

**INSURANCE CLAIMS INFORMATION – January 01, 2013 to December 31, 2017**  
Information Disclosure Date: April 12, 2018

**Purpose**

To report on City of Toronto (City) Comprehensive General Liability (CGL), Automobile (Auto) and Property insurance claims with an accident date between January 01, 2013 - December 31, 2017. All the financial values presented in this report are as of Dec 31, 2017, except where otherwise stated. To assist with understanding of column headings contained in the tables, please refer to Schedule "A" entitled, "Definitions".

**City of Toronto Insurance Claims**

Table 1 combines CGL, Auto and Property insurance claims by year with loss dates during January 01, 2013 – December 31, 2017

Table 1 CGL, Auto & Property Insurance Claims Combined 2013 - 2017				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
2013	12,086	\$44,286,465	\$32,175,754	\$76,462,219
2014	7,447	\$33,869,942	\$36,893,318	\$70,763,261
2015	5,314	\$21,693,290	\$45,991,151	\$67,684,441
2016	5,004	\$21,766,098	\$36,031,427	\$57,797,525
2017	4,544	\$8,003,033	\$32,707,168	\$40,710,201
<b>Total</b>	<b>34,395</b>	<b>\$129,618,828</b>	<b>\$183,798,818</b>	<b>\$313,417,646</b>

Table 2 sorts CGL, Auto and Property insurance claims for a five-year period with loss dates which occurred between January 01, 2013 – December 31, 2017.

Table 2 CGL, Auto & Property Insurance Claims Sorted 2013 - 2017				
Coverage	Count	Paid	Outstanding Reserve	Total Est. Value
CGL	26,166	\$57,237,529	\$159,516,706	\$216,754,235
Auto	7,316	\$28,282,351	\$13,832,029	\$42,114,381
Property	913	\$44,098,948	\$10,450,082	\$54,549,030
<b>Total</b>	<b>34,395</b>	<b>\$129,618,828</b>	<b>\$183,798,818</b>	<b>\$313,417,646</b>

## Comprehensive General Liability Insurance Claims (CGL)

The CGL insurance policy responds to civil claims seeking damages for third party bodily injury, property damage and/or economic loss. Third Party liability claims can take time as an investigation will be conducted by the City's adjusters to determine if the City was negligent.

Table 3 outlines all City of Toronto CGL claims with a loss date between January 01, 2013 – December 31, 2017, sorted by year.

Table 3 CGL Insurance Claims Sorted by Year 2013 - 2017				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
2013	10,296	\$23,919,422	\$29,860,404	\$53,779,826
2014	5,651	\$17,827,639	\$32,463,950	\$50,291,589
2015	3,554	\$9,139,816	\$40,220,738	\$49,360,554
2016	3,321	\$4,535,595	\$29,186,939	\$33,722,534
2017	3,344	\$1,815,058	\$27,784,675	\$29,599,733
<b>Total</b>	<b>26,166</b>	<b>\$57,237,529</b>	<b>\$159,516,706</b>	<b>\$216,754,235</b>

*Note: increased claim volumes in 2013 directly related to July rainstorm and December ice storm.*

Insurance & Risk Management continues to work with the City Divisions, insured Boards and Corporations to analyze and implement risk management strategies to reduce liability claims made against the City. Loss control initiatives arising from claims information is an important part of the City's risk management program.

For a complete listing of CGL claims sorted by City Divisions and insured Boards and Corporations, please refer to Schedule "B". It should be noted that only divisions which received claims are recorded in the table. Also included in Tables 6, 7, 8 & 9 (following Schedule "B") is a further breakdown of Icy Sidewalk Slip & Fall Claims, Pothole Claims, Sewer Claims and Forestry Claims for accidents which occurred between January 01, 2013 – December 31, 2017.

### Automobile Insurance Claims

These claims arise from City Divisions and insured Boards and Corporations use of owned and leased City vehicles. Table 4 outlines the total number of Auto claims with a loss date between January 01, 2013 – December 31, 2017 sorted by year.

Table 4 Auto Insurance Claims Sorted by 2013 - 2017				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
2013	1,572	\$7,250,348	\$1,390,081	\$8,640,429
2014	1,642	\$6,231,127	\$4,179,791	\$10,410,918
2015	1,542	\$5,917,359	\$4,307,874	\$10,225,233
2016	1,516	\$5,751,038	\$1,881,524	\$7,632,562
2017	1,044	\$3,132,479	\$2,072,760	\$5,205,239
<b>Total</b>	<b>7,316</b>	<b>\$28,282,351</b>	<b>\$13,832,029</b>	<b>\$42,114,381</b>

For a complete listing of Auto claims sorted by City Divisions and insured Boards and Corporations between January 01, 2013 – December 31, 2017 please refer to Schedule “C”. Only divisions which received claims are recorded in the table.

### Property Insurance Claims

These claims are for direct physical loss or damage to City buildings, contents, equipment, machinery, etc. Table 5 outlines the total number of Property claims with a loss date between January 01, 2013 – December 31, 2017 sorted by year.

Table 5 Property Insurance Claims Sorted by Year 2013 - 2017				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
2013	218	\$13,116,695	\$925,269	\$14,041,964
2014	154	\$9,811,177	\$249,577	\$10,060,754
2015	218	\$6,636,115	\$1,462,539	\$8,098,654
2016	167	\$11,479,465	\$4,962,964	\$16,442,429
2017	156	\$3,055,497	\$2,849,733	\$5,905,230
<b>Total</b>	<b>913</b>	<b>\$44,098,948</b>	<b>\$10,450,082</b>	<b>\$54,549,030</b>

For a complete listing of Property claims sorted by City Divisions, insured Boards and Corporations, between January 01, 2013 – December 31, 2017, please refer to Schedule “D”. Only divisions which received claims are recorded in the table.

**Schedule "A"****Definitions**

To assist with interpretation of the column headings used in the tables throughout this report, the following definitions have been provided:

<b>Year</b>	The year the claims occurred.
<b>Count</b>	The total number of claims that occurred in a given year.
<b>Paid</b>	The total paid which may include a combination of the following: settlements, including damages, interest, also court ordered judgments and all expenses pertaining to the claims process which can include legal fees, claims adjuster fees and defence expert costs, plus legal and adjusting fees paid out on claims that are still open and remain unsettled to date.
<b>Outstanding Reserve</b>	The outstanding reserve established which is an estimated value anticipated to pay for future costs and may include damages, interest, court ordered judgments and all expenses pertaining to the claims process which can include legal fees, claims adjuster fees and defence expert costs.
<b>Total Value</b>	Total claims value by combining the Paid and Outstanding Reserve amounts.

