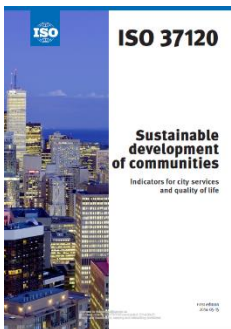




# Toronto's 2013 Results Under ISO 37120 Indicators of City Service Delivery and Quality Of Life





World Council on City Data





 Theme/Indicator Under ISO 37120	Indicator Result/ Rate	Absolute Value	Year of Data	Comments
<b>Section 5 - Economy</b>				
5.1 - City's unemployment rate (core indicator)	8.8% unemployment rate	127,260 people unemployed (in total)	2013 avg. annual	
5.2 - Assessed value of commercial and industrial properties as a percentage of total assessed value of all properties (core indicator)	19.2% of assessment base is commercial/ industrial	\$94.3 Billion total value of commercial/ industrial assessment base	2013	Comprised of: <ul style="list-style-type: none"> <li>Commercial - \$86.34 billion or 17.6% of all assessment value</li> <li>Industrial of - \$7.96 billion or 1.6%</li> </ul>
5.3 - Percentage of city population living in poverty (core indicator)	22% of population are low income families	595,017 people in low income households (in-total)	2011	<ul style="list-style-type: none"> <li>Based on low income measure - after tax, which represents households living on less than half of median household income after taxes</li> <li>Note: poverty is relative depending on country/city</li> </ul>
5.4 - Percentage of persons in full-time employment (supporting indicator)	36.6% of population in full-time employment >= 35 hours/week	1,014,600 people in full-time employment >= 35 hours/week (in-total)	2013 avg. annual	<ul style="list-style-type: none"> <li>This result is based on those working &gt;= 35 hours per week as per technical definition</li> <li>Stats. Canada data defines full-time as &gt;= 30 hours/week and result would have been 39%</li> </ul>
5.5 - Youth unemployment rate (supporting indicator)	17.6% of youths unemployed	32,130 youths unemployed (in total)	2013 avg. annual	Covers ages 15-24 for both students and non-students


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5.6 - Number of businesses per 100,000 population (supporting indicator)	3,360 businesses (per 100,000 population)	93,142 businesses (in total)	2013	
5.7 - Annual number of new patents per 100,000 population (supporting indicator)	8.2 patents (per 100,000 population)	228 patents (in total)	2013	
<b>Section 6 – Education</b>				
6.1 - Percentage of female school-aged population enrolled in schools (core indicator)	100% of girls enrolled	169,740 girls enrolled (in total)	2011 census/ NHS	<ul style="list-style-type: none"> <li>• Compulsory education to age 18</li> <li>• Includes students in private schools and home- schooled</li> </ul>
6.2 - Percentage of students completing primary education: survival rate (core indicator)	100% of students complete primary school		2013	Compulsory education to age 18
6.3 - Percentage of students completing secondary education: survival rate (core indicator)	83.2% of students complete high school		2013	<ul style="list-style-type: none"> <li>• For 2008 grade 9 cohort (graduated by fall 2013)</li> <li>• Blended result combining:               <ul style="list-style-type: none"> <li>➢ Toronto District School Board (TDSB) - 82.9%</li> <li>➢ Toronto Catholic District School Board (TCDSB) – 83.8%</li> </ul> </li> </ul>
6.4 - Primary education student/teacher ratio (core indicator)	14.6 students per teacher	185,685 students and 12,691 teachers in grades 1-8 (in total)	2013	<ul style="list-style-type: none"> <li>• Blended result combining:               <ul style="list-style-type: none"> <li>➢ TDSB – 15.02</li> <li>➢ TCDSB – 13.65</li> </ul> </li> </ul>

