



ACTION REQUIRED

Date: December 11, 2017

To: TTC Board

From: TTC Human Resources & Labour Relations Committee

Subject: 2016 Diversity and Human Rights Achievements - Update

The subject report, reviewed at the TTC Human Resources & Labour Relations Committee on November 13, 2017, is forwarded to the TTC Board for review and consideration, and forwarding to City Council, through the Executive Committee, for information purposes.

Original signed by

Chief Financial &
Administration Officer



STAFF REPORT ACTION REQUIRED

2016 Diversity and Human Rights Achievements - Update

Date:	November 13, 2017
To:	Human Resources and Labour Relations Committee
From:	Chief Executive Officer

Summary

The TTC's Diversity and Human Rights Department administers TTC's policies, programs and initiatives relating to diversity, inclusion, human rights, and accommodation. This includes providing expert advice and complaint investigation and resolution services to address human rights related matters, such as accommodation, discrimination, and harassment in the workplace and in the provision of TTC's services.

Many of the TTC's 2016 diversity and human rights achievements have been described in detail in its 2015 Annual Report on Diversity and Human Rights Achievements. This report will provide an update on the TTC's diversity and human rights initiatives where further progress was achieved in 2016, including its progress in addressing workplace discrimination and harassment complaints submitted to the Diversity and Human Rights Department.

Looking ahead, the TTC is in the process of developing a new diversity, inclusion and human rights strategic plan to identify key strategies and programs to build upon the accomplishments derived from its 2-Year Diversity and Inclusion Plan launched in 2015, and to foster new diversity, inclusion and human rights initiatives for the next 5 years (DHR 5-Year Plan). It is expected that this plan will be finalized in 2018.

Recommendations

It is recommended that the Human Resources and Labour Relations Committee:

1. Authorize forwarding this report to the Board, for the report in turn to be provided to City Council, through the Executive Committee, for information purposes.

Financial Summary

There is no financial impact resulting from the recommendations in this report beyond what has been approved in the current year's Operating Budget.

Accessibility/Equity Matters

The objective of the Diversity and Human Rights Department is to advance diversity and human rights by ensuring the TTC is providing inclusive and accessible employment and transit services. This report provides an update on the TTC's progress in 2016 in achieving its diversity and inclusion initiatives under its 2-Year Diversity and Inclusion Plan, including its delivery of policies, programs and services that meet the needs of the TTC's diverse employees and customers.

Decision History

In December 2008, City Council adopted the Attorney General's report and recommendations in Item AU9.4 "Audit of City Performance in Achieving Access, Equity and Human Rights Goals"

<http://www1.toronto.ca/City%20of%20Toronto/Facilities%20Management/Shared%20Content/Union%20Station/PDFs/2008-12-01-cc27-dd.pdf>

requiring the TTC to provide:

#3 ...an annual human rights report to Council detailing the numbers and types of human rights complaints received by the Human Rights Tribunal of Ontario involving the TTC, and their complaint resolutions and associated costs.

#27. The City Manager establish a formal process whereby access, equity and human rights initiatives and accomplishments by the City's major agencies, boards, commissions and corporations is systematically tracked and reported to City Council on a periodic basis; and

#28. City Council request the City major agencies, boards, commissions and corporations complete an access, equity and human rights plan consistent with divisional action plans by 2010. The City Manager should facilitate the planning process and report to City Council on implementation status.

Issue Background

Diversity and human rights are not only fundamental values of Canadian society, but are business imperatives for the TTC. The TTC is dedicated to ensuring that the full range of unique characteristics and differences of the TTC's employees and customers are valued and supported, and that full participation in employment and services is facilitated for all. The TTC is also committed to providing its employees and customers work and service environments that are free from harassment or discrimination.

The TTC developed a 2-Year Diversity and Inclusion Plan that established 2015 and 2016 initiatives to advance diversity and inclusion. These initiatives and achievements are described in detail in the TTC's 2014 and 2015 Annual Report on Diversity and Human Rights Achievements. As a result of these initiatives and achievements, the TTC was awarded "Best Diversity Program" 2016 by Canadian HR Reporter and Thomson Reuters Canada.

Comments

A. Employment

i. Workforce demographic and inclusion data

A key aspect of the TTC's commitment to supporting diversity is the need for the TTC to attract and retain a qualified and talented workforce that reflects the diversity of its customers and the City of Toronto. To measure the extent to which the TTC is meeting this goal, the TTC collects workforce diversity demographic data, which it benchmarks against Toronto's Census Metropolitan Area (CMA) and transportation industry data.

The TTC's 2016 diversity demographic data is attached in Appendix A. This data demonstrates that TTC has made some strides towards building a diverse workforce, including half of TTC Executive being women, however opportunities still remain to make our workforce more diverse and representative of our customers and the City of Toronto. Through the DHR 5-Year Plan, the TTC will continue its concentrated efforts to improve these demographic representation levels over time.

The TTC also measures the degree to which employees feel engaged and satisfied with the TTC as an employer through its biennial Employee Engagement Survey, which was administered at the end of 2016. For the first time, the TTC introduced voluntary self-identification questions into the survey to assess whether levels of engagement, satisfaction and inclusion differed by demographic group. Going forward, this will help the TTC to better understand the extent to which *all* employees feel engaged, valued and included in the workplace, and whether any barriers exist for any groups. The TTC will use this information to make evidence-based planning decisions in the next DHR 5-Year Plan.

ii. Human Rights Consultations and Complaint Handling involving TTC Employees

The Diversity and Human Rights Department provides TTC employees with advice and complaint-resolution services to address matters related to workplace accommodation, accessibility, discrimination and harassment. These complaint resolution services are focused on promoting positive and respectful workplaces.

