

**INSURANCE CLAIMS INFORMATION – January 01, 2015 to December 31, 2019**  
**Information Disclosure Date: January 29, 2020**

**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, 2015 - December 31, 2019. All the financial values presented in this report are as of Dec 31, 2019, 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, 2015 – December 31, 2019

<b>Table 1</b> <b>CGL, Auto &amp; Property Insurance Claims Combined</b> <b>2015 - 2019</b>				
<b>Year</b>	<b>Count</b>	<b>Paid</b>	<b>Outstanding Reserve</b>	<b>Total Est. Value</b>
2015	5,343	\$35,228,317	\$22,408,703	\$57,637,020
2016	5,123	\$31,614,967	\$25,675,714	\$57,290,681
2017	5,287	\$20,879,337	\$40,662,312	\$61,541,650
2018	9,295	\$23,709,083	\$34,440,793	\$58,149,876
2019	8,644	\$23,822,791	\$56,897,528	\$80,720,319
<b>Total</b>	<b>33,692</b>	<b>\$135,254,495</b>	<b>\$180,085,051</b>	<b>\$315,339,545</b>

Table 2 sorts CGL, Auto and Property insurance claims for a five-year period with loss dates which occurred between January 01, 2015 – December 31, 2019.

<b>Table 2</b> <b>CGL, Auto &amp; Property Insurance Claims Sorted</b> <b>2015 - 2019</b>				
<b>Coverage</b>	<b>Count</b>	<b>Paid</b>	<b>Outstanding Reserve</b>	<b>Total Est. Value</b>
Auto	6,437	\$30,753,329	\$11,628,052	\$42,381,381
CGL	26,355	\$51,011,914	\$147,272,653	\$198,284,567
Property	900	\$53,489,252	\$21,184,346	\$74,673,598
<b>Total</b>	<b>33,692</b>	<b>\$135,254,495</b>	<b>\$180,085,051</b>	<b>\$315,339,545</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, 2015 – December 31, 2019, sorted by year.

Table 3 CGL Insurance Claims Sorted by Year 2015 - 2019				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
2015	3,577	\$20,673,434	\$19,902,715	\$40,576,149
2016	3,425	\$12,921,961	\$23,217,769	\$36,139,730
2017	3,831	\$8,993,357	\$35,824,368	\$44,817,725
2018	7,979	\$6,099,500	\$28,659,210	\$34,758,710
2019	7,543	\$2,323,662	\$39,668,591	\$41,992,253
<b>Total</b>	<b>26,355</b>	<b>\$51,011,914</b>	<b>\$147,272,653</b>	<b>\$198,284,567</b>

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, 2015 – December 31, 2019.

### 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, 2015 – December 31, 2019 sorted by year.

Table 4 Auto Insurance Claims Sorted by 2015 - 2019				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
2015	1,548	\$7,933,991	\$2,441,968	\$10,375,960
2016	1,530	\$7,143,559	\$2,309,908	\$9,453,467
2017	1,280	\$5,910,481	\$3,378,605	\$9,289,085
2018	1,104	\$5,405,849	\$2,164,905	\$7,570,755
2019	975	\$4,359,449	\$1,332,665	\$5,692,114
<b>Total</b>	<b>6,437</b>	<b>\$30,753,329</b>	<b>\$11,628,052</b>	<b>\$42,381,381</b>

For a complete listing of Auto claims sorted by City Divisions and insured Boards and Corporations between January 01, 2015 – December 31, 2019 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, 2015 – December 31, 2019 sorted by year.

Table 5 Property Insurance Claims Sorted by Year 2015 - 2019				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
2015	218	\$6,620,891	\$64,020	\$6,684,911
2016	168	\$11,549,447	\$148,037	\$11,697,484
2017	176	\$5,975,500	\$1,459,340	\$7,434,839
2018	212	\$12,203,733	\$3,616,677	\$15,820,411
2019	126	\$17,139,681	\$15,896,271	\$33,035,952
<b>Total</b>	<b>900</b>	<b>\$53,489,252</b>	<b>\$21,184,346</b>	<b>\$74,673,598</b>

For a complete listing of Property claims sorted by City Divisions, insured Boards and Corporations, between January 01, 2015 – December 31, 2019, 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 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 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, 2015 – December 31, 2019, 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
<b>CHILDREN'S SERVICES</b>				
2015	2	\$18,764	\$0	\$18,764
2016	1	\$49,992	\$0	\$49,992
2017	1	\$872	\$0	\$872
2018	1	\$4,479	\$50,021	\$54,500
2019	1	\$206	\$0	\$206
<b>Total</b>	<b>6</b>	<b>\$74,312</b>	<b>\$50,021</b>	<b>\$124,333</b>
<b>COURT SERVICES</b>				
2015	2	\$852	\$0	\$852
2017	2	\$643	\$0	\$643
2018	3	\$17,072	\$91,170	\$108,242
2019	3	\$250	\$2,500	\$2,750
<b>Total</b>	<b>10</b>	<b>\$18,817</b>	<b>\$93,670</b>	<b>\$112,487</b>
<b>ECONOMIC DEVELOPMENT &amp; CULTURE</b>				
2015	3	\$1,319	\$0	\$1,319
2016	3	\$11,246	\$0	\$11,246
2017	4	\$32,653	\$119,396	\$152,049
2018	2	\$500	\$0	\$500
<b>Total</b>	<b>12</b>	<b>\$45,718</b>	<b>\$119,396</b>	<b>\$165,114</b>
<b>EMPLOYMENT &amp; SOCIAL SERVICES</b>				
2015	10	\$103,098	\$0	\$103,098
2016	10	\$75,598	\$145,860	\$221,458
2017	2	\$43,948	\$86,281	\$130,229
2018	1	\$0	\$52,500	\$52,500
2019	2	\$666	\$58,334	\$59,000
<b>Total</b>	<b>25</b>	<b>\$223,310</b>	<b>\$342,974</b>	<b>\$566,285</b>
<b>PARKS, FORESTRY &amp; RECREATION</b>				
2015	413	\$5,240,224	\$2,094,560	\$7,334,784
2016	456	\$2,681,773	\$1,939,120	\$4,620,893
2017	539	\$964,257	\$2,037,321	\$3,001,578
2018	892	\$769,793	\$2,294,033	\$3,063,826
2019	383	\$150,141	\$2,596,062	\$2,746,204
<b>Total</b>	<b>2,683</b>	<b>\$9,806,188</b>	<b>\$10,961,096</b>	<b>\$20,767,284</b>

