

# EMPLOYEE ENGAGEMENT SURVEY

**Legal**

March 27, 2015

Produced by Malatest on  
behalf of TTC



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# INTRODUCTION

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# OBJECTIVES

- The primary objective of this research is to increase levels of employee engagement within the TTC. This includes identifying specific aspects of the employee experience that require improvement in order to increase employee engagement moving forward.
- As this is the first year the TTC is conducting this research, objectives also include establishing a baseline of employee engagement to facilitate comparisons over time and across employee groups.
- This research will identify key drivers of employee engagement across the following eight aspects of the employee experience:

1. **Job**
2. **Company**
3. **Manager/Supervisor**
4. **Team**
5. **Working Environment**
6. **Safety**
7. **Training and Development**
8. **Performance and Reward**

- Additionally, this report examines these objectives as they relate specifically to the Legal department.

# METHODOLOGY

- Invitations to participate in the survey were issued to all permanent employees, both full or part time. Contract workers, temporary employees, students and co-ops were excluded from the survey, as were pensioners.
- The survey was completed online and via paper.
- Data were collected from October 27, 2014 to December 8, 2014.
- 13,242 surveys were sent directly to employees using home addresses or company email addresses provided by the TTC (2,617 via email and 10,625 paper surveys sent by regular mail).
- In most cases, email links to online survey were sent to staff employees while paper surveys were mailed to unionized employees. Employees requesting the survey in an alternate format to the one initially provided were accommodated.
- Each employee was assigned an individual access code by Malatest for the purpose of linking respondents to their correct group and department.
- This code served as login code to access the online survey and was pre-printed on return envelopes provided with mailed paper surveys.
- In total, 4,808 surveys were completed (2,447 online and 2,361 via paper) for an overall response rate of 36%.
- 61 surveys were completed by employees in the Legal department, for a response rate of 100%. Response rates by cost centre were not calculated. Total completion numbers by cost centre are shown on the following slide.

# RESPONSE RATE & COST CENTRES

- The response rate for employees in the Legal department was a full 100% of the eligible sample, higher than the overall response rate for the Corporate Services group (85%).
- Cost centres of the Legal department are shown below.

**Legal: 100%**

<b>Grouping</b>	<b>Cost Centre*</b>	<b>Count</b>
<b>Department Head</b>		<b>1**</b>
	4504-Legal & General Counsel Dpt. Head	
<b>Claims</b>		<b>29</b>
	4502-Claims	
<b>Legal</b>		<b>31</b>
	4501-Legal	
<b>Total</b>		<b>61</b>

\* Organization of departments reflect the organizational structure as of October 2014, when the survey was launched. Changes in organizational structure occurring since that time are not reflected.

\*\* This cost centre is too small to report and it was not considered appropriate to combine with other cost centres. Results from this cost centre will not be reported separately.

# REPORTING NOTES

- **Most questions in the survey asked for level of agreement on a 1-10 scale.**
  - For these questions, responses of 7-10 are classified as “Agree”, 5-6 as “Neutral”, and 1-4 as “Disagree”. Employees selecting “N/A” or not responding to the question were excluded.
  - Other questions are reported by each response option available.
- **Some questions were not answered by enough employees to provide reliable data for some departments or employee categories.**
  - Results in the form of percentages will be suppressed throughout this report if there were fewer than 30 valid responses (indicated by \*).
  - Results in the form of mean scores will be suppressed throughout this report if there were fewer than 10 valid responses (indicated by \*\*).
  - The Claims cost centre has fewer than 30 valid responses. For this reason no percentages will be shown, and only mean scores can be provided for this cost centre. Any results provided relating to these cost centre should be interpreted with caution. It should also be noted, however, that the Legal cost centre has only barely more than 30 valid responses, meaning all results below the department level should be interpreted with caution.
- **Exact sample size may vary employee group/category or by individual question**
  - In general, if the results for more than one question or more than one employee category are presented on the same slide, the sample size varies slightly by question.
  - It can be assumed that, unless otherwise stated, sample sizes include all employees who provided a valid response to the question. Refer to response rate and cost centres (slide 6) for total sample by cost centre.

