



CITY COUNCIL

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City of Toronto 2001 budget information



[After amalgamation: what Toronto is doing to improve performance](#)

An efficient corporation: some successes to date

The amalgamation of Toronto in January of 1998 began the largest urban restructuring in Canadian history. Despite the magnitude of that restructuring, the new City has been able to deliver good and reliable public services and to achieve significant improvements in many service/program areas. Here are a few:

Achievements by the City's departments 1998-present

- consolidated fire/ambulance headquarters
- integrated emergency radio communications and dispatch systems
- consolidated and improved corporate fleet operations
- [Works Best Practices Program](#) in Water and Wastewater saved \$40 million to date. The program will save \$36 million a year by 2004 with District Service Improvements (state-of-the-art technology, improved business practices and developing multi-skilled workers).
- standardized seven transit shelter advertising agreements into a single contract resulting in savings and better service
- streamlined planning approvals and integrated the permit application process
- harmonized bylaws to regulate fences, yard waste, appliance safety, heating and property standards; integrated local enforcement
- realigned economic development grant programs to support key city-wide business sectors
- centralized notification of reportable diseases
- harmonized the legal practices of the former municipalities and significantly reduced reliance on external resources. A reduction of almost 25 per cent in program costs has been achieved.
- integrated internal communications systems including the linking of 430 networked computer sites, introduction of five-digit dialing capability for 1,200 locations, merging of three mail systems to one and setting up intranet and internet Web sites
- automated facility permitting and program registration system in Parks and Recreation
- implemented new city-wide IBMS system (Integrated Business Management System) to track permits and related inspections
- consolidated six water databases to one system, designed a new water bill for the amalgamated city and enhanced Call Centre operations to improve customer service and comprehensively track calls.
- yards eliminated in Parks and Recreation, Fleet and Works by rationalizing sites and standardizing management practices
- consolidation of records storage facilities and services
- \$127 million raised by sale of surplus property
- developed city-wide tax policies in response to the introduction

- of a new property reassessment system.
- established new investment policies for the city's \$2 - \$3 billion investment portfolio
- integrated 21 different financial, human resources and payroll information systems into a single unified system
- management positions reduced by 34 per cent