

# **Toronto Transit Commission Services**

## **TTC Conventional Service**

**Wheel-Trans Service** 



159 Bus Routes

10 Streetcar Routes



3 Subway Lines



1 Rapid Transit Line



Door-to-Door Service



All Service Provided 24 hours per day, 7 days per week

# **TTC Key Outcomes**



Provide Safe, Seamless & Reliable Transit Service



Transform to Solidify Fiscal Foundation



Inclusive & Accessible Service Provider



Innovate for Future Demand

**Customer Satisfaction** 

**Financial sustainability** 

**Inclusion and Accessibility** 

System Resiliency

# TTC 2020 Results

### Despite COVID-19's unprecedented service and financial impact, significant progress made on TTC's key priorities:



- ✓ Established Priority Actions in Safety Strategic Plan
- ✓ Completed Fleet Procurement Strategy & Plan
- ✓ Received and rolled out final delivery of 204 LRVs & 60 E-Buses
- ✓ Installed Automatic Train Control From Vaughan to Rosedale stations



- $\checkmark$  Advanced on business transformation priorities and efficiency initiatives
- ✓ Anticipated agreement on Metrolinx settlement terms to form basis for proceeds, open payments.



- ✓ Implemented equity-based consultation in 2021 service planning process
- ✓ Expanded diversity outreach with 2 online forums for female bus operators (4,000+ participants)
- ✓ Awarded Wheel-Trans reservations overflow contract to reduce wait times
- $\checkmark$  Completed construction at 4 stations, bringing the total number of accessible stations to 50



- ✓ Installed Eglinton East Bus Priority Lane
- ✓ Advanced service integration with regional partners

### Agile and effective response to COVID-19:



- $\checkmark~$  Delivered demand responsive transit service throughout the pandemic.
- ✓ Partnered with City of Toronto to meet needs of most vulnerable during the pandemic (SSHA, EMS)
- ✓ Implemented proactive safety measures: disinfection; mandatory masks
- ✓ Expected to achieve \$151 million in savings to mitigate COVID-19's financial impact
- ✓ Completed accelerated capital works to leverage low ridership, culminating with first ever 10-day closure.

# **How Well We Are Doing**

| Service                      | Service Measure       | 2018 2019 2020<br>sure Actual Actual Target |         | 2020<br>Target | 2020<br>Projection | 2021<br>Target | 2022<br>Target | Status |  |  |
|------------------------------|-----------------------|---|---------|----------------|--------------------|----------------|----------------|--------|--|--|
| Outcome Measures             |                       |   |         |                |                    |                |                |        |  |  |
| TTC Conventional             | Revenue Ridership     | 521.4M                                      | 525.5M  | 533.5M         | 224.9M             | 214.4M         | 386.8M         | •      |  |  |
| TTC Conventional             | Regular Service Hours | 9.3M  | 9.5M    | 9.6M           | 9.0M               | 9.4M           | 9.6M           | ٠      |  |  |
| TTC Conventional             | Customer Satisfaction | Customer Satisfaction 79% 79% 80%           |         | 78%            | 80%                | 80%            | ٠              |        |  |  |
|                              |                       | Service Level M                             | easures |                |                    |                |                |        |  |  |
| TTC Conventional             | Deliver 100% Schedule | 101%  | 100%    | 100%           | 94%                | 100%           | 100%           | ٠      |  |  |
| TTC Conventional - Subway    | Achieve 90% On-time   | 92%   | 94%     | 90%            | 94%                | 90%            | 90%            | ٠      |  |  |
| TTC Conventional - Streetcar | Achieve 90% On-time   | 57%   | 64%     | 90%            | 78%                | 90%            | 90%            | ٠      |  |  |
| TTC Conventional - Bus       | Achieve 90% On-time   | 77%   | 76%     | 90%            | 85%                | 90%            | 90%            | ٠      |  |  |
| Wheel-Trans                  | Accommodate 99.5%     | 99.8%                                       | 99.9%   | 99.5%          | 99.9%              | 99.5%          | 99.5%          | ٠      |  |  |

