

# Moving Toronto, Connecting Communities: 2024-2028 & Beyond Corporate Plan



Learn more at [ttc.ca/corporateplan](https://ttc.ca/corporateplan)

## Our Vision

Moving Toronto towards a more equitable, sustainable and prosperous future.

## Our Mission

To serve the needs of transit riders by providing a safe, reliable, efficient and accessible mass public transit service through a seamless integrated network to create access to opportunity for everyone.

## Our Values

Safety, Service and Courtesy

## Key Principles

- Safety and Security as a cornerstone
- Equity, Diversity, Inclusion and Accessibility
- Environmental Sustainability
- Innovation

### Strategic directions

<b>1</b> Build a Future Ready Workforce	<b>2</b> Attract New Riders, Retain Customer Loyalty	<b>3</b> Place Transit at the Centre of Toronto's Future Mobility	<b>4</b> Transform and Modernize for a Changing Environment	<b>5</b> Address the Structural Fiscal Imbalance
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### Objectives

<ol style="list-style-type: none"> <li>1. Invest in the employee experience</li> <li>2. Adapt to a changing labour market</li> <li>3. Reinforce employee safety and well-being</li> <li>4. Build an inclusive organization reflective of the diverse communities we serve</li> </ol>	<ol style="list-style-type: none"> <li>1. Better serve customer demand in an evolving operating environment</li> <li>2. Improve the customer experience by providing a safe, accessible and comfortable journey</li> <li>3. Focus on the basics of service reliability, predictability and speed</li> <li>4. Prioritize asset state-of-good-repair to keep the system moving reliably</li> </ol>	<ol style="list-style-type: none"> <li>1. Build network capacity to support long-term growth to 2041</li> <li>2. Promote sustainable transportation modes through seamless connections</li> <li>3. Minimize environmental impacts and build resiliency for a climate-changed future</li> <li>4. Develop the 2051 long-term plan to enhance transit as a competitive mode</li> </ol>	<ol style="list-style-type: none"> <li>1. Build resilience and capacity to manage enterprise risks and threats</li> <li>2. Foster innovation to maximize benefits to customers and employees</li> <li>3. Embrace technology to drive efficiency and improve employee and customer experience</li> <li>4. Mature data analytics capacity and knowledge management</li> </ol>	<ol style="list-style-type: none"> <li>1. Improve value for money, focus on efficiency</li> <li>2. Maximize revenue, protect customer affordability</li> <li>3. Forecast capital funding needs for the long-term</li> <li>4. Strengthen partnerships to advance toward a sustainable funding model</li> </ol>
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### Target outcomes

<ul style="list-style-type: none"> <li>• Improve employee engagement, retention, and progression</li> <li>• Prevention of safety, health, and environmental incidents</li> <li>• Diverse and inclusive workforce</li> </ul>	<ul style="list-style-type: none"> <li>• Increase ridership; improve customer satisfaction</li> <li>• Improve customer satisfaction, safety, well-being and accessibility</li> <li>• On-time performance, number of priority transit measures implemented, improved travel times</li> <li>• Ensure asset availability, improve service reliability</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver capacity to meet 2041 forecasted transit demand</li> <li>• Improve seamless connections across modes; successful transition of new expansion to revenue operations</li> <li>• Improve resiliency of assets; reduction in GHG emissions; zero emissions by 2040</li> <li>• Identify 2051 service and capital needs to accommodate growth</li> </ul>	<ul style="list-style-type: none"> <li>• Improve preparedness and mitigate known and emerging risks</li> <li>• Build culture of innovation, minimize risks, Maximize benefits of transit, drive environmental performance</li> <li>• Improve employee and customer experience; improve productivity and efficiency</li> <li>• Improve data analytics to enhance decision-making, improve employee, customer and organizational outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Expenditure management; effective Capacity to Spend Rate with target over 90%</li> <li>• Maximize fare and non-fare revenue opportunities</li> <li>• Inform long-term capital project planning and decision-making</li> <li>• Close the Revenue to Expenditure Gap; strengthen partnership to advance improved outcomes for customers and communities served</li> </ul>
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