# 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.

On or Below Budget
Caution
Trending Above Budget

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ (000's) | % | |
| **Community and Social Services** | | | | |
| Children's Services | Year-End | 1.5 | 2% | |
| Court Services | Year-End | 10.1 | 16% | |
| Economic Development & Culture | Year-End | (1.0) | 1% | |
| Fire Services | Year-End | (11.1) | 2% | |
| Toronto Paramedic Services | Year-End | 3.1 | 3% | |
| Seniors Services and Long-Term Care | Year-End | 17.1 | 21% | |
| Parks, Forestry & Recreation | Year-End | (23.1) | 7% | |
| Social Development, Finance & Administration | Year-End | 0.9 | 1% | |
| Toronto Employment & Social Services | Year-End | 0.1 | 0% | |
| Toronto Shelter and Support Services | Year-End | 1.5 | 7% | |
| **Sub-Total Community and Social Services** | Year-End | (0.8) | 0% | |

| **Community and Social Services Narrative** | |
|---|---|
| | **Year-End** |
| Children's Services | Materially On Budget |
| Court Services | Favourable net variance of $10.1 million is mainly attributable to underspending in salaries and benefits due to vacancies and payments to interpreters and honorariums, as well as an increase in fine revenue due to higher than budgeted number of tickets filed in 2024. |

| | |
|---|---|
| Economic Development & Culture | Materially On Budget |
| Fire Services | Unfavourable net variance of $11.1 million is comprised of overspending in callback overtime, and overspending in WSIB, primarily to address rising costs resulting from the increased eligibility in provincially mandated Presumptive Cancer Legislation for firefighters. The overspending is partially offset by underspending in salary and benefits, due to attrition and retirements throughout the year, and underspending in various non-salary related operating expenditures primarily due to reduced demand for facility-related services. The overspending is partially offset by revenues for over-achieved false alarm charges, due to higher than anticipated volumes in false alarms, and a one-time unbudgeted NextGen 911 provincial grant and the Heavy Urban Search and Rescue (HUSAR) grant, as well as various other recoveries. |
| Toronto Paramedic Services | Materially On Budget |
| Seniors Services and Long-Term Care | Favourable net variance of $17.1 million is a combined result of underspending in salary and benefits attributed to hiring challenges due to global shortages of health human resources and additional funding received for level-of-care and direct care, partially offset by higher than anticipated expense in service and rent due to higher than anticipated demands for facility repair, renovation, and maintenance services. |
| Parks, Forestry & Recreation | Unfavourable net variance of $23.1 million consisting of an unfavourable gross expenditure variance of $5.0 million and unfavourable revenue variance of $18.1 million. Unfavourable gross expenditures variance is primarily from unanticipated staffing requirements to be in compliance with Transport Canada's new requirements of crew members to passengers to operate ferry service. The unfavourable revenue variance is from underachieved user fee revenues including registration fees, memberships and permits due to slower recovery of services and participation following the pandemic partially offset by higher rents and license agreements. |
| Social Development, Finance & Administration | Materially On Budget |
| Toronto Employment & Social Services | Materially On Budget |

| | |
|---|---|
| Toronto Shelter and Support Services | Favourable net variance of $1.5 million. The net favourable variance is primarily due to savings for the temporary hotel program, driven by negotiated longer-term contracts with hotels and reduced restoration costs and underspending in winter and respite programs due to milder weather; offset by, a one-time stabilization reserve contribution to ensure funding for the Interim Housing Assistance Program (IHAP) in.<br><br>The total 2024 expenditures for the Refugee Response Initiative is $281.8 million: $128.5 million for the dedicated Temporary Refugee Program and $153.3 million for refugees in base shelters. The Federal Government provided $261.9 million in funding for 2024 to support the cost of providing shelter for asylum seekers through the IHAP, which represents 93% of the total costs incurred on refugee claimants in the shelter system. Revenue also includes funding of $200 million from the Provincial Government for the new deal funding for shelters and homelessness. |

