### CITY OF TORONTO 2008 Executive Committee Recommended Operating Budget

#### March 31, 2008

#### Agenda

- 1. 2008 Directions and Guidelines
- 2. Monitoring and Improving Services
- 3. Moving Toward Fiscal Sustainability
- 4. 2008 Recommended Operating Budget
- 5. 2008 Municipal Property Tax Impact
- 6. Conclusion



### Background

- Fundamental structural financial problem is being addressed:
  - > New Taxation Revenues
  - Start uploading of Provincial Services
  - Reduced reliance on City one-time revenues
  - User Fee Strategies
- Property tax revenues still redirected to provincial cost shared programs at the expense of municipal services
- Provincial / Municipal Fiscal and Service Delivery Review underway – report expected in late Spring
- Focussed investments in New and Enhanced Services



# 2008 Operating Budget – Guidelines and Directions

- Target of *Zero* net increase over 2007
- Maintain continuous improvement initiatives efficiency reviews, program reviews, performance measures
- Maintain services and service levels
- Increase user fees to maximize cost recovery but ensure protection of the most vulnerable
- Reduce reliance on one-time revenues to fund operating expenditures
- Consider only new and enhanced investments that deliver on the Mayor's mandate and Council's Policy Agenda



# 2008 Operating Budget – Guidelines and Directions (continued)

- Use 2007 Cost Containment savings to mitigate 2008 Budget Pressure
- Extend the 2007 Cost Containment Initiative into 2008
- Continue negotiations with the Province to:
  - > Upload / honour legislated social services cost sharing
  - Secure Transit Operating Subsidy
- To help fix the structural fiscal problem and to fund City priorities use new COTA revenue tools including:
  - Municipal Land Transfer Tax
  - Personal Vehicle Tax
- Consider property tax increase in line with the City of Toronto rate of inflation



### Monitoring and Improving Services



#### Ways in Which We Monitor and Improve Service

- Processes to improve efficiency and effectiveness
  - Performance measurement and benchmarking
  - Program reviews
  - Enhanced internal controls and audit reviews
  - Climate of continuous improvement
- Managing areas of growth in staffing levels over the past 10 years

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# Ontario Municipal CAOs Benchmarking Initiative (OMBI)

- City of Hamilton
- City of London
- City of Ottawa
- City of Sudbury
- City of Thunder Bay
- City of Toronto

2008 EC Recommended Operating Budget

- City of Windsor
- Durham Region
- Halton Region
- Niagara Region
- Peel Region
- Waterloo Region
- York Region
- Brant County
- District of Muskoka



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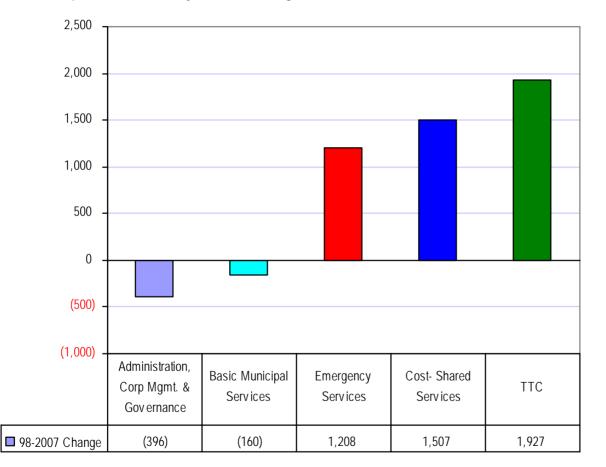
#### **Program Reviews Completed and Underway**

