



Decision Letter

Service Excellence Committee

Meeting No. 3
Meeting Date Friday, May 31, 2024
Start Time 9:30 AM
Location Committee Room 2, City Hall/Video Conference

Contact Kate Carrillo, Administrator
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Chair Councillor Stephen Holyday

SE3.2	ACTION	Amended		Ward: All
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311 Toronto - Framework for Reporting and Dashboards

Committee Decision

The Service Excellence Committee recommends that:

1. The Executive Committee request the Executive Director, Customer Experience (311), consider including, where feasible, the following features on future versions of the Dashboards:
 - a. multi-year data, including pre-COVID-19 data where available;
 - b. the ability to select multiple wards for comparison or aggregation;
 - c. predictive trends, or normal or target lines on the graphs;
 - d. relative performance against service standards; and
 - e. consideration of how future changes to ward boundaries or service standards may affect reporting.

Decision Advice and Other Information

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

Origin

(May 16, 2024) Report from the Executive Director, Customer Experience

Summary

At its meeting on May 31, 2024, the Service Excellence Committee considered item [SE3.2](#) and made recommendations to the Executive Committee.

Summary from the report (May 16, 2024) from the Executive Director, Customer Experience:

The purpose of this report is to provide an update to the Service Excellence Committee on the Customer Experience (311) Division's plans for a new reporting framework and feature that incorporates Ward Dashboards and key performance indicator data for 311 Toronto (311) Integrated Service Divisions, as well as a framework for future reports to highlight key trends.

This report will:

- Provide an overview of existing 311 information available to Members of Council, divisions, and the public.
- Provide information on the progress towards the establishment of Ward Dashboards and key performance indicator data related to specific City divisions.
- Provide high-level next steps to producing Dashboards.
- Outline the framework under which the Customer Experience Division currently reports on and Plans for emerging trends, seasonal, cyclical, and geographic patterns or trajectories and how new Dashboards will complement these efforts.
- Provide a sample Proof of Concept Dashboard.

Background Information

(May 16, 2024) Report from the Executive Director, Customer Experience on 311 Toronto - Framework for Reporting and Dashboards

(<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-245861.pdf>)

Appendix 1 - Filterable Proof of Concept Dashboards

(<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-245882.pdf>)

Communications

(May 31, 2024) Presentation from Ingrid Buday, Founder, No More Noise Toronto (SE.New)

(<https://www.toronto.ca/legdocs/mmis/2024/se/comm/communicationfile-180147.pdf>)

Speakers

Ingrid Buday, No More Noise Toronto