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MEDIA RELEASE
Immediate release

Toronto Executive Committee Approves Recommendations to Enhance Public Transparency and Service Accountability

Toronto, ON – March 20, 2025 – Yesterday, the City of Toronto’s Executive Committee approved recommendations from the Service Excellence Committee aimed at significantly improving public access to service performance data and enhancing accountability across City Divisions. These recommendations will now proceed to City Council for debate and a final vote on March 26, 2025. [EX21.11 - Public Reporting of Performance and Service Standards](#)

The approved recommendations, stemming from a letter initiated by Councillor Paul Ainslie, seek to address the current lack of publicly available Divisional performance data. The core objective is to bolster public trust, improve service delivery, and promote greater transparency within the City of Toronto.

Key recommendations include:

- **Mandating Data Provision:** Directing all City Divisions to provide the Customer Experience Division with the necessary information to publicly report on their performance against established service standards.
- **Centralized Analysis and Reporting:** Directing the Executive Director of Customer Experience to conduct ongoing analysis of performance trends, identify areas for improvement, and establish a central repository for performance data. This includes the creation and maintenance of user-friendly dashboards and reports for public consumption.
- **Regular Reporting:** Requiring the Executive Director of Customer Experience to report back to the Service Excellence Committee biannually on the analysis, reporting, and identified areas for improvement.
- **Prioritized Implementation:** Requesting the Executive Director of Customer Experience to develop an initial top priority list of service standards to guide initial reporting, with plans for future expansion.

Councillor Ainslie’s letter highlighted the importance of meeting customer service targets and the need for aggregated data to demonstrate resource needs based on performance standards. The initiative will provide context and highlight the service impact on residents.

Correspondence from The Federation of North Toronto Residents Associations (FoNTRA) expressed strong support for these recommendations, emphasizing their potential to enhance public trust and accountability. FoNTRA also noted the need for clarity regarding “open data” standards and recommended the inclusion of a specific period for reporting back to City Council.

“This is a significant step towards ensuring our residents have clear and accessible information about the services they rely on,” said Councillor Ainslie. “By making performance data transparent, we are reinforcing our commitment to accountability and continuous improvement.”

The recommendations will be presented to City Council on March 26, 2025, for further debate and a final decision.

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