## Appendix F - Operating Variance Dashboard for City Programs and Agencies

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ | % | |
| **Infrastructure Services** | | | | |
| Engineering & Construction Services | Year-End | (2.9) | 152% | |
| Municipal Licensing & Standards | Year-End | 15.9 | 58% | |
| Toronto Emergency Management | Year-End | 0.6 | 11% | |
| Policy, Planning, Finance & Administration | Year-End | 0.5 | 8% | |
| Transit Expansion | Year-End | 4.4 | 165% | |
| Transportation Services | Year-End | (37.6) | 15% | |
| **Sub-Total Infrastructure Services** | Year-End | (19.1) | 6% | |

| **Infrastructure Services Narrative** | |
|---|---|
| | **Year-End** |
| Engineering & Construction Services | Net unfavourable variance of $2.9 million comprised of an unfavourable revenue variance of $3.2 million primarily due to lower development application review fees, lower transit recoveries, and partially offset by higher administration revenue related to construction; and a favourable gross expenditure variance of $0.3 million mainly due to underspending in professional services. |
| Municipal Licensing & Standards | Net favourable variance of $15.9 million mainly due to over-achieved revenues in the second half of the year from accessibility fees, other revenue sources as well as underspending in salaries and benefits, partially offset by higher than planned contributions to Vehicle-For-Hire Reserve. |
| Toronto Emergency Management | Materially On Budget |

| | |
|---|---|
| Policy, Planning, Finance & Administration | Materially On Budget |
| Transit Expansion | The net favourable variance of $4.4 million is comprised of a favourable gross expenditures of $3.5 million and a favourable revenue variance of $0.9 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 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 $37.6 million consisting of an unfavourable expenditure variance of $35.3 million which reflects overspending in salaries and benefits to prioritize and accelerate recruitment of critical positions to meet service and performance expectations, and maintenance of traffic signal devices; partially offset by lower than budgeted expenditures for salt and hydro. The balance of the unfavourable net variance is due to a revenue variance of $2.3 million primarily due to lower recovery from transit projects and development application review fees; partially offset by higher revenues from right-of-way utility cut user fees. |

# Appendix F - Operating Variance Dashboard for City Programs and Agencies

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ | % | |
| **Development & Growth Services** | | | | |
| City Planning | Year-End | (12.0) | 115% | |
| Toronto Building | Year-End | 16.0 | 99% | |
| Housing Secretariat | Year-End | 8.5 | 2% | |
| Development Review | Year-End | 0.0 | 0% | |
| **Sub-Total Development & Growth Services** | Year-End | 12.4 | 2% | |

| **Development & Growth Services Narrative** | |
|---|---|
| | **Year-End** |
| City Planning | City Planning is reporting an unfavourable net operating expenditure variance of $12.0 million comprised of an unfavourable revenue variance of $12.4 million and a favourable operating expenditure variance of $0.3 million.The unfavourable revenue variance is primarily due to lower development application review user fees, driven by external factors such as housing market conditions and the interest rate environment. Favourable operating expenditure variance is due to underspending in salaries and benefits. |
| Toronto Building | Favourable year-end net variance of $16.0 million is driven by favourable gross expenditures of $15.4 million primarily from underspending in salaries and benefits due to vacant positions related to the implementation of the new organizational structure. Additionally there was lower than expected spending in remedial action contingency provisions, general equipment, training and furnishing expenditures. A favourable revenue variance of $0.6 million includes building permit revenues of $16.4 million including $9.1 million net deferred revenue recognized from carry over projects. This is mainly offset by $15.8 million lower-than-planned recoveries resulting from vacancies in reserve funded and Metrolinx funded positions. |
| Housing Secretariat | Favourable net variance of $8.5 million from lower-than-planned expenditures, partially offset by lower revenues. Favourable gross expenditure variance of $23.2 million driven by delays in supportive housing projects, timing of provincial funding under the Canada-Ontario Community Housing Initiative (COCHI), lower subsidy payments due to higher rental revenues and a decline in rent geared-to-income (RGI) units, as well as underspending in salaries and benefits. A corresponding unfavourable revenue variance of $14.7 million reflects the same delays in project delivery and funding flows. |