Here is an overview of the total workplace discrimination and harassment complaints and consultations the Diversity and Human Rights Department received from TTC employees in 2014-2016:

	2014	2015	2016
Internal Complaints*	245	259	203
Internal Consultations*	285	305	372
Internal HRTO*	12	8	10
TOTAL	542	572	585

*Internal refers to employee complaints filed against another employee or customer.

In 2016, the Diversity and Human Rights Department effectively addressed a total of 585 workplace discrimination and harassment related complaints and consultations raised by TTC employees. The TTC saw a 17% decline in complaints since 2014 and a 23% increase in consultations by managers and employees for information, advice and/or early dispute resolution since 2014. This is a positive trend, and one that is being encouraged. Managers and employees are proactively seeking information from the Diversity and Human Rights Department about the TTC's human rights policies in an effort to address issues early, and not have them escalate into complaints of workplace harassment or discrimination.

Of the 203 complaints received by the Diversity and Human Rights Department, 97 were resolved (either settled by mediation or substantiated through investigation and addressed with corrective action), 83 were dismissed (found to be unsubstantiated), 19 were withdrawn, and four pending resolution as at December 31, 2016. To see a full breakdown of these complaints categorized by protected ground under the Ontario Human Rights Code, please see Appendix B, Table 1.

The TTC also received 10 HRTO applications from employees in 2016. Of the 10 HRTO applications, two were dismissed, two were resolved, two were withdrawn, and four are pending a hearing. Disability (accommodation) continues to be the most frequently cited protected ground of complaint by employees at the HRTO. To see the full breakdown of these applications received in 2016 by protected ground, please see Appendix B, Table 2

In 2016, the TTC launched workplace harassment refresher training, with a particular focus on preventing workplace sexual harassment. In compliance with the Government of Ontario's Bill 132, an Act amending the workplace harassment provisions under OHSA, the TTC amended its Respect and Dignity Policy and provided information to all employees on where complaints of harassment can be reported confidentially, and how the TTC will investigate and address such complaints.

Furthermore, the TTC's DHR 5-Year Plan will include initiatives to continue to promote accessible and inclusive workplaces, and help to address discrimination and remove barriers that are hindering the full participation of employees in the workplace. More information about the next DHR 5-Year Plan is found under Section D of this report.

iii. Recruitment Strategies

The TTC utilizes a number of broad and varied strategies to attract and recruit a diverse workforce. These strategies have been described in detail in the 2014 and 2015 Diversity and Human Rights Department Annual Reports. In 2016, the TTC enhanced its existing strategies to attract and recruit a diverse workforce by taking the following steps:

1. Launched a “Diversity and Inclusion Lens and Toolkit” which provides detailed information and support to managers and employees on the recruitment, selection and advancement of diverse individuals.
2. Increased the amount of overall outreach it conducted by 30% (compared to 2015) to attract diverse job applicants.
3. Developed 10 new partnerships with external organizations, to provide information and support to diverse job seekers. Through these partnerships, TTC participated in employment events, mock interviews, resume clinics, speed mentoring, information sessions, career fairs, and placement opportunities.
4. Continued to provide job opportunities to diverse applicants, through TTC’s internship programs and placement programs. More detail can be found here:

Recruitment Activity	2015 Quantitative Data	2016 Quantitative Data
TTC Outreach Activities (career fairs, information sessions)	<p>146 partners in TTC’s outreach database</p> <p>Conducted 24 information sessions targeting diverse job applicants</p> <p>Participated in 16 career fairs targeting diverse job applicants</p>	<p>156 partners in TTC’s outreach database</p> <p>Conducted 28 information sessions targeting diverse job applicants</p> <p>Participated in 24 career fairs targeting diverse job applicants</p>

Internship & Placement Opportunities	Participated in 7 placement programs for diverse applicants, including MicroSkills Development, Career Edge, TDSB Enhanced Language Training for Employment, ACCES Employment, AYCE Employment, Centre for Education and Training, and City Adult Learning Centre	Participated in 4 placement programs for diverse applicants through programs such as MicroSkills Development, Career Edge, ACCES Employment and YWCA. ¹
	Over 30 internships and placements were provided to diverse applicants through programs such as Career Edge and the Ontario Youth Apprenticeship Program	Provided 68 internships and placements, a majority of which were through youth partnerships from high schools and colleges.
TTC Student Programs	<p>Summer Student Program: 452 students (high school and post-secondary) placed in summer jobs at TTC</p> <p>TTC Student Co-op Program: 128 students placed in co-op placements at TTC</p>	<p>Summer Student Program: 345 students (high school and post-secondary) placed in summer jobs at TTC.²</p> <p>TTC Student Co-op Program: 115 students placed in co-op placements at TTC.³</p>

iv. Other Employment Strategies, Training and Policies

The TTC employs a variety of other employment strategies to develop, support, reward and create an inclusive environment for employees. In 2016, the TTC took the following steps to enhance its existing employment strategies:

1. Launched two new formal programs to provide development opportunities to employees. Leadership Fundamentals is a new immersive program to help

¹ TDSB Enhanced Language Training for Employment, AYCE Employment, Centre for Education and Training, and City Adult Learning Centre no longer receive funding to support job placements. However, this decrease in placement programs has not negatively impacted the number of placements and internships TTC has provided to diverse applicants, as the number of TTC placement/internships more than doubled in 2016. Having said that, TTC will look for new opportunities to participate in placement programs with other external partners.