## Schedule "B"

CGL claims with a loss date between January 01, 2013 – December 31, 2017, sorted by City Divisions, insured Boards and Corporations and loss year. Please note that some claims have been re-coded since the previously reported period to better reflect the Division that incurred the loss.

## CLUSTER A

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CHILDREN'S SERVICES</b>				
2014	2	\$19,099	\$36,999	\$56,097
2015	2	\$18,764	\$0	\$18,764
2016	1	\$39,484	\$25,000	\$64,484
2017	1	\$377	\$77,123	\$77,500
<b>Total</b>	<b>6</b>	<b>\$77,724</b>	<b>\$139,121</b>	<b>\$216,845</b>
<b>COURT SERVICES</b>				
2013	6	\$51,133	\$0	\$51,133
2014	4	\$34,345	\$0	\$34,345
2015	2	\$852	\$0	\$852
2017	2	\$418	\$1,225	\$1,643
<b>Total</b>	<b>14</b>	<b>\$86,747</b>	<b>\$1,225</b>	<b>\$87,972</b>
<b>ECONOMIC DEVELOPMENT, CULTURE, &amp; TOURISM</b>				
2013	5	\$74,950	\$63,216	\$138,166
2014	2	\$1,537	\$0	\$1,537
2015	3	\$1,319	\$0	\$1,319
2016	3	\$1,810	\$105,471	\$107,281
2017	4	\$1,701	\$124,799	\$126,500
<b>Total</b>	<b>17</b>	<b>\$81,316</b>	<b>\$293,487</b>	<b>\$374,803</b>
<b>EMPLOYMENT &amp; SOCIAL SERVICES</b>				
2013	13	\$130,365	\$87,288	\$217,654
2014	7	\$91,182	\$44,059	\$135,242
2015	9	\$59,949	\$220,181	\$280,131
2016	9	\$49,544	\$255,190	\$304,734
2017	1	\$4,996	\$72,504	\$77,500
<b>Total</b>	<b>39</b>	<b>\$336,037</b>	<b>\$679,224</b>	<b>\$1,015,260</b>
<b>PARKS, FORESTRY &amp; RECREATION</b>				
2013	992	\$2,798,023	\$1,528,203	\$4,326,225
2014	342	\$979,402	\$1,503,270	\$2,482,672
2015	408	\$918,335	\$5,959,804	\$6,878,139
2016	449	\$704,656	\$3,388,540	\$4,093,196
2017	490	\$204,729	\$2,124,966	\$2,329,695
<b>Total</b>	<b>2,681</b>	<b>\$5,605,144</b>	<b>\$14,504,783</b>	<b>\$20,109,927</b>

**CLUSTER A**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>SHELTER, SUPPORT &amp; HOUSING ADMINISTRATION</b>				
2013	5	\$72,202	\$81,933	\$154,135
2014	8	\$55,043	\$164,612	\$219,655
2015	6	\$60,718	\$45,381	\$106,099
2016	5	\$45,303	\$86,598	\$131,901
2017	5	\$8,222	\$267,054	\$275,276
<b>Total</b>	<b>29</b>	<b>\$241,488</b>	<b>\$645,579</b>	<b>\$887,066</b>
<b>TORONTO LONG TERM CARE HOMES &amp; SERVICES</b>				
2013	5	\$125,208	\$163,646	\$288,854
2014	9	\$187,808	\$652,428	\$840,236
2015	3	\$45,368	\$77,089	\$122,457
2016	5	\$10,512	\$180,130	\$190,642
2017	4	\$18,119	\$203,861	\$221,979
<b>Total</b>	<b>26</b>	<b>\$387,014</b>	<b>\$1,277,154</b>	<b>\$1,664,168</b>
<b>TORONTO PARAMEDIC SERVICES</b>				
2013	14	\$91,473	\$100,183	\$191,656
2014	7	\$4,968	\$0	\$4,968
2015	14	\$32,937	\$46,292	\$79,229
2016	8	\$18,297	\$124,247	\$142,544
2017	5	\$11,442	\$68,708	\$80,150
<b>Total</b>	<b>48</b>	<b>\$159,116</b>	<b>\$339,430</b>	<b>\$498,546</b>

**CLUSTER B**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CITY PLANNING</b>				
2013	1	\$2,581	\$0	\$2,581
2016	1	\$175	\$24,825	\$25,000
<b>Total</b>	<b>2</b>	<b>\$2,756</b>	<b>\$24,825</b>	<b>\$27,581</b>
<b>ENGINEERING AND CONSTRUCTION SERVICES</b>				
2013	79	\$324,516	\$169,955	\$494,471
2014	138	\$176,392	\$525,771	\$702,162
2015	51	\$39,294	\$713,947	\$753,240
2016	128	\$46,792	\$154,888	\$201,680
2017	129	\$55,792	\$416,092	\$471,883
<b>Total</b>	<b>525</b>	<b>\$642,784</b>	<b>\$1,980,653</b>	<b>\$2,623,437</b>

**CLUSTER B**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>FIRE SERVICES</b>				
2013	19	\$59,465	\$122,578	\$182,042
2014	16	\$130,074	\$792,659	\$922,733
2015	13	\$32,200	\$75,785	\$107,985
2016	6	\$6,720	\$0	\$6,720
2017	9	\$25,088	\$2,500	\$27,588
<b>Total</b>	<b>63</b>	<b>\$253,546</b>	<b>\$993,522</b>	<b>\$1,247,068</b>
<b>MUNICIPAL LICENSING &amp; STANDARDS</b>				
2013	18	\$186,472	\$378,194	\$564,666
2014	16	\$198,327	\$609,827	\$808,154
2015	26	\$219,590	\$943,328	\$1,162,918
2016	20	\$118,464	\$637,751	\$756,215
2017	9	\$19,594	\$239,401	\$258,994
<b>Total</b>	<b>89</b>	<b>\$742,447</b>	<b>\$2,808,499</b>	<b>\$3,550,946</b>
<b>SOLID WASTE MANAGEMENT</b>				
2013	16	\$104,703	\$7,520	\$112,223
2014	51	\$124,268	\$65,582	\$189,849
2015	72	\$105,474	\$174,216	\$279,690
2016	59	\$69,460	\$55,746	\$125,206
2017	46	\$11,925	\$50,767	\$62,691
<b>Total</b>	<b>244</b>	<b>\$415,830</b>	<b>\$353,830</b>	<b>\$769,659</b>
<b>TORONTO BUILDING</b>				
2013	9	\$105,403	\$148,883	\$254,286
2014	7	\$161,805	\$0	\$161,805
2015	9	\$55,651	\$144,434	\$200,085
2016	9	\$16,251	\$121,299	\$137,550
2017	2	\$20,307	\$38,935	\$59,242
<b>Total</b>	<b>36</b>	<b>\$359,418</b>	<b>\$453,551</b>	<b>\$812,969</b>
<b>TORONTO WATER</b>				
2013	6,665	\$2,597,795	\$8,100,626	\$10,698,421
2014	860	\$2,143,419	\$1,747,210	\$3,890,629
2015	681	\$1,177,132	\$6,424,604	\$7,601,736
2016	504	\$662,429	\$1,168,445	\$1,830,874
2017	461	\$267,897	\$1,302,593	\$1,570,491
<b>Total</b>	<b>9,171</b>	<b>\$6,848,672</b>	<b>\$18,743,479</b>	<b>\$25,592,151</b>

