



## **STAFF REPORT ACTION REQUIRED**

### **City Council Decision – TTC 2014 Standby Premium Pay**

<b>Date:</b>	November 12, 2015
<b>To:</b>	TTC Audit and Risk Management Committee
<b>From:</b>	Chief Executive Officer

#### **Summary**

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The purpose of this report is to respond to a City Council decision requiring the TTC to provide information to the City Audit Committee related to standby premium pay for TTC employees in 2014. This report provides relevant information related to the standby premium pay paid to TTC employees including: the amount paid in 2014, the job description of the positions paid, why the employees are needed, and whether the employees are included on the 2014 Ontario Public Sector Salary Disclosure list.

#### **Recommendations**

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**It is recommended that the TTC Audit & Risk Management Committee:**

1. Receive the information provided in this report; and,
2. Authorize forwarding this report to the TTC Board for consideration and subsequent referral to the City of Toronto Audit Committee.

#### **Financial Summary**

Annually standby premiums are included in the Operating budget and incorporated in the project cost of Capital Projects if required. The total amount of standby premium paid in 2014 was \$859,243.76.

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

#### **Decision History**

At its meeting of July 7, 2015, City Council, in considering item AU3.16 – Continuous Controls Monitoring Program – Toronto Transit Commission, 12-Month Review of Employees Overtime and Related Expenses, 2014, adopted the following:

1. City Council request the Toronto Transit Commission to request the Chief Executive Officer, Toronto Transit Commission, to report to the Audit Committee on details related to the Standby Premium Pay paid to TTC employees, including the amount paid in 2014, the job description of the positions paid, why the employees were needed, and whether they are included on the 2014 Ontario Public Sector Salary Disclosure list.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.AU3.16>

## **Issue Background**

As outlined in the TTC Policy 4.26.4 Stand-by and Call-In Pay, in order to meet bona fide emergency needs during off-hours, qualified employees in designated positions or classifications may be identified by department heads as being on standby status. An employee on standby status may be contacted outside of his/her regularly scheduled working hours and be required to:

- Provide technical advice/guidance/resolve problems over the telephone or computer link; or
- Attend at the work location in order to resolve an issue.

During 2014 there were 317 employees on rotation for standby and the total premiums paid to employees totalled \$859,243.76. Of the total 317 employees on standby, there were a resulting 164 employees on the 2014 Ontario Public Sector Salary Disclosure list. Details on the nature of the roles and work completed, along with the business requirements and impacts, are included in the attached Appendix 1- 2014 Detailed Standby Reporting by Department.

The Information Technology Services department in 2014 had a total of 56 employees on rotation for Standby. The total amounts paid in 2014 totalled \$289,001.50. Of the 56 employees on rotation, 43 employees were on the 2014 Ontario Public Sector Salary Disclosure list.

Within Strategy & Customer Experience, there were 4 employees on rotation for Standby. The total amount paid in 2014 totalled \$26,869.00 and no employees in this area were on the 2014 Ontario Public Sector Salary Disclosure list.

The Operations department had a total of 248 employees on standby rotation in 2014. The total amount paid in 2014 totalled \$522,924.51. Of the 248 employees on rotation 120 were on the 2014 Ontario Public Sector Salary Disclosure list.

Within the Service Delivery department there were 3 employees on standby rotation in 2014. The total amount paid in 2014 totalled \$3,936.00 and there were no employees on the Ontario Public Sector Salary Disclosure list within this department.

The CEO's Office, specifically Corporate Communications, had 6 employees on rotation for standby. The total amount paid in 2014 totaled \$16,512.75. Of the 6 employees on rotation 1 employee was on the 2014 Ontario Public Sector Salary Disclosure list.

