



March 18, 2025

Toronto City Hall  
100 Queen Street West  
Toronto, ON M5H 2N2  
Attention: Cathrine Regan

**RE: EX21.11 - Public Reporting of Performance and Service Standards**

Dear Mayor Chow, Chair, and Members of Executive Committee,

The Federation of North Toronto Residents Associations (FoNTRA) wishes to express its strong support for the recommendations of the Service Excellence Committee to initiate the development of a corporate system for service standards and public reporting of performance against standards. We agree that such a system would enhance public trust, improve service delivery, and promote greater transparency and accountability within the City of Toronto.

We note that:

- (1) It is unclear if the mandate for service standards includes “open data”, for which the standards are currently unclear, and for which public access could be extended, to enhance access and accountability (for example, Committee of Adjustment application data in the Application Information Centre).
- (2) Despite the intent of the recommendations, they do not include a time frame for report back to City Council. We recommend that this omission be rectified with an appropriate report back date.

Yours truly,

Geoff Kettel  
Co-Chair, FoNTRA

Cathie Macdonald  
Co-Chair, FoNTRA

Cc: Roopy Chhina Interim Executive Director, Service Excellence  
Jason Thorne, Chief Planner and Executive Director, City Planning Division

**The Federation of North Toronto Residents' Associations (FoNTRA)** is a non-profit, volunteer organization comprised of over 30 member organizations. Its members, all residents' associations, include at least 250,000 Toronto residents within their boundaries. The residents' associations that make up FoNTRA believe that Ontario and Toronto can and should achieve better development. Its central issue is not *whether* Toronto will grow, but *how*. FoNTRA believes that sustainable urban regions are characterized by environmental balance, fiscal viability, infrastructure investment and social renewal.