Report Phase 1 - Program 49 Customer Experience Program Phase 1 Sub-Project Category 01,02,03,04,05,06,07 Part B Sub-Project Status S2,S5,S6 Part C Sub-Project Status S2,S3,S4

CITY OF TORONTO

Gross Expenditures (\$000's)

Customer Experience

			Curre	ent and Fu	ıture Year	Cash Flov	w Commitm	nents			Cui	rent and Fu	uture Year	Cash Flo	w Comm	itments F	inanced	Ву	
<u>oject No. Project Name</u> oProj No. Sub-project Name	Ward Stat. Cat.	2024	2025	2026	2027	2028	Total 2024-2028	Total 2029-2033	Total 2024-2033	Provincial Grants and Subsidies	Federal Subsidy	Development Charges	Reserves	Reserve Funds	Capital from Current	Other 1	Other2		le Total Financing
311 TECHNOLOGY SOLUTION STAT	E OF GOO																		
SOGR - various	CW S5 03	560	50	50	50	65	775	0	775	0	0	0	0	0	C) (0	775	0 775
Channel & Counter Strategy	CW S2 04	3,881	0	0	0	0	3,881	0	3,881	0	0	0	0	0	C	3,881	0	0	0 3,881
SOGR - Various	CW S3 03	-560	560	0	0	0	0	0	0	o	0	0	0	0	C) C	0	0	0 0
Customer Service Initiative	CW S6 04	0	2,900	0	0	0	2,900	0	2,900	О	0	0	0	0	C) (0	2,900	0 2,900
Sub-total		3,881	3,510	50	50	65	7,556	0	7,556	0	0	0	0	0	C	3,881	0	3,675	0 7,556
Total Program Expenditure				50	50	65	7,556	0	7,556	0	0	0	0	0	O	3,881	0	3,675	0 7,556
	DProj No. Sub-project Name 311 TECHNOLOGY SOLUTION STAT SOGR - various Channel & Counter Strategy SOGR - Various Customer Service Initiative Sub-total	DProj No. Sub-project Name Ward Stat. Cat. 311 TECHNOLOGY SOLUTION STATE OF GOO SOGR - various CW \$5 03 Channel & Counter Strategy CW \$2 04 SOGR - Various CW \$3 03 Customer Service Initiative CW \$6 04	DProj No. Sub-project Name Ward Stat. Cat. 2024 311 TECHNOLOGY SOLUTION STATE OF GOO SOGR - various CW S5 03 560 Channel & Counter Strategy CW S2 04 3,881 SOGR - Various CW S3 03 -560 Customer Service Initiative CW S6 04 0 Sub-total 3,881	SOGR - Various CW S1 S1 Customer Service Initiative CW S6 O4 Sub-total Sub-total Sub-total Sub-total Sub-total Stat. Cat. Stat. Cat. C	Sub-total State State	SOGR - Various CW S3 03 -560 560 0 0 0 0	SOGR - Various CW S1 S1 S1 S2 S2 S2 S2 S2	Total 2024 2025 2026 2027 2028 2024-2028 2024-2028 2025 2026 2027 2028 2024-2028 2024-2028 2025 2026 2027 2028 2024-2028 2	Deproj No. Sub-project Name Ward Stat. Cat. 2024 2025 2026 2027 2028 2024-2028 2029-2033 211 TECHNOLOGY SOLUTION STATE OF GOO SOGR - various CW S5 03 560 50 50 50 65 775 0 Channel & Counter Strategy CW S2 04 3,881 0 0 0 0 0 3,881 0 SOGR - Various CW S3 03 -560 560 0 0 0 0 0 0 0 Customer Service Initiative CW S6 04 0 2,900 0 0 0 2,900 0 Sub-total 3,881 3,510 50 50 65 7,556 0	Source No. Project Name Ward Stat. Cat. 2024 2025 2026 2027 2028 2024-2028 2029-2033 2024-2033 2	Source No. Project Name Ward Stat. Cat. 2024 2025 2026 2027 2028 2028 2024-2028 2029-2033 2024-2	Source No. Project Name Ward Stat. Cat. 2024 2025 2026 2027 2028 2024-2028 2029-2033 2024-2035 Sub-spring Provincial Subsidies Sub-spring Sub-spring	Source No. Project Name Ward Stat. Cat. 2024 2025 2026 2027 2028 2024-2028 2029-2033 2024-2033 2	Sub-total Project Name Project Name Ward Stat. Cat. Cat. 2024 2025 2026 2027 2028 2028 2024-2028 2029-2033 2024-2023 2024-2023 2024-2033 202	Project Name Ward Stat. Cat. 2024 2025 2026 2027 2028 2024-2028 2024-2028 2029-2033 2024-2033 Subsidies Subs	Sogra - Various Castomer Service Initiative CW S6 O4 O4 O4 O4 O4 O4 O4 O	Sogr - Various Customer Service Initiative CW S6 O4 O4 O4 O4 O4 O4 O4 O	Sub-project Name Ward Stat. Cat. 2024 2025 2026 2027 2028 2024 2029 2028 2024 2029 2028 2024 2029 2028 2024 2029 2028 2029 2	Project Name Ward Stat. Cat. 2024 2025 2026 2027 2028 2024 2025 2028 2027 2028 2024 2024 2024 2024 2025 2026 2027 2028 2024 2024 2024 2024 2025 2026 2027 2028 2024 20

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Report 7C

Report Phase 1 - Program 49 Customer Experience Program Phase 1 Sub-Project Category 01,02,03,04,05,06,07 Part B Sub-Project Status S2,S5,S6 Part C Sub-Project Status S2,S3,S4

CITY OF TORONTO

Gross Expenditures (\$000's)

Customer Experience																		
		Current and Future Year Cash Flow Comm					nitments ar	nd Estimate	s	Current and Future Year Cash Flow Commitments and Estimates Financed By								
Sub- Project No. Project Name Priority SubProj No. Sub-project Name	Ward Stat. Cat.	2024	2025	2026	2027	2028	Total 2024-2028	Total 2029-2033	Total 2024-2033	Provincial Grants and Subsidies	Federal De Subsidy	evelopment Charges	Reserve Reserves Funds	Capital from Current	Other 1	Other2	Debt - Recoverab Debt	le Total Financing
Financed By: Other1 (Internal)		3,881	0	0	0	0	3,881	0	3.881	0	0	0	0	0 (3,88	1 0	0	0 3,881
Debt		0	3,510	50	_	65		0	3,675	0	0	0	0) () 0	3,675	0 3,675
Total Program Financing		3,881	3,510	50	50	65	7,556	0	7,556	0	0	0	0	0 (3,88	1 0	3,675	0 7,556

Status Code	Description
S2	S2 Prior Ye
S3	S3 Prior Ye
S4	S4 New - S
S5	S5 New (C

S2 Prior Year (With 2023 and\or Future Year Cashflow)

S3 Prior Year - Change of Scope 2023 and\or Future Year Cost\Cashflow)

S4 New - Stand-Alone Project (Current Year Only)

S5 New (On-going or Phased Projects)

S6 S6 New - Future Year (Commencing in 2025 & Beyond)

Category Code Description 01 Health and Safety C01

01	Health and Safety C01
02	Legislated C02
03	State of Good Repair C03

Total Program Financing

Service Improvement and Enhancement C04

05 Growth Related C05

Reserved Category 1 C06 06 Reserved Category 2 C07