

**Operating Variance Report for the Nine-Month Period Ended
September 30, 2013**

Date:	December 17, 2013
To:	Budget Committee
From:	Deputy City Manager and Chief Financial Officer
Wards:	All
Reference Number:	P:\2013\Internal Services\Fp\Bc13031Fp (AFS #16760)

SUMMARY

The purpose of this report is to provide Council with the City of Toronto Operating Variance for the nine-month period ended September 30, 2013 as well as year-end projections and to request Council's approval for amendments to the 2013 Approved Operating Budget between Programs to ensure accurate reporting and financial accountability with no increase to the 2013 Approved Net Operating Budget.

The estimates presented in this report do not reflect any spending from the recent ice storm. These will be reported separately and will be reflected in the final Operating Variance Report for the Twelve-Month Period Ended December 31, 2013.

Table 1				
Tax Supported Variance Summary (\$ Millions)				
	Sept. 30/13		Projected Y/E 2013	
	Over/(Under)		Over/(Under)	
	\$	%	\$	%
Gross Expenditures	(230.9)	-3.4%	(306.3)	-3.2%
Revenues	(118.7)	-2.8%	(168.9)	-2.9%
Gross Surplus	(112.2)	-4.2%	(137.4)	-3.7%
Council/Legislative Requirements			44.5	1.2%
Net Surplus			(92.9)	-2.5%

For the nine-month period ended September 30, 2013, Tax Supported Operations reported a net favourable variance of \$112.199 million or 4.2%, as noted in Table 1 above. Under-spending was driven largely by salary and benefit savings from vacant positions that were not filled and reduction in caseload for Toronto Employment and Social Services. In addition,

higher than budgeted revenue from permit applications for Toronto Building, Municipal Land Transfer Tax and Third Party Sign Tax contributed to the favourable net variance. Projections indicate that the 2013 year-end net favourable variance will be \$92.908 million or 2.5%. The projected under-expenditure will result primarily from salary and benefit savings arising from vacant positions that will not be filled, significant reduction in Tax Deficiencies, continuation of lower caseload for Toronto Employment and Social Services combined with higher than planned revenue from the Municipal Land Transfer Tax and permit applications for Toronto Building.

The Table below summarizes Rate Supported Program net variances:

Table 2		
Rate Supported Variance Summary (\$ Thousands)		
	Sept. 30/13 Over/(Under)	Projected Y/E 2013 Over/(Under)
Solid Waste Management Services	780.9	(129.3)
Toronto Parking Authority	(513.5)	745.2
Toronto Water	(25,662.8)	(26,576.4)
Total Variance	(25,395.4)	(25,960.5)

The net savings were driven by Toronto Water's gross under-spending combined with over-achieved revenue. Rate Supported Programs project a 2013 year-end favourable variance of \$25.961 million.

RECOMMENDATIONS

The Deputy City Manager and Chief Financial Officer recommends that:

1. City Council approve the budget adjustments detailed in Appendix D to amend the 2013 Approved Operating Budget between Programs with no impact to the 2013 Approved Net Operating Budget.

FINANCIAL IMPACT

As shown in Table 3 below, Tax Supported Programs' and Agencies' expenditures were under-spent by \$230.873 million or 3.4% gross and \$112.199 million or 4.2% net for the nine-month period ended September 30, 2013. Projections indicate that the 2013 year-end net surplus will be \$92.908 million or 2.5% based on the most current information.

Table 3				
Tax Supported Expenditure Variance (\$ Millions)				
	September 2013 Over/(Under)		Projected Y/E 2013 Over/(Under)	
	Gross	Net	Gross	Net
Citizen Centred Services "A"	(135.7)	(14.2)	(163.6)	(13.6)
Citizen Centred Services "B"	(18.0)	(28.0)	(32.8)	(22.5)
Internal Services	(29.7)	(15.1)	(41.4)	(14.0)
City Manager	(4.3)	(3.5)	(6.9)	(5.8)
Other City Programs	(0.4)	(1.4)	2.7	(1.4)
Council Appointed Programs	(0.4)	(0.5)	(0.3)	(0.3)
Total - City Operations	(188.6)	(62.7)	(242.3)	(57.7)
Agencies	(26.3)	(12.1)	(13.7)	(0.8)
Corporate Accounts	(16.0)	(37.4)	(50.3)	(78.9)
Sub-Total	(42.2)	(49.5)	(64.0)	(79.7)
Total Variance	(230.8)	(112.2)	(306.3)	(137.4)
Council/Legislative Requirements				44.5
Net Surplus				(92.9)

City Operations reported gross under-spending of \$188.630 million or 5.4% with a favourable net variance of \$62.709 million or 4.5% as of September 30, 2013. Current projections indicate that the 2013 year-end gross expenditures will be \$242.335 million or 5.0% below budget, which will result in a \$57.688 million or 3.1% favourable net variance.

Agencies reported gross under-spending of \$26.279 million or 1.1% and \$12.101 million or 1.0% of planned net expenditures for the nine months ended September 30, 2013. The favourable net variance included:

- \$0.0 million for the Toronto Police Service.
- \$10.047 million for the Toronto Transit Commission combined services.
- \$0.526 million for the Toronto Public Library.
- \$0.0 million for the Toronto Police Services Board.
- \$1.528 million for all others.

Agencies collectively project gross under-expenditures of \$13.675 million or 0.4%, which will result in a \$0.845 million or 0.1% favourable net variance at year-end. The projected net year-end variances for Agencies and Commissions are:

- \$0.0 million for the Toronto Police Service.
- \$ 0.188 million over-spending for the Toronto Transit Commission combined services.
- \$0.551 million for the Toronto Public Library.
- \$0.0 million for the Toronto Police Services Board.
- \$0.482 million for all others.

Corporate Accounts were under-spent by \$15.964 million or 1.6% gross with a favourable net variance of \$37.389 million or 39.3% for the nine months ended September 30, 2013. The favourable net variance was the result of higher than budgeted net revenue of \$25.414 million from the Municipal Land Transfer Tax and \$5.007 million in earlier receipt of Third Party Sign

Tax invoices. Under-spending in Other Corporate Expenditures of \$14.511 million and Capital and Corporate Financing of \$5.649 million also contributed to the net variance.

Corporate Accounts collectively are forecast to have year-end gross under-expenditures of \$50.295 million or 3.9% with a favourable net variance of \$78.868 million or 53.4% for the 2013 Approved Operating Budget primarily from savings for Tax Deficiencies of \$36.444 million and higher Municipal Land Transfer Tax revenue of \$34.911 million.

Rate Supported Programs reported gross under-spending of \$13.526 million or 1.4% and \$25.395 million or 42.9% net for the nine-month period ended September 30, 2013. The net savings were driven by Toronto Water's gross under-spending of \$11.270 million largely from lower salaries, benefits and chemical costs combined with over-achieved revenues of \$14.393 million largely due to a lower drop in residential consumption than originally forecasted and recoveries from new water and wastewater service connections. Toronto water budgeted a drop of 1.5% in residential consumption compared to actual experience of 1.0%.

Rate Supported Programs project 2013 year-end gross under-spending of \$18.554 million or 1.4% resulting in a \$25.961 million favourable net variance, largely from continued expenditure savings and over-achieved revenue for Toronto Water.

Table 4 below summarizes the allocation of the 2013 preliminary year-end operating projections for Tax Supported Programs and Agencies and Rate Supported Operations. After \$44.492 million is allocated to comply with approved Council direction/legislative requirements, as outlined on pages 13, 14, 15 and 16, the 2013 preliminary year-end favourable net variance available for distribution is \$92.908 million for Tax Supported Programs and Agencies. In accordance with the City's Surplus Management Policy, \$69.681 million will be transferred to the Capital Financing Reserve to fund the City's 2014 to 2023 Capital Budget and Plan. Underfunded liabilities and/or reserve funds will be allocated the remaining \$23.227 million.

All year-end transactions will be subject to further review and consideration subject to the final cost impacts from the December ice storm.

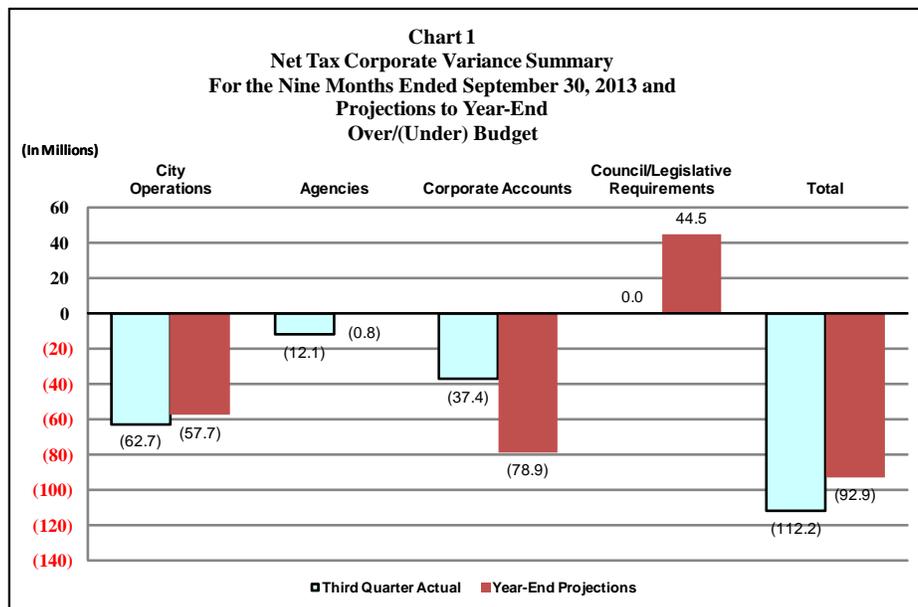
Table 4	
2013 Preliminary Year-End Operating Projections - Tax Supported Operations	
(\$ Millions)	
2013 Preliminary Gross Year-End Operating Projections	137.400
Council/Legislative Requirements:	
Assessment Appeal Stabilization Reserve	(36.444)
Building Code Act Services Improvement Reserve Fund	(6.600)
Development Application Review Fees Reserve Fund	(0.848)
Council Transition Reserve	(0.600)
Sub-Total	(44.492)
2013 Preliminary Net Year-End Operating Projections Available for Distribution	92.908
Capital:	
Capital Financing Reserve (at least 75% Allocation of the Year-End Net Projections)	(69.681)
Operating Underfunded Liabilities and/or Reserve Funds:	
Employee Benefits Reserve Fund	(10.000)
Insurance Reserve Fund	(7.000)
Sick Leave Reserve Fund - Police Service	(4.500)
Sinking Fund	(1.000)
Election Reserve Fund	(0.727)
Sub-Total	(23.227)
Year-End Net Projection Remaining/(Shortfall)	0.000
2013 Preliminary Year-End Operating Projections - Rate Supported Operations	
(\$ Millions)	
Toronto Water	25.960
Water Capital Reserve Fund	(11.163)
Wastewater Capital Reserve Fund	(14.797)
Year-End Net Projection Remaining/(Shortfall)	0.000
Toronto Solid Waste Management Services	0.129
Waste Management Reserve Fund	(0.129)
Year-End Net Projection Remaining/(Shortfall)	0.000

Appendices A, B and C attached summarize net expenditures, gross expenditures, and revenues, respectively. Appendix D provides the in-year budget adjustments for the third quarter ended September 30, 2013. Appendix E provides detailed variance explanations for City Programs and Agencies for the nine months ended September 30, 2013 as well as projections to year-end. Appendix F provides a detailed assessment of the approved complement for nine months ended September 30, 2013.

ISSUE BACKGROUND

This report is provided pursuant to financial management best practices and budgetary control. As part of the City of Toronto's accountability framework, quarterly and year-end operating variance reports are submitted to Committees and Council, to provide information on how the approved operating funds are being spent, and on an exceptions basis, to identify issues that require direction and/or decisions from Council. In addition, Council's approval is requested for budget adjustments that amend the 2013 Approved Operating Budget between Programs and Agencies in accordance with the Financial Control By-Law and the City's financial management principles.

COMMENTS



Tax Supported Programs

City Operations realized net under-spending of \$62.709 million or 4.5% of planned expenditures for the nine-month period ended September 30, 2013. Major contributors to net under-spending include the following:

- Toronto Building's net under-spending of \$12.874 million or 163.0% was primarily the result of higher than budgeted revenues of \$11.688 million due to the sustained high volume of permit applications driven by market anticipation of development charge increases and higher than anticipated construction activity.
- Toronto Employment's and Social Services net under-spending of \$11.080 million or 8.6% was attributed to lower year-to-date caseload (99,298 actual versus 107,863 budgeted) and lower special diet expenditures.

- Information and Technology's net under-spending of \$10.786 million or 17.2% was primarily driven by lower expenditures for maintenance and telecommunication costs, and salary savings as recruitment challenges delayed filling vacant positions.
- City Planning's net under-spending of \$5.220 million or 50.7% was primarily due to stronger than budgeted revenue of \$3.770 million, largely from higher than expected development applications.
- Toronto Fire Services' net under-spending of \$4.053 million or 1.5% was driven by higher than budgeted revenues of \$3.163 million primarily from false alarm fees.
- City Manager's Office net under-spending of \$3.467 million or 11.4% was due largely to salary and benefit savings arising from vacant positions that were not filled.

The year-to-date under-spending outlined above was partially offset by the following:

- Court Services' reported a net over-expenditure of \$1.925 million or 91.1% owing to lower fine revenue of \$2.2 million arising from a reduction in charges filed by Toronto Police and other enforcement agencies, reduced charges from the Red Light Camera program, and over-spending of \$1.3 million in off duty court-attended charges by Toronto Police Service, combined with savings of \$1.6 million in salaries and benefits from vacant positions that were not filled and lower contracted services cost.
- Economic Development and Culture reported net over-spending of \$0.530 million or 1.4% primarily attributed to damages from the July storm not recoverable through insurance.

City Operations forecasts to be below the 2013 Approved Net Operating Budget by \$57.688 million or 3.1% at year-end due largely to the following:

- Toronto Employment and Social Services projects net under-spending of \$19.103 million or 10.1% primarily from the continuation of lower than budgeted caseload, projected to be 99,000 or 9,500 (8.8%) below the budgeted caseload of 108,500.
- Information and Technology forecasts a year-end variance of \$8.230 million or 12.1% under the 2013 Approved Net Operating Budget largely arising from vacant positions that will not be filled.
- Transportation Services projects net under-spending of \$7.491 million or 3.6% primarily due to savings in salaries and benefits from vacant positions and lower contractor costs for utility cut repairs and winter maintenance program.
- Toronto Building is projecting net under-spending of \$6.600 million or 59.8% based largely on over-achieved revenue of \$5.000 million due to higher than planned permit applications and savings in salaries and benefits from vacant positions that will not be filled.

- City Manager's Office is forecasting an under-expenditure of \$5.814 million or 13.0% mainly from savings for vacant positions that will not be filled.
- City Planning is forecasting net under-spending of \$5.498 million or 38.1% primarily due to salary and benefit savings from vacant positions that will not be filled and over-achieved revenue from development applications of \$2.845 million.

The forecasted 2013 Approved Net Operating Budget under-expenditures outlined above are projected to be partially offset by the following:

- Court Services forecasts an over-expenditure of \$7.671 million or 55.7% net largely from a reduction in fine revenue of \$8.226 million as a result of fewer charges filed.
- Economic Development and Culture projects net over-spending of \$0.700 million or 1.5% due to cleanup costs of \$0.500 million from the July storm not recoverable through insurance.

Agencies reported net under-spending of \$12.101 million or 1.0% of planned expenditures for the nine months ended September 30, 2013. The variance was driven by the Toronto Transit Commission's combined services which reported \$10.047 million in net under-spending. The Commission experienced savings of \$17.437 million largely from diesel fuel prices and timing of certain non-labour expenses as well as higher than budgeted workforce gapping which partially offset under-achieved revenue of \$7.390 million due to lower ridership of 2.2 million and slightly reduced average fare from marginally higher monthly pass sales.

Agencies collectively forecast under-expenditures of \$0.845 million or 0.1% of the 2013 Approved Net Operating Budget by year-end. The net under-spending will primarily result from Toronto Public Health which is projecting savings of \$1.000 million or 2.0% in salaries and benefits for positions to be filled.

Corporate Accounts for the third quarter experienced net under-spending of \$37.389 million or 39.3%. Projections to year-end indicate that Corporate Accounts will be \$78.868 million or 53.4% under the 2013 Approved Net Operating Budget.

Capital and Corporate Financing was under-spent by \$5.649 million or 1.2% net resulting from delay in issuing debt of \$300.000 million from July to the end of September. Projections to year-end indicate Capital and Corporate Financing will be lower by \$7.532 million or 1.2% million net from the deferral in debt issuance of \$300.000 million until 2014. For 2013, \$300.000 million of the \$600.000 million in budgeted debt was issued.

