

Other Methods of Assessing Toronto's Progress

Toronto's award-winning initiatives

The City has won numerous awards for quality, innovation and efficiency in delivering public service and these are listed below.

- The City of Toronto was named one of Canada's Top 100 Employers. The organizers of this competition recognize employers who lead in their industries and offer an exceptional place to work, and workplace operations and human resources practices that offer the most progressive programs.
- The City of Toronto was named one of Canada's Best Diversity Employers 2018 for its exceptional workplace diversity and inclusiveness programs.
- The City of Toronto is a recipient of Excellence Canada's Bronze award in Excellence, Innovation & Wellness. This achievement recognizes the City's commitment to continuous improvement, excellence and innovation.
- The City of Toronto, in partnership with local community groups, has won the Downtown Achievement Award of Excellence in Public Space for the innovative Dundas Roncesvalles Peace Garden.
- The City of Toronto received a TRIEC award for well-surpassing 1,500 mentor-mentee matches through its annual Mentoring Partnership which helps immigrant professionals find employment in their chosen professions. Currently, the City is the largest contributor of mentors in the program with 739 City employees helping more than 1,600 skilled immigrants.

Toronto's Divisional Awards

In addition to the city-wide awards listed above, many City of Toronto programs and initiatives receive awards from external organizations and some examples of these awards are presented below.

- The 2017 Planning Excellence Award in the Planning Publications and Media Category was presented to the City Planning division for The TOcore Avatars initiative. The TOcore avatars are fictional characters based on demographic data, created as a key component of the planning process for Toronto's new downtown plan. The project reflects an intersectional approach to planning that seeks to understand how different communities and individuals might be impacted by a particular proposal. The Canadian Institute of Planners' annual Awards for Planning Excellence honour planning projects judged on excellence, innovation, impact on the profession, implementation potential and overall presentation.
- Municipal Licensing & Standards and Information & Technology were recognized with the Excellence in Municipal Systems Award for The City's Vehicle for Hire Legislation Solution and Enterprise Geospatial Environment. Both these solutions furthered the City's strategic objectives using information technology, an improvement in service delivery to clients, residents and businesses, and a high level of collaboration between City divisions. Each year, MiSA Ontario recognizes municipalities and individuals within municipalities who have successfully undertaken a significant initiative or set a new standard that other municipalities may follow in the use and delivery of technology.
- Municipal Licensing & Standards and Information & Technology won the 2017 Digital Transformation Award in the large public sector category for the City's Vehicle for Hire Legislation Solution. Selected from over 25 finalists, the inaugural Digital Transformation Award recognizes excellence in digital transformation in Canada.

- Municipal Licensing & Standards was awarded the 2017 E.A. Danby Award for the implementation of the new Vehicle for Hire legislation from the Association of Municipal Managers, Clerks and Treasurers of Ontario. This award is presented to municipalities that demonstrate an initiative or a willingness to explore innovative techniques, resulting in greater efficiency for the municipality.
- Parks, Forestry & Recreation was recognized with the National Award for Public Landscapes Designed by a Landscape Architect presented by the Canadian Society of Landscape Architects for the City of Toronto's Peace Garden in Nathan Phillips Square.
- The City of Toronto Parks, Forestry & Recreation division won Canada Blooms 2017 awards in the categories of Outstanding Interpretation of Show Theme, Outstanding Use of Interior Plants and Best Overall Use of Colour.
- Parks, Forestry & Recreation was recognized with the Canada 150 Garden Experience designation as part of the North American Garden Tourism Conference awards for the following City of Toronto gardens:
 - Allan Gardens Conservatory
 - Centennial Park Greenhouse – Mum Show
 - Toronto Music Garden
 - Rosetta McClain Gardens
 - High Park
 - The Franklin Children's Garden
 - Moss Park Community Garden
- Purchasing & Materials Management, Social Development, Finance & Administration, and Equity, Diversity & Human Rights was presented with the President's Award from WBE Canada. This award recognizes the outstanding leadership of the City's social procurement work in supporting Supplier Diversity in Canada by advancing support and knowledge not only at the municipal level but provincial and federal levels.
- On behalf of the City's Purchasing & Materials Management division, Director Mike Pacholok was awarded the 2017 Program Ambassador of the Year Award from the Canadian Gay and Lesbian Chamber of Commerce. This award recognizes the City's work on social procurement, specifically supplier diversity.
- The annual CPRS National Awards of Excellence recognize outstanding public relations campaigns, internal and external programs and tactics, and the dedication and contribution of public relations professionals. Toronto Public Health's condomTO Wrapper Design Contest was celebrated for its creative and innovative approach to engaging Toronto's youth in conversations about sexual health and condom use.
- The IABC Toronto OVATION Awards recognize excellence in the field of communications, while fostering a greater appreciation of the communications profession. Toronto Public Health's condomTO Wrapper Design Contest was celebrated with a Communications Management Award of Merit for its creative and innovative approach to engaging Toronto's youth in conversations about sexual health and condom use.
- Solid Waste Management Services was honoured with two Excellence Awards from the Solid Waste Association of North America. The City received a Gold Excellence Award in the Integrated Solid Waste Management System category for the City's Long Term Waste Management Strategy, and a Bronze Excellence Award in the Landfill Management category for the City's Green Lane Landfill.

