

TORONTO 2015

Pan Am Games

Parapan Am Games

July 10-26

August 7-15

PAN AM / PARAPAN AM GAMES





Showcase a world class transit system to the international community



OUR OBJECTIVES



1. Seamlessly move spectators and volunteers to and from venues in Toronto
2. Maintain normal service levels to the public during the Games
3. Minimize disruption to service and maintaining a safe transit system
4. Ensure incident response times are minimized



HOW DID WE SUCCEED?



- 5 years of planning
- Extra Service
- Improved Customer Service
- Proactive Maintenance
- Improved Incident Response
- Communication and Coordination
- Making Transit part of the Games experience



EXTRA SERVICE



- Highest-ever level of transit service
- Total weekly service across the entire TTC network was increased by 12 per cent
- Saturday service on Sundays, 6am start, more than a 20% increase of service on Sundays
- 12 bus and streetcar routes
- Added up to eight subway trains during the games
- Added between 80 and 130 additional buses to service throughout the week
- Added as many as 15 additional streetcars to service throughout the week
- Accessible service to all venues and participation in Call One Centre



GAMES AMBASSADOR PROGRAM

- Over 1800 staff in Games Ambassador Program

1600+ Ambassadors, 180 Leads, 7334 shifts

- All employees were trained
- Improved visibility at transit hubs to provide customer service



- Partnered with Metrolinx for a consistent look and information
- Additional Games way-finding signs installed at all transit hubs



PROACTIVE MAINTENANCE

- Proactive maintenance work for improved vehicle availability
- Accelerated maintenance of elevators and escalators to ensure 100% availability during the Games
- Focus on transit hubs including 23 subway stations to improve the overall look
- Special cleanings completed at all transit hubs



IMPROVED INCIDENT RESPONSE



- Structure maintenance response teams
- Increased number of bus and streetcar supervisors
- Transit Enforcement enhanced mobile rapid response teams



COMMUNICATION AND COORDINATION



- 3 Preparedness exercises conducted to improve coordination, communication, and understanding
- Participation in MTO led UTCC (Unified Transportation Coordination Centre)

- Deployed C3 (communication and coordination centre)
- Conducted operational briefings, liaised with internal and external stakeholders
- Additional radios and tablets deployed



TTC WAS PART OF THE EVENT



- Pan Am edition of Ride Guide Lite
- Entertainers at key stations engaging customers
- Morphs providing entertainment and directions to customers



LEGACY / LONG TERM BENEFITS

- One Vision, One Mission, One Team
- Employee Engagement
- New Relationships: internal and external
- Operational Command Centre
- Interdepartmental coordination
- Staff understanding of front line challenges
- TTC's reputation

Ride Guide Lite

¡VIVA PAN AM
¡VIVA PARAPAN AM
TORONTO!



TORONTO TRANSIT COMMISSION



PAN AM / PARAPAN AM GAMES!





THANK YOU!

