

Customer Experience Division

Enhancing Transparency and Accountability of City Data

Service Excellence Committee

November 20, 2025

City Service Data

- In March 2025, City Council provided direction to the Customer Experience Division (CXD), working with operating divisions, on a number of performance, service and data metrics, including **publishing a new public-facing dashboard to report the City's performance against key service standards**, as well as **extending training and access to the internal 311 Business Intelligence Tool for the offices of elected officials**.
- Implementation of the dashboards will be phased. They will evolve over time, capturing more services and offering greater functionality:

Phase 1: Static Public Dashboard **Completed - October 23rd**

Dashboard published on the City's website, with an initial priority list of high-volume, high-impact service categories within CXD and the Integrated Service Divisions (ISDs).

Phase 2: Interactive Public Dashboard **2026 Q1**

CXD is working with the Technology Services Division (TSD) to implement interactive dashboards that allow users to filter by ward, date, request category & division, and include an expanded data set from CXD's ISDs.

Phase 3: Automated Public Dashboard **End-of-Year 2026**

CXD is working with TSD to enhance the data access capabilities to include more data and fully automate dashboards.

Phase 4: Expanding Dashboards to include Additional City Divisions **2027+**

Onboard more divisions to CXD's dashboards, beyond CXD's ISDs, leveraging TSD's Toronto Data Platform.

Enhancements to Councillor Dashboard **Ongoing**

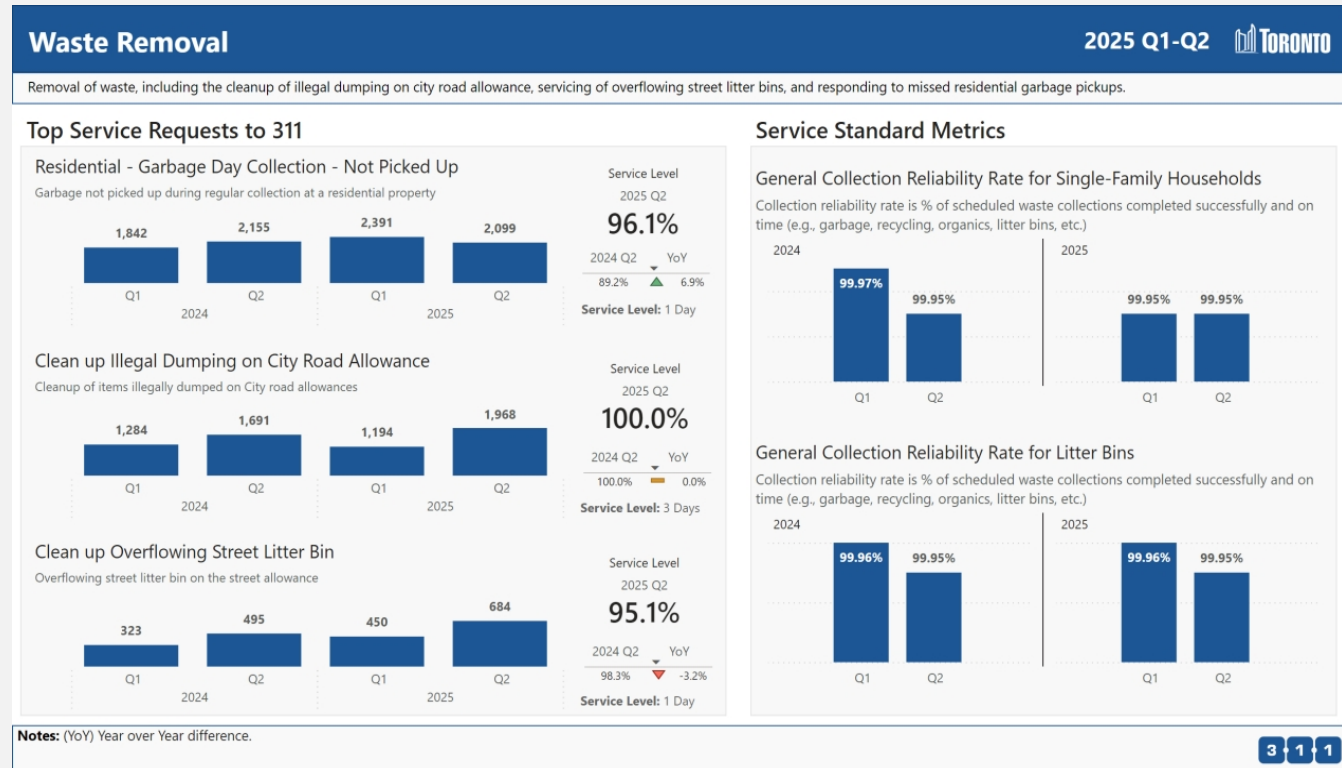
CXD is committed to continue enhancing the internal Councillor dashboards to be more intuitive, user-friendly, ward-specific, and reflective of feedback from Councillors and their staff. A survey will inform these enhancements.

Phase 1 – Static Dashboard

Content: the first iteration of the public dashboard with Q1 and Q2 2025 data was posted online¹ in October 2025.

- Top 3 Service Requests (SR) created by 311 for the selected service categories, including volumes and fulfillment service level.
- Additional service standard metrics from Divisions for the selected service categories.

