

INSURANCE CLAIMS INFORMATION – January 01, 2014 to December 31, 2018
Information Disclosure Date: February 26, 2019

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, 2014 - December 31, 2018. All the financial values presented in this report are as of Dec 31, 2018, 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, 2014 – December 31, 2018

Table 1 CGL, Auto & Property Insurance Claims Combined 2014 - 2018				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
2014	7,457	\$39,925,298	\$26,120,061	\$66,045,359
2015	5,342	\$26,050,316	\$37,628,962	\$63,679,278
2016	5,102	\$26,330,416	\$40,511,778	\$66,842,193
2017	5,160	\$14,547,596	\$38,626,437	\$53,174,033
2018	8,797	\$14,806,814	\$39,897,294	\$54,704,108
Total	31,858	\$121,660,439	\$182,784,531	\$304,444,971

Table 2 sorts CGL, Auto and Property insurance claims for a five-year period with loss dates which occurred between January 01, 2014 – December 31, 2018.

Table 2 CGL, Auto & Property Insurance Claims Sorted 2014 - 2018				
Coverage	Count	Paid	Outstanding Reserve	Total Est. Value
Auto	6,964	\$29,191,581	\$15,607,716	\$44,799,298
CGL	23,982	\$51,837,438	\$150,939,514	\$202,776,952
Property	912	\$40,631,420	\$16,237,301	\$56,868,721
Total	31,858	\$121,660,439	\$182,784,531	\$304,444,971

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, 2014 – December 31, 2018, sorted by year.

Table 3 CGL Insurance Claims Sorted by Year 2014 - 2018				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
2014	5,659	\$23,410,200	\$20,959,155	\$44,369,356
2015	3,577	\$12,710,363	\$33,393,836	\$46,104,199
2016	3,405	\$8,724,815	\$32,582,612	\$41,307,428
2017	3,719	\$4,360,247	\$33,777,189	\$38,137,435
2018	7,622	\$2,631,813	\$30,226,721	\$32,858,534
Total	23,982	\$51,837,438	\$150,939,514	\$202,776,952

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, 2014 – December 31, 2018.

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, 2014 – December 31, 2018 sorted by year.

Please note that on January 1, 2018 Insurance & Risk Management began charging each division a \$500.00 deductible for each insurable accident. The deductibles will not be collected until 2019 and will be reflected in the 2019 Claims Disclosure Report.

Table 4 Auto Insurance Claims Sorted by 2014 - 2018				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
2014	1,644	\$7,736,418	\$4,403,980	\$12,140,398
2015	1,547	\$6,751,500	\$3,630,620	\$10,382,120
2016	1,529	\$6,166,701	\$3,568,130	\$9,734,831
2017	1,265	\$5,093,313	\$1,969,426	\$7,062,739
2018	979	\$3,443,651	\$2,035,560	\$5,479,210
Total	6,964	\$29,191,581	\$15,607,716	\$44,799,298

For a complete listing of Auto claims sorted by City Divisions and insured Boards and Corporations between January 01, 2014 – December 31, 2018 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, 2014 – December 31, 2018 sorted by year.

Please note that on January 1, 2018 Insurance & Risk Management began charging each division a \$2,500.00 deductible for each insurable accident. The deductibles will not be collected until 2019 and will be reflected in the 2019 Claims Disclosure Report.

Table 5 Property Insurance Claims Sorted by Year 2014 - 2018				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
2014	154	\$8,778,680	\$756,925	\$9,535,605
2015	218	\$6,588,453	\$604,506	\$7,192,959
2016	168	\$11,438,900	\$4,361,035	\$15,799,935
2017	176	\$5,094,037	\$2,879,822	\$7,973,859
2018	196	\$8,731,350	\$7,635,013	\$16,366,363
Total	912	\$40,631,420	\$16,237,301	\$56,868,721

For a complete listing of Property claims sorted by City Divisions, insured Boards and Corporations, between January 01, 2014 – December 31, 2018, 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:

Year	The year the claims occurred.
Count	The total number of claims that occurred in a given year.
Paid	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.
Outstanding Reserve	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.
Total Value	Total claims value by combining the Paid and Outstanding Reserve amounts.

Schedule "B"

CGL claims with a loss date between January 01, 2014 – December 31, 2018, 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.

