

## **Corporate Services**

2023 Operating Budget and 2023-2032 Capital Budget & Plan Briefing to Budget Committee

January 12, 2023

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## Corporate Services



311 Toronto

Single point of access to City Services & modernizing customer experience across service channels (digital, phone, in-person)



CORPORATE REAL ESTATE MANAGEMENT

Provide access to safe, clean and operational
City facilities and ensure they are economically and environmentally sustainable



ENVIRONMENT & CLIMATE

Stewardship to minimize the environmental impact to the public so public can live, work, build & commute in a city where GHG emissions are reduced



FLEET SERVICES

Ensure the City has safe, available, reliable & environmentally sustainable fleet assets to meet their service delivery requirements



OFFICE OF THE CISO

Strengthen the City's cyber security posture, build a cyber smart workforce and minimize the impact of cyber incidents that negatively impact the City.



TECHNOLOGY SERVICES

Effectively enable the delivery of City services by ensuring the City's technology environment is resilient, robust and agile

## Scope of Service Delivery





- Access to nonemergency City services, programs & information
- Over 475,000 service requests in 2022
- Strategic evolution of customer experience standards



CORPORATE REAL ESTATE MANAGEMENT

- Life cycle asset management of over 478 facilities
- Project management & operational services across City portfolio
- Manage over 1,000 leases & provide property management services & support Citywide



ENVIRONMENT & CLIMATE

- Leads implementation of TransformTO, the City of Toronto's climate change action strategy
- Leads & coordinates
   City action on
   greenhouse gas
   reduction targets,
   including over \$2 billion
   of investments (total
   project cost) in the
   City's 10 year capital
   plan



FLEET SERVICES

- Stewardship over 8,000 fleet assets
  - Network of fuel & electric charging sites
- Largest municipal fleet in Canada & one of the most specialized & diverse in North America



OFFICE OF THE CISO

- Enhances cyber resiliency & intelligence capabilities
- Provide cyber awareness training to staff
  - Provides 24/7 cyber threat monitoring, management, and cyber incident response services



TECHNOLOGY SERVICES

- 850 enterprise & business solutions / applications
- 22,000+ Mobile Devices
- 24,000+ computers
- 3 data centres, 1,900 servers, 7x24x365
- 780+ facilities networked / 84,000+ switches, routers, hubs & ports

## **Services & Outcomes**

### **Strategic Outcomes**



#### Housing

All Torontonians have access to housing that is safe, affordable and suitable to their needs.



#### **Mobility**

Toronto's transportation network is accessible, resilient and reliable, where residents and businesses are connected to vibrant communities.



#### **Climate Action**

Toronto's climate action initiatives mitigate the impact of climate events on the well being and prosperity of residents and businesses.



#### **A Well Run City**

**Corporate Outcomes** 

Toronto's municipal operations are effective, efficient and resilient in order to support service delivery.

Toronto's residents and businesses can conveniently transact and interact with their municipal government where, when and how they want.



#### People & Neighbourhoods

All Torontonians feel safe and secure, and live in healthy, inclusive and culturally rich neighbourhoods. Toronto's **economy is resilient and prosperous**with opportunities for
residents and businesses.



#### **Equity**

All Torontonians have equitable access to City services and poverty is mitigated, especially for Indigenous, Black and equity-seeking groups.



Toronto's funding for services is adequate and sustainable to meet the needs of Toronto residents and businesses in the near and long term.

Toronto's tax dollars are invested in services with the highest value for residents and businesses.



## **Priority Areas**

#### **MODERNIZING GOVERNMENT**



- Customer Experience Deliver simple, easy, & accessible services to the public across multiple channels (i.e. digital, phone, in-person). Focused on accelerating digital processes (i.e. payments, service requests, appt booking). & optimizing operational delivery.
- Workplace Modernization Program Effective use of real estate coupled with modern office space & flexible work culture
- Digital Equity Address barriers & digital access ensuring the public is connected not divided by technology
- Corporate Standardization & Centralization Centralizing & integrating key corporate services to create greater value, efficiencies, & standards processes across the City (i.e., Real Estate, Fleet, Technology / Cybersecurity)

