



# Diversity and Inclusion at the TTC

## Our Path Forward

April 14, 2021

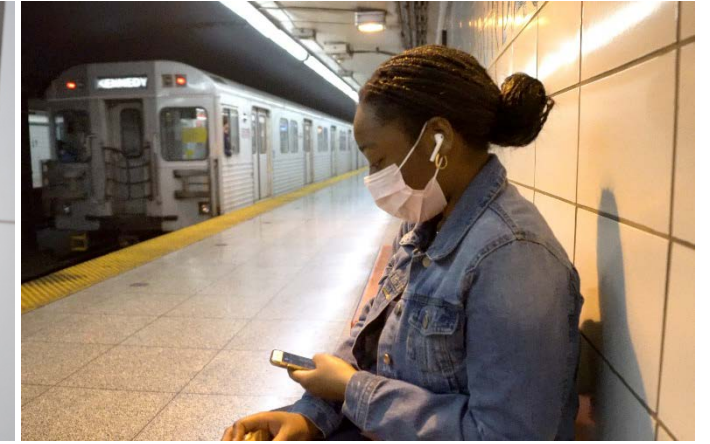


**The TTC is committed to becoming a leader in diversity and inclusion.**

**Our anti-racism strategy**



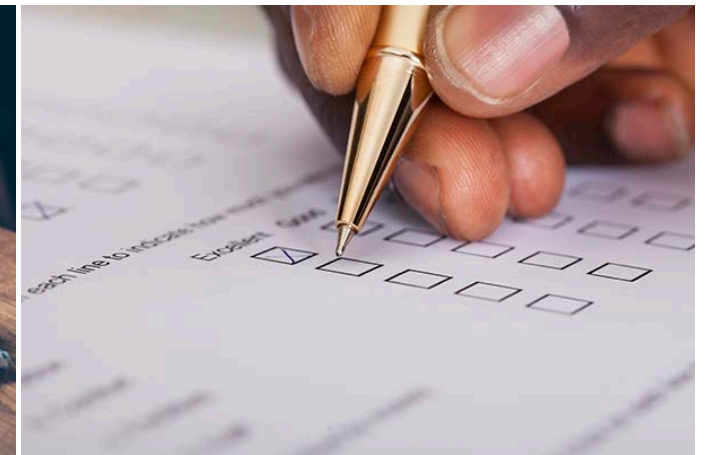
**Employee representation**



**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

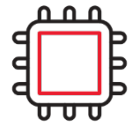
### Four key pillars



Structure for Success



Modernize policy, procedures, standards and programs



Update technologies

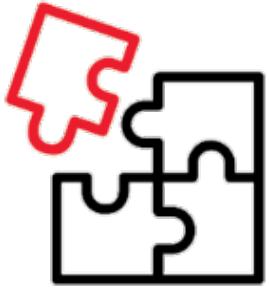


Overhaul training and monitoring systems





## Culture Change Framework



### Structure for Success

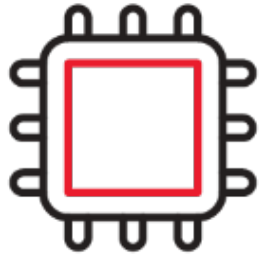
- Split Transit Enforcement Unit
- Moved the departments to the Strategy and Customer Experience Group



### 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.