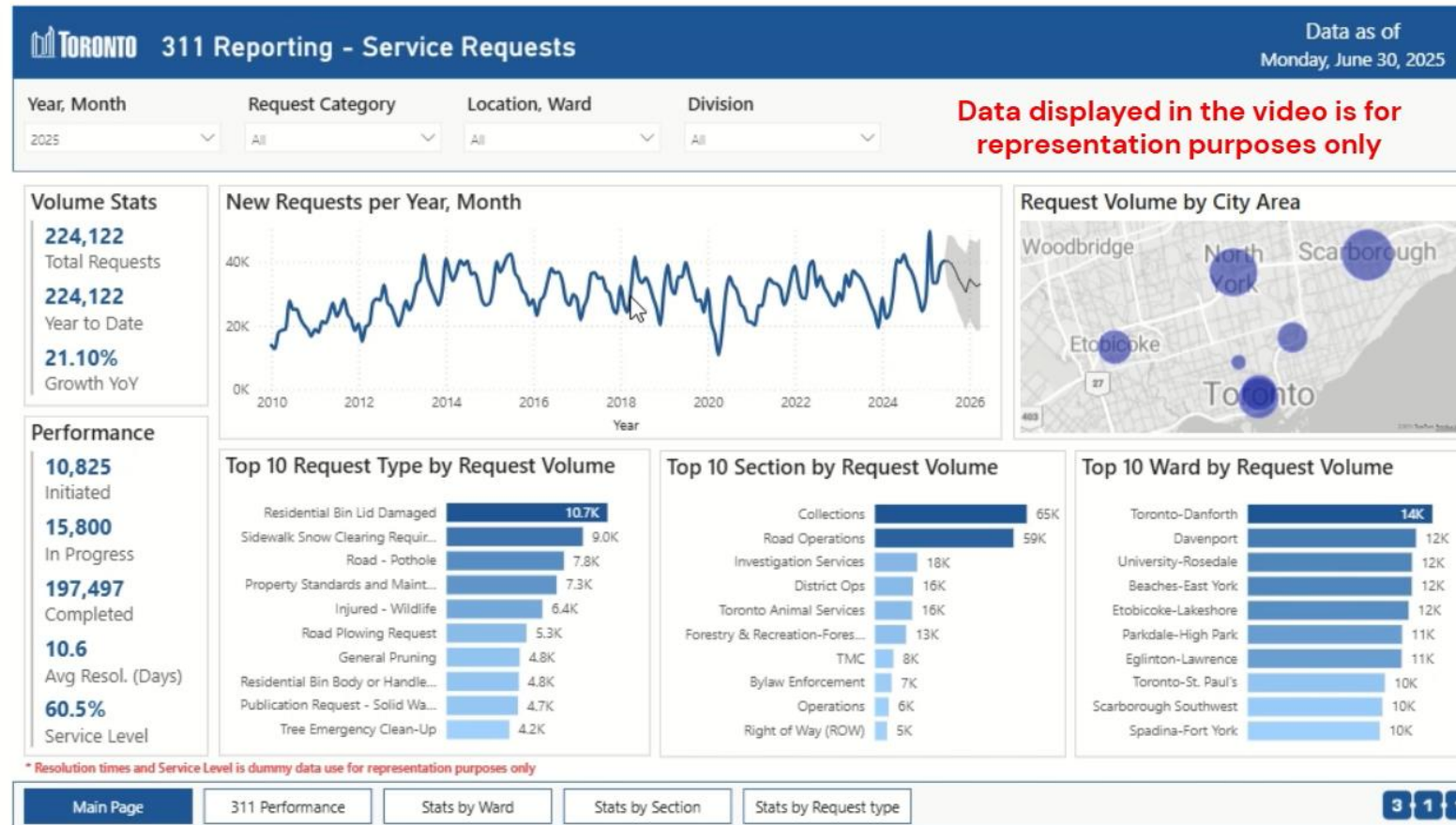
Phase 1 - Static Dashboard Draft:



1. <https://www.toronto.ca/home/311-toronto-at-your-service/311-frequently-asked-questions/311-service-standard-dashboard/>

Phase 2: Example Interactive Public Dashboard

Expected Launch: Q1 2026



(This video uses sample data for demonstration only and does not reflect actual City data)

Councillor Dashboards

Current Data Access for Elected Officials:

- CXD sends Councillors a monthly email with ward-specific data.
- Councillors can also access CXD's Business Intelligence Tool on an ongoing basis to review:
 - A summary of service levels for all service request categories through 311;
 - Service request volumes; and
 - Filters by ward, date, and channel.

Further Enhancements Planned:

- CXD will survey elected officials and their offices to gather requirements for tool enhancements.
- Councillors will have ward-specific insights via their dashboards.
- Planned upgrades include downloadable data and customizable dashboards for tailored views.

The Future of CXD Data

- ▶ **Access to More Comprehensive Data:**
Integrate a broader range of operational and performance data like additional Integrated Service Division service volumes and service levels, and eventually performance data from services across the City, enabling deeper analysis across divisions and service areas.
- ▶ **Improved Speed and Performance:**
Offer faster data loading, filtering, and drill-down capabilities, significantly reducing wait times and improving the user experience when navigating complex datasets.
- ▶ **Smarter, Actionable Insights:**
Advanced analytics features like forecasting, trend detection, and hotspot identification, helping users proactively address emerging issues and make data-driven decisions.
- ▶ **Enhanced Decision-Making Support:**
Empower users at all levels, from front-line staff to SLT, with real-time, role-specific dashboards, improving visibility and supporting more informed, timely decision-making.