Appendix F - Operating Variance Dashboard for City Programs and Agencies

A variance explanation for a Program or Agency is provided if the variance is considered material to the City's $5.3 billion tax-supported Net Operating Expenditure Budget. The threshold is set at $5 million based on the Program or Agency's Budgeted Net Expenditure, or below $5 million if the percentage variance is significant. Professional judgment is applied to ensure that only relevant variances are highlighted, especially when variances are high in percentage but low in dollar value, or vice versa.

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$ 000s	%		$ (000's)	%	
Community and Social Services							
Children's Services	9-Month	1.1	1%		1.4	1%	
Court Services	9-Month	12.5	26%		8.7	14%	
Economic Development & Culture	9-Month	0.5	1%		(0.5)	1%	
Fire Services	9-Month	(17.7)	5%		(10.7)	2%	
Toronto Paramedic Services	9-Month	10.5	14%		1.2	1%	
Seniors Services and Long-Term Care	9-Month	13.6	27%		16.1	20%	
Parks, Forestry & Recreation	9-Month	(19.3)	7%		(19.3)	6%	
Social Development, Finance & Administration	9-Month	5.0	7%		0.3	0%	
Toronto Employment & Social Services	9-Month	0.7	1%		0.0	0%	
Toronto Shelter and Support Services	9-Month	41.9	9%		11.8	5%	
Sub-Total Community and Social Services	9-Month	48.8	3%		9.0	1%	

Community and Social Services Narrative		
	Year-To-Date	Year-End
Children's Services	Materially on budget.	Projected to be materially on budget.

Court Services	Favorable net variance of $12.5 million is mainly attributable to salaries and benefits underspending resulting from vacancies, payments to interpreters and honorariums, and delays related to the purchase of equipment for courtrooms as well as increased fine revenue due to higher than planned ticket volumes.	Favorable net variance projection of $8.7 million is attributable to salaries and benefits underspending resulting from vacancies, payments to interpreters and honorariums, as well as an increase in fine 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	Unfavourable net variance of $17.7 million is the net of overspending in salaries and benefits, reflecting the impact of callback overtime, and the retro payment for the Toronto Professional Firefighters Association Cost of Living Adjustment.; underspending due to attrition and retirements throughout the year, overspending for WSIB payments, and various non-salary related operating expenditures. The overspending is partially offset by over-achieved false alarm charges and an unbudgeted grant for Next Generation 911 and the Heavy Urban Search and Rescue (HUSAR) grant that exceed budget	Unfavourable net variance of $10.7 million comprised of anticipated overspending in callback overtime and overspending in WSIB, primarily to address rising costs due to increased eligibility in provincially mandated Presumptive Cancer Legislation for firefighters. The overspending is forecasted to be partially offset by projected savings in salaries & benefits due to attrition and retirements and non-salary operational expenses, as well by overachieved false alarm charges and a one-time unbudgeted Next Generation 911 Provincial grant.
Toronto Paramedic Services	Favorable net variance of $10.5 million is comprised of underspending in salaries and benefits due to higher-than-anticipated attrition, underspent vehicle and facilities maintenance, offset by higher WSIB, medical equipment costs, and under achieved revenues, primarily from lower-than-budgeted Provincial grants.	Projected favorable net variance of $1.2 million reflects continued underspending in salaries and benefits (although a successful recruitment campaign in Q4 improves the alignment of staffing to budgeted strength), partially offset by unrealized Provincial grants and reserve transfers that are lower than budget.
Seniors Services and Long-Term Care	Favourable net variance of $13.6 million is primarily a result of combined impacts of underspending in salaries and benefits due to vacancies from ongoing hiring challenges due to global shortages of health and human resources and additional funding received for level-of-care and direct care.	Favourable net variance projection of $16.1 million is a result of combined impacts including salary and benefit savings from ongoing hiring challenges due to global shortages of health human resources and additional funding received for level-of-care and direct care.
Parks, Forestry & Recreation	Unfavourable net variance of $19.3 million consisting of an unfavourable gross expenditure variance of $8.0 million and unfavourable revenue variance of $11.3 million. Unfavourable gross expenditures variance was primarily due to timing of payment for services and rents and leases. Unfavourable revenue variance was primarily from lower development application review fees, registration, membership and ticket sales.	Unfavourable net variance of $19.3 million consisting of an unfavourable gross expenditure variance of $6.7 million and unfavourable revenue variance of $12.6 million. Unfavourable gross expenditures variance is expected to primarily come from unbudgeted staffing requirements to be in compliance with Transport Canada's new requirements of crew members to passengers to operate ferry service. User fee revenues including registration sales, memberships and permits are trending more favourable throughout the year due to continued recovery of services and participation following the pandemic. However, these revenues are anticipated to be underachieved by year end and expected to be partially offset by higher rents and license agreements.