# **COVID-19: TTC's Service Response**



#### Demand-responsive service plan



Keeping our customers informed



Designated seats to support physical distancing



Physical changes to vehicles to support physical distancing



PHYSICAL DISTANCING: Use good judgement and do not board busy vehicles. Vehicles may bypass stops if too full. #PhysicalDistancing

### Additional messaging and social media



Physical changes to vehicles to support physical distancing

# **COVID-19: Partnering to Help the Most Vulnerable**

- Retrofitted TTC buses for Toronto Paramedic Services
- Assisted the homeless with Streets to Home
- Distributed 1 million masks with Poverty Reduction Office
- Moved clients with Shelter, Support and Housing Administration (SSHA)



# **COVID-19: Impact on 2020 Revenue Ridership**



TTC 2020 Ridership % Budget by Financial Period (Excluding WT)

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# **COVID-19: TTC's Cost Management Response**



## Contained Costs

- Realigned workforce to critical need
- Paused staff salary increases
- Deferred non-essential hiring

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## Matched Service Capacity to Demand

- Operated service at approx.
  85% of normal service levels
- Adjusted for overcrowding



# Deferred Implementation of New Service Priorities

- Surface Transit
  Improvements
- Transit Fare Inspectors



## **Revisited Capital Program**

- Deferred projects based on COVID-19 impacts
- Leveraged Opportunities to Accelerate Work

# **COVID-19 2020 Financial Impact - Operating**



# **2021 Key Risks and Challenges**

## Operating

- Engendering public confidence in transit
- Financial impact of COVID-19 for TTC and City
- What does Recovery look like? By When?
- Advancing workforce diversity and inclusion
- Collective Bargaining negotiations
- Preparing for Eglinton Crosstown in Q1, 2022

## Capital

- Funding for critical capital needs
- Changes in intergovernmental funding
- Impact of Provincial transit expansion projects
- Need long term real estate investment plan given TTC and City building objectives
- Asset management legislative compliance
- Outdated information technology

# **2021 Priority Actions**



#### Safe, Seamless & Reliable Transit Service

#### **Priority Initiatives**

- Enhance Safety Response to address COVID-19
- Match Service to Demand

#### New:

- Invest in vehicle maintenance given warranty expirations.
- Head of Night Operations

#### Capital:

- Fleet Procurement
- Subway & Surface Track SOGR
- RapidTO planning & analysis
- Queue Jump Lanes & Transit Signal Priority



#### Transform to Solidify Fiscal Foundation

#### **Priority Initiatives**

- Continue Business Transformation
- Implement Service Efficiencies and Auditor General recommendations
- Prepare for Collective Bargaining
- Manage Overtime

#### New:

ModernTO

#### Capital:

- Capital Investment Plan Update
- Real Estate Investment Plan
- SAP; Maximo Implementation



#### Inclusive & Accessible Service Provider

#### **Priority Initiatives**

- Freeze TTC Fares
- Gender Recruitment Outreach
- Apply equity lens to Service Planning
- Family of Services model

#### New:

- Improve Wheel-Trans call wait time
- Anti-Racism Strategy
- Embracing Diversity: 10 Point Action Plan

#### Capital:

- Fully Fund Easier Access
- Add accessible bus and streetcar stops



#### Innovate for Future Demand

#### **Priority Initiatives**

- Continue 5 Year Fare Policy & 10 Year Fare Collection Strategy
- Advance Service Integration
- Open McNicoll Bus Garage

#### New:

- Line 5 Eglinton LRT Startup
- Cybersecurity
- Business Continuity & Emergency Management

#### Capital:

- Automated Shuttle Trial
- Continued Roll-Out of E-Buses
- Expand bike parking and bike share