Program Review	Completed	Underway	Future Candidate
Children's Services – organizational restructuring	2006		
Court Services – administrative restructuring	2006		
Human Resources – new mandate & organizational restructuring	2006		
Strategic Communications – new mandate & organizational restructuring	2006		
<b>Social Development, Finance &amp; Administration</b> – Community Partnership & Investment Program Standards and Performance Measures Update	2006		
<b>Economic Development, Culture and Tourism</b> – to provide clarity of mandate, priorities & structure and outline options for the future	2007		
Parks, Forestry & Recreation – review cost recovery model for recreation	2007		
Information & Technology – organization review and service rationalization	2007		
<b>Toronto Animal Services</b> – review of appropriate placement within admin. structure, service needs, etc.	2007		
Accounting Services – review organizational structure and services		✓	
Integrated Inspection, Enforcement and Prosecution – review the eight divisions		✓	
<b>Fire Services and Emergency Medical Services</b> – review management & administrative structures		✓	
Facilities		✓	
City Planning		<ul> <li>✓</li> </ul>	
Fleet Services			<ul> <li>✓</li> </ul>
Transportation Services – review programs and activities			✓
Shelter, Support and Housing Administration			<ul> <li>✓</li> </ul>



#### Where Did Staffing Growth Occur?

Net Change in Number of Approved Positions - Grouped by Program Type From Inception of New City - 1998 through 2007 (Net Increase of +4,086 Positions)



- Staffing in administration, program support, corporate management and governance programs down
- Staffing for basic municipal services down from 10 years ago
- Growth is in:
  - Emergency services,
  - Cost-shared services
  - > TTC



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- The City has done its due diligence:
  - Continuous improvement and efficiency savings achieved every year
  - > Performance measured and benchmarked against other municipalities
  - > Program reviews are in place
  - > Checks and balances are in place and are working well
- City services and service levels maintained in 2007
- Staffing over the past 10 years has decreased for basic municipal services, and increased for cost-shared, transit and emergency services



Moving Toward Fiscal Sustainability



#### Moving Toward Fiscal Sustainability

- Introducing a balanced 2008 Recommended Operating Budget
  - Continuous Improvement Initiatives
  - > User Fee Revenues
  - New Taxation Revenues:
    - Municipal Land Transfer Tax
    - ✓ Personal Vehicle Tax
  - > Property Tax Increase
  - Provincial Assistance:
    - ✓ ODB/ODSP Phased Upload
    - ✓ Transit (One-time)

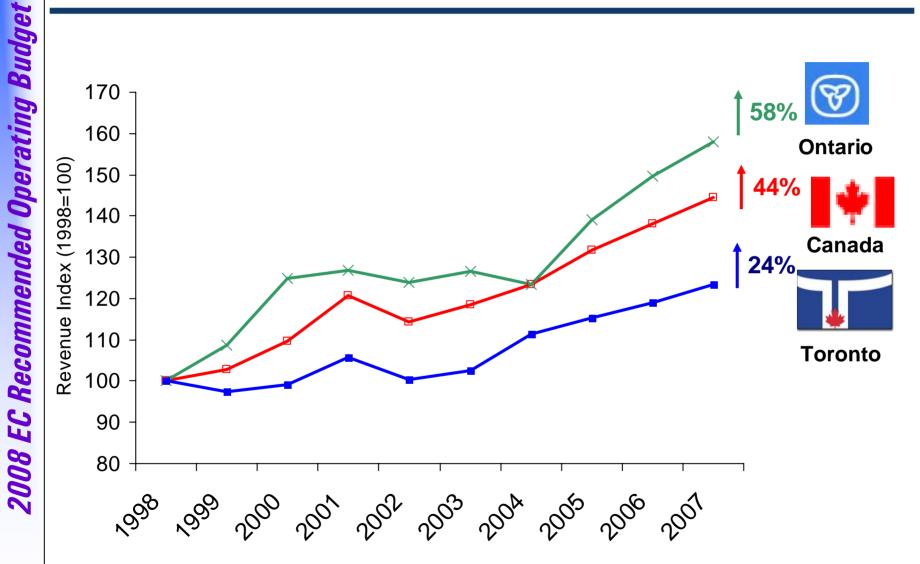


#### **Fiscal Challenges**

- Inflation and debt service charges increase by about \$250M+ annually
- Increasing capital spending adds pressure to operating budget
- Increasing demand for new services to meet population growth & service gaps
- Assessment growth consistently less than the rate of inflation