**CLUSTER B**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>TRANSPORTATION SERVICES</b>				
2013	2,220	\$13,334,970	\$14,111,439	\$27,446,409
2014	3,984	\$11,632,906	\$22,745,685	\$34,378,591
2015	2,059	\$5,202,137	\$21,458,526	\$26,660,663
2016	1,841	\$1,973,013	\$17,086,459	\$19,059,473
2017	1,884	\$969,294	\$19,666,002	\$20,635,296
<b>Total</b>	<b>11,988</b>	<b>\$33,112,320</b>	<b>\$95,068,111</b>	<b>\$128,180,431</b>

**CLUSTER C**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>311 TORONTO</b>				
2013	1	\$225	\$0	\$225
2014	2	\$1,458	\$0	\$1,458
2017	1	\$255	\$0	\$255
<b>Total</b>	<b>4</b>	<b>\$1,937</b>	<b>\$0</b>	<b>\$1,937</b>
<b>CORPORATE SECURITY</b>				
2013	1	\$37,142	\$0	\$37,142
<b>Total</b>	<b>1</b>	<b>\$37,142</b>	<b>\$0</b>	<b>\$37,142</b>
<b>FACILITIES MANAGEMENT</b>				
2013	23	\$83,840	\$258,569	\$342,408
2014	24	\$44,452	\$184,963	\$229,415
2015	43	\$131,080	\$309,341	\$440,421
2016	33	\$70,569	\$511,326	\$581,895
2017	16	\$9,722	\$260,448	\$270,170
<b>Total</b>	<b>139</b>	<b>\$339,663</b>	<b>\$1,524,647</b>	<b>\$1,864,310</b>
<b>FLEET SERVICES</b>				
2013	1	\$100	\$0	\$100
<b>Total</b>	<b>1</b>	<b>\$100</b>	<b>\$0</b>	<b>\$100</b>
<b>INFORMATION &amp; TECHNOLOGY</b>				
2013	1	\$45,028	\$0	\$45,028
2014	1	\$17,743	\$0	\$17,743
2017	1	\$8,180	\$69,320	\$77,500
<b>Total</b>	<b>3</b>	<b>\$70,951</b>	<b>\$69,320</b>	<b>\$140,271</b>



**CLUSTER C**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>REVENUE SERVICES</b>				
2013	2	\$24,863	\$0	\$24,863
2017	1	\$0	\$1,250	\$1,250
<b>Total</b>	<b>3</b>	<b>\$24,863</b>	<b>\$1,250</b>	<b>\$26,113</b>

**CITY MANAGER**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>HUMAN RESOURCES</b>				
2013	3	\$39,151	\$0	\$39,151
2016	1	\$431	\$54,069	\$54,500
2017	2	\$2,410	\$127,591	\$130,000
<b>Total</b>	<b>6</b>	<b>\$41,991</b>	<b>\$181,659</b>	<b>\$223,651</b>

**AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>ARENA BOARDS</b>				
2015	1	\$110,079	\$0	\$110,079
<b>Total</b>	<b>1</b>	<b>\$110,079</b>	<b>\$0</b>	<b>\$110,079</b>
<b>BUSINESS IMPROVEMENT AREAS</b>				
2016	2	\$48,107	\$26,530	\$74,637
2017	2	\$814	\$29,020	\$29,834
<b>Total</b>	<b>4</b>	<b>\$48,921</b>	<b>\$55,550</b>	<b>\$104,471</b>
<b>CASA LOMA CORP</b>				
2016	1	\$706	\$0	\$706
2017	1	\$0	\$29,500	\$29,500
<b>Total</b>	<b>2</b>	<b>\$706</b>	<b>\$29,500</b>	<b>\$30,206</b>
<b>COMMUNITY CENTRE BOARDS</b>				
2017	2	\$1,617	\$0	\$1,617
<b>Total</b>	<b>2</b>	<b>\$1,617</b>	<b>\$0</b>	<b>\$1,617</b>

## AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>EXHIBITION PLACE</b>				
2013	16	\$137,157	\$265,224	\$402,381
2014	21	\$160,511	\$522,195	\$682,707
2015	8	\$19,223	\$134,797	\$154,020
2016	16	\$25,258	\$324,731	\$349,990
2017	25	\$18,611	\$326,176	\$344,786
<b>Total</b>	<b>86</b>	<b>\$360,760</b>	<b>\$1,573,123</b>	<b>\$1,933,883</b>
<b>PUBLIC HEALTH</b>				
2013	2	\$8,052	\$0	\$8,052
2014	5	\$113,070	\$0	\$113,070
2015	5	\$29,235	\$101,466	\$130,701
2016	2	\$15,332	\$46,346	\$61,678
2017	1	\$0	\$52,500	\$52,500
<b>Total</b>	<b>15</b>	<b>\$165,689</b>	<b>\$200,312</b>	<b>\$366,001</b>
<b>ROSEDALE MOORE PARK ASSOCIATION</b>				
2014	1	\$78,292	\$0	\$78,292
<b>Total</b>	<b>1</b>	<b>\$78,292</b>	<b>\$0</b>	<b>\$78,292</b>
<b>SONY CENTRE</b>				
2013	1	\$1,661	\$0	\$1,661
2014	1	\$451	\$0	\$451
2017	1	\$245	\$0	\$245
<b>Total</b>	<b>3</b>	<b>\$2,356</b>	<b>\$0</b>	<b>\$2,356</b>
<b>TORONTO CENTRE FOR THE ARTS</b>				
2017	1	\$568	\$0	\$568
<b>Total</b>	<b>1</b>	<b>\$568</b>	<b>\$0</b>	<b>\$568</b>
<b>TORONTO POLICE SERVICES BOARD</b>				
2013	144	\$2,888,809	\$4,016,695	\$6,905,504
2014	97	\$1,345,515	\$2,314,083	\$3,659,598
2015	84	\$818,824	\$2,514,218	\$3,333,041
2016	96	\$490,612	\$4,075,709	\$4,566,321
2017	39	\$87,448	\$1,485,420	\$1,572,867
<b>Total</b>	<b>460</b>	<b>\$5,631,208</b>	<b>\$14,406,124</b>	<b>\$20,037,332</b>
<b>TORONTO PORT LANDS CORP.</b>				
2014	1	\$225	\$0	\$225
2016	3	\$1,347	\$0	\$1,347
2017	1	\$519	\$53,981	\$54,500
<b>Total</b>	<b>5</b>	<b>\$2,092</b>	<b>\$53,981</b>	<b>\$56,072</b>

## AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>TORONTO PUBLIC LIBRARY</b>				
2013	7	\$12,656	\$75,685	\$88,341
2014	7	\$53,928	\$373,386	\$427,314
2015	4	\$3,518	\$83,001	\$86,519
2016	5	\$6,929	\$124,493	\$131,422
2017	6	\$8,538	\$85,291	\$93,829
<b>Total</b>	<b>29</b>	<b>\$85,569</b>	<b>\$741,856</b>	<b>\$827,425</b>
<b>TORONTO ZOO</b>				
2013	3	\$299,011	\$69,358	\$368,369
2014	3	\$2,166	\$28,050	\$30,215
2015	2	\$9,377	\$179,415	\$188,792
2016	4	\$26,617	\$173,084	\$199,700
2017	4	\$3,446	\$87,030	\$90,476
<b>Total</b>	<b>16</b>	<b>\$340,617</b>	<b>\$536,936</b>	<b>\$877,553</b>
<b>YONGE DUNDAS SQUARE</b>				
2016	3	\$4,611	\$157,044	\$161,656
<b>Total</b>	<b>3</b>	<b>\$4,611</b>	<b>\$157,044</b>	<b>\$161,656</b>

## COUNCIL / ACCOUNTABILITY OFFICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CITY CLERK'S OFFICE</b>				
2013	2	\$25,588	\$0	\$25,588
2014	3	\$8,734	\$0	\$8,734
2016	1	\$20,830	\$26,843	\$47,674
<b>Total</b>	<b>6</b>	<b>\$55,152</b>	<b>\$26,843</b>	<b>\$81,996</b>
<b>LEGAL SERVICES</b>				
2013	3	\$159,298	\$9,148	\$168,446
2014	3	\$8,531	\$0	\$8,531
2017	1	\$10,979	\$66,521	\$77,500
<b>Total</b>	<b>7</b>	<b>\$178,808</b>	<b>\$75,669</b>	<b>\$254,477</b>

**COUNCIL / ACCOUNTABILITY OFFICES**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>MAYOR / COUNCILLORS</b>				
2013	2	\$4,966	\$0	\$4,966
2014	2	\$41,327	\$51,956	\$93,283
2015	4	\$33,459	\$0	\$33,459
2016	2	\$31,262	\$0	\$31,262
2017	2	\$17,299	\$250	\$17,549
<b>Total</b>	<b>12</b>	<b>\$128,313</b>	<b>\$52,206</b>	<b>\$180,519</b>
<b>OMBUDSPERSON</b>				
2013	1	\$76,759	\$0	\$76,759
<b>Total</b>	<b>1</b>	<b>\$76,759</b>	<b>\$0</b>	<b>\$76,759</b>

## Comprehensive General Liability Insurance Claims (CGL) - Icy Sidewalk Slip & Fall Claims and Pothole Claims

Insurance & Risk Management is committed to the routine disclosure of insurance claims information. Tables 6 & 7 below provide additional information on Comprehensive General Liability insurance claims for Transportation Services Division, specifically, icy sidewalk slip and fall claims and pothole claims. The financial information contained in Tables 6 & 7 is valued as of December 31, 2017

**Paid may include** a combination of settlements, including damages, interest, also court ordered judgments and other expenses pertaining to the claims process.

**Denied** slip & fall claims, caused by ice and snow, and denied pothole claims have not demonstrated the City's gross negligence or a complete disregard for its maintenance obligations.

Table 6 Transportation Services Division Icy Sidewalk - Slip & Fall Claims 2013 - 2017							
Calendar Year	Total No. of all Trans. Claims	No. of Icy Sidewalk Slip & Fall Claims	% of Total	Icy Sidewalk Slip & Fall Claims Resolved			
				Average Claim Value (\$)	Paid	Denied	% of Total Denied
2013	2,220	366	16	28,499	44	202	82
2014	3,984	366	9	44,262	24	219	90
2015	2,059	151	7	13,018	12	66	85
2016	1,841	142	8	13,794	3	51	94
2017	1,884	147	8	2,593	2	22	92

Table 7 Transportation Services Division Pot Hole Claims 2013 - 2017							
Calendar Year	Total No. of all Trans. Claims	No. of Pothole Claims	% of Total	Pothole Claims Resolved (Property Damage)			
				Average Claim Value (\$)	Paid	Denied	% of Total Denied
2013	2,220	866	39	807	287	576	67
2014	3,984	2,432	61	594	1,255	1,162	48
2015	2,059	867	42	719	340	521	61
2016	1,841	748	41	523	354	364	51
2017	1,884	870	46	509	286	270	49

## Comprehensive General Liability Insurance Claims (CGL) - Sewer and Forestry Claims

Tables 8 and 9 below provides additional information on Comprehensive General Liability insurance claims for Toronto Water, involving public claims for damage due to escape of water from the sewage system and Parks, Forestry & Recreation division involving damage caused by City trees. The financial information contained in Tables 8 & 9 is valued as of December 31, 2017

**Paid may include** ordered judgments and other expenses pertaining to the claims process. a combination of settlements, including damages, interest, also court

**Denied** sewer claims have not demonstrated that Toronto Water's operations were negligent. Sewer back-ups arising from system discharge due to severe rain storms does not constitute negligence.

**Denied** forestry claims have not demonstrated the City's negligence. If there are prior visible signs of decay or if limb failure occurs due to a severe windstorm, this does not constitute negligence.

