

**Meeting Date:** December 13, 2000

**Subject:** Chief General Manager's Report Period 10 October 1 To October 28, 2000

**Recommendation**

It is recommended that the Commission:

1. receive for information the attached Executive Summary of the Chief General Manager's (CGM's) report covering the period October 1 to October 28, 2000; and
2. forward a copy of this cover report and the Executive Summary to each City Councillor for information (noting that the detailed CGM's report is available on request from the Office of the General Secretary of the Commission).

**Discussion**

**1. 2000 TTC Operating Budget**

Year-to-Date

The favourable ridership trend that started in March continued through October. For the year-to-date, ridership was 4.8 million rides (1.5%) over budget and 15.0 million rides ahead of last year. Passenger revenue was also over budget, by \$7.6 million for the year-to-date (1.6%). Meanwhile, expenses continued to be constrained and were \$6.9 million (1.1%) under the year-to-date budget.

Year-end Projections

Ridership is still expected to be upwards of 409.5 million revenue passengers, with total revenue now expected to be some \$12 million over budget by year-end.

In addition, after further detailed reviews of planned expenditures for the rest of the year, expenses are now anticipated to be \$1.6 million under budget.

Overall, the current projection, based on a forecast of 409.5 million rides and incorporating the estimates outlined above, indicates that there should be approximately a \$9 million contribution to the stabilization reserve fund at year-end, as summarized in the table below:

	<b>2000</b>
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(Millions)	BUDGET	PROJECTION	CHANGE
RIDERSHIP	405	409.5	4.5
REVENUES	\$615	\$627	\$12
EXPENSES	\$764	\$762	\$(2)
SUBSIDY	\$149	\$144	(\$5)
CONTRIBUTION TO TTC STABILIZATION RESERVE FUND	\$0	\$9	\$9

## 2) 2000 Wheel-Trans Operating Budget

The unaccommodated rate for period 10 was up again to 3.2% and for the year-to-date remained at 3.2%, compared with a 2.7% budget.

The Wheel-Trans Operating Budget at year-end is now expected to be some \$380,000 over budget.

## (3) 2000- 2004 Capital Program

It is projected that the year-end cashflow for 2000 will be \$35.7 million less than the budgeted cashflow. This expected under-expenditure is mainly due to the impact of the concrete drivers' strike upon construction of the Sheppard Subway (\$25.2 million) and the Eglinton Bus Garage (\$2.0 million). Other major variances include under-expenditures of \$8 million on the New Bus Garage Property and \$3.5 million in the Bus Heavy Rebuild project, slightly offset by the \$5 million unspecified budget reduction, recommended and approved by City Council (page A6).

## (4) Performance Indicators

The graphs on pages C2 to C5 provide quantitative measures of the regularity of service provided to our customers.

### Surface Operations (page C2)

The service performance indicator for bus and streetcar routes is the percentage of service that is within  $\pm 3$  minutes of scheduled headway. The graphs on page C2 show the consolidated results for all routes, measured on a period by period basis, from the inception of the implementation of headway monitoring, and the Route Management program, in September 1999. Also shown on the graphs is the target line illustrating the

goal of raising headway adherence from approximately the 65% level, that existed at the start of the Route Management program, to 75% by the end of the year. The target line exhibits a drop during the summer months to reflect our expectations of lower performance due to seasonal service reductions and increased headways. It should be noted that the  $\pm 3$  minute measurement and the ultimate target level are subject to refinement as we gain experience with headway performance monitoring.

The overall level of headway adherence for bus routes in period 10 was similar to period 9, and approximately 8% below the target for the period. As noted previously, bus routes have not experienced the expected rise in headway adherence associated with the reinstatement of service that had been cut back over the summer. The Bus Transportation Department has thoroughly reviewed the headway performance and has identified that 68 of 135 regular bus routes are experiencing service or capacity problems. In general, it appears that ridership growth has outpaced the post-summer service increases. In addition, specific routes have experienced disruptions due to construction, traffic congestion, and schedule inefficiencies. Schedules are being adjusted but will not be implemented until the beginning of 2001. In the meantime, management is reviewing other intervention measures that may be implemented to mitigate the service difficulties.

Streetcar routes did not experience the same difficulties as bus routes and, in fact, demonstrated an increase in headway adherence that is on par with the target line. The performance of streetcar routes is typically higher than bus routes due to the smaller headways of streetcar service.

### **Subway Operations** (pages C3 to C5)

#### On Time Index (page C3)

The Bloor/Danforth line on time index was 2.0 below the target of 9.0, and the Yonge/University/Spadina line index was 0.1 above the target of 8.0. The on time index on the Bloor/Danforth line showed a decrease compared to the previous period, due to a higher number of delays. The index on the Yonge/University/ Spadina line was trending in an upward direction (favourable), while the trend line for the Bloor/Danforth index was flat. The 2000 year-to-date figures showed improvement over both 1998 and 1999 performance levels.

#### Incidents of Delay Per 1,000 Hours (page C4)

The controllable incidents of delay per 1,000 hours of train operation for period 10 showed an increase of 1.9 (90%) over the previous period. Uncontrollable incidents were also 1.9 (66%) higher than the previous period. The trend line over the last 12 periods was in an upward direction (unfavourable). The year-to-date figures were higher than 1998 and 1999 figures. Subway Operations has initiated a new plan to identify, prioritize, and develop appropriate corrective actions for incidents of delay that have a high impact on subway service reliability.

Minutes of Delay Per 1,000 Hours (page C4)

The controllable minutes of delay per 1,000 hours of train operation for the period were 6.9 (55%) higher than the previous period. Uncontrollable minutes increased by 8.3 (36%). The trend line over the last 12 periods was in an upward direction (unfavourable). The year-to-date figures were slightly higher than 1999 and lower than 1998.

Average Length of Delay (page C5)

The average length of delay trend line moved slightly in the downward direction (favourable) and the year-to-date figures were slightly below the previous 1998 and 1999 figures (favourable).

Subway Delays Over the Last 12 Financial Periods (page C5)

The breakdown by department and category of controllable and uncontrollable delays remained constant.

5-Dec-00

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Attachment: CGM's report