#### Comparison of Own Source Revenues: Federal, Provincial and Toronto





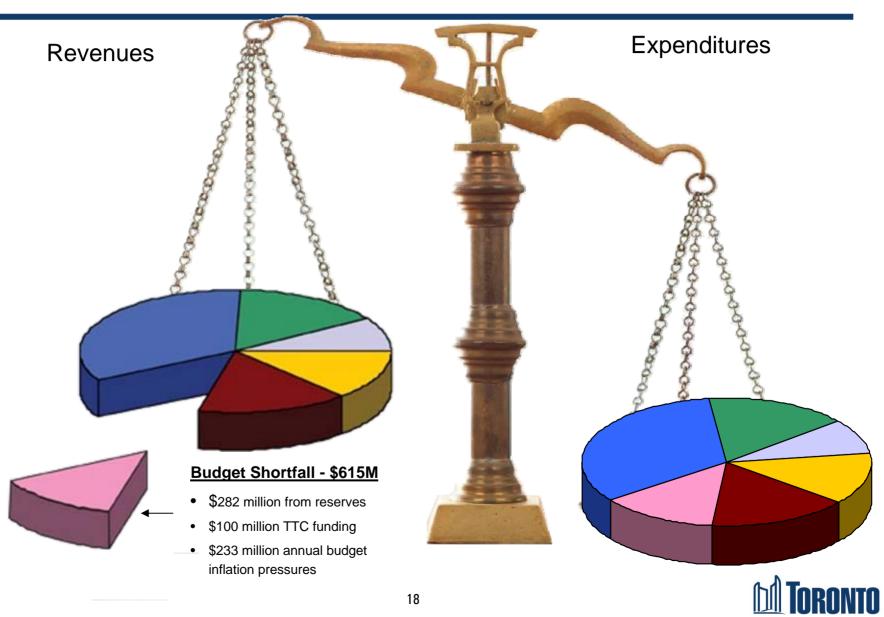
### 2008 Operating Budget



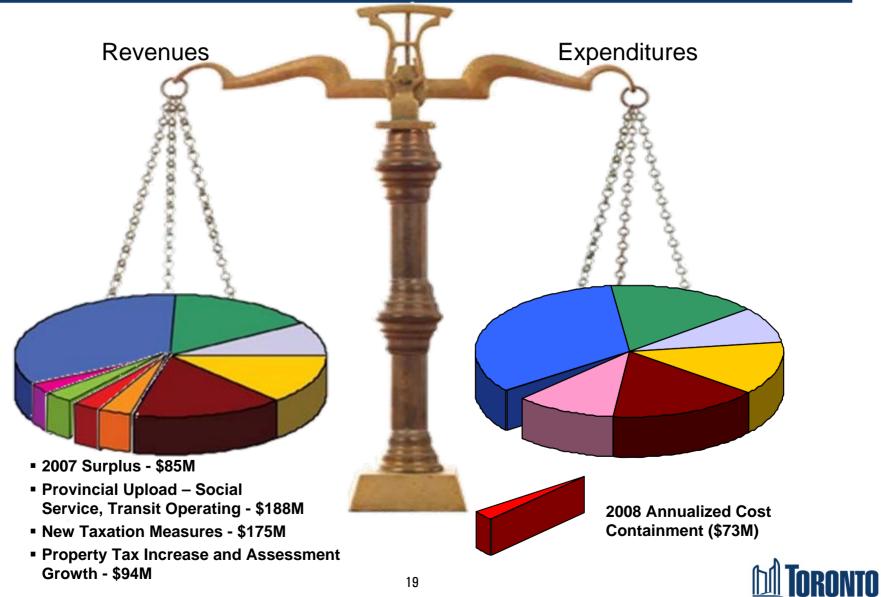
#### 2008 Operating Budget Starting Base Budget Pressure Totalled \$615 Million

	\$Mill	lions
Base Budget Changes:		
<ul> <li>Cost of Living Allowance and Merit</li> </ul>	120	
- Inflation	39	
- Debt Service Cost	48	
- Capital From Current Increase	12	
- Annualization and Other Base and Revenue Changes	(19)	200
Total Base Budget Impact		200
<b>Unsustainable Budget Balancing Strategies:</b> Provincial Assistance - Transit Operations Hydro Revenue Reductions Non Program Reserve Draws	100 21 282	
Total Unsustainable Budget Balancing Strategies		403
2008 Base Budget Pressure		603
New and Enhanced Services		12
Total Pressure		615
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#### 2008 Budget Shortfall



