

Meeting Date: November 22, 2000

Subject: Chief General Manager's Report Period 9 August 27 To September 30, 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 August 27 to September 30, 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 the summer into September. For the year-to-date, ridership was 3.8 million rides (1.3%) over budget and 13.3 million rides ahead of last year. Passenger revenue was also over budget, by \$6.0 million for the year-to-date (1.4%). Meanwhile, expenses continued to be constrained and were \$6.6 million (1.2%) under the year-to-date budget.

Year-end Projections

Ridership is still expected to be upwards of 409.5 million revenue passengers. In addition, a minor update in the passenger revenue forecast, combined with several other small updates, now indicates that total revenue is expected to be some \$12 million over budget by year-end, approximately \$1 million higher than last reported.

On the other hand, after further detailed reviews of planned expenditures for the rest of the year, expenses are now anticipated to be under budget - despite the unfavourable impact of increases in health benefit costs and employee future benefit liabilities as reported in the last report.

Overall, the current projection, based on a forecast of 409.5 million rides and incorporating the estimates outlined above, as summarized in the table below, indicates that there should be approximately an \$8 million contribution to the stabilization reserve fund at year-end.

	2000		
(Millions)	BUDGET	PROJECTION	CHANGE
RIDERSHIP	405	409.5	4.5
REVENUES	\$615	\$627	\$12
EXPENSES	\$764	\$763	\$(1)
SUBSIDY	\$149	\$144	(\$5)
CONTRIBUTION TO TTC STABILIZATION RESERVE FUND	\$0	\$8	\$8

2) 2000 Wheel-Trans Operating Budget

The unaccommodated rate for period 9 was up again to 2.8% 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 still expected to be almost as budgeted.

(3) 2000- 2004 Capital Program

It is projected that the year-end cashflow for 2000 will be \$34.9 million less than the budgeted cashflow. This underexpenditure is mainly due to the impact of the concrete drivers' strike on the Sheppard Subway (\$25.2 million) and on the new Eglinton (Comstock) Bus Garage (\$2 million). Other major variances include underexpenditures of \$8 million on the New Bus Garage Property and \$3.5 million in the Bus Heavy Rebuild projects, slightly offset by a \$5 million overexpenditure due to an unspecified budget reduction, 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 ± 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. It should be noted that the ± 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 declined significantly in period 9. This was contrary to the expected rise 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 identified that 68 of 135 regular bus routes experienced service or capacity problems during the period. 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. 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 0.9 below the target of 9.0, and the Yonge/University/Spadina Line was 0.1 above the target of 8.0. The On Time Index on both subway lines show a decrease compared to the previous period due to higher number of delays. Both lines are trending in an upward direction (favourable). The 2000 year-to-date figures show improvement over 1998 and 1999 performance levels.

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

Controllable incidents of delay per 1,000 hours of train operation for Financial Period 9 show an increase of 0.3 over the previous period. Uncontrollable incidents of delay per 1,000 hours of train operation for period 9 remain the same. The trend line over the last 12 periods is in an upward direction (unfavourable). The year-to-date figures are 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)

Controllable minutes of delay per 1,000 hours of train operation for the period are 3.3 higher than the previous period. Uncontrollable minutes decreased by 2.1. The trend line over the last 12 periods is in an upward direction (unfavourable). The year-to-date figures are slightly higher than 1999 and lower than 1998.

Average Length of Delay (page C5)

Average length of delay trend line shows flat and the year-to-date figures are slightly below the previous 1998 and 1999 figures (favourable).

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

Breakdown by department and category of controllable and uncontrollable delays remains constant.

10-Nov-00

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Attachment: CGM's report