Overall Employee Engagement score: 7.9

<b>Higher:</b>	Legal	8.2
<b>Lower:</b>	Claims	7.5

- To increase levels of employee engagement, the Legal department should improve employees' satisfaction with **Work Environment, Training and Development, and Manager/Supervisor**. This could be achieved by directing efforts towards:
  - Demonstrating **concern for employees' health and well-being** in the following ways:
    - Caring about employees' mental health & emotional wellbeing (i.e., "The TTC cares about my mental health and emotional well-being").
    - Encouraging a healthy work-life balance (i.e., "The TTC encourages employees to maintain a healthy work-life balance").
  - Practical ways to ensure that employees are satisfied with the career development opportunities available to them.
  - Exploring different management and/or communication styles that enable supervisors to manage people well and keep employees well informed about issues that affect them, including the rationale behind why certain decisions have been made.

# HIGHLIGHTS (CONT'D)

- In addition, Opportunity Analysis identified **Your Company** as an aspect in close proximity becoming an Area to Improve. As such, the Legal department should focus on effective information sharing and communication between employees and senior management to improve satisfaction levels with Your Company:
  - Best practices are shared effectively across the TTC
  - Senior Managers communicate openly and honestly with employees
  - TTC leadership welcomes all feedback, both positive and negative
- **Your Job** is an Area to Protect for the Legal department. In order to continue performing well in this area, the TTC should focus on:
  - Exploring what motivates employees (“I feel motivated in my job”).
  - Identifying possible gaps in information regarding how employees can improve customer service (“I feel well informed about how to improve customer service”).

# TOP 5 AND BOTTOM 5 SCORES

- Across the entire survey, the attributes in the boxes below received the highest and lowest satisfaction ratings from TTC Employees. Each attribute is accompanied by the overall mean score (/10) for the attribute.
- Three of the five highest scoring attributes related to safety.
- Three of the five lowest scoring attributes correspond to the module Your Company.

## Top 5

1. I feel comfortable discussing safety issues at work (8.4)
2. The TTC offers good job security (8.3)
3. My manager/supervisor is well informed about safety issues (8.1)
4. I am not afraid to suggest new ways of doing things in my job (8.1)
5. My manager/supervisor acts quickly to address safety issues (8.1)

## Bottom 5

1. The way people are selected for jobs in the TTC is fair (5.2)
2. People get things done both quickly and efficiently at the TTC (5.4)
3. If something goes wrong, people concentrate on putting it right, not blaming others (5.5)
4. There is effective sharing of information across the TTC (5.7)
5. Poor performance is not tolerated (5.7)

# OVERALL EMPLOYEE ENGAGEMENT SCORE

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behalf of TTC



# MEASURING EMPLOYEE ENGAGEMENT

- Malatest typically uses a composite of different survey measures to define employee engagement. A composite is used rather than a single measure for the following reasons:
  - A composite because is more stable than a single variable. A single variable tends to respond more quickly to random fluctuations in the data and is more likely to show more variation over time.
  - The idea of employee engagement is complex and cannot be explained by a single measure. A composite which includes more than one measure is better able to explain the concept of employee engagement.
- Malatest typically selects three measures to include in the composite because including more than three measures can result in a composite that is very difficult to move over time (to move the composite, all measures included in the composite need to receive similarly high or low ratings). Three measures result in a composite that is stable without being immovable.
- Employee engagement can mean different things for different industries and for different organizations within the same industry. For this reason, Malatest does not pre-select the measures that will be included in the composite that represents employee engagement for a given organization. Instead, Malatest runs a series of tests to identify the ‘best’ composite for a specific organization. The best composite is the one that explains the most variance in Employee Engagement overall, and includes measures that generate the highest number of valid responses (indicating that these measures resonate with the largest proportion of TTC employees).
- Test results identified the composite including the following measures as best explaining the idea of employee engagement for the TTC: “I am satisfied with the TTC as an employer”; “I enjoy coming to work every day”; and “I see value in the work that I do”. Overall, across these three measures, the TTC’s mean Employee Engagement score is 7.8 on a 10 point scale (where “10” is the highest rating and “1” is the lowest). For Legal, this score is 7.9.

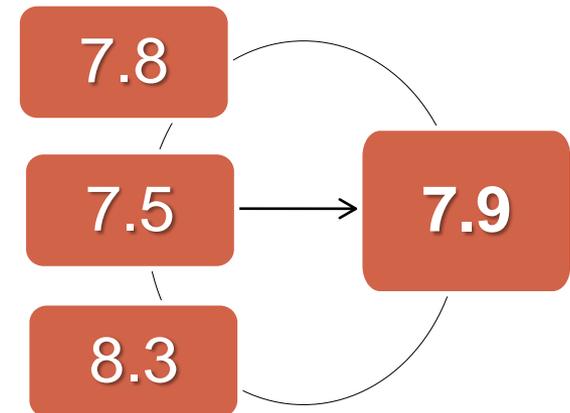
# OVERALL EMPLOYEE ENGAGEMENT SCORE

- **Within the Employee Engagement survey:**
  - Employee engagement uses a **1-10** scale.
  - The higher the score, the higher the engagement.

