Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ (000's)	%		$ (000's)	%	
Community and Social Services							
Children's Services	4-Month	1.4	5%		0.4	0%	
Court Services	4-Month	1.9	9%		5.5	9%	
Economic Development & Culture	4-Month	0.2	1%		0.2	0%	
Fire Services	4-Month	3.4	2%		(13.1)	3%	
Toronto Paramedic Services	4-Month	2.7	10%		1.5	1%	
Seniors Services and Long-Term Care	4-Month	7.3	30%		8.6	11%	
Parks, Forestry & Recreation	4-Month	(4.3)	5%		(13.0)	4%	
Social Development, Finance & Administration	4-Month	2.9	12%		0.1	0%	
Toronto Employment & Social Services	4-Month	4.6	19%		0.0	0%	
Toronto Shelter and Support Services	4-Month	34.6	17%		22.2	9%	
Sub-Total Community and Social Services	**4-Month**	**54.7**	**9%**		**12.4**	**1%**	

Community and Social Services Narrative		
	Year-To-Date	**Year-End**
Children's Services	Favourable net variance of $1.4 million (4.9%) mainly due to lower than anticipated enrollment of child care operators in the Canada-Wide Early Learning and Child Care (CWELCC) system, and the impacts of ongoing workforce challenges in the broader early years and child care sector, with the program continuing to provide funding supports in alignment with provincial direction. The City also continues to maximize its financial flexibilities wherever possible to support the financial viability of the sector and mitigate cost pressures through the implementation of the CWELCC system. Underachieved revenues reflect federal funding for the CWELCC system, which is aligned with overall sector enrollment.	Projected to be materially on budget.

Court Services	Favourable net variance of $1.9 million mainly attributable to salaries and benefits underspending resulting from vacancies, payments to interpreters and honorariums, as well as delays related to the purchase of equipment for courtrooms.	Favourable net variance projection of $5.5 million is attributable to salaries and benefits underspending resulting from vacancies as well an increase in fines revenue due to higher than budgeted target for the number of tickets filed in 2024.
Economic Development & Culture	Materially on budget.	Projected to be materially on budget.
Fire Services	Favourable net variance of $3.4 million primarily due overachieved revenues resulting from higher-than-anticipated false alarm fees and Heavy Urban Search and Rescue grants. These revenues are offset by higher salaries and benefit costs related to callback overtime required to maintain service resulting from attrition, retirements, and from the timing of the start dates for graduates from the fire academy, as well as from greater-than-anticipated Workplace Safety and Insurance Board (WSIB) payments reflecting increased eligibility in provincially mandated Presumptive Cancer Legislation.	Unfavourable net variance projection of $13.1 million as spending trends year-to-date continue through to year-end. The greater-than-budgeted overtime expenditures are partially offset by a non-permanent overtime provision in the City's Corporate Accounts budget to risk manage staffing challenges.
Toronto Paramedic Services	Favourable net variance of $2.7 million mainly due to underspending in salaries and benefits, reflecting attrition and delays in hiring replacement staff, and overachieved Provincial grants, offset by WSIB costs associated with Post Traumatic Stress Disorder that are greater than budget, as well as medical supplies, medical equipment, vehicle parts and maintenance expenditures that exceed budget.	Projected to be materially on budget.
Seniors Services and Long-Term Care	Favourable net variance of $7.3 million primarily due to increased Level of Care funding received from the provincial government.	Favourable net variance projection of $8.6 million or 10.6% is a result of combined impacts including higher than anticipated revenues for level of care and direct care programs, and a sector wide staffing shortage causing recruitment delays.

Parks, Forestry & Recreation	Unfavourable net variance of $4.3 million consisting of an unfavourable gross expenditure variance of $5.9 million and favourable revenue variance of $1.6 million: - Unfavourable gross expenditures variance was primarily due to higher inflationary expenses for services and rents, and equipment. - Favourable revenue variance was from higher rents and license agreements offset by lower registration and ticket sales than anticipated in the 2024 budget.	Unfavourable net variance projection of $13.0 million consisting of an unfavourable gross expenditure variance of $5.4 million and unfavourable revenue variance of $7.6 million. - Unfavourable gross expenditures variance of $5.4 million driven by $5.0 million in unbudgeted staffing requirements to be in compliance with Transport Canada's new requirements of crew members to passengers ratio to operate ferry service. - User fee revenues including registration sales, memberships and permits are expected to trend more favourable throughout the year due to continued recovery of services and participation; however, these revenues are anticipated to be underachieved by year-end and only partially offset by revenues from higher rents and license agreements.
Social Development, Finance & Administration	Favorable net variance of $2.9 million primarily comprised of underspending in salaries and benefits due to vacancies, and delays in various community-based programs spending, with service delivery anticipated to increase throughout the year.	Projected to be materially on budget.
Toronto Employment & Social Services	Favourable net variance of $4.6 million comprised of lower issuances of financial, medical, and employment benefits and lower program delivery costs, partially offset by lower-than-budgeted expenditure-based provincial subsidies. The Ontario Works caseload increased throughout the first four months of the year, resulting in an average monthly caseload of 96,675 cases, which is 675 cases or 0.7% over budget.	Projected to be on budget.
Toronto Shelter and Support Services	Favourable net variance of $34.6 million from: • $24.6 million from expenditure underspending due to reduced cost for the temporary hotel program as a result of negotiated longer-term contracts with hotels, as well as underspending from winter and respite programs due to milder weather, coupled with • $10.0 million in higher than budgeted revenues primarily from one-time federal funding for winter unsheltered homelessness response.	Favourable net variance projection of $22.2 million. A projected favourable variance from expenditures ($12.1 million) due to similar drivers as the year-to-date variance and a lower operating impact of capital due to delays in capital projects, which will be partially offset by higher than budgeted costs for the Refugee Response program and increased staffing needs in response to increasing demands in emergency shelter programs. Revenues are projected to have similar results as year-to-date.

Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ (000's)	%		$ (000's)	%	
Infrastructure Services							
Engineering & Construction Services	4-Month	(0.6)	21%		(1.0)	50%	
Municipal Licensing & Standards	4-Month	5.3	48%		6.7	24%	
Toronto Emergency Management	4-Month	0.2	11%		0.5	9%	
Policy, Planning, Finance & Administration	4-Month	0.6	28%		0.0	0%	
Transit Expansion	4-Month	1.3	231%		3.7	138%	
Transportation Services	4-Month	(7.9)	7%		(24.5)	10%	
Sub-Total Infrastructure Services	**4-Month**	**(1.3)**	**1%**		**(14.5)**	**5%**	

Infrastructure Services Narrative		
	Year-To-Date	**Year-End**
Engineering & Construction Services	Unfavourable net variance of $0.6 million comprised a favourable gross expenditure variance of $0.8 million, offset by an unfavourable revenue variance of $1.4 million. The favourable gross expenditure is mainly from underspending in salaries and benefits due to vacancies. The unfavourable revenue variance is primarily due to lower recoveries from transit projects and lower development application review fees.	Unfavourable net variance projection of $1.0 million comprised a favourable gross expenditure variance of $1.9 million, offset by an unfavourable revenue variance of $2.9 million. The favourable gross expenditure is mainly from underspending in professional services. The unfavourable revenue variance is primarily due to lower recoveries from transit projects and lower development application review fees, partially offset by higher administration fees. The year-to-date and projections to year-end has been adjusted to reflect the in-year adjustment to transfer 10 positions and related non-salary expenditures/revenue from Engineering & Construction Services 2024 Operating Budget of $1.1 million gross, $0 net to Policy, Planning, Finance and Administration related to the Strategic Capital Coordination Office to coordinate infrastructure planning and construction.

Municipal Licensing & Standards	Favourable net variance of $5.3 million mainly due to over-achieved revenues from Private Transportation Companies trips fees, business and gaming licences due to increased volumes; and higher Accessibility fees, as well as underspending in salaries and benefits and in other contracted services due to timing of actual invoices against the plan.	Favourable net variance projection of $6.7 million mainly due to over-achieved revenues from Private Transportation Companies trips fees, business and gaming licences due to increased volumes; and higher Accessibility fees, as well as underspending in salaries and benefits and other planned expenditures, partially offset by overspending in contracted services for renovations.
Toronto Emergency Management	Favourable net variance of $0.2 million primarily comprised of underspending in salaries and benefits and various non-salary related expenditures, including computer software and maintenance, business travel, partially offset by unfavourable revenue variance comprised of unearned grant revenue from the Ontario Power Generation (OPG), and lower recovery from Major Special Event Reserve Fund due to vacancies.	Favourable net variance projection of $0.5 million arising from underspending in salaries and benefits, and other non-salary accounts. Unfavourable revenue variance is comprised of deferred grant revenue from the Ontario Power Generation (OPG) and lower recovery from Major Special Event Reserve Fund due to vacancies.
Policy, Planning, Finance & Administration	Favourable net expenditure variance of $0.6 million comprised of favourable gross expenditure variance of $0.8 million primarily from lower salaries and benefits offset by $0.2 million lower revenues from rate-based programs.	Projected to be on budget.
Transit Expansion	Favourable net variance of $1.3 million comprised a favourable gross expenditure variance of $1.0 million and a favourable revenue variance of $0.3 million. The favourable expenditure variance is primarily due to underspending in salaries and benefits due to vacancies. The favourable revenue variance is mainly due to higher-than-planned recoveries from Metrolinx and TTC projects, offset by lower capital recoveries due to revised project timelines for SmartTrack, Eglinton East LRT, and Waterfront East LRT.	Favourable net variance projection of $3.7 million comprised of a favourable gross expenditures of $3.6 million and a favourable revenue variance of $0.1M. The favourable expenditure variance is primarily due to underspending in salaries and benefits due to vacancies. The favourable revenue variance is mainly due to higher-than-planned recoveries from Metrolinx and TTC projects, offset by lower capital recoveries due to revised project timelines for SmartTrack, Eglinton East LRT, and Waterfront East LRT.
Transportation Services	Unfavourable net variance of $7.9 million consisting of: - Unfavourable expenditure variance of $15.6 million primarily due to timing of receiving winter maintenance invoices, and additional salaries and benefits expenditures as recruitment to fill vacancies has been prioritized, partially offset by lower hydro and salt usages; offset by - Favourable revenue variance of $7.7 million primarily due to higher volume of right-of-way construction permits and recovery from transit projects, partially offset by lower Development and Application Review Fees.	Unfavourable net variance projection of $24.5 million consisting of - Unfavourable expenditure variance of $21.5 million primarily due to annualization of salaries and benefits from staff hired in 2023 and an accelerated hiring plan, as well as maintenance of traffic signal devices, street lighting improvements, signs and markings due to demand, and expansion of traffic agent program; and - Unfavourable revenue variance of $3.0 million primarily due to lower withdraw from reserve fund; partially offset by higher recovery for maintenance of traffic signal from deferred revenue.

Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ (000's)	%		$ (000's)	%	
Development & Growth Services							
City Planning	4-Month	(4.0)	91%		(6.6)	63%	
Toronto Building	4-Month	7.9	109%		16.9	105%	
Housing Secretariat	4-Month	5.8	3%		5.3	1%	
Development Review	4-Month	0.0	n/a		0.0	0%	
Sub-Total Development & Growth Services	**4-Month**	**9.6**	**5%**		**15.7**	**3%**	

Development & Growth Services Narrative		
	Year-To-Date	**Year-End**
City Planning	Unfavourable net variance of $4.0 million comprised of - Favourable operating expenditure variance of $0.5 million mainly due to underspending in salaries and benefits, resulting from vacancies, and slightly lower professional services, computer equipment, and other expenses including defending the City's position at the Ontario Land Tribunal and Toronto Local Appeal Tribunal hearings; offset by - Unfavourable operating revenue variance of $4.5 million is mainly due to lower development and application review user fees, related in part to the higher interest rate and market environment, and lower reserve, capital and other recoveries for projects due to vacancies.	Unfavourable net variance projection of $6.6 million comprised of - Favourable operating expenditure variance of $2.8 million mainly due to underspending in salaries and benefits, resulting from vacancies, and lower professional services, computer equipment and other expenses including defending the City's position at the Ontario Land Tribunal and Toronto Local Appeal Tribunal hearings; offset by - Unfavourable revenue variance of $9.3 million mainly due to lower development and application review user fees, related in part to the higher interest rate and market environment, and lower reserve, capital and other recoveries for projects due to vacancies.
Toronto Building	Favourable net variance of $7.8 million driven by reduced expenditures of $5.1 million mainly resulting from underspending in salaries and benefits due to vacant positions as the new organizational structure is being implemented. Revenues are overachieved by $2.7 million due to higher-than-expected building permit applications.	Favourable net variance projection of $16.9 million driven by favourable projected gross expenditures of $15.6 million for similar detailed above, in addition to favourable projected revenue variance of $1.3 million which includes: favourable projected building permit revenues of $15.6 million that is partially offset by $14.3 million lower than planned recoveries resulting from vacancies in reserve and Metrolinx funded positions.

Housing Secretariat	Favourable net variance of $5.7 million primarily attributable to timing differences related to the grant payments that are anticipated to be resolved in the second quarter.	Favourable net variance projection of $5.3 million primarily attributed to lower social housing subsidy costs, delays in supportive housing projects, and salary and benefits savings due to vacancies. The 'Third Party Grants Funding' budget, amounting to $270.2 million gross and $0 net, has been reallocated from the Operating to the Capital budget. Consequently, the year-end projections have been revised to reflect this change.
Development Review	Concept to Keys (C2K) staff were transferred over from the City Manager’s office (CMO), at end of April 2024, to the new Development Review Division. Period 4 actuals and complement for C2K will be reported under CMO.	Projected to be on budget.

Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ (000's)	%		$ (000's)	%	
Corporate Services							
Corporate Real Estate Management	4-Month	(2.8)	7%		0.1	0%	
Customer Experience	4-Month	0.1	2%		(0.0)	0%	
Environment & Climate	4-Month	1.1	20%		0.1	0%	
Fleet Services	4-Month	0.1	1%		(1.4)	4%	
Technology Services	4-Month	4.1	9%		2.6	2%	
Office of the Chief Information Security Officer	4-Month	1.4	14%		0.0	0%	
Sub-Total Corporate Services	**4-Month**	**3.9**	**3%**		**1.3**	**0%**	

Corporate Services Narrative		
	Year-To-Date	**Year-End**
Corporate Real Estate Management	Unfavourable net variance of $2.8 million primarily driven by higher than normal maintenance costs to ensure the safety and functionality of corporate and client facilities. These cost pressures are partially offset by unplanned revenues received from Metrolinx due to property leases and licenses required to support the Ontario Line construction work.	Projected to be materially on budget.
Customer Experience	Materially on budget.	Projected to be on budget.
Environment & Climate	Favourable net variance of $1.1 million mainly due to underspending in contracted services as the Division works with corporate partners to set up new contracts.	Projected to be materially on budget.