Social Development, Finance & Administration	Favorable net variance of $5.0 million primarily comprised of underspending in salaries and benefits due to vacancies, and delays in spending in various community-based programs, with service delivery anticipated to increase by year-end, partially offset by overspending in Transit Fair Pass Subsidies due to ridership increases.	Projected to be materially on budget.
Toronto Employment & Social Services	Materially on budget.	Projected to be materially on budget.
Toronto Shelter and Support Services	Favourable net variance of $41.9 million consisting of favourable expenditure variance of $33.2 million due to reduced cost for the temporary hotel program, driven by negotiated longer-term contracts with hotels and reduced restoration costs, as well as underspending in winter and respite programs due to milder weather. Additionally, a favourable revenue variance of $8.7 million is primarily from one-time federal funding for winter unsheltered homelessness response.	Favourable net variance projection of $11.8 million. A projected favourable expenditure variance of $2.3 million is primarily 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 as well as a contribution to the TSSS Stabilization Reserve to fund future shelter operations. Revenues are projected to have similar results as year-to-date. Projected expenditures for TSSS's Refugee Response Initiative is $302.7 million: $152.7 million for the Temporary Refugee Program and $150.0 million for refugees in base shelters and outside the shelter system. The year-end projection assumes that the City will receive the requested $250.0 million funding from the Federal Government for 2024-2025 to support the Refugee Response program which is still to be confirmed. The Federal Government has confirmed $47.6 million for Q1-2024 through the Interim Housing Assistance Program. The projected revenue also includes the anticipated provincial funding of $200 million for the new deal funding for shelters and homelessness

Appendix F - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$	%		$	%	
Infrastructure Services							
Engineering & Construction Services	9-Month	(3.8)	186%		(3.5)	184%	
Municipal Licensing & Standards	9-Month	11.4	53%		9.3	34%	
Toronto Emergency Management	9-Month	0.7	18%		0.4	8%	
Policy, Planning, Finance & Administration	9-Month	0.7	17%		0.2	4%	
Transit Expansion	9-Month	3.1	200%		4.6	172%	
Transportation Services	9-Month	(1.6)	1%		(24.5)	10%	
Sub-Total Infrastructure Services	9-Month	10.4	5%		(13.4)	4%	

Infrastructure Services Narrative		
	Year-To-Date	**Year-End**
Engineering & Construction Services	Net unfavourable variance of $3.8 million comprised an unfavourable gross expenditure variance of $0.3 million and an unfavourable revenue variance of $3.5 million.The unfavourable gross expenditure variance is mainly due to overspending in salaries & benefits partially offset by underspending in professional services.The unfavourable revenue variance is primarily due to lower development application review fees and lower recoveries from transit projects.	Net unfavourable variance of $3.5 million comprised a favourable gross expenditure variance of $1.6 million, offset by an unfavourable revenue variance of $5.1 million.The favourable gross expenditure variance is mainly due to underspending in equipment and professional services.The unfavourable revenue variance is primarily due to lower development application review fees and lower recoveries from transit projects, offset by higher administration fees.
Municipal Licensing & Standards	Net favourable variance of $11.4 million mainly due to over-achieved revenues from Private Transportation Companies trips fees, business and gaming licenses 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.	Net favourable variance of $9.3 million mainly due to over-achieved revenues from Private Transportation Companies trips fees, business and gaming licenses 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 equipment.

Toronto Emergency Management	Favourable net variance of $0.7 million (17.5%), primarily comprised of savings 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 hiring delays. Favourable gross expenditure variance of $0.9 million mainly due to lower spending of $0.3 million in salaries and benefits due to vacancies, lower spending of $0.1 million in emergency and miscellaneous materials and supplies, lower spending of $0.5 million in services and rents mainly comprised of underspending in computer software & hardware maintenance, contract services, training and business travel.	Projected to be materially on budget.
Policy, Planning, Finance & Administration	Favourable net expenditure variance of $0.7 million comprised of favourable gross expenditure variance of $1.4 million primarily from lower salaries and benefits offset by $0.7 million lower revenues from rate-based programs and capital recoveries.	Projected to be materially on budget.
Transit Expansion	Net favourable variance of $3.1 million comprised a favourable gross expenditure variance of $2.4 million and a favourable revenue variance of $0.7 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.	The net favourable variance of $4.6 million comprised a favourable gross expenditures of $3.9 million and a favourable revenue variance of $0.7 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.
Transportation Services	Unavourable net variance of $1.6 million of budget consisting of:• Unfavourable expenditure variance of $13.8 million of budget primarily due to overspending in salaries and benefits from prioritizing recruitment to ensure service delivery; partially offset by lower winter maintenance contracts due to timing of invoicing, hydro and salt usages due to lower usage.• Favourable revenue variance of $12.2 million of budget primarily due to higher volume of right-of-way construction permits and accelerated recovery from transit projects; partially offset by lower Development and Application Review Fees.	Unfavourable net variance of $24.5 million of budget consisting of unfavourable expenditure variance of $17.7 million of budget reflects overspending in several areas to meet service and performance expectations, including in salaries and benefits from prioritizing recruitment to ensure service delivery, maintenance of traffic signal devices, street lighting improvements, winter maintenance, routine and emergency road & repair contracts, and expansion of traffic agent program; partially offset by salt usage and hydro adjustment. Unfavourable revenue variance of $6.8 million of budget primarily due to lower recovery from Development Application Review Fee and Public Realm Reserve Fund.

