



TTC Status Update – Anti-Racism Strategy and Ombudsman Recommendations

Date: February 25, 2020
To: TTC Board
From: Chief People Officer

Summary

The TTC is committed to implementing a system-wide Anti-Racism Strategy to remove barriers to equity and make its workplaces and transit services more inclusive and reflective of Toronto's increasingly diverse population, including the 1.7 million customers that the TTC proudly serves each day.

The TTC is pleased to have partnered with the City of Toronto's Confronting Anti-Black Racism Unit in its work to develop a system-wide Anti-Racism Strategy, which began with the adoption of the Toronto Action Plan to Confront Anti-Black Racism.

The TTC is committed to learning more about the experiences of Toronto's diverse Black, Indigenous, and racialized communities when taking transit. This will help TTC to identify ways to address the public's concerns regarding racial profiling and anti-Black racism in TTC's Special Constable and Revenue Protection services in order to restore public trust and confidence across all aspects of the TTC's operation.

This report provides a status update on the TTC's work to implement a system-wide Anti-Racism Strategy, which includes building awareness through learning and development initiatives across the organization and collaborative work with the City's Confronting Anti-Black Racism Unit to review TTC Special Constable and Revenue Protection policies and practices with an anti-Black racism analysis tool. It also includes an independent review of the collection of race based data in TTC Special Constable and Revenue Protection services.

This report also provides an update on the TTC's work to implement the recommendations of the Ombudsman Toronto under the July 9, 2019 Enquiry Report, which includes developing an independent investigation unit to receive and respond to complaints involving TTC's Special Constables and Fare Inspectors.

Recommendations

It is recommended that the TTC Board:

1. Receive this report for information.
2. Forward this report to the City of Toronto Executive Committee in response to Item CC9.2 – Ombudsman Toronto Enquiry Report: Review of the Toronto Transit Commission’s Investigation of a February 18, 2018 Incident Involving Transit Fare Inspectors.

Financial Summary

A total of \$1.8 million was added in the 2020 Operating Budget to support the anti-racism initiatives described in this report. This funding will implement the hiring for four positions dedicated to anti-racism initiatives, and external services to provide anti-racism and anti-Black racism training and public consultations. Also added to the 2020 Operating Budget was \$1 million to support the hiring of seven positions and services required by TTC’s independent investigation unit. The 2020 Operating Budget was approved by the TTC Board on December 16, 2019 and was approved by City Council on February 19, 2020.

The Interim Chief Financial Officer has reviewed this report and agrees with the financial impact information.

Equity/Accessibility Matters

The TTC is committed to promoting and supporting diversity and inclusion in all policies, procedures, processes, programs, and services, to reflect and respond to the needs of our employees and customers.

The TTC has recognized that concerns regarding racial profiling, anti-Black racism and racial inequities in Special Constable and Revenue Protection activities, have been raised. The TTC is proactively developing a plan to enhance its efforts to combat racism through a comprehensive and system-wide Anti-Racism Strategy, with specific actions to address racism, including anti-Black racism.

The TTC will be consulting and engaging Toronto’s various racialized communities to learn more about their experiences when using the TTC, their concerns about racial profiling and data collection in TTC Special Constable and Revenue Protection activities, and ideas about how to address and prevent racism on and within the TTC.

The TTC will also continue to consult with and engage TTC employees, experts and leaders in addressing direct and systemic racism, including the City of Toronto’s Confronting Anti-Black Racism Unit, to ensure development of an effective strategy to eliminate racial discrimination and racial disparities in the delivery of TTC services and in the TTC’s hiring processes.

Decision History

At its April 11, 2019 meeting, the TTC Board adopted a member motion requesting a report on policies and procedures in place to govern the enforcement, training, collection, retention, access, sharing and destruction of personal information collected as part of the fare inspection program.

