

Services Delivered by City of Toronto

24-hour information about City services (3-1-1)

Non-emergency information on City services and programs by phone and online to residents, businesses and visitors 24 hours a day, seven days a week.

This is a service efficiency that combined all of the City's previous call lines.

Building permits, inspections and zoning information

Activities include: issuing building permits and conducting building inspections; providing zoning and building code information to the public and technical advice to City Council, committees, divisions and agencies.

Funded entirely through user fees, this division is essential to managing property standards and development.

Daycares, child care subsidies and family resources

Managing Toronto's child care system by running daycares and summer camps, providing child care subsidies, and promoting information and resources for families.

The 2006 Canada Census counted 353,820 children 0 to 12 years of age living in Toronto. The City provides direct services to more than 56,000 children annually.

Planning and approving city growth and development

Managing the growth and physical form of the city; reviewing and processing applications for development; gathering public input and doing research to develop and review plans, policies and projects.

Funded through development charges and application fees, this division is essential to managing growth, development and quality of life. Cities are both public and private spaces. We must have public input and oversight to maintain this balance and keep the city liveable.

Funding and programs for vulnerable groups and neighbourhoods

Providing funding and programs to community groups and youth in low-income neighbourhoods to increase safety, develop skills and improve access to public services such as transit, parks and schools.

These programs are essentially a public/public partnership, where local communities provide programs based on local need. Programs are usually funded by a combination of sources including donations, private foundations, other orders of government and the City.

Manage courts for provincial offences

Managing trials and payments relating to the Provincial Offences Act.

This program is mandated by the Provincial government and operating grants are given to the City to deliver this service.

Arts, culture and heritage programs

Providing arts and heritage programs, policies and services, looking after cultural facilities and collections, and supporting cultural organizations.

Cultural organizations are usually funded by a combination of sources including donations, private foundations, other orders of government and the City.

Economic development programs

Supporting local businesses and industries to create an economically strong city while promoting Toronto to the world.

Emergency Medical Services (EMS)

Provides 24-hour pre-hospital emergency and non-emergency care, transportation to and between hospitals for ill or injured individuals and public education programs.

Employment services and managing social assistance

Helping people find jobs through career counselling, training, and other programs; providing assistance with employment and school costs such as child care or transit; distributing provincial financial assistance for shelter, food, clothing and other basic needs.

This program is mandated by the Provincial government and operating grants are given to the City to deliver this service.

Fire Services

Protecting the city from fire, hazardous materials, natural disasters and other emergencies; and providing information and education about emergencies, fire regulations, home inspections, smoke and carbon monoxide detectors and school fire safety.

Long-term care homes and services for seniors

Provides long-term care homes for people who can no longer live independently and drop-in help so seniors can remain in their own homes.

10 long-term care homes, serving over 2,600 residents. As well as community-based services to help people live independently in the community, serves residents from over 45 countries of origin, speak over 100 languages and represent over 50 faith groups.

As of 2002, there are more than 12,000 seniors on the social housing waiting list.

Licenses and inspection for businesses, property, and animals

Issuing licences for businesses, property and animals, and monitoring vehicles, businesses and trades to ensure they follow all applicable municipal by-laws.

This program is funded through user fees.

City parks

Maintaining a wide variety of parks, green spaces, and ravines for public use and to protect Toronto's natural environment.

7,393 hectares of green space and 1,473 parks.

City forests and trees

Maintaining trails, forests and city trees for public use and to protect Toronto's natural environment.

Includes 500,000 street trees; 2.5 million trees in ravines, parks and forests

Recreation and community centres

Providing affordable access to recreational programs and playgrounds, pools, community centres and other facilities across the city.

Offers 60, 288 recreation programs for all ages, abilities and interests with 7.8 million program visits and supports 3,500 community special events on an annual basis.

Increasing affordable housing

Working with housing agencies, community groups and other levels of government on policies and projects to increase affordable housing.

640,000 Torontonians need assistance to meet their housing needs. Affordable housing costs on average are \$23 per day.

Shelter, support and housing for homeless and low-income individuals and families

Providing temporary shelter and support services for homeless individuals and families; creating permanent affordable housing solutions, and funding and administering social housing in Toronto.

See above. Comparatively the costs, per person, per day for emergency shelter is \$69, jail is \$142 and hospital is \$666.

Garbage, compost, recycling and hazardous waste collection and disposal

Responsible for collecting, transporting, processing, composting and disposing of municipal and private sector garbage and recyclables, as well as household hazardous waste.

These services are paid for by user fees at rates based on consumption.

Engineering, design and construction services

Providing specialized technical services including: the engineering design and management of City construction projects, reviewing development projects, and surveying and mapping.

Environmental programs

Providing environmental expertise and public education, develops and implements plans and programs to address environmental issues.

Water treatment and distribution

Clean water production, transmission and distribution, wastewater collection and treatment, and storm water collection, and treatment.

These services are paid for by user fees at rates based on consumption.

Roads, sidewalks and traffic services

Responsible for road regulations, road repair, maintenance and cleaning, traffic operations, enforcement, and snow removal.

These services are directly managed by the City, road repairs and construction are undertaken by private contractors.

Services Delivered by City of Toronto Agencies and Corporations

Affordable Housing

Toronto Community Housing provides affordable homes to 164,000 people in 58,700 apartments and townhouses across the City.

Community-run ice rinks and arenas

Manages ice arenas and provides community-based not for profit programming such as hockey and skating.

These programs are essentially a public/public partnership, where local communities provide programs based on local need. Programs are usually funded by a combination of sources including donations, private foundations, user fees the City. Space is owned by the City.

Business improvement areas (BIAs)

Improves safety, streets, buildings and opportunities for neighbourhood-based businesses.

BIAs generate revenue and invest in improving public spaces in their communities in partnership with the City.

Community-run community centres

Funded in partnership with the City, these 10 multi-purpose centres provide public space and locally controlled programs and services to residents across the city.

These programs are essentially a public/public partnership, where local communities provide programs based on local need. Funding is a combination of sources including donations, private foundations, other orders of government and the City. Space is owned by the City.

Exhibition Place

Promotes and operates Exhibition Place as a park, entertainment, tradeshow and business destination.

Community-run heritage programs

Community board that interprets and advocates for Toronto's built, archaeological, natural and cultural heritage.

City-run live theatres

City-owned and operated theatres that host Canadian, not-for-profit, and culturally diverse music, dance and events. Theatres are: Sony Centre for the Performing Arts, St. Lawrence Centre for the Arts and Toronto Centre for the Arts.

Police services

In partnership with communities, keeps Toronto safe through crime prevention, law enforcement, assistance to victims of crime, public order maintenance and emergency response.

Public health services

Promotes health and prevents illness through health education and disease prevention programs such as the annual flu shot.

Keeps restaurants safe, manages the spread of disease, infections and pests.

Public libraries

Provides free and equitable access to public library services, including research, computer resources and public meeting spaces in a welcoming and supportive environment.

Toronto parking services

Operates city off-street parking lots and on-street (metered) parking.

This agency provides revenue to the City of Toronto. In 2009, the amount was \$55 million. This was in addition to \$15 million commercial rate property taxes.

Public transit (TTC)

Provides public transit infrastructure and service; operates subways, light rail, streetcars, buses and door-to-door transit services for persons with disabilities (WheelTrans).

Toronto Zoo

Provides interactive education and conservation activities and protects wildlife.