## **Contact**

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## **Attachments**

Appendix 1 – 2014 Detailed Standby Reporting by Department

## Appendix 1 – 2014 Detailed Standby Reporting by Department

**Department:** \_\_\_\_\_

Area	Cost Centre	Job Title/Duties	2014 Standby Cost	Rotation or Single Employee	Business / Service Impact of Delayed Response
Network Services	1405	<b>Network Analyst</b> Position responsible for computer-to-computer communication. Additionally ensures the internet communication is running reliably and performing optimally.	\$17,656.50	Rotation (5)	The network supported is the underpinning system that facilitates the 24/7 operation of the TTC's 14,000 users. This includes all vehicle communications to the central office, enabling TTC Customer Information Systems (such as the Platform and Customer Information screens for service as well as emergency notifications), pass vending machines, the operation of Transit Control, critical TTC communications such as Blackberry and e-mail, as well as the 24/7 operations of all Operating divisions and vehicle maintenance facilities to ensure service is met.
Server Technology	1406	<b>Technical Support Analyst</b> Position responsible for supporting servers and mainframe computers on a technical level.	\$71,136.00	Rotation (10)	Support of the underpinning mainframe system for 24 hour batch and automated processing for key corporate systems such as Integrated Financial System (IFS), Payroll, Job Based Costing System (JBCS), and General Ledger. If issues do not get addressed promptly there is the risk that employees may not get paid or that proper files would not be transferred to banks and other financial institutions on time.

Area	Cost Centre	Job Title/Duties	2014 Standby Cost	Rotation or Single Employee	Business / Service Impact of Delayed Response
Server Technology	1406	<b>Technical Support Analyst</b> Position responsible for supporting servers and mainframe computers on a technical level.	(cont.)	(cont.)	<p>Support of the client/server environments for underpinning systems that facilitate the 24/7 operation of the TTC enable TTC Customer Information Systems such as: the platform and customer Information screens for service as well as emergency notifications, pass vending machines, the operation of Transit Control, critical TTC communications such as Blackberry and e-mail, as well as the 24/7 operations of all Operating divisions and vehicle maintenance facilities to ensure service is met.</p> <p>Customer facing application standby support ensures availability of Customer sales for metro pass vending machines and point of sale systems.</p> <p>Support of operating systems and storage for key databases used 24/7 for maintenance facilities and operating divisions including Wheel-Trans and Transit Control.</p>

Area	Cost Centre	Job Title/Duties	2014 Standby Cost	Rotation or Single Employee	Business / Service Impact of Delayed Response
Operations Support	1409	<b>Operations Support Analyst</b> Position responsible for ensuring the maintenance and management of production process environments as well as ensuring they are running optimally with backups of all environments being executed.	\$19,273.50	Rotation (3)	The 24 hour batch and automated processing support for key corporate systems such as IFS, Payroll, JBCS, and General Ledger. If issues do not get addressed promptly there is the risk that employees would not get paid or proper files would not be transferred to banks and other financial institutions on time.
System Support	1411	<b>System Support Analyst</b> Position responsible for partnering with the business to make sure all their computer systems are running reliably, are secure, and are performing optimally.	\$33,121.50	Rotation (3)	Support of the Enterprise management monitoring and automation system for all TTC systems. These systems ensure notification and self-healing of the TTC critical infrastructures that support Wheel-Trans operations, maintenance systems, and Customer facing applications.
					Support for next vehicle arrival, customer screen data, the TTC website, and other customer facing vendor supplied applications and Wheel-Trans Automated Vehicle Locations.

<b>Area</b>	<b>Cost Centre</b>	<b>Job Title/Duties</b>	<b>2014 Standby Cost</b>	<b>Rotation or Single Employee</b>	<b>Business / Service Impact of Delayed Response</b>
End User Devices	1433	<b>End User Device Analyst</b> Position responsible for user automation requirements, computing hardware, software installation, and ongoing support.	\$4,474.50	Rotation (5)	The 24/7 support of offsite infrastructure implemented for 2014 Union Negotiations.
Platform Services	1456	<b>Sr. Database/Database Analyst</b> Position responsible for the TTC's repository of information. Ensures information is accessible, secure, backed up, and compliant with current legislation of data retention and privacy.	\$18,876.00	Rotation (4)	Support of databases used 24/7 for maintenance facilities and operating divisions including Wheel-Trans and Transit Control.
Platform Services	1456	<b>Systems Analyst</b> Position responsible for partnering with the business to make sure all their applications/systems are running reliably, are secure, and are performing optimally.	\$29,118.00	Rotation (4)	Underpinning infrastructure supporting the 24/7 operations of Wheel-Trans.

