



ISC: UNRESTRICTED  
AC2018-1350  
Revised Attachment 2

**CLAIMS PAID BY YEAR**  
(2013 - 2017)  
(Excludes 2013 flood)



This graph illustrates the amounts paid out from the Civic Insurance Program each year from 2013 – 2017 (excluding the 2013 flood). Amounts paid in each year do not necessarily correspond to events from that year. Many claims presented against The City take months or even years to resolve. For example, payments made in 2017 may have been related to incidents that occurred or claims that were filed several years prior.

To enhance transparency with the public, the Risk Management and Claims Division developed an online platform called ClaimsWeb. Citizens can now go online at [www.calgary.ca/claims](http://www.calgary.ca/claims) to learn about various topics, including common types of claims such as property damage, motor vehicle and injury claims, and to obtain information about how citizens can present a claim to The City. The website also explains that making a claim does not guarantee compensation. All claims are investigated in a fair and equitable manner and The City may provide compensation if negligence on the part of The City is either evident or proven.

The City experienced a catastrophic claim in 2013 as a result of the flood. Given the unique nature of the event, the graph above does not include payments to City business units or civic partners for flood losses.