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6.5 - Percentage of male school-aged population enrolled in schools (supporting indicator)	100% of boys enrolled	178,510 boys enrolled (in total)	2011 census/ NHS	<ul style="list-style-type: none"> <li>• Compulsory education to age 18</li> <li>• Includes students in private schools and home-schooled</li> </ul>
6.6 - Percentage of school-aged population enrolled in schools (supporting indicator)	100% boys and girls enrolled	348,250 boys & girls enrolled (in total)	2011 Census /NHS	<ul style="list-style-type: none"> <li>• Compulsory education to age 18</li> <li>• Includes students in private schools and home-schooled</li> </ul>
6.7 - Number of higher education degrees per 100,000 population (supporting indicator)	45,875 higher education degrees (per 100,000 population)	1,271,550 people with higher education degrees (in total)	2011 Census /NHS	Total higher education degrees comprised of: <ul style="list-style-type: none"> <li>• Apprenticeship or trades certificate or diploma – 111,450</li> <li>• College, or other non-university certificate or diploma – 330,080</li> <li>• University certificate or diploma below bachelor level 113,640</li> <li>• University bachelor's degree – 436,750</li> <li>• University degree above bachelor level – 279,625</li> </ul>
<b>Section 7 - Energy</b>				
7.1 - Total annual residential electrical energy use (kilowatt hours) per capita (core indicator)	1,830 kilowatt hours used annually for residential purposes (per capita)	5.073 billion kilowatt hours used annually for residential purposes (in total)	2013	Residential use only


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7.2 - Percentage of city population with authorized electrical service (core indicator)	100%  of population have authorized access to electrical service		2013	Universal service in Toronto
7.3 – Annual energy consumption of public buildings per square metre (core indicator)	789.8  kilowatt hours used annually per sq. metre of municipal buildings	1.743 billion kilowatt hours used annually and 2,207,541 sq. metres of municipal building space (in total)	2013	City of Toronto owned buildings only
7.4 - The percentage of total energy derived from renewable sources, as a share of the city's total energy consumption (core indicator)	29.2%  of energy is from renewable sources	N/A	2013	Renewable sources as a percentage of all electricity use is comprised of: <ul style="list-style-type: none"> <li>• Water power - 23.4%</li> <li>• Alternative power sources - 5.8%, which includes:               <ul style="list-style-type: none"> <li>➢ Wind - 3.9%</li> <li>➢ Biomass - 1.0%</li> <li>➢ Solar - 0.8%</li> <li>➢ Waste - 0.1%</li> </ul> </li> </ul>
7.5 - Total annual electrical energy use (kilowatt hours) per capita (supporting indicator)	8,812  kilowatt hours used for all property classes (per capita)	24.4 billion  kilowatt hours used for all property classes (in total)	2013	All property classes
7.6 - Average number of electrical interruptions per customer per year (supporting indicator)	1.44  average annual electrical interruptions per customer	N/A	2013	


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7.7 - Average length (hours) of electrical interruptions (supporting indicator)	0.8  hours average duration per electrical interruption		2013	Excludes major storm events
<b>Section 8 - Environment</b>				
8.1 - Fine particulate matter (PM2.5) concentration (core indicator)	8.42  micrograms per cubic meter (µg/m <sup>3</sup> )		2013	Total mass of collected particles that are 2.5 microns or less in diameter (µg)
8.2 - Particulate matter (PM10) concentration (core indicator)	Not required since PM2.5 above was measured			
8.3 - Greenhouse gas emissions measured in tonnes per capita (core indicator)	7.33  tonnes (per capita)	20,313,061  tonnes (in total)	2013	
8.4 - NO <sub>2</sub> (nitrogen dioxide) concentration (supporting indicator)	27.96  micrograms per cubic meter µg/m <sup>3</sup> (daily average)	N/A	2013	
8.5 - SO <sub>2</sub> (sulphur dioxide) concentration (supporting indicator)	1.96  micrograms per cubic meter µg/m <sup>3</sup> (daily average)	N/A	2013	
8.6 - O <sub>3</sub> (Ozone) concentration (supporting indicator)	50.57  micrograms per cubic meter µg/m <sup>3</sup> (daily average)		2013	
8.7 - Noise pollution (supporting indicator)	Toronto data is not available			


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8.8 - Percentage change in number of native species (supporting indicator)	0%  change in number of native species	294  native species (in total)	2011-2013	Includes plants, fish, birds and frogs/toads
<b>Section 9 - Finance</b>				
9.1 - Debt service ratio (debt service expenditure as a percentage of a municipality's own-source revenue) (core indicator)	3.7%  debt service costs as a proportion of own-source revenue	\$299 million  in total annual debt service costs on long term debt	2013	As per financial statements
9.2 - Capital spending as a percentage of total expenditures (supporting indicator)	17.8%  spent on capital expenditures as a proportion of all operating and capital expenditures	\$2.204 billion  in annual expenditures on capital assets	2013	As per financial statements
9.3 - Own-source revenue as a percentage of total revenues (supporting indicator)	72.2%  of all revenues is own- source revenue	\$8.105 billion  in own-source revenue	2013	As per financial statements, comprised of (in billions): <ul style="list-style-type: none"> <li>• Property taxation- \$3.697B</li> <li>• User charges - \$2.639B</li> <li>• Tax from other levels of government - \$0.111B</li> <li>• Municipal land transfer tax - \$0.361B</li> <li>• Investment income - \$0.232B</li> <li>• Development charges - \$0.164B</li> <li>• Rent and concessions - \$0.438B</li> <li>• Other - \$0.462B</li> </ul>