## COMMUNITY AND SOCIAL SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>SENIORS SERVICES AND LONG-TERM CARE</b>				
2015	3	\$56,898	\$65,559	\$122,457
2016	7	\$64,463	\$336,974	\$401,437
2017	12	\$197,194	\$624,690	\$821,883
2018	9	\$34,787	\$451,554	\$486,341
2019	2	\$21,620	\$50,554	\$72,174
<b>Total</b>	<b>33</b>	<b>\$374,961</b>	<b>\$1,529,331</b>	<b>\$1,904,291</b>
<b>SHELTER, SUPPORT &amp; HOUSING ADMINISTRATION</b>				
2015	7	\$65,297	\$73,371	\$138,668
2016	5	\$58,952	\$51,099	\$110,051
2017	9	\$51,704	\$134,127	\$185,830
2018	5	\$11,997	\$0	\$11,997
2019	5	\$16,073	\$151,584	\$167,656
<b>Total</b>	<b>31</b>	<b>\$204,022</b>	<b>\$410,181</b>	<b>\$614,203</b>
<b>SOCIAL DEVELOPMENT, FINANCE &amp; ADMINISTRATION</b>				
2017	1	\$12,285	\$27,903	\$40,188
<b>Total</b>	<b>1</b>	<b>\$12,285</b>	<b>\$27,903</b>	<b>\$40,188</b>
<b>TORONTO PARAMEDIC SERVICES</b>				
2015	14	\$33,044	\$0	\$33,044
2016	9	\$76,942	\$273,540	\$350,481
2017	12	\$313,038	\$2,522,287	\$2,835,325
2018	15	\$31,862	\$271,344	\$303,206
2019	18	\$9,307	\$143,797	\$153,103
<b>Total</b>	<b>68</b>	<b>\$464,193</b>	<b>\$3,210,967</b>	<b>\$3,675,160</b>

## INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CITY PLANNING</b>				
2016	1	\$3,529	\$21,471	\$25,000
2017	1	\$28,480	\$49,020	\$77,500
2018	2	\$16,894	\$113,106	\$130,000
2019	1	\$0	\$25,000	\$25,000
<b>Total</b>	<b>5</b>	<b>\$48,904</b>	<b>\$208,596</b>	<b>\$257,500</b>

## INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>ENGINEERING AND CONSTRUCTION SERVICES</b>				
2015	51	\$31,334	\$151,817	\$183,151
2016	138	\$145,884	\$327,450	\$473,334
2017	150	\$185,366	\$406,982	\$592,348
2018	94	\$85,839	\$137,072	\$222,911
2019	148	\$26,072	\$206,092	\$232,164
<b>Total</b>	<b>581</b>	<b>\$474,496</b>	<b>\$1,229,412</b>	<b>\$1,703,908</b>
<b>FIRE SERVICES</b>				
2015	13	\$74,667	\$634,645	\$709,312
2016	7	\$8,099	\$0	\$8,099
2017	15	\$109,662	\$1,177,999	\$1,287,661
2018	15	\$20,622	\$149,210	\$169,832
2019	15	\$51,216	\$103,280	\$154,495
<b>Total</b>	<b>65</b>	<b>\$264,265</b>	<b>\$2,065,133</b>	<b>\$2,329,398</b>
<b>MUNICIPAL LICENSING &amp; STANDARDS</b>				
2015	28	\$490,357	\$666,114	\$1,156,471
2016	20	\$193,700	\$524,991	\$718,691
2017	13	\$111,588	\$244,590	\$356,178
2018	3	\$12,648	\$52,304	\$64,952
2019	5	\$6,273	\$102,227	\$108,500
<b>Total</b>	<b>69</b>	<b>\$814,565</b>	<b>\$1,590,227</b>	<b>\$2,404,792</b>
<b>POLICY, PLANNING, FINANCE &amp; ADMINISTRATION</b>				
2016	1	\$6,074	\$0	\$6,074
2018	1	\$5,872	\$46,628	\$52,500
<b>Total</b>	<b>2</b>	<b>\$11,945</b>	<b>\$46,628</b>	<b>\$58,574</b>
<b>SOLID WASTE MANAGEMENT SERVICES</b>				
2015	71	\$109,019	\$68,171	\$177,190
2016	61	\$113,842	\$94,364	\$208,206
2017	54	\$32,699	\$45,102	\$77,802
2018	92	\$33,665	\$83,579	\$117,244
2019	78	\$24,556	\$144,665	\$169,220
<b>Total</b>	<b>356</b>	<b>\$313,781</b>	<b>\$435,881</b>	<b>\$749,662</b>

## INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>TORONTO BUILDING</b>				
2015	10	\$106,300	\$243,141	\$349,441
2016	12	\$55,654	\$266,040	\$321,694
2017	21	\$78,249	\$865,525	\$943,774
2018	15	\$34,076	\$732,848	\$766,924
2019	6	\$13,775	\$131,030	\$144,805
<b>Total</b>	<b>64</b>	<b>\$288,054</b>	<b>\$2,238,584</b>	<b>\$2,526,639</b>
<b>TORONTO WATER</b>				
2015	682	\$1,608,706	\$3,135,185	\$4,743,891
2016	511	\$935,159	\$1,214,681	\$2,149,841
2017	552	\$1,171,320	\$1,068,081	\$2,239,401
2018	908	\$740,689	\$2,383,229	\$3,123,917
2019	582	\$204,469	\$794,981	\$999,450
<b>Total</b>	<b>3,235</b>	<b>\$4,660,343</b>	<b>\$8,596,158</b>	<b>\$13,256,500</b>
<b>TRANSPORTATION SERVICES</b>				
2015	2,046	\$10,592,723	\$9,715,710	\$20,308,433
2016	1,857	\$5,893,342	\$11,819,287	\$17,712,629
2017	2,070	\$4,001,731	\$21,373,169	\$25,374,900
2018	5,327	\$3,649,606	\$18,316,556	\$21,966,161
2019	5,569	\$1,679,122	\$32,072,841	\$33,751,963
<b>Total</b>	<b>16,869</b>	<b>\$25,816,524</b>	<b>\$93,297,562</b>	<b>\$119,114,086</b>

## CORPORATE SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>311 TORONTO</b>				
2017	1	\$255	\$0	\$255
2019	1	\$157	\$52,343	\$52,500
<b>Total</b>	<b>2</b>	<b>\$412</b>	<b>\$52,343</b>	<b>\$52,755</b>
<b>CORPORATE SECURITY</b>				
2017	1	\$18,653	\$0	\$18,653
2019	1	\$461	\$29,039	\$29,500
<b>Total</b>	<b>2</b>	<b>\$19,114</b>	<b>\$29,039</b>	<b>\$48,153</b>



## CORPORATE SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>FACILITIES MANAGEMENT</b>				
2015	45	\$227,294	\$220,276	\$447,570
2016	34	\$162,472	\$317,915	\$480,387
2017	22	\$77,779	\$576,717	\$654,496
2018	33	\$48,056	\$395,689	\$443,746
2019	19	\$5,266	\$320,292	\$325,558
<b>Total</b>	<b>153</b>	<b>\$520,867</b>	<b>\$1,830,890</b>	<b>\$2,351,757</b>
<b>INFORMATION &amp; TECHNOLOGY</b>				
2017	1	\$46,977	\$38,023	\$85,000
<b>Total</b>	<b>1</b>	<b>\$46,977</b>	<b>\$38,023</b>	<b>\$85,000</b>
<b>REAL ESTATE SERVICES</b>				
2016	1	\$0	\$25,000	\$25,000
<b>Total</b>	<b>1</b>	<b>\$0</b>	<b>\$25,000</b>	<b>\$25,000</b>

## FINANCE AND TREASURY SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>FINANCIAL PLANNING</b>				
2019	1	\$1,431	\$31,069	\$32,500
<b>Total</b>	<b>1</b>	<b>\$1,431</b>	<b>\$31,069</b>	<b>\$32,500</b>
<b>PENSIONS, PAYROLL &amp; EMPLOYEE BENEFITS</b>				
2019	1	\$708	\$51,792	\$52,500
<b>Total</b>	<b>1</b>	<b>\$708</b>	<b>\$51,792</b>	<b>\$52,500</b>
<b>REVENUE SERVICES</b>				
2019	1	\$0	\$0	\$0
<b>Total</b>	<b>1</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## CITY MANAGER

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>PEOPLE &amp; EQUITY</b>				
2016	1	\$696	\$0	\$696
2017	2	\$23,434	\$0	\$23,434
2018	1	\$140,675	\$40,000	\$180,675
<b>Total</b>	<b>4</b>	<b>\$164,805</b>	<b>\$40,000</b>	<b>\$204,805</b>

## AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>ARENA BOARDS</b>				
2015	2	\$110,304	\$0	\$110,304
2017	1	\$18,712	\$0	\$18,712
<b>Total</b>	<b>3</b>	<b>\$129,017</b>	<b>\$0</b>	<b>\$129,017</b>
<b>BUSINESS IMPROVEMENT AREAS</b>				
2016	2	\$48,331	\$0	\$48,331
2017	3	\$10,273	\$0	\$10,273
2018	2	\$1,000	\$0	\$1,000
2019	1	\$2,200	\$0	\$2,200
<b>Total</b>	<b>8</b>	<b>\$61,804</b>	<b>\$0</b>	<b>\$61,804</b>
<b>CASA LOMA CORP</b>				
2016	1	\$1,313	\$0	\$1,313
2017	1	\$1,737	\$0	\$1,737
<b>Total</b>	<b>2</b>	<b>\$3,050</b>	<b>\$0</b>	<b>\$3,050</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>
<b>CREATETO</b>				
2015	1	\$1,049	\$0	\$1,049
2016	3	\$1,347	\$0	\$1,347
2017	1	\$4,241	\$73,259	\$77,500
2018	2	\$4,192	\$0	\$4,192
2019	1	\$931	\$28,569	\$29,500
<b>Total</b>	<b>8</b>	<b>\$11,759</b>	<b>\$101,828</b>	<b>\$113,588</b>
<b>EXHIBITION PLACE</b>				
2015	9	\$36,230	\$219,456	\$255,686
2016	16	\$51,194	\$193,526	\$244,721
2017	29	\$70,179	\$469,678	\$539,856
2018	19	\$13,076	\$207,499	\$220,575
2019	9	\$3,109	\$176,084	\$179,194
<b>Total</b>	<b>82</b>	<b>\$173,788</b>	<b>\$1,266,244</b>	<b>\$1,440,031</b>

## AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>PUBLIC HEALTH</b>				
2015	3	\$28,760	\$0	\$28,760
2016	7	\$58,972	\$182,391	\$241,363
2017	4	\$62,817	\$76,372	\$139,188
2018	2	\$13,859	\$1,250	\$15,109
<b>Total</b>	<b>16</b>	<b>\$164,408</b>	<b>\$260,012</b>	<b>\$424,420</b>
<b>SONY CENTRE</b>				
2017	1	\$1,350	\$37,451	\$38,801
2019	1	\$1,225	\$78,275	\$79,500
<b>Total</b>	<b>2</b>	<b>\$2,575</b>	<b>\$115,726</b>	<b>\$118,301</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>				
2015	93	\$1,600,453	\$2,249,540	\$3,849,993
2016	128	\$1,964,910	\$4,588,202	\$6,553,112
2017	100	\$1,196,323	\$2,663,421	\$3,859,745
2018	64	\$306,098	\$2,282,744	\$2,588,842
2019	53	\$51,485	\$1,080,992	\$1,132,477
<b>Total</b>	<b>438</b>	<b>\$5,119,270</b>	<b>\$12,864,900</b>	<b>\$17,984,170</b>
<b>TORONTO PUBLIC LIBRARY</b>				
2015	4	\$19,337	\$0	\$19,337
2016	5	\$14,397	\$0	\$14,397
2017	6	\$18,781	\$148,300	\$167,082
2018	2	\$2,440	\$0	\$2,440
2019	9	\$4,714	\$115,378	\$120,092
<b>Total</b>	<b>26</b>	<b>\$59,669</b>	<b>\$263,678</b>	<b>\$323,348</b>
<b>TORONTO ZOO</b>				
2015	2	\$37,867	\$153,483	\$191,351
2016	4	\$55,831	\$108,280	\$164,112
2017	4	\$9,294	\$153,182	\$162,475
2018	5	\$2,357	\$58,216	\$60,573
2019	4	\$1,563	\$57,893	\$59,456
<b>Total</b>	<b>19</b>	<b>\$106,913</b>	<b>\$531,054</b>	<b>\$637,967</b>
<b>YONGE DUNDAS SQUARE</b>				
2016	3	\$55,121	\$134,891	\$190,012
<b>Total</b>	<b>3</b>	<b>\$55,121</b>	<b>\$134,891</b>	<b>\$190,012</b>

## COUNCIL / ACCOUNTABILITY OFFICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>AUDITOR GENERAL</b>				
2018	1	\$5,976	\$0	\$5,976
<b>Total</b>	<b>1</b>	<b>\$5,976</b>	<b>\$0</b>	<b>\$5,976</b>
<b>CITY CLERK'S OFFICE</b>				
2016	1	\$21,192	\$0	\$21,192
2018	1	\$250	\$0	\$250
<b>Total</b>	<b>2</b>	<b>\$21,442</b>	<b>\$0</b>	<b>\$21,442</b>
<b>INTEGRITY COMMISSIONER</b>				
2017	1	\$521	\$4,479	\$5,000
<b>Total</b>	<b>1</b>	<b>\$521</b>	<b>\$4,479</b>	<b>\$5,000</b>
<b>LEGAL SERVICES</b>				
2017	1	\$12,278	\$65,222	\$77,500
2018	2	\$50,229	\$89,771	\$140,000
<b>Total</b>	<b>3</b>	<b>\$62,507</b>	<b>\$154,993</b>	<b>\$217,500</b>
<b>MAYOR / COUNCILLORS</b>				
2015	4	\$33,459	\$0	\$33,459
2016	2	\$31,262	\$0	\$31,262
2017	3	\$30,098	\$39,950	\$70,049
2018	1	\$0	\$75,000	\$75,000
2019	1	\$0	\$25,000	\$25,000
<b>Total</b>	<b>11</b>	<b>\$94,819</b>	<b>\$139,950</b>	<b>\$234,770</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, 2019

**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 2015 - 2019							
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
2015	2,046	153	7	35,223	26	96	79
2016	1,857	144	8	20,360	11	83	88
2017	2,070	176	9	15,557	8	88	92
2018	5,327	174	3	6,781	8	78	91
2019	5,569	412	7	4,713	2	67	97

Table 7 Transportation Services Division Pot Hole Claims 2015 - 2019							
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
2015	2,046	867	42	718	342	523	60
2016	1,857	750	40	563	373	372	50
2017	2,070	922	45	538	443	474	52
2018	5,327	3,986	75	590	1,860	1,977	52
2019	5,569	3,789	68	560	768	1,299	63

## 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, 2019

**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 2015 - 2019							
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
2015	682	269	39	\$5,958	65	204	76
2016	511	231	45	\$9,566	43	183	81
2017	552	222	40	\$9,710	50	170	77
2018	908	479	53	\$7,707	30	425	93
2019	582	260	45	\$1,701	11	148	93

Table 9 Parks, Forestry & Recreation Division Forestry Claims 2015 - 2019							
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
2015	413	260	64	\$2,474	70	190	73
2016	456	290	65	\$2,297	104	183	64
2017	539	386	72	\$3,245	100	284	74
2018	892	753	85	\$1,680	114	604	84
2019	383	242	64	\$1,706	18	131	88

## Schedule "C"

Auto claims with a loss date between January 01, 2015 – December 31, 2019, sorted by City Divisions and insured Boards and Corporations and year.