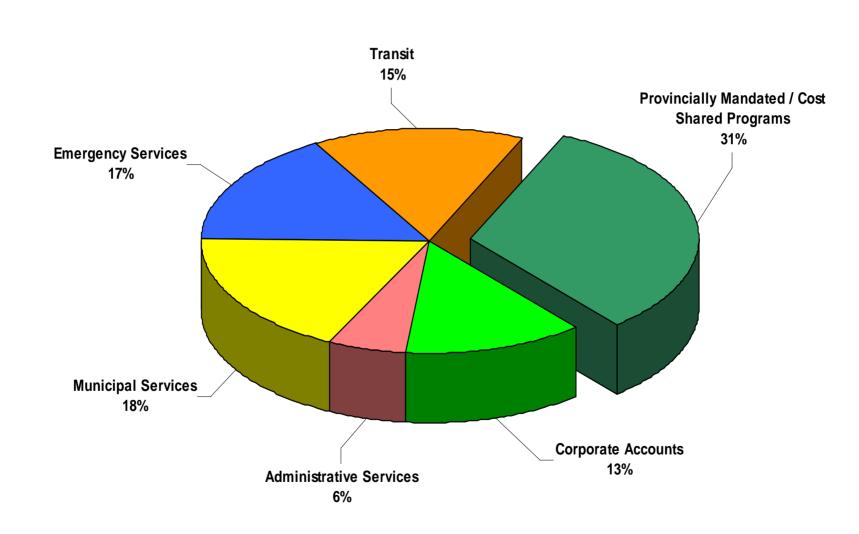
#### How the 2008 Budget Was Balanced



## 2008 Budget Recommended Balancing Strategies (\$ Millions)

Total Pressure		615
Cost Containment / Revenue:		
Prior Year Surplus including 2007 Cost Containment		(85)
2008 Annualized Cost Containment and Revenue Increases		(73)
Total Cost Containment and Prior Year Surplus		(158)
Adjusted Pressures		457
Provincial Upload:		
Social Services (ODB)	(39)	
Transit Operations and Debt Charges (One-Time)	(149)	
Total Provincial Upload		(188)
Net Pressure after Provincial Upload		269
City Taxation Revenues:		
New Taxes	(175)	
Assessment Growth	(27)	
Property Tax Increase - 3.75%	(67)	
Total Taxation Revenues		(269)
Net Pressure		0
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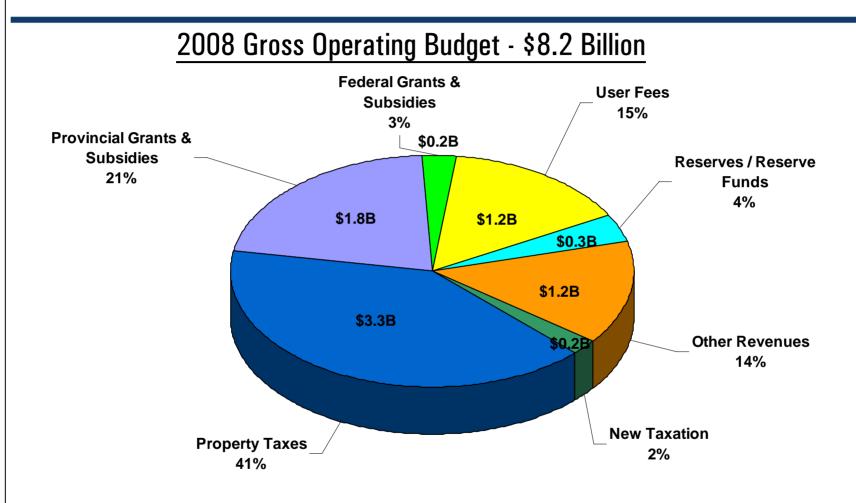
#### 2008 Gross Expenditure Budget Totals \$8.2 Billion - 31% Allocated to Provincially Mandated Programs





