

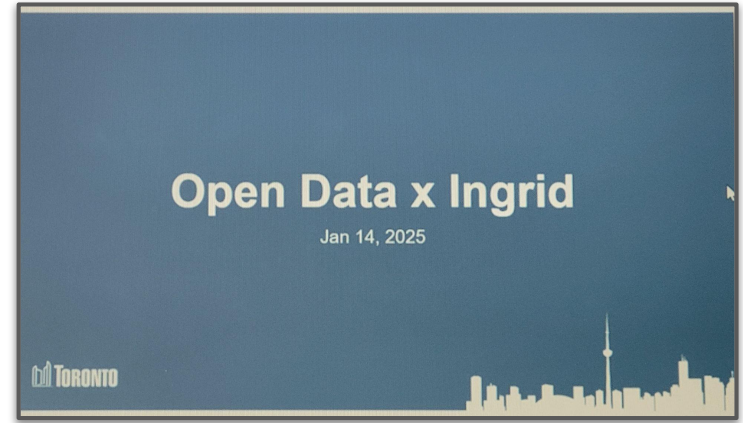


**SE11.3 - Service Standard
Dashboard: An Update on
Static and Interactive
Reporting Tools**

March 23, 2026

About us

- A federal not for profit
- A leadership team of 18 people.
- Data driven and process oriented
- Supported by 1000's +++
- Creating collaborations across City divisions to help
- Member of Night Economy External Working Group



Restore Urban Calm



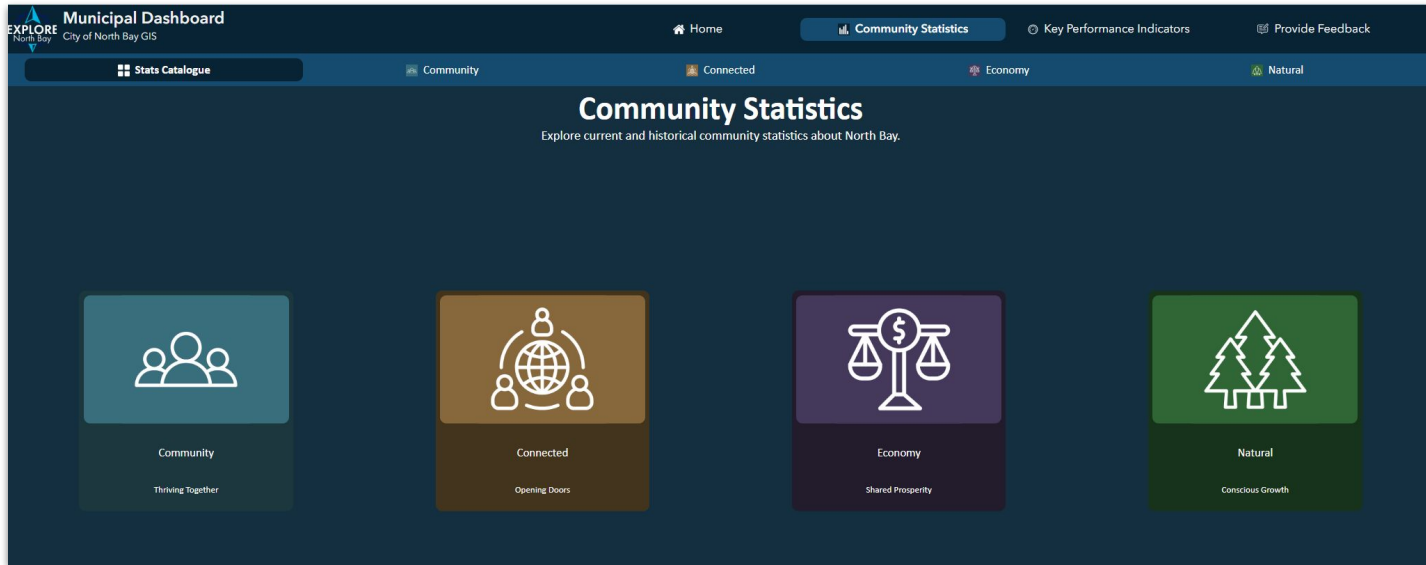
Engaged



- Including NMN in your development process
- Prioritizing inclusion, transparency and open data
- We love being a part of this community



Useability



[City of North Bay used ESRI Experience Builder](#) for their dashboard.



