

Service Excellence Committee**Meeting No.:** 11**Meeting Date:** Monday, March 23, 2026**Start Time:** 9:30 a.m.**Location:** Committee Room 2, City Hall/
Video Conference**Contact:** Kate Carrillo, Committee Administrator**Phone:** (416) 397-4592**E-mail:** svexc@toronto.ca**Chair:** Councillor Stephen Holyday

SE11.2 - Leveraging Data to Drive Service Excellence in Parks and Recreation and Transportation Services**Decision Type:** ACTION**Status:** Amended**Wards:** All**Committee Decision**

The Service Excellence Committee recommends that:

1. Executive Committee request the General Manager, Parks and Recreation, the General Manager, Transportation Services and the Executive Director, Municipal Licensing and Standards to report back to the Service Excellence Committee at its meeting on May 14, 2026, on how they use 311 data, as well as other data sources, to identify trends and make service improvements
2. Executive Committee request the General Manager Toronto Water, the General Manager, Solid Waste Management Services and the Executive Director, Environment, Climate and Forestry to report back to the Service Excellence Committee at its meeting on July 6, 2026, on how they use 311 data, as well as other data sources, to identify trends and make service improvements.
3. Executive Committee request the General Manager, Parks and Recreation, in consultation with the Executive Director, Customer Experience Division to report back to the Service Excellence Committee at its July 6, 2026, meeting on the geographic distribution of service requests in parks.
4. Executive Committee request the General Manager, Parks and Recreation, to review best practices and seek opportunities to innovate, coordinate and cooperate with Toronto Hydro's Streetlight Map and issue reporting system.

Origin

(March 9, 2026) Report from the General Manager, Parks and Recreation and the General Manager, Transportation Services

Summary

At its meeting on March 23, 2026, the Service Excellence Committee considered Item [SE11.2](#) and made recommendations to the Executive Committee.

Summary from the report (March 9, 2026) from the General Manager, Parks and Recreation and the General Manager, Transportation Services

At its November 20, 2025, meeting, the Service Excellence Committee requested the General Manager, Parks and Recreation, and the General Manager, Transportation Services, in consultation with the Executive Director, Customer Experience Division and other divisions as needed, to report-back on a deeper examination of granular issues, geography, areas of focus, and opportunities for improvement found within the Listening to Toronto Survey 2025.

The Committee also directed that such a report should provide insights leveraged from 311 data and how City divisions are using this information to inform responsiveness and plans or to make improvements.

In response, Parks and Recreation and Transportation Services reviewed relevant responses in the Listening to Toronto survey and engaged the Customer Experience Division to conduct a deeper analysis of available 311 data, including the identification of common trends and issues.

The purpose of this report is to provide a summary of this analysis and next steps each division is taking to respond.

Background Information

(March 9, 2026) Report from the General Manager, Parks and Recreation and the General Manager, Transportation Services

(<https://www.toronto.ca/legdocs/mmis/2026/se/bgrd/backgroundfile-285024.pdf>)

Communications

(March 23, 2026) E-mail from Nicole Corrado (SE.New)