² The decrease in summer students from 2015 to 2016 is largely due to higher workforce demand in 2015, due to TTC hosting the PanAm games.

³ This small variance from 2015-2016 can be attributed to an increase in the length of placements (many were 8-month, instead of the historical 4-month placements).

- supervisors and managers learn and practice fundamental leadership skills and competencies. The TTC's e-DEV Certificate program provides all employees with the opportunity to increase their knowledge and skills and earn three different eDEV certificates in different areas, including Customer Service; Finance and Accounting; Human Resources; and Marketing and Project Management. These programs were developed through a diversity and inclusion lens to ensure diverse employees have equal access to these development opportunities.
2. Worked towards building diversity and inclusion commitments and accountability into future performance appraisals for employees and managers.
 3. Through the TTC's employee Recreation Council, networked and hosted informal events at various work locations celebrating a variety of diverse cultural days of significance.
 4. Worked towards developing a framework to help establish Employee Resource Groups (ERGs) in the workplace to help support employees from shared backgrounds who are interested in networking and working together to make the TTC more diverse and inclusive.
 5. Worked towards developing a framework to convene an internal committee, to identify and reduce barriers for employees in TTC's workplaces and facilities.
 6. Updated its Respect and Dignity Policy to comply with Bill 132 amendments to the workplace harassment provisions under OHSA. The TTC also applied a diversity and inclusion lens when updating its corporate human resources policies.
 7. Launched the following resource tools: A Writing and Style Guide; a Diversity & Inclusion Lens and Toolkit to assist all employees in identifying and addressing unintended barriers to diversity and inclusion in the workplace and in the provision of services; an Inclusive Language Guide; and updated Supervisory Guidelines on Workplace Harassment and Discrimination to assist managers and supervisors in their investigations into complaints of harassment or discrimination.
 8. Continued to roll-out customized diversity and inclusion training for unionized employees.
 9. Started training on its Diversity & Inclusion Lens and Toolkit.
 10. Provided Bill 132 training to all employees on the new workplace harassment provisions under OHSA, and the corresponding revisions to the TTC's Respect and Dignity Policy. All TTC employee onboarding/orientation, and recertification programs were updated to incorporate the revised policy changes.

B. Customer Service

i. Human Rights Consultations and Complaint Handling involving Customers

The Diversity and Human Rights Department receives and assists management in addressing complaints filed by customers against TTC employees that relate to human rights issues including, but not limited to, accommodation, accessibility, discrimination or harassment. Customers may report these types of complaints relating to the delivery of TTC's services directly to the TTC Customer Service Centre.

Here is an overview of the total workplace discrimination and harassment complaints and consultations relating to customers that the Diversity and Human Rights Department received from 2014-2016:

	2014	2015	2016
External Complaints*	990	1010	1008
External Consultations*	3	9	1
External HRTO*	8	10	6
TOTAL	1001	1029	1015

*External refers to customer complaints filed against TTC.

In 2016, the Diversity and Human Rights Department addressed a total of 1,015 complaints and consultations from customers, which is a decrease of 1.4 % from 2015. Notably, even with the increase in ridership in 2016, the TTC did not experience a correlating increase in customer complaints relating to harassment and discrimination.

Of the 1,008 customer complaints received, 238 were resolved (substantiated through investigation and addressed with corrective action), 738 were dismissed (found to be unsubstantiated), 24 withdrawn and eight pending resolution as at December 31, 2016. To see a full breakdown of these complaints categorized by protected grounds under the Code, please see Appendix C, Table 1.

While we saw a 3.6 % reduction in complaints under this protected Code ground, disability (563) continues to be the most frequently cited protected ground of complaint raised by TTC customers. These complaints raise concerns with accessibility and accommodation, including but not limited to, station elevators not working; automated stop announcements not working; and a failure to lower a bus ramp. Such complaints were investigated and addressed, many through prompt repair and maintenance of the mechanical defect on the TTC vehicle.

The TTC received six HRTO applications from customers in 2016. Race was the most frequently cited Code ground of complaint by customers at the HRTO. To see more information about the breakdown of these applications by protected grounds, please see Appendix C, Table 2. Of the six HRTO applications, one was dismissed, two were withdrawn and three are pending a hearing.

In 2016, the TTC continued to make its transit services more accessible, safe and courteous for all its customers. More information on the TTC's Multi-Year Accessibility Plan can be found in section ii. below. The TTC also continued to provide diversity and inclusion training, and refresher training on workplace harassment to all employees, including the TTC's frontline employees, reminding them of the importance of respect and dignity in the provision of their services to all customers. With these additional training efforts, the TTC hopes to see a further reduction in its customer complaints in 2017.

ii. Accessible and Inclusive Services for Customers

The TTC has a strong organizational commitment to making its services inclusive and accessible for all. The TTC is committed to providing accessible, safe and courteous transit services throughout the city of Toronto in a manner that respects the dignity and independence of all customers, and promotes the principles of integration and inclusive design. For further details on the TTC's achievements and plans to achieve a barrier-free TTC by 2025, please refer to the 2014-2018 TTC Multi-Year Accessibility Plan, and the TTC's 2017 Accessibility Plan Status Report.

http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2014/April_30/Reports/2014_2018_TTC_MultiYear_Accessibility_Plan.pdf

http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2017/April_20/Reports/9_2017_Accessibility_Plan_Status_Report_BR%2018389.pdf

iii. Community Consultation

The TTC regularly consults and seeks input from its diverse customers the public on TTC services. In 2016, the TTC sought feedback and suggestions for improvement from customers through the TTC's Customer Liaison Panel, Town Hall meetings, monthly "Meet the Managers" events, and through the TTC's customer service offices (Customer Service Centre and Wheel-Trans Customer Service). The TTC continued to host its annual Public Forum on Accessible Transit, and as a result of customer feedback, the location was moved to the Beanfield Centre at Exhibition Place in 2016, a new venue with improved acoustics and more accessible amenities. The TTC also continued to consult with ACAT and its five subcommittees regarding accessibility improvements to vehicles, stations, facilities and services.

