



**2018-2022 Corporate Plan
2021 Accomplishments & Path Forward**

April 14, 2022 Board Meeting

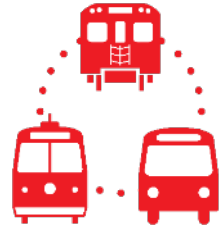
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TTC's Service Objectives



**Transform to
Solidify Fiscal
Foundation**



**Provide Safe,
Seamless and
Reliable Transit
Service**



**Inclusive and
Accessible
Service Provider**



**Innovate for
Future Demand**

5-Year Corporate Plan



1 Transform for financial sustainability

2 Enable our employees to succeed

3 Move more customers more reliably

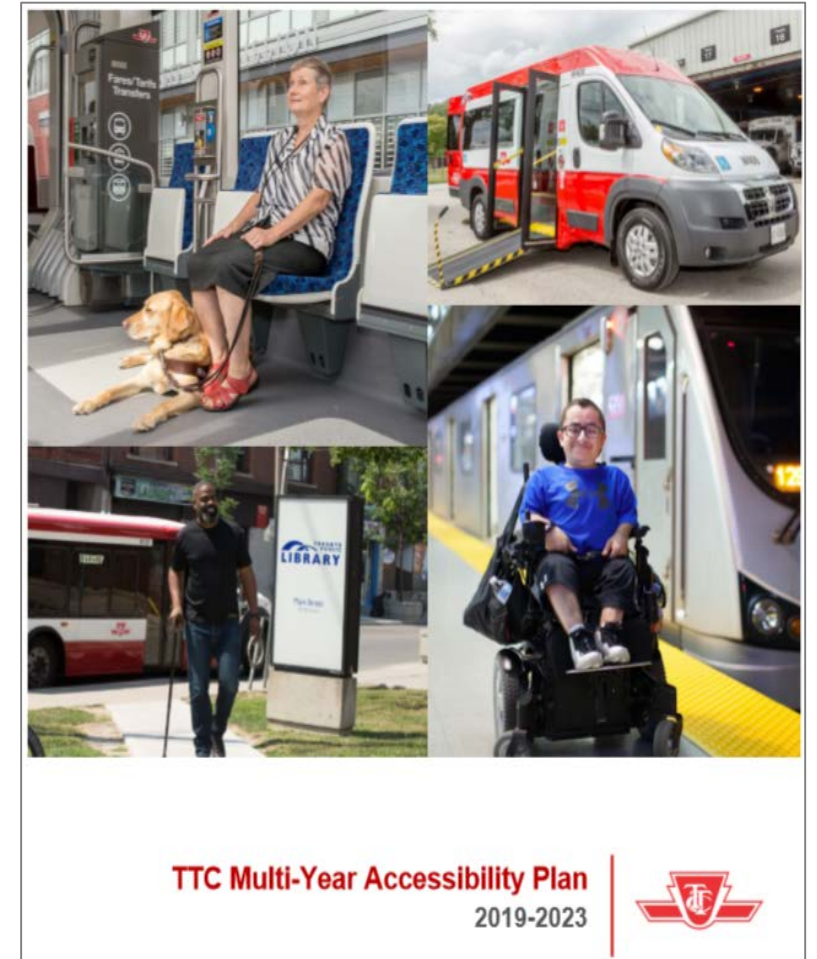
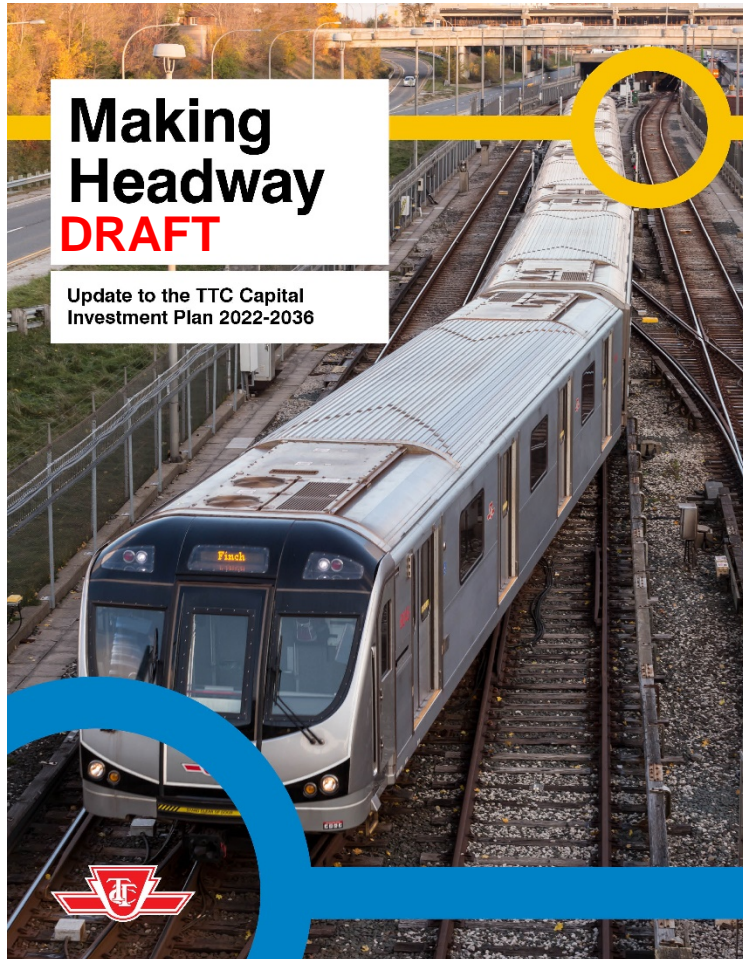
4 Make taking public transit seamless