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#### Where The Money Comes From





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#### 2008 Gross Expenditures Increase by 4.0%

	2007	2008		
	Approved	Rec'd	Change fro	m 2007
	Gross	Gross	Over (Un	der)
(\$000s)	Budget	Budget	\$	%
Citizen Centred Services "A"	2,883,869	2,918,044	34,175	1.2%
Citizen Centred Services "B"	1,062,189	1,111,364	49,175	4.6%
Internal Services	299,129	319,210	20,081	6.7%
City Manager	39,844	39,651	(193)	(0.5%)
Other City Programs	97,948	104,650	6,702	6.8%
Accountability Offices	4,464	5,463	999	22.4%
Total City Operations	4,387,444	4,498,383	110,939	2.5%
Agencies, Boards and Commissions	2,538,592	2,633,415	94,823	3.7%
Corporate Accounts	933,533	1,038,836	105,302	11.3%
Operating Budget	7,859,569	8,170,634	311,064	4.0%



#### 2008 EC Recommended Net Operating Budget Totals \$3.315 Billion

	2007 Approved	2008 Rec'd Base	2008 Rec'd New /	2008 Rec'd Total	Change fi Over (l	
(\$000s)	Budget	Budget	Enhanced	Budget	\$	%
Citizen Centred Services "A"	942,524	971,489	1,497	972,986	30,462	3.2%
Citizen Centred Services "B"	736,102	752,877	1,544	754,421	18,319	2.5%
Internal Services	149,734	149,733	0	149,733	(0)	(0.0%)
City Manager	37,391	37,391	0	37,391	(0)	(0.0%)
Other City Programs	72,787	74,875	252	75,127	2,340	3.2%
Accountability Offices	4,464	4,777	686	5,463	999	22.4%
Total City Operations	1,943,001	1,991,142	3,980	1,995,121	52,120	2.7%
Agencies, Boards and Commissions	1,252,230	1,279,094	6,842	1,285,936	33,706	2.7%
Corporate Accounts	25,428	32,024	1,564	33,588	8,160	32.1%
Net Operating Budget	3,220,660	3,302,260	12,385	3,314,645	93,986	2.9%



#### 2008 EC Recommended Net Operating Budget – Citizen Centred Services "A"

			Change fro	m 2007
	2007 Approved	2008 Rec'd Total	Approved B	
(\$000s)	Budget	Budget	\$	%
Citizen Centred Services "A"				
Affordable Housing Office	1,419	1,419	0	0.0%
Children's Services	68,910	68,910	0	0.0%
Court Services	(11,120)	(11,383)	(263)	(2.4%)
Economic Development, Culture & Tourism	24,591	25,961	1,370	5.6%
Emergency Medical Services	60,400	61,875	1,475	2.4%
Homes for the Aged	33,248	40,734	7,487	22.5%
Parks, Forestry & Recreation	227,445	239,288	11,843	5.2%
Shelter, Support & Housing Administration	253,762	253,762	0	0.0%
Social Development, Finance & Administration	15,770	15,980	211	1.3%
Social Services	267,707	275,774	8,067	3.0%
3-1-1 Customer Service Strategy	393	665	272	69.2%
Total Citizen Centred Services "A"	942,524	972,986	30,462	3.2%



#### 2008 EC Recommended Net Operating Budget – Citizen Centred Services "B"

	2007 Approved	2008 Rec'd Total	Change fro Approved I	
(\$000s)	Budget	Budget	\$	%
Citizen Centred Services "B"				
City Planning	13,597	14,051	454	3.3%
Fire Services	332,357	347,871	15,514	4.7%
Municipal Licensing & Standards	11,141	11,419	279	2.5%
Policy, Planning, Finance and Administration	25,596	26,631	1,035	4.0%
Solid Waste Management Services	182,158	182,158	(0)	(0.0%)
Technical Services	16,264	16,215	(49)	(0.3%)
Toronto Building	(11,660)	(11,660)	0	0.0%
Transportation Services	165,567	166,654	1,087	0.7%
Waterfront Secretariat	1,082	1,082	0	0.0%
Total Citizen Centred Services "B"	736,102	754,421	18,319	2.5%