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9.4 - Tax collected as a percentage of tax billed (supporting indicator)	97.8%  of taxes billed were collected	\$5.673 billion  in taxes collected	2013	
<b>Section 10 - Fire and Emergency Response</b>				
10.1 - Number of firefighters per 100,000 population (core indicator)	100.4  firefighters (per 100,000 population)	2,782  firefighters (in total)	2013	
10.2 - Number of fire related deaths per 100,000 population (core indicator)	0.4  fire-related deaths (per 100,000 population)	11  fire-related deaths (in total)	2013	
10.3 - Number of natural disaster related deaths per 100,000 population (core indicator)	0.0  natural disaster related deaths (per 100,000 population)	0  natural disaster related deaths (in total)	2013	
10.4 - Number of volunteer and part-time firefighters per 100 000 population (supporting indicator)	0.0  volunteer/part-time firefighters (per 100,000 population)	no volunteer/part-time firefighters	2013	
10.5 - Average Response time for emergency response services from initial call (supporting indicator)	7 minutes 37 seconds  average response time	N/A	2013	Includes 911 call transfer time & Fire Services response time
10.6 - Average Response time for fire department from initial call (supporting indicator )	7 minutes 37 seconds  average response time	N/A	2013	Includes 911 call transfer time & Fire Services response time





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<b>Section 11 – Governance</b>				
11.1 - Voter participation in last municipal election (as a percentage of eligible voters) (core indicator)	50.6% voted of people eligible to vote	827,723 people voted (in total)	2010	Voter turnout in the 2014 municipal elections was 60%
11.2 - Women as a percentage of total elected to city-level office (core indicator)	40.5% of elected officials are women	34 female elected officials (in total)	2013	Includes Toronto Council and School Boards
11.3 - Percentage of women employed in the city government workforce (supporting indicator)	40.1% of workforce are women	22,559 women in workforce (in total)	2013	Blended figures (women and % of workforce) from: <ul style="list-style-type: none"> <li>• Toronto Public Service – 16,410 and 50.22%</li> <li>• Toronto Public Library – 1,657 and 73.51%</li> <li>• Toronto Transit Commission – 1,892 and 14.87%</li> <li>• Toronto Police Services – 2,600 and 30.29%</li> </ul>
11.4 - Number of convictions for corruption and/or bribery by city officials per 100,000 population (supporting indicator)	0 convictions of city officials (per 100,000 population)	0 convictions of city officials (in total)	2013	
11.5 - Citizens' representation: number of local officials elected to office per 100,000 population (supporting indicator)	3.0 elected officials (per 100,000 population)	84 elected officials (in total)	2013	Includes Toronto Council and School Boards
11.6 - Number of registered voters as a percentage of the voting age population (supporting indicator)	100% of voting age population eligible to vote	1,637,311 people eligible to vote (in total)	2010	Municipal Property Assessment Corporation (MPAC) provides voters list