Non-Program Expenditures were under-spent by \$13.386 million or 3.6% net for the nine-month period ended September 30, 2013. This was driven by under-expenditures in Other Corporate Expenditures of \$14.511 million primarily for lifeguards and school crossing guards, service efficiency studies and the difference between actual and accrued salary increases. The under-spending was partially offset by over-expenditures for the Vacancy Rebate Program of \$4.234 million due to rebate provisions for 2013 and prior years.

Non-Program Expenditures are projected to be under-spent by \$48.984 million or 10.0% net by year-end primarily from cost savings for Tax Deficiencies of \$36.444 million as a result of lower than planned appeals and other adjustments. In addition, Other Corporate Expenditures are forecasted to be under-spent by \$14.336 million primarily from the difference between actual and accrued salary increases. These projected under-expenditures will be partially offset by over-spending for the Vacancy Rebate Program of \$4.263 million from pending rebate provisions for 2013 and prior years.

Non-Program Revenues experienced a favourable variance of \$18.354 million or 2.5% for the period ended September 30, 2013. The year-to-date increase in net revenue was primarily driven by the following:

- Increased Municipal Land Transfer Tax net revenue was \$25.414 million or 10.7% from higher than anticipated average home prices and sales activity.
- Receipt of Third Party Sign Tax net revenue was \$5.007 million or 69.9% above budget due to earlier than planned issuance of the 2013 Third Party Sign Tax invoices. Net revenue from the Third Party Sign Tax is anticipated to be \$0.969 million above budget at year-end.
- Woodbine Racetrack Slot Machine net revenue was \$2.526 million or 22.6% higher resulting from a new Ontario Lottery and Gaming hosting fee formula, effective April 1, 2013. Revenues are expected to be higher than planned in 2013 due to increased payments received from April to December.
- Increased Payment in Lieu of Taxes net revenue that was \$2.500 million or 2.7% greater than planned primarily due to higher assessment based revenues.

The favourable year-to-date net revenue noted above was partially offset by lower Supplementary Taxes of \$14.006 million or 61.7% due to the delayed receipt of the supplementary tax roll. Toronto Hydro Dividend Income declined by \$2.005 million or 5.3%. The 2013 budgeted revenue was based on the projected 2012 financial performance; while 2013 actual revenue is based on 2012 final operating results. In addition, Interest and Investment Earnings net revenue was \$1.555 million or 1.7% below budget mainly due to lower than expected interest rates in the first half of 2013 and 5 month delay in \$300.0 million debt issuance.

Non-Program Revenues are projected to be above budget by \$22.352 million or 2.3% at year-end largely due to higher than anticipated net revenue from the Municipal Land Transfer Tax of \$34.911 million or 11.1% as average home prices and sales were stronger than anticipated. Payment in Lieu of Taxes net revenue is forecast to be \$2.500 million or 2.7% higher primarily from higher assessment based revenues. In addition, Woodbine Racetrack Slot Machine net revenue is forecasted to be \$2.400 million or 16.1% higher from a new Ontario Lottery and Gaming hosting fee formula, effective April 1, 2013. Future years will be unaffected by the new Ontario Lottery and Gaming hosting fee formula.

The projected increase in year-end net revenue, as outlined above, will be partially offset by a decline in Supplementary Taxes of \$9.800 million or 19.6%. The number of properties and assessed values included on the omitted supplementary roles is lower than budgeted and not anticipated to generate the planned revenues. Parking Tag Enforcement and Operations is forecast to experience a decline in net revenues of \$3.000 million or 3.7% largely due to fewer tickets issued. Toronto Hydro Dividend Income is projected at \$2.005 million or 4.5% lower than planned reflecting lower than budgeted Toronto Hydro net income from 2012 results. In addition, Interest and Investment Earnings net revenue is forecasted at \$1.741 million or 1.4% below planned mainly due to lower than expected interest rates and reduced and delayed debt issuance.

Rate Supported Programs

Rate Supported Programs were under-spent by \$25.395 million or 42.9% compared to net planned expenditures for the nine-month period ended September 30, 2013. This under-expenditure was driven by Toronto Water's gross under-spending of \$11.270 million largely from lower than planned expenditures for salaries, benefits and chemical costs combined with over-achieved revenue of \$14.393 million due to a lower drop in residential consumption than originally forecasted and recoveries from new water and wastewater service connections.

Rate Supported Programs collectively project 2013 year-end net under-spending of \$25.961 million or 41.1%, largely from continued expenditure savings and over-achieved revenues for Toronto Water of \$26.576 million.

Budget Adjustments

Council approval is required for adjustments to the 2013 Approved Operating Budget. These recommended budget adjustments have no impact to the 2013 Approved Net Operating Budget. The major adjustments are outlined below.

Collective Agreement with the Toronto Professional Fire Fighters Association, Local 3888:

This report recommends \$37.400 million be transferred from the 2013 Non-Program Expenditure Budget to the 2013 Operating Budget for Fire Services to fund the cost of living adjustments (COLA of 3.19% in 2010, 3.20% in 2011, 3.00% in 2012 and 2.87% in 2013) for Local 3888 members resulting from the arbitration award approved by City Council at its meeting of July 16, 17, 18 and 19, 2013.

Collective Agreement with CUPE Local 79 Long-Term Care Homes and Services Part Time Unit:

City Council, at its meeting of October 8, 9 and 10, 2013, adopted a report entitled Results of the Interest Arbitration Process with CUPE Local 79 Long Term Care Homes and Services Part Time Unit, which established a new collective agreement for the period of January 1, 2012 to December 31, 2015. The results of the award maintain consistent terms and conditions of employment across all three part-time collective agreements with CUPE Local 79 (Part Time B,

Recreation Works and LTCHS Units), including the same wage increases and benefit cost containment changes. In compliance with Council's direction, this report recommends \$342,417 be transferred from the 2013 Non-Program Expenditure Budget to the 2013 Operating Budget of Long-Term Care Homes and Services to fund the 1.75% cost of living adjustment (COLA) in accordance with the collective agreement.

Consulting Costs

As at September 30, 2013, Tax and Rate Supported Operations reported actual consulting costs of \$3.705 million resulting in over-spending of \$0.204 million or 5.8% of \$3.501 million in planned expenditures. The over-spending was driven by City Planning, Theatres and Economic Development and Culture. City Planning was over-spent by \$0.296 million to reflect full year commitments. Economic Development and Culture reported over-spending of \$0.110 million for three projects: Creative Initiative, New Casino Located in Toronto and Organizational Restructuring Review of the Division. In addition, Theatres reported consulting costs of \$0.102 million higher than budgeted. As part of their core service review, the City Manager directed Theatres to determine options for future year operations. As a result, each Theatre has retained a consultant to undertake a strategic business plan.

Approved Positions

The City of Toronto budgets and monitors its staff complement based on Approved Positions. As at September 30, 2013, the City reported 49,759.5 approved positions, including 47,393.2 operating positions and 2,366.3 capital positions. This strength reflects 2,671.8 vacant positions representing 5.1% of the 2013 Council Approved Complement, as outlined below in Table 5. Appendix F provides a detailed assessment of the approved complement for nine months ended September 30, 2013.

Table 5				
Summary of Approved Complement				
(Includes Capital and Operating Positions)				
Program/Agency	Total Positions			
	Budget	Actual	Over / (Under)	%
Citizen Centred Services "A"	12,193.8	11,928.9	(264.8)	-2.2%
Citizen Centred Services "B"	6,237.9	5,815.9	(422.1)	-6.8%
Internal Services	2,818.2	2,371.0	(447.2)	-15.9%
City Manager	424.5	387.0	(37.5)	-8.8%
Other City Programs	891.5	873.0	(18.5)	-2.1%
Accountability Offices	50.3	45.7	(4.6)	-9.1%
TOTAL - CITY OPERATIONS	22,616.2	21,421.5	(1,194.7)	-5.3%
Agencies	26,279.9	25,142.3	(1,137.6)	-4.3%
Corporate Accounts	394.0	393.0	(1.0)	-0.3%
TOTAL - LEVY OPERATIONS	49,290.1	46,956.8	(2,333.3)	-4.7%
Rate Supported Programs	3,141.2	2,802.7	(338.5)	-10.8%
GRAND TOTAL	52,431.3	49,759.5	(2,671.8)	-5.1%

It is not a new trend for the City of Toronto to have a certain percentage of positions vacant at any given time. All large multi-layered and multi-service delivery organizations have vacant positions from a constant state of change which result in operational and organizational

challenges. The approved position vacancy rate reflects a snapshot as at September 30, 2013, of the approved position complement on that date. The vacancy rate is not static; there are numerous job competitions underway during the year.

City Operations

The vacancy rate for City Operations, as a percentage of the total approved complement, was 5.3% or 1,194.7 positions as at September 30, 2013. Approved operating positions reported a vacancy rate of 4.6% or 987.6 positions while capital programming experienced a vacancy rate of 22.2% or 207.1 positions. Of the reported 987.6 vacant approved operating positions for City Programs:

- Citizen Centred "A" Programs reported 2.2% or 263.8 vacant positions, due largely to Parks, Forestry and Recreation (133.7) and Toronto Employment and Social Services (86.6).
- Citizen Centred "B" Programs experienced 6.5% or 375.8 vacant positions, lead by Transportation Services (173.1) and Fire Services (62.8).
- Internal Services reported 12.0% or 298.2 vacant positions, primarily from Information and Technology (125.0) and Facilities Management and Real Estate (75.2).
- City Manager's Office experienced 28.5 vacant positions, representing 7.3% of its planned complement.
- Other City Programs had 16.8 vacant positions or 1.9% of its collective staff complement, driven by the City Clerk's Office (11.8) and Legal Services (5.0).
- Accountability Offices reported 4.6 vacant positions, primarily from the Auditor General's Office (3.0).

Agencies

Agencies collectively reported a vacancy rate of 3.5% or 851.1 operating positions for the nine-month period ended September 30, 2013. The rate was driven by Toronto Police Service of 5.9% or 462 positions followed by the combined Conventional and Wheel-Trans services for the Toronto Transit Commission of 2.0% or 232.0 positions.

Rate Supported Programs

Rate Supported Programs, which include Solid Waste Management Services, Toronto Parking Authority and Toronto Water, collectively reported an operating vacancy rate of 10.7% or 329.5 positions for the nine-month period ended September 30, 2013 led by Toronto Water (264.8) and Solid Waste Management Services (58.7).

Factors Contributing to Vacant Positions

Budget Committee, at its meeting of October 2, 2013, considered a report entitled Vacancies and Staff Actions, which among other things, addressed factors contributing to the number of vacant positions. There are numerous factors which influence the current level of vacancies at the City of Toronto, which include: employee exits (turnover), churn rate of vacancies, hiring process challenges, Human Resources (HR) staff resources, hiring activity volume and cycle and unreduced pension retirement eligibility.

Strategies for Addressing Vacant Positions

The City has recently implemented internal and external strategies and actions to reduce the time it takes to fill current and future vacancies in the Toronto Public Service. In November of 2013, the Talent Blueprint was launched based on human resources best practices. The new Toronto Public Service workforce plan goal is to create an engaged, diverse, high performing, adaptive and productive workforce to meet current and future needs. In July 2013, the City Manager provided approval for Human Resources (HR) to hire an additional five temporary positions dedicated to supporting the hiring process. Council, at its meeting for October 8, 9 and 10, 2013, approved a further 5 permanent positions in HR to support the hiring process. In addition to the internal actions taken, HR has recently retained the services of an external consulting firm to carry out an end-to-end (City Divisions and HR) Business Process Review (BPR) of the hiring and selection processes, from the time the vacancy occurs within a division, through the time the division submits its requisition to HR and then to when the position is filled. The review will also consider the appropriate level of resources and technology to support the hiring and selection process. This review is expected to conclude before year-end 2013, followed by immediate implementation of the recommendations.

Utility Costs

As at September 30, 2013, Tax and Rate Supported Operations reported actual utility costs of \$119.879 million (compared to the planned expenditures of \$126.155 million) resulting in an under-expenditure of \$6.276 million or 5.0% compared to plan. The under-expenditure in utility costs was primarily the result of lower than planned consumption and fuel rates, predominantly in Facilitates Management and Real Estate and the Toronto Transit Commission. Transportation Services reported savings of \$2.039 million for utility costs. This was due to a timing difference in billing for street lighting which will self correct by year-end.

Allocation of 2013 Preliminary Year-End Operating Projections – Tax Supported Operations

The 2013 preliminary year-end operating favourable variance for Tax Supported Operations is reduced for the following Council pre-approved items and other legislative requirements:

Council/Legislated Requirements:

1. Assessment Appeal Stabilization Reserve:

City Council, at its meeting of June 11, 12 and 13, 2013, adopted a report entitled Settlement of Bank Towers Assessment Appeals, which among other things directed that further contributions to the Assessment Appeal Stabilization Reserve will be made in any year, in an amount equal to the surplus in the tax deficiency account resulting from unused assessment appeal provisions, subject to the approval of the Deputy City Manager and Chief Financial Officer. In accordance with Council's direction, the 2013 preliminary year-end net operating favourable variance for the tax deficiency account of \$36.444 million will be transferred to the Assessment Appeal Stabilization Reserve.

2. Building Code Act Services Improvement Reserve Fund:

In accordance with Section 7 of the Building Code Act, the 2013 preliminary year-end net operating favourable variance of \$6.600 million for Toronto Building operations must be contributed to the Building Code Act Services Improvement Reserve Fund. Section 7 of the Act stipulates that the total amount of authorized fees collected must not exceed the anticipated reasonable costs to administer and enforce this Act. It also requires the establishment of an obligatory reserve fund to manage fluctuations in volumes of permit activity and allow for investments in service delivery improvements to meet new legislative requirements of the Act regarding the collection of permit fees, expenditures and related reporting requirements.

3. Development Application Review Fees Reserve Fund:

As part of the 2012 Approved Operating Budget, City Council adopted a report entitled Development Application Review Fees which among other things increased development application fees to fully recover the City's cost of delivering this service. Included in these costs is an anticipated contribution to a capital reserve for capital projects that support development activity. Council at its meeting of November 27, 2012 approved the establishment of the Development Application Review Fees Reserve Fund to provide funding for capital projects that support development activity. In accordance with Council's direction, \$0.848 million of the 2013 preliminary year-end net operating favourable variance from development application review fees will be transferred to the Development Application Review Fees Reserve Fund.

4. Council Transition Reserve:

City Council, at its meeting of January 17, 2012, eliminated future contributions to the Council Transition Reserve through the annual Operating Budget process and directed any favourable variances of City Council's annual Operating Budget to the Council Transition Reserve to ensure adequate funding for future Council severance costs. In accordance with Council's direction, \$0.600 million of the City Council's 2013 preliminary year-end net operating favourable variance will be transferred to the Council Transition Reserve.

Allocation of 2013 Preliminary Year-End Operating Projections Available for Distribution:

In compliance with the City's Surplus Management Policy, at least 75% of the 2013 preliminary year-end net operating favourable variance of \$92.908 million available for distribution will be allocated to the Capital Financing Reserve and the remaining will be allocated to underfunded liabilities and/or reserve funds.

Capital Allocation:

1. Capital Financing Reserve:

To provide funding for capital projects approved in the 2014 to 2023 Capital Plans for the Toronto Transit Commission and Transportation Services, \$69.681 million of the 2013 preliminary year-end net operating favourable variance available for distribution will be allocated to the Capital Financing Reserve.

Operating Allocation – Underfunded Liabilities and/or Reserve Funds:

2. Underfunded liabilities and/or reserve funds will be allocated \$23.227 million as follows:

a) Employee Benefits Reserve Fund:

In order to mitigate future funding pressures for the benefit costs of employees and retirees, \$10.000 million of the 2013 preliminary year-end net operating favourable variance available for distribution will be allocated to the Employee Benefits Reserve Fund.

b) Insurance Reserve Fund:

The Insurance Reserve Fund projected year-end balance for 2013 is \$21.0 million. In recent years, costs have continually risen. The prudent target for this account is \$35.0 million (7 events of \$5 million each). To lessen the pressure of future insurance liabilities and on future operating budgets to reach the target balance, \$7.000 million of the 2013 preliminary year-end net operating favourable variance available for distribution will be transferred to the Insurance Reserve Fund.

c) Sinking Fund:

\$1.000 million of the 2013 preliminary year-end favourable variance available for distribution will be allocated to the Sinking Fund to ensure the Fund does not have a deficit owing to flat interest rates.

d) Sick Leave Reserve Fund – Police Service:

The Sick Leave Reserve Fund is currently underfunded. Accumulated sick time credits payable to Toronto Police Service personnel upon retirement is a major pressure on the Reserve Fund and recent contributions have been significantly less than the withdrawals, therefore \$4.500 million of the 2013 preliminary year-end favourable variance available for distribution will be allocated to the Sick Leave Reserve Fund.

e) Election Reserve Fund:

In order to mitigate future funding pressures for the cost of municipal elections, \$0.727 million of the 2013 preliminary year-end net operating favourable variance available for distribution will be transferred to the Election Reserve Fund.