## Composite of 3 measures:

- I am satisfied with the TTC as an employer
- I enjoy coming to work every day
- I see the value in the work that I do

Mean rating



# OVERALL EMPLOYEE ENGAGEMENT SCORE

- The Employee Engagement score for the Legal department is marginally higher than the score for all TTC employees, and marginally lower than the combined score for employees of the four groups consisting mainly of staff employees.
- Levels of engagement are lower among employees in the Claims cost centre compared to those in the Legal cost centre.

All Legal: 7.9

## Cost Centre

Legal	8.2
Claims	7.5

## Employee Category

All TTC	7.8
Staff Groups Average	8.0
Corporate Services	8.0

# RATINGS ON ASPECTS OF EMPLOYEE ENGAGEMENT

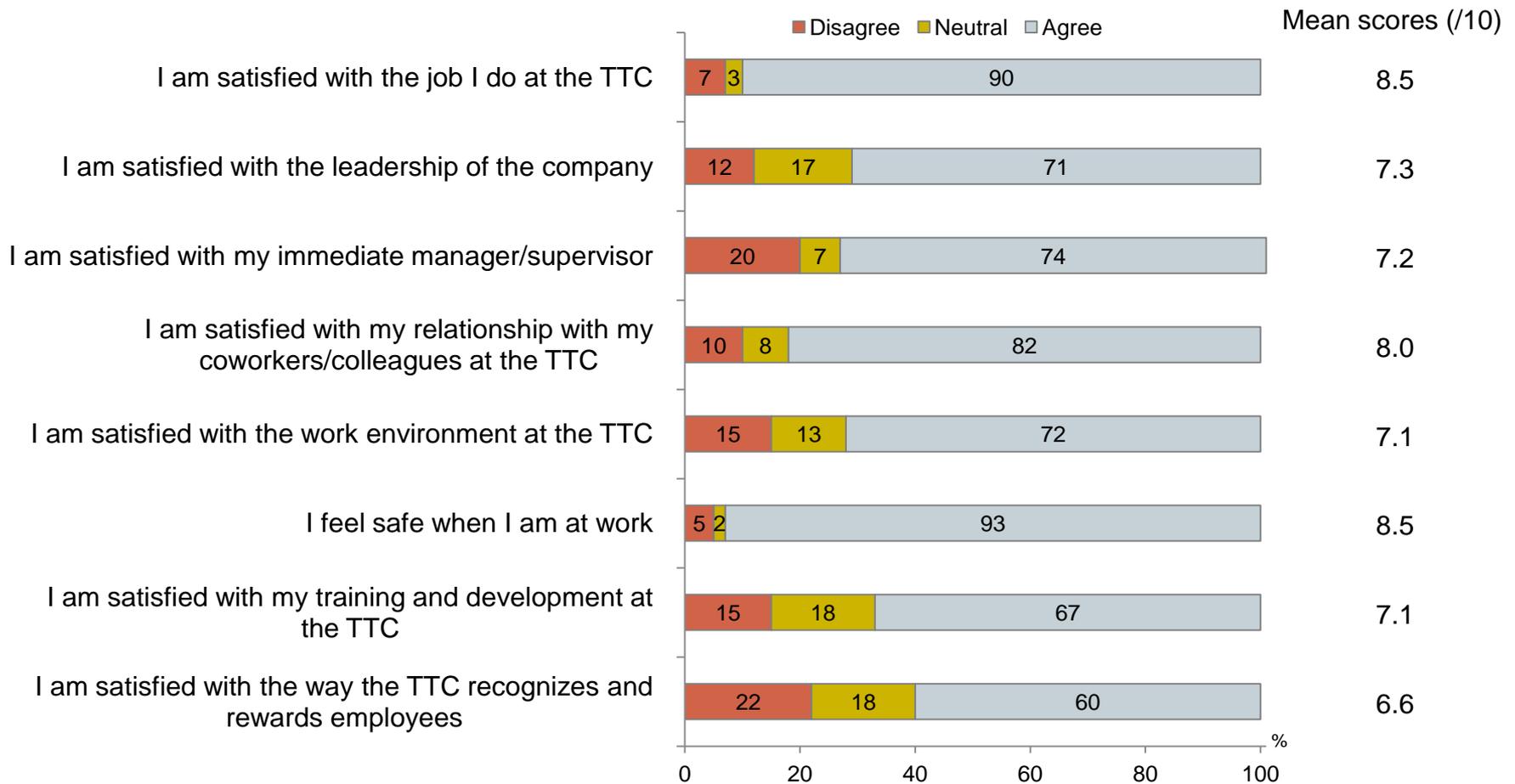
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# SECTION SUMMARY

