



PERFORMANCE BASED SERVICE

Richard Leary
Chief Service Officer

December 2015



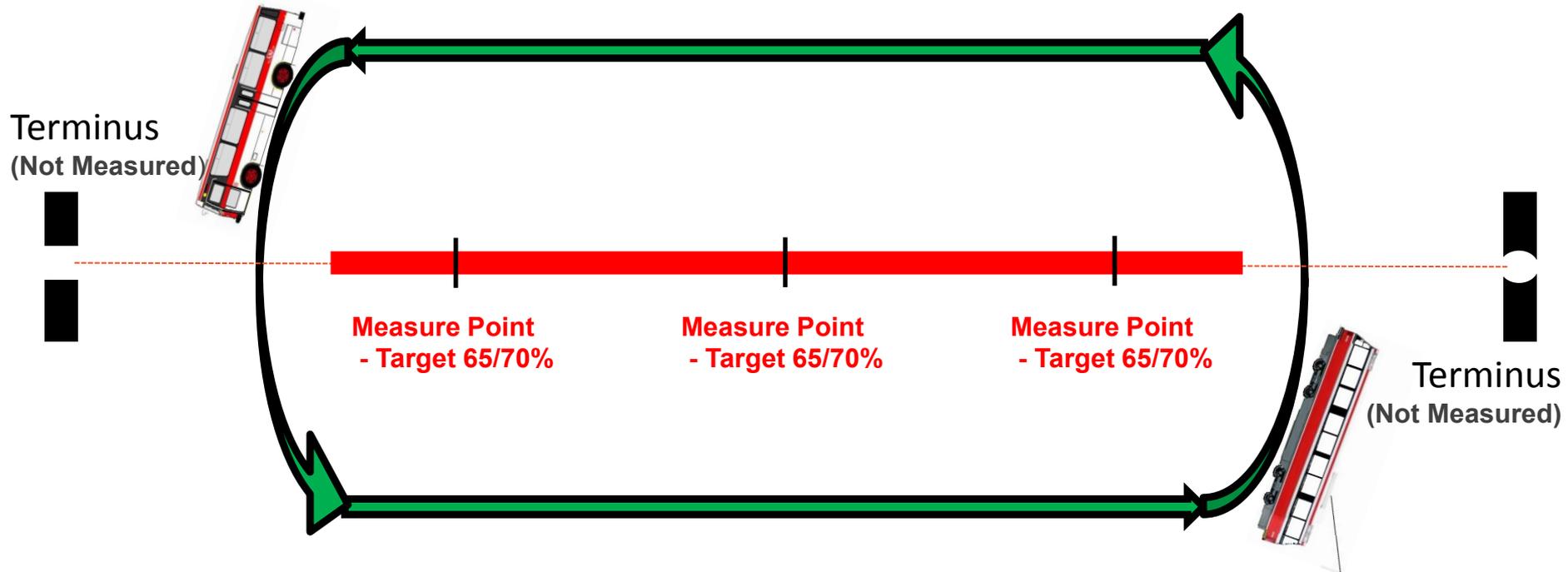
CHANGES



EARLIER EFFORTS



Focused on *Mid-Route* Performance – Ends were Not Measured



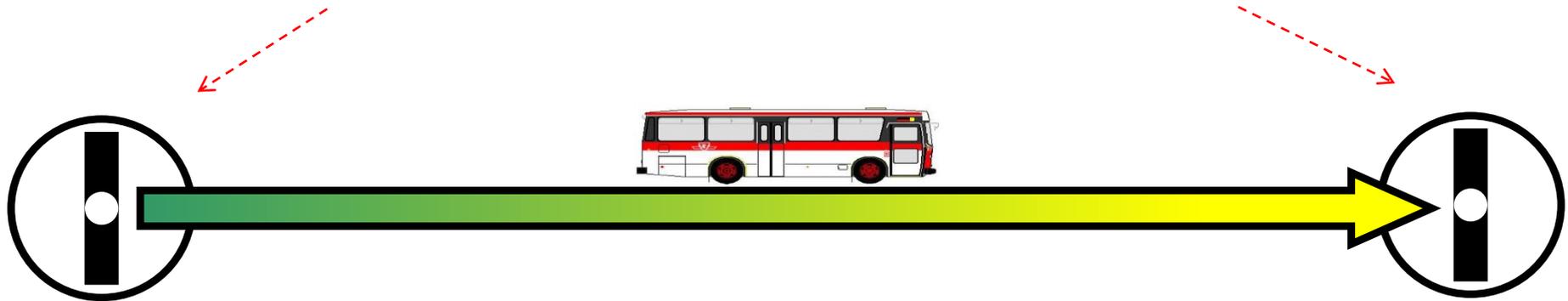
Former Approach Promotes Short Turns





Industry Standard Measurement

Focuses on Departures and Arrivals
Resulting in Full "End to End" Service



DEPARTURE

Measure Point
Target : **90% to 95%** of
Departures On Time

ARRIVAL

Measure Point
Target : **60% to 80%** of
Arrivals On Time

New Approach Discourages Short Turns





NEW KPIs That Reflect Current Industry Practices:

- **On Time Departures**
- **On Time Arrivals**
- **Missed Trips**
- **Short Turns – (temporary until under control)**