COMMUNITY AND SOCIAL SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
CHILDREN'S SERVICES				
2014	2	\$19,256	\$36,842	\$56,097
2015	2	\$18,764	\$0	\$18,764
2016	1	\$49,969	\$0	\$49,969
2017	1	\$872	\$0	\$872
Total	6	\$88,861	\$36,842	\$125,703
COURT SERVICES				
2014	4	\$34,345	\$0	\$34,345
2015	2	\$852	\$0	\$852
2017	2	\$418	\$1,225	\$1,643
2018	2	\$6,858	\$71,892	\$78,750
Total	10	\$42,473	\$73,117	\$115,590
ECONOMIC DEVELOPMENT, CULTURE, & TOURISM				
2014	2	\$1,537	\$0	\$1,537
2015	3	\$1,319	\$0	\$1,319
2016	3	\$11,246	\$0	\$11,246
2017	4	\$19,049	\$133,001	\$152,049
Total	12	\$33,150	\$133,001	\$166,151
EMPLOYMENT & SOCIAL SERVICES				
2014	7	\$102,296	\$0	\$102,296
2015	10	\$96,678	\$0	\$96,678
2016	10	\$60,351	\$197,770	\$258,120
2017	2	\$22,152	\$132,849	\$155,000
Total	29	\$281,475	\$330,618	\$612,094
PARKS, FORESTRY & RECREATION				
2014	343	\$1,576,725	\$991,588	\$2,568,313
2015	411	\$1,411,117	\$4,725,463	\$6,136,581
2016	454	\$1,896,098	\$3,002,793	\$4,898,891
2017	533	\$544,145	\$2,268,944	\$2,813,089
2018	833	\$278,362	\$2,811,292	\$3,089,654
Total	2,574	\$5,706,448	\$13,800,079	\$19,506,527

COMMUNITY AND SOCIAL SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
SHELTER, SUPPORT & HOUSING ADMINISTRATION				
2014	8	\$57,955	\$124,416	\$182,372
2015	7	\$63,306	\$75,362	\$138,668
2016	5	\$58,244	\$78,050	\$136,293
2017	8	\$23,210	\$230,220	\$253,430
2018	4	\$498	\$107,850	\$108,348
Total	32	\$203,212	\$615,899	\$819,111
SOCIAL DEVELOPMENT, FINANCE & ADMINISTRATION				
2017	1	\$7,370	\$29,157	\$36,527
Total	1	\$7,370	\$29,157	\$36,527
TORONTO LONG TERM CARE HOMES & SERVICES				
2014	9	\$637,745	\$193,989	\$831,734
2015	3	\$51,869	\$70,588	\$122,457
2016	7	\$19,313	\$607,046	\$626,359
2017	9	\$88,845	\$470,078	\$558,923
2018	6	\$8,005	\$236,817	\$244,823
Total	34	\$805,777	\$1,578,518	\$2,384,295
TORONTO PARAMEDIC SERVICES				
2014	7	\$4,968	\$0	\$4,968
2015	14	\$33,044	\$0	\$33,044
2016	9	\$55,948	\$264,792	\$320,740
2017	9	\$43,301	\$282,238	\$325,539
2018	10	\$9,437	\$31,177	\$40,614
Total	49	\$146,698	\$578,206	\$724,904

INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
CITY PLANNING				
2016	1	\$1,961	\$23,039	\$25,000
2017	1	\$10,170	\$67,330	\$77,500
2018	2	\$3,867	\$126,133	\$130,000
Total	4	\$15,998	\$216,502	\$232,500

INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
ENGINEERING AND CONSTRUCTION SERVICES				
2014	138	\$210,666	\$368,578	\$579,244
2015	51	\$65,889	\$193,792	\$259,681
2016	135	\$89,066	\$273,676	\$362,742
2017	148	\$155,220	\$487,616	\$642,836
2018	64	\$12,727	\$196,942	\$209,668
Total	536	\$533,567	\$1,520,604	\$2,054,171
FIRE SERVICES				
2014	16	\$214,692	\$810,308	\$1,025,000
2015	14	\$54,076	\$107,475	\$161,551
2016	6	\$6,720	\$0	\$6,720
2017	15	\$36,687	\$132,839	\$169,526
2018	13	\$21,353	\$106,509	\$127,862
Total	64	\$333,528	\$1,157,131	\$1,490,658
MUNICIPAL LICENSING & STANDARDS				
2014	17	\$291,096	\$520,802	\$811,898
2015	26	\$359,299	\$973,380	\$1,332,679
2016	20	\$172,199	\$498,230	\$670,428
2017	11	\$70,325	\$331,608	\$401,933
2018	2	\$10,144	\$1,250	\$11,394
Total	76	\$903,063	\$2,325,270	\$3,228,333
POLICY, PLANNING, FINANCE & ADMINISTRATION				
2018	2	\$911	\$58,089	\$59,000
Total	2	\$911	\$58,089	\$59,000
SOLID WASTE MANAGEMENT				
2014	51	\$127,287	\$62,563	\$189,849
2015	71	\$102,847	\$74,343	\$177,190
2016	61	\$97,171	\$103,340	\$200,511
2017	51	\$23,170	\$32,350	\$55,520
2018	77	\$13,491	\$76,923	\$90,413
Total	311	\$363,965	\$349,518	\$713,483

INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
TORONTO BUILDING				
2014	7	\$161,835	\$0	\$161,835
2015	11	\$78,902	\$276,248	\$355,150
2016	11	\$55,256	\$241,129	\$296,385
2017	9	\$31,289	\$397,296	\$428,585
2018	5	\$2,561	\$159,637	\$162,199
Total	43	\$329,843	\$1,074,311	\$1,404,154
TORONTO WATER				
2014	862	\$2,465,405	\$1,137,696	\$3,603,101
2015	682	\$1,430,931	\$5,178,298	\$6,609,229
2016	511	\$784,394	\$1,346,883	\$2,131,277
2017	541	\$611,960	\$1,240,816	\$1,852,777
2018	782	\$132,779	\$2,507,178	\$2,639,956
Total	3,378	\$5,425,469	\$11,410,871	\$16,836,340
TRANSPORTATION SERVICES				
2014	3,981	\$14,790,110	\$14,101,486	\$28,891,596
2015	2,066	\$7,348,192	\$17,949,322	\$25,297,514
2016	1,861	\$3,806,999	\$16,795,915	\$20,602,915
2017	2,041	\$2,052,543	\$23,776,021	\$25,828,564
2018	5,254	\$1,946,343	\$21,405,945	\$23,352,288
Total	15,203	\$29,944,188	\$94,028,689	\$123,972,877

CORPORATE SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
311 TORONTO				
2014	2	\$1,458	\$0	\$1,458
2017	1	\$255	\$0	\$255
Total	3	\$1,712	\$0	\$1,712
CORPORATE SECURITY				
2017	1	\$2,492	\$50,008	\$52,500
Total	1	\$2,492	\$50,008	\$52,500

CORPORATE SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
FACILITIES MANAGEMENT				
2014	26	\$210,636	\$0	\$210,636
2015	44	\$163,216	\$242,264	\$405,480
2016	34	\$92,802	\$523,662	\$616,464
2017	22	\$51,744	\$238,827	\$290,571
2018	26	\$8,752	\$270,119	\$278,870
Total	152	\$527,149	\$1,274,872	\$1,802,022
INFORMATION & TECHNOLOGY				
2014	1	\$17,743	\$0	\$17,743
2017	1	\$23,417	\$61,584	\$85,000
Total	2	\$41,159	\$61,584	\$102,743
REAL ESTATE SERVICES				
2016	1	\$0	\$25,000	\$25,000
Total	1	\$0	\$25,000	\$25,000

FINANCE AND TREASURY SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
PURCHASING & MATERIALS MANAGEMENT				
2014	1	\$141,187	\$107,287	\$248,474
Total	1	\$141,187	\$107,287	\$248,474
REVENUE SERVICES				
2017	1	\$1,406	\$0	\$1,406
Total	1	\$1,406	\$0	\$1,406

CITY MANAGER

Year	Count	Paid	Outstanding Reserve	Total Est. Value
HUMAN RESOURCES				
2016	1	\$696	\$0	\$696
2017	2	\$17,392	\$60,793	\$78,185
Total	3	\$18,088	\$60,793	\$78,881
2018	1	\$38,114	\$11,886	\$50,000
Total	1	\$38,114	\$11,886	\$50,000

AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
ARENA BOARDS				
2015	1	\$110,079	\$0	\$110,079
2017	1	\$17,317	\$0	\$17,317
Total	2	\$127,396	\$0	\$127,396
BUSINESS IMPROVEMENT AREAS				
2016	2	\$48,331	\$0	\$48,331
2017	3	\$8,411	\$0	\$8,411
2018	1	\$750	\$0	\$750
Total	6	\$57,492	\$0	\$57,492
CASA LOMA CORP				
2016	1	\$892	\$53,608	\$54,500
2017	1	\$363	\$29,137	\$29,500
Total	2	\$1,254	\$82,746	\$84,000
COMMUNITY CENTRE BOARDS				
2017	2	\$1,617	\$0	\$1,617
Total	2	\$1,617	\$0	\$1,617
CREATETO				
2018	1	\$3,594	\$0	\$3,594
Total	1	\$3,594	\$0	\$3,594
EXHIBITION PLACE				
2014	21	\$241,672	\$201,271	\$442,943
2015	9	\$26,507	\$229,178	\$255,686
2016	16	\$26,832	\$316,837	\$343,669
2017	30	\$33,560	\$454,558	\$488,118
2018	18	\$4,474	\$282,770	\$287,244
Total	94	\$333,046	\$1,484,614	\$1,817,660
PUBLIC HEALTH				
2014	5	\$113,070	\$0	\$113,070
2015	5	\$32,547	\$0	\$32,547
2016	7	\$34,088	\$526,779	\$560,868
2017	4	\$32,946	\$180,287	\$213,233
2018	1	\$12,491	\$65,009	\$77,500
Total	22	\$225,142	\$772,075	\$997,217
ROSEDALE MOORE PARK ASSOCIATION				
2014	1	\$78,292	\$0	\$78,292
Total	1	\$78,292	\$0	\$78,292

AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
SONY CENTRE				
2014	1	\$451	\$0	\$451
2017	1	\$801	\$78,699	\$79,500
Total	2	\$1,252	\$78,699	\$79,951
TORONTO CENTRE FOR THE ARTS				
2017	1	\$568	\$0	\$568
Total	1	\$568	\$0	\$568
TORONTO POLICE SERVICES BOARD				
2014	100	\$1,756,035	\$1,854,960	\$3,610,996
2015	90	\$1,166,348	\$2,690,486	\$3,856,834
2016	120	\$1,187,240	\$6,613,770	\$7,801,010
2017	66	\$343,003	\$2,000,223	\$2,343,226
2018	34	\$62,202	\$968,653	\$1,030,855
Total	410	\$4,514,828	\$14,128,093	\$18,642,921
TORONTO PORT LANDS CORP.				
2014	1	\$225	\$0	\$225
2016	3	\$1,347	\$0	\$1,347
2017	1	\$1,098	\$0	\$1,098
2018	1	\$598	\$0	\$598
Total	6	\$3,268	\$0	\$3,268
TORONTO PUBLIC LIBRARY				
2014	7	\$73,818	\$282,367	\$356,185
2015	4	\$3,518	\$83,001	\$86,519
2016	5	\$10,130	\$75,179	\$85,308
2017	6	\$10,074	\$58,008	\$68,082
2018	2	\$1,392	\$57,608	\$59,000
Total	24	\$98,930	\$556,163	\$655,093
TORONTO ZOO				
2014	3	\$2,274	\$0	\$2,274
2015	2	\$29,660	\$159,131	\$188,792
2016	4	\$46,966	\$117,145	\$164,112
2017	4	\$3,936	\$29,039	\$32,975
2018	4	\$1,019	\$60,250	\$61,269
Total	17	\$83,856	\$365,566	\$449,422
YONGE DUNDAS SQUARE				
2016	3	\$7,375	\$184,280	\$191,656
Total	3	\$7,375	\$184,280	\$191,656

COUNCIL / ACCOUNTABILITY OFFICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
AUDITOR GENERAL				
2018	1	\$3,839	\$11,161	\$15,000
Total	1	\$3,839	\$11,161	\$15,000
CITY CLERK'S OFFICE				
2014	3	\$8,734	\$0	\$8,734
2016	1	\$21,192	\$0	\$21,192
Total	4	\$29,926	\$0	\$29,926
INTEGRITY COMMISSIONER				
2017	1	\$521	\$4,479	\$5,000
Total	1	\$521	\$4,479	\$5,000
LEGAL SERVICES				
2014	3	\$8,531	\$0	\$8,531
2017	1	\$11,190	\$66,310	\$77,500
2018	1	\$23,453	\$26,547	\$50,000
Total	5	\$43,174	\$92,857	\$136,031
MAYOR / COUNCILLORS				
2014	3	\$48,301	\$64,983	\$113,283
2015	4	\$33,459	\$0	\$33,459
2016	2	\$31,262	\$0	\$31,262
2017	3	\$26,584	\$43,464	\$70,049
Total	12	\$139,606	\$108,447	\$248,053

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, 2018

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 2014 - 2018							
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
2014	3,981	364	9	50,680	38	241	86
2015	2,066	152	7	28,648	20	78	80
2016	1,861	143	8	21,385	9	69	88
2017	2,041	172	8	6,096	4	51	93
2018	5,254	165	3	842	2	34	94

Table 7 Transportation Services Division Pot Hole Claims 2014 - 2018							
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
2014	3,981	2,432	61	594	1,255	1,171	48
2015	2,066	867	42	718	342	521	60
2016	1,861	749	40	563	371	371	50
2017	2,041	922	45	521	422	447	51
2018	5,254	3,994	76	558	1,351	1,043	44

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, 2018

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 2014 - 2018							
Calendar Year	Total No. of all Toronto Water Claims	No. of Sewer Claims	% of Total	Sewer Claims Resolved (Property Damage)			
				Average Claim Value (\$)	Paid	Denied	% of Total Denied
2014	862	443	51	\$13,057	64	374	85
2015	682	268	39	\$5,334	63	203	76
2016	511	231	45	\$10,270	39	183	82
2017	541	220	41	\$5,324	41	171	81
2018	782	449	57	\$2,560	10	94	90

Table 9 Parks, Forestry & Recreation Division Forestry Claims 2014 - 2018							
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
2014	343	188	56	\$2,518	41	147	78
2015	411	260	64	\$2,474	70	189	73
2016	454	289	65	\$2,298	101	182	64
2017	533	386	73	\$2,318	89	256	74
2018	833	712	86	\$1,452	37	348	90

Schedule "C"

Auto claims with a loss date between January 01, 2014 – December 31, 2018, sorted by City Divisions and insured Boards and Corporations and year.

