

## **Service Excellence Committee**

**Meeting No.** 7**Meeting Date** Friday, February 28, 2025**Start Time** 9:30 AM**Location** Committee Room 2, City Hall/Video  
Conference**Contact** Gary Clarke, Administrator**Phone** 416-392-8088**E-mail** svexc@toronto.ca**Chair** Councillor Stephen Holyday

<b>SE7.2</b>	<b>ACTION</b>	Amended		Ward: All
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### **Public Reporting of Performance and Service Standards**

#### **Committee Decision**

The Service Excellence Committee recommends that:

1. City Council direct all City Divisions to provide the Customer Experience Division with the necessary information to publicly report on their performance against service standards.
2. City Council direct the Executive Director, Customer Experience to start conducting ongoing analysis, reporting on performance trends, identifying areas for improvement, by and not limited to:
  - a. developing and maintaining a central repository for performance and service standards data; and
  - b. creating and maintaining user-friendly dashboards and reports for public consumption.
3. City Council direct the Executive Director, Customer Experience to report back to the Service Excellence Committee biannually on the ongoing analysis, reporting, and identified areas for improvement in recommendation 2.
4. City Council request the Executive Director, Customer Experience, to develop an initial top priority list of service standards to use as a basis for the initial reporting on performance and service standards, with an aim to expand the list over time.

#### **Origin**

(January 28, 2025) Letter from Councillor Paul Ainslie

## **Summary**

At its meeting on February 28, 2025, the Service Excellence Committee considered Item [SE7.2](#) and made recommendations to the Executive Committee.

### **Summary from the letter (January 28, 2025) from Councillor Paul Ainslie:**

Meeting customer service targets remains a key focus for the City of Toronto. Currently, the Customer Experience Division does not publicly post divisional performance data. To address this, City Divisions need to provide the Customer Experience Division with the necessary information to publicly report on their performance against service standards.

While divisions would benefit from demonstrating resource needs based on performance standards, this data must be aggregated. Customer Experience to conduct ongoing analysis of performance trends, identify areas for improvement, and develop central repository for performance data. User-friendly public dashboards and reports should be created and maintained, providing context, and highlighting service impact on residents.

This will enhance public trust, improve service delivery, and promote greater transparency and accountability within the City of Toronto.

## **Background Information**

(January 28, 2025) Letter from Councillor Paul Ainslie on Public Reporting of Performance and Service Standards

(<https://www.toronto.ca/legdocs/mmis/2025/se/bgrd/backgroundfile-253190.pdf>)

## **Communications**

(February 28, 2025) Presentation from Ingrid Buday (SE.New)

## **Speakers**

Omo Le, Adasa Advocacy

Ingrid Buday, No More Noise Toronto