Area	Cost Centre	Job Title/Duties	2014 Standby Cost	Rotation or Single Employee	Business / Service Impact of Delayed Response
Accessible Transit, Resource Planning, User Integration	1457	<b>Systems Analyst</b> Position responsible for partnering with the business to ensure all their applications/systems are running reliably, are secure, and are performing optimally.	\$12,535.50	Rotation (2)	System support for Wheel-Trans scheduling, dispatch, and customer call out system.
Finance HR, Corporate Systems	1458	<b>Systems Analyst</b> Position responsible for partnering with the business to ensure all their applications/systems are running reliably, are secure, and are performing optimally.	\$18,847.00	Rotation (4)	Support for the Crime Statistic Application (CSP) used by Transit Enforcement Unit to monitor TTC and report any issues related to crimes happening in/off property. If the system were not available the Enforcement Unit would not be able to produce required reports by end of shift including incidents, record of arrests et cetera. These reports are time sensitive and are required to be addressed in a timely manner.



<b>Area</b>	<b>Cost Centre</b>	<b>Job Title/Duties</b>	<b>2014 Standby Cost</b>	<b>Rotation or Single Employee</b>	<b>Business / Service Impact of Delayed Response</b>
IFS Center of Excellence	1459	<b>Systems Analyst</b> Position responsible for partnering with the business to ensure all their applications/systems are running reliably, are secure, and are performing optimally.	\$8,073.00	Rotation (3)	IFS is a 24/7 enterprise system supporting over 1,000 users in Finance, M&P, and Bus Maintenance. A 24-hour on call service is required to provide immediate support to ensure business continuity.
IFS Center of Excellence	1459	<b>Systems Analyst</b> Position responsible for partnering with the business to ensure all their computer systems are running reliably, are secure, and are performing optimally.	\$12,604.50	Rotation (3)	Bus Maintenance operates 24/7 to ensure bus availability and reliability. Support provided ensures the required 24 hour access to the bus garage application necessary for bus maintenance work and work order assignments to minimize unplanned bus out of service time.
Maintenance Materials & Engineering	1460	<b>Systems Analyst</b> Position responsible for partnering with the business to ensure all their applications/systems are running reliably, are secure, and are performing optimally.	\$5,040.00	Rotation (2)	Required support for Revenue Operations to ensure maintenance of fare media inventories in the Main Vault along with business operations for its distribution channels.

<b>Area</b>	<b>Cost Centre</b>	<b>Job Title/Duties</b>	<b>2014 Standby Cost</b>	<b>Rotation or Single Employee</b>	<b>Business / Service Impact of Delayed Response</b>
Planning & Transportation Systems	1461	<b>Senior Systems Analyst &amp; System Analyst</b> Position responsible for partnering with the business to ensure all their applications/systems are running reliably, are secure, and are performing optimally.	\$17,227.50	Rotation (4)	To provide support for Communication Information System (CIS), a mission and safety critical communication and information system, used 24/7 on board TTC surface vehicle for customer emergencies, mechanical failures, and service adjustments and tracking.
Planning & Transportation Systems	1461	<b>Senior Systems Analyst &amp; Programmer Analyst</b> Positions responsible for partnering with the business to make sure all their computer systems are running reliably, are secure, and are performing optimally.	\$21,018.00	Rotation (4)	To provide support for the Subway/SRT/Streetcar safety critical and maintenance system. This system is used by hundreds of maintenance staff 24/7 in the Rail Cars and Shops area for maintenance and up keep of Subway/SRT and Streetcar fleets to ensure vehicles are maintained and fit for service.
	<b>ITS</b>	<b>Total</b>	<b>\$289,001.50</b>	<b>Rotation (56)</b>	