COMMUNITY AND SOCIAL SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
COURT SERVICES				
2015	2	\$2,052	\$0	\$2,052
Total	2	\$2,052	\$0.00	\$2,052
ECONOMIC DEVELOPMENT, CULTURE, & TOURISM				
2014	1	\$3,703	\$0	\$3,703
2015	2	\$10,631	\$0	\$10,631
2018	1	\$17,504	\$0	\$17,504
Total	4	\$31,838	\$0.00	\$31,838
PARKS, FORESTRY & RECREATION				
2014	126	\$432,602	\$10,529	\$443,131
2015	92	\$384,652	\$148,807	\$533,459
2016	95	\$366,738	\$72,045	\$438,783
2017	74	\$283,832	\$151,430	\$435,263
2018	49	\$203,334	\$315,092	\$518,426
Total	436	\$1,671,158	\$697,902.89	\$2,369,061
SHELTER, SUPPORT & HOUSING ADMINISTRATION				
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
Total	9	\$33,821	\$0.00	\$33,821
SOCIAL DEVELOPMENT, FINANCE & ADMINISTRATION				
2014	1	\$5,459	\$0	\$5,459
Total	1	\$5,459	\$0.00	\$5,459
TORONTO PARAMEDIC SERVICES				
2014	136	\$202,712	\$0	\$202,712
2015	183	\$370,939	\$500,127	\$871,066
2016	171	\$510,573	\$217,643	\$728,215
2017	164	\$549,122	\$281,345	\$830,468
2018	115	\$208,437	\$224,495	\$432,932
Total	769	\$1,841,782	\$1,223,610.17	\$3,065,392

INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
ENGINEERING AND CONSTRUCTION SERVICES				
2014	10	\$28,520	\$0	\$28,520
2015	3	\$10,131	\$0	\$10,131
2016	4	\$13,443	\$0	\$13,443
2017	2	\$17,534	\$0	\$17,534
2018	1	\$125	\$0	\$125
Total	20	\$69,753	\$0.00	\$69,753
FIRE SERVICES				
2014	56	\$185,861	\$0	\$185,861
2015	61	\$355,065	\$122,971	\$478,036
2016	70	\$654,775	\$227,454	\$882,229
2017	58	\$250,296	\$124,280	\$374,576
2018	60	\$255,704	\$67,417	\$323,122
Total	305	\$1,701,701	\$542,122.17	\$2,243,823
MUNICIPAL LICENSING & STANDARDS				
2014	17	\$68,900	\$0	\$68,900
2015	19	\$106,959	\$0	\$106,959
2016	24	\$105,667	\$0	\$105,667
2017	21	\$101,973	\$0	\$101,973
2018	14	\$60,137	\$25,545	\$85,682
Total	95	\$443,637	\$25,545.04	\$469,182
POLICY, PLANNING, FINANCE & ADMINISTRATION				
2014	2	\$11,330	\$0	\$11,330
2015	1	\$4,316	\$0	\$4,316
Total	3	\$15,646	\$0.00	\$15,646
SOLID WASTE MANAGEMENT				
2014	185	\$517,147	\$0	\$517,147
2015	178	\$1,170,808	\$804,045	\$1,974,853
2016	190	\$713,086	\$469,965	\$1,183,051
2017	155	\$774,696	\$283,423	\$1,058,119
2018	165	\$532,219	\$420,552	\$952,771
Total	873	\$3,707,955	\$1,977,985.98	\$5,685,941

INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
TORONTO BUILDING				
2015	2	\$4,307	\$0	\$4,307
2016	1	\$5,284	\$0	\$5,284
Total	3	\$9,591	\$0.00	\$9,591
TORONTO WATER				
2014	81	\$1,535,866	\$3,045,010	\$4,580,876
2015	57	\$334,962	\$155,989	\$490,951
2016	89	\$433,787	\$285,227	\$719,014
2017	60	\$362,122	\$229,900	\$592,022
2018	47	\$213,765	\$80,254	\$294,019
Total	334	\$2,880,501	\$3,796,380.65	\$6,676,882
TRANSPORTATION SERVICES				
2014	118	\$749,542	\$55,794	\$805,336
2015	111	\$473,021	\$455,882	\$928,903
2016	76	\$234,420	\$427,752	\$662,172
2017	49	\$186,058	\$80,811	\$266,870
2018	54	\$98,334	\$319,896	\$418,230
Total	408	\$1,741,376	\$1,340,134.58	\$3,081,511
CORPORATE SERVICES				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
CORPORATE SECURITY				
2017	1	\$9,478	\$0	\$9,478
2018	1	\$893	\$0	\$893
Total	2	\$10,372	\$0.00	\$10,372
FACILITIES MANAGEMENT				
2014	8	\$58,059	\$0	\$58,059
2015	10	\$32,241	\$0	\$32,241
2016	16	\$66,500	\$27,500	\$94,000
2017	14	\$70,963	\$0	\$70,963
2018	13	\$52,223	\$0	\$52,223
Total	61	\$279,986	\$27,500.00	\$307,486

