#) and made recommendations to the Executive Committee.

Summary from the report (March 8, 2024) from the Executive Director, Customer Experience:

The Service Excellence Committee requested the City Manager, in consultation with the Executive Director, Customer Experience (311), to report back to the Service Excellence Committee by the end of March 2024 on a reporting system that includes Ward Dashboards and key performance indicator data from individual City Divisions.

This report will:

- Provide an overview of existing 311 information available to Councillors and Divisions.
- Provide information on the progress towards the establishment of Ward Dashboards and key performance indicator (KPI) data from specific City Divisions.
- Identify cross-functional teams that have been engaged in planning around the Dashboards and key performance indicators.
- Provide high-level next steps to producing a Dashboard.

Background Information

(March 8, 2024) Report from the Executive Director, Customer Experience on 311 Reporting and Dashboards

<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-243696.pdf>

Appendix 1 - 311 Service Request Catalogue

<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-243697.pdf>

Appendix 2 - 311 2023 Key Metrics Report

<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-243698.pdf>