# Appendix F - Operating Variance Dashboard for City Programs and Agencies

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ | % | |
| **Corporate Services** | | | | |
| Corporate Real Estate Management | Year-End | 2.9 | 2% | |
| Customer Experience | Year-End | 0.2 | 1% | |
| Environment & Climate | Year-End | (0.1) | 0% | |
| Fleet Services | Year-End | (0.1) | 0% | |
| Technology Services | Year-End | 1.2 | 1% | |
| Office of the Chief Information Security Officer | Year-End | 4.3 | 13% | |
| **Sub-Total Corporate Services** | Year-End | 8.3 | 2% | |

| **Corporate Services Narrative** | |
|---|---|
| | **Year-End** |
| Corporate Real Estate Management | Materially on Budget |
| Customer Experience | Materially on Budget |
| Environment & Climate | Materially on Budget |
| Fleet Services | Materially on Budget |
| Technology Services | Materially on Budget |

| | |
|---|---|
| Office of the Chief Information Security Officer | The net year-end favourable variance of $4.3 million was mainly due to underspending in Salaries & Benefits from recruitment challenges attributed to global cyber resource shortage, and deferral of major cyber initiatives to future years to better align implementation with readiness and maximizing long-term impact. |

## Appendix F - Operating Variance Dashboard for City Programs and Agencies

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ | % | |
| **Finance and Treasury Services** | | | | |
| Office of the Chief Financial Officer and Treasurer | Year-End | 4.1 | 13% | |
| Financial Operations & Control | Year-End | 5.7 | 19% | |
| **Sub-Total Finance and Treasury Services** | Year-End | 9.8 | 16% | |

| **Finance and Treasury Services Narrative** | |
|---|---|
| | **Year-End** |
| Office of the Chief Financial Officer and Treasurer | Favourable year-end net variance of $4.1 million mainly due to underspending in salaries and benefits from vacant positions. There has been a significant increase in the number of unfilled positions due to recruitment challenges and difficulties in finding qualified candidates with specialized skill sets. |
| Financial Operations & Control | Favourable year-end net variance of $5.7 million is primarily due to underspending in salaries and benefits related to vacancies. Additionally, underspending in the late implementation of Automated Penalty System (APS) Expansion into Red Light Camera and Automatic Speed Enforcement. This is partially offset by lower user fee revenue driven by slowing property markets and Council's waiver of late fees for failure to declare Vacant Home Tax (VTH) status. |

# Appendix F - Operating Variance Dashboard for City Programs and Agencies

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ | % | |
| **City Manager** | | | | |
| City Manager's Office | Year-End | 2.5 | 4% | |
| **Sub-Total City Manager** | Year-End | 2.5 | 4% | |

| City Manager Narrative | |
|---|---|
| | Year-End |
| City Manager's Office | Materially On Budget |

# Appendix F - Operating Variance Dashboard for City Programs and Agencies

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ | % | |
| **Other City Programs** | | | | |
| City Clerk's Office | Year-End | 2.2 | 6% | |
| Legal Services | Year-End | 2.0 | 5% | |
| Mayor's Office | Year-End | 0.1 | 5% | |
| City Council | Year-End | 2.6 | 10% | |
| **Sub-Total Other City Programs** | Year-End | 7.0 | 6% | |

| **Other City Programs Narrative** | |
|---|---|
| | **Year-End** |
| City Clerk's Office | Materially On Budget |
| Legal Services | Materially On Budget |
| Mayor's Office | Materially On Budget |
| City Council | Materially On Budget |