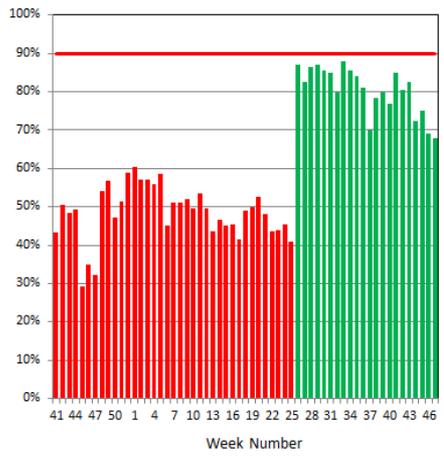




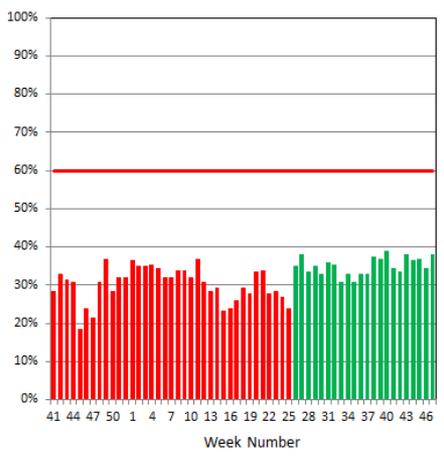
505 Dundas

Week 47

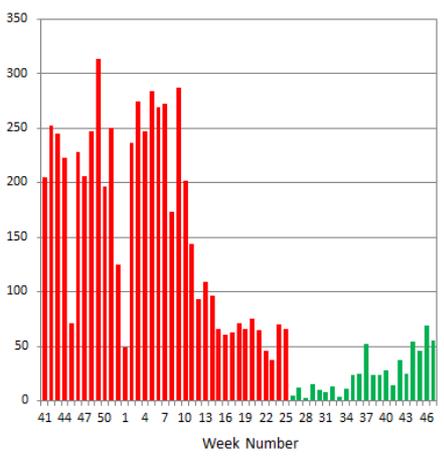
On Time Departure



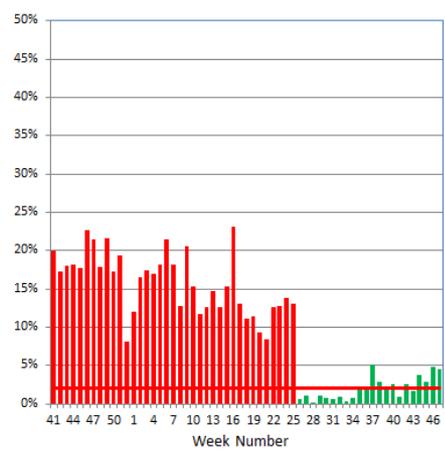
On Time Arrival



Short Turns



Missed Trips



Improved Reliability

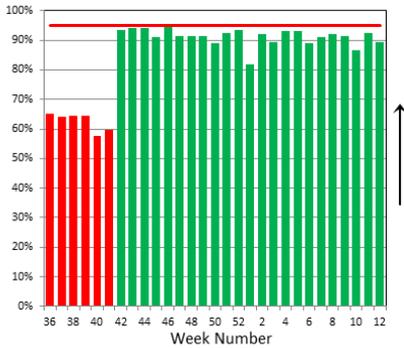




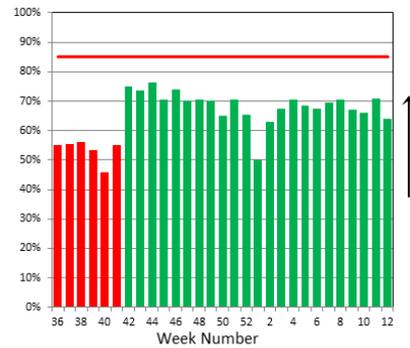
512 St. Clair

Week 12

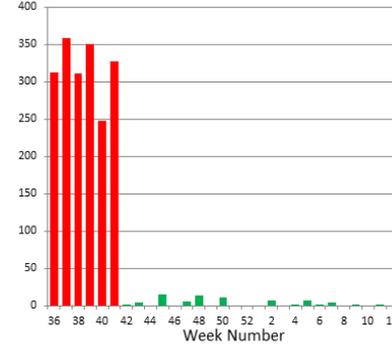
On Time Departures



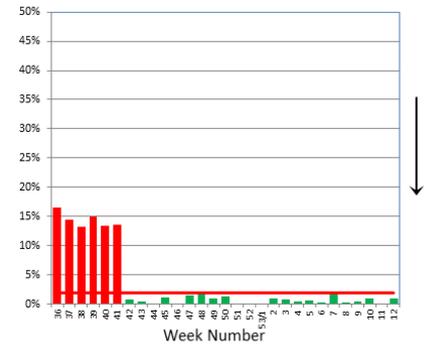
On Time Arrivals



Short Turns



Missed Trips



Improved Reliability

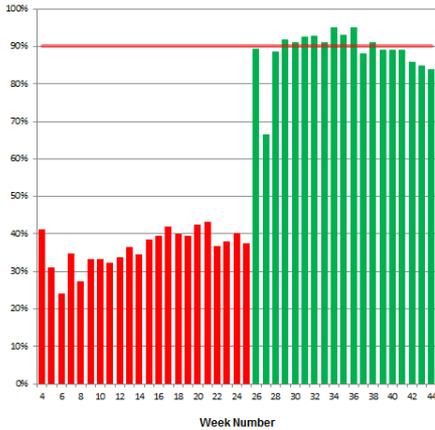




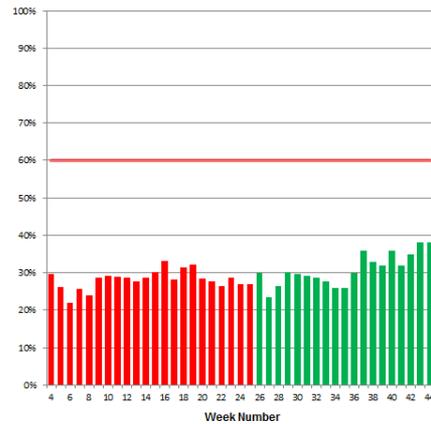
111 East Mall

2015

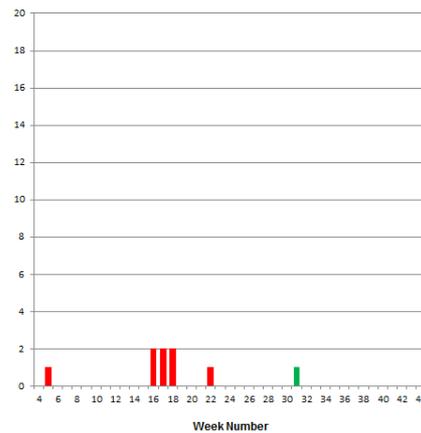