Notice of Motion – Request for Report on Policies Regarding the Collection of Personal Information (Fare Inspection Program):

[http://www.ttc.ca/About the TTC/Commission reports and information/Commission meetings/2019/April 11/Reports/Decisions/22 Request for Report on Policies Personal Information Fare .pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Commission%20meetings/2019/April%2011/Reports/Decisions/22%20Request%20for%20Report%20on%20Policies%20Personal%20Information%20Fare%20.pdf)

At its meeting on July 16, 17 and 18, 2019, City Council had before it the Ombudsman Toronto Enquiry Report: Review of the Toronto Transit Commission's Investigation of a February 18, 2018 Incident Involving Transit Fare Inspectors

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.CC9.2>

City Council adopted the recommendations contained within the Ombudsman Toronto report, and further directed the TTC to adopt the Toronto Action Plan to Confront Anti-Black Racism and work with the Confronting Anti-Black Racism Unit to address anti-Black racism through ongoing learning and development initiatives and to review transit enforcement's policies and practices with the anti-Black racism analysis tool. In addition, City Council requested that the TTC Board direct the TTC Chief Executive Officer to report to the Executive Committee in Q1 2020 on the status of implementation of the Ombudsman's recommendations.

At its meeting on September 24, 2019, the TTC Board had before it a report entitled TTC Status Update – Ombudsman Recommendations which provided an overview of the Ombudsman's July report, along with the various initiatives undertaken by TTC staff in order to respond to the recommendations contained within the report. Through this report, the TTC also adopted the Toronto Action Plan to Confront Anti-Black Racism.

[http://www.ttc.ca/about the ttc/commission reports and information/commission meetings/2019/september 24/reports/19 ttc status update ombudsman recommendations .pdf](http://www.ttc.ca/about%20the%20ttc/commission%20reports%20and%20information/commission%20meetings/2019/september%2024/reports/19%20ttc%20status%20update%20ombudsman%20recommendations.pdf)

Issue Background

In March and July 2019, the Toronto Star published articles that raised concerns about the TTC Transit Enforcement Unit's practice of collecting and documenting customer data, including race-related data, following a by-law infraction, and that Black and racialized customers were disproportionately being targeted by the TTC.

As a result, the TTC Board directed staff to report back on the policies and procedures currently in place governing the enforcement, training, collection, retention, access, sharing and destruction of all personal information collected as part of the TTC's fare inspection program. The TTC Board also requested that the report include an Equity

Impact Evaluation of the demographic information of those individuals who have had their information collected in the past two years.

In addition, on July 9, 2019, the Ombudsman issued a report of their review of the TTC's investigation of a February 18, 2018 incident involving three Fare Inspectors and a Black customer. The Ombudsman identified concerns with the TTC's investigation and made six recommendations to improve the TTC's ability to conduct investigations in a fair and effective way, and to enhance public trust in the investigation process. The TTC accepted all six recommendations as follows:

1. The TTC develop a plan to structurally strengthen the independence of its internal investigations of the Transit Enforcement Unit;
2. The TTC strengthen its documentation of the Unit Complaints Coordinator terms of reference and mandate;
3. The TTC revise its Transit Fare Inspector and Transit Enforcement Officer investigation procedures to include provisions relating to retaining external investigators as recommended;
4. The TTC ensure that the standard of proof applied to investigations of Transit Fare Inspectors is based on a balance of probabilities (completed);
5. The TTC develop policies and procedures for the appropriate use of unbiased and objective expert witnesses in its Transit Fare Inspector and Transit Enforcement Officer investigation procedures; and
6. The TTC develop a plan to provide additional workplace investigation training to its internal investigators.

The TTC also committed to changing the structure and culture of the Transit Enforcement Unit, to one based on safety and customer service. This has begun with a re-organization of the Transit Enforcement Unit into two distinct departments, Revenue Protection and Special Constable Service. More details can be found in a report entitled The TTC's Revenue Protection Strategy, which was before the TTC Audit & Risk Management Committee at its February 11, 2020 meeting, and is included on the February 25, 2020 TTC Board meeting.

[http://www.ttc.ca/About the TTC/Commission reports and information/Committee meetings/Audit Risk Management/2020/February 11/Reports/3 The TTCs Revenue Protection Strategy.pdf](http://www.ttc.ca/About%20the%20TTC/Commission%20reports%20and%20information/Committee%20meetings/Audit%20Risk%20Management/2020/February%2011/Reports/3%20The%20TTCs%20Revenue%20Protection%20Strategy.pdf)

Moreover, the TTC committed to implementing a broad and comprehensive Anti-Racism Strategy, aimed directly at preventing racial bias and racial profiling.