#### A Well Run City

**Financial Sustainability** 

Housing

People & Neighbourhoods

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#### **CLIMATE ACTION**

- Lead the implementation of TransformTO to support a net zero city by 2040
- Support climate-informed decision-making & implementation of carbon reduction projects corporately & community-wide
- Implement the Net Zero Carbon Plan for City-owned buildings and the Sustainable Fleet Plan to reduce GHGs and build resilience in City assets

#### **Climate Action**



#### **ASSET LIFECYCLE MANAGEMENT**

- Safe, compliant and accessible assets to deliver City services
- Optimize use of City assets to achieve greatest value and to serve a growing city
- Accelerate data analysis and data sharing capabilities for City programs

#### Financial Sustainability

A Well Run City

#### RESILIENCE



- Invest in and strengthen the City's technology infrastructure to allow for a more resilient and agile workforce
- Enhance the City's cyber resilience to minimize impacts of cyber attacks
- Ensure the organization has the staff with the right skills to meet baseline operational requirements

A Well Run City

## 2023 Budget Overview

Operating Budget												
	2022 Budget	2022 Projection*	2023 Budget	Chg fron Projec		оитьоок						
\$ Millions	Budget	Projection	buaget	\$'s	%	2024	2025					
Revenues	\$181.6	\$155.1	\$186.1	\$31.0	20.0%	\$180.4	\$181.0					
Gross Expenditures	\$498.6	\$459.5	\$500.0	\$40.5	8.8%	\$529.5	\$537.9					
Net Expenditures (including COVID-19)	\$316.9	\$304.4	\$313.9	\$9.5	3.1%	\$349.1	\$357.0					
Required COVID-19 Support	\$12.1	\$11.4	\$6.6	(\$4.9)	(42.6%)							
Net Budget (excluding COVID-19 supports)	\$304.8	\$293.0	\$307.4	\$14.4		\$349.1	\$357.0					
Approved Positions	2,389.0	N/A	2,382.0	N/A	N/A	2,379.0	2,379.0					

<sup>\*</sup>Projection is based on 9 Month Variance

10 Year Capital Budget & Plan										
\$ Millions	2023	2024-2032	Total							
Gross Expenditures	\$559.6	\$2,812.5	\$3,372.0							
Debt	\$213.4	\$650.3	\$863.7							
Note: Includes 2022 carry forward funding to 2023										

## 2023 Key Risks & Challenges





#### MODERNIZING GOVERNMENT

- Accelerating modernization & re-design of service delivery in more agile ways (greater ecosystem of partners) to support baseline operations
- Organizational readiness for modernization and transformation including ModernTO Workplace Modernization, Office 365, Customer Experience & service delivery, etc.
- Prioritization of critical corporate transformation of services (Real Estate, Technology, Fleet, Cybersecurity) & strategies (climate action) due to fiscal & resource challenges



#### **CLIMATE ACTION**

- Ability to achieve TransformTO & Council goals of net-zero by 2040 requires action and investment from all orders of government
- Actions and behaviours must be transformed across all governments and Toronto's residential, institutional, and business communities





- Balancing client needs while modernizing and optimizing the City's asset base across 478 facilities, 8,000 vehicles and 48,000 computers and phones to realize the best use and value from our assets
- Modernizing the technology environment to manage 850 software applications and centralize shared technology platforms while ensuring continued business operations
- Managing impacts on the global supply chain, ability to procure & receive technology assets, vehicles & cost increases and price volatility of construction materials impacting construction projects across the City



#### **RESILIENCE**

- Aging building stock and asset base and the need for continued investment to maintain operations while incorporating resiliency efforts
- Increased levels and sophistication of cyber attacks as we continue to digitize
- Balancing City-wide priorities, resources and funding to address impacts and demands from COVID-19 response and recovery efforts
- Attract and retain staff in a competitive job market

## 2023 Priority Actions

#### **MODERNIZING GOVERNMENT**



- Accelerate Digital Transformation of City services. Examples include ConnectTO, Concept to Keys (C2K), unified and standardized customer experience (i.e., payments, service requests). Advance innovative initiatives and partnerships to accelerate digital services including payments, appointment bookings, permits/licenses, complaints, etc.
- Implement **new customer service operating model to centralize** customer experience including setting corporate standards; developing digital capabilities; optimizing service channels (online, counters, contact centres)
- Workplace Modernization Program, including collapse of 6 external leases and modernize additional floors to reduce the City's real estate footprint and support long-term financial sustainability