On Time Departures



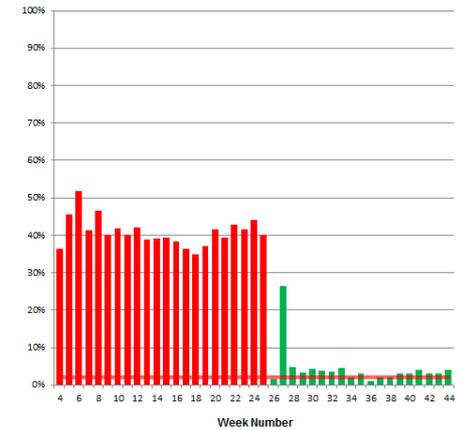
On Time Arrivals



Short Turns



Missed Trips

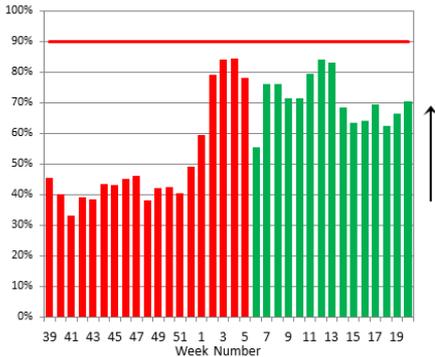


Improved Reliability

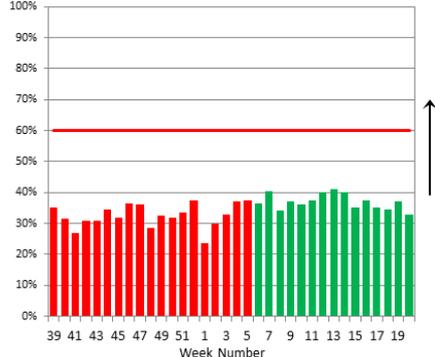




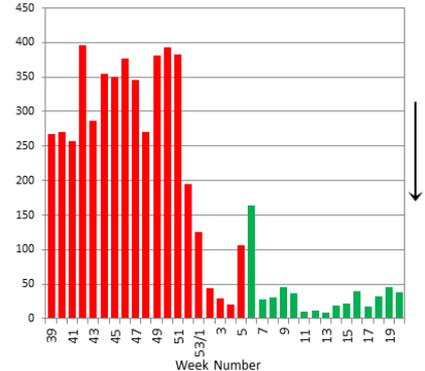
On Time Departures



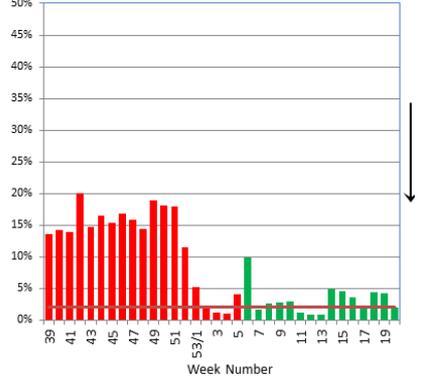
On Time Arrivals



Short Turns



Missed Trips



Improved Reliability



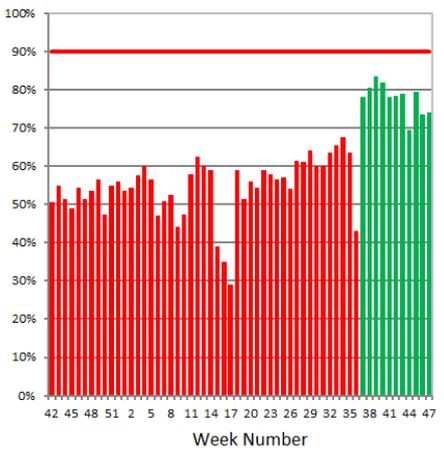
506 CARLTON



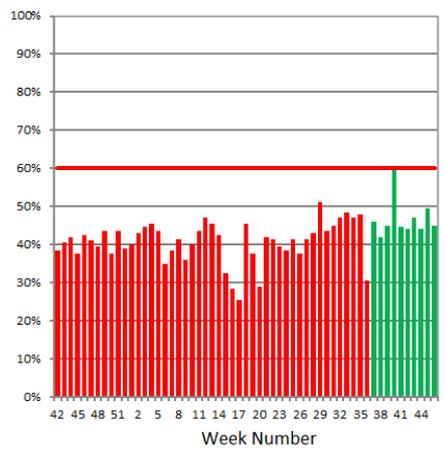
506 Carlton

Week 47

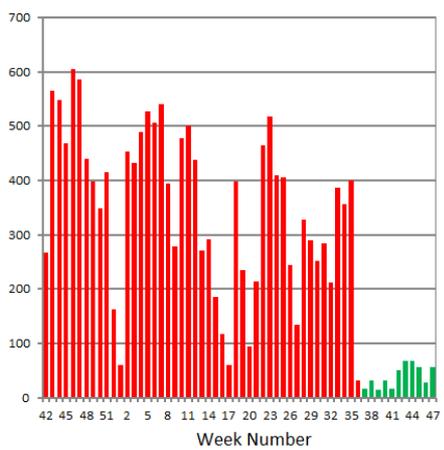
On Time Departure



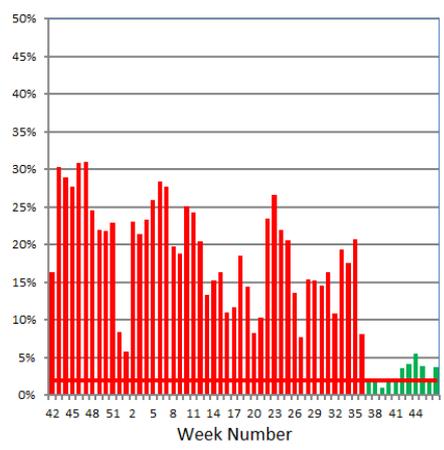
On Time Arrival



Short Turns



Missed Trips



Improved Reliability

