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CHAIR, GENERAL GOVERNMENT COMMITTEE  
CHAIR, SCARBOROUGH COMMUNITY COUNCIL  
CHAIR, FEDERATION OF ONTARIO PUBLIC LIBRARIES  
CHAIR, TORONTO AND REGION CONSERVATION AUTHORITY  
NIGHT ECONOMY CHAMPION, CITY OF TORONTO

Date: January 28, 2025

To: Service Excellence Committee

Title: Public Reporting of Performance and Service Standards

#### Recommendations:

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.
  - 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 (SEC) biannually on the ongoing analysis, reporting, and identified areas for improvement in recommendation #2.

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.

Sincerely,

Paul W. Ainslie  
City of Toronto, Councillor  
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