



“ Our partnership with Skillsoft supports the professional development of our entire organization and provides all employees with access to a flexible and modern learning experience.”

Alan Lyons, Employee Development Specialist at TTC

BUSINESS CHALLENGE

Toronto Transit Commission is the third largest public transit utility in North America after New York City and Mexico City. TTC has enjoyed 12 years of increasing ridership culminating in a record 538 million rides in 2016 and in winning Transit System of the Year Award.

Historically, business skills and desktop training was only offered via instructor-led training and was challenging to provide to unionized employees. With the recent drive to modernize all facets of the TTC, it became a critical business imperative to offer easily accessible online training solutions to their entire workforce, including 11,500 unionized employees.

TTC needed a solution that was not only financially viable but also scalable and accessible to all employees.

HOW SKILLSOFT® HELPED

Using Skillsoft's platform, TTC launched eDEV, an online learning library that offers courses for both professional qualifications and career development.

Due to the unprecedented success of eDEV, TTC expanded the program to include leadership training. Skillsoft's leadership development content enables TTC to meet succession and management corporate initiatives.

TTC collaborated with Skillsoft to design a blended learning curriculum that includes online instruction, workbooks, live events and webinars.

KEY METRICS

eDEV - Year One

1,198 users

9,254 logins

6,000+ learning resources launched

3,000 hours of learning time

3 eDev Certificates launched

105+ eDEV Champions Certs sent out with over half going to unionized employees

Leadership Advantage - Year One

Within 10 days all 200 seats filled

ABOUT TORONTO TRANSIT COMMISSION

The TTC is a public transport agency that operates bus, subway, streetcar, and paratransit services in Toronto, the capital of the province of Ontario in Canada. It is the oldest and largest of the urban transit service providers in the Greater Toronto Area, with numerous connections to systems serving its surrounding municipalities. Established as the Toronto Transportation Commission in 1921, the TTC owns and operates four subway lines with 69 stations, over 149 bus routes, and 10 streetcar lines.