Table 8 Toronto Water Sewer Claims 2013 - 2017							
Calendar Year	Total No. of all Trans. Claims	No. of Sewer Claims	% of Total	Sewer Claims Resolved (Property Damage)			
				Average Claim Value (\$)	Paid	Denied	% of Total Denied
2013	6,665	5,858	88	\$7,513	93	5,760	98
2014	860	442	51	\$11,281	62	373	86
2015	681	268	39	\$5,378	61	203	77
2016	504	229	45	\$10,468	36	184	84
2017	461	199	43	\$4,457	25	122	83

Table 9 Parks, Forestry & Recreation Division Forestry Claims 2013 - 2017							
Calendar Year	Total No. of all Parks, Forestry & Recreation Claims	No. of Forestry Claims	% of Total	Forestry Claims Resolved (Property Damage)			
				Average Claim Value (\$)	Paid	Denied	% of Total Denied
2013	992	805	82	\$2,233	162	643	80
2014	342	188	56	\$2,518	41	147	78
2015	408	258	64	\$2,498	69	187	73
2016	449	284	64	\$2,199	92	175	66
2017	490	362	74	\$1,684	35	162	82

## Schedule "C"

Auto claims with a loss date between January 01, 2013 – December 31, 2017, sorted by City Divisions and insured Boards and Corporations and year.

## CLUSTER A

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>COURT SERVICES</b>				
2015	2	\$2,052	\$0	\$2,052
<b>Total</b>	<b>2</b>	<b>\$2,052</b>	<b>\$0.00</b>	<b>\$2,052</b>
<b>ECONOMIC DEVELOPMENT, CULTURE, &amp; TOURISM</b>				
2013	1	\$4,137	\$0	\$4,137
2014	1	\$3,703	\$0	\$3,703
2015	2	\$10,631	\$0	\$10,631
<b>Total</b>	<b>4</b>	<b>\$18,471</b>	<b>\$0.00</b>	<b>\$18,471</b>
<b>PARKS, FORESTRY &amp; RECREATION</b>				
2013	146	\$1,335,566	\$113,325	\$1,448,891
2014	126	\$429,396	\$10,529	\$439,925
2015	92	\$378,596	\$77,294	\$455,890
2016	95	\$311,628	\$205,879	\$517,507
2017	63	\$195,463	\$112,061	\$307,524
<b>Total</b>	<b>522</b>	<b>\$2,650,649</b>	<b>\$519,088.52</b>	<b>\$3,169,737</b>
<b>SHELTER, SUPPORT &amp; HOUSING ADMINISTRATION</b>				
2013	3	\$8,723	\$0	\$8,723
2014	3	\$19,688	\$0	\$19,688
2015	3	\$3,925	\$0	\$3,925
2016	2	\$4,317	\$0	\$4,317
2017	1	\$5,892	\$0	\$5,892
<b>Total</b>	<b>12</b>	<b>\$42,545</b>	<b>\$0.00</b>	<b>\$42,545</b>
<b>SOCIAL DEVELOPMENT, FINANCE &amp; ADMINISTRATION</b>				
2013	1	\$5,767	\$0	\$5,767
2014	1	\$5,459	\$0	\$5,459
<b>Total</b>	<b>2</b>	<b>\$11,226</b>	<b>\$0.00</b>	<b>\$11,226</b>

**CLUSTER A**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>TORONTO PARAMEDIC SERVICES</b>				
2013	114	\$211,813	\$57,698	\$269,511
2014	136	\$164,757	\$39,629	\$204,386
2015	182	\$340,452	\$351,928	\$692,380
2016	170	\$476,539	\$132,897	\$609,436
2017	143	\$386,671	\$390,205	\$776,877
<b>Total</b>	<b>745</b>	<b>\$1,580,233</b>	<b>\$972,356.64</b>	<b>\$2,552,589</b>

**CLUSTER B**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>ENGINEERING AND CONSTRUCTION SERVICES</b>				
2013	2	\$200	\$0	\$200
2014	10	\$28,520	\$0	\$28,520
2015	3	\$10,131	\$0	\$10,131
2016	4	\$13,443	\$0	\$13,443
2017	1	\$6,809	\$0	\$6,809
<b>Total</b>	<b>20</b>	<b>\$59,103</b>	<b>\$0.00</b>	<b>\$59,103</b>
<b>FIRE SERVICES</b>				
2013	69	\$448,730	\$0	\$448,730
2014	56	\$181,955	\$26,941	\$208,897
2015	61	\$318,815	\$66,108	\$384,923
2016	69	\$621,031	\$155,197	\$776,229
2017	54	\$56,738	\$111,739	\$168,477
<b>Total</b>	<b>309</b>	<b>\$1,627,270</b>	<b>\$359,985.08</b>	<b>\$1,987,255</b>
<b>MUNICIPAL LICENSING &amp; STANDARDS</b>				
2013	11	\$40,325	\$0	\$40,325
2014	17	\$68,900	\$0	\$68,900
2015	19	\$106,959	\$0	\$106,959
2016	23	\$89,542	\$0	\$89,542
2017	18	\$64,455	\$23,386	\$87,841
<b>Total</b>	<b>88</b>	<b>\$370,181</b>	<b>\$23,386.47</b>	<b>\$393,567</b>



**CLUSTER B**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>POLICY, PLANNING, FINANCE &amp; ADMINISTRATION</b>				
2013	1	\$462	\$0	\$462
2014	2	\$11,330	\$0	\$11,330
2015	1	\$4,316	\$0	\$4,316
<b>Total</b>	<b>4</b>	<b>\$16,107</b>	<b>\$0.00</b>	<b>\$16,107</b>
<b>SOLID WASTE MANAGEMENT</b>				
2013	186	\$1,196,678	\$786,266	\$1,982,944
2014	185	\$516,485	\$72,408	\$588,893
2015	177	\$922,806	\$1,023,706	\$1,946,512
2016	189	\$659,858	\$397,763	\$1,057,621
2017	141	\$578,933	\$246,859	\$825,793
<b>Total</b>	<b>878</b>	<b>\$3,874,760</b>	<b>\$2,527,002.22</b>	<b>\$6,401,762</b>
<b>TORONTO BUILDING</b>				
2013	1	\$8,107	\$0	\$8,107
2015	2	\$4,307	\$0	\$4,307
2016	1	\$5,284	\$0	\$5,284
<b>Total</b>	<b>4</b>	<b>\$17,698</b>	<b>\$0.00</b>	<b>\$17,698</b>
<b>TORONTO WATER</b>				
2013	67	\$495,771	\$0	\$495,771
2014	78	\$398,654	\$1,467,078	\$1,865,732
2015	57	\$325,829	\$207,478	\$533,307
2016	88	\$388,400	\$311,993	\$700,393
2017	55	\$201,022	\$291,966	\$492,988
<b>Total</b>	<b>345</b>	<b>\$1,809,676</b>	<b>\$2,278,515.48</b>	<b>\$4,088,192</b>
<b>TRANSPORTATION SERVICES</b>				
2013	100	\$330,696	\$71,853	\$402,549
2014	120	\$762,684	\$1,665,602	\$2,428,286
2015	111	\$434,743	\$553,214	\$987,956
2016	73	\$216,338	\$180,903	\$397,241
2017	32	\$108,649	\$57,438	\$166,087
<b>Total</b>	<b>436</b>	<b>\$1,853,109</b>	<b>\$2,529,010.84</b>	<b>\$4,382,120</b>

