MEETING DATE: July 18, 2001

SUBJECT: Chief General Manager's Report Period 5 May 6 To June 2, 2001

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 May 6 to June 2, 2001; 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. 2001 TTC Operating Budget

Year-to-Date

Due to the continuing strong local economy, ridership for the first five months of the year was 5.7 million rides (3.3%) over budget and 8.2 million rides ahead of last year. Passenger revenue was consequently over budget, by $8.8 million (3.5%). Meanwhile, expenses were approximately $1 million (0.3%) under the year-to-date budget.

Year-end Projections

Although the full impact of the June fare increase on ridership and revenue will not be known for some time, initial indications are favourable - with no apparent decline in ridership during June. The following table summarizes the year-end projections, based on current results and assumptions:

	2001		
(Millions)	**BUDGET**	**PROJECTION**	**CHANGE**
RIDERSHIP	413	419	6
REVENUES	$655	$667	$12
EXPENSES	$(814)	$(821)	$(7)
SUBSIDY	$148	$148	$0
SHORTFALL	$(11)	$(6)	$5

Due to the continuing positive ridership results and forecasts, the year-end ridership is still expected to range from 416 to 425 million. The table above reflects an unchanged forecast of 419 million rides and revenues of $667 million. Expenses are now expected to exceed budget by less than 1%, primarily due to higher costs for natural gas. As a result, it is currently anticipated that the year-end shortfall will be in the order of $6 million.

2) 2001 Wheel-Trans Operating Budget

The unaccommodated rate for period 5 was up to 3.5% and for the year-to-date was also at 3.5%, compared with a 2.3% budget.

At this time, the Wheel-Trans operation is anticipated to be essentially on budget by year-end. However, the unaccommodated rate is expected to climb up to about 5%, reflecting higher demand for service.

(3) 2001 - 2005 Capital Program

The current projection is that the year-end cash flow for 2001 will be about $1.1 million more than the budgeted cash flow. This potential over-expenditure would be mainly due to the $6.1 million unspecified budget reduction approved by City Council and slippages on various projects from 2000, offset by current year projected under-expenditures (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.

Also shown on the graphs is the target line illustrating the goal of achieving a consistent headway adherence of 75% through 2001. The target line in last year's graphs exhibited a drop during the summer months to reflect our expectations of lower performance due to seasonal service reductions and increased headways. This year a constant target will be maintained and any seasonal variations will be noted as part of the month variance explanations. 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.

Two headway adherence measures are shown for each period:

1. the unweighted % is the simple average of all routes; and
2. the weighted % factors in the size of the routes.

Bus routes typically have a higher unweighted % because the weighted measure puts increased emphasis on the heavy routes on major thoroughfares, which are more susceptible to delays from congestion, accidents, high passenger loads etc.

In contrast, streetcar routes typically have a higher weighted %. Although all streetcar routes are on high volume thoroughfares and subject to similar disruptions, the weighted % has the proportionately increased influence of those routes with more frequent headways.

Data for the week of May 27 to June 2, 2001 was unavailable, so the Period 5 headway adherence figures are based on the average of the first three weeks of the period. In

Period 5 both bus and streetcar routes experienced a slight deterioration in headway adherence performance. This was primarily due to an increased number of road and utility construction projects as the construction season hit full swing. Over 35 bus routes were affected by road or utility construction during Period 5. In addition the 501 Queen, 504 King, and 505 Dundas streetcar routes were affected by major track reconstruction projects which caused the diversion of all of these services and/or the implementation of shuttle bus service through the construction areas.

We expect that the headway adherence measures of both buses and streetcars will improve as the year progresses. The Surface Transportation Department is placing increased emphasis on route management in 2001. Dedicated Route Management Supervisors have been selected and commenced their duties on June 10, 2001.

Subway Operations (pages C3 to C5)

The following table summarizes the subway service performance measures.

SUBWAY SERVICE PERFORMANCE - PERIOD 5 / 2001				
	Target	**This Period**	**YTD**	**Comments**
On Time Index				
B/D Line	8.0	9.0	8.9	Period & YTD On Target
Y/U/S Line	7.9	9.1	8.5	Period & YTD On Target
Incidents of Delay Per 1,000 Hours of Train Operation				
Uncontrollable	3.6	2.8	3.2	Period & YTD On Target
Controllable	2.9	2.1	2.5	Period & YTD On Target
Minutes of Delay Per 1,000 Hours of Train Operation				
Uncontrollable	30.9	15.5	22.2	Period & YTD On Target
Controllable	16.2	12.5	15.0	Period & YTD On Target
Average Length of Delay (Minutes)				
Uncontrollable	7.8	5.5	6.8	Period & YTD On Target
Controllable	5.5	6.0	6.2	Period & YTD Not On Target due to extended

				controllable delays during this and previous periods

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Attachment: CGM’s report