Appendix F - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$	%		$	%	
Development & Growth Services							
City Planning	9-Month	(8.4)	80%		(11.2)	107%	
Toronto Building	9-Month	10.1	289%		16.0	99%	
Housing Secretariat	9-Month	19.0	5%		15.9	3%	
Development Review	9-Month	0.0	0%		0.0	0%	
Sub-Total Development & Growth Services	9-Month	20.7	5%		20.7	4%	

Development & Growth Services Narrative		
	Year-To-Date	**Year-End**
City Planning	Unfavourable net expenditure operating variance of $8.4 million is comprised of a favourable expenditure operating variance of $1.0 million mainly due to underspending in salaries and benefits, resulting from ongoing vacancies, and slightly higher professional services and other expenses including defending the City's position at the Ontario Land Tribunal and Toronto Local Appeal Body hearings. Unfavourable revenue operating variance of $9.3 million is mainly due to lower development application review user fees, related in part to the higher interest rate and market environment, and lower reserve, capital and other recoveries for projects. As the City continues to focus on supporting affordable rental housing projects through the waiving of fees and changes in response to the housing crisis, there is a direct correlation to a reduction in development application fee revenues collected.	Projecting a unfavourable net operating expenditure variance of $11.2 million comprised of a favourable operating expenditure variance of $1.8 million mainly due to underspending in salaries and benefits, resulting from ongoing vacancies, and lower professional services and other expenses including defending the City's position at the Ontario Land Tribunal and Toronto Local Appeal Body hearings. Unfavourable revenue variance of $12.9 million mainly due to lower development application review user fees, related in part to the higher interest rate and market environment, and lower reserve, capital and other recoveries for projects. As the City continues to focus on supporting affordable rental housing projects through the waiving of fees and changes in response to the housing crisis, there is a direct correlation to a reduction in development application fee revenues collected.

Toronto Building	Favourable net variance of $10.1 million driven by reduced expenditures of $11.0 million primarily from underspending in salaries and benefits due to vacant positions as the new organizational structure is being implemented. This is offset by an unfavorable revenue variance of $0.9 million due to lower than planned recoveries for positions funded from reserves and Metrolinx of $5.8 million due to vacancies which is partially offset by $4.9 million favourable building permit revenues due to higher-than-expected building permit applications.	Favourable net variance projection of $16.0 million driven by favourable projected gross expenditures of $15.4 million due to vacant positions, in addition to lower-than-anticipated costs in remedial action contingency provision, training, general equipment, and furnishing expenses. Favourable projected revenue variance of $0.6 million which includes favourable projected building permit revenues of $14.2 million which includes $9.0 million net deferred revenue recognized from carry over projects, partially offset by $13.6 million lower than planned recoveries resulting from vacancies in reserve funded and Metrolinx funded positions.
Housing Secretariat	Favorable net variance of $19.0 million is primarily due to delayed grant payments (expected to be resolved in Q4 with the commencement of newly amended agreements), higher rental revenues that have reduced social housing subsidy costs, delays in supportive housing projects, and savings in salaries and benefits.	Favorable net variance projection of $15.9 million is primarily due to lower social housing subsidy costs resulting from higher rental revenues across both the Mixed and Full Rent-Geared-to-Income Programs as well as the Rent Supplement Program. Efforts are underway to address current vacancies, with hiring expected to be completed by the end of 2024, the resulting delays have led to salary and benefits savings.
Development Review	Materially on budget.	Projected to be materially on budget.