Allocation of 2013 Preliminary Year-End Operating Projections – Rate Supported Operations

The 2013 preliminary year-end net operating favourable variance for Rate Supported Operations will be allocated based on the following:

1. Toronto Water:

To ensure funding to offset unanticipated budget variance so not as to unduly impact Water and Wastewater Capital Programs, Toronto's Water preliminary year-end operating

favourable variance of \$25.960 million will be transferred to the Water Capital Reserve Fund (\$11.163 million) and Wastewater Capital Reserve Fund (\$14.797 million).

2. Solid Waste Management Services:

Solid Waste Management Services' 2013 preliminary year-end operating projections of \$0.129 million will be transferred to the Waste Management Reserve Fund at the direction of the Deputy City Manager and Chief Financial Officer. Solid Waste Management Services utilizes this Reserve Fund to finance capital projects which include waste diversion initiatives. This Reserve Fund also provides a contingency for operating program stabilization, as required.

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SIGNATURE

Roberto Rossini
Deputy City Manager and Chief Financial Officer

ATTACHMENTS

- Appendix A – City of Toronto Net Expenditures for Nine Months Ended September 30, 2013
- Appendix B – City of Toronto Gross Expenditures for Nine Months Ended September 30, 2013
- Appendix C – City of Toronto Revenues for Nine Months Ended September 30, 2013
- Appendix D – City of Toronto Budget Adjustments for Nine Months Ended September 30, 2013
- Appendix E – City of Toronto Significant City Programs/Agencies Variance Explanations
- Appendix F – City of Toronto Complement for Nine Months Ended September 30, 2013



CITY OF TORONTO
CONSOLIDATED NET EXPENDITURES VARIANCE
FOR THE NINE MONTHS ENDED SEPTEMBER 30, 2013
(\$000s)

Appendix A

	September 30, 2013				December 31, 2013			
	Year-To-Date		Actual vs Budget		Year-End		Projection vs Budget	
	Budget	Actual	Over / (Under)	%	Budget	Projection	Over / (Under)	%
Citizen Centred Services "A"								
Affordable Housing Office	1,079.1	1,079.1	0.0	0.0%	1,194.9	1,194.9	0.0	0.0%
Children's Services	61,557.1	61,557.1	0.0	0.0%	76,716.5	76,716.5	0.0	0.0%
Court Services	(2,112.0)	(187.0)	1,925.0	-91.1%	(13,783.2)	(6,112.1)	7,671.1	-55.7%
Economic Development & Culture	38,868.4	39,398.9	530.5	1.4%	45,401.9	46,101.9	700.0	1.5%
Emergency Medical Services	46,771.8	46,085.9	(685.9)	-1.5%	68,575.5	68,401.3	(174.2)	-0.3%
Long Term Care Homes and Services	29,321.1	27,820.3	(1,500.8)	-5.1%	46,289.7	44,189.6	(2,100.0)	-4.5%
Parks, Forestry & Recreation	213,865.2	212,088.1	(1,777.1)	-0.8%	273,071.3	273,571.3	500.0	0.2%
Shelter, Support & Housing Administration	128,857.4	127,282.5	(1,574.9)	-1.2%	217,814.0	216,800.8	(1,013.2)	-0.5%
Social Development, Finance & Administration	21,273.4	21,207.5	(65.9)	-0.3%	28,513.3	28,428.3	(85.0)	-0.3%
Toronto Employment & Social Services	128,657.3	117,577.2	(11,080.1)	-8.6%	188,324.8	169,222.3	(19,102.5)	-10.1%
Sub-Total Citizen Centred Services "A"	668,138.8	653,909.6	(14,229.3)	-2.1%	932,118.7	918,514.8	(13,603.9)	-1.5%
Citizen Centred Services "B"								
City Planning	10,303.3	5,082.8	(5,220.5)	-50.7%	14,447.4	8,949.9	(5,497.5)	-38.1%
Fire Services	270,328.5	266,275.9	(4,052.6)	-1.5%	398,778.7	396,485.4	(2,293.3)	-0.6%
Municipal Licensing & Standards	12,033.1	11,300.5	(732.6)	-6.1%	20,214.5	20,114.4	(100.1)	-0.5%
Policy, Planning, Finance and Administration	6,703.1	6,258.6	(444.5)	-6.6%	10,544.2	10,053.1	(491.1)	-4.7%
Engineering and Construction Services	8,807.9	7,042.0	(1,765.9)	-20.0%	7,604.2	7,604.2	0.0	0.0%
Toronto Building	(7,896.6)	(20,770.4)	(12,873.8)	163.0%	(11,031.3)	(17,631.3)	(6,600.0)	59.8%
Transportation Services	170,251.5	167,343.1	(2,908.5)	-1.7%	206,106.5	198,615.5	(7,491.0)	-3.6%
Sub-Total Citizen Centred Services "B"	470,530.8	442,532.4	(27,998.4)	-6.0%	646,664.2	624,191.3	(22,473.0)	-3.5%
Internal Services								
Office of the Chief Financial Officer	6,366.8	5,903.7	(463.1)	-7.3%	9,445.7	8,525.9	(919.8)	-9.7%
Office of the Treasurer	20,448.1	19,315.4	(1,132.7)	-5.5%	29,897.6	28,351.3	(1,546.3)	-5.2%
Facilities Management & Real Estate	62,828.7	61,847.5	(981.2)	-1.6%	63,046.4	60,949.6	(2,096.8)	-3.3%
Fleet Services	485.7	9.5	(476.2)	-98.0%	164.8	(63.7)	(228.5)	-138.7%
Information & Technology	62,554.6	51,768.8	(10,785.8)	-17.2%	67,846.4	59,616.3	(8,230.1)	-12.1%
311 Toronto	7,519.3	6,229.4	(1,289.9)	-17.2%	10,360.0	9,348.8	(1,011.2)	-9.8%
Sub-Total Internal Services	160,203.2	145,074.3	(15,128.8)	-9.4%	180,760.9	166,728.2	(14,032.7)	-7.8%
City Manager								
City Manager's Office	30,471.5	27,004.3	(3,467.2)	-11.4%	44,810.8	38,996.8	(5,814.0)	-13.0%
Sub-Total City Manager	30,471.5	27,004.3	(3,467.2)	-11.4%	44,810.8	38,996.8	(5,814.0)	-13.0%
Other City Programs								
City Clerk's Office	22,222.0	22,191.9	(30.1)	-0.1%	31,039.1	30,739.1	(300.0)	-1.0%
Legal Services	14,514.8	14,032.7	(482.1)	-3.3%	19,353.1	18,832.9	(520.2)	-2.7%
Mayor's Office	1,413.3	1,142.5	(270.8)	-19.2%	1,971.3	1,971.3	0.0	0.0%
City Council	14,478.6	13,868.6	(610.0)	-4.2%	19,957.4	19,357.4	(600.0)	-3.0%
Sub-Total Other City Programs	52,628.7	51,235.7	(1,393.1)	-2.6%	72,320.9	70,900.7	(1,420.2)	-2.0%
Accountability Offices								
Auditor General's Office	2,979.2	2,809.3	(169.9)	-5.7%	4,177.6	3,978.6	(199.0)	-4.8%
Integrity Commissioner's Office	181.8	181.3	(0.5)	-0.3%	251.2	236.2	(15.0)	-6.0%
Lobbyist Registrar's Office	781.5	638.5	(143.0)	-18.3%	1,087.3	957.3	(130.0)	-12.0%
Ombudsman's Office	1,147.4	968.7	(178.7)	-15.6%	1,593.3	1,593.3	0.0	0.0%
Sub-Total Council Appointed Programs	5,089.9	4,597.9	(492.1)	-9.7%	7,109.5	6,765.5	(344.0)	-4.8%
TOTAL - CITY OPERATIONS	1,387,062.9	1,324,354.1	(62,708.8)	-4.5%	1,883,785.0	1,826,097.3	(57,687.8)	-3.1%



**CITY OF TORONTO
CONSOLIDATED NET EXPENDITURES VARIANCE
FOR THE NINE MONTHS ENDED SEPTEMBER 30, 2013
(\$000s)**

	September 30, 2013				December 31, 2013			
	Year-To-Date		Actual vs Budget		Year-End		Projection vs Budget	
	Budget	Actual	Over / (Under)	%	Budget	Projection	Over / (Under)	%
Agencies								
Toronto Public Health	34,249.0	33,710.2	(538.8)	-1.6%	50,420.0	49,420.0	(1,000.0)	-2.0%
Toronto Public Library	118,780.4	118,254.5	(525.9)	-0.4%	165,359.6	164,808.7	(550.9)	-0.3%
Association of Community Centres	5,247.1	5,103.6	(143.5)	-2.7%	6,996.1	7,058.6	62.5	0.9%
Exhibition Place	9.0	(319.0)	(328.0)	-3639.0%	(100.0)	(100.0)	0.0	0.0%
Heritage Toronto	311.8	231.0	(80.8)	-25.9%	311.8	311.8	0.0	0.0%
Theatres	3,335.7	3,631.2	295.5	8.9%	4,329.2	4,846.1	516.9	11.9%
Toronto Zoo	3,151.5	2,516.5	(635.0)	-20.1%	11,648.3	11,635.9	(12.4)	-0.1%
Arena Boards of Management	(11.8)	(154.6)	(142.8)	1209.7%	(15.7)	62.6	78.4	-498.1%
Yonge Dundas Square	327.3	372.7	45.4	13.9%	436.6	309.3	(127.3)	-29.2%
Toronto & Region Conservation Authority	2,645.3	2,645.3	(0.0)	0.0%	3,289.5	3,289.5	0.0	0.0%
Toronto Transit Commission - Conventional	303,279.0	294,154.0	(9,125.0)	-3.0%	410,951.0	410,951.0	0.0	0.0%
Toronto Transit Commission - WheelTrans	73,621.0	72,699.0	(922.0)	-1.3%	96,823.0	97,011.0	188.0	0.2%
Toronto Police Service	663,387.6	663,387.6	0.0	0.0%	928,589.7	928,589.7	0.0	0.0%
Toronto Police Services Board	1,516.3	1,516.3	0.0	0.0%	2,275.9	2,275.9	0.0	0.0%
TOTAL - AGENCIES	1,209,849.2	1,197,748.3	(12,100.9)	-1.0%	1,681,315.0	1,680,470.1	(844.8)	-0.1%
Corporate Accounts								
Capital & Corporate Financing	463,034.7	457,385.7	(5,649.0)	-1.2%	617,297.8	609,765.8	(7,532.0)	-1.2%
Non-Program Expenditures								
- Tax Deficiencies/Write-offs	47,297.0	47,292.0	(5.0)	0.0%	72,000.0	35,556.3	(36,443.7)	-50.6%
- Assessment Function (MPAC)	29,865.0	29,054.9	(810.1)	-2.7%	39,820.0	38,739.9	(1,080.1)	-2.7%
- Temporary Borrowing	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
- Funding of Employee Related Liabilities	56,948.9	56,924.6	(24.3)	0.0%	75,947.2	75,904.9	(42.3)	-0.1%
- Contingency	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
- Other Corporate Expenditures	52,472.6	37,961.3	(14,511.4)	-27.7%	28,987.3	14,651.1	(14,336.2)	-49.5%
- Insurance Premiums & Claims	5,475.0	5,475.0	0.0	0.0%	7,300.0	7,300.0	0.0	0.0%
- Parking Tag Enforcement & Oper.	44,352.8	44,048.2	(304.6)	-0.7%	59,137.1	58,730.9	(406.2)	-0.7%
- Programs Funded from Reserve Funds	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
- Vacancy Rebate Program	16,500.0	20,734.0	4,234.0	25.7%	22,000.0	26,262.5	4,262.5	19.4%
- Heritage Property Taxes Rebate	0.0	0.0	0.0	n/a	2,000.0	1,062.2	(937.8)	-46.9%
- Tax Rebates for Registered Charities	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
- Solid Waste Management Rebates	115,240.5	113,276.1	(1,964.4)	-1.7%	182,391.9	182,391.9	0.0	0.0%
- Pandemic Influenza Stockpiling	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
Non-Program Expenditures	368,151.8	354,766.0	(13,385.8)	-3.6%	489,583.6	440,599.7	(48,983.9)	-10.0%
Non-Program Revenue								
- Payments in Lieu of Taxes	(92,149.2)	(94,649.2)	(2,500.0)	2.7%	(92,149.2)	(94,649.2)	(2,500.0)	2.7%
- Supplementary Taxes	(22,710.9)	(8,704.9)	14,006.0	-61.7%	(50,000.0)	(40,200.0)	9,800.0	-19.6%
- Tax Penalties	(22,434.1)	(23,383.8)	(949.7)	4.2%	(29,000.0)	(29,000.0)	0.0	0.0%
- Interest/Investment Earnings	(93,170.2)	(91,615.4)	1,554.7	-1.7%	(124,226.9)	(122,485.9)	1,741.0	-1.4%
- Prior Year Surplus	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
- Other Corporate Revenues	(5,420.0)	(4,783.7)	636.3	-11.7%	(7,514.0)	(6,189.8)	1,324.2	-17.6%
- Toronto Hydro Revenues	(38,000.0)	(35,995.0)	2,005.0	-5.3%	(45,000.0)	(42,995.0)	2,005.0	-4.5%
- Provincial Revenue	(68,700.0)	(68,700.0)	0.0	0.0%	(91,600.0)	(91,600.0)	0.0	0.0%
- Municipal Land Transfer Tax	(238,585.1)	(263,999.1)	(25,414.0)	10.7%	(315,088.6)	(350,000.0)	(34,911.4)	11.1%
- Personal Vehicle Tax	0.0	(0.2)	(0.2)	n/a	0.0	(0.2)	(0.2)	n/a
- Third Party Sign Tax	(7,166.6)	(12,173.6)	(5,007.0)	69.9%	(9,555.4)	(10,524.8)	(969.4)	10.1%
- Parking Authority Revenues	(34,275.8)	(34,661.0)	(385.2)	1.1%	(48,425.8)	(47,866.8)	559.0	-1.2%
- Administrative Support Recoveries - Water	(14,229.8)	(14,229.8)	0.0	0.0%	(18,973.0)	(18,973.0)	0.0	0.0%
- Administrative Support Recoveries - Health & EMS	(12,245.0)	(12,245.0)	0.0	0.0%	(16,326.7)	(16,326.7)	0.0	0.0%
- Parking Tag Enforcement & Oper.	(61,600.6)	(61,374.4)	226.2	-0.4%	(82,134.1)	(79,134.1)	3,000.0	-3.7%
- Other Tax Revenues	(14,200.0)	(14,200.0)	0.0	0.0%	(14,200.0)	(14,200.0)	0.0	0.0%
- Woodbine Slots	(11,175.0)	(13,701.1)	(2,526.1)	22.6%	(14,900.0)	(17,300.0)	(2,400.0)	16.1%
Non-Program Revenues	(736,062.2)	(754,416.1)	(18,353.9)	2.5%	(959,093.7)	(981,445.6)	(22,351.9)	2.3%
TOTAL - CORPORATE ACCOUNTS	95,124.3	57,735.6	(37,388.7)	-39.3%	147,787.7	68,920.0	(78,867.7)	-53.4%
NET OPERATING TAX LEVY	2,692,036.5	2,579,838.0	(112,198.5)	-4.2%	3,712,887.7	3,575,487.4	(137,400.3)	-3.7%
NON LEVY OPERATIONS								
Solid Waste Management Services	18,648.0	19,428.9	780.9	4.2%	0.0	(129.3)	(129.3)	n/a
Toronto Parking Authority	(44,661.2)	(45,174.7)	(513.5)	1.1%	(63,181.2)	(62,436.0)	745.2	-1.2%
Toronto Water	85,254.4	59,591.5	(25,662.8)	-30.1%	0.0	(26,576.4)	(26,576.4)	n/a
NON LEVY OPERATING NET EXPENDITURES	59,241.2	33,845.7	(25,395.4)	-42.9%	(63,181.2)	(89,141.7)	(25,960.5)	n/a



CITY OF TORONTO
CONSOLIDATED GROSS EXPENDITURES VARIANCE
FOR THE NINE MONTHS ENDED SEPTEMBER 30, 2013
(\$000s)