- The following measures were included in the survey in order to assess overall satisfaction with each aspect of employee satisfaction with the TTC:
  - I am satisfied with the job I do at the TTC
  - I am satisfied with the leadership of the company
  - I am satisfied with my immediate manager/supervisor
  - I am satisfied with my relationship with my coworkers/colleagues at the TTC
  - I am satisfied with the work environment at the TTC
  - I feel safe when I am at work
  - I am satisfied with my training and development at the TTC
  - I am satisfied with the way the TTC recognizes and rewards employees
- Ratings were highest for, “I feel safe when I am at work”, followed by “I am satisfied with the job I do at the TTC”. Ratings were lowest for “I am satisfied with the way the TTC recognizes and rewards employees”.
- While employees across cost centres were most satisfied with the same attributes, results varied for aspects with the lowest satisfaction levels:
  - “I am satisfied with the work environment at the TTC” (Claims)
  - “I am satisfied with the way the TTC recognizes and rewards employees” (Legal)

# ASPECTS OF EMPLOYEE ENGAGEMENT - LEGAL



Sample sizes vary by attribute.

# ASPECTS OF EMPLOYEE ENGAGEMENT - BY COST CENTRE

Mean	All TTC Employees	Staff Groups Average	All Corporate Services	All Legal	Claims	Legal
I am satisfied with the job I do at the TTC	8.1	8.4	8.4	8.5	8.1	8.8
I am satisfied with the leadership of the company	6.4	7.3	7.2	7.3	7.0	7.6
I am satisfied with my immediate manager/supervisor	6.7	7.5	7.4	7.2	6.7	7.7
I am satisfied with my relationship with my coworkers/colleagues at the TTC	7.6	8.1	8.0	8.0	7.1	8.7
I am satisfied with the work environment at the TTC	7.0	7.8	7.6	7.1	6.3	7.7
I feel safe when I am at work	8.0	8.9	8.9	8.5	7.8	9.1
I am satisfied with my training and development at the TTC	7.0	7.1	7.1	7.1	6.5	7.5
I am satisfied with the way the TTC recognizes and rewards employees	6.2	6.7	6.6	6.6	6.9	6.2

Sample sizes vary by attribute.

# WHAT DRIVES EMPLOYEE ENGAGEMENT?

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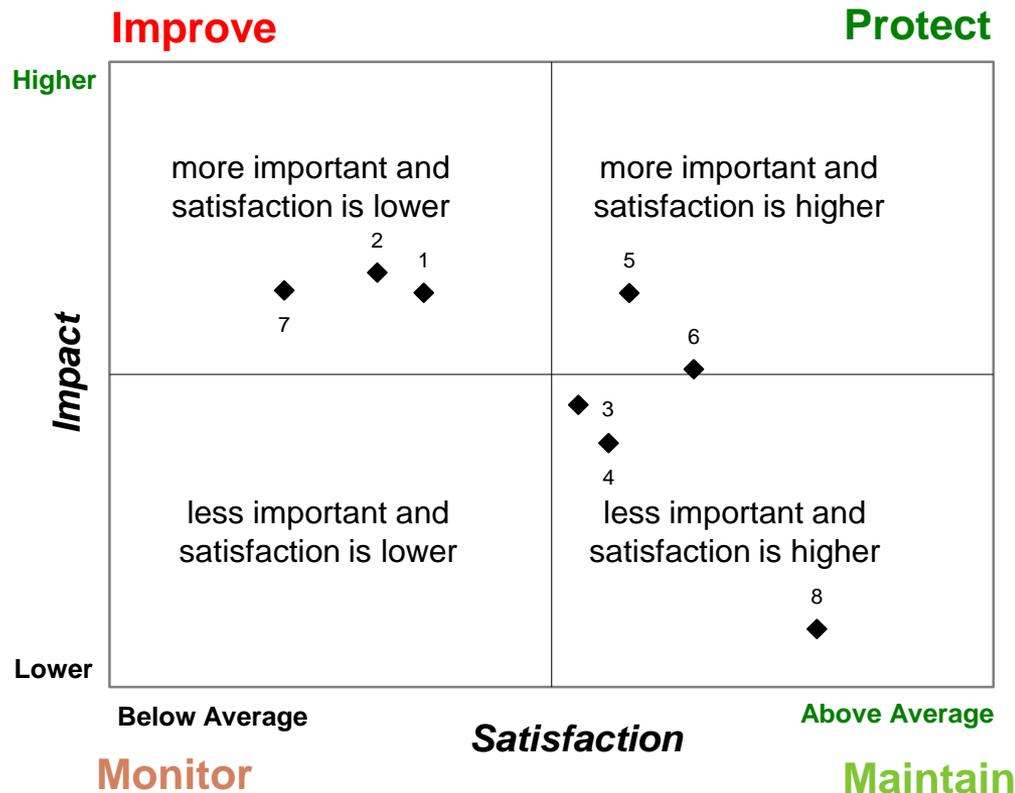


