

Service Standard Dashboard: An Update on Static and Interactive Reporting Tools

Date: March 9, 2026

To: Service Excellence Committee

From: Executive Director, Customer Experience Division

Wards: All

SUMMARY

This report responds to direction from the Service Excellence Committee that the Customer Experience Division (CXD) provide further details expanding on the service categories highlighted in the static Service Standard Dashboard, with definitions for each service and descriptions of service levels. Additionally, an update is provided on the status of the interactive Service Standard Dashboard and the interactive Councillor Dashboard, which are both planned to launch by end of March.

In October 2025, CXD launched its first static [Service Standard Dashboard](#), which contained key performance metrics from Q1 and Q2 2025 for nine high-volume service categories delivered by some of 311's Integrated Service Divisions (ISDs), including Solid Waste Management Services, Municipal Licensing and Standards, Transportation Services, Parks (within Parks and Recreation), and Urban Forestry (within Environment, Climate and Forestry). In March 2026, the dashboard was refreshed with Q3 and Q4 2025 data, including clearer distinctions between actual service levels and service standard targets based on feedback from Councillors and the public. A new glossary of terms was also developed in partnership with ISDs to help users better understand the services and associated service standards. This glossary is included in the [refreshed static Service Standard Dashboard](#) and also attached as *Attachment 1: Service Standard Dashboard - Q3 & Q4 2025*.

Simultaneously, CXD has been working in partnership with relevant City divisions to develop an interactive Service Standard Dashboard, which will be released by end of March 2026. The new interactive dashboard will offer an intuitive view of all services reported through 311, a comprehensive index of services and service standards, and a variety of filtering options including by ward and month/year. With data refreshed monthly, this will greatly improve the availability of 311-related data to the public, and allow the public to filter, explore, export, and analyze the information to identify trends, make comparisons, and generate their own insights. Beginning in Q1 2027, data will be refreshed more frequently, once the Toronto Data Platform is implemented with 311's partner divisions. The Toronto Data Platform is a centralized solution for data

governance and analytics and will provide more direct integration with service request source data, reducing the need for manual data releases.

CXD also develops and maintains a dashboard for Councillors and their staff. In December 2025 and January 2026, the CXD surveyed Councillors to gather feedback on the existing Councillor dashboard and identify opportunities for improvement. The interactive Councillor Dashboard will be released by end of March 2026, eventually replacing the current 311 Business Intelligence Tool, and offering Councillors access to daily refreshed data, personalized ward-specific views, city-wide insights, self-serve reports on specific issues or topics of interest, and enhanced features such as filter bookmarking. Training will be provided to support Councillors and their staff in effectively using the new dashboard.

RECOMMENDATIONS

The Executive Director, Customer Experience Division recommends that:

1. The Service Excellence Committee receive this report for information.

FINANCIAL IMPACT

There are no financial impacts arising from the recommendation in this report.

The Chief Financial Office and Treasurer has reviewed this report and agrees with the financial impact statement.

DECISION HISTORY

At its meeting on November 20, 2025, Service Excellence Committee adopted item SE10.1 - Enhancing Transparency and Accountability of City Service Data: Update on Performance Reporting, Access, and Implementation, which requested the Executive Director, Customer Experience Division to report back with expanded details on each of the reported services in the 311 public-facing dashboard, an overview of each service and a description of the service levels.

<https://secure.toronto.ca/council/agenda-item.do?item=2025.SE10.1>

COMMENTS

Static Service Standard Dashboard

In October 2025 CXD launched the first static Service Standard Dashboard to provide the public with quarterly updates on data related to CXD's ISDs, including Solid Waste Management Services, Municipal Licensing and Standards, Transportation Services,

Parks (within Parks and Recreation), and Urban Forestry (within Environment, Climate and Forestry). The first static dashboard contained data for Q1 and Q2 of 2025 for nine high-volume, high-impact service categories (e.g. property standards, noise and amplified sound, graffiti, etc.) handled by 311.

The launch of the static dashboard supported efforts to strengthen the City's commitment to transparency, ensuring that residents, businesses, and other community partners have access to accurate and up-to-date information regarding key City services.

Refreshed Service Standard Dashboard

In March 2026, the static dashboard was refreshed with the latest performance metrics and service standards data for Q3 and Q4 of 2025.

Feedback from Councillors and members of the public during the last Service Excellence Committee highlighted the need for clearer definitions and information within the dashboard. In response, the static dashboard now includes additional information to clarify what the metrics in the dashboard are measuring (e.g., responded to, completed within etc.). In addition, a glossary of terms for every service included in the dashboard was added to provide the public with clear definitions of service standards (see *Attachment 1: Service Standard Dashboard - Q3 & Q4 2025*). CXD developed the glossary of terms in partnership with ISDs to clarify service terminology and provide additional context for the terms and figures presented in the dashboard. A similar feature will be incorporated into the new interactive dashboard.

