

MEETING DATE: January 25, 2001

SUBJECT: Chief General Manager's Report Period 11 October 29 To November 25, 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 29 to November 25, 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 November. For the year-to-date, ridership was 5.3 million rides (1.4%) over budget and 16.1 million rides ahead of last year. Passenger revenue was also over budget, by \$9.3 million for the year-to-date (1.7%). Meanwhile, expenses continued to be constrained and were \$8.5 million (1.3%) under the year-to-date budget.

Year-end Projections

With the favourable trend throughout most of the year and the preliminary counts now available, ridership for the year has been assessed at some 410.6 million revenue passengers, 5.6 million (1.4%) rides over budget.

In line with the ridership results, total revenue is expected to be almost \$14 million (2.1%) over budget by year-end. While expenses are now anticipated to be some \$3 million under budget for the full year.

Overall, the current projection, based on the 410.6 million rides and incorporating the estimates outlined above, indicates that there should be approximately a \$12 million

contribution to the stabilization reserve fund at year-end, as reflected in the 2001 budget presentations and as summarized in the table below:

	2000		
(Millions)	BUDGET	PROJECTION	CHANGE
RIDERSHIP	405	410.6	5.6
REVENUES	\$615	\$629	\$14
EXPENSES	\$764	\$761	\$(3)
SUBSIDY	\$149	\$144	\$(5)
CONTRIBUTION TO TTC STABILIZATION RESERVE FUND	\$0	\$12	\$12

2) 2000 Wheel-Trans Operating Budget

The unaccommodated rate for period 11 was down slightly to 3.0% and for the year-to-date remained at 3.2%, compared with a 2.6% budget.

The Wheel-Trans Operating Budget at year-end is currently expected to be nominally over budget (\$119,000).

(3) 2000 - 2004 Capital Program

It is projected that the year-end cashflow for 2000 will be \$42.3 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 (\$25.3 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 \$3.3 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 ± 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 full 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 2000. 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 ± 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 11 was approximately 5% below the target for the period. As noted previously, bus routes did not experience 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 were experiencing service or capacity problems. In general, it appears that ridership growth and a substantial increase in vehicular traffic have outpaced the post-summer

service increases. In addition, specific routes have experienced disruptions due to construction and schedule inefficiencies. Schedules are being adjusted but will not be implemented until the beginning of 2001. In the meantime, Route Supervisors are utilizing other intervention measures 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 for period 11 was 2.0 below the target of 9.1, and the Yonge/University/Spadina line was 0.8 below the target of 8.0. The on time index on both lines were below the target levels due to higher number of delays. In the last 12 periods, the Yonge/University/Spadina line was trending in an upward direction (favourable), and the Bloor/Danforth line was trending in a downward direction. The 2000 year-to-date figures on the Yonge/University/Spadina line showed improvement over 1999 and 1998 performance levels. The Bloor/Danforth line performance improved over 1999 but was at the same level as in 1998.

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

The controllable incidents of delay per 1,000 hours of train operation for period 11 showed a decrease of 0.3 (8%) over the previous period. The uncontrollable incidents were 0.3 (6%) higher than the previous period. There were a number of reasons for the increases in periods 10 and 11, primarily related to the increased ridership and service levels and to more accurate reporting of delays. The year-to-date figures were higher than both 1999 and 1998 figures.

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 0.2 (1%) higher than the previous period. The uncontrollable minutes increased by 0.7 (2%). There were a number of reasons for the increases in periods 10 and 11, primarily related to the increased ridership and service levels and to more accurate reporting of delays. The year-to-date figures were higher than both 1999 and 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 1999 and 1998 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.

11-Jan-01

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Attachment: CGM's report