



# PAUL AINSLIE

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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: General Government Committee  
Title: Public Reporting of Performance and Service Standards

### Recommendations

1. City Council direct the Executive Director, Customer Experience and to report to the September 19, 2025, meeting of the General Government Committee on their progress in meeting a December 2025 launch of publicly reporting on City divisions performance against service standards and for the report to include:
  - a. Establishment of consistent data definitions and reporting standards across all Divisions.
  - b. How the City will ensure that the reports are easily accessible to the public on the City's website, with clear and concise explanations of the data.
  - c. Actions that will be taken to ensure the information is posted on the City of Toronto public website by December 2025.

Meeting customer service targets remains a key focus for the City of Toronto. Publicly posting these targets on the City of Toronto website benefits the city by enhancing service delivery and supporting the achievement of overall service and budget targets.

Currently, the Customer Experience Division does not publicly post divisional performance data against service standards on the City's website. I have been informed that they are currently developing a tool to facilitate this. However, no timelines for the release of this information have been established, and Council has not yet issued any directives regarding the public posting of this data on the City's website.

Divisions would benefit from reporting on their performance standards. This would help to demonstrate the need for resources required to meet the standards necessary for operating the city and ensuring residents have access to the programs and services they require. I am formally requesting that the City provide this information and post it on the City of Toronto public website.

This request aims to 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  
Ward 24 Scarborough-Guildwood