In addition to these consultation meetings, the TTC undertook extensive consultation throughout the city from stakeholders, customers, agencies, and the public on the TTC's Wheel-Trans 10-Year Transformation Program.

iv. Equitable Fares and Services

In 2016, the TTC continued to provide discounted fares for seniors, students and children, and offered earlier Sunday service on TTC subways (and connecting bus and streetcar routes) effective January 3, 2016. This helped to provide residents with increased mobility and flexibility to move around the city on Sundays with ease.

In addition, the TTC Board approved in December 2016, recommendation to support the City of Toronto's Fair Pass Program (developed in collaboration with the TTC), to create a low-income concession fare. The Fair Pass Program will be funded by the City of Toronto and implemented in three phases. Phase 1 is scheduled to begin in 2018 and will focus on Ontario Disability Support Program and Ontario Works clients not in receipt of transportation supports. Phase 2 is scheduled to begin in 2019 and will extend eligibility to residents receiving housing supports or child care fee subsidy whose household income fall under the Low-Income Measure +15% eligibility threshold. Phase 3 is scheduled to begin in March and will extend eligibility to all other Toronto residents living with an income below the Low Income Measure + 15% threshold. For more information, see: http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2016/December_20/Reports/10_Transit_Fare_Equity_Fair_Pass_Program.pdf

The TTC has also been working towards developing a limited-use fare media solution (paper PRESTO cards), to allow social services agencies to continue distributing single fares to residents (to facilitate access to medical appointments, employment opportunities, etc.) when tokens are phased out. The TTC surveyed these agencies about existing distribution processes so that the TTC can best support their transition and remove any existing or potential barriers.

C. Public Confidence

i. Equitable Procurement

In 2016, the TTC continued to participate in "Anchor TO" and work with other public sector institutions to explore social procurement initiatives that could be applied to the TTC's procurement practices. The TTC also spoke at an event held for WBE Canada (a non-profit organization that certifies businesses as being owned or controlled by women), to educate diverse suppliers and participants on how to conduct business with the TTC.

ii. Support, Representation and Awareness-Raising

In 2016, the TTC continued to support external community events and initiatives to raise awareness and demonstrate its commitment to diversity and inclusion, including:

1. Supporting Toronto’s Pride celebrations annually, by wrapping a TTC bus in rainbow colours and having TTC employees, families and friends join the parade to support LGBTQ+ rights.
2. Participating annually in the Toronto Celebration of Cricket, celebrating Toronto’s diversity through the game of cricket. The TTC team won the CIMA Mayor’s Trophy again in 2016.
3. The TTC’s Ambassador Program provided support to customers during Toronto’s cultural diversity events, including Salsa on St. Clair, Caribbean Carnival, Taste of the Danforth, the Toronto Ukrainian Festival, the Roncesvalles Polish festival and Pride.
4. Assisted 40 charitable organizations and agencies including United Way, the annual Walmart Stuff-the-Bus Toy Drive for the Canadian Centre for Abuse Awareness, and TTC Local 113 employees’ (one of the TTC’s unions) annual charitable hockey game for MS research through Mount Sinai Hospital.
5. Articles in the weekly “Connecting Toronto” section of the 24 Hours Toronto Newspaper profiling diverse employees and including articles and features related to accessibility, diversity and inclusion.

D. Looking Ahead

The TTC is currently working on its next multi-year diversity and human rights strategic plan (DHR 5-Year Plan). Building on the foundation of knowledge and awareness around diversity and inclusion established by the prior Plan, the DHR 5-Year Plan is expected to focus on embedding diversity and inclusion deeper into every business area of the TTC, including more tailored initiatives to support the needs of all employment equity seeking groups. The DHR 5-Year Plan will continue to promote better decision making at the TTC to produce more equitable outcomes, and help to drive accountability for diversity, accessibility and human rights at the TTC. Diversity and Human Rights Department is convening a Diversity and Human Rights Steering Committee to help develop and implement this DHR 5-Year Plan. The plan will be used as a roadmap to continue building an inclusive workplace and transit system that makes Toronto proud.