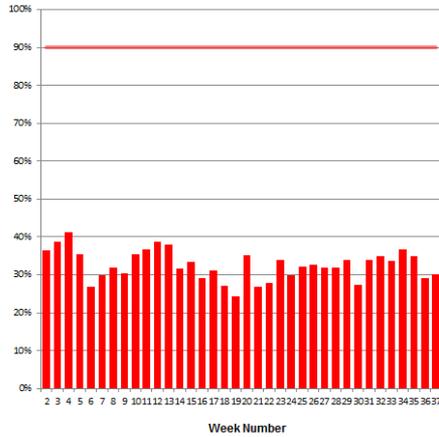




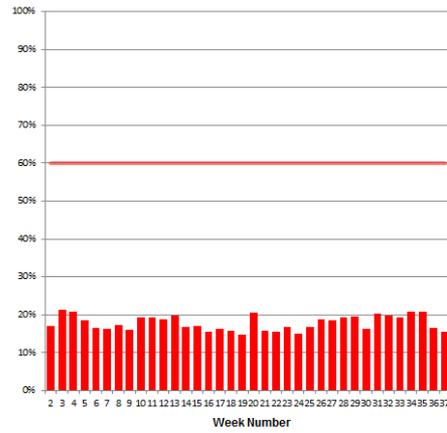
501 Queen

2015

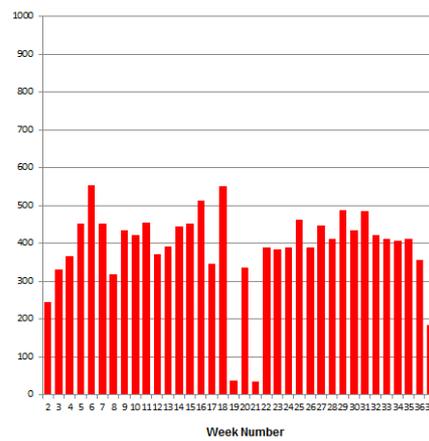
On Time Departures



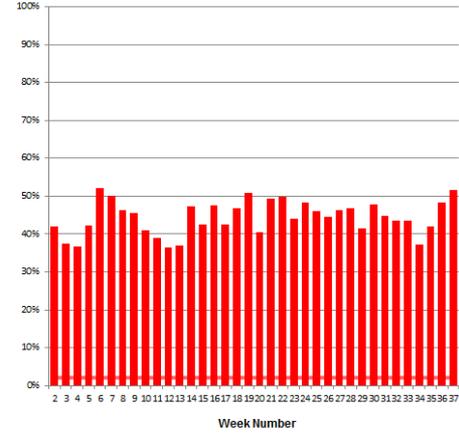
On Time Arrivals



Short Turns



Missed Trips



Improved Reliability





Existing 501 Queen Streetcar Route



501 QUEEN



501 Queen Streetcar Route Effective January 2016



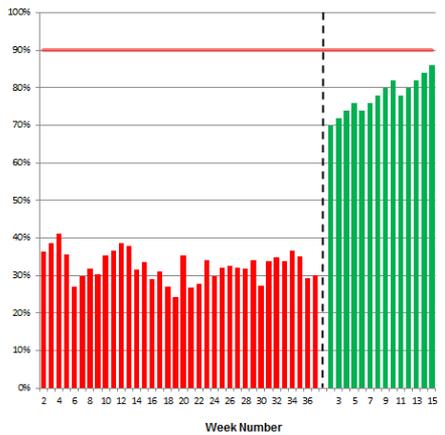
501 QUEEN – PROJECTED RESULTS



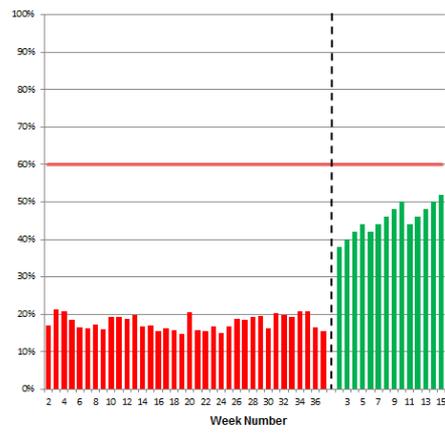
501 Queen

2015

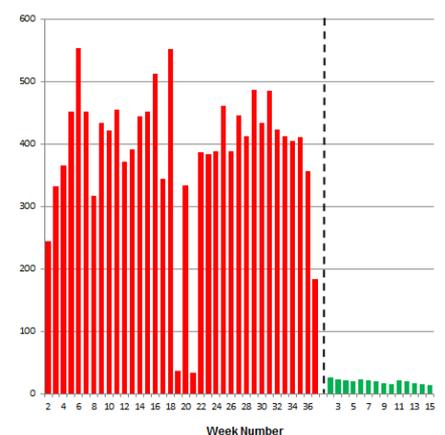
On Time Departures



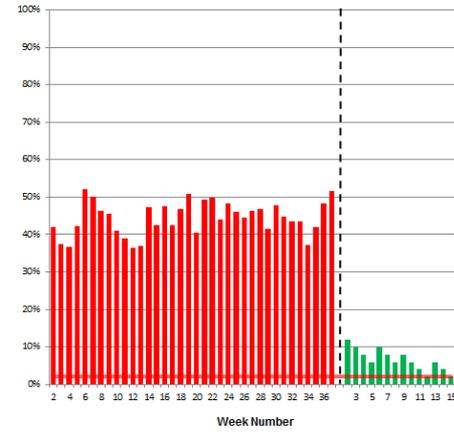
On Time Arrivals



Short Turns



Missed Trips



Anticipated Reliability Improvement