#### **CLIMATE ACTION**

- Accelerate the electric vehicle charging station network and the conversion of light duty vehicles to electric vehicles under the Sustainable Fleets Plan
- Continue the design and implementation of 5 net zero pilot projects at City facilities under the Organization's Net Zero Carbon Plan
- Advancing net-zero emissions development community wide by 2030 or earlier, through the Toronto Green Standard at site-plan, and Energy Strategy requirement at rezoning
- Continuing to leverage existing City assets for climate action, including SolarTO, Wastewater Renewable Energy program, and exploring new programs



#### **ASSET LIFECYCLE MANAGEMENT**

- Life Cycle Asset Management Program for City facilities, investment in SOGR and continued optimization of Fleet assets to comply with legislative / health & safety requirements and prioritize investments to align with modernization strategies, including ModernTO and Telematics.
- Continue implementation of the City-wide fire and life safety Master Fire Program working towards achieving at least 95 per cent compliance with the Ontario Fire Code
- Continued investment in optimizing and modernizing the City's technology assets to meet business and resident needs



#### **RESILIENCE**

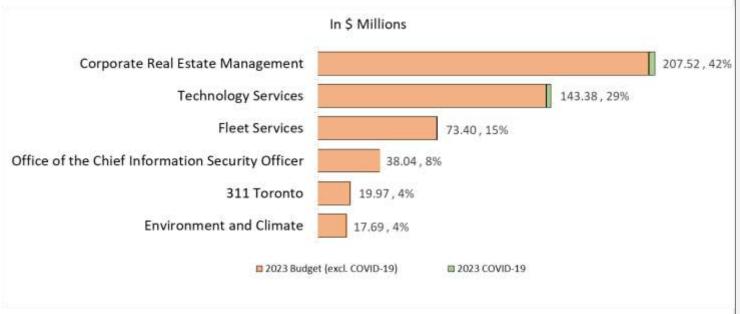
- On-going, proactive investment in technology and people to mitigate enterprise risk, and maintain business continuity
- Enhanced Cybersecurity controls and processes for ongoing threat monitoring and threat intelligence to address increasing volume of cyber threats
- Enable the delivery of housing and shelter initiatives, increased and accelerated due to the pandemic, through corporate real estate expertise and resources

# 2023 Operating Budget Submission



## 2023 Gross Operating Budget - \$500.0 Million

### **2023 Gross Operating Expenditures**



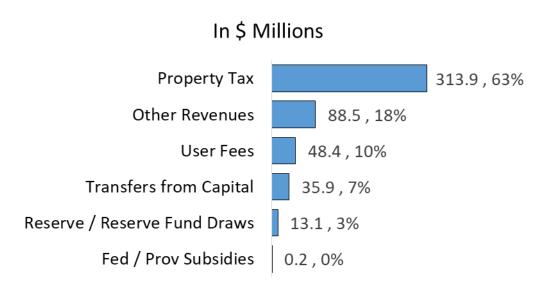
#### **Key Points**

#### The 2023 Gross Operating Budget:

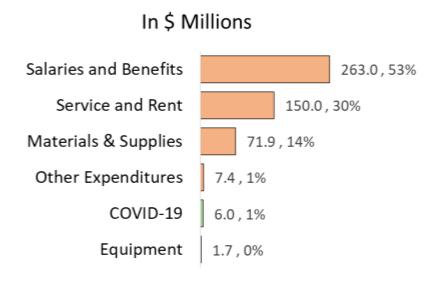
- Supports legislative and health & safety requirements through life-cycle asset management services across 478 City-owned facilities and 8,000 vehicles
- Provides Climate Action leadership and support through development and implementation of strategic community and corporate-wide environment, climate and energy policies and programs to advance the City's overall sustainability outcomes.
- Addresses the development of the resiliency through cyber resiliency and cyber intelligence, investments in technology and people to mitigate enterprise risk, maintain business continuity, and access to non-emergency City services, programs and information 24 hours a day, seven days a week.
- Enables the **modernization of government** through digitization of City services, a new customer service operating model and operationally effective use of City real estate.