**CLUSTER C**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CORPORATE SECURITY</b>				
2013	1	\$7,487	\$0	\$7,487
2017	1	\$9,478	\$0	\$9,478
<b>Total</b>	<b>2</b>	<b>\$16,966</b>	<b>\$0.00</b>	<b>\$16,966</b>
<b>FACILITIES MANAGEMENT</b>				
2013	18	\$54,204	\$0	\$54,204
2014	8	\$58,059	\$0	\$58,059
2015	10	\$32,241	\$0	\$32,241
2016	15	\$66,500	\$0	\$66,500
2017	11	\$31,899	\$24,005	\$55,903
<b>Total</b>	<b>62</b>	<b>\$242,903</b>	<b>\$24,004.67</b>	<b>\$266,908</b>
<b>FINANCIAL PLANNING</b>				
2015	1	\$2,986	\$0	\$2,986
2017	1	\$4,745	\$1,755	\$6,500
<b>Total</b>	<b>2</b>	<b>\$7,731</b>	<b>\$1,754.90</b>	<b>\$9,486</b>
<b>FLEET SERVICES</b>				
2013	13	\$43,020	\$0	\$43,020
2014	14	\$11,820	\$0	\$11,820
2015	2	\$4,462	\$0	\$4,462
2016	5	\$11,744	\$10,434	\$22,179
2017	4	\$37,445	\$0	\$37,445
<b>Total</b>	<b>38</b>	<b>\$108,491</b>	<b>\$10,434.45</b>	<b>\$118,925</b>
<b>INFORMATION &amp; TECHNOLOGY</b>				
2015	1	\$1,048	\$0	\$1,048
<b>Total</b>	<b>1</b>	<b>\$1,048</b>	<b>\$0.00</b>	<b>\$1,048</b>
<b>PURCHASING &amp; MATERIALS MANAGEMENT</b>				
2013	1	\$1,111	\$0	\$1,111
2015	3	\$17,063	\$0	\$17,063
2016	1	\$10,100	\$0	\$10,100
<b>Total</b>	<b>5</b>	<b>\$28,274</b>	<b>\$0.00</b>	<b>\$28,274</b>

**CLUSTER C**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>REVENUE SERVICES</b>				
2014	1	\$100	\$0	\$100
<b>Total</b>	<b>1</b>	<b>\$100</b>	<b>\$0.00</b>	<b>\$100</b>

**AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>EXHIBITION PLACE</b>				
2014	3	\$6,325	\$0	\$6,325
2017	3	\$4,143	\$1,125	\$5,268
<b>Total</b>	<b>6</b>	<b>\$10,468</b>	<b>\$1,125.00</b>	<b>\$11,593</b>

**PUBLIC HEALTH**

2013	4	\$20,605	\$0	\$20,605
2014	2	\$13,846	\$0	\$13,846
2015	1	\$4,366	\$0	\$4,366
2016	4	\$18,015	\$0	\$18,015
2017	1	\$3,833	\$0	\$3,833
<b>Total</b>	<b>12</b>	<b>\$60,666</b>	<b>\$0.00</b>	<b>\$60,666</b>

**TORONTO COMMUNITY HOUSING CORP.**

2014	5	\$22,177	\$0	\$22,177
2015	8	\$41,548	\$0	\$41,548
2016	35	\$159,800	\$0	\$159,800
2017	11	\$48,568	\$15,589	\$64,157
<b>Total</b>	<b>59</b>	<b>\$272,092</b>	<b>\$15,589.15</b>	<b>\$287,682</b>

**TORONTO POLICE SERVICES BOARD**

2013	796	\$2,831,101	\$360,939	\$3,192,039
2014	838	\$3,336,304	\$897,604	\$4,233,908
2015	767	\$2,831,794	\$2,028,146	\$4,859,940
2016	722	\$2,666,925	\$486,457	\$3,153,381
2017	482	\$1,354,030	\$683,642	\$2,037,671
<b>Total</b>	<b>3,605</b>	<b>\$13,020,153</b>	<b>\$4,456,786.98</b>	<b>\$17,476,940</b>

## AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>TORONTO PORT LANDS CORP.</b>				
2015	1	\$1,163	\$0	\$1,163
<b>Total</b>	<b>1</b>	<b>\$1,163</b>	<b>\$0.00</b>	<b>\$1,163</b>
<b>TORONTO PUBLIC LIBRARY</b>				
2013	9	\$137,471	\$0	\$137,471
2014	12	\$111,218	\$0	\$111,218
2015	5	\$16,453	\$0	\$16,453
2016	4	\$21,132	\$0	\$21,132
2017	4	\$26,713	\$7,615	\$34,328
<b>Total</b>	<b>34</b>	<b>\$312,988</b>	<b>\$7,614.87</b>	<b>\$320,602</b>
<b>TORONTO ZOO</b>				
2013	13	\$20,578	\$0	\$20,578
2014	11	\$22,264	\$0	\$22,264
2015	14	\$25,093	\$0	\$25,093
2016	8	\$9,562	\$0	\$9,562
<b>Total</b>	<b>46</b>	<b>\$77,498</b>	<b>\$0.00</b>	<b>\$77,498</b>

## COUNCIL / ACCOUNTABILITY OFFICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CITY CLERK'S OFFICE</b>				
2013	2	\$3,976	\$0	\$3,976
2014	1	\$1,896	\$0	\$1,896
2017	1	\$826	\$0	\$826
<b>Total</b>	<b>4</b>	<b>\$6,698</b>	<b>\$0.00</b>	<b>\$6,698</b>
<b>MAYOR / COUNCILLORS</b>				
2015	1	\$8,840	\$0	\$8,840
2017	1	\$4,803	\$0	\$4,803
<b>Total</b>	<b>2</b>	<b>\$13,642</b>	<b>\$0.00</b>	<b>\$13,642</b>

## Schedule "D"

Property claims with a loss date between January 01, 2013 – December 31, 2017, sorted by City Divisions and insured Boards and Corporations and year.