At its meeting on July 16, 17 and 18, 2019, City Council further directed the TTC to adopt the Toronto Action Plan to Confront Anti-Black Racism and work with the Confronting Anti-Black Racism Unit to address anti-Black racism through ongoing learning and development initiatives for all staff and to review transit enforcement policies and practices using the City of Toronto's anti-Black racism analysis tool. In

addition, City Council requested that the TTC Board direct the TTC Chief Executive Officer to report to the Executive Committee in Q1 2020 on the status of implementation of the Ombudsman's recommendations.

The TTC has adopted all the recommendations contained within the Ombudsman's report and the related City Council directions. Upon receipt of this update by the TTC Board, this report will be forwarded to the City's Executive Committee as requested by City Council.

Comments

1. Ombudsman Recommendations

The TTC accepted all six of the Ombudsman's recommendations, and has been working diligently to ensure accountability to our diverse customers and communities, and enhance public confidence and trust in the TTC's public complaints and investigation process involving TTC Special Constable Service and Revenue Protection. In particular, the TTC has been focusing on creating simpler processes for customers to raise issues to the TTC relating to transit fare inspection and enforcement activities, and for the TTC to investigate and address those complaints in a fair, thorough and timely manner.

a. Customer Service Improvements

The TTC has made its complaints process more accessible and user friendly for our customers. We have simplified the process by eliminating the distinction between a concern and a complaint, and now all matters reported to the TTC are treated as complaints requiring an intake and gathering of evidence, investigation, and documented resolution. This helps to ensure that all issues raised by our customers are both documented and dealt with in a fair and impartial manner. In addition, members of the public may now report complaints against Fare Inspectors or Special Constables to the TTC's Customer Service Centre, which has longer service hours and the ability to preserve video evidence promptly. Customers may speak to a customer service representative from 7:00 a.m. to 10:00 p.m. daily to report their complaint.

Moreover, the TTC is working to enhance its online complaint form to include an additional category for complaints concerning TTC's Special Constable Service and Revenue Protection, thus providing our customers the option to submit their complaints directly to TTC Customer Service Centre using the quick and easy www.ttc.ca web complaint form.

b. Investigation Procedural Enhancements

To address the concerns of a perception of bias, including confirmation bias, raised by the Ombudsman, and to structurally strengthen the independence of internal investigations, the TTC has developed and implemented new interim complaint and investigation processes for complaints involving the conduct of TTC's Fare Inspectors and Special Constables, and is currently finalizing its written investigation

procedures and templates. These procedures will continue to include a process where the complainant may request a review of the TTC's investigation by the office of the Ombudsman Toronto.

New Interim Complaint and Investigation Processes

All reports by the public of alleged misconduct involving Fare Inspectors and/or Special Constables are documented as complaints and sent to the TTC's interim Unit Complaints Coordinator (UCC), an individual who has no previous connection to the TTC Special Constable Service or Revenue Protection Department. Through the use of a new intake guide, the UCC conducts a fulsome intake interview of the customer, gathering all the details of the complaint to enable the TTC to ascertain facts and secure video evidence, and to take appropriate steps to fairly and impartially investigate and address the matter.

If the complaint involves the conduct of a Special Constable, the UCC forwards the complaint to the Toronto Police Services (TPS) Special Constable Liaison Office for review, in accordance with the requirements under TTC's Special Constable Agreement with TPS. When the matter is referred back to the TTC, under the TTC's new interim process, it may either have it investigated by the UCC if it relates to minor misconduct, or if it relates to serious misconduct, have it investigated by an external investigator who has been recognized by TPS as having the requisite training to conduct said investigations.

If the complaint involves the conduct of a Fare Inspector, and the conduct is minor in nature, the UCC may investigate. Complaints that are deemed serious misconduct, for instance allegations of harassment, discrimination, use of force and violence, are currently being investigated by third party independent investigators, managed through the TTC's Diversity and Human Rights Department. Currently, the TTC has retainers with external providers that specialize in conducting independent workplace investigations.