## COMMUNITY AND SOCIAL SERVICES

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 &amp; CULTURE</b>				
2015	3	\$13,617	\$0	\$13,617
2018	2	\$17,629	\$0	\$17,629
<b>Total</b>	<b>5</b>	<b>\$31,246</b>	<b>\$0.00</b>	<b>\$31,246</b>
<b>PARKS, FORESTRY &amp; RECREATION</b>				
2015	92	\$396,832	\$136,627	\$533,459
2016	95	\$378,485	\$60,298	\$438,783
2017	74	\$309,314	\$172,018	\$481,332
2018	50	\$497,626	\$1,795	\$499,420
2019	58	\$212,567	\$239,436	\$452,003
<b>Total</b>	<b>369</b>	<b>\$1,794,823</b>	<b>\$610,173.78</b>	<b>\$2,404,997</b>
<b>SHELTER, SUPPORT &amp; HOUSING ADMINISTRATION</b>				
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>6</b>	<b>\$14,134</b>	<b>\$0.00</b>	<b>\$14,134</b>
<b>TORONTO PARAMEDIC SERVICES</b>				
2015	183	\$446,710	\$288,491	\$735,201
2016	171	\$614,310	\$84,199	\$698,510
2017	166	\$810,682	\$398,771	\$1,209,452
2018	129	\$363,533	\$400,008	\$763,542
2019	117	\$241,766	\$78,933	\$320,699
<b>Total</b>	<b>766</b>	<b>\$2,477,001</b>	<b>\$1,250,401.87</b>	<b>\$3,727,403</b>

## INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>ENGINEERING AND CONSTRUCTION SERVICES</b>				
2015	3	\$10,131	\$0	\$10,131

## INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>ENGINEERING AND CONSTRUCTION SERVICES</b>				
2016	4	\$13,443	\$0	\$13,443
2017	2	\$17,534	\$0	\$17,534
2018	1	\$125	\$0	\$125
2019	8	\$54,296	\$2,250	\$56,546
<b>Total</b>	<b>18</b>	<b>\$95,529</b>	<b>\$2,250.00</b>	<b>\$97,779</b>
<b>FIRE SERVICES</b>				
2015	62	\$597,910	\$0	\$597,910
2016	70	\$771,791	\$49,492	\$821,283
2017	59	\$311,404	\$1,036,664	\$1,348,068
2018	69	\$347,896	\$149,027	\$496,922
2019	53	\$248,361	\$252,646	\$501,008
<b>Total</b>	<b>313</b>	<b>\$2,277,362</b>	<b>\$1,487,829.26</b>	<b>\$3,765,192</b>
<b>MUNICIPAL LICENSING &amp; STANDARDS</b>				
2015	19	\$106,959	\$0	\$106,959
2016	25	\$105,767	\$0	\$105,767
2017	23	\$108,657	\$77,149	\$185,806
2018	14	\$82,489	\$0	\$82,489
2019	21	\$104,466	\$24,898	\$129,364
<b>Total</b>	<b>102</b>	<b>\$508,338</b>	<b>\$102,046.80</b>	<b>\$610,385</b>
<b>POLICY, PLANNING, FINANCE &amp; ADMINISTRATION</b>				
2015	1	\$4,316	\$0	\$4,316
<b>Total</b>	<b>1</b>	<b>\$4,316</b>	<b>\$0.00</b>	<b>\$4,316</b>
<b>SOLID WASTE MANAGEMENT SERVICES</b>				
2015	179	\$1,645,354	\$427,072	\$2,072,426
2016	190	\$797,775	\$368,129	\$1,165,904
2017	163	\$929,009	\$418,794	\$1,347,803
2018	183	\$981,519	\$455,840	\$1,437,359
2019	111	\$295,050	\$185,520	\$480,569
<b>Total</b>	<b>826</b>	<b>\$4,648,707</b>	<b>\$1,855,353.97</b>	<b>\$6,504,061</b>



## INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>TORONTO BUILDING</b>				
2015	2	\$4,307	\$0	\$4,307
2016	1	\$5,284	\$0	\$5,284
2019	1	\$8,972	\$0	\$8,972
<b>Total</b>	<b>4</b>	<b>\$18,563</b>	<b>\$0.00</b>	<b>\$18,563</b>
<b>TORONTO WATER</b>				
2015	58	\$395,924	\$139,261	\$535,185
2016	89	\$611,219	\$121,096	\$732,315
2017	61	\$459,091	\$175,244	\$634,335
2018	54	\$291,035	\$205,457	\$496,492
2019	41	\$156,681	\$157,115	\$313,796
<b>Total</b>	<b>303</b>	<b>\$1,913,949</b>	<b>\$798,172.62</b>	<b>\$2,712,122</b>
<b>TRANSPORTATION SERVICES</b>				
2015	110	\$469,041	\$316,312	\$785,354
2016	76	\$330,498	\$373,542	\$704,040
2017	53	\$208,488	\$137,744	\$346,232
2018	70	\$132,594	\$439,190	\$571,784
2019	63	\$226,486	\$15,803	\$242,289
<b>Total</b>	<b>372</b>	<b>\$1,367,107</b>	<b>\$1,282,591.63</b>	<b>\$2,649,699</b>

## CORPORATE SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CORPORATE SECURITY</b>				
2017	1	\$9,478	\$0	\$9,478
2018	1	\$893	\$0	\$893
<b>Total</b>	<b>2</b>	<b>\$10,372</b>	<b>\$0.00</b>	<b>\$10,372</b>
<b>FACILITIES MANAGEMENT</b>				
2015	10	\$32,241	\$0	\$32,241
2016	16	\$69,571	\$74,429	\$144,000
2017	15	\$73,545	\$74,919	\$148,463
2018	15	\$67,070	\$0	\$67,070
2019	7	\$38,372	\$0	\$38,372
<b>Total</b>	<b>63</b>	<b>\$280,798</b>	<b>\$149,347.95</b>	<b>\$430,146</b>

