



## STAFF REPORT ACTION REQUIRED

### TTC 2017 Operating Budget Adjustment

<b>Date:</b>	November 13, 2017
<b>To:</b>	TTC Board
<b>From:</b>	Chief Executive Officer

### Summary

---

The 2017 Operating Budget for the TTC as approved by City Council on February 15, 2017 requires a headcount adjustment of 414 positions to ensure complement aligns with actual staffing requirements and reflects the updated PRESTO implementation schedule. The adjustment arose as a result of the following:

- 1) PRESTO will not be fully implemented by the end of 2017 as originally anticipated, resulting in the need to retain the 26 Station Collector positions that were removed from the TTC's 2017 Operating Budget; and
- 2) A technical correction is also required for 388 Station Collector positions that were included in the Board's approved Budget but excluded from the Council approved TTC headcount.
  - City Council approved the elimination of all Station Collector positions that were to be replaced with Customer Service Agent (CSA) positions following PRESTO implementation. However, Council as part of the 2017 Budget Process did not approve the CSA position replacements.
  - While the CSA positions will be brought forward for Council's consideration during the 2019 Budget process as part of the Station Transformation initiative, a 2017 correction is required as Station Collector positions will be needed until full PRESTO implementation.

### Recommendations

---

#### It is Recommended that the Board:

1. Approve a total TTC complement of 14,995 positions reflecting an increase of 26 positions from the Board approved Budget; and 414 positions from the Council approved 2017 Operating Budget, fully funded from existing salary and benefit expenditures included in the approved budget for these positions; and

2. Forward this report to the City's Budget Committee for approval.

## **Financial Summary**

Adoption of this report will result in an increase to the Council approved 2017 TTC complement by 414 positions, for a revised total of 14,995 operating, capital and Wheel-Trans positions.

These positions will continue to be fully funded through the TTC's approved 2017 Operating Budget, achievable based on the following:

- The 26 positions planned for elimination following PRESTO implementation are funded until early December 2017 and can be added back to the Budget without any funding impact.
- During the 2017 Budget Process, it was also expected that an additional 25 Station Collector positions could be reduced, resulting in an overall reduction of 51 positions following full PRESTO implementation in TTC stations. These reductions are now expected to be realized in November 2018.
- The 388 CSA positions were not approved as they were linked to a request for enhanced training that did not receive Council approval. While the \$1.8 million training request was not approved, base budget funding for the Station Collector positions remained in the 2017 Operating Budget and these positions can be added back without any funding impact.

These positions changes will form part of the 2018 Operating Budget that will be considered by the TTC Board on November 28, 2017.

The Chief Financial Officer has reviewed this report and agrees with the financial impact information.

## **Decision History**

The 2017 Operating Budget for the TTC was approved by City Council on February 15, 2017. The decision document for that meeting is available in the link below:  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.EX22.2>

The 2017 Operating Budget for the TTC was approved by the TTC Board on November 21, 2016. The Board report is available in the link below:  
[https://www.ttc.ca/About\\_the\\_TTC/Commission\\_reports\\_and\\_information/Commission\\_meetings/2016/November\\_21/Reports/1\\_2017\\_TTC\\_and\\_Wheel\\_-\\_Trans\\_Operating\\_Budgets.pdf](https://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2016/November_21/Reports/1_2017_TTC_and_Wheel_-_Trans_Operating_Budgets.pdf)

## **Comments**

This report recommends a temporary adjustment to the 2017 TTC complement approved by City Council for Station Collector positions. Once PRESTO is fully implemented, most TTC Station Collectors will be replaced by CSA's with technological changes ultimately eliminating the need for 51 Station Collector positions.

The Stations Transformation Program further capitalizes on those technological changes in a manner that improves workforce efficiency through the introduction of other technological and functional changes.

Other technical changes include additional and upgraded Passenger Assistance Intercoms, Public Address systems, internal communications tools, customer assistance tools, asset management systems, and incident response applications.

Functional changes include new Stations Department procedures and work methods, the elimination of tasks tied to cash processing and handling, and the introduction of multi-functional duties.

Combined, the Stations Transformation Program (technological and functional changes) will deliver better customer service while simultaneously increasing efficiency.

## **Contact**

Rick Leary – Deputy Chief Executive Officer  
Tel: 416-981-1122; E-mail: Richard.Leary@ttc.ca