

Other Methods of Assessing Toronto's Progress

Toronto's award-winning initiatives

Many City of Toronto programs and initiatives receive awards from external organizations and some examples of these awards are presented below.

The Canadian Sport Tourism Alliance recognized the City of Toronto with a 2016 International Sport Event of the Year Award for its involvement in the Toronto 2015 Pan Am/Parapan Am Games. The City shares the award with key Games partners, including the Provincial Pan Am Games Secretariat (PPAGS) based in the Ontario Ministry of Tourism, Culture and Sport, the Federal Government of Canada, the Canadian Olympic and Paralympic Committees, TO2015 (the Games Organizing Committee) and 16 Host Municipalities across the GTA.

The City of Toronto's Environment and Energy Division was recognized by the Federation of Canadian Municipalities Awards for its Home Energy Loan Program (HELP). This program provides low-interest loans of up to \$75,000 to homeowners to cover the cost of home improvements such as energy-efficient furnaces, doors, windows and insulation.

The City of Toronto's Environment and Energy Division was also recognized for the Mayors' Megawatt Challenge for reducing energy consumption at the North York Civic Centre by 23.8 percent over two years, far exceeding the Challenge target of 10 percent.

The City of Toronto's Information and Technology division was presented with an Open Cities Index (OCI) Award from Public Sector Digest and Canada's Open Data Exchange for being one of the top three ranked municipalities in 2016. The Open Cities Index measures the readiness, implementation, and impact of the participating cities' open data initiatives.

The City of Toronto's Long-Term Care Homes & Services division was designated Accredited with Commendation for going beyond the requirements of Accreditation Canada's Qmentum program and demonstrating an ongoing commitment to quality improvement. LTCHS met 100 percent of the required organizational practices and 97 percent of the 614 standard criteria.

The City of Toronto's Parks, Forestry & Recreation division won Canada Blooms 2016 awards in the categories of Outstanding Use of Interior Plants and Best Overall Use of Colour. The Canadian Society of Landscape Architects also awarded the City of Toronto's Parks, Forestry & Recreation division with the 2016 National Award of Excellence in the Research and Communication category in recognition of the Grow More Manual.

The Government Finance Officers Association of the United States and Canada (GFOA) awarded a Canadian Award of Financial Reporting to the City of Toronto for its annual financial report for the fiscal year ending December 31, 2015. The Canadian Award for Financial Reporting program was established to encourage municipal governments throughout Canada to publish high-quality financial reports and provide peer recognition and technical guidance for officials preparing these reports.

Eluta.ca named the City of Toronto as one of Greater Toronto's Top Employers, as well as one of Canada's Best Diversity Employers, for 2016.

The Archaeological Institute of America (AIA) awarded the 2016 Conservation and Heritage Management Award to the City of Toronto, in honour of its outstanding contributions to the field of heritage management. The award recognizes the excellence and best practices of the City's Archaeological Management Plan (AMP), which sets planning procedures, policies and protocols for conserving the city's archaeological record.

More detailed information about awards received by City divisions can be found online by navigating to the website: [Awards by City Division](#)

The City Manager's Awards for Toronto Public Service Excellence

In addition to various external awards the City Manager's Office also recognizes divisional and cross-corporate initiatives. On September 14, 2017, the 2016 City Manager's Awards were presented to five categories:

- **Leadership: Gender Inclusive Washroom Policy & Campaign** – Awarded to Toronto Public Health for collaborating and implementing policy by training staff on creating a safe space for people to use the washroom that matches their gender identity and/or expression, regardless of their sex assigned at birth.
- **Customer Experience: Making Registration Better** – Awarded to Parks, Forestry and Recreation and Information & Technology for the improvements to the customer service model, the parks programming registration webpage, and technical support systems.
- **Employee Experience: Service Delivery Model (SDM) Renewal** – Awarded to Toronto Employment & Social Services (TESS). TESS provides employment supports, financial benefits and social supports to Toronto residents on a daily basis. TESS took a user-centered approach to create the new divisional Access Model. They engaged and empowered front-line staff to not only champion change, but also to own and drive it.
- **Innovation: Embracing Disruptive Technology and the Sharing Economy: Implementation of new Vehicle-for-Hire Legislation and Technology** – Awarded to Municipal Licensing & Standards, Information & Technology for representing a landmark policy change for the City's ground transportation industry, establishing a new business model that reflects technological innovations that have disrupted the existing taxi industry and regulates the new private transportation industry.
- **Partners: Specialized Program for Interdivisional Enhanced Response to Vulnerability (SPIDER)** – Awarded to Social Development, Finance & Administration (SDF); Municipal Licensing & Services (MLS) and Toronto Public Health (TPH). The purpose of SPIDER is to enhance partnerships that improve the effectiveness in reducing acutely elevated health and safety risks affecting vulnerable Torontonians. Through the partnership model, SPIDER has responded to over 100 complex situations of elevated health and safety risk. SPIDER has been praised for its "bold, imaginative, and courageous ways of cutting across silos and putting the right expertise in the right place."

For more information about current and past City Manager's Awards for Public Service Excellence, please visit the [City's website](#).

Other indicator reports

This report focuses on performance measurement results in specific service areas. However, it is by no means the only type of reporting conducted by Toronto in this area. Links to other indicator reports issued by the City of Toronto or in association with the City, are noted below:

- Management Information Dashboard (Quarterly Results) – [Toronto Progress Portal](#)
- Wellbeing Toronto (Neighbourhood Indicators) <http://map.toronto.ca/wellbeing/>
- Economic Indicators: <https://www.toronto.ca/city-government/data-research-maps/city-stats-in-detail/>
- Toronto Community Health Profiles: <http://www.torontohealthprofiles.ca/>
- Ward Reports: <https://www.toronto.ca/city-government/data-research-maps/neighbourhoods-communities/ward-profiles/>
- Raising the Village: <https://www.toronto.ca/city-government/data-research-maps/research-reports/children/>
- Federation of Canadian Municipalities: <http://www.fcm.ca/home/resources/reports.htm>
- Vital Signs (Toronto Community Foundation): <http://torontosvitalsigns.ca/>

Toronto in international rankings and reports

Toronto is one of the most liveable and competitive cities in the world as demonstrated by various international rankings and reports issued by external organizations. In addition to securing its position on the world stage, Toronto's rankings confirm that it continues to offer a high quality of life for the 2.87 million residents who live and work here. The comparative ranking reports must be reviewed critically, as the methodologies and data sources used are not always provided in the supporting documents.

The highlights of some of the rankings are provided below. More information is available at <https://www.toronto.ca/city-government/data-research-maps/toronto-progress-portal/world-rankings-for-toronto/>.

KPMG Focus on Tax

The 2016 edition of [KPMG's Focus on Tax](#) ranked Toronto first in terms of having the lowest tax burden for businesses. There were 111 cities in 10 countries studied (Australia, Canada, France, Germany, Italy, Japan, Mexico, the Netherlands, the United Kingdom and the United States). The rankings were based on average results for four major business sectors: Toronto ranked first for digital services, second for R&D services and manufacturing, and third for corporate services.

Ranking	City
1.	Toronto, Canada
2.	Vancouver, Canada
3.	Manchester, U.K.
4.	Montreal, Canada
5.	Monterrey, Mexico
6.	Amsterdam, Netherlands
7.	Rotterdam, Netherlands
8.	Mexico City, Mexico
9.	Cincinnati, Ohio
10.	London, U.K.

PwC Cities of Opportunity 7

Toronto ranks 3rd of 30 global cities in PwC's biennial study, Cities of Opportunity 7, up from 4th place in 2014. The study examined a set of indicators that contribute to the desirability and resilience of a city, including quality of life, economic potential and connectivity. According to the report, Toronto receives top marks for quality of life, but it also notes there is some room for improvement in the categories relating to connectivity.