**CORPORATE SERVICES**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>FLEET SERVICES</b>				
2015	2	\$4,462	\$0	\$4,462
2016	5	\$11,944	\$0	\$11,944
2017	4	\$37,445	\$0	\$37,445
2018	3	\$6,834	\$0	\$6,834
<b>Total</b>	<b>14</b>	<b>\$60,685</b>	<b>\$0.00</b>	<b>\$60,685</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>

**FINANCE AND TREASURY SERVICES**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>PURCHASING &amp; MATERIALS MANAGEMENT</b>				
2015	3	\$17,063	\$0	\$17,063
2016	1	\$10,100	\$0	\$10,100
2017	1	\$10,261	\$0	\$10,261
2018	1	\$5,028	\$0	\$5,028
2019	1	\$7,545	\$0	\$7,545
<b>Total</b>	<b>7</b>	<b>\$49,997</b>	<b>\$0.00</b>	<b>\$49,997</b>

**AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CREATETO</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>EXHIBITION PLACE</b>				
2017	4	\$9,624	\$0	\$9,624
2018	5	\$5,659	\$0	\$5,659
<b>Total</b>	<b>9</b>	<b>\$15,283</b>	<b>\$0.00</b>	<b>\$15,283</b>

## AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>PUBLIC HEALTH</b>				
2015	1	\$4,366	\$0	\$4,366
2016	3	\$17,915	\$0	\$17,915
2017	1	\$4,858	\$0	\$4,858
2018	4	\$23,717	\$0	\$23,717
2019	2	\$13,534	\$0	\$13,534
<b>Total</b>	<b>11</b>	<b>\$64,390</b>	<b>\$0.00</b>	<b>\$64,390</b>
<b>TORONTO COMMUNITY HOUSING CORP.</b>				
2015	8	\$41,548	\$0	\$41,548
2016	35	\$159,800	\$0	\$159,800
2017	13	\$77,329	\$71,245	\$148,574
2018	26	\$155,564	\$16,946	\$172,509
2019	24	\$121,775	\$5,680	\$127,455
<b>Total</b>	<b>106</b>	<b>\$556,015</b>	<b>\$93,870.87</b>	<b>\$649,886</b>
<b>TORONTO POLICE SERVICES BOARD</b>				
2015	769	\$3,617,895	\$1,134,205	\$4,752,100
2016	727	\$3,209,766	\$1,178,722	\$4,388,488
2017	616	\$2,435,587	\$816,057	\$3,251,644
2018	456	\$2,407,245	\$390,519	\$2,797,764
2019	422	\$2,548,659	\$322,232	\$2,870,892
<b>Total</b>	<b>2,990</b>	<b>\$14,219,153</b>	<b>\$3,841,735.67</b>	<b>\$18,060,888</b>
<b>TORONTO PUBLIC LIBRARY</b>				
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
2019	6	\$42,341	\$0	\$42,341
<b>Total</b>	<b>20</b>	<b>\$117,852</b>	<b>\$0.00</b>	<b>\$117,852</b>
<b>TORONTO ZOO</b>				
2015	14	\$25,093	\$0	\$25,093
2016	8	\$9,562	\$0	\$9,562
2017	1	\$415	\$0	\$415
2018	7	\$14,746	\$0	\$14,746
2019	6	\$18,484	\$0	\$18,484
<b>Total</b>	<b>36</b>	<b>\$68,301</b>	<b>\$0.00</b>	<b>\$68,301</b>

**COUNCIL / ACCOUNTABILITY OFFICES**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CITY CLERK'S OFFICE</b>				
2017	1	\$826	\$0	\$826
2019	1	\$0	\$1,278	\$1,278
<b>Total</b>	<b>2</b>	<b>\$826</b>	<b>\$1,277.55</b>	<b>\$2,103</b>
<b>MAYOR / COUNCILLORS</b>				
2015	1	\$8,840	\$0	\$8,840
2017	2	\$12,552	\$0	\$12,552
2019	1	\$9,576	\$0	\$9,576
<b>Total</b>	<b>4</b>	<b>\$30,968</b>	<b>\$0.00</b>	<b>\$30,968</b>

## Schedule "D"

Property claims with a loss date between January 01, 2015 – December 31, 2019, sorted by City Divisions and insured Boards and Corporations and year.

**COMMUNITY AND SOCIAL SERVICES**

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CHILDREN'S SERVICES</b>				
2016	1	\$730	\$0	\$730
2017	3	\$99,024	\$0	\$99,024
2018	1	\$33,422	\$785	\$34,207
2019	1	\$324,861	\$0	\$324,861
<b>Total</b>	<b>6</b>	<b>\$458,037</b>	<b>\$785</b>	<b>\$458,822</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 &amp; CULTURE</b>				
2015	7	\$130,211	\$0	\$130,211
2016	2	\$44,220	\$0	\$44,220
2018	5	\$177,660	\$1,050	\$178,709
2019	6	\$15,289	\$55,320	\$70,608
<b>Total</b>	<b>20</b>	<b>\$367,380</b>	<b>\$56,369</b>	<b>\$423,749</b>
<b>EMPLOYMENT &amp; SOCIAL SERVICES</b>				
2015	2	\$27,844	\$0	\$27,844
2016	4	\$16,243	\$0	\$16,243
2017	3	\$42,873	\$0	\$42,873
2018	2	\$2,756	\$9,879	\$12,635
2019	2	\$1,098	\$43,902	\$45,000
<b>Total</b>	<b>13</b>	<b>\$90,814</b>	<b>\$53,782</b>	<b>\$144,595</b>
<b>PARKS, FORESTRY &amp; RECREATION</b>				
2015	15	\$1,035,755	\$4,851	\$1,040,606
2016	28	\$2,733,925	\$37,006	\$2,770,930
2017	18	\$1,238,637	\$943,869	\$2,182,506
2018	55	\$4,868,378	\$2,677,346	\$7,545,724
2019	40	\$14,706,098	\$12,786,158	\$27,492,256
<b>Total</b>	<b>156</b>	<b>\$24,582,792</b>	<b>\$16,449,230</b>	<b>\$41,032,022</b>