## How the Budget is Funded & Where the Money Goes

## Where the Money Comes From (\$500.0M)



## Where the Money Goes (\$500.0M)



## **2023 Net Operating Budget**

	2024	2022	2022		2023		2022		
(In \$000s)	2021 Actual	2022 Projection	2022 Budget	Base Budget	COVID Pressure	New / Enhanced	2023 Budget		
By Program	\$	\$	\$	\$		\$	\$	\$	%
Net Expenditures									
Corporate Real Estate Management	101,342.8	113,909.9	111,529.4	107,070.3	3,935.7		111,006.0	(2,903.9)	(2.5%)
Technology Services	95,748.9	104,361.4	111,823.5	108,163.6	2,468.9		110,632.5	6,271.2	6.0%
Fleet Services	27,527.4	37,642.3	29,202.7	31,720.1	156.0	689.4	32,565.5	(5,076.8)	(13.5%)
Office of the Chief Information Security Officer	15,822.6	24,301.4	40,132.4	35,042.4			35,042.4	10,740.9	44.2%
Environment & Climate	11,702.6	13,353.0	13,590.2	13,590.2			13,590.2	237.2	1.8%
311 Toronto	10,329.7	10,849.0	10,661.5	11,092.1			11,092.1	243.1	2.2%
Total Net Expenditures	262,474.0	304,416.9	316,939.7	306,678.7	6,560.6	689.4	313,928.7	9,511.8	3.1%

(In \$000s)	2021 Actual	2022 Projection	2022 Budget	2023 Budget		v. 2022 ection
Service Area	\$	\$	\$	\$	\$	%
Revenue Loss	1,907.0	556.6	556.6	556.6		
Expenditure Increase	2,187.9	10,873.8	11,567.1	6,004.0	(4,869.8)	(44.8%)
Total COVID-19 Impact	4,094.9	11,430.4	12,123.7	6,560.6	(4,869.8)	(42.6%)

- Corporate Services experienced an opening \$34.9 million in budget pressures from 2022 to 2023, primarily driven by market conditions and inflationary increases from utilities (including fuel), external contracts, and salaries
- To address this, staff identified \$33.1 million in offsets including forecast adjustments to fuel pricing, contract management and operational adjustments at City facilities, alignment of budget to expected hiring plans, deferral of operating impacts of capital projects based on updated timelines, decommissioning of obsolete technology, and other adjustments to address affordability
- The 2023 budget includes a \$5.6 million reduction compared to the 2022 budget in COVID operating impacts from the removal of enhanced cleaning at City facilities and lower fleet rentals to address COVID operational requirements
- The \$9.5 million increase compared to the 2022 projection is driven by inflationary increases related to contracted services, utilities, fuel and salaries; new services to support the Parks, Forestry and Recreation 2023 initiative to allow for the use of services within City parks earlier in the Spring; both offset partially by affordability measures noted above

# 2023-2032 Capital Budget & Plan Submission



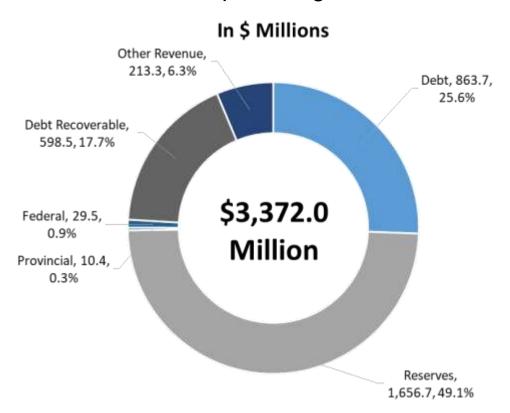
## \$3.4 Billion 10-Year Gross Capital Program

			₩ <sub>0</sub>	
Life Cycle Asset Management	Strategic Real Estate Development	Tools & Technology	Climate Action	Resilience
\$1,988.2 M 59.0%	\$805.6M 23.9%	\$192.1M 5.7%	\$331.9M 9.8%	\$54.2M 1.6%
<ul> <li>Facility State of Good Repair</li> <li>Fleet Replacement</li> <li>Technology Life Cycle Asset Management</li> <li>Accessibility for Ontarians with Disabilities Act (AODA)</li> </ul>	<ul> <li>St. Lawrence Market North</li> <li>New Etobicoke CC</li> <li>Old City Hall</li> <li>Workplace Modernization Program</li> <li>Property Acquisition for Strategic City Building</li> </ul>	<ul> <li>Software development &amp; purchases</li> <li>Customer Experience Improvements</li> <li>Facility Security Infrastructure</li> <li>Cyber Investments</li> </ul>	<ul> <li>TransformTO</li> <li>Net-Zero Implementation</li> <li>Sustainable Energy Plan Financing</li> <li>Climate Resiliency</li> <li>Green Fleet Plan</li> </ul>	<ul> <li>Energy Conservation &amp; Demand Management</li> <li>Building Automation System</li> <li>Energy Audits</li> <li>Electrical Resiliency</li> </ul>