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Attachments

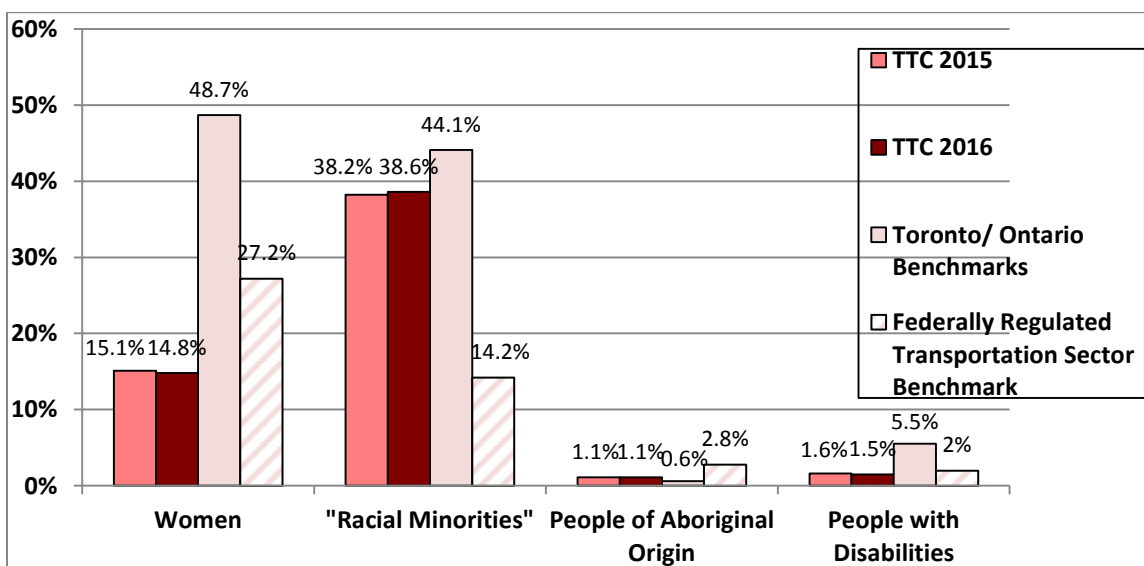
- Appendix A: Summary of TTC’s 2016 Diversity Demographic Data
- Appendix B: Overview of Internal/Employee Workplace Discrimination and

Harassment Complaint Data
Appendix C: Overview of External/Customer Workplace Discrimination and
Harassment Complaint Data

Appendix A: Summary of TTC's 2016 Diversity Demographic Data

TTC's Diversity Demographic Data for 2016

(Compared to TTC's 2015 Demographic Data, the 2011 Census of Canada data for Toronto Census Metropolitan Area and Ontario Benchmarks⁴, and the Federally Regulated Transportation Sector data collected under the Employment Equity Act Annual Report 2016⁵)

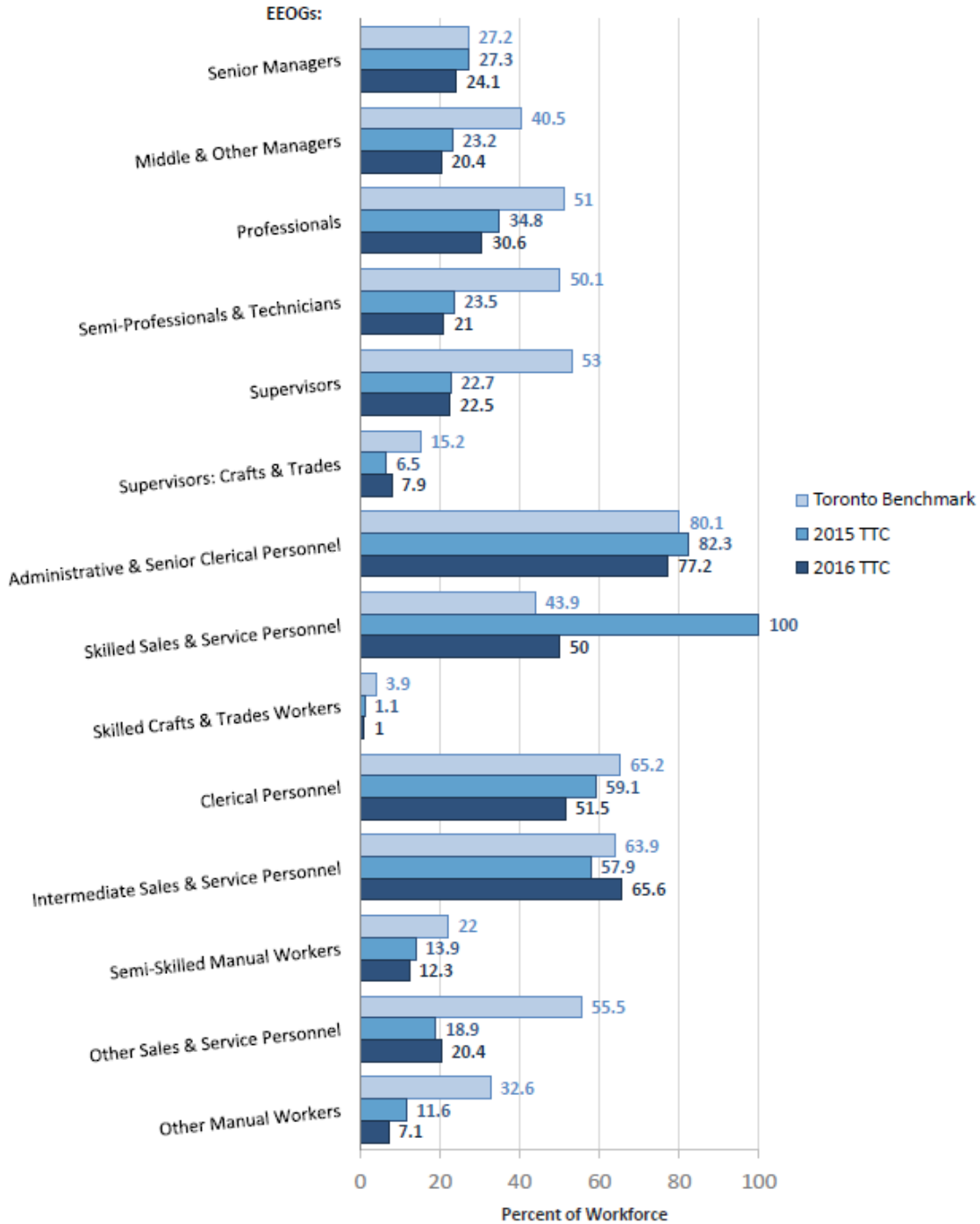


⁴ The comparator group used for women, "racial minorities" and people of aboriginal origin is the 2011 Census of Canada data for Toronto Census Metropolitan Area. The comparator group used for people with disabilities is the 2011 Census of Canada data for Ontario (due to statistical unreliability which can be associated with small numbers, Statistics Canada makes disability data available only at the provincial level).