Appendix F - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$	%		$	%	
Corporate Services							
Corporate Real Estate Management	9-Month	(1.0)	1%		0.1	0%	
Customer Experience	9-Month	0.0	0%		0.1	1%	
Environment & Climate	9-Month	1.4	11%		0.1	0%	
Fleet Services	9-Month	0.2	1%		(0.4)	1%	
Technology Services	9-Month	1.5	1%		1.7	1%	
Office of the Chief Information Security Officer	9-Month	2.9	13%		2.0	6%	
Sub-Total Corporate Services	9-Month	4.9	2%		3.5	1%	

Corporate Services Narrative		
	Year-To-Date	**Year-End**
Corporate Real Estate Management	Materially on budget.	Projected to be materially on budget.
Customer Experience	Materially on budget.	Projected to be materially on budget.
Environment & Climate	Materially on budget.	Projected to be materially on budget.

Fleet Services	Materially on budget.	Projected to be materially on budget.
Technology Services	Materially on budget.	Projected to be materially on budget.
Office of the Chief Information Security Officer	Materially on budget.	Projected to be materially on budget.

Appendix F - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$	%		$	%	
Finance and Treasury Services							
Office of the Chief Financial Officer and Treasurer	9-Month	2.8	13%		3.8	12%	
Financial Operations & Control	9-Month	5.1	22%		5.0	17%	
Sub-Total Finance and Treasury Services	9-Month	7.8	17%		8.8	14%	

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.
Financial Operations & Control	Favourable net variance of $5.1 million is primarily driven by net underspending in salaries and benefits due to vacancies.	Projected favourable net variance of $5.0 million at year end is primarily driven by net underspending in salaries and benefits due to vacancies and Automated Penalty System (APS) Expansion into Red Light Camera and Automatic Speed Enforcement not in operation yet, partially offset by additional costs to enhance Vacant Home Tax (VHT) declaration compliance and Council's waiver of late fees for failure to declare VHT status.

Appendix F - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$	%		$	%	
City Manager							
City Manager's Office	9-Month	2.5	5%		1.9	3%	
Sub-Total City Manager	9-Month	2.5	5%		1.9	3%	

City Manager Narrative		
	Year-To-Date	Year-End
City Manager's Office	Materially on budget.	Projected to be materially on budget.

Appendix F - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$	%		$	%	
Other City Programs							
City Clerk's Office	9-Month	1.0	4%		1.2	3%	
Legal Services	9-Month	0.7	2%		0.1	0%	
Mayor's Office	9-Month	0.2	8%		0.0	0%	
City Council	9-Month	2.0	11%		1.2	5%	
Sub-Total Other City Programs	9-Month	3.8	5%		2.5	2%	

Other City Programs Narrative		
	Year-To-Date	Year-End
City Clerk's Office	Materially on budget.	Projected to be materially on budget.
Legal Services	Materially on budget.	Projected to be materially on budget.
Mayor's Office	Materially on budget.	Projected to be materially on budget.
City Council	Materially on budget.	Projected to be materially on budget.

Appendix F - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$	%		$	%	
Accountability Offices							
Auditor General's Office	9-Month	0.6	10%		0.5	6%	
Integrity Commissioner's Office	9-Month	0.1	15%		0.0	1%	
Office of the Lobbyist Registrar	9-Month	0.4	36%		0.5	35%	
Office of the Ombudsman	9-Month	0.0	0%		0.1	3%	
Sub-Total Accountability Offices	9-Month	1.0	10%		1.1	8%	

Accountability Offices Narrative		
	Year-To-Date	Year-End
Auditor General's Office	Materially on budget.	Projected to be materially on budget.
Integrity Commissioner's Office	Materially on budget.	Projected to be materially on budget.
Office of the Lobbyist Registrar	Materially on budget.	Projected to be materially on budget.
Office of the Ombudsman	Materially on budget.	Projected to be materially on budget.

Appendix F - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$	%		$	%	
Agencies							
Toronto Public Health	9-Month	10.5	20%		12.2	15%	
Toronto Public Library	9-Month	(1.9)	1%		(3.0)	1%	
Exhibition Place	9-Month	2.5	264%		1.8	225%	
Heritage Toronto	9-Month	0.1	31%		(0.0)	0%	
To Live	9-Month	(0.2)	3%		(0.6)	11%	
Toronto Zoo	9-Month	(2.3)	53%		(1.0)	7%	
Sankofa Square	9-Month	0.3	26%		0.0	1%	
CreateTO	9-Month	0.0	100%		0.0	n/a	
Toronto & Region Conservation Authority	9-Month	0.1	2%		0.0	0%	
Toronto Transit Commission - Conventional	9-Month	104.6	11%		37.0	3%	
Toronto Transit Commission - Wheel Trans	9-Month	0.4	0%		(1.1)	1%	
Toronto Police Service	9-Month	(8.4)	1%		(22.4)	2%	
Toronto Police Service Board	9-Month	(0.0)	1%		(0.0)	0%	
Sub-Total Agencies	9-Month	105.8	5%		22.8	1%	

Agencies Narrative	Year-To-Date	Year-End
Toronto Public Health	Favourable net variance of $10.5 million is 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 $12.2 million is from underspending in mandatory cost shared programs due to a slower restart of paused programs and salary savings. The current budget is based on the existing funding arrangement between the City and Ministry of Health and the new funding agreement is still being finalized.
Toronto Public Library	Materially on budget.	Projected to be materially on budget.

