

TORONTO TRANSIT COMMISSION APPROVED OPERATING STAFF WORKFORCE CHANGES: 1997 - 2007

Training Department (+ 64)

Trainers required because of the increase in the number of operators to meet service requirements (55), including an increase in the volume of training required, increase in maintenance training requirements and changes in the training curriculum to address safety issues, re-certification etc (9).

Special Constable Services (+ 45)

The increase is mainly related to the phased implementation of the Subway Division Patrol Strategy resulting from the 2005 TTC Special Constable Subway Deployment Review (22). Other additions were required to address security problems at east end subway stations (10), opening of the Sheppard Subway (8) and increased workload relative to security emergency preparedness training etc (5).

Mount Dennis Bus Garage (+ 20)

As a result of existing garage capacity constraints, Mount Dennis bus garage will be opened resulting in an increase of 20 divisional/garage supervision and support staff positions.

Sheppard Subway / Davisville Carhouse Re-opening (+ 11)

The opening of the Sheppard Subway and the re-opening of Davisville Carhouse resulted in the need to add these positions.

Route Management (+ 20)

20 Route Supervisor positions were added in order to improve service and minimize the need for additional operators and buses.

Health/Safety/CBA (+ 34)

In 2005 Local 113 negotiated that bargaining unit work cannot be performed by non bargaining unit employees and under the Ontario Health and Safety Act, Lead Hands cannot enforce Health and Safety rules.

In order to address these issues, 26 hourly rated positions were converted to Forepersons in the following departments - Track & Structure, Plant Maintenance, Street Car Maintenance, Rail Cars and Shops. In addition, 8 Foreperson positions also had to be created to provide supervision coverage for all shifts.

Information Technology Services (+ 27)

Since 1997, the ITS Department has continued to evolve to meet the technological demands of the organization. The lead up to Y2K required a restructuring of the department in order to handle the necessary patching of systems and to provide user support for the organization. Since that time, the IT Department has been involved in a strategic direction to upgrade or replace legacy systems. The strategy calls for resources to be involved in the development of the newer/modified application in order to become proficient on how the application functions. Upon completion of the project implementation, some of these resources then become part of the ITS operating budget workforce complement for ongoing daily support of the system.

The additions are required to support new applications, upgrades to existing applications and to maintain the state of good repair for existing applications such as Materials Management System, Wheel Trans Applications, Trapeze Scheduling Systems, CIS, Accounts Payable, Fare Media etc.

Legal & Claims Department Requirements (+ 12)

4 Claims Adjusters were added because the complexity of case management has significantly increased and changes in legislation

has resulted in a substantial increase in the volume of paper work required for each case. In addition 8 other positions were added to provide in-house legal vs. outside legal services, 5 of these positions were approved in the 2007 budget.

Vehicle Technology (+ 11)

Changes in vehicle technology has resulted in the requirement for a change in skill set. As a result, 3 Carhouse Electrical Analyzers and 8 Coach Technicians were converted to Senior Technical Assistants and Engineering Technologists, respectively.

Metropass Discount Plan (+ 7)

The Metropass Discount Plan (MDP) allows TTC customers to receive 12 monthly Metropass via mail over the course of a year at a discounted price. Since 1997, the volume of MDP customers has grown from approximately 12,000 to 43,000 per month at present. Additional clerical staff have been added over the course of the past decade to support this growth.