⁵ This includes federally regulated private sector employers in air, rail, bus, and water transportation industries, including inter-provincial trucking, pipelines, investigation and security services. There are limitations associated with using this comparator data, as non-federally regulated transportation employers are excluded. Furthermore, the representation levels (%) for the designated groups across Canada may not accurately reflect representation levels in Toronto. For example, Toronto's population of racial minorities is higher than the national average; therefore, it is not surprising that Toronto's employment representation level for this group is higher than the national average.

Appendix A: Summary of TTC's 2016 Diversity Demographic Data

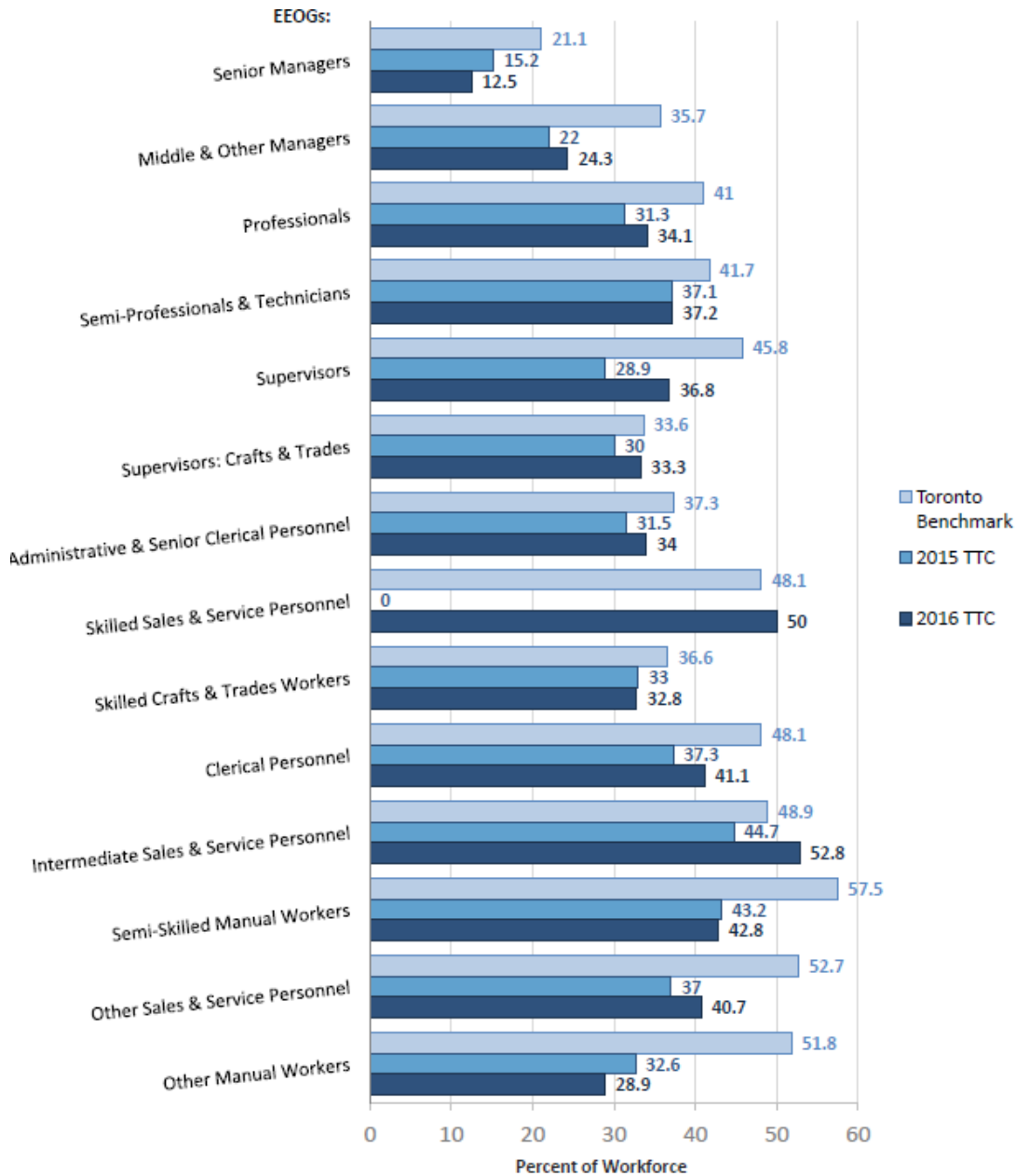
Women (%) by Employment Equity Occupational Groups (EEOG)⁶



⁶ Comparator: Census of Canada data for Toronto Census Metropolitan Area (2011)