CORPORATE SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
FLEET SERVICES				
2014	14	\$11,820	\$0	\$11,820
2015	2	\$4,462	\$0	\$4,462
2016	5	\$11,944	\$0	\$11,944
2017	4	\$37,445	\$0	\$37,445
2018	1	\$6,584	\$0	\$6,584
Total	26	\$72,255	\$0.00	\$72,255
INFORMATION & TECHNOLOGY				
2015	1	\$1,048	\$0	\$1,048
Total	1	\$1,048	\$0.00	\$1,048

FINANCE AND TREASURY SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
FINANCIAL PLANNING				
2015	1	\$2,986	\$0	\$2,986
2017	1	\$14,701	\$9,225	\$23,926
2018	1	\$125	\$0	\$125
Total	3	\$17,811	\$9,225.32	\$27,036
PURCHASING & MATERIALS MANAGEMENT				
2015	3	\$17,063	\$0	\$17,063
2016	1	\$10,100	\$0	\$10,100
2017	1	\$10,261	\$0	\$10,261
2018	1	\$336	\$4,692	\$5,028
Total	6	\$37,760	\$4,691.69	\$42,452
REVENUE SERVICES				
2014	1	\$100	\$0	\$100
Total	1	\$100	\$0.00	\$100

AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
EXHIBITION PLACE				
2014	3	\$6,325	\$0	\$6,325
2017	4	\$9,624	\$0	\$9,624
2018	5	\$375	\$4,554	\$4,929
Total	12	\$16,324	\$4,553.89	\$20,878

AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
PUBLIC HEALTH				
2014	2	\$13,846	\$0	\$13,846
2015	1	\$4,366	\$0	\$4,366
2016	4	\$18,015	\$0	\$18,015
2017	2	\$8,691	\$0	\$8,691
2018	3	\$22,381	\$1,250	\$23,631
Total	12	\$67,299	\$1,250.00	\$68,549
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	13	\$71,858	\$26,716	\$98,574
2018	17	\$81,907	\$13,308	\$95,214
Total	78	\$377,290	\$40,023.55	\$417,313
TORONTO POLICE SERVICES BOARD				
2014	839	\$3,671,796	\$1,292,648	\$4,964,444
2015	770	\$3,297,728	\$1,442,800	\$4,740,528
2016	726	\$2,826,679	\$1,840,544	\$4,667,223
2017	614	\$2,245,506	\$729,067	\$2,974,572
2018	387	\$1,671,189	\$421,380	\$2,092,569
Total	3,336	\$13,712,898	\$5,726,437.96	\$19,439,336
TORONTO PORT LANDS CORP.				
2015	1	\$1,163	\$0	\$1,163
Total	1	\$1,163	\$0.00	\$1,163
TORONTO PUBLIC LIBRARY				
2014	12	\$111,218	\$0	\$111,218
2015	5	\$16,453	\$0	\$16,453
2016	4	\$21,132	\$0	\$21,132
2017	4	\$34,328	\$0	\$34,328
2018	1	\$3,598	\$0	\$3,598
Total	26	\$186,729	\$0.00	\$186,729

AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
TORONTO ZOO				
2014	11	\$22,264	\$0	\$22,264
2015	14	\$25,093	\$0	\$25,093
2016	8	\$9,562	\$0	\$9,562
2017	1	\$415	\$0	\$415
2018	6	\$13,806	\$0	\$13,806
Total	40	\$71,141	\$0.00	\$71,141

COUNCIL / ACCOUNTABILITY OFFICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
CITY CLERK'S OFFICE				
2014	1	\$1,896	\$0	\$1,896
2017	1	\$826	\$0	\$826
Total	2	\$2,721	\$0.00	\$2,721
MAYOR / COUNCILLORS				
2015	1	\$8,840	\$0	\$8,840
2017	2	\$3,537	\$10,626	\$14,163
Total	3	\$12,377	\$10,625.52	\$23,002

Schedule "D"

Property claims with a loss date between January 01, 2014 – December 31, 2018, sorted by City Divisions and insured Boards and Corporations and year.

