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2013 OPERATING BUDGET BRIEFING NOTE

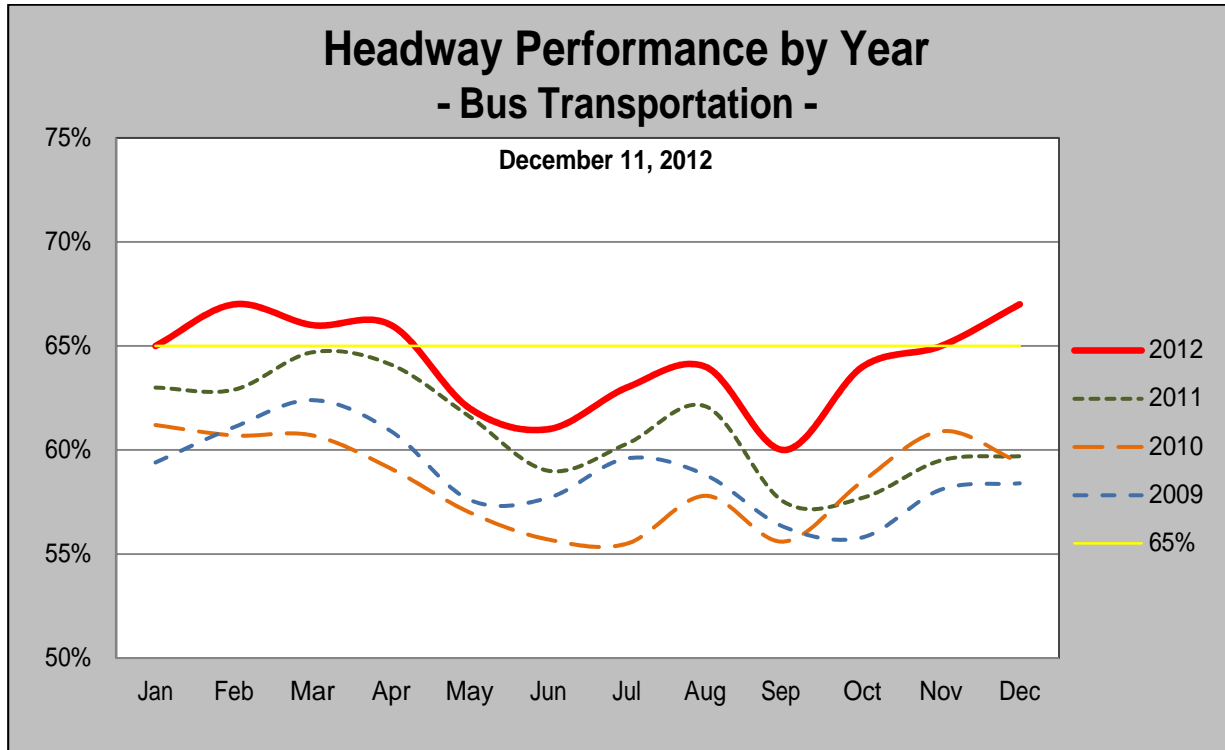
Headway Performance

Issue/Background:

- At its meeting of December 6, 2012, the City Budget Committee passed the following motion: “That the CEO of the Toronto Transit Commission (TTC) provide a briefing note covering a 5 year history of headway performance and a projection of 2013 headway performance.

Key Points:

- Headway Performance measures how often buses arrive against how often they were scheduled to arrive.
- For the greater part of the day, buses are scheduled to operate at regular intervals. These intervals are called ‘Headways’. Regular headways result in reliable service; irregular headways result in ‘gaps’ in service.
- For example, if the buses on a route are scheduled to arrive on the 0:20; 0:40, 0:00 etc. then the scheduled headway is 20 minutes and a bus should arrive at a location 20 minutes after the one before. For the sake of measuring how consistently this happens, we measure the actual arrival times of each bus then compare this to the 20 minute scheduled headway. Every bus that follows another within 3 minutes of the expected headway i.e. between 17 minutes and 23 minutes in this example is considered a success and adds to Headway Performance percentage



- Headway performance can be affected by increased traffic, road construction and other factors. A marked decline in performance for the month of September can be attributed to the return of school and changing traffic patterns.
- Improvement strategies for 2013 include closer integration between Bus Transportation Department and Strategy and Service Planning Department (Planners), and a renewed focus on route management initiatives.
- Bus Transportation Department goal for 2013 is that 65% of the time the vehicles are within +/- 3 minutes of the scheduled headway
- Streetcar Transportations goal for 2013 is that 70% of the time the vehicles are within +/- 3 minutes of the scheduled headway

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