# **2021 Operating and Capital Budget Summary**

| Operating Budget              |           |                    |           |            |         |           |        |                    |           |  |  |  |
|-------------------------------|-----------|--------------------|-----------|------------|---------|-----------|--------|--------------------|-----------|--|--|--|
|                               | 2020      | 2020               | 2021      | 2021 Vs    | . 2020  | 2021 Vs.  | 2020   | OUTLO              |           |  |  |  |
|                               | Budget    | Projection         | Budget    | Projection |         | Budg      | jet 🔤  |                    |           |  |  |  |
| \$ Millions                   |           |                    |           | \$'s       | %       | \$'s      | %      | 2022               | 2023      |  |  |  |
| Revenues                      | \$1,353.8 | \$579.0            | \$566.8   | (\$12.2)   | -2.1%   | (\$787.0) | -58.1% | \$977.2            | \$1,206.1 |  |  |  |
| Gross Expenditures            | \$2,143.7 | \$1 <i>,</i> 978.0 | \$2,153.0 | \$175.1    | 8.9%    | \$9.4     | 0.4%   | \$2 <i>,</i> 306.6 | \$2,344.0 |  |  |  |
| Net Expenditures              | \$789.8   | \$1,399.0          | \$1,586.2 | \$187.2    | 13.4%   | \$796.4   | 100.8% | \$1,329.4          | \$1,137.9 |  |  |  |
| COVID-19 Impact               |           | \$760.0            | \$796.4   | \$36.4     | 4.8%    | \$796.4   | N/A    | \$386.7            | \$136.3   |  |  |  |
| TTC Cost Containment          |           | (\$150.8)          |           | \$150.8    | -100.0% |           | N/A    |                    |           |  |  |  |
| Net Expenditures ex COVID     | \$789.8   | \$789.8            | \$789.8   | (\$0.0)    | 0.0%    | (\$0.0)   | 0.0%   | \$942.7            | \$1,001.6 |  |  |  |
| Approved Positions            | 16,167    | 16,167             | 16,313    | 146        | 0.9%    | 146       | 0.9%   | 16,315.0           | 16,576.0  |  |  |  |
| 10 Year Capital Budget & Plan |           |                    |           |            |         |           |        |                    |           |  |  |  |
| \$ Millions                   |           |                    | 2021      | 2022-2     | 2030    | Total     |        |                    |           |  |  |  |

| \$ Millions        | 2021      | 2022-2030  | Total      |
|--------------------|-----------|------------|------------|
| Gross Expenditures | \$1,314.6 | \$10,592.3 | \$11,906.9 |
| Debt Recoverable   | \$678.1   | \$6,006.0  | \$6,684.1  |
| Debt               | \$134.6   | \$410.0    | \$544.6    |

Note: Includes 2020 carry forward funding to 2021

# **2021 Budget Highlights**



• Demand Responsive Service Preserves priority service; 101% bus service; More buses on key routes

\$13M net savings in base, reinvested in new & enhanced priorities.



- Keeps the TTC affordable No fare increase
- \$



• Includes 2021 COVID-19 impact of \$796.4M Partially offset by Federal/Provincial Safe Restart Agreement



• Adds \$1.1 Billion in unfunded capital works 95% for critical state of good repair work

Maintains City's operating funding at 2020 level

• Enables purchase of: 300 buses, 181 Wheel-Trans buses, 13 streetcars

# 2021 Operating Budget Submission



# **2021 Operating Budget**

## 2021 Gross Operating Expenditures



## **Key Points**

## Enhances Safety and Reliability

Bus & LRV maintenance investments

## Strengthens Fiscal Sustainability

- Reverses 2020 reserve draws.
- \$69.5M in efficiencies and balancing actions, with no impact to service.
- No change to City Funding
- Includes \$55M COVID incremental costs
- Protects Bus Service:
  - 101% of pre-pandemic service

# **Weekly Service Hours by Mode**



#### Demand Responsive Service Plan

- Bus returning to pre-COVID service levels
  - Optimization to address greatest needs.
- Streetcar and Subway to remain at current levels until Fall 2021.
  - Agility to restore service if required.