5 Innovate for the long-term

Cornerstone: Safety and Security



Key Strategies Guiding the TTC



| 2018-2020 Highlights



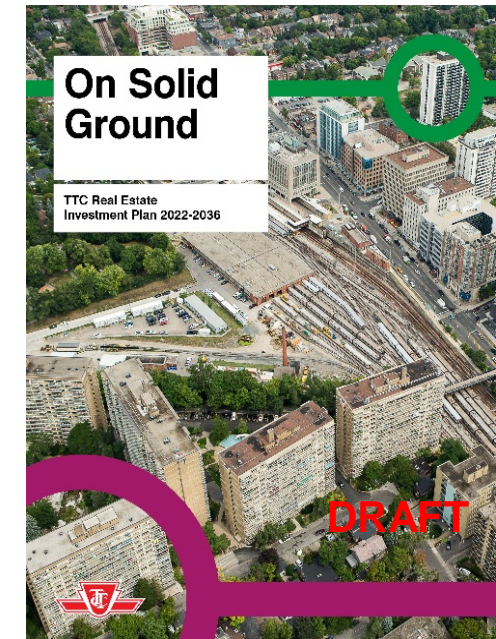
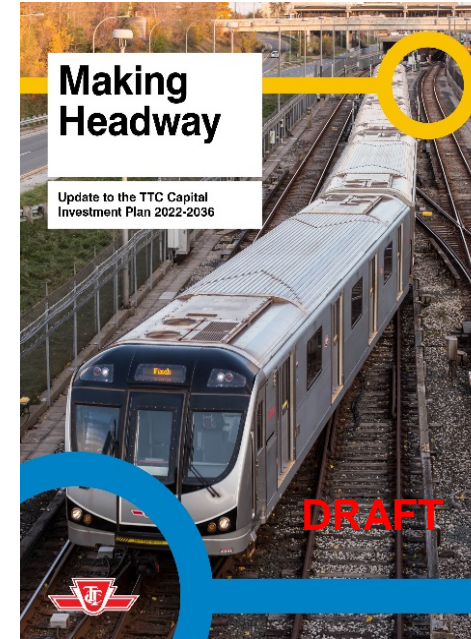
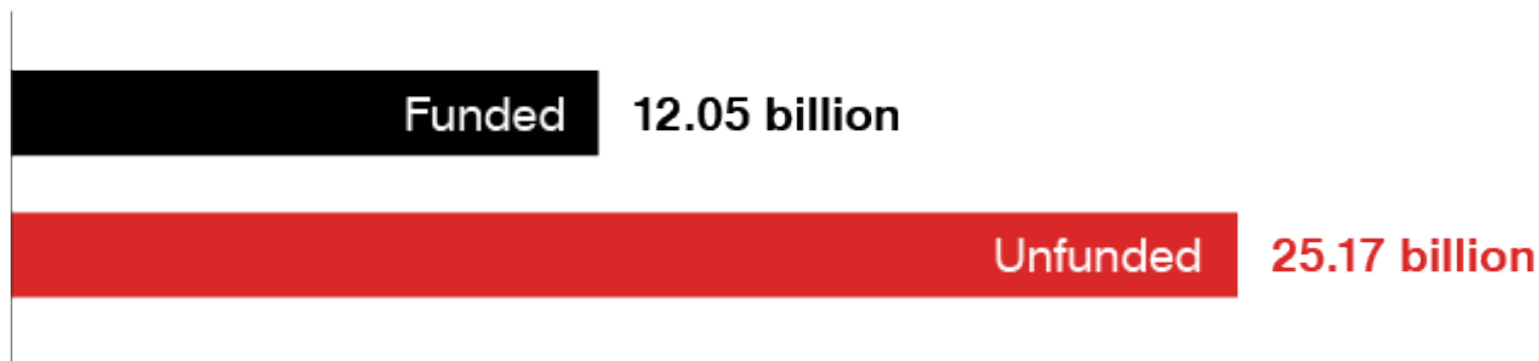
2021 in Review