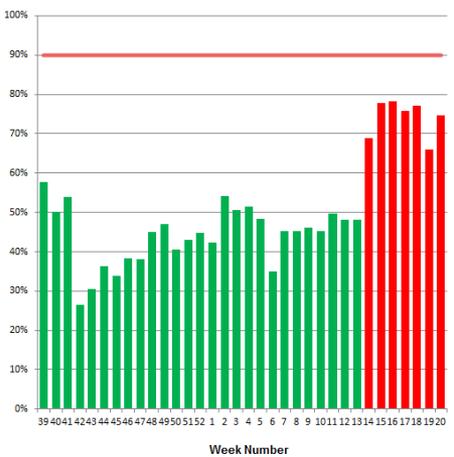
29 DUFFERIN



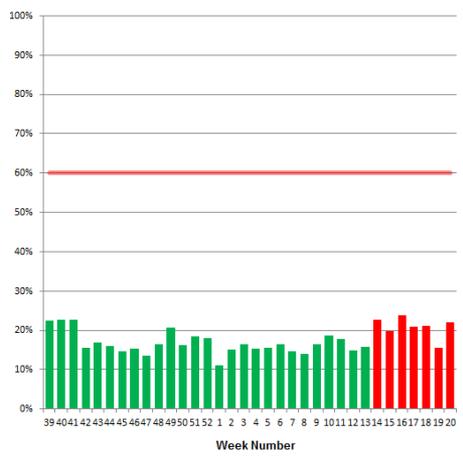
29 DUFFERIN

Week 20

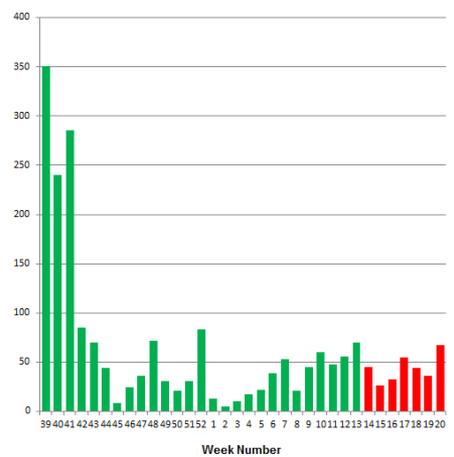
On Time Departures



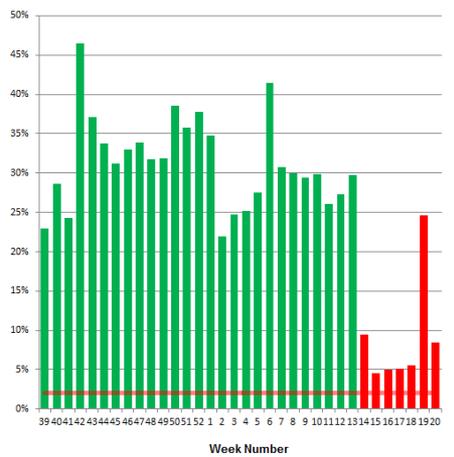
On Time Arrivals



Short Turns



Missed Trips



Service as Advertised



29 DUFFERIN SERVICE IMPROVEMENTS



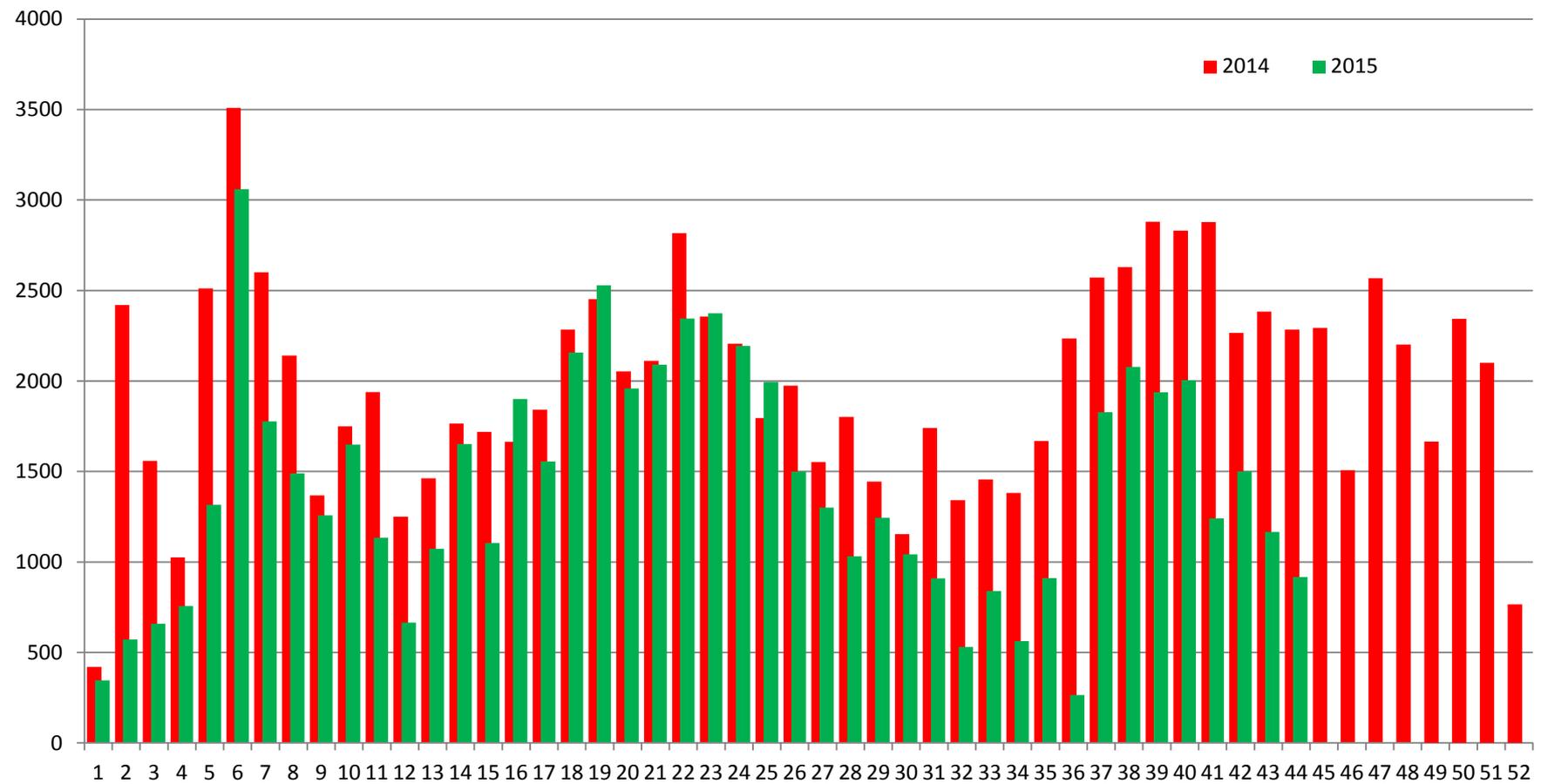
Category	10/2013 to 7/2014	10/2014 to 7/2015	Reduction	Improvement
Short Turns CSC	39	13	26	67%
Discourtesy CSC	233	80	153	66%
Surface Delay CSC	262	134	128	49%
Bypass CSC	126	78	48	38%
Vehicle Operation CSC	119	82	37	31%
Preventable Accidents	14	11	3	21%
Fail to Wait CSC	19	16	3	16%
On-boards	44	42	2	5%