The TTC has also amended its procedures to ensure that the standard of proof for all investigations is balance of probabilities.

Final Processes

The TTC has developed a plan that will establish a new independent, dedicated team of internal investigators. They will be providing oversight of the conduct of Special Constables and Fare Inspectors and ensuring accountability to TTC customers by conducting fair and impartial investigations into allegations of misconduct or any violations of TTC policies and relevant legislation applicable to the duties of Special Constables and Fare Inspectors. The TTC is committed to being a leader in developing a best practice for independent oversight of transit enforcement services with an emphasis on equity, diversity and inclusion.

The new dedicated team will comprise of a manager, senior and intake investigators, a coordinator and a data analyst. The TTC is finalizing the job descriptions for these

new positions, and is working to commence recruitment for the new investigator positions as soon as possible, and before end of Q2 2020.

Once the TTC's new dedicated team of internal investigators is established, all customer complaints relating to Special Constables and Fare Inspectors will be handled by this independent investigation unit in a fair, thorough and timely manner. The final complaint and investigation procedures will build on the new strengthened interim complaint processes, and will address all of the Ombudsman's recommendations, including but not limited to:

- Identifying a clear mandate of the new independent investigation unit to receive and respond to all customer complaints related to the conduct of TTC's Special Constables and Fare Inspectors in a fair and impartial manner. This includes conducting independent investigations into allegations of misconduct and violations of the Code of Conduct, and all TTC Policy and related legislation breaches.
- Expressing the importance of maintaining independence, and that any potential or actual conflicts of interest are to be identified and avoided.
- Having a definition of a complaint that includes verbal and 3rd party complaints, and the ability of the investigation unit to initiate its own complaint investigation into matters of public interest.
- A clear understanding of management's involvement in the complaint and investigation process.
- A provision that matters can be referred for external investigation, as deemed appropriate by the new investigation oversight unit, and particularly in cases of public interest or where senior management are named in the complaint.
- A clear standard of proof that all public complaints of misconduct are being investigated using a Balance of Probabilities standard.

The TTC is currently drafting its final written complaint and investigation procedures. In the meantime, TTC staff will continue to consult with the Ombudsman's office while these procedures are being finalized.

c. Additional Training

The TTC has developed a plan to provide additional training for its internal investigators. The Human Rights Consultants from TTC's Diversity and Human Rights Department, and the Investigators from TTC's Investigative Services have received the following training:

- External Workplace Investigation Training that educates on identifying the issues and facts in dispute, procedural fairness, making and explaining factual findings by considering and weighing all relevant evidence, the standard of proof, and effectively communicating the results of an investigation in a report.
- Addressing Anti-Black Racism Training from the City's Confronting Anti-Black Racism Unit (delivered on November 21, 2019 by Dr. Beverly-Jean Daniel) that educates on addressing bias, and racial profiling.

This is in addition to the TTC's training on Human Rights, Diversity and Inclusion, and TTC's Diversity and Inclusion Lens and Toolkit, and external Workplace Sexual Harassment and Investigation training that many have received in the Diversity and Human Rights Department. In 2020, the TTC will be providing Assessing Credibility Training, and Investigating Complex Cases Training, to its internal investigators.

The new, independent team of investigators, will also receive the above noted workplace investigation training and addressing anti-Black racism training in 2020, as it will be made a mandatory part of their onboarding process. The TTC has received confirmation that this additional training meets the requirements of the Ombudsman's recommendation.

2. TTC's system-wide Anti-Racism Strategy

The TTC has committed to a system-wide Anti-Racism Strategy to prevent racial bias, racial profiling and anti-Black racism, and build trust with Black, Indigenous, and racialized communities. The framework for the TTC's strategy aims to drive systemic changes in policies and practices across the TTC to remove barriers to equal opportunity and achieve equity for all groups who experience racism or marginalization. The TTC recognizes that systemic change of this nature requires time and consultation with many groups including anti-racism leaders, educators, community groups and organizations. The strategy will also include the development of a monitoring and evaluative framework in order to share progress on the strategy.