	September 30, 2013				December 31, 2013			
	Year-To-Date		Actual vs Budget		Year-End		Projection vs Budget	
	Budget	Actual	Over / (Under)	%	Budget	Projection	Over / (Under)	%
Citizen Centred Services "A"								
Affordable Housing Office	1,946.0	1,651.6	(294.4)	-15.1%	2,682.1	2,480.6	(201.5)	-7.5%
Children's Services	316,640.3	315,863.9	(776.4)	-0.2%	402,335.5	402,335.5	0.0	0.0%
Court Services	36,005.2	35,726.8	(278.4)	-0.8%	55,130.1	54,575.5	(554.6)	-1.0%
Economic Development & Culture	51,790.0	51,162.0	(628.0)	-1.2%	63,430.8	62,330.8	(1,100.0)	-1.7%
Emergency Medical Services	131,233.4	126,480.7	(4,752.7)	-3.6%	181,367.4	176,824.8	(4,542.6)	-2.5%
Long Term Care Homes & Services	166,468.7	157,879.8	(8,589.0)	-5.2%	230,180.4	220,680.4	(9,500.0)	-4.1%
Parks, Forestry & Recreation	290,031.4	285,818.7	(4,212.7)	-1.5%	395,900.5	393,399.5	(2,501.0)	-0.6%
Shelter, Support & Housing Administration	472,448.6	458,367.7	(14,080.9)	-3.0%	680,531.8	666,370.3	(14,161.5)	-2.1%
Social Development, Finance & Administration	26,056.8	25,617.4	(439.4)	-1.7%	34,797.1	34,324.8	(472.3)	-1.4%
Toronto Employment & Social Services	907,672.3	806,011.0	(101,661.3)	-11.2%	1,246,392.3	1,115,871.3	(130,521.0)	-10.5%
Sub-Total Citizen Centred Services "A"	2,400,292.8	2,264,579.5	(135,713.2)	-5.7%	3,292,748.1	3,129,193.6	(163,554.5)	-5.0%
Citizen Centred Services "B"								
City Planning	28,653.6	27,203.1	(1,450.5)	-5.1%	40,783.3	38,130.5	(2,652.8)	-6.5%
Fire Services	281,187.2	280,297.3	(889.9)	-0.3%	413,130.7	413,095.3	(35.4)	0.0%
Municipal Licensing & Standards	33,047.1	31,258.3	(1,788.8)	-5.4%	49,278.4	46,376.3	(2,902.1)	-5.9%
Policy, Planning, Finance and Administration	15,021.6	13,385.3	(1,636.3)	-10.9%	22,056.5	20,355.2	(1,701.3)	-7.7%
Engineering and Construction Services	49,019.4	41,682.5	(7,336.9)	-15.0%	70,552.7	63,469.7	(7,083.0)	-10.0%
Toronto Buildings	32,710.1	31,524.2	(1,185.9)	-3.6%	47,090.6	45,490.6	(1,600.0)	-3.4%
Transportation Services	220,131.3	216,401.2	(3,730.1)	-1.7%	331,446.9	314,610.7	(16,836.2)	-5.1%
Sub-Total Citizen Centred Services "B"	659,770.3	641,751.8	(18,018.4)	-2.7%	974,339.1	941,528.2	(32,810.9)	-3.4%
Internal Services								
Office of the Chief Financial Officer	11,350.5	10,144.3	(1,206.2)	-10.6%	16,254.4	14,367.2	(1,887.2)	-11.6%
Office of the Treasurer	53,344.8	49,550.2	(3,794.6)	-7.1%	73,759.8	69,333.1	(4,426.7)	-6.0%
Facilities Management & Real Estate	132,947.3	125,298.7	(7,648.6)	-5.8%	184,458.9	172,304.3	(12,154.6)	-6.6%
Fleet Services	31,400.2	32,948.5	1,548.3	4.9%	47,265.8	49,652.3	2,386.5	5.0%
Information & Technology	80,155.8	64,109.9	(16,045.9)	-20.0%	106,815.0	84,170.7	(22,644.3)	-21.2%
311 Toronto	13,903.0	11,368.7	(2,534.3)	-18.2%	18,871.5	16,196.2	(2,675.3)	-14.2%
Sub-Total Internal Services	323,101.6	293,420.3	(29,681.3)	-9.2%	447,425.4	406,023.8	(41,401.6)	-9.3%
City Manager								
City Manager's Office	36,344.8	32,042.2	(4,302.6)	-11.8%	52,815.2	45,872.9	(6,942.3)	-13.1%
Sub-Total City Manager	36,344.8	32,042.2	(4,302.6)	-11.8%	52,815.2	45,872.9	(6,942.3)	-13.1%
Other City Programs								
City Clerk's Office	34,202.5	34,146.7	(55.8)	-0.2%	47,259.2	46,479.2	(780.0)	-1.7%
Legal Services	34,073.2	34,546.2	473.0	1.4%	45,430.9	49,429.2	3,998.3	8.8%
Mayor's Office	1,413.3	1,142.5	(270.8)	-19.2%	1,971.3	1,971.3	0.0	0.0%
City Council	14,501.1	13,911.6	(589.6)	-4.1%	19,987.4	19,487.4	(500.0)	-2.5%
Sub-Total Other City Programs	84,190.2	83,746.9	(443.2)	-0.5%	114,648.9	117,367.1	2,718.3	2.4%
Accountability Offices								
Auditor General's Office	2,979.2	2,829.8	(149.4)	-5.0%	4,177.6	3,978.6	(199.0)	-4.8%
Integrity Commissioner's Office	181.8	181.3	(0.5)	-0.3%	251.2	236.2	(15.0)	-6.0%
Lobbyist Registrar's Office	781.5	638.5	(143.0)	-18.3%	1,087.3	957.3	(130.0)	-12.0%
Ombudsman's Office	1,147.4	968.7	(178.7)	-15.6%	1,593.3	1,593.3	0.0	0.0%
Sub-Total Council Appointed Programs	5,089.9	4,618.4	(471.6)	-9.3%	7,109.5	6,765.5	(344.0)	-4.8%
TOTAL - CITY OPERATIONS	3,508,789.5	3,320,159.2	(188,630.3)	-5.4%	4,889,086.1	4,646,751.1	(242,335.0)	-5.0%



CITY OF TORONTO
CONSOLIDATED GROSS EXPENDITURES VARIANCE
FOR THE NINE MONTHS ENDED SEPTEMBER 30, 2013
(\$000s)

	September 30, 2013				December 31, 2013			
	Year-To-Date Budget	Actual	Actual vs Budget Over / (Under)	%	Year-End Budget	Projection	Projection vs Budget Over / (Under)	%
Agencies								
Toronto Public Health	172,345.8	167,839.2	(4,506.6)	-2.6%	243,687.7	238,587.0	(5,100.7)	-2.1%
Toronto Public Library	129,922.8	130,413.3	490.5	0.4%	182,030.3	183,058.8	1,028.5	0.6%
Association of Community Centres	5,570.2	5,426.7	(143.5)	-2.6%	7,426.9	7,489.4	62.5	0.8%
Exhibition Place	30,086.9	29,414.3	(672.5)	-2.2%	43,650.7	43,650.7	0.0	0.0%
Heritage Toronto	740.1	469.8	(270.3)	-36.5%	740.1	653.6	(86.5)	-11.7%
Theatres	16,533.5	13,581.7	(2,951.8)	-17.9%	23,609.3	19,835.3	(3,774.0)	-16.0%
Toronto Zoo	41,705.4	41,655.1	(50.3)	-0.1%	54,102.9	54,036.5	(66.4)	-0.1%
Arena Boards of Management	5,475.5	4,408.5	(1,067.0)	-19.5%	7,300.7	7,365.8	65.1	0.9%
Yonge Dundas Square	1,551.8	1,817.3	265.5	17.1%	2,069.2	2,480.4	411.2	19.9%
Toronto & Region Conservation Authority	29,006.2	29,070.6	64.4	0.2%	38,356.0	38,402.0	46.0	0.1%
Toronto Transit Commission - Conventional	1,161,995.0	1,145,390.0	(16,605.0)	-1.4%	1,540,948.0	1,533,348.0	(7,600.0)	-0.5%
Toronto Transit Commission - Wheel Trans	77,824.0	76,992.0	(832.0)	-1.1%	102,369.0	102,708.0	339.0	0.3%
Toronto Police Service	713,834.5	713,834.5	0.0	0.0%	1,019,725.3	1,020,725.3	1,000.0	0.1%
Toronto Police Services Board	1,524.1	1,524.1	0.0	0.0%	2,775.9	2,775.9	0.0	0.0%
TOTAL - AGENCIES	2,388,115.8	2,361,837.1	(26,278.8)	-1.1%	3,268,792.0	3,255,116.7	(13,675.3)	-0.4%
Corporate Accounts								
Capital & Corporate Financing	491,264.6	485,615.6	(5,649.0)	-1.1%	655,019.5	647,487.5	(7,532.0)	-1.1%
Non-Program Expenditures								
- Tax Deficiencies/Write-offs	47,297.0	47,292.0	(5.0)	0.0%	72,000.0	35,556.3	(36,443.7)	-50.6%
- Assessment Function (MPAC)	29,865.0	29,054.9	(810.1)	-2.7%	39,820.0	38,739.9	(1,080.1)	-2.7%
- Temporary Borrowing	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
- Funding of Employee Related Liabilities	56,948.9	56,924.6	(24.3)	0.0%	75,947.2	75,904.9	(42.3)	-0.1%
- Contingency	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
- Other Corporate Expenditures	61,069.4	47,359.7	(13,709.8)	-22.4%	40,449.7	24,789.9	(15,659.8)	-38.7%
- Insurance Premiums & Claims	5,475.0	5,475.0	0.0	0.0%	7,300.0	7,300.0	0.0	0.0%
- Parking Tag Enforcement & Oper.	44,352.8	44,048.2	(304.6)	-0.7%	59,137.1	58,730.9	(406.2)	-0.7%
- Programs Funded from Reserve Funds	97,276.3	100,234.2	2,957.9	3.0%	132,094.5	138,378.7	6,284.2	4.8%
- Vacancy Rebate Program	16,500.0	20,734.0	4,234.0	25.7%	22,000.0	26,262.5	4,262.5	19.4%
- Heritage Property Taxes Rebate	0.0	0.0	0.0	n/a	2,000.0	1,062.2	(937.8)	-46.9%
- Tax Rebates for Registered Charities	5,814.5	5,816.2	1.7	0.0%	5,814.5	5,816.2	1.7	0.0%
- Solid Waste Management Rebates	115,240.5	113,276.1	(1,964.4)	-1.7%	182,391.9	182,391.9	0.0	0.0%
- Pandemic Influenza Stockpiling	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
Non-Program Expenditures	479,839.4	470,214.8	(9,624.6)	-2.0%	638,955.0	594,933.4	(44,021.5)	-6.9%
Non-Program Revenue								
- Interest/Investment Earnings	697.9	613.3	(84.7)	-12.1%	930.6	930.6	0.0	0.0%
- Other Corporate Revenues	725.9	1,935.6	1,209.7	166.7%	894.8	2,153.6	1,258.8	140.7%
- Municipal Land Transfer Tax	4,834.9	3,282.1	(1,552.8)	-32.1%	6,385.2	6,385.2	0.0	0.0%
- Personal Vehicle Tax	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
- Third Party Sign Tax	693.9	0.0	(693.9)	-100.0%	925.2	925.2	0.0	0.0%
- Other Tax Revenues	0.0	431.1	431.1	n/a	0.0	0.0	0.0	n/a
Non-Program Revenues	6,952.6	6,262.0	(690.6)	-9.9%	9,135.8	10,394.6	1,258.8	13.8%
TOTAL - CORPORATE ACCOUNTS	978,056.6	962,092.5	(15,964.2)	-1.6%	1,303,110.2	1,252,815.5	(50,294.7)	-3.9%
LEVY OPERATING GROSS EXPENDITURES	6,874,961.9	6,644,088.7	(230,873.3)	-3.4%	9,460,988.4	9,154,683.4	(306,305.0)	-3.2%
NON LEVY OPERATIONS								
Solid Waste Management Services	202,609.3	201,519.6	(1,089.6)	-0.5%	349,942.7	347,602.1	(2,340.6)	-0.7%
Toronto Parking Authority	54,182.7	53,016.9	(1,165.8)	-2.2%	72,216.9	73,990.2	1,773.3	2.5%
Toronto Water	677,852.5	666,582.4	(11,270.1)	-1.7%	940,797.2	922,810.9	(17,986.2)	-1.9%
NON LEVY OPERATING GROSS EXPENDITURES	934,644.4	921,118.9	(13,525.5)	-1.4%	1,362,956.8	1,344,403.2	(18,553.5)	-1.4%



CITY OF TORONTO
CONSOLIDATED REVENUES VARIANCE
FOR THE NINE MONTHS ENDED SEPTEMBER 30, 2013
(\$000s)

	September 30, 2013				December 31, 2013			
	Year-To-Date		Actual vs Budget		Year-End		Projection vs Budget	
	Budget	Actual	Over / (Under)	%	Budget	Projection	Over / (Under)	%
Citizen Centred Services "A"								
Affordable Housing Office	866.9	572.5	(294.4)	-34.0%	1,487.2	1,285.7	(201.5)	-13.5%
Children's Services	255,083.2	254,306.8	(776.4)	-0.3%	325,619.0	325,619.0	0.0	0.0%
Court Services	38,117.2	35,913.8	(2,203.4)	-5.8%	68,913.3	60,687.6	(8,225.7)	-11.9%
Economic Development & Culture	12,921.6	11,763.1	(1,158.5)	-9.0%	18,028.9	16,228.9	(1,800.0)	-10.0%
Emergency Medical Services	84,461.6	80,394.8	(4,066.8)	-4.8%	112,791.9	108,423.5	(4,368.4)	-3.9%
Long Term Care Homes and Services	137,147.7	130,059.5	(7,088.2)	-5.2%	183,890.8	176,490.8	(7,400.0)	-4.0%
Parks, Forestry & Recreation	76,166.2	73,730.5	(2,435.7)	-3.2%	122,829.2	119,828.2	(3,001.0)	-2.4%
Shelter, Support & Housing Administration	343,591.2	331,085.2	(12,506.0)	-3.6%	462,717.9	449,569.6	(13,148.3)	-2.8%
Social Development, Finance & Administration	4,783.4	4,409.9	(373.5)	-7.8%	6,283.8	5,896.5	(387.3)	-6.2%
Toronto Employment & Social Services	779,015.0	688,433.8	(90,581.2)	-11.6%	1,058,067.5	946,649.0	(111,418.5)	-10.5%
Sub-Total Citizen Centred Services "A"	1,732,153.9	1,610,670.0	(121,484.0)	-7.0%	2,360,629.4	2,210,678.8	(149,950.6)	-6.4%
Citizen Centred Services "B"								
City Planning	18,350.3	22,120.3	3,770.0	20.5%	26,335.9	29,180.6	2,844.7	10.8%
Fire Services	10,858.7	14,021.4	3,162.8	29.1%	14,352.0	16,609.8	2,257.8	15.7%
Municipal Licensing & Standards	21,014.0	19,957.8	(1,056.2)	-5.0%	29,063.9	26,261.9	(2,802.0)	-9.6%
Policy, Planning, Finance and Administration	8,318.5	7,126.7	(1,191.8)	-14.3%	11,512.3	10,302.1	(1,210.2)	-10.5%
Engineering and Construction Services	40,211.5	34,640.5	(5,571.0)	-13.9%	62,948.5	55,865.5	(7,083.0)	-11.3%
Toronto Building	40,606.6	52,294.5	11,687.9	28.8%	58,121.9	63,121.9	5,000.0	8.6%
Transportation Services	49,879.8	49,058.1	(821.7)	-1.6%	125,340.4	115,995.1	(9,345.3)	-7.5%
Sub-Total Citizen Centred Services "B"	189,239.4	199,219.4	9,980.0	5.3%	327,674.9	317,337.0	(10,337.9)	-3.2%
Internal Services								
Office of the Chief Financial Officer	4,983.8	4,240.6	(743.2)	-14.9%	6,808.7	5,841.3	(967.4)	-14.2%
Office of the Treasurer	32,896.7	30,234.8	(2,661.9)	-8.1%	43,862.2	40,981.8	(2,880.4)	-6.6%
Facilities Management & Real Estate	70,118.6	63,451.2	(6,667.4)	-9.5%	121,412.5	111,354.7	(10,057.8)	-8.3%
Fleet Services	30,914.5	32,939.0	2,024.5	6.5%	47,101.0	49,716.0	2,615.0	5.6%
Information & Technology	17,601.2	12,341.1	(5,260.1)	-29.9%	38,968.6	24,554.4	(14,414.2)	-37.0%
311 Toronto	6,383.7	5,139.3	(1,244.4)	-19.5%	8,511.5	6,847.4	(1,664.1)	-19.6%
Sub-Total Internal Services	162,898.5	148,346.0	(14,552.5)	-8.9%	266,664.5	239,295.6	(27,368.9)	-10.3%
City Manager								
City Manager's Office	5,873.3	5,037.8	(835.5)	-14.2%	8,004.4	6,876.1	(1,128.3)	-14.1%
Sub-Total City Manager	5,873.3	5,037.8	(835.5)	-14.2%	8,004.4	6,876.1	(1,128.3)	-14.1%
Other City Programs								
City Clerk's Office	11,980.5	11,954.8	(25.8)	-0.2%	16,220.1	15,740.1	(480.0)	-3.0%
Legal Services	19,558.4	20,513.5	955.1	4.9%	26,077.9	30,596.3	4,518.4	17.3%
Mayor's Office	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
City Council	22.5	43.0	20.5	91.1%	30.0	130.0	100.0	333.3%
Sub-Total Other City Programs	31,561.4	32,511.3	949.8	3.0%	42,328.0	46,466.4	4,138.4	9.8%
Accountability Offices								
Auditor General's Office	0.0	20.5	20.5	n/a	0.0	0.0	0.0	n/a
Integrity Commissioner's Office	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
Lobbyist Registrar's Office	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
Ombudsman's Office	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
Sub-Total Council Appointed Programs	0.0	20.5	20.5	n/a	0.0	0.0	0.0	n/a
TOTAL - CITY OPERATIONS	2,121,726.5	1,995,805.0	(125,921.5)	-5.9%	3,005,301.1	2,820,653.9	(184,647.2)	-6.1%