Exhibition Place	Year-to-date net variance is favourable $2.5 million. This is driven by a favourable gross expenditure variance of $1.5 million from reduced utility rates and consumption from District Energy System which is under repair. This was partially offset by higher recoverable direct wages and benefits expenses, events, and overhead expenses. A favourable revenue variance of $1.1 million resulted from higher event rent, parking and ancillary revenue from one-off events (Shopify Summit, Loblaw Supplier Summit, GirlJam 2024, NHL Allstar Friday Night etc.). This is partially offset by lower event revenue from meetings and conferences at Beanfield Centre, lower withdrawals from reserves, and lower energy sold due to District Energy System repairs.	Favourable net variance projection of $1.8 million. Favourable revenue variance of $2.6 million due to additional events rent, and parking and ancillary revenue from one-off large events (Shopify Summit, Loblaw Supplier Summit, GirlJam 2024, NHL Allstar Friday Night etc.), partially offset by lower lease revenue due to postponement of Hotel X Phase II construction. This is partially offset by an unfavourable gross expenditure variance of $0.8 million from additional costs related to upgrading TPA parking system and replacing aging equipment.
Heritage Toronto	Materially on budget.	Projected to be materially on budget.
To Live	Materially on budget.	Projected to be materially on budget.
Toronto Zoo	Unfavorable net expenditure variance of $2.3 million. An unfavorable gross expenditure variance of $2.0 million was attributable in part to seasonal hiring & training to service expected guest volumes during the peak summer months and increased operational expenses due to higher overall attendance. A slight unfavorable revenue of $ 0.3 million was driven by lower than forecasted general admissions attendance during the peak summer months.	Projected to be materially on budget.
Sankofa Square	Materially on budget.	Projected to be materially on budget.
CreateTO	Materially on budget.	Projected to be materially on budget.

Toronto & Region Conservation Authority	Materially on budget.	Projected to be materially on budget.
Toronto Transit Commission - Conventional	TTC Conventional Service experienced a favourable gross expenditure variance of $77.9 million due to the delayed mobilization of Line 5 and Line 6, workforce vacancies currently in the various stages of the recruitment process, lower than anticipated pricing of IT service contracts due to successful negotiations, delayed implementation of IT software roll-out, lower spending on materials and vehicle parts, lower uptake of health and dental benefits that typically increases at year-end, and lower average diesel fuel prices. In addition, a favourable revenue variance of $26.7 million was driven by increased passenger revenue due to higher-than-anticipated ridership growth, resulting in a net favourable variance of $104.6 million.	TTC Conventional Service anticipates a favourable gross expenditure variance of $92.1 million due to the delayed mobilization of Line 5 and Line 6, one-time underspending from workforce vacancies anticipated to be partially offset in final quarter of the year due to higher expected recruitment activities, lower than anticipated pricing of IT service contracts due to successful negotiations, underspending on health and dental benefits anticipated to be offset by an increase in health and dental claims by employee in the last quarter and lower average diesel fuel prices. In addition, an unfavourable revenue variance of $55.2 million is projected, primarily driven by reduced Provincial Funding due to the delayed mobilization of Line 5 and Line 6 and forgoing a portion of the budgeted draw from TTC Stabilization Reserve Fund, resulting in a net favourable variance of $37.0 million at year-end.
Toronto Transit Commission - Wheel Trans	Overall, a net favourable variance to budget of $0.4 million is mainly due to additional revenue as a result of higher ridership demand, lower fuel pricing and employee benefits costs, partially offset by higher contracted taxi costs driven by higher ridership demand.	Overall, a net unfavourable variance of $1.1 million is expected at year-end. The key driver of this unfavourable variance is the continuation of 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	Toronto Police Service is reporting a net unfavourable variance of $8.4 million net as of September 30, 2024. Gross expenditures were $23.8 million unfavourable mainly due 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. The favourable revenue variance of $15.5 million is mainly due to the timing of grant revenues.	Toronto Police Service is projecting a net unfavourable variance of $22.4 million. This projected over expenditure is a result of premium pay spending, as the Service has had 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 Service is pursuing opportunities for expenditure reductions and/or increasing revenue throughout the year to mitigate year-end deficits to the extent possible.
Toronto Police Service Board	Materially on budget.	Projected to be materially on budget.