In addition, work is already under way to adopt the Toronto Action Plan to Confront Anti-Black Racism, and to review race based data collection in TTC Revenue Protection and Special Constable Service.

The TTC's framework for a system-wide Anti-Racism Strategy has four components. More information on each of the four components is listed below.

a. Customer and Employee Engagement and Consultation

The TTC is committed to building trust with the TTC's racially diverse users, communities and employees. Through communication and consultation, the TTC will listen to the experiences of the TTC's racially diverse customers and employees in order to determine how best TTC can take meaningful action going forward to combat racism and promote services and workplaces that are more inclusive and welcoming for our customers and employees.

The TTC has developed a customer and employee consultation model which is currently under review by TTC staff, experts in community development and the Confronting Anti-Black Racism Unit. This model includes the development of the TTC's Anti-Racism Task Force, anticipated for Spring 2020, and a strategy for continuous customer and employee engagement.

Public consultations:

In order to address public concerns of racial bias and racial profiling, the TTC will begin community consultations with a focus on perceptions of racial bias and race based data collection in Special Constable and Revenue Protection services. These consultations are anticipated to begin Spring 2020. The TTC has retained Dr. Akwasi Owusu-Bempah and Dr. Scot Wortley from the University of Toronto to conduct these consultations, and planning for these consultations is currently underway, with support from TTC staff and the City's Confronting Anti-Black Racism Unit.

Employee consultations

Employee consultations began in 2019. Dr. Akwasi Owusu-Bempah and Dr. Scot Wortley conducted focus groups with Fare Inspectors and Special Constables to gather feedback from employees on race based data collection in Special Constable and Revenue Protection activities, and preventing racial bias.

b. Race Based Data Collection

The TTC is committed to identifying and removing any systemic racism barriers through appropriate data collection, analysis and reporting on trends in order to inform evidence-based decision making.

Customer

In order to address the public's concerns of racial profiling and anti-Black racism, and to promote public trust in the process, Dr. Akwasi Owusu-Bempah and Dr. Scot Wortley will conduct a racial equity impact assessment of the data collection practices of TTC Special Constable Service and Revenue Protection, and to develop a framework for the appropriate collection, retention and use of disaggregated race based data by the TTC. They will also provide an analysis and presentation of preliminary recommendations regarding use of discretion. Both experts come with extensive experience in the intersections of race and justice. Their review will be completed in two phases and includes:

Phase 1

1. A review and analysis of the TTC's historical enforcement data including examining data quality issues and identifying additional data insights;
2. Information sessions and focus groups with TTC Special Constables and Fare Inspectors to ensure that their voices are included in all reform efforts, to help identify obstacles to change, identify commonalities between TTC staff and the community and to assist in the development of policy initiatives.

An interim report of their findings from Phase 1 of their review, including preliminary recommendations regarding use of discretion, is anticipated for March 2020.

Phase 2

1. A series of focus groups with community groups to focus on their experiences with the TTC's Special Constables and Fare Inspectors, perceptions of racial bias, opinions with respect to race-based data collection and ideas with respect to eliminating bias and improving the TTC's community relations;
2. Public town halls to focus on community experiences with TTC's Special Constables and Fare Inspectors, perceptions of racial bias, opinions with respect to race-based data collection and ideas with respect to eliminating bias and improving the TTC's community relations;
3. Survey of TTC customers to document their experiences with TTC's Special Constables and Fare Inspectors and opinions with respect to race-based data collection and eliminating bias;
4. An interim report from Phase 2 that presents the analysis and findings of the data gathered from the public focus groups, Town Halls and from the survey of TTC users. This report is anticipated in October 2020.

Workforce

In collaboration with Urban Demographics Group, the TTC is reviewing its workforce demographic data and has convened an internal working group comprised of staff from the TTC's Talent Management Section, Diversity and Human Rights Department and Legal Department to look at enhancing its data collection to include disaggregated race based data. The TTC is also collaborating with the City of Toronto to explore the collection of voluntary application data to identify and remove barriers in the application and hiring processes.

c. Policy Review, Recruitment and Advancement

The TTC is committed to reviewing all TTC policies, systems and practices with an anti-racism and anti-Black racism lens. This includes the review of employment policies and practices to identify and remove any barriers in the recruitment, hiring and promotion of diverse racialized, Black and Indigenous groups.

