

Appendix VII
2020 Triannual Financial Performance Report - April 30, 2020

Non-COVID-19 Service Demand and Operations – (\$5.1 million)

Program	Cost Impact (millions)	Additional Details
Non-Program	(\$2.5)	Increased prescription costs of \$0.5 million and increased WSIB costs of \$2 million for Paramedics and TransHelp.
Paramedic Services	(\$2.4)	One-year lag in provincial funding of service demand increases and inflation.
Digital and Information Services	(\$1.3)	Mainly driven by higher Microsoft licensing costs of \$1 million and higher than budgeted costs in services & rents and labour costs to meet the service needs.
TransHelp	(\$0.4)	Allocation of Dedicated Gas Tax subsidy \$0.4 million lower than budgeted.
Land Use Planning	(\$0.3)	Higher legal and realty charges partially offset by lower salaries and benefits of \$0.1 million.
Housing Support	\$0.0	There is over-expenditure of \$3.1 million in Shelter Overflow due to increased demand. This cost is offset by \$1.7 million underspending in agency payments due to delays in the opening of the Women's Shelter, \$0.7 million underspending in grant payments due to a delay in the My Home Second Units Renovation program and \$0.7 million underspending due to salary vacancies and less than anticipated spending in goods and services.
Income Support	\$1.2	Under-expenditure is largely due to lower administration costs
Council, Chair and CAO Office	\$0.4	Largely driven by anticipated underspending in Councilor newsletters and reductions in discretionary spending.
Roads & Transportation	\$0.2	One fewer than budgeted winter event.
Total Tax Supported	(\$5.1)	
Total Utility Rate Supported	-	
Total Tax Supported Non-COVID-19 Service Demand and Operations for Region Controlled Services	(\$5.1)	