Critical Path 1: Transform for Financial Sustainability

- Cost Efficiencies and Savings
- Capital Investment Plan
- Real Estate Investment Plan

Base Capital Budget



Critical Path 2: Enable Employees to Succeed

- 2022 Outreach Plan
- Return to Work and Flexible Work Policies
- Labour Contract Negotiations



<p>Nominate individuals who are committed to delivering excellent customer service.</p> 	<p>Nominate individuals who have demonstrated an innovative and creative mindset.</p> 
<p>Nominate individuals dedicated to making the TTC a safer work environment.</p> 	<p>Nominate individuals who have demonstrated great leadership qualities.</p> 
<p>Nominate teams that go above and beyond.</p> 	<p>Nominate individuals who are committed to fostering diversity, inclusion, equity and belonging.</p> 

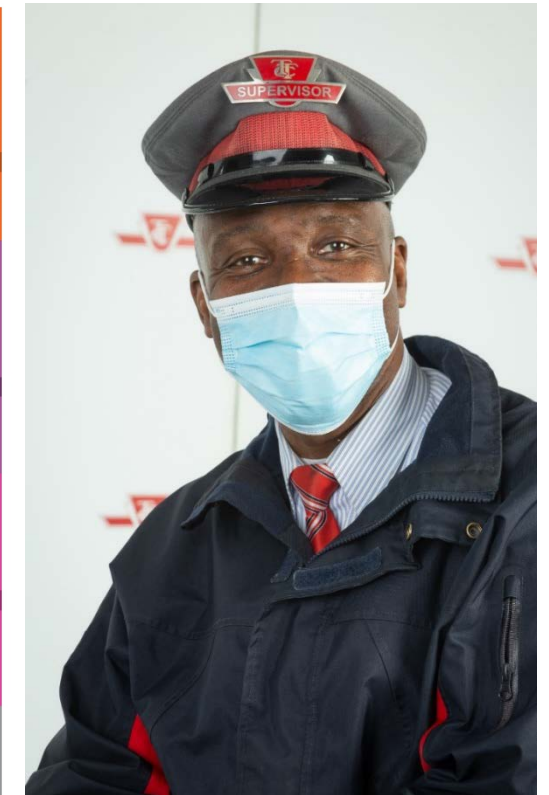
Nominate your colleagues at rewards.ttc.ca

Access rewards.ttc.ca on any device by logging in with your badge number and PIN code. Your last name number may be found on any pay slip.

This year, we're celebrating the extraordinary achievements of our employees with a virtual award.

