

Introduction

Toronto's 2016 Performance Measurement and Benchmarking report produced by the City Manager's Office provides service or activity level indicators and performance measurement results in 36 of the City's service areas. It includes up to ten years of historical data, colour-coded summaries of results, and supporting charts to describe trends. Web links are included where similar neighbourhood-based data are available through [Wellbeing Toronto](#).

The 2016 Performance Measurement and Benchmarking Report also provides an external perspective. Using colour-coded summaries, Toronto's 2016 results are ranked by quartile in comparison to 15 other municipalities of the Municipal Benchmarking Network Canada (formerly the Ontario Municipal CAO's Benchmarking Initiative or OMBI). This now includes municipalities across Canada. The report also builds on MBNCanada's [2016 Performance Benchmarking Report](#) by focusing on Toronto's results.

As a result of its size and its role as Ontario's and Canada's economic engine, Toronto is unique among Canadian municipalities. Therefore, the most accurate comparison for Toronto is an examination of its own year-over-year performance and longer term historical trends.

A second product created by the City Manager's Office is [Toronto's Dashboard](#). The Dashboard, provided on a quarterly basis, offers more timely information on Toronto's economic, social and divisional indicators.

All of Toronto's service areas continue to look for areas of operational and performance improvement. Many of the efforts completed in 2016, or planned for 2017 can be found at the end of each service section.

Context

When examining Toronto's service delivery performance it is important to consider that municipal property taxes represent approximately 10.5 per cent of all taxes paid annually, by an average Ontario family, to all orders of government.

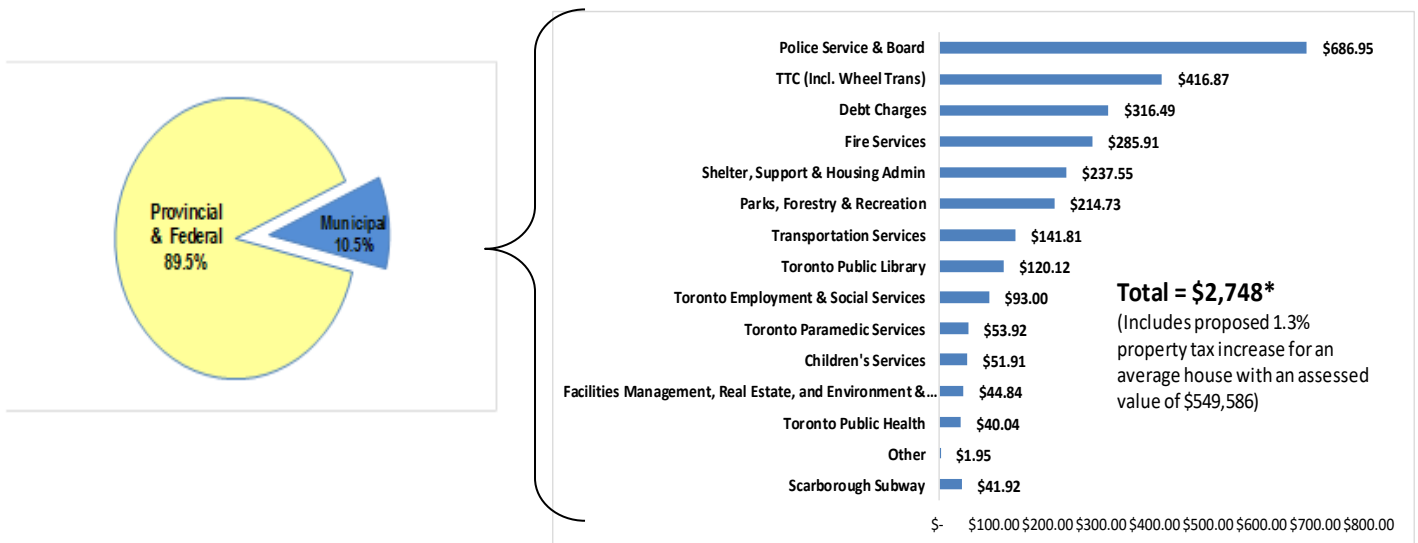
How much and what types of taxes does an Ontario family pay?

Ontario families pay taxes in many different forms to all three orders of government. Some taxes, such as Income Tax, are deducted directly from gross salaries. Consumption-based taxes such as the Harmonized Sales Tax (HST) are paid at the point of purchase. Other sales taxes such as gasoline, liquor and tobacco taxes are embedded in the purchase price and are not always evident. Property tax is based on a percentage of the assessed value of land and buildings. Property tax is highly visible as it is one of the only forms of tax where taxpayers receive a bill.

Figure 1 shows that municipal property taxes represent approximately 10.5 per cent of the total taxes paid annually by an average Ontario family to all orders of government. The remaining 89.5 per cent of the total taxes is paid to the Federal and Provincial Governments.

Figure 2 illustrates how the City of Toronto allocated the 10.5 per cent share of those taxes in 2016 to deliver all municipal services, which amounted to \$2,748 for an average home assessed at approximately \$549,586.

This report provides the performance measurement and benchmarking results for 36 of the major services the City of Toronto provides with its 10.5 per cent share of the total tax dollar.



Source: [Toronto 2016 Budget: Municipal Tax Breakdown](#)

Fig. 1: Total Taxes Paid by Order of Government

Fig. 2: How the Municipal Tax Dollars are spent in Toronto

Note: A time lag exists between MBNCanada data and local reporting. This is due to the timing of the data collection process. For example, 2016 data was collected during the summer of 2017 and publicly released by MBNCanada by the fall of 2017. The City of Toronto completes its own local reporting the following year, in 2018.