**Customer  
Department: Communications**

<b>Area</b>	<b>Cost Center</b>	<b>Job Title/Duties</b>	<b>2014 Standby Cost</b>	<b>Rotation or Single Employee</b>	<b>Business / Service Impact of Delayed Response</b>
Design and Imaging	0314	Photographer	\$10,789.00	Rotation (2)	Called out to take photos and videos of incidents or construction that is used to create a legal record.
Customer Communications	0304	Website Communication Specialist	\$16,080.00	Rotation (2)	Required to make website changes/updates or corrections.
	<b>Customer Communications</b>	<b>Total</b>	<b>\$26,869.00</b>	<b>Rotation (4)</b>	

**Department: Operations**

<b>Area</b>	<b>Cost Centre</b>	<b>Job Title/Duties</b>	<b>2014 Standby Cost</b>	<b>Rotation or Single Employee</b>	<b>Business / Service Impact of Delayed Response</b>
ATC Project	0778	Supervision	\$216.00	Rotation (1)	The standby hours were required for critical staff involved in the June 2014 CBI cutover weekend which was required for final verification and testing of the Ansaldo equipment cutover and return to signal legacy system.

Area	Cost Centre	Job Title/Duties	2014 Standby Cost	Rotation or Single Employee	Business / Service Impact of Delayed
Bus Maintenance	05N1	Safety Consultant	\$1,971.00	Rotation (2)	The on call safety hours are for the purpose of the Safety Consultants need to be on call for 7 day 24 hours a day for after hour employee injuries, work refusals, MOL on TTC property or health and safety advice and guidance This is requirement of the position and all safety consultants take a turn or two for this responsibility.
Bus Maintenance	05H0	Supervision/ Engineering Technologist	\$64.50	Rotation (2)	These employees were asked to be on standby for a Rail project. Technical people were needed to assist with repairs to a Non-Revenue Vehicle that was being used to complete the project. In the event the vehicle became disabled, delays to the completion of the project and to service would have been incurred. These employees were also asked to be on standby during several snow storms to assist with repairs to snow removal equipment. These incidents are isolated but possible. Bus Maintenance does not plan for these as the requests usually come from other departments.

<b>Area</b>	<b>Cost Centre</b>	<b>Job Title/Duties</b>	<b>2014 Standby Cost</b>	<b>Rotation or Single Employee</b>	<b>Business / Service Impact of Delayed Response</b>
Plant Maintenance	0707	Building Equipment Supervision	\$89,683.50	Rotation (14)	Standby hours are required during off shifts to ensure that competent employees are available to respond immediately to emergency calls. Immediate responses are required to reduce the risk and potential significant negative customer and operational impact that emergency calls related to critical equipment and systems pose. (i.e. For elevators all shifts except weekday day shifts. For escalators, weekend coverage).
Plant Maintenance	0709	Elevating Devices Supervision	\$21,899.55	Rotation (8)	Standby hours are required during off shifts to ensure that competent employees are available to respond immediately to emergency calls. Immediate responses are required to reduce the risk and potential significant negative customer and operational impact that emergency calls related to critical equipment and systems pose. (i.e. For elevators all shifts except weekday day shifts. For escalators, weekend coverage).
Plant Maintenance	0727	CIS Technicians/CIS Forepersons	\$39,180.94	Rotation (16)	Standby hours are required during off shifts to ensure that competent employees are available to respond immediately to emergency calls. Immediate responses are required to reduce the risk and potential negative customer and operational impact that emergency calls related to critical equipment and systems pose.