## Appendix F - Operating Variance Dashboard for City Programs and Agencies

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ | % | |
| **Accountability Offices** | | | | |
| Auditor General's Office | Year-End | 0.8 | 9% | |
| Integrity Commissioner's Office | Year-End | 0.0 | 0% | |
| Office of the Lobbyist Registrar | Year-End | 0.5 | 37% | |
| Office of the Ombudsman | Year-End | 0.1 | 3% | |
| **Sub-Total Accountability Offices** | Year-End | 1.4 | 10% | |

| **Accountability Offices Narrative** | |
|---|---|
| | **Year-End** |
| Auditor General's Office | Materially On Budget |
| Integrity Commissioner's Office | Materially On Budget |
| Office of the Lobbyist Registrar | Materially On Budget |
| Office of the Ombudsman | Materially On Budget |

## Appendix F - Operating Variance Dashboard for City Programs and Agencies

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ | % | |
| **Agencies** | | | | |
| Toronto Public Health | Year-End | 12.2 | 15% | |
| Toronto Public Library | Year-End | (3.5) | 2% | |
| Exhibition Place | Year-End | 3.5 | 439% | |
| Heritage Toronto | Year-End | (0.0) | 5% | |
| To Live | Year-End | 0.0 | 0% | |
| Toronto Zoo | Year-End | (0.5) | 4% | |
| Sankofa Square | Year-End | 0.2 | 16% | |
| CreateTO | Year-End | 0.0 | n/a | |
| Toronto & Region Conservation Authority | Year-End | 0.0 | 0% | |
| Toronto Transit Commission - Conventional | Year-End | 56.5 | 5% | |
| Toronto Transit Commission - Wheel Trans | Year-End | 1.5 | 1% | |
| Toronto Police Service | Year-End | (21.2) | 2% | |
| Toronto Police Service Board | Year-End | (0.0) | 0% | |
| **Sub-Total Agencies** | Year-End | 48.6 | 2% | |

| **Agencies Narrative** | |
|---|---|
| | **Year-End** |
| Toronto Public Health | Favourable net variance of $12.2 million is primarily driven by underspending in mandatory cost-shared programs due to a slower restart of paused programs, mainly in Chronic Disease and Injury Prevention, and Healthy Smiles Ontario, as well as less applicants for the Toronto Urban Health Fund program. |
| Toronto Public Library | Materially On Budget |

| | |
|---|---|
| Exhibition Place | Favourable net variance of $3.5 million. Favourable revenue variance of $5.8 million due to additional events rent, parking and ancillary revenue from one-off large events including Shopify Summit, Loblaw Supplier Summit, GirlJam 2024, NHL Allstar Friday Night etc., and recoverable wages and other expenses, partially offset by lower lease revenue due to postponement of Hotel X Phase II construction, and lower energy sales due to District Energy System being under repair. Unfavourable gross expenditure variance of $2.3 million resulting from higher recoverable direct wages and other event expenses, equipment replacement and IT service costs, and an increased provision for uncollectible accounts receivable, partially offset by savings associated with utilities, natural gas consumption, and overhead expenditures. |
| Heritage Toronto | Materially On Budget |
| To Live | Materially on budget. |
| Toronto Zoo | Materially On Budget |
| Sankofa Square | Materially On Budget |
| CreateTO | Materially On Budget |
| Toronto & Region Conservation Authority | Materially On Budget |
| Toronto Transit Commission - Conventional | TTC Conventional Service experienced a favourable gross expenditure variance of $124.0 million due to the delayed mobilization of Line 5 and Line 6, workforce vacancies, lower than anticipated pricing of IT service contracts due to successful negotiations, delayed implementation of IT software roll-out, lower uptake of health and dental benefits and lower average diesel fuel prices. The higher-than-planned passenger revenue experienced from higher average fare per ride was offset by lower provincial funding than budgeted due to the delayed mobilization of Line 5 and Line 6, and lower reserve draws from both the Stabilization Reserve and the Long-Term Liabilty Reserve, resulting in an unfavourable revenue variance of $67.5 million and a net favourable variance of $56.5 million. |