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<b>Section 12 – Health</b>				
12.1 - Average life expectancy (core indicator)	82.8 years life expectancy (males and females)	N/A	2009	Combination of: <ul style="list-style-type: none"> <li>• Male - 80.2 years</li> <li>• Female - 85.2 years</li> </ul>
12.2 - Number of in-patient hospital beds per 100,000 population (core indicator)	292.4 hospital beds (per 100,000 population)	8,104 hospital beds (in total)	2013/2014	
12.3 - Number of physicians per 100,000 population (core indicator)	291.8 doctors (per 100,000 population)	8,000 doctors (in total)	2012	Comprised of doctors in: <ul style="list-style-type: none"> <li>• Family medicine- 2,991</li> <li>• Specialists – 5,009</li> </ul>
12.4 - Under age five mortality per 1,000 live births (core indicator)	1.5 deaths of children under age 5 per 1,000 live births		2009	
12.5 - Number of nursing and midwifery personnel per 100,000 population (supporting indicator)	1,153 nurses and midwives (per 100,000 population)	31,956 nurses and midwives (in total)	2013	Comprised of: <ul style="list-style-type: none"> <li>• Nurses - 31,805</li> <li>• Midwives - 151</li> </ul>
12.6 - Number of mental health practitioners per 100,000 population (supporting .indicator)	58.6 mental health practitioners (per 100,000 population)	1,606 mental health practitioners (in total)	2012	Comprised of: <ul style="list-style-type: none"> <li>• Psychiatrists - 891</li> <li>• Clinical psychologists - 715</li> </ul>
12.7 - Suicide rate per 100,000 population (supporting indicator)	9.2 reported suicides (per 100,000 population)	243 reported suicides (in total)	2009	


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<b>Section 13 - Recreation</b>				
13.1 - Square meters of public indoor recreation space per capita (supporting indicator)	0.154  square metres of indoor recreation space (per capita)	426,960  square metres of indoor recreation space (in total)	2013	Comprised of in sq.m: <ul style="list-style-type: none"> <li>• Community Centres - 297,198</li> <li>• Stand Alone Ice Arenas - 117,278</li> <li>• Stand Alone indoor Pools - 12,484</li> </ul>
13.2 - Square meters of public outdoor recreation space per capita (supporting indicator)	29.2  square metres of outdoor recreation space (per capita)	80,840,000  square metres of outdoor recreation space (in total)	2013	Comprised of: <ul style="list-style-type: none"> <li>• Maintained Parkland 43,910,000 sq. m (4,391 hectares)</li> <li>• Natural Parkland 36,930,000 sq. m (3,693 hectares)</li> </ul>
<b>Section 14 - Safety (Police)</b>				
14.1 - Number of police officers per 100,000 population (core indicator)	201.9  police officers (per 100,000 population)	5,596  police officers (in total)	2013	
14.2 - Number of homicides per 100,000 population (core indicator)	2.1  homicides (per 100,000 population)	59  homicides (in total)	2013	
14.3 - Crimes against property per 100,000 population (supporting indicator)	2,403  property crime incidents (per 100,000 population)	66,601  property crime incidents (in total)	2013	Based on reported crime
14.4 - Average Response time for police department from initial call (supporting indicator)	11 minutes and 2 seconds  average total response time to emergency calls	32,736  priority 1 events (in total)	2013	

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14.5 - Violent crime rate per 100,000 population (supporting indicator)	1,016  violent crime incidents (per 100,000 population)	28,162  violent crime incidents (in total)	2013	Based on reported crime
<b>Section 15 – Shelter</b>				
15.1 - Percentage of city population living in slums (core indicator)	1.95%  of population living in overcrowded or illegal housing	54,000  estimated population living in overcrowded or illegal housing (in total)	2013	<ul style="list-style-type: none"> <li>Overcrowding as defined by Canada's National Occupancy Standard, are households with more than 2 persons per bedroom and is estimated at 50,000 people for Toronto.</li> <li>Those with unsecured tenure/in illegal rooming houses, is estimated at 4,000 people</li> <li>The other criteria in the ISO definition for slums of a lack of durable housing or no access to water or sanitation, are not present in Toronto.</li> </ul>
15.2 - Number of homeless per 100,000 population (supporting indicator)	190  homeless people (per 100,000 population)	5,253  homeless people (in total)	2013	Based on 2013 Street Needs Assessment Survey
15.3 - Percentage of households that exist without registered legal titles (supporting indicator)	0.37%  of households without registered title	4,100  estimated households without registered title (in total)	2012	Estimated households in illegal rooming houses