Anti-Racism Policy Development and Review

The TTC is currently preparing job descriptions for the future hiring of a policy consultant and a strategic recruitment consultant which will be posted in Q1 2020. The policy consultant will be responsible for the development of an anti-racism policy and anti-racism analysis tool for the review and development of policies. The broader anti-racism analysis tool will be used in addition to the anti-Black racism analysis tool currently being developed in collaboration with the City's Confronting Anti-Black Racism Unit. The Strategic Recruitment Consultant will conduct reviews of job descriptions and hiring processes with an anti-racism and anti-Black racism analysis.

The TTC continues to work in collaboration with the Confronting Anti-Black Racism Unit at the City of Toronto to develop a comprehensive analysis tool to use for completing a review of the TTC's policies including the policies and practices in place in the Revenue Protection and Special Constables Service areas. This may include updating the TTC's existing Diversity and Inclusion Lens to incorporate the anti-Black racism analysis.

Diversity Outreach, Recruitment and Advancement

In November 2019, in an effort to attract more diverse and qualified candidates to the TTC's skilled trades, the TTC held its first Trades Expo. TTC diversity and outreach staff broadened its outreach to a greater number of schools and community agencies to promote this tremendously successful event which had more than 4,400 attendees.

Invitations were sent to a number of organizations including the YWCA, Toronto Community Housing, Miziwe Biik, Canadian Hearing Society, Skills for Change, ACCES Employment, Next Steps Employment, Spinal Cord Injury Ontario, City of Toronto, Youth Development Unity, Youth Employment Program, Houselink, Jewish Vocational Services, Newcomer Women's Services, Tropicana, Progress Career Planning Institute Career Development Employment and Training Services and YMCA

The TTC also shared the event with Equitek Employment Equity Solutions, a diverse and inclusive outreach network of hundreds of employment agencies in Canada. The TTC also engaged a third party recruitment advertising agency. The media strategy was focused on attracting attendees with the appropriate qualifications while appealing to diverse groups. The event was advertised in the Share Caribbean publication and the Toronto Sun. The TTC Communications team developed event banners, brochures and web ads featuring TTC's diverse employees. These ads were posted to social media: Facebook, Twitter, Instagram, on the TTC website and in the commuter newspaper, StarMetro. Subway announcements ensured that customers were made aware of this event. Numerous colleges and many high schools were also informed of the expo and asked to share the ad with their students and alumni.

For the first time, the TTC had a voluntary and anonymous demographic survey for attendees at the event, in order to measure the effectiveness of the outreach to our diverse community groups. Of the 316 attendees who completed the survey, 71.6% identified as racialized, and approximately 16% reported that they heard about the event from community employment agencies.

Professional Networking and Development

In addition to the foregoing, TTC staff have taken the initiative to submit an application to establish a chapter of the Conference of Minority Transportation Officials (COMTO) in Canada. COMTO has a nearly fifty-year history of working to ensure opportunities and participation in the transportation industry for racialized and marginalized individuals through leadership training, professional development, scholarship and internship funding, political advocacy, partnership building and networking. The COMTO Toronto and Region Chapter will work to leverage ongoing anti-racism, diversity and inclusion work not only within the TTC, but through the transportation industry across the Greater Toronto and Hamilton area with the goal of providing training and equal opportunity for career advancements to all.

d. Continued Learning and Anti-Racism Competency Building

The TTC is working to increase employee awareness and understanding of systemic racism, and to equip TTC leaders with the necessary anti-racism competencies to create a more inclusive workplace, starting with an examination of personal and institutional attitudes, beliefs, stereotypes and unconscious biases.

This work begins with the roll out of education and training on addressing anti-Black racism from the City of Toronto's Confronting Anti-Black Racism Unit.