To access the Q3/Q4 static dashboard as well as the previous version, please visit the City of Toronto webpage: [311 Service Standard Dashboard](#).

Interactive Dashboards

Public Dashboard

By end of March 2026, CXD will launch an interactive Service Standard Dashboard. This enhanced dashboard will present comprehensive service request volume and service level data for all services reported through 311 on behalf of ISDs, refreshed monthly.

Key features of the interactive dashboard include:

- **More comprehensive data:** Integrates expanded operational and performance data from ISDs, offering comprehensive service request volume and service level data for all services delivered through 311, refreshed monthly. Also includes seven years of data to allow exploration of historical trends.
- **More intuitive experience:** An intuitive design which allows users to view and filter by year and month, service category, ward, and City Division. This distills complex data into measurable insights which can be meaningfully used by the public.

- **Greater transparency:** Enables the public, Councillors, and City staff to access and analyze 311 data independently, as well as the ability to export any data directly from visuals into a raw Excel file with structured tables for in-depth analysis.
- **More comprehensive data descriptions for customers:** A detailed service request index with a glossary of terms is included, offering clear definitions and descriptions for each service request available through 311, along with the corresponding service standard for each service request. This is in direct response to feedback from the Service Excellence Committee in November 2025.
- **Customer friendly features:** Visualizations such as heat maps and geographic maps make it easy to interpret the data and see trends at a glance. This also includes a focus mode which allows users to click on visualizations and drill-down into the displayed data for a detailed view.

This interactive dashboard was tested by end-users from a variety of diverse backgrounds to ensure it is user-friendly and widely understandable among the public. CXD engaged with various public groups for their feedback including No More Noise Toronto, Digital Citizen Advisors, Civic Tech Toronto, Build Canada, as well as in-person visitors to the Toronto Public Library. Extensive feedback was provided to support the direction for future enhancements to the Service Standard Dashboard. Public feedback included simplifying dataset titles and providing a 'How to Use the Dashboard' section to support new users. CXD will continue to improve iteratively to ensure the dashboard provides users with meaningful user-friendly insights.

In addition, the dashboard has undergone an accessibility review, resulting in improvements including enhanced screen reader navigation, high colour contrast, clear and plain language, and the inclusion of alternative text for all images and interactive features. The dashboard will continue to be refined and improved over time to ensure it remains intuitive, useful, and responsive to evolving needs.

Councillor Dashboard

CXD circulated a survey in December 2025 and January 2026 inviting Councillors to provide their insights and perspectives on the current 311 Councillor Business Intelligence Tool. In particular, the survey sought feedback on opportunities for improvement to ensure the redesigned dashboard is responsive, intuitive, and better aligned with the day-to-day needs of Councillors and their staff.

Leveraging the feedback received, CXD will launch a new interactive Councillor Dashboard alongside the interactive Service Standard Dashboard by end of March 2026. The Councillor Dashboard will eventually replace the existing 311 Business Intelligence Tool and will include all features of the public interactive dashboard as well as enhanced functionality, such as personalized Councillor views that highlight ward-specific service request metrics and self-serve reports on specific issues or trending topics. Both the new Councillor Dashboard and the existing 311 Business Intelligence Tool will be available to elected officials and their staff until a full transition is made to ensure continuity of access to data.

Data within the Councillor Dashboard will be refreshed daily, ensuring Councillors have access to timely and up-to-date information to support informed decision-making. Councillors will be able to save and bookmark preferred filter selections, allowing them to quickly revisit key metrics most relevant to their ward and priorities. In addition, the dashboard will include a comprehensive index of service requests and corresponding service standards, providing added clarity and context directly in the tool.

To effectively leverage all the features, functionalities, and reporting capabilities offered through the new dashboard, training is being offered to Councillors and their offices. CXD invites Councillors and their staff to get in touch to participate in upcoming training sessions on the Councillor Dashboard.

Next Steps

Once the interactive dashboards are launched, CXD will focus on automating data updates to enable more frequent refreshes by Q1 2027. This work will be delivered through the Toronto Data Platform, led by Technology Services Division in partnership with CXD and ISDs. The platform will allow more direct integration with service request source systems, reducing reliance on manual data releases.

CONTACT

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SIGNATURE

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ATTACHMENTS

Attachment 1: Service Standard Dashboard - Q3 & Q4 2025