CITY OF TORONTO
CONSOLIDATED REVENUES VARIANCE
FOR THE NINE MONTHS ENDED SEPTEMBER 30, 2013
(\$000s)

	September 30, 2013				December 31, 2013			
	Year-To-Date		Actual vs Budget		Year-End		Projection vs Budget	
	Budget	Actual	Over / (Under)	%	Budget	Projection	Over / (Under)	%
Agencies								
Toronto Public Health	138,096.8	134,129.0	(3,967.8)	-2.9%	193,267.7	189,167.0	(4,100.7)	-2.1%
Toronto Public Library	11,142.4	12,158.8	1,016.4	9.1%	16,670.7	18,250.1	1,579.4	9.5%
Association of Community Centres	323.1	323.1	0.0	0.0%	430.8	430.8	0.0	0.0%
Exhibition Place	30,077.9	29,733.3	(344.5)	-1.1%	43,750.7	43,750.7	0.0	0.0%
Heritage Toronto	428.3	238.8	(189.5)	-44.2%	428.3	341.8	(86.5)	-20.2%
Theatres	13,197.8	9,950.5	(3,247.3)	-24.6%	19,280.1	14,989.2	(4,290.9)	-22.3%
Toronto Zoo	38,553.9	39,138.6	584.7	1.5%	42,454.6	42,400.6	(54.0)	-0.1%
Arena Boards of Management	5,487.3	4,563.0	(924.3)	-16.8%	7,316.4	7,303.2	(13.2)	-0.2%
Yonge Dundas Square	1,224.5	1,444.6	220.1	18.0%	1,632.6	2,171.1	538.5	33.0%
Toronto & Region Conservation Authority	26,360.9	26,425.3	64.4	0.2%	35,066.5	35,112.5	46.0	0.1%
Toronto Transit Commission - Conventional	858,716.0	851,236.0	(7,480.0)	-0.9%	1,129,997.0	1,122,397.0	(7,600.0)	-0.7%
Toronto Transit Commission - Wheel Trans	4,203.0	4,293.0	90.0	2.1%	5,546.0	5,697.0	151.0	2.7%
Toronto Police Service	50,446.9	50,446.9	0.0	0.0%	91,135.6	92,135.6	1,000.0	1.1%
Toronto Police Services Board	7.8	7.8	0.0	0.0%	500.0	500.0	0.0	0.0%
TOTAL - AGENCIES	1,178,266.6	1,164,088.8	(14,177.8)	-1.2%	1,587,477.1	1,574,646.6	(12,830.5)	-0.8%
Corporate Accounts								
Capital & Corporate Financing	28,229.9	28,229.9	0.0	0.0%	37,721.7	37,721.7	0.0	0.0%
Non-Program Expenditures								
- Other Corporate Expenditures	8,596.8	9,398.4	801.6	9.3%	11,462.4	10,138.8	(1,323.6)	-11.5%
- Programs Funded from Reserve Funds	97,276.3	100,234.2	2,957.9	3.0%	132,094.5	138,378.7	6,284.2	4.8%
- Tax Rebates for Registered Charities	5,814.5	5,816.2	1.7	0.0%	5,814.5	5,816.2	1.7	0.0%
- Solid Waste Management Rebates	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
Non-Program Expenditures	111,687.6	115,448.8	3,761.2	3.4%	149,371.4	154,333.7	4,962.3	3.3%
Non-Program Revenue								
- Payments in Lieu of Taxes	92,149.2	94,649.2	2,500.0	2.7%	92,149.2	94,649.2	2,500.0	2.7%
- Supplementary Taxes	22,710.9	8,704.9	(14,006.0)	-61.7%	50,000.0	40,200.0	(9,800.0)	-19.6%
- Tax Penalties	22,434.1	23,383.8	949.7	4.2%	29,000.0	29,000.0	0.0	0.0%
- Interest/Investment Earnings	93,868.1	92,228.7	(1,639.4)	-1.7%	125,157.5	123,416.5	(1,741.0)	-1.4%
- Prior Year Surplus	0.0	0.0	0.0	n/a	0.0	0.0	0.0	n/a
- Other Corporate Revenues	6,145.9	6,719.3	573.4	9.3%	8,408.8	8,343.5	(65.3)	-0.8%
- Toronto Hydro Revenues	38,000.0	35,995.0	(2,005.0)	-5.3%	45,000.0	42,995.0	(2,005.0)	-4.5%
- Provincial Revenue	68,700.0	68,700.0	0.0	0.0%	91,600.0	91,600.0	0.0	0.0%
- Municipal Land Transfer Tax	243,420.0	267,281.2	23,861.2	9.8%	321,473.8	356,385.2	34,911.4	10.9%
- Personal Vehicle Tax	0.0	0.2	0.2	n/a	0.0	0.2	0.2	n/a
- Third Party Sign Tax	7,860.5	12,173.6	4,313.1	54.9%	10,480.6	11,450.0	969.4	9.2%
- Parking Authority Revenues	34,275.8	34,661.0	385.2	1.1%	48,425.8	47,866.8	(559.0)	-1.2%
- Administrative Support Recoveries - Water	14,229.8	14,229.8	0.0	0.0%	18,973.0	18,973.0	0.0	0.0%
- Administrative Support Recoveries - Health & EMS	12,245.0	12,245.0	0.0	0.0%	16,326.7	16,326.7	0.0	0.0%
- Parking Tag Enforcement & Oper.	61,600.6	61,374.4	(226.2)	-0.4%	82,134.1	79,134.1	(3,000.0)	-3.7%
- Other Tax Revenues	14,200.0	14,631.1	431.1	3.0%	14,200.0	14,200.0	0.0	0.0%
- Woodbine Slots	11,175.0	13,701.1	2,526.1	22.6%	14,900.0	17,300.0	2,400.0	16.1%
Non-Program Revenues	743,014.8	760,678.1	17,663.3	2.4%	968,229.5	991,840.2	23,610.7	2.4%
TOTAL - CORPORATE ACCOUNTS	882,932.3	904,356.8	21,424.6	2.4%	1,155,322.6	1,183,895.6	28,573.0	2.5%
LEVY OPERATING REVENUES	4,182,925.4	4,064,250.6	(118,674.8)	-2.8%	5,748,100.7	5,579,196.0	(168,904.7)	-2.9%
NON LEVY OPERATIONS								
Solid Waste Management Services	183,961.3	182,090.7	(1,870.6)	-1.0%	349,942.7	347,731.4	(2,211.3)	-0.6%
Toronto Parking Authority	98,843.9	98,191.6	(652.3)	-0.7%	135,398.1	136,426.2	1,028.1	0.8%
Toronto Water	592,598.1	606,990.9	14,392.8	2.4%	940,797.2	949,387.3	8,590.2	0.9%
NON LEVY OPERATING REVENUES	875,403.3	887,273.2	11,869.9	1.4%	1,426,137.9	1,433,544.9	7,407.0	0.5%

**CITY OF TORONTO
BUDGET ADJUSTMENTS
FOR THE THIRD QUARTER ENDED SEPTEMBER 30, 2013
(\$000s)**

	Gross Expenditure	Revenue	Net Expenditure	Position
Citizen Centred Service "A"				
Long Term Care Homes & Services				
In year budget adjustment to reflect the 2013 1.75% Base Pay increase resulting from the Long Term Care Homes & Services Arbitration Award approved by Council at its meeting on October 8, 2013 CC39.3. Funding is being transferred from Non-Program.	342.4	0.0	342.4	0.0
Total Long Term Care Homes & Services	342.4	0.0	342.4	0.0
Total Citizen Centred Service "A"	342.4	0.0	342.4	0.0
Citizen Centred Service "B"				
Fire Services				
In-year budget adjustment to reflect the provisions of the Arbitration Award for the Toronto Professional Fire Fighters Association, Local 3888 approved by Council at its meeting on July 16, 2013 CC37.3. Total funding of \$37.4M for their 2013 cost-of-living adjustment is to be transferred from Non-Program.	37,400.0	0.0	37,400.0	0.0
Total Fire Services	37,400.0	0.0	37,400.0	0.0
Total Citizen Centred Service "B"	37,400.0	0.0	37,400.0	0.0
Internal Services				
Office of the Treasurer				
In-year technical adjustment to align salary and benefit budget for temporary project manager with correct default cost centre to Accounting Services from Revenue Services within Office of Treasurer.	123.2	0.0	123.2	0.0
In-year technical adjustment to align salary and benefit budget for temporary project manager with correct default cost centre from Revenue Services to Accounting Services within Office of Treasurer.	(123.2)	0.0	(123.2)	0.0
Total Office of the Treasurer	0.0	0.0	0.0	0.0
Facilities Management & Real Estate				
Transfer budget for St. Lawrence Market custodial staff to Facilities Operations from Real Estate to reflect the organizational restructuring under the Office of the CCO at the beginning of the year.	972.5	0.0	972.5	0.0
Transfer budget for St. Lawrence Market custodial staff from Real Estate to Facilities Operations to reflect the organizational restructuring under the Office of the CCO at the beginning of the year.	(972.5)	0.0	(972.5)	0.0
Total Facilities Management & Real Estate	0.0	0.0	0.0	0.0
Total Internal Services	0.0	0.0	0.0	0.0

**CITY OF TORONTO
BUDGET ADJUSTMENTS
FOR THE THIRD QUARTER ENDED SEPTEMBER 30, 2013
(\$000s)**

	Gross Expenditure	Revenue	Net Expenditure	Position
Other City Programs				
Integrity Commissioner				
In-year adjustment to reflect retroactive Cost-of-Living-Adjustment (COLA) increase for the Integrity Commissioner since she took office in 2009. Funding to be transferred from Non-Program.	11.2	0.0	11.2	0.0
Total Integrity Commissioner	11.2	0.0	11.2	0.0
Total Other City Programs	11.2	0.0	11.2	0.0
Agencies				
Association of Community Centres				
In-Year adjustment to reflect confirmation of benefits received subsequent to the approval of the 2013 Approved Operating Budget for the Association of Community Centres.	8.0	0.0	8.0	0.0
Total Association of Community Centres	8.0	0.0	8.0	0.0
Total Agencies	8.0	0.0	8.0	0.0
Corporate Accounts				
Other Corporate Expenditures				
In year budget adjustment to provide the 2013 1.75% Base Pay increase resulting from the Long Term Care Homes & Services Arbitration Award approved by Council at its meeting on October 8, 2013 CC39.3. Funding is being transferred from Non-Program.	(342.4)	0.0	(342.4)	0.0
In-year budget adjustment to provide the provisions of the Arbitration Award for the Toronto Professional Fire Fighters Association, Local 3888 approved by Council at its meeting on July 16, 2013 CC37.3. Total funding of \$37.4M for their 2013 cost-of-living adjustment is to be transferred from Non-Program.	(37,400.0)	0.0	(37,400.0)	0.0
In-year adjustment to provide retroactive Cost-of-Living-Adjustment (COLA) increase for the Integrity Commissioner since she took office in 2009. Funding to be transferred from Non-Program.	(11.2)	0.0	(11.2)	0.0
In-Year adjustment to provide confirmation of benefits received subsequent to the approval of the 2013 Approved Operating Budget for the Association of Community Centres.	(8.0)	0.0	(8.0)	0.0
Total Other Corporate Expenditures	(37,761.6)	0.0	(37,761.6)	0.0
Total Corporate Accounts	(37,761.6)	0.0	(37,761.6)	0.0
Total	0.0	0.0	0.0	0.0

**Operating Variance Report
For Nine-Month Period Ended September 30, 2013
Significant Variance by Program and Agency**

City Operations

Citizen Centred Services "A"

As shown in Table 6 below, Citizen Centred Services "A" reported a net under-expenditure of \$14.229 million or 2.1% of planned expenditures for the nine-month period ended September 30, 2013 and projects year-end under-spending of \$13.604 million or 1.5% compared to the 2013 Approved Net Operating Budget of \$932.119 million. The reasons for these variances are discussed below.

Table 6 Citizen Centred Services "A" Net Expenditure Variance (\$ Million)		
	September 2013	Projected Y/E 2013
	Over/(Under)	Over/(Under)
Affordable Housing Office	0.0	0.0
Children's Services	0.0	0.0
Court Services	1.9	7.7
Economic Development and Culture	0.5	0.7
Emergency Medical Services	(0.7)	(0.2)
Long Term Care Homes and Services	(1.5)	(2.1)
Parks, Forestry & Recreation	(1.8)	0.5
Shelter, Support & Housing Administration	(1.6)	(1.0)
Social Development, Finance & Administration	(0.1)	(0.1)
<u>Toronto Employment & Social Services</u>	<u>(11.1)</u>	<u>(19.1)</u>
Total	(14.2)	(13.6)

Court Services (CS) reported net over-spending of \$1.925 million or 91.1% of planned expenditures for the nine-month period ended September 30, 2013. This over-expenditure was driven by lower fine revenues of \$2.200 million resulting from a reduction in the volume of charges filed by Toronto Police and other enforcement agencies, reduced charges from the Red Light Camera program, and an over expenditure of \$1.3 million in off duty court-attended charges by Toronto Police Service. This pressure was reduced by savings of \$1.600 million in salaries and benefits from positions that were not filled and lower contracted service costs.

Court Services forecasts a year-end variance of \$7.671 million or 55.7% over the 2013 Approved Net Operating Budget primarily due to lower than planned fine revenues of \$8.226 million and over-expenditure in off duty Toronto Police Services overtime charges of \$1.600 million partially offset by expenditure savings mainly from salaries and benefits of \$2.100 million.

Economic Development and Culture (EDC) reported net over-spending of \$0.530 million or 1.4% of planned expenditures for the nine-month period ended September 30, 2013. The over-expenditure was mainly attributed to damages from the July storm not recoverable through insurance.

Economic Development and Culture is projecting an unfavourable net variance of \$0.700 million or 1.5% at year-end. The forecasted over-spending is due to \$0.500 million in cleanup costs from the July storm not recoverable through insurance, plus \$0.200 million in under-achieved revenue recovery from Tourism Toronto.

Emergency Medical Services (EMS) reported net under-spending of \$0.686 million or 1.5% of planned expenditures for the nine-month period ended September 30, 2013. The savings consisted mainly of under-expenditures in salaries and benefits due to vacancies for paramedic and dispatcher positions, and higher than anticipated attrition in non-paramedic positions.

Emergency Medical Services forecasts a year-end variance of \$0.174 million or 0.3% under the 2013 Approved Net Operating Budget. EMS projects gross under-expenditures of \$4.543 million or 2.5%, reflecting savings in salaries and benefits resulting from vacant paramedic positions, higher than anticipated attrition in non-paramedic positions, and a hiring freeze implemented in the Central Ambulance Communications Centre (CACC) to address a shortfall in Provincial funding for this program. Provincial subsidies are projected to be below budget by \$4.368 million, mainly due to a 2012 Provincial subsidy claw back of \$4.404 million for Land Ambulance Services combined with a subsidy shortfall of \$2.144 million in the CACC. The subsidy shortfall is partially offset by increased 2013 Land Ambulance Provincial subsidy of \$2.049 million.

