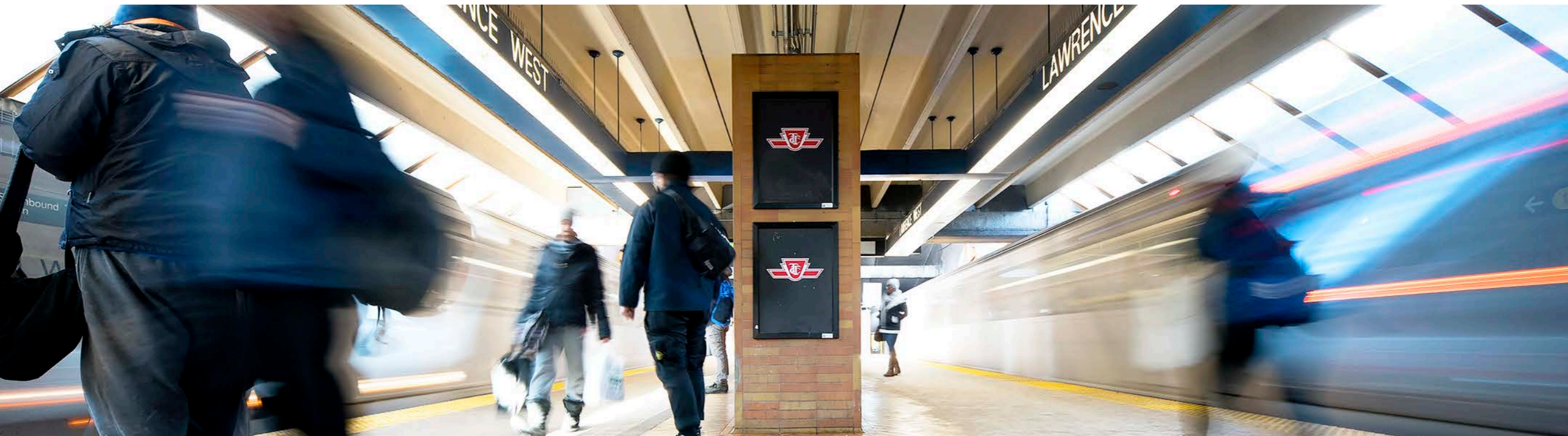




Diversity and Inclusion at the TTC

Our Path Forward

April 14, 2021

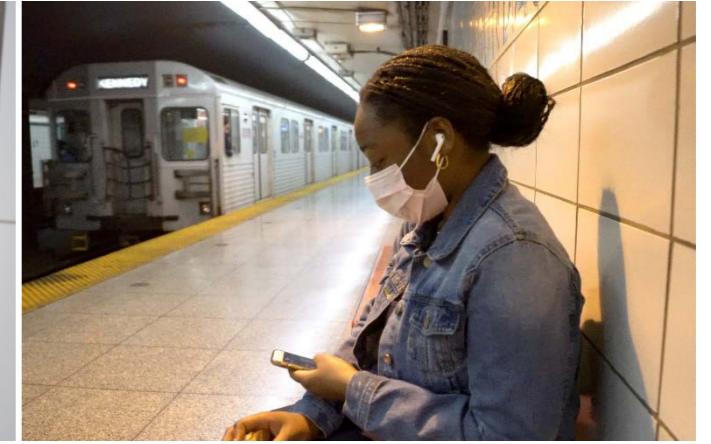


The TTC is committed to becoming a leader in diversity and inclusion.

Our anti-racism strategy



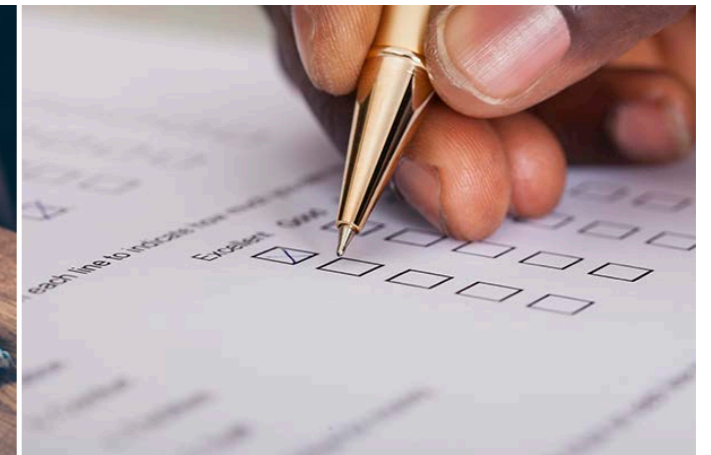
Employee representation



Customer consultation



Training



Data collection



Revenue Protection and Special Constable Service Departments

Culture Change Framework

Program Objective

Safety, security and revenue protection services that are:

- customer-focused
- founded in respect and dignity for customers and employees

Four key pillars



Structure for Success



Modernize policy, procedures, standards and programs



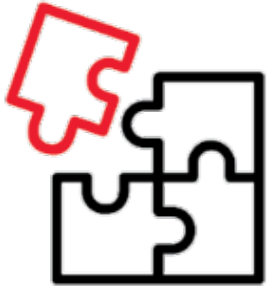
Update technologies



Overhaul training and monitoring systems

Revenue Protection and Special Constable Service Departments

Culture Change Framework



Structure for Success

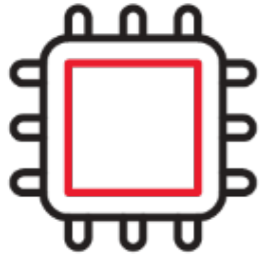
- Split Transit Enforcement Unit
- Moved the departments to the Strategy and Customer Experience Group



Modernize Policies

- Paused collection of race-based data
- Performance expectations based on the number of inspections
- Policy drafts in progress
 - Joint expert, community and public consultations with professors

Culture Change Framework



Update Technologies

- Planning for pilot and full implementation of body-worn cameras, and patrol car in-car cameras



Overhaul Training

- Interim training on use of discretion and recognizing bias
- Confronting Anti-Black Racism training
- Redesigning training programs

Diversity and Inclusion: Our Path Forward

- 1 The TTC has made clear long-term and short-term commitments.
- 2 The TTC continues to learn from third parties and experts.
- 3 The TTC is taking action.



