

Service Excellence Committee

Meeting No.	3	Contact	Kate Carrillo, Administrator
Meeting Date	Friday, May 31, 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

SE3.1	ACTION	Amended		Ward: All
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City-wide Service Promise Refresh Initiative Update

Committee Decision

The Service Excellence Committee recommends that:

1. The Executive Committee request the Executive Director, Customer Experience (311), to report back to the Service Excellence Committee in the second quarter of 2025, on the Service Promise Refresh implementation progress, compliance rate, and internal or external feedback.

Decision Advice and Other Information

The Executive Director, Customer Experience (311), gave a presentation on the City-wide Service Promise Refresh Initiative Update.

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 [SE3.1](#) and made recommendations to the Executive Committee.

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

At its meeting held March 19, 2024, 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 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 interactions.

The Executive Director, Customer Experience (311) will deliver a presentation to the Service Excellence Committee in response to this request to provide an update on the Service Promise Refresh Initiative and outline the principled statements that make up the refreshed Service Promise. This report serves to complement that presentation by summarizing the work to date and outlining next steps.

The Service Promise Refresh Initiative is part of the City of Toronto's journey towards greater service excellence. It will renew the City's guidelines for professional and consistent service in daily interactions with the public, Members of Council, and each other. Significant progress has been made to refresh the Service Promise and City-wide Service Standards, collectively referred to as the Service Promise, and to plan for implementation - first with staff internally, and then to Members of Council and the public.

Background Information

(May 16, 2024) Report from the Executive Director, Customer Experience on City-wide Service Promise Refresh Initiative Update

(<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-245854.pdf>)

Appendix 1 - Presentation: City-wide Service Promise Refresh Initiative Update

(<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-245855.pdf>)

Appendix 2 - Side-by-Side Statement Comparison: City-wide Service Promise

(<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-245856.pdf>)