## COMMUNITY AND SOCIAL SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>SENIORS SERVICES AND LONG-TERM CARE</b>				
2015	4	\$235,349	\$0	\$235,349
2016	4	\$30,892	\$0	\$30,892
2017	7	\$50,610	\$0	\$50,610
2018	3	\$162,554	\$0	\$162,554
2019	1	\$22,770	\$60,608	\$83,378
<b>Total</b>	<b>19</b>	<b>\$502,174</b>	<b>\$60,608</b>	<b>\$562,782</b>
<b>SHELTER, SUPPORT &amp; HOUSING ADMINISTRATION</b>				
2015	2	\$50,325	\$0	\$50,325
2016	5	\$11,849	\$0	\$11,849
2017	2	\$270	\$0	\$270
2018	1	\$24,624	\$0	\$24,624
2019	6	\$648,090	\$496,315	\$1,144,405
<b>Total</b>	<b>16</b>	<b>\$735,158</b>	<b>\$496,315</b>	<b>\$1,231,473</b>
<b>SOCIAL DEVELOPMENT, FINANCE &amp; ADMINISTRATION</b>				
2015	1	\$135	\$0	\$135
<b>Total</b>	<b>1</b>	<b>\$135</b>	<b>\$0</b>	<b>\$135</b>
<b>TORONTO PARAMEDIC SERVICES</b>				
2015	5	\$65,695	\$0	\$65,695
2016	4	\$11,716	\$0	\$11,716
2017	1	\$135	\$0	\$135
2018	2	\$4,529	\$0	\$4,529
2019	1	\$3,935	\$0	\$3,935
<b>Total</b>	<b>13</b>	<b>\$86,009</b>	<b>\$0</b>	<b>\$86,009</b>
<b>INFRASTRUCTURE AND DEVELOPMENT SERVICES</b>				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>CITY PLANNING</b>				
2016	2	\$745	\$0	\$745
<b>Total</b>	<b>2</b>	<b>\$745</b>	<b>\$0</b>	<b>\$745</b>

## INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>ENGINEERING AND CONSTRUCTION SERVICES</b>				
2015	2	\$27,590	\$0	\$27,590
2016	2	\$10,009	\$0	\$10,009
2017	3	\$31,526	\$0	\$31,526
2018	2	\$16,798	\$0	\$16,798
2019	1	\$16,073	\$0	\$16,073
<b>Total</b>	<b>10</b>	<b>\$101,996</b>	<b>\$0</b>	<b>\$101,996</b>
<b>FIRE SERVICES</b>				
2015	6	\$49,914	\$0	\$49,914
2016	4	\$34,825	\$0	\$34,825
2017	2	\$19,774	\$0	\$19,774
2018	4	\$174,600	\$0	\$174,600
2019	5	\$14,791	\$128,370	\$143,161
<b>Total</b>	<b>21</b>	<b>\$293,904</b>	<b>\$128,370</b>	<b>\$422,273</b>
<b>MUNICIPAL LICENSING &amp; STANDARDS</b>				
2019	1	\$6,543	\$0	\$6,543
<b>Total</b>	<b>1</b>	<b>\$6,543</b>	<b>\$0</b>	<b>\$6,543</b>
<b>POLICY, PLANNING, FINANCE &amp; ADMINISTRATION</b>				
2015	1	\$931	\$0	\$931
<b>Total</b>	<b>1</b>	<b>\$931</b>	<b>\$0</b>	<b>\$931</b>
<b>SOLID WASTE MANAGEMENT SERVICES</b>				
2015	11	\$55,821	\$0	\$55,821
2016	8	\$75,544	\$0	\$75,544
2017	11	\$1,165,434	\$0	\$1,165,434
2018	7	\$25,969	\$26,755	\$52,724
2019	1	\$27,813	\$0	\$27,813
<b>Total</b>	<b>38</b>	<b>\$1,350,582</b>	<b>\$26,755</b>	<b>\$1,377,337</b>
<b>TORONTO BUILDING</b>				
2015	2	\$33,647	\$0	\$33,647
<b>Total</b>	<b>2</b>	<b>\$33,647</b>	<b>\$0</b>	<b>\$33,647</b>

## INFRASTRUCTURE AND DEVELOPMENT SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>TORONTO WATER</b>				
2015	11	\$586,426	\$59,169	\$645,595
2016	11	\$979,172	\$39,825	\$1,018,997
2017	2	\$13,455	\$0	\$13,455
2018	5	\$89,008	\$0	\$89,008
2019	7	\$97,828	\$101,953	\$199,781
<b>Total</b>	<b>36</b>	<b>\$1,765,889</b>	<b>\$200,947</b>	<b>\$1,966,836</b>
<b>TRANSPORTATION SERVICES</b>				
2015	9	\$58,724	\$0	\$58,724
2016	4	\$8,504	\$0	\$8,504
2017	8	\$70,339	\$26,000	\$96,339
2018	3	\$164,353	\$0	\$164,353
2019	1	\$0	\$1,288	\$1,288
<b>Total</b>	<b>25</b>	<b>\$301,920</b>	<b>\$27,288</b>	<b>\$329,207</b>
<b>CORPORATE SERVICES</b>				
Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>FACILITIES MANAGEMENT</b>				
2015	31	\$1,773,919	\$0	\$1,773,919
2016	25	\$6,218,348	\$0	\$6,218,348
2017	41	\$1,831,439	\$286,967	\$2,118,405
2018	51	\$4,598,052	\$449,113	\$5,047,165
2019	28	\$842,134	\$1,510,361	\$2,352,495
<b>Total</b>	<b>176</b>	<b>\$15,263,892</b>	<b>\$2,246,440</b>	<b>\$17,510,332</b>
<b>FLEET SERVICES</b>				
2016	1	\$599	\$0	\$599
<b>Total</b>	<b>1</b>	<b>\$599</b>	<b>\$0</b>	<b>\$599</b>
<b>INFORMATION &amp; TECHNOLOGY</b>				
2015	2	\$990	\$0	\$990
2018	2	\$160	\$0	\$160
<b>Total</b>	<b>4</b>	<b>\$1,150</b>	<b>\$0</b>	<b>\$1,150</b>
<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>