#### 2008 EC Recommended Net Operating Budget - Internal Services

	2007 Approved	2008 Rec'd Total	Change fro Approved B	
(\$000s)	Budget	Budget	\$	%
Internal Services				
Office of the Chief Financial Officer	10,105	10,189	85	0.8%
Office of the Treasurer	31,954	31,195	(759)	(2.4%)
Pubic Information & Creative Services	4,644	4,694	50	1.1%
Facilities & Real Estate	54,966	55,244	278	0.5%
Fleet Services	0	0	0	n/a
Information & Technology	48,065	48,412	347	0.7%
Total Internal Services	149,734	149,733	(0)	(0.0%)



#### 2008 EC Recommended Net Operating Budget - Other City Programs

2007 Approved Re		2008 2007 Approved Rec'd Total		m 2007 Budget
(\$000s)	Budget	Budget	\$	%
Other City Programs				
City Manager's Office	37,391	37,391	(0)	0.0%
City Clerk's Office	31,401	31,880	478	1.5%
Legal Services	19,574	20,903	1,329	6.8%
Mayor's Office	2,441	2,601	160	6.6%
City Council	19,370	19,744	373	1.9%
Auditor General's Office	3,989	4,147	159	4.0%
Integrity Commissioner's Office	200	200	0	0.0%
Lobbyist Registrar	275	711	436	158.5%
Office of the Ombudsperson	0	404	404	n/a
Total Other City Programs	114,642	117,981	3,339	<b>2.9</b> %



#### 2008 EC Recommended Net Operating Budget - Agencies, Boards and Commissions

	2008 2007 Approved Rec'd Total		Change fro Approved E	
(\$000s)	Budget	Budget	\$	%
Agencies, Boards and Commissions				
Toronto Public Health	50,390	50,571	181	0.4%
Toronto Public Library	149,678	155,674	5,995	4.0%
Association of Community Centres	6,237	6,761	524	8.4%
Exhibition Place	30	30	0	0.0%
Heritage Toronto	370	390	20	5.4%
Theatres	4,341	3,841	(501)	(11.5%)
Toronto Zoo	11,545	11,706	161	1.4%
Arena Boards of Management	190	42	(148)	(77.8%)
Yonge-Dundas Square	584	584	0	0.0%
Toronto & Region Conservation Authority	3,094	3,171	77	2.5%
Toronto Transit Commission - Conventional	191,550	202,323	10,773	5.6%
Toronto Transit Commission - Wheel-Trans	45,766	50,351	4,585	10.0%
Toronto Police Service	786,218	798,260	12,041	1.5%
Toronto Police Services Board	2,238	2,234	(4)	(0.2%)
Total Agencies, Boards and Commissions	1,252,230	1,285,936	33,706	2.7%



#### 2008 EC Recommended Net Operating Budget - Corporate Accounts

	2008 2007 Approved Rec'd Total		Change from Approved E		
(\$000s)	Budget	Budget	\$	%	
<u>Corporate Accounts</u>					
Community Partnership and Investment Program	41,702	43,266	1,564	3.8%	
Capital & Corporate Financing	538,590	531,393	(7,197)	(1.3%)	
Non-Program Expenditures	240,532	300,712	60,180	25.0%	
Non-Program Revenues	(795,396)	(841,783)	(46,387)	(5.8%)	
Total Corporate Accounts	25,428	33,588	8,160	32.1%	



#### Strategic Investments Total \$53.4M Gross and \$12.4M Net - Highlights – *Public Transit*

- Run all City bus routes from 6 am to 1 am on weekdays effective November 2008 (\$2.616 million gross and net)
- Operate 100 new Ridership Growth Strategy buses to relieve peak overcrowding effective November 2008 (\$1.000 million gross and net)
- Open new bus garage to house 100 new Ridership Growth Strategy buses (\$1.996 million)
- Invest in improving the cleanliness and appearance of subway stations (\$1.250 million gross and net)
- Reduce occupational injury rates by instilling safety as a culture in the TTC (\$2.644 million gross and net)
- Establish Health and Wellness Program – to reduce absenteeism due to sickness and to improve the general physical well-being of TTC staff (\$0.673 million gross and net)