Appendix F - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$	%		$	%	
Capital & Corporate Financing							
Capital from Current	9-Month	0.0	0%		0.0	0%	
Technology Sustainment	9-Month	0.0	0%		0.0	0%	
Debt Charges	9-Month	7.1	1%		0.0	0%	
Sub-Total Capital & Corporate Financing	9-Month	7.1	1%		0.0	0%	

Capital & Corporate Financing Narrative		
	Year-To-Date	**Year-End**
Capital from Current	Materially on budget.	Projected to be materially on budget.
Technology Sustainment	Materially on budget.	Projected to be materially on budget.
Debt Charges	Materially on budget.	Projected to be materially on budget.

Appendix F - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date Net Variance $	Year-To-Date Net Variance %	Year-To-Date Status	Year-End Net Variance $	Year-End Net Variance %	Year-End Status
Non Program Expenditures							
Tax Deficiencies / Write Offs	9-Month	(4.2)	23%		(6.5)	26%	
Tax Increment Equivalent Grants (TIEG)	9-Month	3.8	11%		5.1	11%	
Assessment Function (MPAC)	9-Month	0.0	0%		0.0	0%	
Funding of Employee Related Liabilities	9-Month	0.0	0%		0.0	0%	
Programs Funded from Reserve Funds	9-Month	(1.7)	n/a		0.0	0%	
Other Corporate Expenditures	9-Month	(10.4)	190%		22.8	97%	
Insurance Contributions	9-Month	0.0	0%		0.0	0%	
Tax Increment Funding (TIF)	9-Month	0.0	n/a		0.0	0%	
Parking Tag Enforcement & Operations Exp	9-Month	(1.5)	3%		(6.9)	11%	
Heritage Property Taxes Rebate	9-Month	0.9	66%		1.2	66%	
Solid Waste Management Services Rebate	9-Month	1.9	3%		0.0	0%	
Sub-Total Non Program Expenditures	9-Month	(11.2)	4%		15.7	4%	

Non Program Expenditures Narrative	Year-To-Date	Year-End
Tax Deficiencies / Write Offs	Unfavourable net expenditure variance of $4.2 million is the net of higher than planned tax write-offs, lower cost to defend the City's assessment base and lower interest paid on tax refunds.	Unfavourable net expenditure of $6.5 million is primarily due to MPAC's re-assessment of several properties which triggered write-offs in Tax Deficiencies but increased related Supplementary/Omitted levies issued for those completed properties.
Tax Increment Equivalent Grants (TIEG)	Materially on budget.	Projected to be materially on budget.

Assessment Function (MPAC)	Materially on budget.	Projected to be materially on budget.
Funding of Employee Related Liabilities	Materially on budget.	Projected to be materially on budget.
Programs Funded from Reserve Funds	Materially on budget.	Projected to be materially on budget.
Other Corporate Expenditures	Unfavourable net variance of $10.4 million is driven by: 1) $3.6 million expenditure related to timing of contribution rebates for the 2022 municipal election which will be offset by a reserve draw at year-end. 2) $2.3 million related to centralized budget reduction in Non-Program for the provision of Health, Dental, LTD and Group Life employee benefits in 2024 where actual savings are realized in divisions; 3) $2.0 million due to the timing of Development Application Review fees collection for Corporate allocation, which will be reversed by year-end; and 4) $0.8 million unbudgeted expenditures related to expired inventory of COVID antigen test kits.	Favourable net expenditure variance of $22.8 million is largely attributable to the provisions in Non-Program for Fire Services' overtime callback strategy which will be offset by the overtime variance projected in Fire Services.
Insurance Contributions	Materially on budget.	Projected to be materially on budget.
Tax Increment Funding (TIF)	Materially on budget.	Projected to be materially on budget.

Parking Tag Enforcement & Operations Exp	Materially on budget.	Unfavourable expenditure variance of $6.9 million is projected based on current unfavourability as well as the unanticipated cost of replacing the current stock of parking tags to reflect newly adopted changes to Toronto Municipal Code.
Heritage Property Taxes Rebate	Materially on budget.	Projected to be materially on budget.
Solid Waste Management Services Rebate	Materially on budget.	Projected to be materially on budget.