Appendix A: Summary of TTC's 2016 Diversity Demographic Data

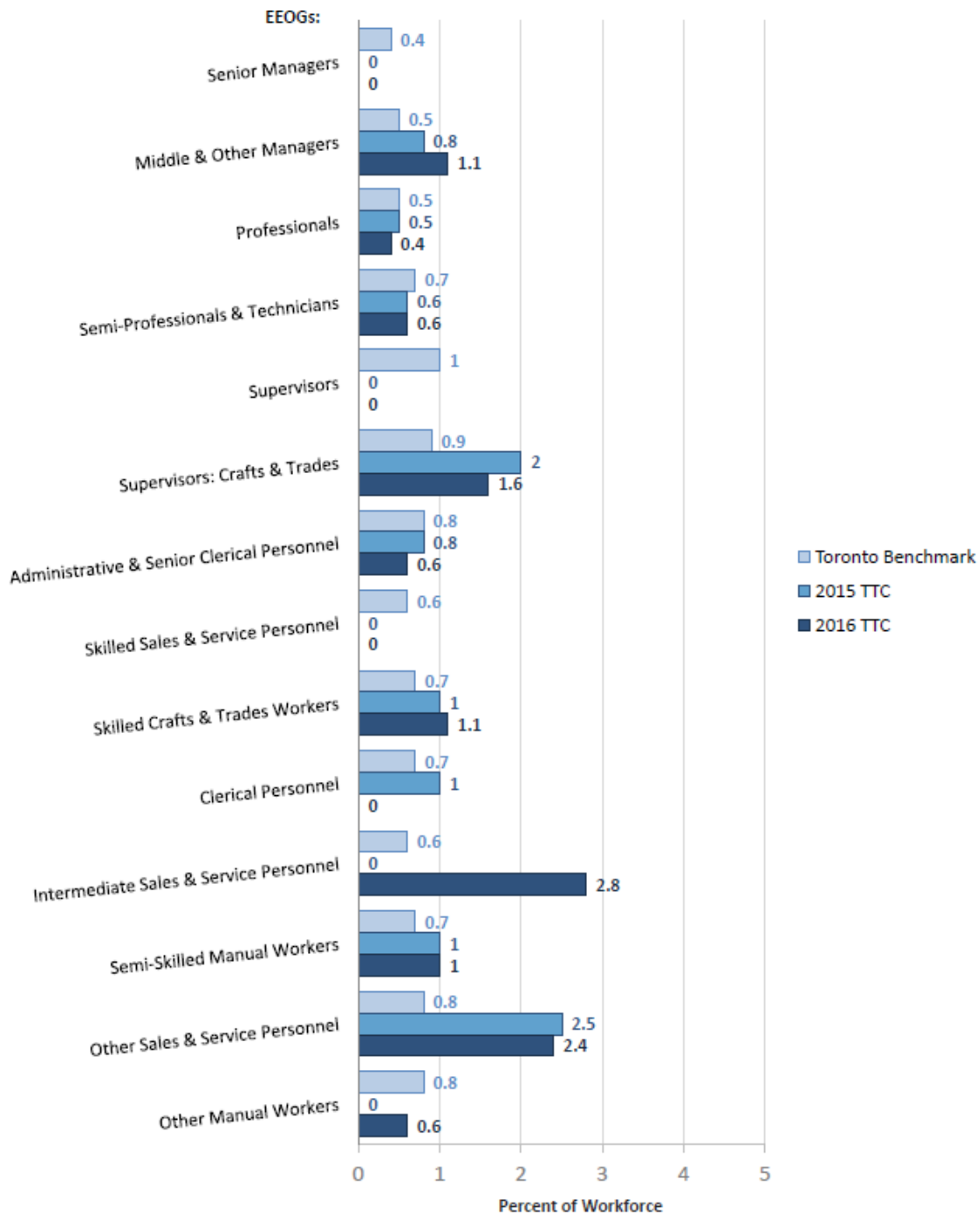
“Racial Minorities” (%) by Employment Equity Occupational Groups (EEOG)⁷



⁷ Comparator: Census of Canada data for Toronto Census Metropolitan Area (2011)