Long-Term Care Homes and Services (LTCH&S) reported net under-spending of \$1.501 million or 5.1% of planned expenditures for the nine-month period ended September 30, 2013. The variance reflected lower than budgeted gross expenditures of \$8.589 million or 5.2% and lower than budgeted revenue of \$7.088 million or 5.2%. Certain program expenditures, such as high intensity needs and supportive housing, are claims based type services which are 100% funded by the Province. General under-spending as the Program awaited Provincial subsidy confirmation for long-term care homes contributed to the favourable variance.

Long-Term Care Homes and Services forecasts a year-end variance of \$2.100 million or 4.5% under the 2013 Approved Net Operating Budget. LTCH&S projects a gross variance of \$9.500 million or 4.1% in expenditures due to anticipated lower than budgeted claims-based expenditures and \$7.400 million or 4.0% in revenue due to unbudgeted one-time Provincial funding from the Ministry of Health and Long Term Care.

Parks, Forestry and Recreation (PF&R) reported a net under-spending of \$1.777 million or 0.8% of planned expenditures for the nine-month period ended September 30, 2013. The variance consisted of lower than budgeted gross expenditures of \$4.213 million or 1.5% primarily attributed to savings in salaries and benefits due to delays in filling positions and lower than planned revenue of \$2.436 million or 3.2% mainly due to under-achieved permit revenues.

Parks, Forestry and Recreation forecasts a year-end net over-spending of \$0.500 million or 0.2% as a result of the major storm in July that has an estimated total cost of \$2.3 million which includes \$1.4 million for Urban Forestry (tree pruning, removal and replacement), \$0.650 million for Parks (playground, walkway, sink hole and bench repairs), and \$0.250 million for Recreation representing loss revenues from camp and program closures due to flooding. These storm

damage costs were mainly offset by savings in salaries and benefits due to delays in filling seasonal and permanent positions.

Shelter, Support and Housing Administration (SSHA) reported net under-spending of \$1.575 million or 1.2% for the nine-month period ended September 30, 2013. The net under-spending was primarily the result of savings in salaries and benefits from vacant positions that were not filled and savings in contracted services. The variance was comprised of \$14.081 million or 3.0% in gross under-spending, primarily due to savings in social housing, (savings in property taxes, mortgage payments, operating and rent geared to income subsidies); timing differences in the disbursement of Affordable Housing grants and under-spending in the Social Housing and Renovation and Retrofit Program. Revenues were \$12.506 million or 3.6% below plan, reflecting lower withdrawal of reserve funding for social housing subsidies and offsetting timing for grant disbursements.

Shelter, Support and Housing Administration forecasts year-end net under-spending of \$1.013 million or 0.5%, resulting from savings in salaries and benefits and operations. Under-spending of approximately \$12.1 million in social housing, combined with an unexpected settlement from the Province of \$2.5 million, will reduce reserve funding by \$14.6 million at year-end.

Toronto Employment and Social Services (TESS) reported net under-spending of \$11.080 million or 8.6% for the nine-month period ended September 30, 2013. Lower than budgeted gross expenditures of \$101.661 million or 11.2% and revenue of \$90.581 million or 11.6% reflected a reduction in caseload (99,298 actual versus 107,863 budgeted), lower special diet expenditures, lower housing stabilization expenditures and salary savings from caseload contingent staff.

Toronto Employment and Social Services forecasts a year-end net under-expenditure of \$19.103 million or 10.1% based on continued lower than planned caseload, projected to be 9,500 or 8.8% below the budgeted caseload of 108,500, lower special diet expenditures and housing stabilization expenditures. The caseload will be closely monitored based on current labour market, economic conditions and recent Provincial policy changes which include a \$14 monthly top-up for single adults without children, a \$200 earning exemption, and an increase in asset limits, will take effect in the fourth quarter.

Citizen Centred Services “B”

As indicated in Table 7 below, Citizen Centred Services “B” Programs collectively reported net under-spending of \$27.998 million or 6.0% for the nine months ended September 30, 2013, and project an under-expenditure of \$22.473 million or 3.5% of the 2013 Approved Net Operating Budget by year-end. Major causes of the variances are discussed below.

Table 7		
Citizen Centred Services "B"		
Net Expenditure Variance (\$ Million)		
	September 2013	Projected Y/E 2013
	Over/(Under)	Over/(Under)
City Planning	(5.2)	(5.5)
Fire Services	(4.1)	(2.3)
Municipal Licensing & Standards	(0.7)	(0.1)
Policy, Planning, Finance & Administration	(0.4)	(0.5)
Engineering & Construction Services	(1.8)	0.0
Toronto Building	(12.9)	(6.6)
Transportation Services	(2.9)	(7.5)
Total	(28.0)	(22.5)

City Planning reported net under-spending of \$5.220 million or 50.7% for the nine-month period ended September 30, 2013. This variance reflects lower than budgeted gross expenditures of \$1.451 million or 5.1% primarily due to savings of \$1.746 million in salaries and benefits from vacant positions that were not filled and lower than expected non-payroll costs which were partially offset by higher than planned consulting costs of \$0.296 million. Revenues exceeded budget by \$3.770 million or 20.5%, mainly from higher than expected development application intake. The volume trend will likely not continue into the rest of the year, as applicants submitted and paid for development applications earlier than anticipated.

For year-end, City Planning is projecting under-spending of \$5.498 million or 38.1% compared to the 2013 Approved Net Operating Budget. Gross expenditures are forecasted to be \$2.653 million or 6.5% below the 2013 Approved Operating Budget due to savings in salaries and benefits from vacant positions that will not be filled. The Program is making every effort to fill key positions in order to deliver service levels. Revenues at year-end are projected to exceed budget by \$2.845 million or 10.8%.

Toronto Fire Services (TFS) reported net under-spending of \$4.053 million or 1.5% of planned expenditures for the nine-month period ended September 30, 2013. The savings were comprised of higher than budgeted revenues of \$3.163 million, primarily from user fees due to higher volume of false alarm invoices processed combined with gross under-spending of \$0.890 million in contracted services, such as salt and plow, hardware and internet maintenance, advertising, etc.

Toronto Fire Services is projecting to be \$2.293 million or 0.6% under the 2013 Approved Net Operating Budget, primarily due to higher than planned revenues of \$2.258 million from processing previous year false fire alarm invoices which accumulated as a result of staff vacancies.

Municipal Licensing and Standards (MLS) reported net under-spending of \$0.733 million or 6.1% of planned expenditures for the nine-month period ended September 30, 2013. This was the result of lower than planned expenditures of \$1.989 million for salaries and benefits due to vacancies that were not filled. This variance was offset by non-salary net over-spending of \$0.201 million resulting in total gross expenditure savings of \$1.788 million which were partially offset by under-achieved revenue of \$1.056 million. This was mainly due to lower revenue of \$0.364 million for Toronto Animal Services and by lower revenue of \$0.839 million for

Investigation Services, reflecting overstatement of the base revenue budget primarily in re-inspection fees and sign by-law fees.

For year-end, MLS is projecting a net under-expenditure of \$0.100 million or 0.5%. With the on-going process of filling vacant positions and non-labour under-spending, MLS is projecting gross under-spending of \$2.902 million or 5.9%. These savings will offset under-achieved revenues of \$2.802 million or 9.6% due to the overstatement of base budget revenues. As approved by Council, this under-achieved revenue issue has been forwarded to the 2014 Operating Budget process for consideration.

Policy, Planning, Finance and Administration (PPF&A) reported net under-spending of \$0.444 million or 6.6% of planned expenditures for the nine-month period ended September 30, 2013. This was the result of lower than planned gross expenditures of \$1.636 million or 10.9% for salaries and benefits from positions that were not filled, restraint in spending for non-salary accounts, and lower than expected rates for natural gas which was offset by over-spending for interdivisional charges and water costs due to higher volumes. Revenue was under-achieved by \$1.192 million or 14.3%, mainly due to lower than expected interdivisional recoveries for gross expenditures.

At year-end, PPF&A is projecting net under-spending of \$0.491 million or 4.7% compared to the 2013 Approved Net Operating Budget. This is comprised of under-spending of \$1.701 million in gross expenditures reflecting savings in vacancies offset by related under-achieved recoveries of \$1.210 million from client divisions that these positions service. PPF&A will continue to contain costs and is working with Human Resources staff to fill vacant positions.

Engineering and Construction Services reported net under-spending of \$1.766 million or 20.0% of planned expenditures for the nine-month period ended September 30, 2013. Gross expenditures were lower than budgeted by \$7.337 million or 15.0% due primarily to savings in salaries and benefits from vacant positions (\$3.221 million) and lower than planned contracted services (\$3.589 million) as a result of delays in executing third party work. These lower expenditures were partially offset by under-achieved revenues of \$5.571 million or 13.9% mostly attributed to a reduction in capital recoveries for client divisions that the vacant positions service (\$4.694 million) and delays in filling positions for Rapid Transit Implementation (\$0.497 million). The reduced revenues were also driven by under-achieved third party review fee revenue (\$0.566 million) that will be offset by lower spending in the related contracted services budget by year-end.

Engineering and Construction Services forecasts to be on budget at year-end. The projected lower expenditures (\$7.083 million) are from savings in salaries and benefits for positions that were not filled and lower than planned contracted services as a result of delays in executing third party work. However, these lower expenditures are fully offset by under-achieved recoveries from client capital projects (\$5.808 million) for which the vacant positions service and lower than budgeted revenues from fewer utility applications (\$1.275 million).

Toronto Building experienced net under-spending of \$12.874 million or 163.0% for the nine-month period ended September 30, 2013. The variance resulted from higher than planned

revenues of \$11.688 million or 28.8% primarily due to the sustained high volume of permit application intake which was driven by market anticipation of development charge increases and higher than anticipated construction activity. Gross expenditures were lower than planned by \$1.186 million or 3.6% primarily due to \$0.993 million in savings for salaries and benefits from vacant positions that were not filled and \$0.178 million in savings in services and rents including \$0.086 million in reduced parking and metrage costs, \$0.016 million in lower phone network service charges, \$0.055 million in reduced computer maintenance costs and \$0.020 million in technical consulting services.

For year-end, Toronto Building is projecting net under-spending of \$6.600 million or 59.8%. The Program anticipates year-end revenue will exceed budget by \$5.000 million or 8.6% due to a high level of permit application intake and includes provision for deferred revenue for on-going projects and work that will be completed in future years. In addition, gross-expenditures are forecast to be \$1.600 million or 3.4% lower than planned largely the result of savings in salaries and benefits from vacant positions that will not be filled.

Transportation Services reported net under-spending of \$2.909 million or 1.7% for the nine-month period ended September 30, 2013. This variance was the result of lower than planned gross expenditures of \$3.730 million or 1.7% mainly due to savings in salaries and benefits from vacant positions (\$3.574 million), lower than planned utility costs (\$2.039 million) and lower inter-divisional charges (\$1.298 million). In addition, the favourable variance resulted from lower than expected costs for winter maintenance (\$3.000 million) and other contract services (\$2.425 million). These lower expenditures were partially offset by higher salt usage (\$1.626 million) and higher traffic and road repair contracts (\$6.408 million).

Revenues were \$0.822 million or 1.6% lower than planned primarily due to lower parking fee revenues (\$1.377 million) and lower than planned recoveries (\$4.650 million) from Toronto Water for utility cut repairs as this work has been assumed by Toronto Water and Engineering and Construction Services. These lower revenues were partially offset by higher license and permit revenue from greater than expected construction activity (\$1.955 million) and higher utility cut recoveries from external utilities (\$1.083 million). In addition, the lower revenues were also offset by higher temporary parking fees revenue (\$0.785 million) due to greater than expected volumes and higher administration fees for utility cut repair costs (\$1.072 million).

Transportation Services is forecasting a year-end variance of \$7.491 million or 3.6% under the 2013 Approved Net Operating Budget due to full year savings in salaries and benefits from vacancies that will not be filled (\$5.428 million), reduced contractor costs (\$5.000 million) for utility cut repairs (due to the assumption of contracts for the permanent cut repair component by Engineering and Constructions Services), and lower contracted service costs for the winter maintenance program (\$4.000 million) and other miscellaneous contracts (\$2.400 million). Projected lower than budgeted recoveries (\$6.150 million) from Toronto Water and external utility companies for utility cut repairs and lower than budgeted recoveries from reserve funds for road repair (\$5.953 million) are expected to be offset by higher license and permit revenue due to a greater than expected construction activity (\$1.955 million).

Internal Services

As shown in Table 8 below, during the nine months ended September 30, 2013, Internal Services Programs collectively reported a net under-expenditure of \$15.129 million or 9.4% and project year-end under-spending of \$14.033 million or 7.8% compared to the 2013 Approved Operating Net Budget as discussed below.

Table 8		
Internal Services		
Net Expenditure Variance (\$ Million)		
	September 2013	Projected Y/E 2013
	Over/(Under)	Over/(Under)
311 Toronto	(1.3)	(1.0)
Office of the Chief Financial Officer	(0.5)	(0.9)
Office of the Treasurer	(1.1)	(1.5)
Facilities Management & Real Estate	(1.0)	(2.1)
Fleet Services	(0.5)	(0.2)
Information & Technology	(10.8)	(8.2)
Total	(15.1)	(14.0)

311 Toronto reported net under-spending of \$1.290 million or 17.2% of planned expenditures for the nine-month period ended September 30, 2013. This variance was mainly attributed to savings in salaries and benefits from vacant positions that were not filled.

The savings arising from vacant positions will continue to year-end with a projected annualized net favourable savings of \$1.011 million or 9.8% under the 2013 Approved Net Operating Budget.

The **Office of the Deputy City Manager and Chief Financial Officer** reported net under-spending of \$0.463 million or 7.3% for the nine months ended September 30, 2013 mainly due to under-spending in salaries and benefits for vacancies that were not filled.

The under-spending from vacant positions is expected to continue, with a projected net favourable variance of \$0.920 million or 9.7% at year-end.

The **Office of the Treasurer** reported net under-spending of \$1.133 million or 5.5% for the nine-month period ended September 30, 2013. Gross expenditures were lower than planned by \$3.794 million or 7.1%. The favourable variance was due to under-spending for vacant capital and service delivery positions (\$3.100 million), lower expenditures for Municipal Land Transfer (MLTT) processing, a timing difference in expenses for the Pandemic Influenza program and a curtailing of overall discretionary spending totalling \$0.682 million. Revenues were under-achieved by \$2.662 million due to lower recoveries resulting from delays in filling vacant positions for the delivery of capital projects (FPARS, e-Procurement and Cross Application Time Sheet), Utility Billing and MLTT processing, and associated non-salary costs, totalling \$3.100 million. This was partially offset by higher than anticipated revenues earned through volume rebates and the late payment charge program (\$0.400 million).

The Office of the Treasurer is forecasting a favourable year-end variance of \$1.546 million or 5.2% under the 2013 Approved Net Operating Budget mainly due to delays in filling vacant positions to support capital and corporate initiatives (\$0.846 million), reduced operational requirements for MLTT initiatives and other deferred purchases (\$0.700 million).

Facilities Management and Real Estate (FM&RE) reported a net under-expenditure of \$0.981 million or 1.6% for the nine-month period ended September 30, 2013. Gross expenditures were below budget by \$7.649 million or 5.8% due to savings from vacant positions that were not filled (\$2.0 million) and lower than anticipated utility expenses from warmer weather along with energy efficiency measures (\$1.512 million). In addition, environment and energy services experienced under-expenditures in disbursement of grants for the Eco-Roof Program as a result of recipients not meeting the milestones to qualify and the New Construction Program and Demand Response Program due to delays in processing applications by the Ontario Power Authority and Toronto Hydro respectively (\$3.95 million). Revenues were lower by \$6.667 million or 9.5% due to a corresponding decrease in interdepartmental recoveries for FM&RE services and reserve funding for the energy efficiency programs.

Projections to year-end indicate that the utility savings as well as staff vacancies will continue with an annualized impact of \$2.097 million or 3.3% under the 2013 Approved Net Operating Budget.

Fleet Services reported net under-spending of \$0.476 million or 98.0% for the nine months ended September 30, 2013. This was primarily due to under-spending of \$0.684 million in salaries and benefits from vacant positions that were not filled, offset by unbudgeted salaries and benefit costs of \$0.127 million for two supernumerary positions due to the outsourcing of the parts warehouse management.

It is projected that Fleet Services will have a year-end net favourable variance of \$0.229 million primarily due to under-spending from vacant positions that will not be filled.

