

# TTC's 10-Point Action Plan on Diversity and Inclusion

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Diversity and human rights are fundamental values of Canadian society and business imperatives for the TTC. The TTC strives to reflect the communities we serve and provide a workplace that values and supports the full participation of all employees.

The TTC has developed ten items for immediate action through a 10-Point Action Plan to advance these objectives. Approved by the TTC board in December, 2020, the 10-Point Action Plan is the tool through which the TTC will drive change within the organization and which will keep the TTC accountable.

## The ten action items are:

1. Structure for success by aligning workplace relationships to reflect diversity and inclusion as top priorities
2. Appoint a third-party advisor to review and assess existing practices
3. Third-party review of data in several key areas
4. Recruit women and diversity into Transit Operations with women representing at least four in every 10 new hires commencing in 2021
5. Refocus outreach and recruitment strategies
6. Review communications with a diversity and inclusion lens
7. Greater organizational training, including front-line training
8. Establish a procurement policy grounded in equity and diversity
9. Reposition Revenue Protection as well as Special Constable Services to report to the Chief Strategy and Customer Officer
10. Learn from international best practice and develop strategic partnerships

The ultimate goal for this work is to have the TTC better reflect the great city it serves while positively impacting TTC employees and customers by creating a more diverse and inclusive organization.

Diversity and inclusion are areas where improvements have been made, but ultimately the TTC can do better and it must do better – because that is the TTC way.

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## TTC connects – Women as Transit Operators

The TTC hosted two successful Women as Transit Operators virtual events in November and December, 2020. Both events were at capacity with 4,000 people attending virtually. The events featured a diverse set of women discussing their experiences at the TTC with work life balance, career growth and more.

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## Creation of Toronto and Region Chapter of COMTO

In March 2020, TTC employees were instrumental in the founding of the Toronto and Region Chapter of the Conference of Minority Transportation Officials (COMTO) – the first international chapter of the organization. To find out more about COMTO and how you can get involved please visit: [comttorontoandregion.ca](http://comttorontoandregion.ca)

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## Find out more

To read more about the 10-Point Action Plan and what the TTC is doing, read the [report](#) the TTC Board endorsed.