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<b>Section 16 - Solid Waste</b>				
16.1 - Percentage of city population with regular solid waste collection (residential) (core indicator)	100% of population with access to residential solid waste collection		2013	Refers to access to public and private collection
16.2 - Total collected municipal solid waste per capita (core indicator)	0.3 tonnes of solid waste collected (per capita)	833,761 tonnes of solid waste collected (in total)	2013	
16.3 - Percentage of the city's solid waste that is recycled (core indicator)	53.3% of solid waste recycled	439,221 tonnes of solid waste recycled (in total)	2013	Comprised of: <ul style="list-style-type: none"> <li>• single family homes (curbside collection) - 67.5%</li> <li>• apartments - 25.8%</li> </ul>
16.4 - Percentage of the city's solid waste that is disposed of in a sanitary landfill (supporting indicator)	46.7 % of waste disposed of at landfill site	384,521 tonnes disposed of at landfill site (in total)	2013	
16.5 - Percentage of the city's solid waste that is disposed of in an incinerator (supporting indicator)	0% of waste disposed of in an incinerator	0 tonnes of waste disposed of in an incinerator	2013	
16.6 - Percentage of the city's solid waste that is burned openly (supporting indicator)	0% of waste burned openly	0 tonnes of waste burned openly	2013	


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16.7 - Percentage of the city's solid waste that is disposed of in an open dump (supporting indicator)	0%  of waste disposed of in an open dump	0  tonnes of waste disposed of in an open dump	2013	
16.8 Percentage of the city's solid waste that is disposed of by other means (supporting indicator)	0%  of waste disposed of by other means	0  tonnes of waste disposed of by other means	2013	
16.9 - Hazardous Waste Generation (tonnes) per capita (supporting indicator)	.001  tonnes of hazardous waste handled per capita	1,817.9  tonnes of hazardous waste handled (in total)	2013	Residential only
16.10 - Percentage of the city's hazardous waste that is recycled (supporting indicator)	86%  of hazardous waste handled is recycled	1,563  tonnes of hazardous waste is recycled (in total)	2013	Residential only
<b>Section 17 - Telecommunication and Innovation</b>				
17.1 - Number of internet connections per 100,000 population (core indicator)	87,900  internet connections (per 100,000 population)	N/A	2012	
17.2 - Number of cell phone connections per 100,000 population (core indicator)	59,752  cell phone connections (per 100,000 population)	1,656,200  cell phone connections (in total)	2013	


ISO Theme/Indicator Under ISO 37120	Indicator Result/ Rate	Absolute Value	Year of Data	Comments
17.3 - Number of landline phone connections per 100,000 population (supporting indicator)	54,377  landline phone connections (per 100,000 population)	1,507,200  landline phone connections (in total)	2013	
<b>Section 18 – Transportation (&amp; Public Transit)</b>				
18.1 - Kilometres of high capacity public transport system per 100,000 population (core indicator)	7.83  kilometres of high capacity transport (per 100,000 population)	217.0  kilometres of high capacity transport (in total)	2013	Comprised of, in one way kilometres: <ul style="list-style-type: none"> <li>• Toronto Transit Commission - 61.9 km subway</li> <li>• GO Transit – 155.1 km rail system</li> </ul>
18.2 - Kilometres of light passenger public transport system per 100,000 population (core indicator)	138.1  km. of light capacity transport (per 100,000 population)	3,828  km. of light capacity transport (in total)	2013	Comprised of, in one way kilometres: <ul style="list-style-type: none"> <li>• Toronto Transit Commission <ul style="list-style-type: none"> <li>➢ Scarborough Light Rail - 6.4 km.</li> <li>➢ Streetcar- 152.3 km</li> <li>➢ Bus routes - 3,499 km</li> </ul> </li> <li>• GO Transit – 170 km bus</li> </ul>
18.3 - Annual number of public transport trips per capita (core indicator)	201.1  public transit trips (per capita)	557.439 million  public transit trips (in total)	2013	Comprised of: <ul style="list-style-type: none"> <li>• Toronto Transit Commission – 525.194 million trips including: <ul style="list-style-type: none"> <li>➢ Buses – 239.968 million</li> <li>➢ Subway Trains - 217.25 million</li> <li>➢ Streetcars - 63.315 million</li> <li>➢ Scarborough RT Trains 4.661 million</li> </ul> </li> <li>• GO Transit – 32.245 million trips originating in Toronto including: <ul style="list-style-type: none"> <li>➢ Train – 26.375 million</li> <li>➢ Bus – 5.870 million</li> </ul> </li> </ul>