Information and Technology reported net under-spending of \$10.786 million or 17.2% of planned expenditures for the nine-month period ended September 30, 2013 primarily from lower maintenance and telecommunication costs, and under-spending in salaries and benefits as recruitment challenges continue to delay filling vacant positions.

Information and Technology is forecasting a year-end variance of \$8.230 million or 12.1% under the 2013 Approved Net Operating Budget. Although there is a dedicated process to expedite hiring to fill all urgent positions in 2013, some vacancies will remain until year-end. This net under-spending includes a reduction in revenues of \$3.757 million not recovered from the IT Sustainment Reserve due to the delays in filling the vacant capital pool positions.

City Manager's Office

The **City Manager's Office** reported net under-spending of \$3.467 million or 11.4% of planned expenditures for the nine months ended September 30, 2013 (see Table 9 below). This was

primarily due to under-spending in salaries and benefits resulting from vacant positions that were not filled. Revenues were under-achieved by \$0.836 million as a result of delay in filling vacant capital delivery positions for which funding is recovered from the 2013 Approved Capital Budget.

The City Manager's Office is projecting a year-end net favourable variance of \$5.814 million or 13.0%, mainly from vacant positions that will not be filled.

Table 9		
City Manager's Office		
Net Expenditure Variance (\$ Million)		
	September 2013	Projected Y/E 2013
	Over/(Under)	Over/(Under)
City Manager's Office	(3.5)	(5.8)

Other City Programs

Other City Programs (see Table 10 below) reported an over-expenditure of \$1.393 million or 2.6% for the nine-month period ended September 30, 2013; and projects year-end under-spending of \$1.420 million or 2.0% compared to the 2013 Approved Net Operating Budget.

Table 10		
Other City Programs		
Net Expenditure Variance (\$ Million)		
	September 2013	Projected Y/E 2013
	Over/(Under)	Over/(Under)
City Clerk's Office	(0.0)	(0.3)
Legal Services	(0.5)	(0.5)
Mayor's Office	(0.3)	0.0
City Council	(0.6)	(0.6)
Total	(1.4)	(1.4)

The *City Clerk's Office* reported net under-spending of \$0.030 million or 0.1% of planned expenditures for the nine months ended September 30, 2013. This was primarily due to under-spending of \$0.073 million in salaries and benefits from vacant positions that were not filled, partially offset by under-achieved revenues for print and mail services from Agencies and Boards.

It is projected that City Clerk's Office will have a year-end net favourable variance of \$0.300 million or 1.0%, mainly from vacant positions that will not be filled.

Legal Services reported net under-spending of \$0.482 million or 3.3% of planned expenditures for the nine-month period ended September 30, 2013. The variance consisted of greater than budgeted gross expenditures of \$0.473 million or 1.4% for professional, technical and planning services. Higher than budgeted revenues of \$0.955 million or 4.9% was due to Legal Services

undertaking additional work for clients, which included recoveries primarily from Court Services (\$0.744 million) and Risk Management (\$0.303 million).

Legal Services is forecasting a year-end variance of \$0.520 million or 2.7% under the 2013 Approved Net Operating Budget due to higher than planned revenues for additional work and under-spending in salaries and benefits from vacant positions that will not be filled.

The *Mayor's Office* reported net under-spending of \$0.271 million or 19.2% of planned expenditures for the nine months ended September 30, 2013. This was due largely to savings for salaries and benefits and lower services and rents.

It is projected that the Mayor's Office will be on budget at year-end.

City Council reported net under-spending of \$0.610 million or 4.2% of planned expenditures for the nine months ended September 30, 2013. This was attributed to an under-expenditure of \$0.561 million in the Council Members Office Budget and \$0.536 million in salaries and benefits arising from different staffing strategies adopted by Councillors, which is partially offset by over-spending of \$0.459 million in Council's general expense budget due to payments for Councillor constituency offices.

It is projected that City Council will be under-spent by \$0.600 million or 3.0% at year-end due to lower spending in salaries and benefits, constituency services and office budgets, partially offset by higher spending in Council's general budget for constituency office expenses.

Accountability Offices

Accountability Offices collectively realized net under-spending of \$0.492 million or 9.7% below planned expenditures for the nine-month period ended September 30, 2013, as noted in Table 11 below. Overall, these Offices project under-spending of \$0.344 million or 4.8% of their 2013 Approved Net Operating Budget at year-end.

Table 11		
Accountability Offices		
Net Expenditure Variance (\$ Million)		
	September 2013	Projected Y/E 2013
	Over/(Under)	Over/(Under)
Auditor General's Office	(0.2)	(0.2)
Integrity Commissioner's Office	(0.0)	(0.0)
Lobbyist Registrar's Office	(0.1)	(0.1)
Ombudsman's Office	(0.2)	0.0
Total	(0.5)	(0.3)

The *Office of the Auditor General* reported net under-spending of \$0.170 million or 5.7% of planned expenditures for the nine months ended September 30, 2013. This was mainly attributed to savings in salaries and benefits from vacant positions that were not filled.

It is projected that the Office of the Auditor General will be under-spent by \$0.199 million or 4.8% at year-end. This is mainly attributed to under-spending in salaries and benefits and non-salary expenditures.

The *Office of the Lobbyist Registrar* reported net under-spending of \$0.143 million or 18.3% of planned expenditures for the nine months ended September 30, 2013. This was mainly due to savings in salaries and benefits from vacancies (\$0.099 million) and lower services and rents (\$0.043 million).

It is projected that the Office of the Lobbyist Registrar will be under-spent by \$0.130 million or 12.0% at year-end mainly from under-spending in salaries and benefits as a result of staff vacancies during the year.

The *Office of the Ombudsman* reported net under-spending of \$0.179 million or 15.6% of planned expenditures for the nine months ended September 30, 2013 arising from lower investigative expenses and professional services.

At this time, it is projected that the Office of the Ombudsman will be on budget at year-end.

Agencies

Agencies collectively reported under-spending of \$12.101 million or 1.0% below planned net expenditures for the nine-month period ended September 30, 2013 and project an under-expenditure at year-end of \$0.845 million or 0.1% compared to their combined 2013 Approved Net Operating Budget, as outlined in Table 12 below.

Table 12 Agencies Net Expenditure Variance (\$ Million)		
	September 2013 Over/(Under)	Projected Y/E 2013 Over/(Under)
Toronto Public Health	(0.5)	(1.0)
Toronto Public Library	(0.5)	(0.6)
Association of Community Centres	(0.1)	0.1
Exhibition Place	(0.3)	0.0
Heritage Toronto	(0.1)	0.0
Theatres	0.3	0.5
Toronto Zoo	(0.6)	(0.0)
Arena Boards of Management	(0.1)	0.1
Yonge Dundas Square	0.0	(0.1)
Toronto & Region Conservation Authority	(0.0)	0.0
Toronto Transit Commission - Conventional	(9.1)	0.0
Toronto Transit Commission - Wheel Trans	(0.9)	0.2
Toronto Police Service	0.0	0.0
Toronto Police Services Board	0.0	0.0
Total	(12.1)	(0.8)

Toronto Public Health (TPH) reported net under-spending of \$0.539 million or 1.6% of planned expenditures for the nine months ended September 30, 2013. This variance was driven by lower than planned gross expenditures of \$4.507 million; offset by a decrease in revenues of \$3.968 million. The gross under-expenditure of \$4.507 million or 2.6% was mainly attributed to the under-spending of \$4.484 million or 2.6% in salaries and benefits from delays in hiring vacant positions. Revenues were under-achieved by \$3.968 million or 2.9% due to the corresponding under-spending across various Provincially cost-shared and fully funded programs.

Toronto Public Health projects year-end spending of \$1.000 million or 2.0% below the 2013 Approved Net Operating Budget as the under-expenditure in salaries and benefits is expected to be reduced in the latter part of the year as the recruitment process continues and staffing returns to planned service levels.

Toronto Public Library (TPL) reported net under-spending of \$0.526 million or 0.4% of planned expenditures for the nine-month period ended September 30, 2013. The gross over-expenditure of \$0.491 million or 0.4% was primarily due to over-expenditures in materials, services and rents associated with specific library initiatives funded by grants and donations, partially offset by savings in salaries from the 2012 restructuring, the temporary closure of the Fairview District Library for renovations and higher gapping due to high levels of staff movement. A favourable revenue variance of \$1.016 million or 9.1% reflected unbudgeted grants and donations received to offset the costs of specific library programs.

Toronto Public Library is projecting that savings in salaries and benefits will continue to year-end resulting in a year-end variance of \$0.551 million or 0.3% under the 2013 Approved Net Operating Budget.

The **Association of Community Centres (AOCCs)** reported net under-spending of \$0.144 million or 2.7% of planned expenditures for the nine-month period ended September 30, 2013. The variance consisted of lower gross expenditures of \$0.144 million or 2.6% due to utility savings and delay in purchases which will be made later in the year.

The Association of Community Centres forecasts over-spending of \$0.063 million or 0.9% at year-end. This is mainly attributed to costs associated with the implementation of the 2012 Council-approved service level reductions, salary and benefit costs related to parental leave and retiree benefits, as well as increased contracted service costs.

Exhibition Place reported net under-spending of \$0.328 million of planned expenditures for the nine-month period ended September 30, 2013. The under-expenditure was primarily attributed to management energy initiatives and savings from Energy Retrofit Projects (\$0.773 million), which were partially offset by the increase in other expenditures (\$0.100 million) and lower than expected revenue (\$0.344 million).

At this time, it is forecasted that Exhibition Place will be on budget at year-end.

Theatres reported net over-spending of \$0.295 million or 8.9% for the nine-month period ended September 30, 2013. The unfavourable variance was primarily attributed to low ticket sales and

ancillary revenues for a show at Sony Centre for the Performing Arts (\$0.201 million) and revenue losses from show cancellations and one-off bookings affecting ancillary revenues and crew recoveries at the St. Lawrence Centre for the Arts (\$0.131 million), which are partially offset by higher than budget crew recovery revenues at Toronto Centre for the Arts (\$0.037 million).

For the year-end, all 3 theatres are projecting net over-spending: Sony Centre for the Performing Arts (\$0.059 million), St. Lawrence Centre for the Arts (\$0.297 million) and Toronto Centre for the Arts (\$0.161 million). As part of the Core Service Review, each theatre retained a consultant in 2013 to develop creative, cost effective, and sustainable long-term strategic and business plans that would minimize the City's tax funding. As a result, the Theatres Working Group was created to explore operational opportunities for cooperation, coordination and efficiencies for 2014 and future years.

The **Toronto Zoo** reported net under-spending of \$0.635 million or 20.1% for the nine-month period ended September 30, 2013 due higher than expected visitor revenue resulting from a greater mix of adults and seniors, as well as greater than anticipated interest in the Giant Panda Experience, which drove higher retail and food sales per visitor. Consulting and utility costs were slightly less than planned, but are expected to be on budget at year-end.

It is projected that the Toronto Zoo will be under-spent by \$0.012 million or 0.1% at year-end.

The **Arena Boards of Management** reported net under-spending of \$0.143 million for the nine-month period ended September 30, 2013, driven by seasonal fluctuations in revenues and expenditures.

The Arena Boards are projected to be over-spent by \$0.078 million at the end of 2013 mostly driven by \$0.076 million in unexpected repair and maintenance costs at Bill Bolton Arena.

The **Yonge-Dundas Square** reported net over-spending of \$0.045 million or 13.9% for the nine-month period ended September 30, 2013 due to seasonal fluctuations in event support and permitting revenues.

The Yonge-Dundas Square is projecting net under-spending of \$0.127 million or 29.2% at year-end driven by higher than budgeted event support services and sponsorship and signage revenues

Toronto Transit Commission (TTC) reported net under-spending of \$10.047 million or 2.7% (Conventional and Wheel-Trans combined) of planned expenditures for the third quarter. This resulted from gross expenditure savings of \$17.437 million or 1.4% largely from diesel fuel prices and timing of certain non-labour expenses as well as workforce gapping coupled with lower than planned revenue of \$7.390 million or 0.9% due to lower than expected ridership results and a slightly reduced average fare stemming from marginally higher monthly pass sales.

The Toronto Transit Commission is forecasting year-end over-spending of \$0.188 million of the 2013 Approved Net Operating Budget. TTC is projecting to continue to experience lower employee costs, diesel fuel prices and utility rates as well as delays in filling positions resulting

in a projected favourable variance of \$18.0 million. Offsetting these under-expenditures are increased costs of \$9.0 million for accident claim settlements and lower passenger revenues of \$9.0 million from lower than expected ridership and a lower average fare. Therefore, the projected net variance of \$0.188 million is all due to Wheel-Trans as a 3% higher demand for service is expected to drive up sedan taxi service requirements. The increase will be partially offset by reduced accessible taxi service costs as more trips can be accommodated by less expensive sedan taxis and savings from lower diesel fuel costs, workforce gapping and associated benefits in the administrative areas.

Corporate Accounts

Corporate Accounts for the third quarter experienced net under-spending of \$37.389 million or 39.3%. Projections to year-end indicate that Corporate Accounts will be \$78.868 million or 53.4% under the 2013 Approved Net Operating Budget.

Table 13		
Corporate Accounts		
Net Expenditure Variance (\$ Million)		
	September 2013	Projected Y/E 2013
	Over/(Under)	Over/(Under)
Capital & Corporate Financing	(5.6)	(7.5)
Non-Program Expenditures	(13.4)	(49.0)
Non-Program Revenues	(18.4)	(22.4)

Total	(37.4)	(78.9)

Capital and Corporate Financing was under-spent by \$5.649 million or 1.2% net resulting from delay in issuing debt of \$300.000 million from July to the end of September. Projections to year-end indicate Capital and Corporate Financing will be lower by \$7.532 million or 1.2% million net from the deferral in debt issuance of \$300.000 million until 2014. For 2013, \$300.000 million of the \$600.000 million in budgeted debt was issued.

Non-Program Expenditures were under-spent by \$13.386 million or 3.6% net for the nine-month period ended September 30, 2013. This was driven by under-expenditures in Other Corporate Expenditures of \$14.511 million primarily for lifeguards and school crossing guards, service efficiency studies and the difference between actual and accrued salary increases. The under-spending was partially offset by over-expenditures for the Vacancy Rebate Program of \$4.234 million due to rebate provisions for 2013 and prior years.

Non-Program Expenditures are projected to be under-spent by \$48.984 million or 10.0% net by year-end primarily from cost savings for Tax Deficiencies of \$36.444 million as a result of lower than planned appeals and other adjustments. In addition, Other Corporate Expenditures are forecasted to be under-spent by \$14.336 million primarily from the difference between actual and accrued salary increases. These projected under-expenditures will be partially offset by over-spending for the Vacancy Rebate Program of \$4.263 million from pending rebate provisions for 2013 and prior years.

Non-Program Revenues experienced a favourable variance of \$18.354 million or 2.5% for the period ended September 30, 2013. The year-to-date increase in net revenue was primarily driven by the following:

- Increased Municipal Land Transfer Tax net revenue was \$25.414 million or 10.7% from higher than anticipated average home prices and sales activity.
- Receipt of Third Party Sign Tax net revenue was \$5.007 million or 69.9% above budget due to earlier than planned issuance of the 2013 Third Party Sign Tax invoices. Net revenue from the Third Party Sign Tax is anticipated to be \$0.969 million above budget at year-end.
- Woodbine Racetrack Slot Machine net revenue was \$2.526 million or 22.6% higher resulting from a new Ontario Lottery and Gaming hosting fee formula, effective April 1, 2013. Revenues are expected to be higher than planned in 2013 due to increased payments received from April to December.
- Increased Payment in Lieu of Taxes net revenue that was \$2.500 million or 2.7% greater than planned primarily due to higher assessment based revenues.

The favourable year-to-date net revenue noted above was partially offset by lower Supplementary Taxes of \$14.006 million or 61.7% due to the delayed receipt of the supplementary tax roll. Toronto Hydro Dividend Income declined by \$2.005 million or 5.3%. The 2013 budgeted revenue was based on the projected 2012 financial performance; while 2013 actual revenue is based on 2012 final operating results. In addition, Interest and Investment Earnings net revenue was \$1.555 million or 1.7% below budget mainly due to lower than expected interest rates in the first half of 2013 and 5 month delay in \$300 million debt issuance.

Non-Program Revenues are projected to be above budget by \$22.352 million or 2.3% at year-end largely due to higher than anticipated net revenue from the Municipal Land Transfer Tax of \$34.911 million or 11.1% as average home prices and sales were stronger than anticipated. Payment in Lieu of Taxes net revenue is forecast to be \$2.500 million or 2.7% higher primarily from higher assessment based revenues. In addition, Woodbine Racetrack Slot Machine net revenue is forecasted to be \$2.400 million or 16.1% higher from a new Ontario Lottery and Gaming hosting fee formula, effective April 1, 2013. Future years will be unaffected by the new Ontario Lottery and Gaming hosting fee formula.