## Strategic Investments Total \$53.4M Gross and \$12.4M Net Highlights - *Climate Change*

- Provide tree maintenance on 2,300 trees annually on Arterial / Main Streets and Commercial Areas (\$0.700 million gross, \$0 net and 1 position)
- Remove tree hazards on pathways, picnic areas and park entrances (\$0.705 million gross and net and 3 positions)
- Provide incentives to achieve, through demand response measures, 90 MW of energy savings, in partnership with Ontario Power Authority (\$3.220 million gross and \$0 net)
- Live Green Toronto Establish a social marketing and local food campaign to assist Toronto's neighbourhoods and communities to take action on climate change (\$0.800 million gross and net)





## Strategic Investments Total \$53.4M Gross and \$12.4M Net Highlights – *Public Spaces*

- Increase Neighbourhood Beautification project funding to \$20,000 per ward (\$0.220 million gross and \$0 net), that will provide \$3,000 per ward for a neighbourhood based community project and \$17,000 per ward for demonstration Projects that will transform and enhance neighbourhoods
- Establish Public Realm unit to improve public spaces including the deployment of over 3,500 new street furniture elements in 2008 (\$3.598 million gross and \$0 net)
- Open new Waterfront parkland and facilities (\$0.799 million gross and net)
- Orphan Spaces Clean-Up –
  implement final phase of
  maintenance of 360 landscaped
  orphaned areas on City streets and
  boulevards (\$0.400 million gross and \$0 net)



## Strategic Investments Total \$53.4M Gross and \$12.4M Net Highlights - *70% Waste Diversion*

- To achieve the 70% Diversion Target by 2010, (\$16.500 million and \$0 net), Solid Waste Management Services will:
  - > Expand the Green Bin program to include apartments & condominiums;
  - Expand the range of recyclable materials in the blue box to include: polystyrene, plastic film, ceramics/plate glass, and plastic milk jugs;
  - Establish a reusable goods drop-off centre to provide residents with a one-stop location for reusable goods; and
  - Provide single unit residences with larger recycling carts that will increase their ability to recycle;
  - Develop, maintain and support a new billing system to integrate the solid waste billing system with the current water billing system to produce one utility bill (\$1.110 million gross and \$0 net)





## Strategic Investments Total \$53.4M Gross and \$12.4M Net Highlights - *Community Health & Wellness*

- Enhance funding for the Community Partnership Investment Program to address inflationary pressures and increasing service needs in emerging communities and priority neighbourhoods. (\$1.337 million gross and net)
- Enhance Nutritional and Support Services to ensure compliance with the new Long Term Care Act within Homes for the Aged (\$0.670 million gross and \$0 net)
- Increase support for the Streets to Homes Initiative to help people living on the streets find and keep housing (\$0.116 million gross, \$0 net)
- Provide necessary training and supports to Ontario Work clients to find permanent employment through the Woodbine Entertainment
   Redevelopment project (\$0.491 million gross and \$0 net)





## Strategic Investments Total \$53.4M Gross and \$12.4M Net Highlights – *Creative City*

- Meet the Mayor's commitment to support Toronto's growing arts community by completing our 5-year strategy to increase arts funding -over the past five years, funding has increased by over \$3.7M, including an additional \$1.082M in 2008
- Enhance programming and delivery of Nuit Blanche (\$0.505 million gross and net)





2008 Municipal Property Tax Impact



#### 2008 Municipal Tax Impacts

	\$Million	%
2008 Tax Revenue Increase	94	2.9%
Assessment Growth	(27)	(0.8%)
2008 Tax Levy Increase	67	2.1%



Tax Class	Budgetary Increase %	Tax Policy Shift %	Net Tax Change %	
Residential	3.385	0.36	3.75	
Multi-residential (Apartment)	1.128	0.36	1.48	
Commercial	1.128	0.36	1.48	
Small Business	1.128	(2.42)	(1.29)	
Industrial	1.128	(2.14)	(1.01)	