## 2023-2032 Capital Program Breakdown - \$3,372.0 Million

### Where the Money Comes From

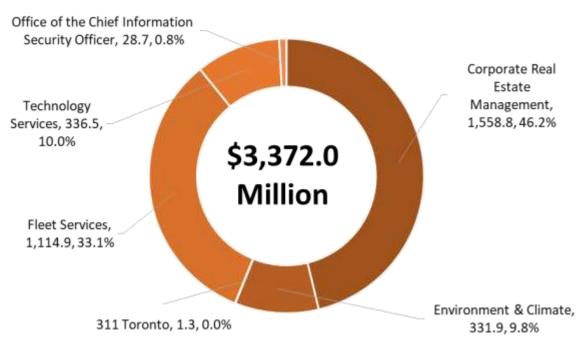
2023-2032 Capital Budget and Plan



### Where the Money Goes

2023-2032 Capital Budget and Plan

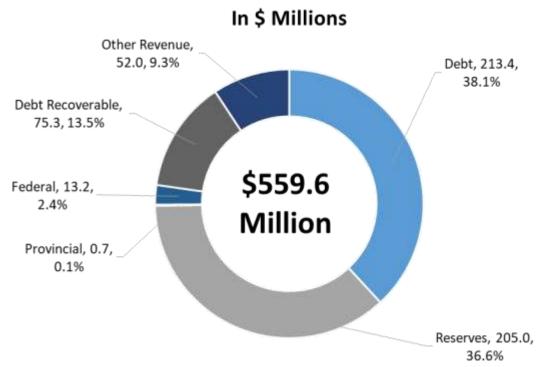




## 2023 Capital Program Breakdown - \$559.6 Million

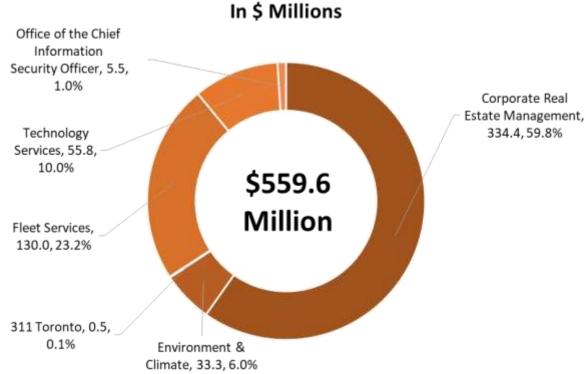
### Where the Money Comes From

2023 Capital Budget



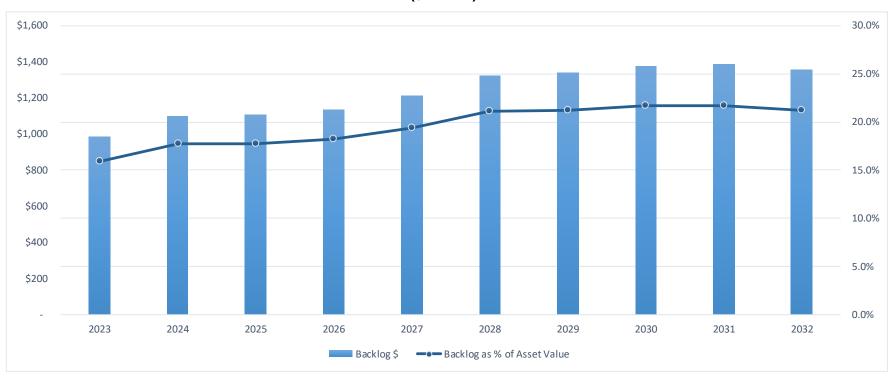
### Where the Money Goes

2023 Capital Budget



## State of Good Repair (SOGR) Funding and Backlog

### Accumulated Backlog by Program and Backlog % Asset Value (\$ Million)



\$Millions	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
Backlog \$	\$982.5	\$1,099.3	\$1,109.7	\$1,135.8	\$1,212.1	\$1,325.2	\$1,337.3	\$1,374.7	\$1,386.7	\$1,356.1
Backlog as % of Asset Value	15.9%	17.7%	17.8%	18.2%	19.4%	21.1%	21.2%	21.6%	21.7%	21.2%