**CLUSTER A**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CHILDREN'S SERVICES</b>				
2013	4	\$22,290	\$0	\$22,290
2014	1	\$4,065	\$0	\$4,065
2016	1	\$730	\$0	\$730
2017	3	\$3,440	\$52,695	\$56,135
<b>Total</b>	<b>9</b>	<b>\$30,525</b>	<b>\$52,695</b>	<b>\$83,220</b>
<b>COURT SERVICES</b>				
2016	1	\$458	\$0	\$458
<b>Total</b>	<b>1</b>	<b>\$458</b>	<b>\$0</b>	<b>\$458</b>
<b>ECONOMIC DEVELOPMENT, CULTURE, &amp; TOURISM</b>				
2013	5	\$409,587	\$0	\$409,587
2014	9	\$1,032,277	\$0	\$1,032,277
2015	7	\$128,913	\$46,977	\$175,889
2016	2	\$43,799	\$17,738	\$61,537
<b>Total</b>	<b>23</b>	<b>\$1,614,575</b>	<b>\$64,714</b>	<b>\$1,679,290</b>
<b>EMPLOYMENT &amp; SOCIAL SERVICES</b>				
2013	1	\$1,209	\$0	\$1,209
2014	4	\$180,600	\$20,653	\$201,254
2015	2	\$18,434	\$15,802	\$34,236
2016	4	\$15,479	\$13,846	\$29,325
2017	3	\$20,297	\$36,088	\$56,386
<b>Total</b>	<b>14</b>	<b>\$236,019</b>	<b>\$86,389</b>	<b>\$322,408</b>
<b>PARKS, FORESTRY &amp; RECREATION</b>				
2013	46	\$7,554,108	\$81,635	\$7,635,743
2014	29	\$2,171,730	\$75,915	\$2,247,645
2015	15	\$1,045,246	\$628	\$1,045,874
2016	28	\$2,681,172	\$285,370	\$2,966,542
2017	16	\$370,379	\$393,596	\$763,975
<b>Total</b>	<b>134</b>	<b>\$13,822,635</b>	<b>\$837,144</b>	<b>\$14,659,779</b>

**CLUSTER A**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>SHELTER, SUPPORT &amp; HOUSING ADMINISTRATION</b>				
2013	10	\$343,671	\$0	\$343,671
2014	1	\$1,424	\$0	\$1,424
2015	2	\$50,011	\$3,977	\$53,989
2016	5	\$11,849	\$0	\$11,849
2017	2	\$0	\$3,770	\$3,770
<b>Total</b>	<b>20</b>	<b>\$406,955</b>	<b>\$7,747</b>	<b>\$414,702</b>
<b>SOCIAL DEVELOPMENT, FINANCE &amp; ADMINISTRATION</b>				
2013	1	\$135	\$0	\$135
2014	2	\$1,666	\$0	\$1,666
2015	1	\$135	\$0	\$135
<b>Total</b>	<b>4</b>	<b>\$1,936</b>	<b>\$0</b>	<b>\$1,936</b>
<b>TORONTO LONG TERM CARE HOMES &amp; SERVICES</b>				
2013	2	\$73,855	\$0	\$73,855
2014	2	\$376,257	\$0	\$376,257
2015	4	\$235,349	\$0	\$235,349
2016	4	\$30,627	\$4,872	\$35,499
2017	7	\$21,105	\$38,316	\$59,421
<b>Total</b>	<b>19</b>	<b>\$737,193</b>	<b>\$43,188</b>	<b>\$780,381</b>
<b>TORONTO PARAMEDIC SERVICES</b>				
2013	3	\$100,054	\$0	\$100,054
2014	6	\$317,843	\$0	\$317,843
2015	5	\$65,695	\$0	\$65,695
2016	4	\$11,581	\$1,135	\$12,716
<b>Total</b>	<b>18</b>	<b>\$495,173</b>	<b>\$1,135</b>	<b>\$496,308</b>

**CLUSTER B**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CITY PLANNING</b>				
2013	1	\$1,532	\$0	\$1,532
2014	1	\$1,350	\$0	\$1,350
2016	2	\$745	\$0	\$745
<b>Total</b>	<b>4</b>	<b>\$3,628</b>	<b>\$0</b>	<b>\$3,628</b>

## CLUSTER B

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>ENGINEERING AND CONSTRUCTION SERVICES</b>				
2013	3	\$8,416	\$0	\$8,416
2014	2	\$64,593	\$0	\$64,593
2015	2	\$27,590	\$0	\$27,590
2016	2	\$10,009	\$0	\$10,009
2017	3	\$31,526	\$0	\$31,526
<b>Total</b>	<b>12</b>	<b>\$142,134</b>	<b>\$0</b>	<b>\$142,134</b>
<b>FIRE SERVICES</b>				
2013	8	\$60,669	\$0	\$60,669
2014	4	\$8,318	\$0	\$8,318
2015	6	\$49,914	\$0	\$49,914
2016	4	\$16,232	\$22,500	\$38,732
2017	2	\$19,639	\$1,135	\$20,774
<b>Total</b>	<b>24</b>	<b>\$154,772</b>	<b>\$23,635</b>	<b>\$178,407</b>
<b>MUNICIPAL LICENSING &amp; STANDARDS</b>				
2013	2	\$139,350	\$0	\$139,350
<b>Total</b>	<b>2</b>	<b>\$139,350</b>	<b>\$0</b>	<b>\$139,350</b>
<b>POLICY, PLANNING, FINANCE &amp; ADMINISTRATION</b>				
2014	1	\$87,875	\$0	\$87,875
2015	1	\$931	\$0	\$931
<b>Total</b>	<b>2</b>	<b>\$88,806</b>	<b>\$0</b>	<b>\$88,806</b>
<b>SOLID WASTE MANAGEMENT</b>				
2013	3	\$2,157	\$0	\$2,157
2014	4	\$29,972	\$0	\$29,972
2015	11	\$55,821	\$0	\$55,821
2016	8	\$72,523	\$3,021	\$75,544
2017	11	\$466,435	\$518,102	\$984,537
<b>Total</b>	<b>37</b>	<b>\$626,907</b>	<b>\$521,123</b>	<b>\$1,148,030</b>
<b>TORONTO BUILDING</b>				
2014	2	\$38,845	\$0	\$38,845
2015	2	\$33,647	\$0	\$33,647
<b>Total</b>	<b>4</b>	<b>\$72,493</b>	<b>\$0</b>	<b>\$72,493</b>