Service Level Agreements

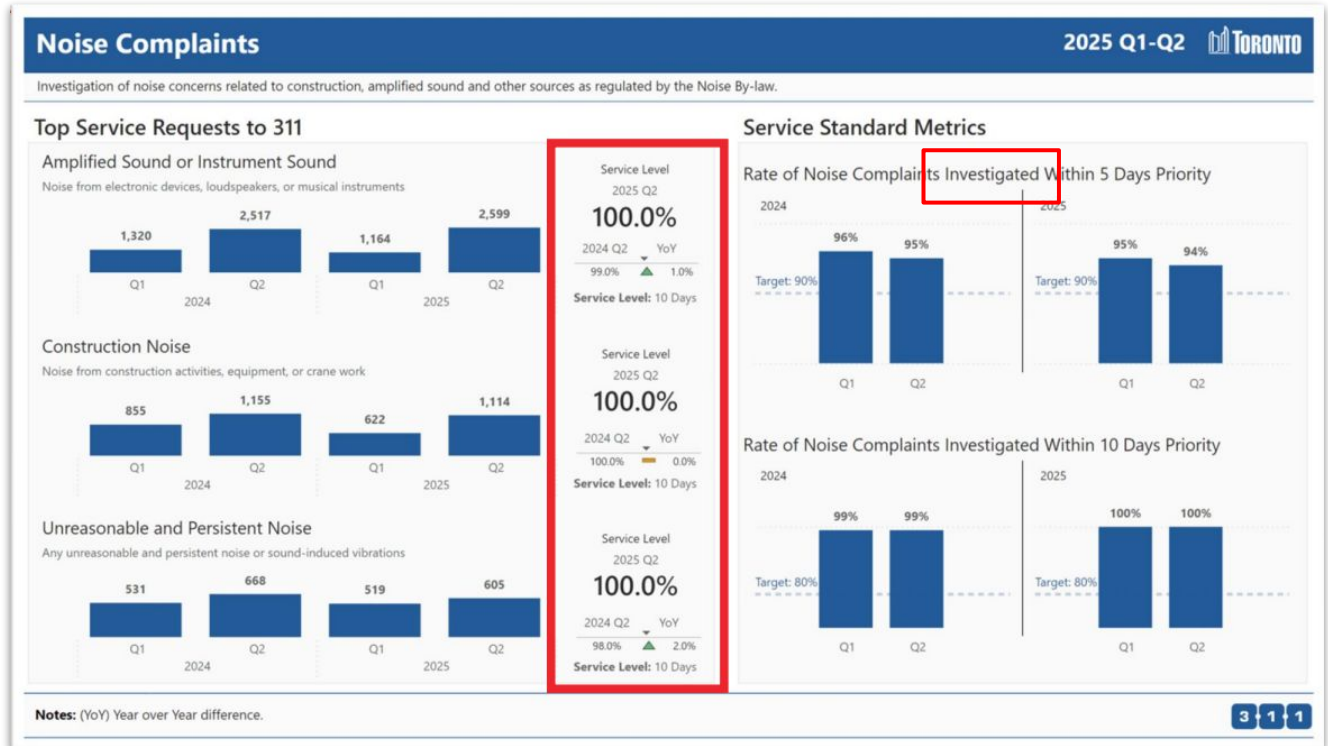


Service Level Agreements

This slide was from November meeting.

We questioned the 100% achievement.

What's being measured?