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18.4 - Number of personal automobiles per capita (core indicator)	0.37  personal automobiles (per capita)	1,029,992  personal automobiles (in total)	2013	Based on vehicle status as fit and active
18.5 - Percentage of commuters using a travel mode to work other than a personal vehicle (supporting indicator)	54.0%  commuting by other means than single occupant automobile	N/A	2011	Based on 2011 Transportation Tomorrow Survey of 1,458,400 trips made to Toronto during morning rush hour- results by mode of travel were: <ul style="list-style-type: none"> <li>• Auto driver – 46%</li> <li>• Auto passenger 11%</li> <li>• Local Transit – 26%</li> <li>• Go Transit -7%</li> <li>• Walking/cycling – 9%</li> <li>• Other- 1%</li> </ul>
18.6 - Number of two-wheel motorized vehicles per capita (supporting indicator)	0.008  two wheel vehicles (per capita)	21,988  two wheel vehicles (in total)		Comprised of the following with status of fit and active: <ul style="list-style-type: none"> <li>• Motorcycle- 21,838</li> <li>• Moped - 150</li> </ul>
18.7 - Kilometres of bicycle paths and lanes per 100,000 population (supporting indicator)	18.3  km. of bike paths & lanes (per 100,000 population)	507.3  km. of bike paths & lanes (in total)		Comprised of: <ul style="list-style-type: none"> <li>• Bicycle lanes - 202.8 km</li> <li>• Cycle tracks - 6.2 km</li> <li>• yellow contra flow - 4.2 km</li> <li>• bikeway trails - 294.1 km (off-road trails typically two-ways, with a centre line)</li> </ul>
18.8 - Transportation fatalities per 100,000 population (supporting indicator)	2.27  transportation fatalities (per 100,000 population)	63  Transportation fatalities (in total)		



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18.9 - Commercial air connectivity (number of annual departing commercial air flights) (supporting indicator)	N/A	281,199  Departing commercial air carrier flights		<ul style="list-style-type: none"> <li>• There are 172 unique non-stop national and international destinations from the 5 airports that serve Toronto (within a 2 hour drive of Toronto) which include: (Pearson, Billy Bishop, Hamilton, Waterloo &amp; Buffalo).</li> <li>• Pearson Airport accounts for 76.6% of the total departures and Billy Bishop represents 10.7%.</li> </ul>
<b>Section 19 - Urban Planning</b>				
19.1 - Green area (hectares) per 100,000 population (core indicator)	445.7  hectares of green space (per 100,000 population)	12,353  hectares of green space (in total)		
19.2 - Annual number of trees planted per 100,000 population (supporting indicator)	3,187  trees planted (per 100,000 population)	88,339  trees planted (in total)	2013	
19.3 - Areal size of informal settlements as a percentage of city area (supporting indicator)	0%  of city area is informal settlements	No informal settlements	2013	
19.4 - Jobs/housing ratio (supporting indicator)	1.37  jobs per dwelling	1,519,325 jobs and 1,107,850 dwellings (in total)	2011	

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<b>Section 20 - Wastewater</b>				
20.1 - Percentage of city population served by wastewater collection (core indicator)	99.96% of population served with wastewater collection		2013	Private septic systems serve remaining 0.04% of population
20.2 - Percentage of the city's wastewater that has received no treatment (core indicator)	0.07% of wastewater volumes received no treatment	306,060 cubic metres received no treatment (in total)	2013	By-pass events are usually due to storm events and their impact on the portion of Toronto's sewer system that is combined storm and sanitary sewers
20.3 - Percentage of the city's wastewater receiving primary treatment (core indicator)	99.93% of wastewater volumes received primary treatment	414,672,000 cubic metres received primary treatment (in total)	2013	
20.4 - Percentage of the city's wastewater receiving secondary treatment (core indicator)	98.92% of wastewater volumes received secondary treatment	410,517,000 cubic metres received secondary treatment (in total)	2013	
20.5 - Percentage of the city's wastewater receiving tertiary treatment (core indicator)	99.93% of wastewater volumes received tertiary treatment	414,672,000 cubic metres received tertiary treatment (in total)	2013	