Appendix F - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$	%		$	%	
Non Program Revenues							
Payments in Lieu of Taxes	9-Month	8.0	8%		8.0	8%	
Supplementary Taxes	9-Month	15.9	61%		13.0	28%	
Tax Penalty Revenue	9-Month	5.9	17%		7.2	16%	
Municipal Land Transfer Tax	9-Month	(15.1)	2%		(20.0)	3%	
Municipal Accommodation Tax (MAT)	9-Month	24.8	66%		9.0	18%	
Third Party Sign Tax	9-Month	(0.2)	2%		(0.2)	2%	
Interest/Investment Earnings	9-Month	219.0	204%		113.4	79%	
Dividend Income	9-Month	3.0	5%		3.9	5%	
Other Corporate Revenues	9-Month	7.5	25%		(109.4)	32%	
Provincial Revenue	9-Month	(1.2)	2%		0.0	0%	
Parking Authority Revenues	9-Month	(0.8)	5%		3.7	17%	
Admin Support Recoveries - Water	9-Month	0.0	0%		0.0	0%	
Admin Support Recoveries - Health & EMS	9-Month	0.0	0%		(0.0)	0%	
Parking Tag Enforcement & Operations Rev	9-Month	8.1	9%		11.3	9%	
Other Tax Revenues	9-Month	(0.1)	1%		(0.1)	1%	
Casino Woodbine Revenues	9-Month	8.4	72%		(0.9)	3%	
Vacant Home Tax	9-Month	27.5	100%		0.0	n/a	
Sub-Total Non Program Revenues	9-Month	310.5	24%		39.0	2%	

Non Program Revenues Narrative		
	Year-To-Date	**Year-End**
Payments in Lieu of Taxes	Favourable net revenue variance of $8.0 million was realized due to higher than planned assessment-based levy.	Favourable net expenditure variance of $8.0 million is projected, carrying YTD favourability.
Supplementary Taxes	Favourable net revenue variance of $15.9 million was due to the Supplementary and/or Omitted roll received from MPAC being higher than planned.	Favourable net revenue variance of $13.0 million is projected based on assessment forecast provided by MPAC.
Tax Penalty Revenue	Favourable net revenue variance of $5.9 million is mainly due to greater tax interest/penalties earned.	Favourable net expenditure variance of $7.2 million is projected based on current trend.
Municipal Land Transfer Tax	Unfavourable net revenue variance of $15.1 million is mainly due to lower than expected sales activities for the period.	Unfavourable net revenue variance of $20.0 million is mainly due to lower than expected sales activities for the period.
Municipal Accommodation Tax (MAT)	Favourable net revenue variance of $24.8 million was driven by higher than anticipated revenues from hotel tax and short-term rentals. Lower than anticipated payment to "Destination Toronto" for the first nine months of the year is expected to reverse by year-end.	Materially on budget after accounting for direction to allocate $16.65 million in overachieved revenue to the Special Events reserve consistent with the FIFA WC26 funding strategy.
Third Party Sign Tax	Materially on budget.	Projected to be materially on budget.
Interest/Investment Earnings	Favourable net revenue variance of $219.0 million is driven by higher investment income from the Toronto Investment Board (TIB) long-term fund. Favourable investment conditions include: 1) 6.1% annualized return vs 2.9% planned 2) Additional $2.0 billion from short-term fund was transferred to TIB long-term fund during the first three quarters of 2024.	A favorable net revenue variance of $113.4 million is projected, which includes a contribution to the Budget Bridging and Balancing Reserve. This reserve will support operational bridging strategies in future budgets

Dividend Income	Materially on budget.	Projected to be materially on budget.
Other Corporate Revenues	Favourable net revenue variance of $7.5 million is mainly attributable to: 1) One-time net HST tax recovery of $6.5 million related to 2021 and 2022; 2) $1.0 million favourability is related to timing of interest income and HST refunded to the City, expected to reverse by year-end.	Unfavourable net revenue variance of $109.4 million is projected due to lower than originally plan draws from various reserves.
Provincial Revenue	Materially on budget.	Projected to be materially on budget.
Parking Authority Revenues	Materially on budget.	Projected to be materially on budget.
Admin Support Recoveries - Water	Materially on budget.	Projected to be materially on budget.
Admin Support Recoveries - Health & EMS	Materially on budget.	Projected to be materially on budget.
Parking Tag Enforcement & Operations Rev	Favourable revenue variance of $8.1 million is mainly due to higher revenue from late fees and penalty charges collected for late payments for the third quarter of 2024.	Favourable revenue variance of $11.3 million is based on projected ticket issuance and anticipated towing recoveries being higher than budget as well as unbudgeted revenues from the City's Traffic Direction Pilot Program.

Other Tax Revenues	Materially on budget.	Projected to be materially on budget.
Casino Woodbine Revenues	Current favourable variance of $8.4 million is due to slight uptick in discretionary spending activities for the third quarter of the year.	Projected to be materially on budget.
Vacant Home Tax	Current favourable variance of $27.5 million is due to timing expected to reverse by year-end.	Projected to be materially on budget.