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Plant Maintenance	0747	Communications Supervision	\$19,684.04	Rotation (10)	Standby hours are required during off shifts to ensure that competent employees are available to respond immediately to emergency calls. Immediate responses are required to reduce the risk and potential significant negative customer and operational impact that emergency calls related to critical equipment and systems pose. (i.e. - Afternoon, evening and weekend shifts).
Plant Maintenance	0748	SCADA Technicians/ Transit Control Technicians	\$78,176.74	Rotation (16)	Standby hours are required during off shifts to ensure that competent employees are available to respond immediately to emergency calls. Immediate responses are required to reduce the risk and potential significant negative customer and operational impact that emergency calls related to critical equipment and systems pose. (i.e. Afternoon, evening and weekend shifts).
Plant Maintenance	0750	Cable Shop Technicians	\$39,334.06	Rotation (12)	Standby hours are required during off shifts to ensure that competent employees are available to respond immediately to emergency calls. Immediate responses are required to reduce the risk and potential significant negative customer and operational impact that emergency calls related to critical equipment and systems pose (i.e. Afternoon, evening and weekend shifts).

<b>Area</b>	<b>Cost Centre</b>	<b>Job Title/Duties</b>	<b>2014 Standby Cost</b>	<b>Rotation or Single Employee</b>	<b>Business / Service Impact of Delayed Response</b>
Plant Maintenance	0783	Fire Prevention Inspectors	\$10,023.00	Rotation (12)	All standby hours are to cover any fire prevention emergencies (i.e.: fire and trouble alarms) that may occur during staff off shifts.
Plant Maintenance	0784	Facilities Supervision	\$9,497.50	Rotation (6)	Standby hours are required during off shifts to ensure that competent employees are available to respond immediately to emergency calls. Immediate responses are required to reduce the risk and potential significant negative customer and operational impact that emergency calls related to critical equipment and systems pose (i.e. Monday to Friday afternoon coverage and weekend coverage).
Plant Maintenance	0785	Night Shift Trades	\$1,993.50	Rotation (3)	Standby hours are required during off shifts to ensure that competent employees are available to respond immediately to emergency calls. Immediate responses are required to reduce the risk and potential significant negative customer and operational impact that emergency calls related to critical equipment and systems pose.

<b>Area</b>	<b>Cost Centre</b>	<b>Job Title/Duties</b>	<b>2014 Standby Cost</b>	<b>Rotation or Single Employee</b>	<b>Business / Service Impact of Delayed Response</b>
Plant Maintenance	0786	Building Services Supervision	\$13,086.00	Rotation (6)	Standby hours are required during off shifts to ensure that competent employees are available to respond immediately to emergency calls. Immediate responses are required to reduce the risk and potential significant negative customer and operational impact that emergency calls related to critical equipment and systems pose. (i.e. Monday to Friday afternoon coverage and weekend coverage).
Rail Cars & Shops	05P1	Safety Consultant	\$1,648.50	Rotation (1)	The on call safety hours are for the purpose of the Safety Consultants need to be on call for 7day 24hours a day for after hour employee injuries, work refusals, MOL on TTC property or health and safety advice and guidance This is requirement of the position and all safety consultants take a turn or two for this responsibility.
Revenue Operations	05G2	Revenue & Security Equipment Maintenance	\$193.50	Rotation (3)	The standby hours were used to provide support to the Fare Media Vending Machines during prime time sales (beginning of the Month) to ensure availability of Fare Media to the Customer.



<b>Area</b>	<b>Cost Centre</b>	<b>Job Title/Duties</b>	<b>2014 Standby Cost</b>	<b>Rotation or Single Employee</b>	<b>Business / Service Impact of Delayed Response</b>
Streetcar	0756	Safety Consultant/ Construction Safety Officer	\$9,840.00	Rotation (3)	The on call safety hours are for the purpose of the Safety Consultants need to be on call for 7day 24hours a day for after hour employee injuries, work refusals, MOL on TTC property or health and safety advice and guidance This is requirement of the position and all safety consultants take a turn or two for this responsibility.
Streetcar	0758	Overhead Supervision	\$14,032.50	Rotation (10)	Overhead section maintains and attends emergencies to the overhead contact system (OCS) on a 24/7 bases 365 days a year. During the off hours when only one emergency crew is available to attend the entire streetcar system supervision is required and is the reason for standby for Overhead Supervision. For emergencies the standby personnel is to attend the location and call other crews to assist if required or organize internal/external agencies to resolve the issue, for example Overhead TTC wires are down (i.e. Monday to Friday Afternoon coverage 8 hours, Friday at 11 pm to Sunday at 11 pm coverage).