- Solid Waste Management Services won two Gold Promotion & Education Awards from the Municipal Waste Association for the Recycle Right campaign and 3Rs Ambassador Volunteer Program. The Recycle Right campaign was designed to address contamination in the Blue Bin recycling stream by making residents aware of the most common mistakes and costly consequences of putting things in the Blue Bin that don't belong there. The 3Rs Ambassador Volunteer Program engages resident volunteers living in apartments and condos to teach their neighbours how to increase the amount that they reduce, reuse and recycle.
- Long-Term Care Homes & Services was recognized by the Aphasia Institute with the 2017 Community Partner Award for organizing the annual Toronto Challenge a 5k run, 5k walk and 1k which raises awareness and funds for Toronto seniors. The Aphasia Institute are long-time agency participants in the Toronto Challenge, which has become their most important annual fundraiser to support their many initiatives.

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

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. The 2017 City Manager's Awards were presented in five categories and awarded to various City Divisions.

- **Leadership: Criminal Justice Pathways Project** – Awarded to Employment & Social Services; Social Development and Finance & Administration for working together to create an interdivisional project team tasked with undertaking an extensive review of current practices and developing service pathways to support successful reintegration through access to vital employment, training and social supports.
- **Customer Experience: Toronto's APS – Simple, Fair and Fast Dispute Resolutions** – Awarded to Legal Services; Revenue Services; Court Services for developing the Administrative Penalty System for Parking Violations. Through the APS, the City now offers an easier, faster and more efficient resolution process for dealing with parking violations.
- **Employee Experience: HIGH FIVE Project – Awarded to Parks, Forestry & Recreation.** In June of 2016, the Branch launched a project to implement HIGH FIVE, which is Parks and Recreation Ontario's quality standard for recreation and sport programs for children. The HIGH FIVE Project's ultimate goal was to help Community Recreation strengthen the quality of children's recreation programming and deliver positive recreation experiences that support healthy child development.
- **Innovation: Fleet Modernization & Automated Fuel System Integration** – Awarded to Fleet Services for releasing an automated solution at 23 of the City's vehicle fuel sites that integrated their fleet and fuel management system with specialized software to provide access to fuel tank information remotely. Through the new integrated system, the fuel operation team can now remotely maintain, monitor and resolve fueling issues in real-time. The new system also delivers vehicle information to the Fleet Operation team, allowing them to access the automated information from anywhere to manage and efficiently perform vehicle analysis and maintenance.
- **Partners: Toronto Indigenous Health Advisory Circle** – Awarded to Toronto Public Health. Toronto Public Health engaged with over 15 Toronto-based Indigenous organizations, with the Toronto Central Local Health Integration Network, other local health organizations, as well as other orders of government, to develop the Toronto Indigenous Health Advisory Circle. The Circle and the partnership that it represents is the first of its kind at the City of Toronto.

Please follow the link for more information about [current and past City Manager's Awards for Public Service Excellence](#),

Toronto in international rankings and reports

Toronto is one of the most liveable, competitive, and safest 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 2.93 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 about Toronto's rankings](#) is available from the City of Toronto website.

2018 Most Livable Cities

Toronto ranked 7th (tied with Tokyo) for the world's most livable cities (3rd in North America) according to the Economist Intelligence Unit. Cities are rated across five categories; stability, healthcare, culture and environment, education and infrastructure. On a score of 1 to 100, Toronto received an overall score of 97.2. Toronto received high scores in stability, healthcare and education. The cities that were rated ahead of Toronto included San Francisco (first), New York (second) and London (third).

2018 Mercer Quality of Living Survey

The 2018 Mercer Quality of Living Survey ranked Toronto as the 16th best city to live in. The annual survey evaluated 231 cities, and assessed conditions related to quality of living in each city. The ten categories in the report include political & social, economic, socio-cultural, medical, education, public services and transportation, recreation, consumer goods, housing, and natural environments. Toronto tied with Melbourne in the ranking, but came ahead of other cities such as Luxembourg, Ottawa, and Hamburg.

2017 Global Fintech Centres of the Future

Toronto was ranked fourth in the world in the list of global fintech centres of the future, according to a survey published by the Toronto Financial Services Alliance and Z/Yen. The survey was based on responses from 300 individuals working in financial centres across the world.

2017 Safe Cities Index

The Economist Intelligence Unit (EIU) released its 2017 Safe Cities Index, ranked Toronto at 4th of 60 cities. Toronto's rank improved from 8th place in the previous report and is the only Canadian city in the top 50. The study by EIU examined four categories including digital security, health security, infrastructure safety and personal safety. Toronto results were rated favourably in the areas for personal security and digital security.

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 presents an opportunity to work with other global WCCD members, to compare, share and learn from each other on different approaches to urban issues. To date, the WCCD [has 64 ISO-certified registered cities from 27 countries](#), allowing for global city-to-city comparisons.

The WCCD initiative has 100 indicators across a range of themes relating to quality of life indicators and outcomes or impacts that these services have on residents. WCCD certification levels are based on the number of indicators reported by the city. 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 from the [WCCD Open Data Portal](#).

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 the website.