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<b>Section 21 - Water and Sanitation</b>				
21.1 - Percentage of city population with potable water supply service (core indicator)	100% of population served with potable water supply	N/A	2013	
21.2 - Percentage of city population with sustainable access to an improved water source (core indicator)	100% of population served with access to improved water source	N/A	2013	An improved water source is piped water, public tap, borehole or pump, protected well, protected spring or rainwater.
21.3 - Percentage of population with access to improved sanitation (core indicator)	100% of population with access to improved sanitation	N/A	2013	Improved facilities range from simple but protected pit latrines to flush toilets with a sewerage connection.
21.4 - Total daily domestic water consumption (litres) per capita (core indicator)	205.11 litres of drinking water used daily for residential purposes (per capita)	568,524,405 litres of drinking water used daily for residential purposes (in total)	2013	
21.5 - Total daily water consumption (litres) per capita (supporting indicator)	333.8 litres of drinking water used daily for all property classes (per capita)	925,332,690 litres of drinking water used daily for all property classes (in total)	2013	Includes commercial and industrial water use, which accounts for approximately 39% of all annual water use
21.6 - Average annual hours of water service interruption per household (supporting indicator)	There were 1,518 watermain breaks in 2013 at a rate of 25.1 breaks per 100 km. of distribution pipe, but information on the number of households impacted by each break and the duration of the break that are required to calculate this indicator result, is not available			

 <b>Theme/Indicator Under ISO 37120</b>	<b>Indicator Result/ Rate</b>	<b>Absolute Value</b>	<b>Year of Data</b>	<b>Comments</b>
21.7 - Percentage of water loss (unaccounted for water) (supporting indicator)	10%  of water produced was lost due to factors such as leakage	37.6  million cubic metres of water (in total) lost due to factors such as leakage	2013	Represents the difference between the volumes of drinking water produced that enters the distribution system and the volume of water that is billed to consumers/customers

## Profile Indicators for Cities in Support of ISO 37120 (Not Audited by ISO)

<b>Profile Indicators</b> for Toronto (Does Not Require ISO Cetificat'n)	<b>Data Point</b>	<b>Year of Data</b>
<b>People</b>		
Total city population	2,771,770	2013
Population density (per square kilometre)	4,372 persons per sq. km.	2013
Percentage of country's population	7.8%	2011
Percentage of population that are children (0-14)	15.3%	2011
Percentage of population that are youth (15-24)	12.8%	2011
Percentage of population that are adult (25-64)	57.5%	2011
Percentage of population that are senior citizens (65+)	14.4%	2011
Male to female ratio (number of males per 100 females)	92.4	2011
Annual population change	0.89%	2011
Population dependency ratio	42.4%	2011
Percentage of population that are foreign born	48.6%	2011
Percentage of population that are new immigrants	8.4%	2011
Percentage of residents who are not citizens	14.0%	2011
<b>Housing</b>		
Total number of households	1110,672	2011
Total number of occupied dwelling units (owned & rented)	1110,672	2011
Persons per unit	2.50	2011
Dwelling density (per square kilometre)	1,751.8	2011
<b>Economy</b>		
Average household income (USD)	\$87,038 (CDN) \$88,000 (US)	2011
Annual inflation rate based on average of last 5 years	1.75%	2013
Cost of living (note no definition provided)	?	
Income distribution (Gini Coefficient)	4.0	2012
Country's GDP (USD)	\$1.820 Trillion or \$1,820 Billion (CDN) \$1,711 Billion (\$US)	2013

## **Profile Indicators for Cities in Support of ISO 37120 (Not Audited by ISO)**

<b>Profile <u>Indicators</u> for Toronto (Does Not Require ISO Cetificat'n)</b>	<b>Data Point</b>	<b>Year of Data</b>
Country's GDP per capita (USD)	\$50,535 (CDN) \$49,067 (US)	2013
City Product per capita (USD)	\$56,751 (CDN) \$55,102 (US)	2013
City Product as a percentage of Country's GDP	8.87%	2013
Employment percentage change based on the last 5 years	3.7%	2013
<b>Government</b>		
Type of government (e.g. local, regional, county)	Local	
Gross operating budget	\$10.794 Billion (CDN) \$10.146 Billion (US)	2013
Gross operating budget per capita	\$3,894 (CDN) \$3,660 (US)	2013
Gross capital budget (USD)	\$3.630 Billion (CDN) \$3.412 Billion (US)	2013
Gross capital budget per capita (USD)	\$1,310 (CDN) \$1,231 (US)	2013
<b>Geography and Climate</b>		
Region	North America	
Climate type	Continental/microthermal climates	
Land area (Square kilometres)	634 sq. km	
Percentage of non-residential area (square kilometres)	36.0%	2013
Number of native species	294	2013
Annual average temperature (Celsius)	8 degrees	
Average annual rain (mm)	997 mm	
Average annual snowfall (cm)	68cm	

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