# Where the Money Goes and How the Budget is Funded

## Where the Money Goes

## Where the Money Comes From

In \$ Millions



In \$ Millions

# **COVID-19 2021 Financial Impact - Operating**



# **New / Enhanced**

\$13M



NEW INVESTMENTS TO ADDRESS KEY PRIORITIES

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# COVID-19 Impact on 2022 and 2023

| Combined 2022 & 2023 Outlook            |       |       |  |  |  |  |  |  |  |  |
|---|-------|-------|--|--|--|--|--|--|--|--|
| (\$Millions)                            | 2022  | 2023  |  |  |  |  |  |  |  |  |
| Operating Funding Pressure              | 152.9 | 58.9  |  |  |  |  |  |  |  |  |
| COVID-19 Financial Impact               | 386.7 | 136.3 |  |  |  |  |  |  |  |  |
| Total Combined 2022 & 2023 Outlook      | 539.6 | 195.2 |  |  |  |  |  |  |  |  |
| COVID-19 Financial Impact               |       |       |  |  |  |  |  |  |  |  |
| (\$Millions)                            | 2022  | 2023  |  |  |  |  |  |  |  |  |
| COVID-19 Pressure                       |       |       |  |  |  |  |  |  |  |  |
| Passenger Revenues (Net of PRESTO Fees) | 340.9 | 131.1 |  |  |  |  |  |  |  |  |
| Ancillary Revenues                      | 9.2   | 3.4   |  |  |  |  |  |  |  |  |
| Incremental Expenses                    | 36.6  | 1.8   |  |  |  |  |  |  |  |  |
| Total COVID-19 Financial Impact         | 386.7 | 136.3 |  |  |  |  |  |  |  |  |

### Notes:

- COVID Figures represent total absolute value for given year
- 2022/23 revenue projection is a directional estimate, revenue modelling continues

## **Operating Pressures**

- Eglinton & Finch West LRTs
- Demand Responsive Service
  - Restoration of Subway, Streetcar, WT to 2020 Levels.
- Economic & Inflationary Pressures

## **COVID-19 Impacts**

- Continued impact through 2023.
- Financial Impact of COVID-19 will not be eliminated until ridership fully recovers.

# **Ridership and Revenue Forecast: 2022 and 2023**



- Anticipating widespread vaccination by end of 2021
  - Passengers begin to return to pre-pandemic routines in 2022.
- Expecting downtown offices to continue flexible work arrangements in 2021 and beyond.
  - Lower than normal employment related ridership.
- Expected changes to commuting, teleworking and discretionary system usage.
  - Continued 2022 ridership impact.
- Recovery dependent on pace of economic recovery and the continuation of telework.
  - Lingering ridership of pandemic expected to continue into 2023.

\* 2022/23 revenue projection is a directional estimate, revenue modelling continues

# 2021 – 2030 Capital Budget & Plan Submission



# **\$19.4 B Capital Asset Inventory to Deliver Services**



# **Capital Investment Plan: Benefits**



The Capital Investment Plan provides:

- Awareness, education and better understanding of required capital needs
- A clear view of required capital investments over the next 15 years
- Increased focus on (base) state of good repair and projects that improve capacity; support growth
- A distinction between what capital requirements are funded vs. unfunded
- The value of investing and the risks of failing to invest
- A multi-year planning tool; forms basis for 2021

# **Capital Investment Plan: 2020 Results**

- New Toronto-Ontario Transit Partnership (October 2019) recognizes need for critical unfunded subway SOGR needs.
- Bloor-Yonge Capacity Improvements Project deemed priority project with tri-party funding commitment (1/3 each of \$1.5 billion total)
- City Council approves tax levy increase to raise \$4.7 billion in new City Building Funds dedicated to TTC's capital needs
- Obtained Board approval for a Fleet Procurement Strategy and Plan
- Began planning and early works for the Bloor-Yonge Capacity Improvements; Line 1 and 2 Capacity Enhancements and the ATC Line 2 capital projects
- Accelerated critical asbestos removal due to lower ridership to ensure ATC Line 1 installation is completed as planned.
- Accelerated critical subway track and other SOGR work due to lower ridership.