| | |
|---|---|
| Toronto Transit Commission - Wheel Trans | Materially On Budget |
| Toronto Police Service | Toronto Police Service is reporting an unfavorable variance of $21.2 million net as of December 31, 2024. Gross expenditures were $44.1 million unfavorable, mainly due to increased premium pay spending to respond to planned and unplanned events including Project Resolute and public safety initiatives. The favourable revenue variance of $22.9 million is mainly due to the officer portion of paid duty recoveries and an increase in fee-driven revenues. |
| Toronto Police Service Board | Materially On Budget |

# Appendix F - Operating Variance Dashboard for City Programs and Agencies

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ | % | |
| **Capital & Corporate Financing** | | | | |
| Capital from Current | Year-End | 0.0 | 0% | |
| Technology Sustainment | Year-End | 0.0 | 0% | |
| Debt Charges | Year-End | 10.0 | 1% | |
| **Sub-Total Capital & Corporate Financing** | Year-End | 10.0 | 1% | |

| Capital & Corporate Financing Narrat | The favourable net |
|---|---|
| | Year-End |
| Capital from Current | Materially On Budget |
| Technology Sustainment | Materially On Budget |
| Debt Charges | Favourable year-end variance of $10.0 million is driven by debt charges related to savings from lower than planned debt servicing costs. |

## Appendix F - Operating Variance Dashboard for City Programs and Agencies

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ | % | |
| **Non Program Expenditures** | | | | |
| Tax Deficiencies / Write Offs | Year-End | (7.9) | 32% | |
| Tax Increment Equivalent Grants (TIEG) | Year-End | 6.6 | 15% | |
| Assessment Function (MPAC) | Year-End | 0.0 | 0% | |
| Funding of Employee Related Liabilities | Year-End | 0.0 | 0% | |
| Programs Funded from Reserve Funds | Year-End | (0.0) | 225% | |
| Other Corporate Expenditures | Year-End | (179.1) | 448% | |
| Insurance Contributions | Year-End | 0.0 | 0% | |
| Tax Increment Funding (TIF) | Year-End | 0.0 | 0% | |
| Parking Tag Enforcement & Operations Exp | Year-End | (1.1) | 2% | |
| Heritage Property Taxes Rebate | Year-End | 1.2 | 66% | |
| Solid Waste Management Services Rebate | Year-End | 3.9 | 5% | |
| **Sub-Total Non Program Expenditures** | Year-End | (176.3) | 49% | |

| **Non Program Expenditures Narrative** | |
|---|---|
| | **Year-End** |
| Tax Deficiencies / Write Offs | Unfavourable net expenditure variance of $7.9 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. |
| Tax Increment Equivalent Grants (TIEG) | Favourable net expenditure variance of $6.6 million was realized due to updated grants and timing. |
| Assessment Function (MPAC) | Materially on budget. |
| Funding of Employee Related Liabilities | Materially on budget. |
| Programs Funded from Reserve Funds | Materially on budget. |

| | |
|---|---|
| Other Corporate Expenditures | Unfavourable net variance of $176.3 million mainly due to other corporate expenditures, mainly driven by a contribution identified in the operating variance report for the Nine Months Ended September 30, 2024 to support budget balancing initiatives in 2026. |
| Insurance Contributions | Materially on budget. |
| Tax Increment Funding (TIF) | Materially on budget. |
| Parking Tag Enforcement & Operations Exp | Materially on budget. |
| Heritage Property Taxes Rebate | Favourable net expenditure variance of $1.2 million was driven by lower than anticipated rebate applications from designated properties. |
| Solid Waste Management Services Rebate | Materially on budget. |