<sup>•</sup> Staff will continue to review SOGR challenges and develop a strategy, in partnership with Corporate partners, to address the growing backlog for the 2024 budget process

## **Climate Lens**

Capital Projects supporting Climate Actions			\$ Million								
Description	Reduces GHG Emissions	Improves Climate Resiliency	2023 Budget	2024 – 2032 Plan							
Existing Projects and/or Changes to Projects (Based on 2023 - 2032 Capital Budget and Plan)											
1050 Ellesmere Building Enhancements	Yes	Yes	14.3	21.3							
Building Automation System (BAS)	Yes	Yes	2.8								
Energy Conservation & Demand Management	Yes	Yes	5.5								
Mechanical and Electrical	Yes	Yes	0.1	9.0							
Net Zero Carbon Plan Program	Yes	Yes	1.8								
New Etobicoke Civic Centre	Yes	Yes	36.1	364.0							
Office Portfolio Optimization	Yes	Yes	26.3	186.9							
St. Lawrence Market North Redevelopment	Yes	Yes	34.1								
Structural / Building Envelope	Yes	Yes	4.4								
Wellington Destructor - Construction	Yes	Yes	8.2	24.0							
Combined Heat & Power (CHP)	Yes	Yes		27.0							
Community Energy Planning	Yes	Yes	0.7								
Community Initiatives - Existing Building Retrofits	Yes	Yes	10.0								
District Energy Systems	Yes	Yes		18.0							
New Development Sustainable Energy Plan Financing	Yes	Yes	10.0								
Renewable Energy Program - Geoexchange	Yes	Yes		4.5							
Renewable Thermal Energy Program	Yes	Yes	6.6								
Residential Energy Retrofit Program (HELP)	Yes	Yes	5.5								
ZEV Fleet Replacement	Yes	Yes	79.5								
ZEV Charging Infrastructure	Yes	Yes	1.9								
Sustainable Fleet Project	Yes	Yes	0.1	0.6							
New Projects added to the 2023 - 2032 Capital Budget and Plan				I							
Community Initiatives - Existing Building Retrofits	Yes	Yes	0.5	4.6							

## **Thank You**



## **Appendices**



## **COVID-19 Financial Impact - Operating**

			In \$ Tho	usands	
COVID 10 loops at a	20	22		2023	
COVID-19 Impacts	Budget	Projection*	Revenues	Gross	Net
Revenue Loss					
Leasing Revenue	556.6	556.6	(556.6)		556.6
Sub-Total	556.6	556.6	(556.6)		556.6
<b>Expenditure Increase</b>					
Enhanced Cleaning Services	2,132.8	2,648.8	120.9	120.9	
Required Security Services	3,379.1	3,534.4		3,379.1	3,379.1
Return to Office Costs	663.5	773.6			
Personal Protective Equipment		1,839.9			
Fuel Volume	431.7	117.0		16.5	16.5
Fleet Services and Rents	2,491.0	670.0		139.5	139.5
Enhancements to Support Remote Working	2,469.0	2,889.6		2,468.9	2,468.9
Sub-Total	11,567.1	12,473.3	120.9	6,124.9	6,004.0
Savings Due to Underspending					
Facilities Maintenance Services		(1,037.9)			
Utilities		(561.6)			
Sub-Total		(1,599.5)			
Total COVID-19 Impact	12,123.7	11,430.4	(435.7)	6,124.9	6,560.6

<sup>\* 2022</sup> Projection based on 9 Month Variance

#### **Impacts**

#### **Corporate Real Estate Management**

- Losses in leasing revenue from Toronto Parking Authority and Union Station expected to continue
- Continued security requirements to support City Parks