#### 2008 Municipal Tax Impacts

Tax Class	CVA	2007 Municipal Taxes	2008 Budgetary Levy Increase	2008 Policy Shift	2008 Final Municipal Taxes	2008 Net Municipal Change \$%	
Residential	365,468	2,152.03	72.85	7.85	2,232.73	80.69	3.75%
Multi-Residential (Apartment)	150,000	3,132.29	35.34	11.17	3,178.80	46.51	1.48%
Small Business	1,000,000	21,104.55	238.13	(510.22)	20,832.46	(272.09)	(1.29%)
Industrial	1,000,000	23,082.66	260.45	(494.60)	22,848.51	(234.16)	(1.01%)
Commercial General	1,000,000	21,104.55	238.13	75.27	21,417.95	313.40	1.48%

#### 2008 Education Tax Impacts

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Tax Class	CVA	2007 Education Taxes	2008 Education Tax Change	2008 Final Education Taxes	% Change
Decidential	265 469	064.94		064.84	0.00%
Residential	365,468	964.84	-	964.84	0.00%
Multi-residential Apartment	150,000	396.00	-	396.00	0.00%
Small Business	1,000,000	19,758.21	(75.16)	19,683.05	(0.38%)
Industrial	1,000,000	20,599.07	(91.98)	20,507.09	(0.45%)
Commercial General	1,000,000	19,758.21	(75.16)	19,683.05	(0.38%)



#### 2008 Municipal Property Tax - Combined Tax Impacts

Tax Class	CVA	2007 Total Tax	2008 Net Municipal Change \$%		2008 Education Change \$%		2008 Total Taxes	Combined Municipal and Education Impact \$ %	
Residential	365,468	3,117	80.69	3.75%	-	0.00%	3,198	80.69	2.59%
Multi-residential (Apartment)	150,000	3,528	46.51	1.48%	-	0.00%	3,575	46.51	1.32%
Small Business	1,000,000	40,863	(272.09)	(1.29%)	(75.16)	(0.38%)	40,516	(347.25)	(0.85%)
Industrial	1,000,000	43,682	(234.16)	(1.01%)	(91.98)	(0.45%)	43,356	(326.14)	(0.75%)
Commercial General	1,000,000	40,863	313.40	1.48%	(75.16)	(0.38%)	41,101	238.24	0.58%



### Conclusion

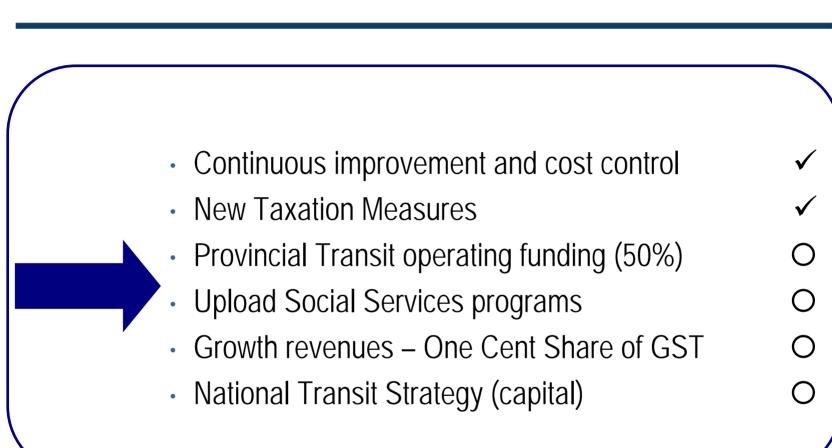


#### Conclusion

- 2008 Recommended Operating Budget:
  - Maintains services and service levels
  - Includes investment in new and enhanced services that advance Council's priorities
- Property Tax increase to finance inflation and modest investment to meet Council priorities
- New COTA revenue tools required for City Building but given City's fiscal gap need to accelerate to maintain services
- Negotiations with the Province must continue to permanently fix the fiscal imbalance



#### **Moving Toward Fiscal Sustainability**















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