## Appendix F - Operating Variance Dashboard for City Programs and Agencies

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ | % | |
| **Non Program Revenues** | | | | |
| Payments in Lieu of Taxes | Year-End | 19.2 | 19% | |
| Supplementary Taxes | Year-End | 25.6 | 54% | |
| Tax Penalty Revenue | Year-End | 16.3 | 36% | |
| Municipal Land Transfer Tax | Year-End | (51.5) | 7% | |
| Municipal Accommodation Tax (MAT) | Year-End | 20.9 | 41% | |
| Third Party Sign Tax | Year-End | (0.1) | 1% | |
| Interest/Investment Earnings | Year-End | 224.6 | 157% | |
| Dividend Income | Year-End | 3.9 | 5% | |
| Other Corporate Revenues | Year-End | (65.7) | 19% | |
| Provincial Revenue | Year-End | 0.0 | 0% | |
| Parking Authority Revenues | Year-End | 6.2 | 28% | |
| Admin Support Recoveries - Water | Year-End | 0.0 | 0% | |
| Admin Support Recoveries - Health & EMS | Year-End | 0.0 | 0% | |
| Parking Tag Enforcement & Operations Rev | Year-End | 28.3 | 23% | |
| Other Tax Revenues | Year-End | 0.0 | 0% | |
| Casino Woodbine Revenues | Year-End | (1.0) | 3% | |
| Vacant Home Tax | Year-End | 0.0 | n/a | |
| **Sub-Total Non Program Revenues** | Year-End | 226.8 | 12% | |

| **Non Program Revenues Narrative** | |
|---|---|
| | **Year-End** |
| Payments in Lieu of Taxes | Favourable net revenue variance of $19.2 million is mainly driven by $6.9 million favourability due to appeals and other adjustments being lower than budget; $6.7 million from assessment-based as well as Heads and Beds levies being higher than anticipated; and $5.6 million related to unbudgeted supplementary levies and revenues from University of Toronto. |

| | |
|---|---|
| Supplementary Taxes | Favourable net revenue variance of $25.6 million was realized due to the Supplementary and/or Omitted levies being higher than planned. |
| Tax Penalty Revenue | Favourable net revenue variance of $16.3 million was primarily resulting from higher than expected tax interest/penalties earned. |
| Municipal Land Transfer Tax | Unfavourable net revenue variance of $51.5 million is mainly due to lower than expected sales activities for the year. |
| Municipal Accommodation Tax (MAT) | Favourable net revenue variance of $20.9 million is predominantly resulting from higher than anticipated revenues from hotel tax and short-term rentals as well as lower than planned payment obligation to Tourism Toronto. This is inclusive of the contribution of $16.65 million to the Major Special Event Reserve Fund to support the FIFA World Cup per 2024.EX18.17 adopted in November 13, 2024. |
| Third Party Sign Tax | Materially on budget. |
| Interest/Investment Earnings | Favourable net revenue variance of $224.6 million is mainly driven by short-term fund investment income being higher than budget by $200.0 million as a result of higher than forecasted short-term interest rates. This is inclusive of the $120.0 million contribution to Budget Bridging and Balancing reserve fund to support operational bridging strategies in future year budgets adopted in the 2024 third quarter Operating variance report EX19.13; and finally, partially offsetting the favourability is an additional $8.0 million being allocated to reserve funds due to higher average fund balances than anticipated. |
| Dividend Income | Materially on budget. |

| | |
|---|---|
| Other Corporate Revenues | Unavourable net revenue variance of $65.7 million is mainly attributable a lower than budget draw from reserves. |
| Provincial Revenue | Materially on budget. |
| Parking Authority Revenues | Favourable net revenue variance of $6.2 million based on a reduced City share of 75% in accordance with the new Net Income Share Agreement was largely attributable to one-time municipal recoveries and lower depreciation expense, partially offset by higher volume related costs. Additionally, higher parking revenues due to higher rate changes, and finally, interest income from higher cash balance due to delay in capital expenditures for the year. |
| Admin Support Recoveries - Water | Materially on budget. |
| Admin Support Recoveries - Health & EMS | Materially on budget. |
| Parking Tag Enforcement & Operations Rev | Favourable net revenue variance of $28.3 million is primarily due to higher ticket issuances and fine revenues than planned as well as increased average ticket rates effective August 1, 2024. |
| Other Tax Revenues | Materially on budget |
| Casino Woodbine Revenues | Materially on budget |