#### **Fleet Services**

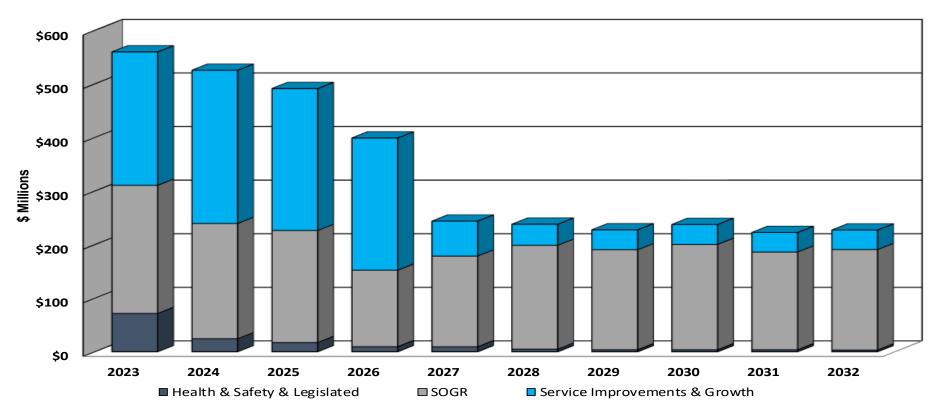
- Additional rental vehicles to ensure health and safety of City staff and support of vaccination programs
- Increased fuel volume demands due to additional rental vehicles

#### **Technology Services**

 Technology requirements to support the expanding remote and digital capabilities for mobile work, virtual council and remote teams

<sup>\*\*</sup> Should only reflect COVID-19 program-specific funding that is budgeted or received. Please exclude COVID-19 budget and actuals that are within corporate accounts.

### 2023 – 2032 Capital Budget & Plan by Project Category



		2023 - 2032 Tabled Capital Budget and Plan by Category										
\$ Millions	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	Total	
Health & Safety & Legislated	71.6	24.4	17.2	9.4	9.3	4.8	3.8	3.8	3.8	3.3	151.4	
SOGR	239.1	215.1	209.1	142.8	169.3	193.8	186.7	196.7	182.4	187.6	1,922.6	
Service Improvements & Growth	248.8	285.9	264.8	246.7	65.2	39.4	37.2	37.2	36.5	36.5	1,298.0	
Total	559.6	525.4	491.2	398.9	243.8	238.1	227.6	237.6	222.6	227.3	3,372.0	

## **How the 10-Year Capital Program is Funded**

City of Toronto		Provincia	l Funding	Federal Funding			
\$ 3,332.2M		\$10	.4M	\$29.5M			
98.8%		0.	3%	0.9%			
Debt	\$863.7M	Other	\$ 10.4 M	Other	\$29.5 M		
Reserve/Reserve Funds	\$1,656.7M						
Debt Recoverable	\$598.5M						
Other	\$213.3M						

## **Anticipated Unfunded Capital**

### **Anticipated Unfunded Capital: \$1,956.8 Million, including:**

Businet Description	Total	Debt	Other				Cas	sh Flow (In	\$ Millions)				
Project Description	Project	Required	Non Debt	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032
NOT INCLUDED													
Revised Plan for Future Uses of Old City Hall - Detailed				<del></del>	<del></del>	, <del></del>						1	1
Design & Construction	42.1	42.1		J	21.0	21.0							<u> </u>
Net Zero Carbon Plan - 2023 Work Plan	41.6	41.6	,	7.4	11.3	15.2	7.0	0.8				<u> </u>	
Net Zero Carbon Plan - Future Years	308.4	308.4	,	J	7.4	18.7	33.8	40.8	41.6	41.6	41.6	41.6	41.6
SLM South Lower Level Re-Design	20.6	20.6	,	J	0.3	8.5	11.9					<u> </u>	
SOGR Backlog	1,281.8	1,281.8	,	74.1	145.5	153.9	165.5	182.8	190.8	185.5	58.7	61.0	64.1
EV Premium on Medium/Heavy	66.5		66.5	1.2	4.0	4.0	4.8	6.7	8.6	12.0	10.3	10.1	4.8
Accelerated Infrastructure	135.5	135.5	,	1.2	5.5	10.3	19.4	25.1	22.5	13.3	15.9	12.9	9.5
Sustainable Fleet Project	1.8		1.8	0.2	0.2	0.1	0.1	0.2	0.2	0.3	0.3	0.3	0.3
Fuel Site Infrastructure	7.0		7.0								1.8	2.6	2.6
Total Anticipated Unfunded Capital (Not Included)	1,905.2	1,829.9	75.3	84.1	195.0	231.6	242.4	256.3	263.5	252.5	128.5	128.3	122.9