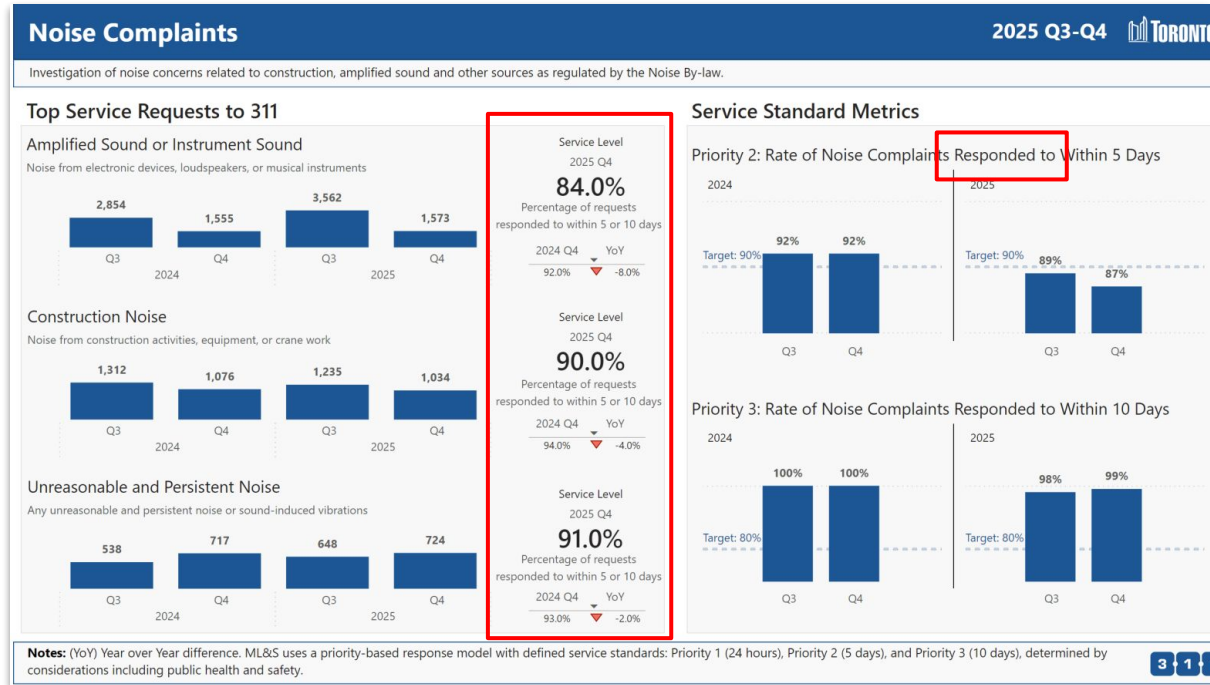


Keeping us up to date

This looks better!

"Responded to" more accurately reflects that the City has simply acknowledged the request and started the clock.

But resolution is still not being tracked.



What's next?

Anonymous posting is there, thank you.

How about:

- reporting on length of time to resolve?
- A survey after every service request is closed for a 5 star rating and feedback?

And...

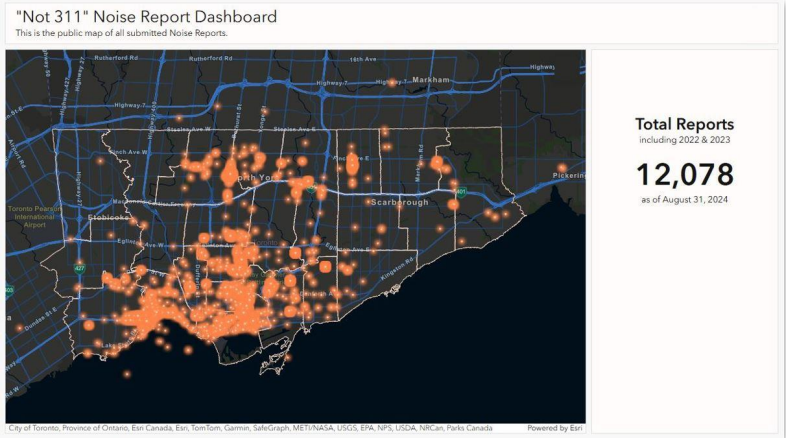


More Ways to Report Noise

[The Noise App](#) - UK



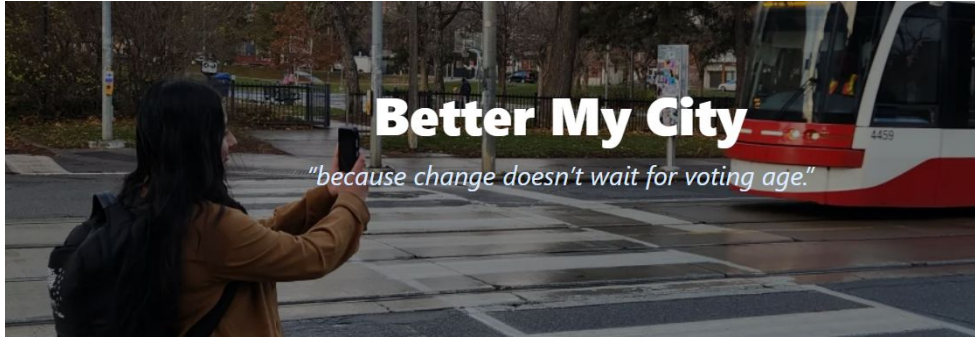
The screenshot shows the mobile app interface for 'the noise app'. At the top, it says 'the noise app' and 'RHE Software'. The main text reads: 'The Noise App is the number one noise reporting app'. Below that, it says: 'The trusted app for professionals investigating and managing noise nuisance and issues. Users can report directly to local authorities, regulators, police and noise consultants.'



NMN Community Noise Report



Better My City



A student spots a faded crosswalk or a malfunctioning walk signal, **snaps a photo from their mobile, and the app does the rest.**

Using device GPS, AI image classification, and Toronto's open 311 and ward datasets to auto-generate a structured municipal report in under 60 seconds.

Students can submit it directly, view their report on a live crowdmap, and track issues by ward. To date, the platform has helped generate 75+ student reports across multiple Toronto wards.



Be Bold

Harness the opportunity in front of you with groups like No More Noise and people like Arushi Nath with passion and brains.

Create or support apps, build transparency, improve processes and ask for feedback with the closure of EVERY case. Measure those metrics to manage them.

That's how you'll build a healthy and liveable world class city.





Cities don't need to be loud.