<b>Area</b>	<b>Cost Centre</b>	<b>Job Title/Duties</b>	<b>2014 Standby Cost</b>	<b>Rotation or Single Employee</b>	<b>Business / Service Impact of Delayed Response</b>
Subway	0731	Safety Consultant/ Construction Safety Officer	\$1,089.00	Rotation (2)	The on call safety hours are for the purpose of the Safety Consultants need to be on call for 7 day 24 hours a day for after hour employee injuries, work refusals, MOL on TTC property or health and safety advice and guidance This is requirement of the position and all safety consultants take a turn or two for this responsibility.
Subway Infrastructure	0740	Safety Consultants	\$3,850.50	Rotation (2)	The on call safety hours are for the purpose of the Safety Consultants need to be on call for 7 day 24 hours a day for after hour employee injuries, work refusals, MOL on TTC property or health and safety advice and guidance This is requirement of the position and all safety consultants take a turn or two for this responsibility.
Subway Infrastructure	0722	Substation Electricians/ Power System Controllers	\$55,585.30	Rotation (28)	The on call hours are for Substation Electricians to cover any Traction emergencies that may arise at TTC Substations on weekends. Secondly to cover Ontario OneCall locates that are requested by contractors through the OneCall Call Centre on nights, afternoons and weekends. Electricians are rotated through these on call duties.

<b>Area</b>	<b>Cost Centre</b>	<b>Job Title/Duties</b>	<b>2014 Standby Cost</b>	<b>Rotation or Single Employee</b>	<b>Business / Service Impact of Delayed Response</b>
Subway Infrastructure	0725	Signal Maintenance Technicians	\$69,489.12	Rotation (62)	The Signals Operations group provides maintenance and emergency response to all aspects related to the signalling of subway / SRT vehicles. Our primary response times are required for AM / PM rush hours during weekdays with multiple crews on weekends. This standby on weekends provides personnel to be available to be called into work for emergency vacancies or system response.
Subway Infrastructure	0738	Electrical Supervision	\$36,795.00	Rotation (12)	On call hours are for Electrical Forepersons to cover off shifts in Substations/Subway W&S for emergency issues that will impact Streetcar and Subway service. Forepersons are rotated through on call duties.
Subway Infrastructure	0739	Signals Supervision	\$5,590.76	Rotation (17)	The Signals Operations group provides maintenance and emergency response to all aspects related to the signalling of subway / SRT vehicles. Our primary response times are required for AM / PM rush hours during weekdays with limited staff on weekends. This standby on weekends provides staff to be available either via phone or in person to be called into work for emergency vacancies or an additional emergency response during to weather or emergency system response.
	<b>Operations</b>	<b>Total</b>	<b>\$522,924.51</b>	<b>Rotation (248)</b>	

**Department: Service Delivery**

Area	Cost Centre	Job Title/Duties	2014 Standby Cost	Rotation or Single Employee	Business / Service Impact of Delayed Response
Bus Transportation Streetcar Transportation Stations	06AB 06AE 1700	Safety Consultants	\$3,936.00	Rotation (3)	Safety Consultants in Service Delivery provide standby support on off-hours and weekends to respond to critical safety incidents across the organization. They are on a rotation along with the other Safety Consultants in Operations.
	<b>Service Delivery</b>	<b>Total</b>	<b>\$3,936.00</b>	<b>Rotation (3)</b>	

**Department: CEO's Office**

Area	Cost Centre	Job Title/Duties	2014 Standby Cost	Rotation or Single Employee	Business / Service Impact of Delayed Response
Corporate Communications	5003	Senior Communications Advisor/ Communications Advisor	\$16,512.75	Rotation (6)	As a 24/7 transit operation we require staff on standby in the event of emergencies or other issues that can occur after normal business hours to respond to media, who also operate on a 24/7 basis.
	<b>CEO's Office</b>	<b>Total</b>	<b>\$16,512.75</b>	<b>Rotation (6)</b>	