Fleet Services	Materially on budget.	Unfavourable net variance projection of $1.4 million primarily driven by increased contract costs for vehicle maintenance due to inflationary pressures of $1.7 million; partially offset by higher revenue recoveries of $0.3 million.
Technology Services	Favourable net variance of $4.1 million mainly due to timing of the M365 expenses and higher recoveries for capital/reserve funded positions.	Favourable net variance of $2.6 million primarily due to improved contract price negotiations, decommissioning legacy solutions and vacancies, partially offset by lower recoveries from reserves and reserve funds.
Office of the Chief Information Security Officer	Favourable net variance of $1.4 million mainly due to vacancies and timing of professional service costs.	Projected to be on budget.

Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ (000's)	%		$ (000's)	%	
Finance and Treasury Services							
Office of the Chief Financial Officer and Treasurer	4-Month	0.1	2%		0.3	2%	
Office of the Controller	4-Month	10.1	64%		11.6	25%	
Sub-Total Finance and Treasury Services	**4-Month**	**10.2**	**51%**		**11.9**	**19%**	

Finance and Treasury Services Narrative		
	Year-To-Date	**Year-End**
Office of the Chief Financial Officer and Treasurer	Materially on budget.	Projected to be materially on budget.
Office of the Controller	Favourable net variance of $10.1 million primarily driven by underspending in salaries and benefits due to vacancies and unbudgeted tax refund from CRA related to past transactions, partially offset by lower user fees.	Favourable net variance projection of $11.6 million primarily driven by net underspending in salaries and benefits due to vacancies, and unbudgeted tax refund from CRA related to past transactions, partially offset by additional costs to enhance vacant house tax declaration compliance and lower interdivisional recoveries due to lower than budgeted expenditures.

Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ (000's)	%		$ (000's)	%	
City Manager							
City Manager's Office	4-Month	(1.6)	9%		1.1	2%	
Sub-Total City Manager	**4-Month**	**(1.6)**	**9%**		**1.1**	**2%**	

City Manager Narrative		
	Year-To-Date	Year-End
City Manager's Office	Unfavourable net variance of $1.6 million mainly due to timing of year-to-date recoveries for positions supporting Concept 2 Key (C2K) in the Office of the Chief Information Security Officer (CISO) and Technology Services Division (TSD), which will be done in these respective Programs after the Council approves the transfer of full-year budgeted recoveries from CMO to CISO and TSD to align revenues with expenditures for C2K positions in these Programs as part of 4-month Operating variance report.	Favourable net variance projection of $1.1 million mainly due to underspending in salaries and benefits resulting from vacancies and higher recoveries from unbudgeted temporary service agreements with City divisions.

Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ (000's)	%		$ (000's)	%	
Other City Programs							
City Clerk's Office	4-Month	(0.2)	2%		(0.0)	0%	
Legal Services	4-Month	0.5	3%		0.9	2%	
Mayor's Office	4-Month	0.1	7%		0.0	0%	
City Council	4-Month	0.8	11%		0.1	0%	
Sub-Total Other City Programs	**4-Month**	**1.1**	**3%**		**0.9**	**1%**	

Other City Programs Narrative		
	Year-To-Date	Year-End
City Clerk's Office	Unfavourable net expenditure variance of $0.2 million mainly due to higher salaries and benefits costs to deliver City Clerk's Office services and higher software maintenance expenses for the period.	Projected to be on budget.
Legal Services	Favourable net variance of $0.5 million primarily from lower than budgeted staffing costs due to vacancies which is offset by lower-than-budgeted development fee revenues.	Favourable net variance projection of $0.9 million from lower than budgeted staffing costs due to vacancies.
Mayor's Office	Favourable net expenditure variance of $0.1 million due to lower spending in salaries and benefits and services and rents.	Projected to be on budget.
City Council	Favourable net expenditure variance of $0.8 million primarily due to underspending in the salaries and benefits due to different staffing strategies adopted by various Councillors, and underspending in Councillors' Constituency Services and Office Budget.	Projected to be materially on budget.

Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date Net Variance $ (000's)	Year-To-Date Net Variance %	Year-To-Date Status	Year-End Net Variance $ (000's)	Year-End Net Variance %	Year-End Status
Accountability Offices							
Auditor General's Office	4-Month	0.1	5%		0.1	2%	
Integrity Commissioner's Office	4-Month	0.0	5%		0.0	0%	
Office of the Lobbyist Registrar	4-Month	0.1	28%		0.2	16%	
Office of the Ombudsman	4-Month	(0.1)	5%		0.0	0%	
Sub-Total Accountability Offices	**4-Month**	**0.2**	**5%**		**0.4**	**3%**	

Accountability Offices Narrative	Year-To-Date	Year-End
Auditor General's Office	Favourable net variance of $0.1 million mainly due to lower spending in salaries and benefits as a result of staff vacancies, partially offset by COLA adjustments for non-union staff, the budget allocation of which will be transferred from Non-Program later in the year.	Projected to be materially on budget.
Integrity Commissioner's Office	Favourable net variance of $0.02 million mainly due to lower spending in services and rents , which is partially offset by higher spending in salaries and benefits resulting from COLA adjustments for non-union staff, the budget allocation of which will be transferred from Non-Program later in the year.	Projected to be on budget.
Office of the Lobbyist Registrar	Favourable net variance of $0.1 million mainly due to lower spending in services and rents and salaries and benefits. The underspending in salaries and benefits is due to staff vacancies, partially offset by COLA adjustments for non-union staff, the budget allocation of which will be transferred from Non-Program account later in the year.	Favourable net variance projection of $0.2 million mainly due to staff vacancies.
Office of the Ombudsman	Unfavourable net variance of $0.1 million mainly due to higher salaries and benefits relating to higher benefit costs and the COLA adjustments for non-union staff, the budget allocation of which will be transferred from Non-Program account later in the year and higher CPP and EI contributions at the onset of the year.	Projected to be on budget.

Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ (000's)	%		$ (000's)	%	
Agencies							
Toronto Public Health	4-Month	1.2	7%		10.5	13%	
Toronto Public Library	4-Month	(0.1)	0%		0.0	0%	
Exhibition Place	4-Month	1.5	79%		0.0	0%	
Heritage Toronto	4-Month	0.3	192%		0.0	1%	
To Live	4-Month	0.1	3%		0.0	0%	
Toronto Zoo	4-Month	0.3	3%		0.1	1%	
Yonge-Dundas Square	4-Month	0.3	33%		(0.0)	0%	
CreateTO	4-Month	0.0	0%		0.0	0%	
Toronto & Region Conservation Authority	4-Month	0.0	0%		0.0	0%	
Toronto Transit Commission - Conventional	4-Month	33.9	8%		21.7	2%	
Toronto Transit Commission - Wheel Trans	4-Month	(0.1)	0%		(2.2)	1%	
Toronto Police Service	4-Month	(13.3)	3%		(20.6)	2%	
Toronto Police Service Board	4-Month	0.0	6%		(0.0)	0%	
Sub-Total Agencies	**4-Month**	**24.2**	**3%**		**9.4**	**0%**	

Agencies Narrative		
	Year-To-Date	**Year-End**
Toronto Public Health	Favourable net variance of $1.2 million primarily driven by underspending in programs that were previously paused and are being restarted, with the main underspending being in the Chronic Disease and Injury Prevention program which has been reestablishing partnerships and collaborations	Favourable net variance projection of $10.5 million expected from underspending in cost shared programs due to a slower restart of paused programs and salary underspending, as noted above. The current budget is based on the existing funding arrangement between the Board of Health and Ministry of Health.
Toronto Public Library	Materially on budget.	Projected to be on budget.
Exhibition Place	Favourable net variance of $1.5 million. - Favourable gross expenditure variance of $1.7 million resulted from lower costs related to tenants and events due to lower than budgeted revenue volume, reduced utilities cost due to lower rates and higher in-house productions from District Energy System, as well as lower recoverable direct salaries and benefits expenses; offset by. - Unfavourable revenue variance of $0.2 million resulted from lower salaries and benefits recoveries revenue, and lower withdrawals from reserves due to timing, partially offset by higher user fee revenue and property tax recoveries.	Projected to be on budget.
Heritage Toronto	Favourable net variance of $0.33 million driven by a favourable revenue variance from sponsorship revenue received earlier in the year, with related expenses to be incurred throughout the remainder of the year.	Projected to be materially on budget.
To Live	Materially on budget.	Projected to be on budget.
Toronto Zoo	Materially on budget.	Projected to be materially on budget.
Yonge-Dundas Square	Favourable net variance of $0.3 million driven by a favourable gross expenditure variance of $0.4 million due to savings on security and equipment and support costs for smaller scale events; which is partially offset by an unfavourable revenue variance of $0.1 million due to community events with waived permit fees.	Projected to be on budget.