## **2021 Capital Process: 3 Step Approach**



## **2021-2035 Capital Investment Plan: Overview**



# **Change in Capital Investment Plan**



## 2021-2030 Capital Budget & Plan: Key Highlights

- Increases steady state funding for essential safety and SOGR capital works
  - Continues to leverage lower ridership levels
- Ensures funding to meet legislative requirements and timelines
- Aligns with Fleet Procurement Plan
- Continues business modernization:
  - SAP; Maximo; Vision, Wheel Trans and Stations Transformation
- Maintains funding to complete ATC Line 1 and adds 10th year funding for ATC Line 2
- Reflects revised timing and requirements for Line 1 & 2 Capacity Enhancements and Bloor-Yonge Capacity Improvements projects
- Adds funding for COVID-related capital works

## 2021-2030 Capital Program Breakdown

## 2021-2030 Capital Budget & Plan

## Where the Money Goes





Provincial,

# **\$11.9 Billion 10-Year Gross Capital Program**



Buildings & Structures \$2,517.66 M 21%

Fire Ventilation Upgrade Easier Access Phase III Toronto Rocket/T1 Rail Yard Accommodation McNicoll Bus Garage



\$4,003.86 M 34%

Bloor-Yonge Capacity Improvements Line 1 & 2 Capacity Enhancements



Signal systems

\$1,012.73 M 9%

Signal Systems Line 1 and 2 Automatic Train Control Re-signalling



Vehicles

\$2,206.18 M 18%

T1 25-Year Overhaul Bus Overhaul Streetcar Overhaul Purchase of additional vehicles



Track work

\$725.04 M 6%

Subway Track Surface Track Subway Rail Grinding



#### **Information Technology**

\$381.52 M 3%

SAP ERP Implementation VISION – Computer Aided Dispatch / Auto. Vehicle Location System MAXIMO – Asset management system



**Electrical systems** 

\$573.77 M 5 %

Traction Power Power Distribution / Electric Systems Communications



**Equipment & Other** 

\$486.11 M 4%

Shop & Maintenance Equipment Revenue & Fare Handling Equipment Fare System

# How the 10-Year Capital Program is Funded

| City of 1                 | <b>Foronto</b> | Provincial     | Funding    | Federal Funding    |              |  |  |
|---------------------------|----------------|----------------|------------|--------------------|--------------|--|--|
| \$7,96 <sup>,</sup><br>67 |                | \$1,458<br>12% |            | \$2,486.4 M<br>21% |              |  |  |
| City Building<br>Fund     | \$ 6,684.1 M   | PGT            | \$ 934.0 M | FGT                | \$ 1,969.3 M |  |  |
| Debt                      | \$ 544.6 M     | PTIF 2         | \$ 500.0 M | PTIF 1             | \$ 14.0 M    |  |  |
| Development<br>Charges    | \$ 564.8 M     | 204 LRV        | \$ 24.3 M  | PTIF 2             | \$ 500.0 M   |  |  |
| Other                     | \$ 168.2 M     | Other          | \$ 0.5 M   | Other              | \$ 3.1 M     |  |  |