Appendix F - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$	%		$	%	
Non Program Agencies							
Association of Community Centres	9-Month	0.1	1%		(0.3)	3%	
Arena Boards of Management	9-Month	1.0	231%		0.8	110%	
Sub-Total Non Program Agencies	9-Month	1.1	12%		0.5	5%	

Non Program Agencies Narrative		
	Year-To-Date	Year-End
Association of Community Centres	Materially on budget.	Projected to be materially on budget.
Arena Boards of Management	Materially on budget.	Projected to be materially on budget.

Appendix F - Operating Variance Dashboard for City Programs and Agencies

City Program/Agency	Quarter	Year-To-Date			Year-End		
		Net Variance		Status	Net Variance		Status
		$	%		$	%	
Rate Programs							
Solid Waste Management Services	9-Month	5.7	36%		8.5	n/a	
Toronto Parking Authority	9-Month	12.5	55%		9.2	29%	
Toronto Water	9-Month	11.5	64%		20.3	n/a	
Sub-Total Rate Programs	9-Month	29.7	53%		38.0	119%	

Rate Programs Narrative		
	Year-To-Date	**Year-End**
Solid Waste Management Services	The favourable net revenue and expenditures variance is $5.7 million.Favourable gross expenditure of $7.1 million is primarily driven by savings in salaries and benefits due to vacancies; savings in hydro due to lower rates, and underspending in services and rents including: lower processing, haulage and storage costs of organics, recyclables, durable goods and glass due to reduced tonnage and underspending in haulage and disposal at Green Lane Landfill due to lower tonnage and fuel surcharge.Unfavourable revenue variance of $1.4 million is primarily driven by lower than anticipated collection revenue due to billing delays, partially offset against higher recovery from Extended Producer Responsibility transition and higher tipping revenue from transfer stations.	The favourable net revenue and expenditures variance is $8.5 million.Favourable gross expenditure of $7.2 million is primarily driven by savings in salaries and benefits due to vacancies; savings in hydro due to lower rates and underspending in services and rents, including: lower collection, processing, haulage and storage costs of organics, recyclables, durable goods and glass due to reduced tonnage and underspending in haulage and disposal at Green Lane Landfill due to lower tonnage and fuel surcharge.Favourable revenue variance of $1.3 million is primarily driven by increased tipping tonnage at transfer stations and higher recovery from Extended Producer Responsibility transition.The resultant overall projected net surplus at year-end of $8.525 million would increase the amount to be contributed to the Waste Management Reserve Fund from a budgeted $15.5 million to $24.1 million as of September 30, 2024. SWMS year-end surplus must be transferred to the Waste Management Reserve Fund, to finance capital investments and ongoing capital repairs and maintenance.
Toronto Parking Authority	Year-to-date net expenditure variance was $12.5 million favourable. Gross expenditure was $6.4 million lower than budget mainly due to prudent management of fixed expenses offset by costs related to higher volume. Revenue was $6.2 million higher than budget mainly driven by parking rate change and comparable transaction volume.	Year-end net expenditureis forecasted to be $9.2 million favourable. Gross expenditures $0.6 million favourable driven by prudent management of fixed expenses offset by costs related to higher volume. Revenue $8.6 million favourable, mainly driven by parking rate change and comparable transaction volume.

Toronto Water	The favourable net expenditure variance of $11.5 million is mainly due to a favourable expenditure variance of $11.3 million mainly from underspending in utilities mainly due to lower usage than planned and continued efficiencies, contracted services primarily from fewer emergencies and lower volume than planned and in chemicals mainly driven by favourability in rates, partially offset by overspending in materials, supplies and equipment due to higher CPI than planned. Favourable revenue variance of $0.2 million is mainly from higher than planned revenue from sale of water due to higher consumption, and increased private water and other wastewater agreements. This is partially offset by lower revenue from transit projects and lower other and third party recoveries.	Projected favourable year-end net revenue and expenditures variance is $20.3 million. Toronto Water is projecting an under expenditure of $15.5 million mainly due to underspending in salaries and benefits due to vacancies, underspending in contract services from fewer emergencies, in chemicals due to favourable rates and in utilities due to lower than planned usage and continued efficiencies. The underspending is partially offset by overspending in materials and supplies due to higher CPI than planned. Revenues are projected to be higher than budgeted by $4.8 million, primarily due to higher than planned consumption of water based on year-to-date consumption, and increased private water agreements. The projected increase in revenue is partially offset by lower revenue from transit projects in accordance with transit project timelines and lower other recoveries and third party recoveries. Year-end results can vary significantly due to the uncertainty of sale of water and consumption levels arising from fluctuations in weather.