COMMUNITY AND SOCIAL SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
CHILDREN'S SERVICES				
2014	1	\$4,065	\$0	\$4,065
2016	1	\$730	\$0	\$730
2017	3	\$98,798	\$1,413	\$100,211
2018	1	\$3,569	\$20,931	\$24,500
Total	6	\$107,162	\$22,344	\$129,506
COURT SERVICES				
2016	1	\$458	\$0	\$458
Total	1	\$458	\$0	\$458
ECONOMIC DEVELOPMENT, CULTURE, & TOURISM				
2014	9	\$1,032,277	\$0	\$1,032,277
2015	7	\$130,211	\$0	\$130,211
2016	2	\$44,220	\$0	\$44,220
2018	4	\$138,667	\$151,713	\$290,381
Total	22	\$1,345,376	\$151,713	\$1,497,089
EMPLOYMENT & SOCIAL SERVICES				
2014	4	\$180,600	\$0	\$180,600
2015	2	\$27,403	\$0	\$27,403
2016	4	\$16,165	\$13,160	\$29,325
2017	3	\$21,726	\$33,660	\$55,386
2018	2	\$2,621	\$11,014	\$13,635
Total	15	\$248,515	\$57,834	\$306,349
PARKS, FORESTRY & RECREATION				
2014	29	\$1,627,110	\$572,099	\$2,199,208
2015	15	\$1,034,389	\$339	\$1,034,728
2016	28	\$2,694,397	\$174,966	\$2,869,363
2017	18	\$704,075	\$1,123,363	\$1,827,438
2018	47	\$3,660,631	\$3,880,925	\$7,541,556
Total	137	\$9,720,601	\$5,751,691	\$15,472,292

COMMUNITY AND SOCIAL SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
SHELTER, SUPPORT & HOUSING ADMINISTRATION				
2014	1	\$1,424	\$0	\$1,424
2015	2	\$50,325	\$0	\$50,325
2016	5	\$11,849	\$0	\$11,849
2017	2	\$270	\$0	\$270
2018	1	\$1,911	\$10,589	\$12,500
Total	11	\$65,778	\$10,589	\$76,367
SOCIAL DEVELOPMENT, FINANCE & ADMINISTRATION				
2014	2	\$1,666	\$0	\$1,666
2015	1	\$135	\$0	\$135
Total	3	\$1,801	\$0	\$1,801
TORONTO LONG TERM CARE HOMES & SERVICES				
2014	2	\$376,257	\$0	\$376,257
2015	4	\$235,349	\$0	\$235,349
2016	4	\$30,627	\$1,314	\$31,941
2017	7	\$50,475	\$4,138	\$54,613
2018	3	\$8,272	\$26,510	\$34,782
Total	20	\$700,980	\$31,962	\$732,943
TORONTO PARAMEDIC SERVICES				
2014	6	\$317,843	\$0	\$317,843
2015	5	\$65,695	\$0	\$65,695
2016	4	\$11,716	\$0	\$11,716
2017	1	\$0	\$1,335	\$1,335
2018	2	\$125	\$1,135	\$1,260
Total	18	\$395,379	\$2,470	\$397,849

INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
CITY PLANNING				
2014	1	\$1,350	\$0	\$1,350
2016	2	\$745	\$0	\$745
Total	3	\$2,096	\$0	\$2,096

INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
ENGINEERING AND CONSTRUCTION SERVICES				
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
2018	1	\$6,286	\$0	\$6,286
Total	10	\$140,003	\$0	\$140,003
FIRE SERVICES				
2014	4	\$8,318	\$0	\$8,318
2015	6	\$49,914	\$0	\$49,914
2016	4	\$34,560	\$4,172	\$38,732
2017	2	\$19,774	\$0	\$19,774
2018	4	\$23,157	\$286,843	\$310,000
Total	20	\$135,724	\$291,014	\$426,738
POLICY, PLANNING, FINANCE & ADMINISTRATION				
2014	1	\$87,875	\$0	\$87,875
2015	1	\$931	\$0	\$931
Total	2	\$88,806	\$0	\$88,806
SOLID WASTE MANAGEMENT				
2014	4	\$29,972	\$0	\$29,972
2015	11	\$55,821	\$0	\$55,821
2016	8	\$75,544	\$0	\$75,544
2017	11	\$1,164,748	\$443,563	\$1,608,312
2018	7	\$10,934	\$38,020	\$48,954
Total	41	\$1,337,019	\$481,583	\$1,818,602
TORONTO BUILDING				
2014	2	\$38,845	\$0	\$38,845
2015	2	\$33,647	\$0	\$33,647
Total	4	\$72,493	\$0	\$72,493

INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
TORONTO WATER				
2014	4	\$48,574	\$0	\$48,574
2015	11	\$584,015	\$41,149	\$625,163
2016	11	\$975,716	\$133,998	\$1,109,714
2017	2	\$13,455	\$0	\$13,455
2018	5	\$26,087	\$199,811	\$225,898
Total	33	\$1,647,847	\$374,958	\$2,022,805
TRANSPORTATION SERVICES				
2014	9	\$577,093	\$0	\$577,093
2015	9	\$58,724	\$0	\$58,724
2016	4	\$7,985	\$33,160	\$41,145
2017	8	\$43,705	\$31,067	\$74,772
2018	3	\$157,504	\$33,154	\$190,658
Total	33	\$845,011	\$97,381	\$942,392
CORPORATE SERVICES				
FACILITIES MANAGEMENT				
2014	21	\$1,702,301	\$184,827	\$1,887,128
2015	30	\$1,820,320	\$238,731	\$2,059,051
2016	25	\$6,005,956	\$3,898,439	\$9,904,395
2017	41	\$1,672,512	\$889,354	\$2,561,865
2018	44	\$2,555,013	\$1,846,160	\$4,401,173
Total	161	\$13,756,102	\$7,057,510	\$20,813,612
FLEET SERVICES				
2016	1	\$599	\$0	\$599
Total	1	\$599	\$0	\$599
INFORMATION & TECHNOLOGY				
2015	2	\$990	\$0	\$990
2018	1	\$0	\$25	\$25
Total	3	\$990	\$25	\$1,015
REAL ESTATE SERVICES				
2017	1	\$498	\$0	\$498
Total	1	\$498	\$0	\$498

FINANCE AND TREASURY SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
FINANCIAL PLANNING				
2018	1	\$0	\$1,225	\$1,225
Total	1	\$0	\$1,225	\$1,225
PURCHASING & MATERIALS MANAGEMENT				
2016	2	\$154,294	\$49,869	\$204,163
2018	2	\$539	\$27,800	\$28,339
Total	4	\$154,833	\$77,669	\$232,502

CITY MANAGER

Year	Count	Paid	Outstanding Reserve	Total Est. Value
HUMAN RESOURCES				
2015	1	\$135	\$0	\$135
Total	1	\$135	\$0	\$135
STRATEGIC & CORPORATE POLICY				
2015	2	\$270	\$0	\$270
Total	2	\$270	\$0	\$270

AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
COMMUNITY CENTRE BOARDS				
2015	2	\$4,979	\$0	\$4,979
2016	3	\$17,118	\$0	\$17,118
2018	1	\$435,498	\$19,216	\$454,714
Total	6	\$457,595	\$19,216	\$476,811
EXHIBITION PLACE				
2014	9	\$17,157	\$0	\$17,157
2015	5	\$29,065	\$0	\$29,065
2016	4	\$540	\$0	\$540
2017	10	\$2,674	\$3,270	\$5,944
2018	26	\$78,550	\$140,920	\$219,470
Total	54	\$127,986	\$144,190	\$272,176

AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
PUBLIC HEALTH				
2014	1	\$614	\$0	\$614
2015	4	\$540	\$0	\$540
2016	11	\$432,843	\$20,711	\$453,554
2017	9	\$6,344	\$0	\$6,344
2018	3	\$185	\$0	\$185
Total	28	\$440,526	\$20,711	\$461,236
SONY CENTRE				
2015	3	\$880,033	\$80,218	\$960,251
2016	1	\$21,591	\$0	\$21,591
2017	2	\$454,222	\$100,847	\$555,069
2018	3	\$236,213	\$85,287	\$321,500
Total	9	\$1,592,058	\$266,352	\$1,858,410
ST LAWRENCE CENTRE FOR THE ARTS				
2018	1	\$0	\$27,500	\$27,500
Total	1	\$0	\$27,500	\$27,500
TORONTO POLICE SERVICES BOARD				
2014	7	\$94,961	\$0	\$94,961
2015	21	\$114,671	\$0	\$114,671
2016	13	\$343,479	\$0	\$343,479
2017	7	\$36,760	\$0	\$36,760
2018	5	\$592,523	\$122,463	\$714,987
Total	53	\$1,182,394	\$122,463	\$1,304,857
TORONTO PUBLIC LIBRARY				
2014	24	\$2,526,152	\$0	\$2,526,152
2015	56	\$1,365,668	\$244,069	\$1,609,737
2016	25	\$544,395	\$31,247	\$575,643
2017	32	\$760,409	\$238,557	\$998,966
2018	20	\$494,758	\$598,398	\$1,093,156
Total	157	\$5,691,382	\$1,112,272	\$6,803,654

AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
TORONTO ZOO				
2014	4	\$19,275	\$0	\$19,275
2015	8	\$12,850	\$0	\$12,850
2016	3	\$3,362	\$0	\$3,362
2017	11	\$10,209	\$9,255	\$19,464
2018	8	\$293,338	\$105,373	\$398,711
Total	34	\$339,033	\$114,628	\$453,662

COUNCIL / ACCOUNTABILITY OFFICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
CITY CLERK'S OFFICE				
2014	1	\$858	\$0	\$858
Total	1	\$858	\$0	\$858
MAYOR / COUNCILLORS				
2014	6	\$19,500	\$0	\$19,500
2015	6	\$4,784	\$0	\$4,784
2017	2	\$1,723	\$0	\$1,723
Total	14	\$26,007	\$0	\$26,007
OMBUDSPERSON				
2018	1	\$4,969	\$0	\$4,969
Total	1	\$4,969	\$0	\$4,969