CreateTO	On budget.	Projected to be on budget.
Toronto & Region Conservation Authority	On budget.	Projected to be on budget.
Toronto Transit Commission - Conventional	Favourable net variance of $33.9 million reflects an under-expenditure of $28.0 million, and a favourable revenue variance of $5.9 million. - Favourable expenditures were primarily due to workforce vacancies, delayed timing of planned expenditures, and lower-than-planned diesel prices. - Favourable revenue variance was primarily driven by higher-than-anticipated average fare per rider.	Favourable net variance projection of $21.7 million. Expenditures are projected to be $17.7 million below budget, primarily due to continued workforce vacancies, forecasted lower diesel prices through the remainder of the year, with underspending partially offset by higher-than-budgeted expenditures for the balance of the year with the realization of delayed expenditures experienced to date and increased WSIB payments. The projected favourable revenue of $4.0 million estimated to year-end accounts for the higher-than-anticipated average fare experienced in the first quarter, and increased revenue from TTC provided services to boundary municipalities.
Toronto Transit Commission - Wheel Trans	Materially on budget.	Unfavourable net variance projection of $2.2 million driven by higher-than-anticipated ridership levels, thereby requiring additional bus and contracted taxi services to accommodate the projected ridership demand to year-end.
Toronto Police Service	Unfavourable net variance of $13.3 million. Gross expenditures were $17.5 million unfavourable mainly due to increased premium pay spending to respond to major events and public safety initiatives and due to timing differences between when expenses were actually paid versus budgeted. Revenues were $4.2 million favourable mainly due to timing of grant revenues.	Unfavourable net variance projection of $20.6 million as a result of premium pay spending as the TPS has to rely on off-duty resources by way of call-backs to provide the surge capacity to respond to major events and public safety initiatives. The TPS is pursuing opportunities for expenditure reductions and/or increasing revenue throughout the year to mitigate year-end unfavourable variance. The TPS is currently projecting to achieve an increase of 276 uniform officers by the end of 2024 versus the end of 2023. In addition, the TPS is anticipating to achieve its hiring targets for Special Constables, Communications Operators and other civilians.
Toronto Police Service Board	Favorable net variance of $48 thousand n primarily driven by underspending in salaries and benefits resulting from vacancies and due to not all Board staff being at the highest step of their respective salary band.	Projected to be on budget.

Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ (000's)	%		$ (000's)	%	
Capital & Corporate Financing							
Capital from Current	4-Month	0.0	0%		0.0	0%	
Technology Sustainment	4-Month	0.0	0%		0.0	0%	
Debt Charges	4-Month	2.0	1%		0.0	0%	
Sub-Total Capital & Corporate Financing	**4-Month**	**2.0**	**1%**		**0.0**	**0%**	

Capital & Corporate Financing Narrative		
	Year-To-Date	Year-End
Capital from Current	On budget.	Projected to be on budget.
Technology Sustainment	On budget.	Projected to be on budget.
Debt Charges	Favourable variance of $2.0 million mainly attributable to timing of first debt issuance and is expected to reverse by year end.	Projected to be on budget.

Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ (000's)	%		$ (000's)	%	
Non Program Expenditures							
Tax Deficiencies / Write Offs	4-Month	0.3	4%		0.0	0%	
Tax Increment Equivalent Grants (TIEG)	4-Month	1.6	11%		4.8	11%	
Assessment Function (MPAC)	4-Month	0.0	0%		0.0	0%	
Funding of Employee Related Liabilities	4-Month	(0.0)	136%		0.0	0%	
Programs Funded from Reserve Funds	4-Month	(12.2)	32%		0.0	0%	
Other Corporate Expenditures	4-Month	(4.2)	57%		0.0	0%	
Insurance Contributions	4-Month	0.0	0%		0.0	0%	
Tax Increment Funding (TIF)	4-Month	0.0	0%		0.0	0%	
Parking Tag Enforcement & Operations Exp	4-Month	2.4	14%		(0.2)	0%	
Heritage Property Taxes Rebate	4-Month	0.1	13%		0.2	13%	
Solid Waste Management Services Rebate	4-Month	0.3	1%		0.0	0%	
Sub-Total Non Program Expenditures	**4-Month**	**(11.7)**	**9%**		**4.8**	**1%**	

Non Program Expenditures Narrative		
	Year-To-Date	Year-End
Tax Deficiencies / Write Offs	Favourable net variance of $0.3 million driven by favourability in costs to defend the City's assessment base and actual interest paid on tax refunds.	Projected to be on budget.
Tax Increment Equivalent Grants (TIEG)	Favourable net variance of $1.6 million due to estimates for eligible properties being updated to reflect the expected grants as well as timing of the grants.	Favourable net variance projection of $4.8 million as current trend is expected to continue.
Assessment Function (MPAC)	On budget.	Projected to be on budget.