**CLUSTER B**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>TORONTO WATER</b>				
2013	23	\$1,702,914	\$0	\$1,702,914
2014	4	\$48,574	\$0	\$48,574
2015	11	\$579,480	\$325,894	\$905,374
2016	11	\$960,411	\$164,249	\$1,124,660
2017	2	\$13,455	\$0	\$13,455
<b>Total</b>	<b>51</b>	<b>\$3,304,834</b>	<b>\$490,143</b>	<b>\$3,794,977</b>
<b>TRANSPORTATION SERVICES</b>				
2013	2	\$639	\$0	\$639
2014	9	\$577,093	\$0	\$577,093
2015	9	\$58,724	\$0	\$58,724
2016	4	\$23,783	\$118,863	\$142,646
2017	8	\$8,994	\$66,429	\$75,423
<b>Total</b>	<b>32</b>	<b>\$669,233</b>	<b>\$185,292</b>	<b>\$854,525</b>

**CLUSTER C**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>FACILITIES MANAGEMENT</b>				
2013	28	\$682,693	\$842,634	\$1,525,327
2014	21	\$2,190,178	\$153,008	\$2,343,187
2015	30	\$1,850,118	\$685,781	\$2,535,899
2016	24	\$6,097,972	\$4,020,727	\$10,118,698
2017	37	\$1,058,492	\$1,100,028	\$2,158,520
<b>Total</b>	<b>140</b>	<b>\$11,879,452</b>	<b>\$6,802,178</b>	<b>\$18,681,631</b>
<b>FLEET SERVICES</b>				
2013	1	\$6,740	\$0	\$6,740
2016	1	\$599	\$0	\$599
<b>Total</b>	<b>2</b>	<b>\$7,339</b>	<b>\$0</b>	<b>\$7,339</b>
<b>INFORMATION &amp; TECHNOLOGY</b>				
2015	2	\$990	\$0	\$990
<b>Total</b>	<b>2</b>	<b>\$990</b>	<b>\$0</b>	<b>\$990</b>
<b>PURCHASING &amp; MATERIALS MANAGEMENT</b>				
2016	2	\$156,441	\$47,722	\$204,163
<b>Total</b>	<b>2</b>	<b>\$156,441</b>	<b>\$47,722</b>	<b>\$204,163</b>



**CLUSTER C**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>REAL ESTATE SERVICES</b>				
2017	1	\$498	\$0	\$498
<b>Total</b>	<b>1</b>	<b>\$498</b>	<b>\$0</b>	<b>\$498</b>

**CITY MANAGER**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>HUMAN RESOURCES</b>				
2015	1	\$135	\$0	\$135
<b>Total</b>	<b>1</b>	<b>\$135</b>	<b>\$0</b>	<b>\$135</b>

**STRATEGIC & CORPORATE POLICY**

2015	2	\$270	\$0	\$270
<b>Total</b>	<b>2</b>	<b>\$270</b>	<b>\$0</b>	<b>\$270</b>

**AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>COMMUNITY CENTRE BOARDS</b>				
2015	2	\$4,979	\$0	\$4,979
2016	3	\$17,118	\$0	\$17,118
<b>Total</b>	<b>5</b>	<b>\$22,097</b>	<b>\$0</b>	<b>\$22,097</b>

**EXHIBITION PLACE**

2013	10	\$426,999	\$0	\$426,999
2014	9	\$17,157	\$0	\$17,157
2015	5	\$29,065	\$0	\$29,065
2016	4	\$540	\$0	\$540
2017	6	\$8,916	\$6,675	\$15,591
<b>Total</b>	<b>34</b>	<b>\$482,677</b>	<b>\$6,675</b>	<b>\$489,352</b>

**PUBLIC HEALTH**

2013	4	\$7,117	\$0	\$7,117
2014	1	\$614	\$0	\$614
2015	4	\$540	\$0	\$540
2016	11	\$432,236	\$26,539	\$458,775
2017	8	\$5,206	\$1,770	\$6,976
<b>Total</b>	<b>28</b>	<b>\$445,712</b>	<b>\$28,309</b>	<b>\$474,021</b>

## AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>SONY CENTRE</b>				
2013	1	\$8,781	\$0	\$8,781
2015	3	\$922,209	\$38,042	\$960,251
2016	1	\$21,591	\$0	\$21,591
2017	2	\$327,524	\$152,500	\$480,024
<b>Total</b>	<b>7</b>	<b>\$1,280,105</b>	<b>\$190,542</b>	<b>\$1,470,646</b>
<b>TORONTO POLICE SERVICES BOARD</b>				
2013	14	\$351,897	\$0	\$351,897
2014	7	\$94,961	\$0	\$94,961
2015	21	\$114,220	\$50,677	\$164,897
2016	13	\$343,236	\$43,046	\$386,282
2017	6	\$11,534	\$27,818	\$39,351
<b>Total</b>	<b>61</b>	<b>\$915,847</b>	<b>\$121,541</b>	<b>\$1,037,389</b>
<b>TORONTO PUBLIC LIBRARY</b>				
2013	40	\$1,207,311	\$1,000	\$1,208,311
2014	24	\$2,526,152	\$0	\$2,526,152
2015	56	\$1,346,064	\$294,761	\$1,640,826
2016	25	\$527,108	\$191,802	\$718,910
2017	29	\$684,643	\$406,637	\$1,091,281
<b>Total</b>	<b>174</b>	<b>\$6,291,278</b>	<b>\$894,200</b>	<b>\$7,185,478</b>
<b>TORONTO ZOO</b>				
2013	5	\$3,524	\$0	\$3,524
2014	4	\$19,275	\$0	\$19,275
2015	8	\$12,850	\$0	\$12,850
2016	3	\$3,227	\$1,535	\$4,762
2017	8	\$3,412	\$42,392	\$45,804
<b>Total</b>	<b>28</b>	<b>\$42,288</b>	<b>\$43,927</b>	<b>\$86,215</b>
<b>COUNCIL / ACCOUNTABILITY OFFICES</b>				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CITY CLERK'S OFFICE</b>				
2014	1	\$858	\$0	\$858
<b>Total</b>	<b>1</b>	<b>\$858</b>	<b>\$0</b>	<b>\$858</b>

**COUNCIL / ACCOUNTABILITY OFFICES**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>MAYOR / COUNCILLORS</b>				
2013	1	\$1,050	\$0	\$1,050
2014	6	\$19,500	\$0	\$19,500
2015	6	\$4,784	\$0	\$4,784
2017	2	\$0	\$1,781	\$1,781
<b>Total</b>	<b>15</b>	<b>\$25,334</b>	<b>\$1,781</b>	<b>\$27,115</b>