## FINANCE AND TREASURY SERVICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>PURCHASING &amp; MATERIALS MANAGEMENT</b>				
2016	1	\$615	\$0	\$615
2018	1	\$135	\$0	\$135
<b>Total</b>	<b>2</b>	<b>\$750</b>	<b>\$0</b>	<b>\$750</b>

### CITY MANAGER

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>PEOPLE &amp; EQUITY</b>				
2015	1	\$135	\$0	\$135
<b>Total</b>	<b>1</b>	<b>\$135</b>	<b>\$0</b>	<b>\$135</b>
<b>STRATEGIC &amp; CORPORATE POLICY</b>				
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>BUSINESS IMPROVEMENT AREAS</b>				
2017	1	\$135	\$0	\$135
<b>Total</b>	<b>1</b>	<b>\$135</b>	<b>\$0</b>	<b>\$135</b>
<b>COMMUNITY CENTRE BOARDS</b>				
2016	3	\$17,118	\$0	\$17,118
<b>Total</b>	<b>3</b>	<b>\$17,118</b>	<b>\$0</b>	<b>\$17,118</b>
<b>EXHIBITION PLACE</b>				
2015	5	\$29,065	\$0	\$29,065
2016	4	\$540	\$0	\$540
2017	10	\$3,058	\$92,971	\$96,029
2018	27	\$93,862	\$150,209	\$244,071
2019	4	\$272,706	\$19,368	\$292,074
<b>Total</b>	<b>50</b>	<b>\$399,231</b>	<b>\$262,547</b>	<b>\$661,778</b>

## AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>PUBLIC HEALTH</b>				
2015	4	\$540	\$0	\$540
2016	11	\$433,265	\$0	\$433,265
2017	9	\$6,344	\$0	\$6,344
2018	3	\$185	\$0	\$185
2019	2	\$135	\$1,135	\$1,270
<b>Total</b>	<b>29</b>	<b>\$440,469</b>	<b>\$1,135</b>	<b>\$441,604</b>
<b>SONY CENTRE</b>				
2015	3	\$880,444	\$0	\$880,444
2016	1	\$21,591	\$0	\$21,591
2017	2	\$455,025	\$100,278	\$555,303
2018	2	\$297,690	\$0	\$297,690
<b>Total</b>	<b>8</b>	<b>\$1,654,750</b>	<b>\$100,278</b>	<b>\$1,755,027</b>
<b>ST LAWRENCE CENTRE FOR THE ARTS</b>				
2018	1	\$42,272	\$0	\$42,272
<b>Total</b>	<b>1</b>	<b>\$42,272</b>	<b>\$0</b>	<b>\$42,272</b>
<b>TORONTO POLICE SERVICES BOARD</b>				
2015	21	\$114,671	\$0	\$114,671
2016	14	\$349,772	\$71,206	\$420,979
2017	7	\$36,760	\$0	\$36,760
2018	4	\$15,640	\$5,867	\$21,507
2019	1	\$3,067	\$0	\$3,067
<b>Total</b>	<b>47</b>	<b>\$519,910</b>	<b>\$77,073</b>	<b>\$596,984</b>
<b>TORONTO PUBLIC LIBRARY</b>				
2015	56	\$1,380,568	\$0	\$1,380,568
2016	25	\$545,404	\$0	\$545,404
2017	32	\$898,233	\$0	\$898,233
2018	20	\$1,094,646	\$202,765	\$1,297,411
2019	15	\$121,427	\$690,359	\$811,786
<b>Total</b>	<b>148</b>	<b>\$4,040,278</b>	<b>\$893,124</b>	<b>\$4,933,402</b>

## AGENCIES, BOARDS, COMMISSIONS AND CORPORATIONS

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>TORONTO ZOO</b>				
2015	8	\$12,850	\$0	\$12,850
2016	3	\$3,362	\$0	\$3,362
2017	11	\$10,209	\$9,255	\$19,464
2018	9	\$311,337	\$92,909	\$404,246
2019	3	\$15,024	\$1,135	\$16,159
<b>Total</b>	<b>34</b>	<b>\$352,781</b>	<b>\$103,299</b>	<b>\$456,080</b>

## COUNCIL / ACCOUNTABILITY OFFICES

Year	Count	Paid	Outstanding Reserve	Total Est. Value
<b>MAYOR / COUNCILLORS</b>				
2015	6	\$4,784	\$0	\$4,784
2017	2	\$1,723	\$0	\$1,723
<b>Total</b>	<b>8</b>	<b>\$6,507</b>	<b>\$0</b>	<b>\$6,507</b>
<b>OMBUDSMAN</b>				
2018	1	\$4,969	\$0	\$4,969
<b>Total</b>	<b>1</b>	<b>\$4,969</b>	<b>\$0</b>	<b>\$4,969</b>