Funding of Employee Related Liabilities	Unfavourable net variance due to timing expected to reverse through year end.	Projected to be on budget.
Programs Funded from Reserve Funds	Unfavourable variance due of $12.2 million due to timing.	Projected to be on budget.
Other Corporate Expenditures	Unfavourable net variance of $4.2 million is mainly driven by: - $2.1 million expenditure related to contribution rebates for the 2022 municipal election. As the Contribution Rebate Program is fully funded by the Election Reserve Fund, the variance will be eliminated once it is offset by a reserve draw at year-end. - $0.9 million related to centralized budget reduction in Non-Program for the provision of employee benefits in 2024; actual savings are realized in divisions. - $0.8 million unbudgeted expenditures related to expired inventory of COVID antigen test kits; and - $0.2 million related to timing of Section 37 disbursements adopted by Council expected to reverse by year-end.	Projected to be on budget.
Insurance Contributions	On budget.	Projected to be on budget.
Tax Increment Funding (TIF)	On budget.	Projected to be on budget.
Parking Tag Enforcement & Operations Exp	Favourable net variance of $2.4 million primarily attributable to lower staffing levels than planned. A Parking Enforcement Officers (PEO) hiring class is scheduled for May in anticipation of additional separations due to retirements and promotions throughout the year. Partially offsetting the favourability is higher payments made to the Province for MTO vehicle owner information searches.	Unfavourable net variance projection of $0.2 million due to unanticipated costs related to the replacement of the current stock of parking tags to reflect the new changes to Toronto Municipal Code 610, adopted by Council in the IE11.2 - Increase in Penalty Amounts for Parking Offences and Establishment of New Electric Vehicle Parking Offences for Off-Street Parking Facilities; report on April 17, 2024.
Heritage Property Taxes Rebate	Favourable net variance of $0.1 million driven by lower than anticipated rebate applications from designated properties.	Favourable net variance projection of $0.2 million as current trend is expected to continue.
Solid Waste Management Services Rebate	Materially on budget.	Projected to be on budget.

Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ (000's)	%		$ (000's)	%	
Non Program Revenues							
Payments in Lieu of Taxes	4-Month	0.1	0%		4.6	5%	
Supplementary Taxes	4-Month	(15.9)	100%		0.0	0%	
Tax Penalty Revenue	4-Month	1.9	14%		5.6	12%	
Municipal Land Transfer Tax	4-Month	17.4	8%		0.0	0%	
Municipal Accommodation Tax (MAT)	4-Month	17.6	395%		15.6	31%	
Third Party Sign Tax	4-Month	0.0	0%		0.0	0%	
Interest/Investment Earnings	4-Month	(20.8)	47%		0.0	0%	
Dividend Income	4-Month	1.0	5%		3.9	5%	
Other Corporate Revenues	4-Month	0.2	1153%		0.0	0%	
Provincial Revenue	4-Month	0.0	0%		0.0	0%	
Parking Authority Revenues	4-Month	1.7	24%		0.0	0%	
Admin Support Recoveries - Water	4-Month	0.0	0%		0.0	0%	
Admin Support Recoveries - Health & EMS	4-Month	0.0	0%		(0.0)	0%	
Parking Tag Enforcement & Operations Rev	4-Month	(3.0)	10%		0.2	0%	
Other Tax Revenues	4-Month	0.3	13%		(0.2)	2%	
Casino Woodbine Revenues	4-Month	0.1	4%		(0.0)	0%	
Vacant Home Tax	4-Month	0.0	0%		0.0	0%	
Sub-Total Non Program Revenues	**4-Month**	**0.6**	**0%**		**29.9**	**2%**	

Non Program Revenues Narrative		
	Year-To-Date	**Year-End**
Payments in Lieu of Taxes	Materially on budget.	Favourable net variance projection of $4.6 million based on anticipated levies to be received.
Supplementary Taxes	Unfavourable net variance of $15.9 million due to the timing of Supplementary and/or Omitted roll from MPAC not being posted to the account by April 30, 2024.	Projected to be on budget.
Tax Penalty Revenue	Favourable net variance of $1.9 million mainly due to greater tax interest/penalties earned than expected for first four months of the year.	Favourable net variance projection of $5.6 million as current trend is expected to continue.
Municipal Land Transfer Tax	Favourable net variance of $17.4 million mainly due to higher than expected sales activities in the period.	Projected to be on budget.
Municipal Accommodation Tax (MAT)	Favourable net variance of $17.6 million driven by higher than anticipated revenues from hotel tax as well as short-term rentals. Adding to the favourability is the lower than anticipated payment to Destination Toronto during the first four months. The City's payment obligation is calculated according to Ontario Regulation 436/17, and the expenditure variance is expected to reverse by year-end.	Favourable net variance projection of $15.6 million which reflects some reversal of current favourability due to the unpredictability of economic impact on the remainder of the year.
Third Party Sign Tax	Materially on budget.	Projected to be materially on budget.
Interest/Investment Earnings	Unfavourable net variance of $20.8 million mainly due to reversal of 2023 accrual. Interest income is estimated to be $65.8 million for the first four months of the year pending outstanding accounting adjustments to the financial systems.	Projected to be on budget.
Dividend Income	Favourable net variance of $1.0 million resulting from higher Toronto Hydro earnings in 2023.	Favourable net variance projection of $3.9 million consistent with current experience.