## **2021-2035 Capital Investment Plan: Funded vs Unfunded**



# **Capital Needs Constraints**

| Drainat Description                   |       |       |       |       |       | Cash Flow (I | n \$ Millions) |               |              |               |
|---------------------------------------|-------|-------|-------|-------|-------|--------------|----------------|---------------|--------------|---------------|
| Project Description                   | 2021  | 2022  | 2023  | 2024  | 2025  | 5 Year Total | 2026 to 2030   | 10 year Total | 2031 to 2035 | 15 Year Total |
| HEALTH & SAFETY/LEGISLATIVE           | 0.9   | 18.7  | 23.4  | 14.1  | 11.4  | 68.5         | 32.6           | 101.1         | 29.5         | 130.6         |
| FLEET PURCHASE PROGRAMS               | 99.3  | 212.7 | 191.7 | 172.0 | 313.8 | 989.5        | 2,486.4        | 3,475.9       | 17.0         | 3,492.9       |
| PURCHASE OF BUSES                     |       |       | 4.9   | 12.1  | 231.9 | 248.9        | 1,270.5        | 1,519.4       |              | 1,519.4       |
| PURCHASE OF SUBWAY CARS               |       | 168.3 | 83.4  | 48.6  | 80.1  | 380.4        | 1,215.9        | 1,596.2       | 17.0         | 1,613.3       |
| PURCHASE OF STREETCARS                | 99.3  | 44.5  | 103.4 | 111.3 | 1.8   | 360.2        |                | 360.2         |              | 360.2         |
| OVERHAUL PROGRAMS                     |       |       | 36.5  | 104.3 | 133.7 | 274.5        | 829.4          | 1,103.9       | 764.0        | 1,868.0       |
| BUS OVERHAUL                          |       |       |       | 59.7  | 69.3  | 129.0        | 332.4          | 461.4         | 307.0        | 768.4         |
| STREETCAR OVERHAUL                    |       |       |       | 20.2  | 20.3  | 40.5         | 54.9           | 95.5          | 357.0        | 452.5         |
| SUBWAY OVERHAUL                       |       |       | 36.5  | 24.4  | 44.1  | 105.0        | 442.1          | 547.1         | 100.0        | 647.1         |
| SERVICE PLANNING                      | 7.8   | 23.1  | 37.9  | 54.1  | 35.7  | 158.8        | 213.0          | 371.8         | 14.0         | 385.8         |
| KEY BUILDINGS AND STRUCTURES          |       | 1.5   | 11.3  | 37.3  | 31.3  | 81.4         | 1,490.2        | 1,571.6       | 2,079.4      | 3,651.0       |
| Hillcrest Track Replacement Expansion |       | 1.5   | 11.3  | 37.3  | 31.3  | 81.4         |                | 81.4          |              | 81.4          |
| Line 1 Capacity Enhancement           |       |       |       |       |       |              | 1,490.2        | 1,490.2       | 2,079.4      | 3,569.6       |
| STATE OF GOOD REPAIR                  | 20.8  | 57.6  | 181.7 | 340.3 | 325.8 | 926.3        | 1,512.1        | 2,438.4       | 7,744.6      | 10,183.0      |
| SERVICE IMPROVEMENTS                  | 0.4   | 2.6   | 14.6  | 17.1  | 8.5   | 43.2         | 257.5          | 300.7         | 4,325.6      | 4,626.2       |
| GROWTH                                | 0.2   | 104.9 | 39.3  | 90.8  | 25.5  | 260.7        | 725.4          | 986.1         | 543.1        | 1,529.2       |
| Total Unmet Needs (Not Included)      | 129.5 | 421.2 | 536.4 | 830.1 | 885.7 | 2,802.9      | 7,546.6        | 10,349.5      | 15,517.2     | 25,866.7      |

Note: Excludes \$2.627B in preliminary unassigned Post 2030 Funding

## **State of Good Repair (SOGR) Funding and Backlog**



| \$ Million   | 2021       | 2022       | 2023       | 2024       | 2025       | 2026       | 2027       | 2028       | 2029       | 2030       |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| SOGR Funding   | 802.478    | 1,147.520  | 945.355    | 747.055    | 699.106    | 607.405    | 530.634    | 528.496    | 515.737    | 356.882    |
| Accumulated SOGR Backlog<br>(Excl. Vehicle OH & Procurement) | 21.112     | 84.410     | 272.232    | 617.472    | 947.598    | 1,244.583  | 1,541.748  | 1,867.567  | 2,133.009  | 2,459.693  |
| Accumulated SOGR Backlog Est.                                | 21.112     | 216.807    | 508.675    | 1,018.924  | 1,779.745  | 2,672.810  | 3,551.674  | 4,500.488  | 5,375.455  | 6,349.679  |
| Backlog as % of Asset Value                                  | 0.1%       | 1.1%       | 2.6%       | 5.2%       | 9.2%       | 13.8%      | 18.3%      | 23.2%      | 27.7%      | 32.7%      |
| Total Asset Value  | 19,435.000 | 19,435.000 | 19,435.000 | 19,435.000 | 19,435.000 | 19,435.000 | 19,435.000 | 19,435.000 | 19,435.000 | 19,435.000 |