The projected increase in year-end net revenue, as outlined above, will be partially offset by a decline in Supplementary Taxes of \$9.800 million or 19.6%. The number of properties and assessed values included on the omitted supplementary roles is lower than budgeted and not anticipated to generate the planned revenues. Parking Tag Enforcement and Operations is forecast to experience a decline in net revenues of \$3.000 million or 3.7% largely due to fewer tickets issued. Toronto Hydro Dividend Income is projected at \$2.005 million or 4.5% lower than planned reflecting lower than budgeted Toronto Hydro net income from 2012 results. In addition, Interest and Investment Earnings net revenue is forecasted at \$1.741 million or 1.4% below planned mainly due to lower than expected interest rates and reduced and delayed debt issuance.

Rate Supported Programs

Rate Supported Programs, which include Solid Waste Management Services, Toronto Parking Authority and Toronto Water, collectively reported net under-spending of \$25.395 million or 42.9% for the nine-month period ended September 30, 2013 and are projecting an under-expenditure at year-end of \$25.961 million or 41.1%, as outlined in Table 14 below.

Table 14		
Non Levy Operations		
Net Expenditure Variance (\$ Million)		
	September 2013	Projected Y/E 2013
	Over/(Under)	Over/(Under)
Solid Waste Management Services	0.8	(0.1)
Toronto Parking Authority	(0.5)	0.7
Toronto Water	(25.7)	(26.6)
Total	(25.4)	(26.0)

Solid Waste Management Services (SWMS) reported net over-spending of \$0.781 million or 4.2% of planned expenditures for the nine-month period ended September 30, 2013. The variance primarily consisted of lower than planned salary and benefit expenditures of \$4.568 million driven by various divisional vacancies including temporary seasonal workers, as well as lower than planned expenditures of \$7.405 million for delayed debt charges for Green Lane capital financing, delayed contributions to the vehicle reserve and delayed property tax payments. Savings of \$0.603 million were also realized from lower than expected usage of materials and supplies and delayed purchases of green bins and lower than planned interdivisional charges of \$0.514 million for program support. These under-expenditures totalling \$13.1 million were partially offset by higher costs of \$12 million in increased processing contract costs for recyclable material and organics; contracted collection and fleet maintenance costs. Revenue was 1.0% or \$1.871 million lower than planned primarily due to later than expected revenue of \$1.393 million from the Industrial Stewardship Fund for the Blue Box Program, lower bio-solid disposal and street sweeping waste fees of \$2.669 million due to less tonnage disposed at the Green Lane Landfill, later receipt of Green Lane tipping fees of \$2.681 million and later receipt of revenues of \$1.493 million from collection services for schools and ABCDs. The under-achieved revenue was partially offset by increased revenues from the late receipt of residential 2012 volume based user fees of \$2.153 million; earlier than planned receipt of revenue of \$2.954 million from the sale of recyclables and recovery of costs from capital; increased volumes of paid waste being disposed at Green Lane generating \$0.537 million as well as by one-time Stewardship Ontario funding for Parks collection of \$0.360 million.

For year-end, SWMS is projecting to be under-budget by \$2.341 million or 0.7% compared to the 2013 Approved Operating Budget of \$349.943 million gross and \$2.211 million or 0.6% under the 2013 budgeted revenues of \$349.943 million. This results in a favourable net revenue variance of \$0.129 million at year-end. The gross expenditure variance reflects the impact of vacancies for temporary employees offset by increased costs for processing organics and recyclables. The projected variance in revenues is mainly due to under-achieved revenue in

volume based user fees from multi-residential clients, lower revenue from sales of recyclable materials, lower bag tag revenue and lower than expected biosolid disposal fee revenue from Toronto Water.

The **Toronto Parking Authority** reported a favourable net expenditure variance of \$0.513 million or 1.1% for the nine month period ended September 30, 2013, arising largely from the timing of maintenance work which does not commence until later in the year.

For year-end, the Toronto Parking Authority is projecting an unfavourable variance of \$0.745 million or 1.2% below the 2013 Approved Net Operating Budget of \$63.181 million. The unfavourable net variance is primarily due to higher rent expense projections for new, previously unbudgeted managed locations. Revenues from these locations will not be sufficient to fully offset a projected unfavourable revenue trend attributed to the large number of snow events in February and March which reduced occupancy rates across all locations.

Toronto Water reported net under-spending of \$25.663 million of planned expenditures for the nine month period ended September 30, 2013. The variance consisted of lower than budgeted gross expenditures of \$11.270 million or 1.7% and favourable revenue variance of \$14.393 million of 2.4%, resulting in under-spending of \$25.663 million or 30.1%. Lower than budgeted gross expenditures were mainly due to \$8.124 million in salary and benefit savings arising from positions to be filled and \$1.646 million in lower costs of chemicals. Over-achieved revenue of \$14.393 million was predominantly from a lower drop in residential consumption than originally forecasted (1% decrease compared to budgeted decrease of 3.3%), resulting in \$11.228 million higher revenues; higher revenue from industrial waste and private water agreements of \$1.206 million due to higher volume; and higher than expected recoveries from new water and wastewater service connections of \$5.236 million. The over-achieved revenue was partially offset by lower consumption from the Region of York of \$3.277 million.

Toronto Water is projecting a year-end variance of \$26.576 million or 1.9% under the 2013 Approved Net Operating Budget. Expenditure savings of \$17.986 are primarily due to savings in salaries and benefits (\$12.119 million), water treatment and production efficiencies (\$3.000 million), and lower costs of chemicals (\$2.400 million). Revenues are forecasted to be 0.9% or \$8.590 million greater than planned due to higher volumes for the sale of water (\$5.522 million), higher number of waste agreements (\$1.968 million); and additional recoveries such as hydro rebate incentives (\$1.100 million).



CITY OF TORONTO
CONSOLIDATED APPROVED COMPLEMENT
FOR THE NINE MONTHS ENDED SEPTEMBER 30, 2013

Program/Agency	Operating Positions				Capital Positions				Total Positions			
	Budget	Actual	Over / (Under)	%	Budget	Actual	Over / (Under)	%	Budget	Actual	Over / (Under)	%
Citizen Centred Services "A"												
Affordable Housing Office	19.0	17.0	(2.0)	-10.5%	0.0	0.0	0.0	na	19.0	17.0	(2.0)	-10.5%
Children's Services	922.5	922.5	0.0	0.0%	9.0	9.0	0.0	0.0%	931.5	931.5	0.0	0.0%
Court Services	284.0	282.0	(2.0)	-0.7%	0.0	0.0	0.0	na	284.0	282.0	(2.0)	-0.7%
Economic Development & Culture	264.8	259.8	(5.0)	-1.9%	9.0	9.0	0.0	0.0%	273.8	268.8	(5.0)	-1.8%
Emergency Medical Services	1,263.0	1,231.0	(32.0)	-2.5%	1.5	0.5	(1.0)	-66.7%	1,264.5	1,231.5	(33.0)	-2.6%
Long Term Care Homes & Services	2,151.3	2,151.3	0.0	0.0%	0.0	0.0	0.0	na	2,151.3	2,151.3	0.0	0.0%
Parks, Forestry & Recreation	4,191.5	4,057.8	(133.7)	-3.2%	33.0	33.0	0.0	0.0%	4,224.5	4,090.8	(133.7)	-3.2%
Shelter, Support & Housing Administration	730.4	730.4	0.0	0.0%	0.5	0.5	0.0	0.0%	730.9	730.9	0.0	0.0%
Social Development, Finance & Administration	125.3	122.8	(2.5)	-2.0%	0.0	0.0	0.0	na	125.3	122.8	(2.5)	-2.0%
Toronto Employment & Social Services	2,186.0	2,099.4	(86.6)	-4.0%	3.0	3.0	0.0	0.0%	2,189.0	2,102.4	(86.6)	-4.0%
Sub-Total Citizen Centred Services "A"	12,137.8	11,873.9	(263.8)	-2.2%	56.0	55.0	(1.0)	-1.8%	12,193.8	11,928.9	(264.8)	-2.2%
Citizen Centred Services "B"												
City Planning	339.0	319.0	(20.0)	-5.9%	12.5	9.5	(3.0)	-24.0%	351.5	328.5	(23.0)	-6.5%
Fire Services	3,170.3	3,107.5	(62.8)	-2.0%	0.0	0.0	0.0	na	3,170.3	3,107.5	(62.8)	-2.0%
Municipal Licensing & Standards	452.6	427.0	(25.6)	-5.7%	0.0	0.0	0.0	na	452.6	427.0	(25.6)	-5.7%
Policy, Planning, Finance and Administration	192.1	157.2	(35.0)	-18.2%	0.0	0.0	0.0	na	192.1	157.2	(35.0)	-18.2%
Engineering and Construction Services	139.8	103.5	(36.3)	-26.0%	414.3	382.6	(31.7)	-7.7%	554.1	486.1	(68.0)	-12.3%
Toronto Buildings	425.0	402.0	(23.0)	-5.4%	6.0	4.0	(2.0)	-33.3%	431.0	406.0	(25.0)	-5.8%
Transportation Services	1,029.1	856.0	(173.1)	-16.8%	57.3	47.7	(9.6)	-16.8%	1,086.3	903.6	(182.7)	-16.8%
Sub-Total Citizen Centred Services "B"	5,747.9	5,372.1	(375.8)	-6.5%	490.1	443.8	(46.3)	-9.4%	6,237.9	5,815.9	(422.1)	-6.8%
Internal Services												
Office of the Chief Financial Officer	94.0	88.0	(6.0)	-6.4%	31.0	20.0	(11.0)	-35.5%	125.0	108.0	(17.0)	-13.6%
Office of the Treasurer	698.0	643.0	(55.0)	-7.9%	43.0	30.0	(13.0)	-30.2%	741.0	673.0	(68.0)	-9.2%
Facilities Management & Real Estate	770.2	695.0	(75.2)	-9.8%	78.0	52.0	(26.0)	-33.3%	848.2	747.0	(101.2)	-11.9%
Fleet Services	174.0	155.0	(19.0)	-10.9%	0.0	0.0	0.0	na	174.0	155.0	(19.0)	-10.9%
Information & Technology	587.0	462.0	(125.0)	-21.3%	161.0	79.0	(82.0)	-50.9%	748.0	541.0	(207.0)	-27.7%
311 Toronto	154.0	136.0	(18.0)	-11.7%	28.0	11.0	(17.0)	-60.7%	182.0	147.0	(35.0)	-19.2%
Sub-Total Internal Services	2,477.2	2,179.0	(298.2)	-12.0%	341.0	192.0	(149.0)	-43.7%	2,818.2	2,371.0	(447.2)	-15.9%
City Manager												
City Manager's Office	388.5	360.0	(28.5)	-7.3%	36.0	27.0	(9.0)	-25.0%	424.5	387.0	(37.5)	-8.8%
Sub-Total City Manager	388.5	360.0	(28.5)	-7.3%	36.0	27.0	(9.0)	-25.0%	424.5	387.0	(37.5)	-8.8%
Other City Programs												
City Clerk's Office	392.8	381.0	(11.8)	-3.0%	9.8	8.0	(1.8)	-17.9%	402.5	389.0	(13.5)	-3.4%
Legal Services	294.0	289.0	(5.0)	-1.7%	0.0	0.0	0.0	na	294.0	289.0	(5.0)	-1.7%
Mayor's Office	19.0	19.0	0.0	0.0%	0.0	0.0	0.0	na	19.0	19.0	0.0	0.0%
City Council	176.0	176.0	0.0	0.0%	0.0	0.0	0.0	na	176.0	176.0	0.0	0.0%
Sub-Total Other City Programs	881.8	865.0	(16.8)	-1.9%	9.8	8.0	(1.8)	-17.9%	891.5	873.0	(18.5)	-2.1%
Accountability Offices												
Auditor General's Office	29.0	26.0	(3.0)	-10.3%	0.0	0.0	0.0	na	29.0	26.0	(3.0)	-10.3%
Integrity Commissioner's Office	2.0	2.0	0.0	0.0%	0.0	0.0	0.0	na	2.0	2.0	0.0	0.0%
Lobbyist Registrar's Office	8.3	7.0	(1.3)	-15.7%	0.0	0.0	0.0	na	8.3	7.0	(1.3)	-15.7%
Ombudsman's Office	11.0	10.7	(0.3)	-2.7%	0.0	0.0	0.0	na	11.0	10.7	(0.3)	-2.7%
Sub-Total Accountability Offices	50.3	45.7	(4.6)	-9.1%	0.0	0.0	0.0	na	50.3	45.7	(4.6)	-9.1%
TOTAL - CITY OPERATIONS	21,683.4	20,695.7	(987.6)	-4.6%	932.8	725.8	(207.1)	-22.2%	22,616.2	21,421.5	(1,194.7)	-5.3%
Agencies												
Toronto Public Health	1,837.7	1,765.0	(72.7)	-4.0%	37.5	17.0	(20.5)	-54.7%	1,875.2	1,782.0	(93.2)	-5.0%
Toronto Public Library	1,713.4	1,653.4	(60.0)	-3.5%	0.0	0.0	0.0	na	1,713.4	1,653.4	(60.0)	-3.5%
Association of Community Centres	81.5	81.5	0.0	0.0%	0.0	0.0	0.0	na	81.5	81.5	0.0	0.0%
Exhibition Place	397.5	397.5	0.0	0.0%	0.0	0.0	0.0	na	397.5	397.5	0.0	0.0%
Heritage Toronto	6.0	6.0	0.0	0.0%	0.0	0.0	0.0	na	6.0	6.0	0.0	0.0%
Theatres	165.2	150.8	(14.4)	-8.7%	0.0	0.0	0.0	na	165.2	150.8	(14.4)	-8.7%
Toronto Zoo	419.4	412.4	(7.0)	-1.7%	0.0	0.0	0.0	na	419.4	412.4	(7.0)	-1.7%
Arena Boards of Management	68.2	65.2	(3.0)	-4.4%	0.0	0.0	0.0	na	68.2	65.2	(3.0)	-4.4%
Yonge Dundas Square	6.5	6.5	0.0	0.0%	0.0	0.0	0.0	na	6.5	6.5	0.0	0.0%
TTC - Conventional & WT	11,830.0	11,598.0	(232.0)	-2.0%	1,841.0	1,575.0	(266.0)	-14.4%	13,671.0	13,173.0	(498.0)	-3.6%
Toronto Police Service	7,868.0	7,406.0	(462.0)	-5.9%	0.0	0.0	0.0	na	7,868.0	7,406.0	(462.0)	-5.9%
Toronto Police Services Board	8.0	8.0	0.0	0.0%	0.0	0.0	0.0	na	8.0	8.0	0.0	0.0%
TOTAL - AGENCIES, BOARDS & COMMISSIONS	24,401.4	23,550.3	(851.1)	-3.5%	1,878.5	1,592.0	(286.5)	-15.3%	26,279.9	25,142.3	(1,137.6)	-4.3%
Corporate Accounts												
Parking Tag Enforcement & Oper.	394.0	393.0	(1.0)	-0.3%	0.0	0.0	0.0	na	394.0	393.0	(1.0)	-0.3%
TOTAL - CORPORATE ACCOUNTS	394.0	393.0	(1.0)	-0.3%	0.0	0.0	0.0	na	394.0	393.0	(1.0)	-0.3%
TOTAL LEVY OPERATIONS	46,478.8	44,639.0	(1,839.7)	-4.0%	2,811.3	2,317.8	(493.6)	-17.6%	49,290.1	46,956.8	(2,333.3)	-4.7%
Non Levy Operations												
Solid Waste Management Services	1,091.7	1,033.0	(58.7)	-5.4%	27.0	18.0	(9.0)	-33.3%	1,118.7	1,051.0	(67.7)	-6.1%
Toronto Parking Authority	295.7	289.7	(6.0)	-2.0%	0.0	0.0	0.0	na	295.7	289.7	(6.0)	-2.0%
Toronto Water	1,696.3	1,431.5	(264.8)	-15.6%	30.5	30.5	0.0	0.0%	1,726.8	1,462.0	(264.8)	-15.3%
TOTAL NON LEVY OPERATIONS	3,083.7	2,754.2	(329.5)	-10.7%	57.5	48.5	(9.0)	-15.7%	3,141.2	2,802.7	(338.5)	-10.8%
GRAND TOTAL	49,562.5	47,393.2	(2,169.3)	-4.4%	2,868.8	2,366.3	(502.6)	-17.5%	52,431.3	49,759.5	(2,671.8)	-5.1%