Other Corporate Revenues	Materially on budget.	Projected to be on budget.
Provincial Revenue	On budget.	Projected to be on budget.
Parking Authority Revenues	Favourable net variance of $1.7 million due to timing expected to reverse through year end.	Projected to be on budget.
Admin Support Recoveries - Water	On budget.	Projected to be on budget.
Admin Support Recoveries - Health & EMS	On budget.	Projected to be on budget.
Parking Tag Enforcement & Operations Rev	Unfavourable net variance of $3.0 million mainly due to lower revenue from late fees and penalty charges for late payments as well as uncollected payments from the Province for the three months from February to April. The Ministry of Transportation collects payments for outstanding parking violation notices at the time of sticker renewal/plate denial and remits the collected amount to the City on a monthly basis. Total tickets issued YTD: 674,781 vs 673,437 planned.	Projected to be materially on budget.
Other Tax Revenues	Favourable net variance of $0.3 million primarily due to interim billing for hydro properties being higher than budget.	Projected to be materially on budget.
Casino Woodbine Revenues	Favourable net variance due to slight uptick in discretionary spend activities.	Projected to be on budget.
Vacant Home Tax	On budget.	Projected to be on budget.

Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ (000's)	%		$ (000's)	%	
Non Program Agencies							
Association of Community Centres	4-Month	0.3	7%		(0.1)	1%	
Arena Boards of Management	4-Month	1.1	224%		0.2	24%	
Sub-Total Non Program Agencies	**4-Month**	**1.3**	**40%**		**0.1**	**1%**	

Non Program Agencies Narrative		
	Year-To-Date	Year-End
Association of Community Centres	Favourable net expenditure variance of $267 thousand driven by underspending in salaries and benefits due to a vacant position and performance pay not yet administrated and underspending in services and rent due to ongoing AODA renovations at one centre resulting in operations running below full capacity.	Projected to be materially on budget.
Arena Boards of Management	Favourable net variance of $1.1 million mainly driven by favourable revenue variance of $1.1 million from higher than expected ice rentals in Forest Hill, Leaside Memorial Gardens and Ted Reeve Arenas, and higher than expected revenues from George Bell and Bill Bolton Arenas due to postponing of capital projects resulting in normal operations of the facilities.	Favourable net variance projection of $183 thousand driven by favourable revenue projection of $460 thousand from higher than expected ice rental revenues; partially offset by unfavourable projected gross expenditures of $277 thousand due to higher than expected salaries and benefits resulting from more operational hours due to postponing capital projects and higher than expected maintenance and repair costs.

Appendix G - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ (000's)	%		$ (000's)	%	
Rate Programs							
Solid Waste Management Services	4-Month	3.0	17%		8.0	100%	
Toronto Parking Authority	4-Month	6.2	95%		5.9	19%	
Toronto Water	4-Month	10.0	37%		19.1	100%	
Sub-Total Rate Programs	**4-Month**	**19.1**	**787%**		**33.0**	**103%**	

Rate Programs Narrative		
	Year-To-Date	Year-End
Solid Waste Management Services	Favourable net expense variance is $3.0 million: - Favourable gross expenditure of $6.5 million was mainly from underspending salaries and benefits due to vacancies, lower processing cost due to reduced volumes; offset by - Unfavourable revenue variance of $3.5 million was primarily driven by lower than anticipated collection revenue, offset by higher recovery than expected as a result of the Extended Producer Responsibility transition.	Favourable net expenditures variance projection of $8.0 million comprised of a favourable gross expenditure of $6.9 million primarily driven by similar drives as year-to-date and a favourable revenue variance of $1.1 million primarily driven by increased tipping tonnage at transfer stations.
Toronto Parking Authority	Favourable net variance was $6.2 million composed of an expenditure variance of $1.4 million due to timing of expenses coupled with higher revenues of $4.7 million mainly driven by the parking rate change and higher volume.	Favourable net variance projection of $5.9 million. Gross expenditures are expected to be $1.2 million lower than budget driven by favourability on salaries due to selective hiring, project consulting programs and facility cost, coupled with a favourable revenue variance of $4.7 million mainly driven by the parking rate change and higher volume.

Toronto Water	Favourable net variance of $10.0 million was mainly due to: - Favourable expenditure variance of $4.4 million mainly from underspending in contracted services primarily from fewer emergencies and lower volume than planned, utilities mainly due to lower usage than planned and continued efficiencies, partially offset by overspending in materials and supplies due to higher CPI than planned; and - Favourable revenue variance of $5.6 million mainly from higher than planned revenue from sale of water due to higher consumption, grant revenue, higher new water and sewer connection fees due to clearing up of the backlog of applications and increased private water agreements. This is partially offset by lower revenue from transit projects and lower other and third-party recoveries.	Favourable net variance projection of $19.1 million due to under expenditure of $9.8 million and higher revenues of 9.3 million mainly due to drivers similar to those noted for the year-top-date variance.