SHORT TURNS – 2014 VS 2015



Bus
Short Turns by Week

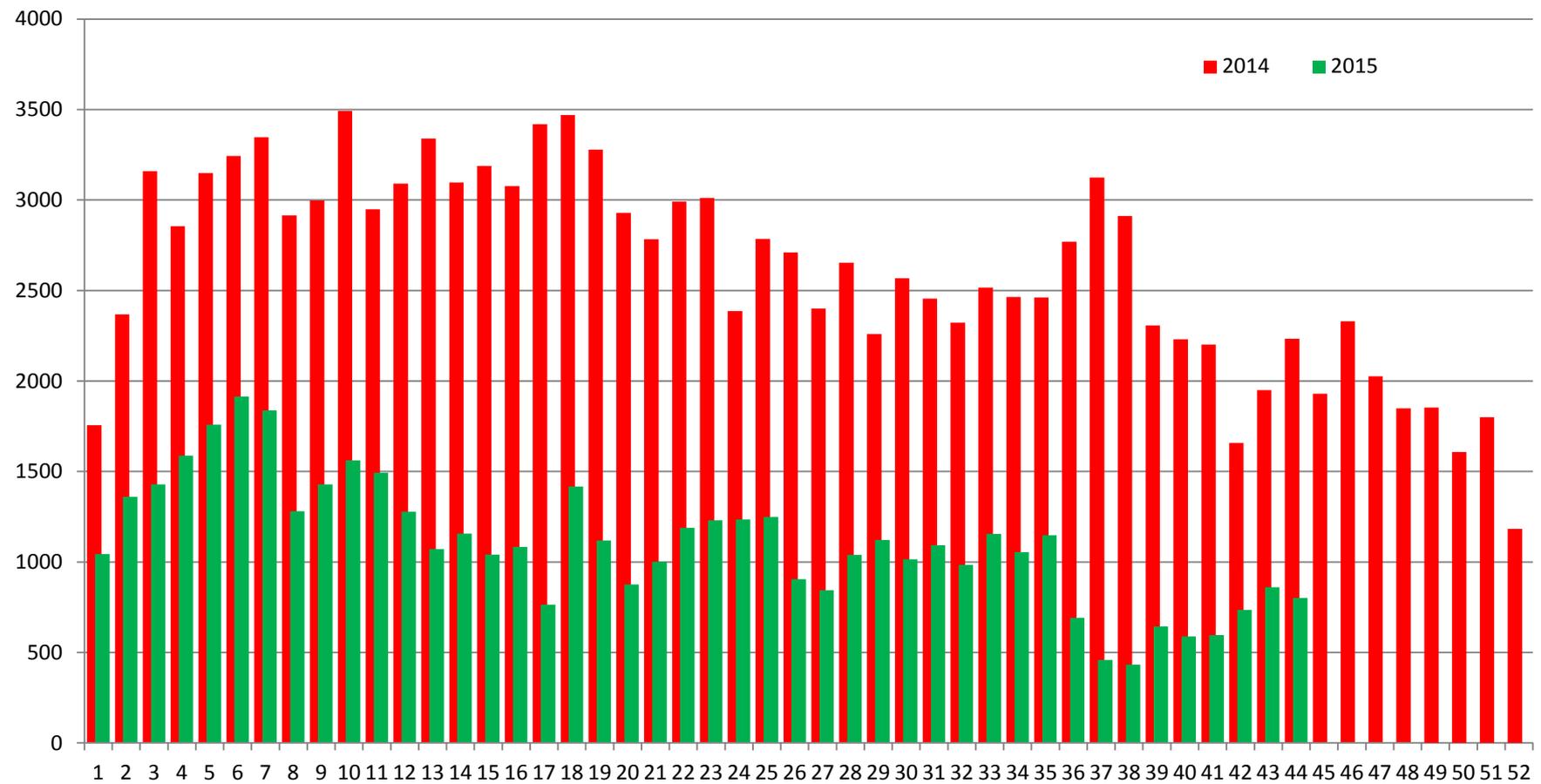


SHORT TURNS – 2014 VS 2015



Streetcar

Short Turns by Week

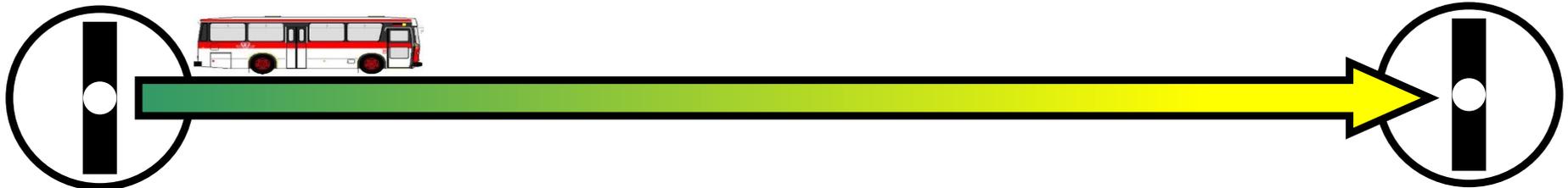


ADDITIONAL RUN TIME ADDED



Route	Name	Date	RTT** Added
504	King	Jan-15	36 min
29	Dufferin	Mar-15	25 min
111	East Mall	Jun-15	14 min
506	Carlton	Sep-15	11 min
505	Dundas	Jun-15	12 min
512	St. Clair	Oct-15	8 min
123	Shorncliffe	Sep-15	9 min
501	Queen	Jan-16	40 min

**Round Trip Time

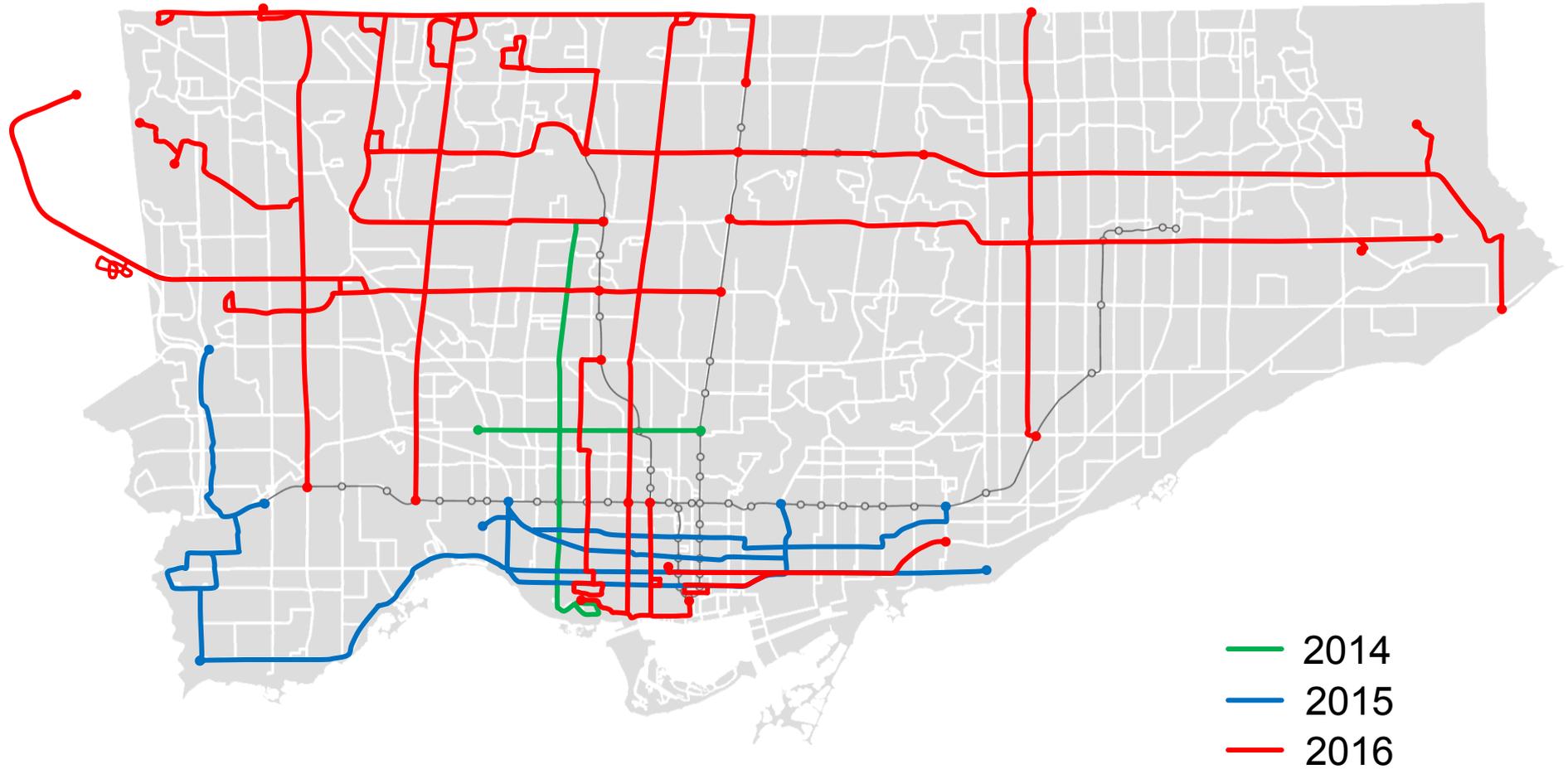


SERVICE IMPROVEMENT ROLL-OUT



Year	Route	
2014	512 St. Clair	
	29 Dufferin	
2015	504 King	
	29 Dufferin	
	111 East Mall	
	505 Dundas	
	506 Carlton	
	123 Shorncliffe	
	501 Queen	
	7 Bathurst	
2016	35 Jane	
	37 Islington	
	63 Ossington	
	95 York Mills	
	60 Steeles West	
	68 Warden	
	84 Sheppard West	
	165 Weston Rd North	
	52 Lawrence West	
	196 York U Rocket	
	85 Sheppard East	
	502 Downtowner	
	503 Kingston Road Tripper	
	509 Harbourfront	
	510 Spadina	
511 Bathurst		

