

Summary of Toronto's Results

Toronto is unique among Canadian municipalities because of its size and role as Ontario's and Canada's economic engine. It is also the centre of Ontario's business, culture, entertainment, sporting and provincial and international governance activities.

Despite the unique characteristics of Toronto, there is great value in comparing results to other municipalities. Through the MBNCanada partnership, performance measurement results are shared between municipalities and are included in Toronto's own Benchmarking Report.

By examining our own operations, and by working with other municipalities through the MBNCanada process, these practices encourage Toronto's service areas to continuously improve. The 36 municipal services included in the Report each have a colour coded summary of results, a reference to their respective charts and a detailed narrative. Each year, there are a total of 538 indicators and performance measures collected by the MBNCanada partnership. Highlights of Toronto's overall results are described in the sections below.

Comparing Toronto's Results Over Time

Examples of areas in which Toronto's 2017 service/activity levels or performance measures have improved in relation to the previous year include:

- Decreases in the Amount of Fuel Consumed by City fleet vehicles (better fuel efficiency) (Community Impact)
- High and Relatively Stable Rate (91%) of Satisfaction Among Long-Term Care Home Residents and Families (Customer Service)
- Decrease in the Social Assistance Response Time to Inform a Client they are Eligible for Assistance (Customer Service)
- Decrease in the Operating Cost of Wastewater Collection, Treatment & Disposal (Efficiency)

Examples of areas in which Toronto's 2017 service/activity levels or performance measures have worsened in relation to the previous year include:

- Number of Passenger Trips Per In-Service Transit Vehicle Hour decreased (Utilization/Efficiency)
- Increase in Collision Rates per Lane km and Road Congestion on Major Roads per Lane km (Community Impact)
- Increase in Average Length of Stay per Admission to Emergency Shelter (Community Impact)

Comparing Toronto's Results to Other Municipalities

Examples of areas where Toronto has favourable service levels or perform better in relation other cities include:

- Higher Number of Library Holdings/Collections per Capita (Service Level Indicator)

- Lower Operating Cost (CMI Adjusted) per Long Term Care Home Bed Day compared to others (Efficiency)
- Highest Rate of Transit Vehicle Hours Provided per Capita (Service Level Indicator)
- Lower Cost to Manage Investments (Total Management Expense Ratio) Compared to Others (Efficiency)
- Highest Waste Diversion Rate for Houses and Multi-Residential Buildings Compared to Others (Community Impact)

Examples of areas where Toronto has unfavourable service levels or perform worse in relation other cities include:

- Lower Rate of Collection on POA Fines Defaulted in 2017 Compared to Others (Efficiency)
- Lower Clearance Rates for Violent Crime Committed Compared to Others (Clearance Rates/Customer Service)
- Higher Rate of Water Main Breaks Compared to Others (Customer Service)
- Higher Total Cost of Solid Waste Diversion per Tonne Compared to Others (Efficiency)

It is very important to understand the influencing factors can impact Toronto's results. The MBNCanada network provides an opportunity for those municipalities to highlight areas where they could learn from others, or share their successes. All of Toronto's service areas continue to look for areas of operational and performance improvement. Many of the initiatives completed in 2017, or planned for 2018 and beyond, are also included in the Benchmarking Report.

For further information, please visit the [City of Toronto's Benchmarking Report](#) on the City's website.