Anti-Black Racism Awareness Events

The TTC invited the Confronting Anti-Black Racism Unit to a number of TTC events to provide awareness and education on the history of anti-Black racism and TTC's collaboration with the City to implement the Toronto Action Plan to Address Anti-Black Racism.

Presentation at TTC's Senior Management Team Meeting

In 2019, 55 senior managers at the TTC received a presentation from the Confronting Anti-Black Racism Unit "Working Together to Confront Anti-Black Racism." The presentation focused on the history of Anti-Black Racism, provided an introduction to the Toronto Action Plan to Confront Anti-Black Racism and outlined the TTC's commitment to adopt the Action Plan.

Following the session, all senior management were provided a copy of the presentation, the Toronto Action Plan to Confront Anti-Black Racism, and an invitation to TTC's first Diversity Speaker Series event titled "What is Anti-Black Racism" to share with their respective teams. More information on this event is found below.

Diversity Speaker Series

On December 2, 2019, the TTC invited Anthony Morgan, Manager of the City's Confronting Anti-Black Racism Unit to speak at the TTC's first ever Diversity Speaker Series. The topic for this series, "What is Anti-Black Racism?" was chosen by the TTC's Diversity and Human Rights Executive Steering Committee. This event was open to all employees and was promoted through various internal communication channels, including an internal staff newsletter and internal TV communications. The event was described by employees who attended as eye-opening, insightful and informative.

Presentation at TTC's Leadership Forums

In January and February 2020, the TTC held Leadership Forums where 748 TTC supervisors and managers received a presentation from the Confronting Anti-Black Racism Unit "Working Together to Confront Anti-Black Racism." The presentation focused on the history of Anti-Black Racism, provided an introduction to the Toronto Action Plan to Confront Anti-Black Racism and outlined the TTC's commitment to adopt the Action Plan.

Black History Month Event at the TTC

The TTC is proud to support employee events for Black History Month, including an employee led event which is the result of tremendous work and collaboration between TTC employees, union and management at TTC's Mount Dennis bus division. The event promotes the achievements of persons of African descent and will celebrate the diverse identities and traditions of these communities. The event has been promoted through various internal communication channels including an internal staff newsletter and internal TV communications. The TTC has invited the Confronting Anti-Black Racism Unit to this event to increase awareness about the history of anti-Black racism and the Toronto Action Plan to Confront Anti-Black Racism.

Addressing Anti-Black Racism Training

Training on addressing anti-Black racism was provided to TTC Executive, Fare Inspector and Special Constable new recruit classes, TTC trainers, TTC internal investigators and the TTC's Diversity and Human Rights Department in 2019.

Having completed the above noted awareness activities with TTC staff, the TTC is currently collaborating with the City's Confronting Anti-Black Racism Unit to develop a training plan for the continued roll out of addressing anti-Black racism training in 2020 to TTC management and employees.

3. The Toronto Action Plan to Confront Anti-Black Racism

The TTC is pleased to have partnered with City of Toronto's Confronting Anti-Black Racism Unit on the many initiatives noted in this report. Given the interdependencies between the work on TTC's Anti-Racism Strategy and the Toronto Action Plan to Confront Anti-Black Racism, the TTC is currently working with the Confronting Anti-Black Racism Unit to identify those initiatives under the Anti-Racism Strategy that also support work on the Toronto Action Plan to Confront Anti-Black Racism.

In the meantime, the TTC has also convened internal working groups which bring together TTC staff with staff from the City's Confronting Anti-Black Racism Unit. The working groups have been developed based on the interventions identified in the Toronto Action Plan to Confront Anti-Black Racism, including:

- Public education and Stakeholder engagement;
- Staff learning, policy review and development;
- Staff recruitment and advancement, and youth mentorship and employment;
- Research (including race-based data collection and analysis); and
- Collaborative Service Planning and Community Investment.

The TTC has also joined the Confronting Anti-Black Racism Unit's City Leads Circle which brings together and encourages collaboration between City Divisions, Agencies, Boards, and Commissions that have actions identified in the Toronto Action Plan to Confront Anti-Black Racism. The City Leads Circle provides an opportunity for TTC staff to identify successes, best practices, and share obstacles and lessons learned with our partners at the City of Toronto.

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