MOVING FORWARD



PARTNERSHIPS





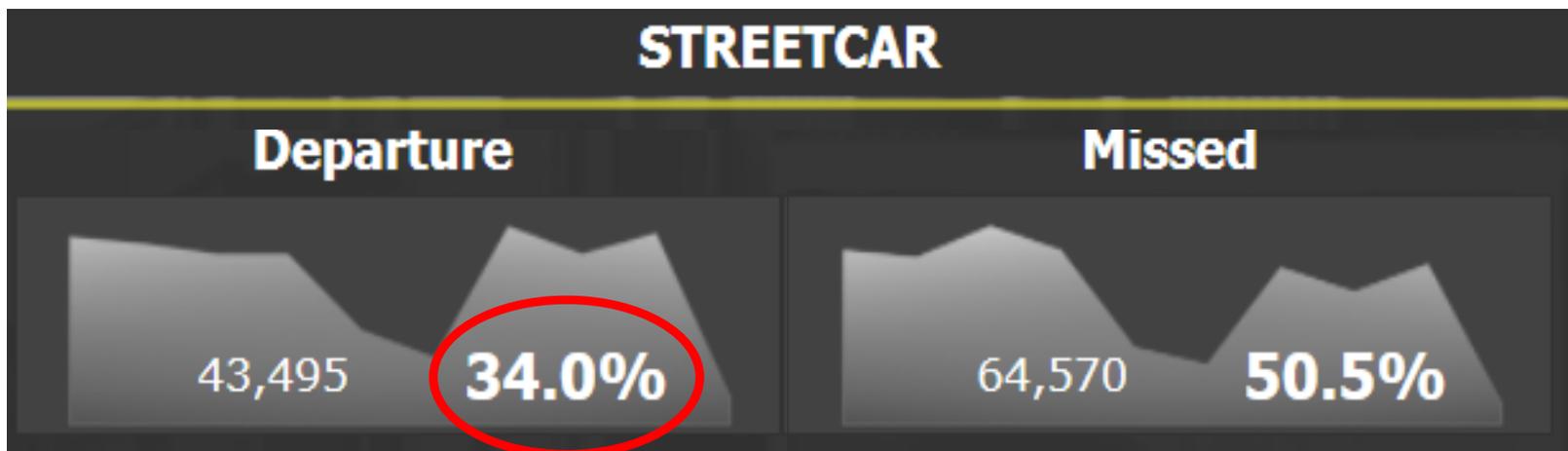
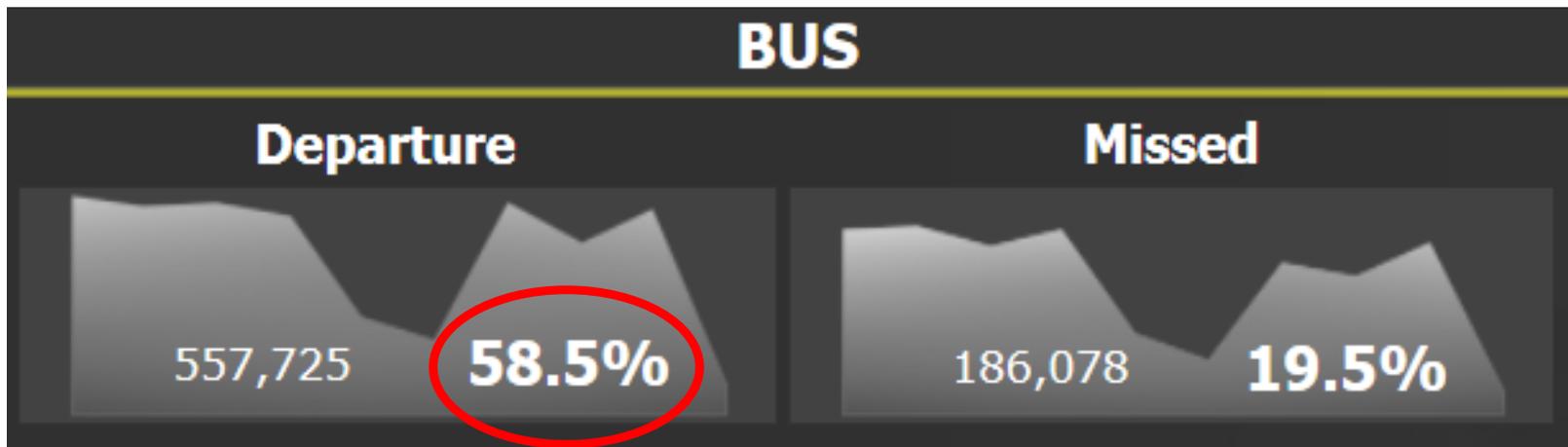
Schedules Determine...

- Headways
- Service Hours
- Vehicle Requirements
- Staffing Requirements
- Budget
- Safety
- Operator Attitude and Behavior
- Customer Satisfaction
- **Ultimately, the TTC's Reputation**



NEW PERFORMANCE MEASURES

October 11 – November 21, 2015



THANK YOU



Questions?