Appendix A: Summary of TTC's 2016 Diversity Demographic Data

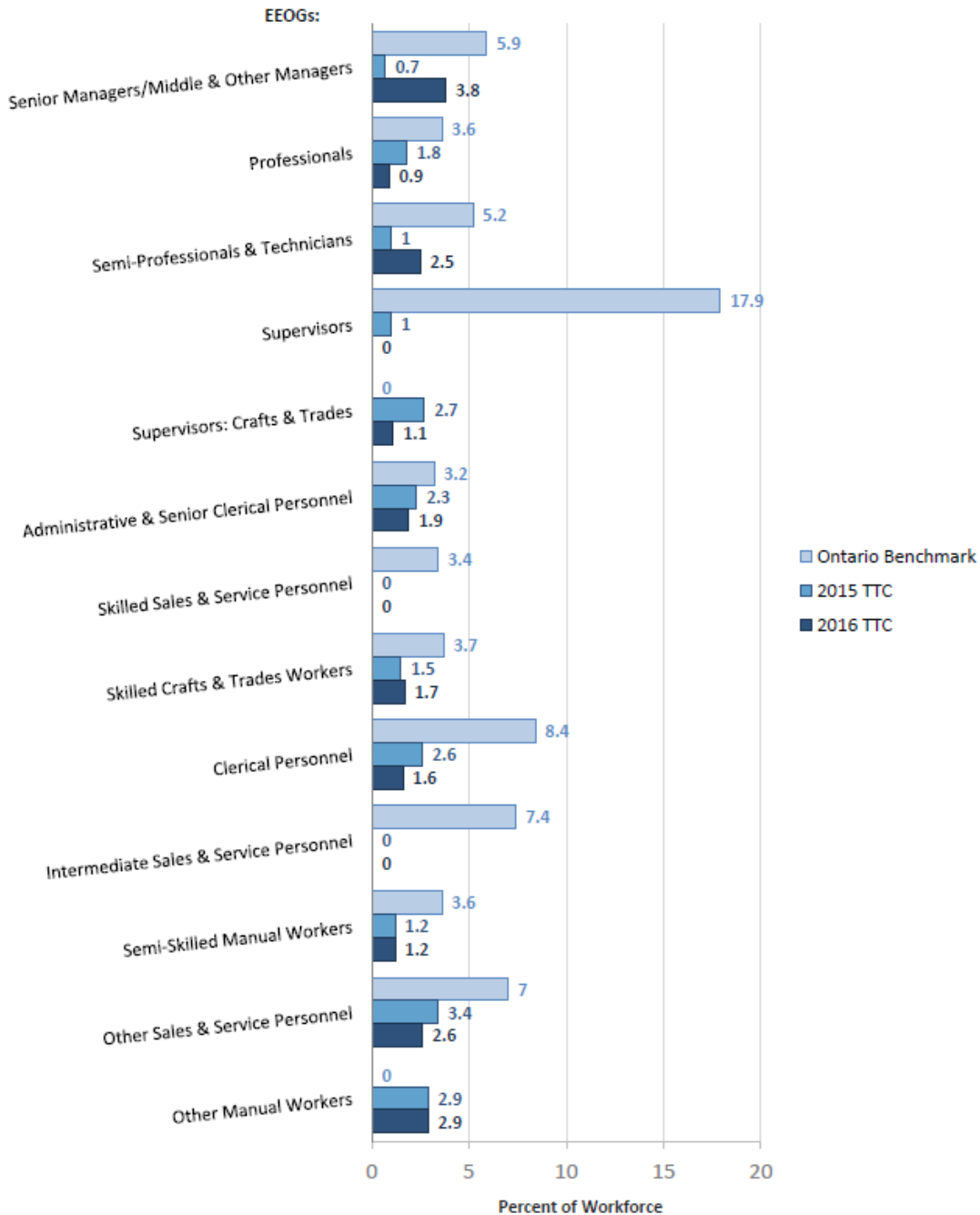
Persons of Aboriginal Origin (%) by Employment Equity Occupational Groups (EEOG)⁸



⁸ Comparator: Census of Canada data for Toronto Census Metropolitan Area (2011)

Appendix A: Summary of TTC's 2016 Diversity Demographic Data

Persons with Disabilities (%) by Employment Equity Occupational Groups (EEOG)⁹



⁹ Comparator: Canadian Survey on Disability for Ontario (2012)

Appendix B: Workplace Discrimination and/or Harassment Complaints from TTC Employees

Table 1: Internal (employee) workplace discrimination and harassment complaints, categorized by protected ground, from 2014 – 2016.

Ground	Complaints		
	2014	2015	2016
Personal Harassment	63	47	38
Unprofessional Conduct (i.e. profanity)	96	129	88
Disability	18	21	17
Sex (including pregnancy, breastfeeding)	26	21	20
Race	16	20	19
Colour	7	4	2
Origin – Ethnic	4	6	6
Origin – Place		1	1
Ancestry			
Creed/Religion	2	6	7
Family Status	3		
Gender Expression			1
Sexual Orientation	7		
Reprisals	1		1
Age	2	2	1
Citizenship			
Marital Status		1	
Record of Offences			
Membership in a Union or Staff Association		1	
Level of Literacy			
Political Affiliation			
Systemic Discrimination			
Other			2
Total	245	259	203

Table 2: Internal (employee) HRTO Applications against TTC, categorized by protected ground, from 2014 - 2016.

Ground	Internal HRTO		
	2014	2015	2016
Disability	8	7	7
Sex (including pregnancy, breastfeeding and gender identity)			
Race	2	1	2
Colour			
Origin – Ethnic			
Origin – Place			
Ancestry			
Creed/Religion			
Family Status	1		
Sexual Orientation			
Reprisals	1		1
Age			
Citizenship			
Total	12	8	10

Appendix C: Workplace Discrimination and/or Harassment Complaints from Customers

Table 1: External (customer) harassment and discrimination complaints against TTC employees, categorized by protected ground, from 2014 - 2016.

Ground	Complaints		
	2014	2015	2016
*No Ground/Other			1
Personal Harassment	14	18	4
Unprofessional Conduct/Discourtesy	73	74	45
Disability	534	584	563
Sex (including pregnancy, breastfeeding)	38	58	51
Race	147	102	145
Colour	61	62	80
Gender Identity			5
Origin – Ethnic	27	27	29
Origin – Place	9	7	6
Ancestry		1	5
Creed/Religion	14	20	20
Family Status	38	26	14
Sexual Orientation	17	10	14
Reprisals			1
Age	18	21	25
Citizenship			
Total	990	1010	1008

**no prohibited ground identified*

Table 2: External (customer) HRTO Applications against TTC, categorized by protected ground, from 2013 - 2015.

Ground	External HRTO		
	2014	2015	2016
Disability	2	4	
Sex (including pregnancy, breastfeeding and gender identity)	1		
Race		1	3
Colour	1	1	
Origin – Ethnic	1	1	1
Origin – Place	1		
Ancestry			
Creed/Religion			
Family Status		2	
Sexual Orientation	1		
Reprisals			1
Age		1	1
Citizenship	1		
Total	8	10	6