Ranking	City
1.	London, U.K.
2.	Singapore
3.	Toronto, Canada
4.	Paris, France
5.	Amsterdam, Netherlands
6.	New York, USA
7.	Stockholm, Sweden
8.	San Francisco, USA
9.	Hong Kong
10.	Sydney

Expert Market: World’s Best Tech Hubs

[Expert Market](#) ranked Toronto the world’s third best tech hub. Rankings were based on eight factors; balancing corporate success and enjoyable lifestyle, time to start business, seed funding, start-up output, average salary, cost of living, average rent, paid vacation and average commute. Toronto ranked first in the category “time to start business.”

Ranking	City
1.	Berlin, Germany
2.	Austin, USA
3.	Toronto, Canada
4.	San Francisco, USA
5.	Boston, USA
6.	Tel Aviv, Israel
7.	Los Angeles, USA
8.	Amsterdam, Netherlands
9.	Montreal, Canada
10.	Paris, France

The World Council on City Data and the ISO-37120 Standards

In addition to the benchmarking and performance initiatives described in the sections above, there is also a need to complement existing benchmarking work within Canada by comparing Toronto's results to other global cities.

Toronto, in partnership with the Global Cities Indicator Facility based at the University of Toronto, is a member of the World Council on City Data (WCCD) and recently released a new International Standard for city indicators, or the ISO-37120. The availability of reliable and comparable indicator data as a result of the ISO-37120 certification process has afforded Toronto the opportunity to work with other global cities, who are also WCCD members, to compare, share and learn from each other on different approaches to urban issues such as gridlock, adequate city revenue tools, aging infrastructure, air quality, aging populations, youth unemployment, public safety and social inequity. The WCCD Foundation cities that are certified with ISO-37120 platinum designation in 2016 include:

Saint-Augustin-de-Desmaures,
Canada
San Diego, U.S.A
Surrey, Canada
Koprivnica, Croatia
Zagreb, Croatia
Cambridge, Canada

Eindhoven, Netherlands
Heerlen, Netherlands
Pune, India
Boston, U.S.A
Shawinigan, Canada
Brisbane, Australia

Oakville, Canada
Taipei, Taiwan
Doral, U.S.A
Torreón, Mexico
Guadalajara, Mexico
Vaughan, Canada

The indicators currently identified by ISO-37120 cover a total of 100 indicators across a range of themes relating to quality of life indicators, as well as indicators on service levels and the outcomes or impacts that these services have on residents. WCCD Certification levels are based on the number of indicators reported by the city. WCCD offers a wide range of certification levels: Aspirational, Bronze, Silver, Gold, and Platinum. The responsibility of city governments under these theme areas can vary from one country to another, as well as within a country. Federal and Provincial or State governments can play an important role in the outcomes in many of these theme areas.

Using the ISO standardized city indicators provides cities with a common language and standardized technical definitions in measuring city performance, as well as a global framework for third party verification of city data. International standardization of city data is important so that the data is reliable and useful for making meaningful comparisons among cities.

Comparable data supports more informed and fact-based decision making on urban issues that are important to residents, and will enable cities to share better practices in becoming sustainable and prosperous.

WCCD data from Toronto, and other participating cities is available at www.dataforcities.org and efforts are underway to allow Toronto to compare its results relative to these other cities. [Toronto's 2013 results](#) can be found on the City's website.

Toronto Progress Portal

The [Toronto Progress Portal](https://www.toronto.ca/city-government/data-research-maps/toronto-progress-portal/) website (<https://www.toronto.ca/city-government/data-research-maps/toronto-progress-portal/>) is an initiative intended to consolidate, in one location, multiple sets of performance and indicator data and other information that will allow users to better understand how Toronto is progressing over multiple dimensions. The Portal is still in development, using existing web functionality and will continue to evolve, but will include information or links to items such as:

- Service delivery performance
- Dashboards that describe the social and economic conditions for Toronto
- Toronto in world rankings done by third parties

Summary

The City continues to promote a continuous improvement culture in order to provide our residents and businesses with services that are as efficient and effective as possible, looking for the optimal combination of efficiency, quality and beneficial impact on our communities.

For additional information on the City of Toronto's progress please visit our website at (<https://www.toronto.ca/city-government/data-research-maps/toronto-progress-portal/>)