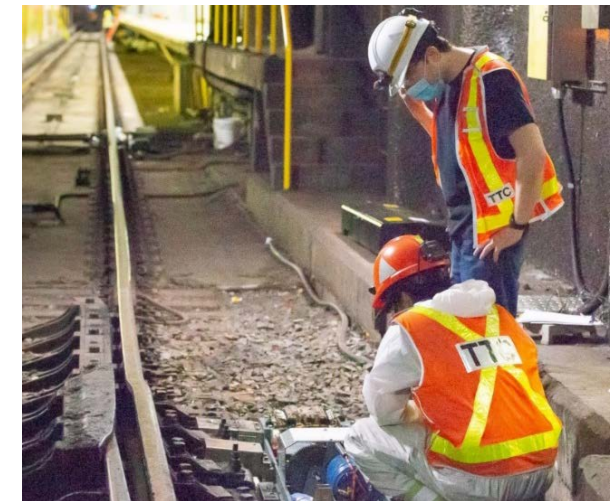
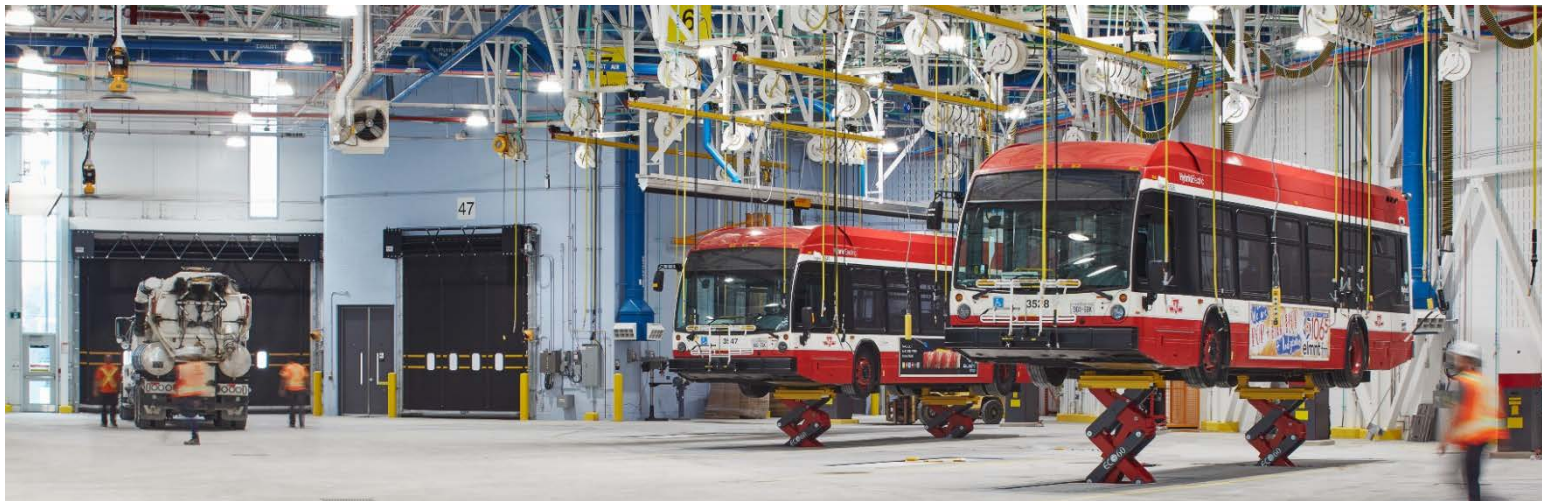
Questions? Please contact us at hr@ttc.ca or call 416-393-0756.

TTC REWARDS & RECOGNITION PROGRAM



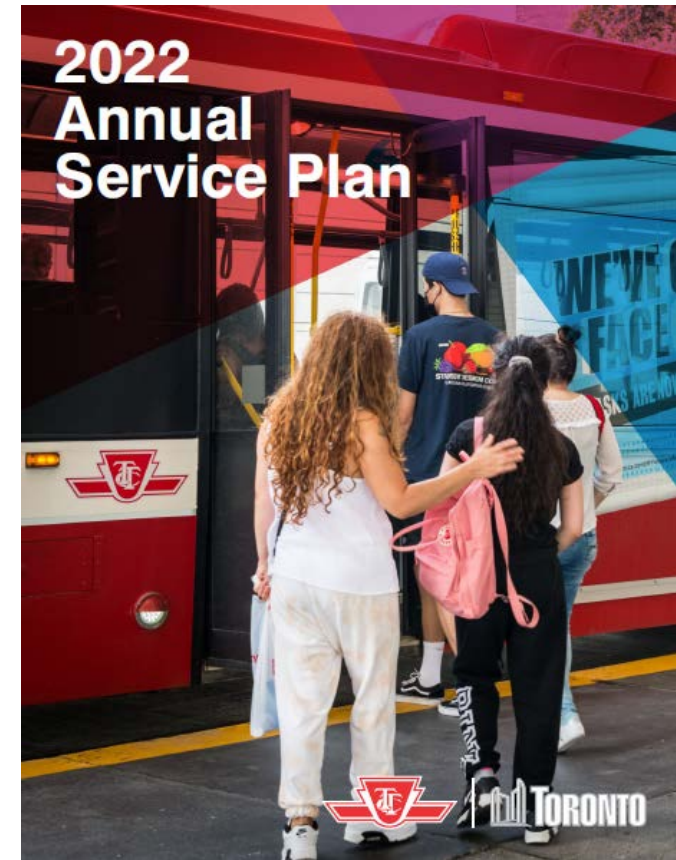
Critical Path 3: Move Customers Reliably

- Reliable Service Through Pandemic
- Supporting Provincial Transit Expansion
- ATC Installation on Line 1
- One-Person Train Operation
- McNicoll Bus Garage



Critical Path 4: Make Public Transit Seamless

- 2022 Annual Service Plan
- 5-Year Fare Policy & 10-Year Fare Collection Outlook
- Cross-Boundary Service Integration
- Stations Transformation
- Bloor-Yonge Stage Gate 3



Critical Path 5: Innovate for the Long-Term

- Green Bus Program
- Creation of Innovation and Sustainability Group
- Data Analytics Hub



Cornerstone: Safety and Security

- COVID-19 Response and Recovery
- TTC Fare Inspector and Special Constables Complaints Office
- Ventilation and Air Filtration



Thank You