| | |
|---|---|
| Vacant Home Tax | On budget. Net revenue of $6.0M was transferred to Multi-Unit Residential Acquisition (MURA) Program. A provision is set aside in 2024 for the 2022 and 2023 declaration years as homeowners have until the end of 2025 to appeal. The final amount collected may vary as Notice of Complaints and audits are being processed. |

# Appendix F - Operating Variance Dashboard for City Programs and Agencies

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ | % | |
| **Non Program Agencies** | | | | |
| Association of Community Centres | Year-End | (0.5) | 4% | |
| Arena Boards of Management | Year-End | 0.3 | 34% | |
| **Sub-Total Non Program Agencies** | Year-End | (0.2) | 2% | |

| **Non Program Agencies Narrative** | |
|---|---|
| | **Year-End** |
| Association of Community Centres | Materially on budget. |
| Arena Boards of Management | Favourable net variance of $0.3 million driven by favourable revenue variance of $1.3 million from higher-than-expected ice rentals for Forest Hill, Leaside Memorial Gardens, and Ted Reeve, and higher than expected revenues from George Bell and Bill Bolton Arenas due to postponing of capital projects which are partially offset by unfavourable gross expenditure of $1.0 million due to higher-than-expected salaries and benefits, maintenance and repair, utilities, and supplies costs related to volume increases and higher operational hours due to postponing capital projects. |

# Appendix F - Operating Variance Dashboard for City Programs and Agencies

| City Program/Agency | Quarter | Year-End | | |
|---|---|---|---|---|
| | | Net Variance | | Status |
| | | $ | % | |
| **Rate Programs** | | | | |
| Solid Waste Management Services | Year-End | 7.4 | 100% | |
| Toronto Parking Authority | Year-End | 12.8 | 40% | |
| Toronto Water | Year-End | 14.0 | 100% | |
| **Sub-Total Rate Programs** | Year-End | 34.2 | 107% | |

| **Rate Programs Narrative** | |
|---|---|
| | **Year-End** |
| Solid Waste Management Services | The favourable net revenue variance is $7.4 million. Favourable gross expenditure of $8.4 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. This was offset by an unfavourable revenue variance of $1.0 million primarily driven by: lower than anticipated collection revenue due for multi-residential customer in the amount of $3.0 million, partially offset against favourable revenue variance of $1.8 million for increased tipping tonnage at transfer stations.<br><br>The net surplus of $7.4 million will increase the amount to be contributed to the Waste Management Reserve Fund from a revised budgeted $13.9 million to $21.3 million as of December 31, 2024. SWMS's 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 | A favourable net variance at year-end of $12.8 million is driven by a favourable<br>gross expenditures variance of $5.9 million mainly due to the timing of capital project, lower municipal taxes due to recoveries from temporary closures, and lower salaries and benefits from prudent management of costs. Revenues were $6.9 million higher due to earlier than planned pricing and higher interest income. |

| | |
|---|---|
| Toronto Water | The favourable year-end net expenditure variance of $14.0 million is mainly due to a favourable expenditure variance of $4.3 million from underspending in salaries and benefits due to vacancies, lower expenses for utilities resulting from lower usage and continued efficiencies; partially offset by a higher bad debt provision for water bills issued based on estimates as a result of the unanticipated early failure of meter transmission units. The favourable net expenditure is also attributed to a favourable revenue variance of $9.7 million mainly from higher than planned revenue from sale of water due to higher consumption, and higher new connection fees and private water agreements. |