# Thank You







# **COVID-19 Financial Impact – Operating**

|  |             |                  | (\$00     | 00s)        |            |           |
|--|-------------|------------------|-----------|-------------|------------|-----------|
| COVID-19 Impacts                                     |             | 2020             |           |             | 2021       |           |
|  | Revenues    | Gross            | Net       | Revenues    | Gross      | Net       |
| Revenue Loss   |             |                  |           |             |            |           |
| Passenger Revenue Loss                               | (723,428.2) | (31,741.0)       | 691,687.2 | (757,400.0) | (32,400.0) | 725,000.0 |
| Monthly Pass Credits                                 | (12,635.4)  |                  | 12,635.4  |             |            |           |
| Commuter Parking                                     | (7,753.3)   |                  | 7,753.3   | (8,662.0)   |            | 8,662.0   |
| Advertising  | (6,800.0)   |                  | 6,800.0   | (3,600.0)   |            | 3,600.0   |
| Retail Leases  | (2,467.7)   |                  | 2,467.7   | (2,003.0)   |            | 2,003.0   |
| Other Income   | (7,105.6)   |                  | 7,105.6   | (1,620.1)   |            | 1,620.1   |
| Sub-Total  | (760,190.1) | (31,741.0)       | 728,449.1 | (773,285.1) | (32,400.0) | 740,885.1 |
| Expenditure Increase                                 |             |                  |           |             |            |           |
| Safety & Other Required Measures                     |             |                  |           |             |            |           |
| Vehicle disinfecting                                 |             | 9 <i>,</i> 450.0 | 9,450.0   |             | 25,776.0   | 25,776.0  |
| Personal Protective Equipment                        |             | 7,242.9          | 7,242.9   |             | 5,870.0    | 5,870.0   |
| Protective Operator Barriers                         |             | 700.0            | 700.0     |             |            |           |
| HVAC Filters   |             | 300.0            | 300.0     |             | 1,365.0    | 1,365.0   |
| Facility Disinfecting, Decals and Other              |             | 3,269.4          | 3,269.4   |             | 5,767.0    | 5,767.0   |
| Hand Sanitizer for Customers                         |             | 1,413.8          | 1,413.8   |             | 2,367.0    | 2,367.0   |
| COVID-19 Screening Costs                             |             | 1,500.0          | 1,500.0   |             | 5,500.0    | 5,500.0   |
| Managing Resourcing                                  |             |                  |           |             |            |           |
| Overtime & Reg Labour (Critical response activities) |             | 4,235.7          | 4,235.7   |             | 1,414.8    | 1,414.8   |
| Operator Absence Coverage (mid-to-late March)        |             | 1,240.8          | 1,240.8   |             |            |           |
| Recertification Training Delayed due to COVID        |             |                  |           |             | 1,299.0    | 1,299.0   |
| SBA & Absence Impact                                 |             |                  |           |             | 6,156.0    | 6,156.0   |
| COVID-19 Ambassadors                                 |             | 1,642.2          | 1,642.2   |             |            |           |
| IT & Business Continuity                             |             | 507.0            | 507.0     |             |            |           |
| Sub-Total  |             | 31,501.8         | 31,501.8  |             | 55,514.8   | 55,514.8  |
| Total COVID-19 Impact before Cost Containment        | (760,190.1) | (239.2)          | 759,950.9 | (773,285.1) | 23,114.8   | 796,399.9 |

# **2021 Operating Budget**

| (In \$000s)               | 2019 Actual | 2020 Budget | 2020<br>Projection | 2021 Base<br>Budget | 2021 New /<br>Enhanced<br>Requests | 2021<br>Budget<br>Request | Change v. 2020<br>Projection |        | Change v. 2020<br>Budget |         |
|---------------------------|-------------|-------------|--------------------|---------------------|------------------------------------|---------------------------|------------------------------|--------|--------------------------|---------|
| By Service                | \$          | \$          | \$                 | \$                  | \$                                 | \$                        | \$                           | %      | \$                       | %       |
| Revenues                  |             |             |                    |                     |                                    |                           |                              |        |                          |         |
| TTC Conventional          | 1,283,189.1 | 1,344,589.0 | 574,811.8          | 562,500.1           |                                    | 562,500.1                 | (12,311.7)                   | (2.1%) | (782,088.9)              | (58.2%) |
| Wheel-Trans               | 8,977.5     | 9,236.5     | 4,145.0            | 4,275.7             |                                    | 4,275.7                   | 130.7                        | 3.2%   | (4,960.8)                | (53.7%) |
| Total Revenues            | 1,292,166.6 | 1,353,825.5 | 578,956.8          | 566,775.8           |                                    | 566,775.8                 | (12,181.0)                   | (2.1%) | (787,049.7)              | (58.1%) |
| Expenditures              |             |             |                    |                     |                                    |                           |                              |        |                          |         |
| TTC Conventional          | 1,904,409.3 | 1,987,170.8 | 1,867,774.4        | 2,023,100.4         | 11,337.7                           | 2,034,438.1               | 166,663.7                    | 8.9%   | 47,267.3                 | 2.4%    |
| Wheel-Trans               | 151,456.7   | 156,482.9   | 110,179.0          | 116,903.5           | 1,662.3                            | 118,565.8                 | 8,386.8                      | 7.6%   | (37,917.1)               | (24.2%) |
| Total Gross Expenditures  | 2,055,866.0 | 2,143,653.7 | 1,977,953.4        | 2,140,003.9         | 13,000.0                           | 2,153,003.9               | 175,050.5                    | 8.9%   | 9,350.2                  | 0.4%    |
| Net Expenditures          | 763,699.4   | 789,828.2   | 1,398,996.6        | 1,573,228.1         | 13,000.0                           | 1,586,228.1               | 187,231.5                    | 13.4%  | 796,399.9                | 100.8%  |
| COVID-19 Impact           |             |             | 759,950.9          | 796,399.9           |                                    | 796,399.9                 | 36,449.0                     | 4.8%   | 796,399.9                | N/A     |
| Net Expenditures ex COVID | 763,699.4   | 789,828.2   | 639,045.7          | 776,828.2           | 13,000.0                           | 789,828.2                 | 150,782.5                    | 23.6%  | 0.0                      | 0.0%    |

\* 2020 Projection based on 9 Month Variance

## **2021 – 2030 Capital Budget & Plan by Project Category**



Legislated

Service Improvements

Growth Related

|                      | 2021 - 2030 Staff Recommended Capital Budget and Plan by Category |         |         |         |         |         |       |       |       |       |          |
|----------------------|---|---------|---------|---------|---------|---------|-------|-------|-------|-------|----------|
| \$ Millions          | 2021  | 2022    | 2023    | 2024    | 2025    | 2026    | 2027  | 2028  | 2029  | 2030  | Total    |
| Health & Safety      | 1.4   | 1.0     | 1.0     | 1.0     | 1.0     | 1.0     | 1.0   | 1.0   | 1.0   | 1.0   | 10.4     |
| Legislated           | 115.4   | 146.6   | 165.7   | 157.7   | 153.0   | 118.9   | 13.5  | 12.1  | 11.3  | 10.7  | 904.8    |
| SOGR                 | 802.5   | 1,147.5 | 945.4   | 747.1   | 699.1   | 607.4   | 530.6 | 528.5 | 515.7 | 356.9 | 6,880.7  |
| Service Improvements | 118.0   | 147.5   | 309.0   | 337.8   | 361.7   | 396.9   | 396.4 | 416.6 | 424.5 | 385.6 | 3,294.1  |
| Growth Related       | 277.4   | 217.9   | 123.1   | 55.6    | 39.9    | 54.5    | 47.2  | 1.3   |       |       | 816.9    |
| Total                | 1,314.6   | 1,660.5 | 1,544.2 | 1,299.1 | 1,254.8 | 1,178.7 | 988.7 | 959.5 | 952.6 | 754.2 | 11,906.9 |

# **Capacity to Spend**





Health & Safety / Legislated State of Good Repair Service Improvement / Growth