# SECTION SUMMARY

- Each aspect of the employee experience can be thought of as a lever that will generate a greater or lesser degree of 'lift' in Employee Engagement overall. To determine which aspect of the employee experience will generate the most lift in Employee Engagement, Malatest conducted correlation analysis to assess the strength of the correlation between each aspect of the employee experience and Employee Engagement overall.
- Correlation analysis identified the following aspects of the employee experience as having the strongest correlation with Employee Engagement overall: “Working Environment,” “Your Job,” “Training and Development,” and “Your Manager/Supervisor”. Focusing your efforts on increasing employee satisfaction with these aspects of the employee experience will generate the greatest amount of lift in Employee Engagement overall. Of note, “Your Company” also had a moderately strong impact on employee engagement, falling just short of being identified as a key driver.
- Conversely, the following aspects of the employee experience were identified as having the least impact (i.e., the lowest correlation) on Employee Engagement: “Safety,” “Performance and Reward,” and “Your Team”. Focusing on increasing employee satisfaction with these aspects of the employee experience will not generate as much improvement in Employee Engagement as will increasing employees’ satisfaction with Working Environment, Your Job, Training and Development, and Your Manager/Supervisor.
- “Opportunity Analysis” was then used to plot the correlation value for each aspect of the employee experience against employees’ satisfaction with that aspect of their experience. The next slide shows how to read the results of Opportunity Analysis.

# OPPORTUNITY ANALYSIS: SAMPLE

- Opportunity analysis was conducted in order to identify key drivers of employee engagement. More specifically, each aspect of employee engagement (identified in the prior section of this report) was first correlated with a composite of three overall rating questions; specifically:
  - I am satisfied with the TTC as an employer
  - I enjoy coming to work every day
  - I see the value in the work that I do
- Results were then plotted against employees' satisfaction with each aspect of employee engagement agreement. The resulting quadrant chart ("Opportunity Analysis") identifies the key drivers of employee engagement. An example is provided below:



Composite:  
-I am satisfied with the TTC as an employer  
-I enjoy coming to work every day  
-I see the value in the work that I do

# SECTION SUMMARY

- Results of the Opportunity Analysis shown in this sub-section of the report are summarized below:
  - Areas to Improve (high relative impact; low relative performance):
    - Working Environment
    - Training and Development
    - Manager/Supervisor
  - Areas to Protect (high relative impact; high relative performance):
    - Job
  - Areas to Monitor (low relative impact; low relative performance):
    - Company
    - Performance and Reward
  - Areas to Maintain (low relative impact; high relative performance):
    - Safety
    - Team
- Opportunity Analysis was not conducted below the departmental level.

# EMPLOYEE ENGAGEMENT OPPORTUNITY ANALYSIS

## Legal



Composite:  
 -I am satisfied with the TTC as an employer  
 -I enjoy coming to work every day  
 -I see the value in the work that I do

1. I am satisfied with the job I do at the TTC
2. I am satisfied with the leadership of the company
3. I am satisfied with my immediate manager/supervisor
4. I am satisfied with my relationship with my coworkers/colleagues at the TTC
5. I am satisfied with the work environment at the TTC
6. I feel safe when I am at work
7. I am satisfied with my training and development at the TTC
8. I am satisfied with the way the TTC recognizes and rewards employees

Analysis conducted using Pearson's Correlation Coefficient.  
 Performance values are mean scores and range between 6.6 to 8.5.  
 Impact values range between 30% to 63%.

# OVERALL ORGANIZATIONAL VIEWS OF LEGAL

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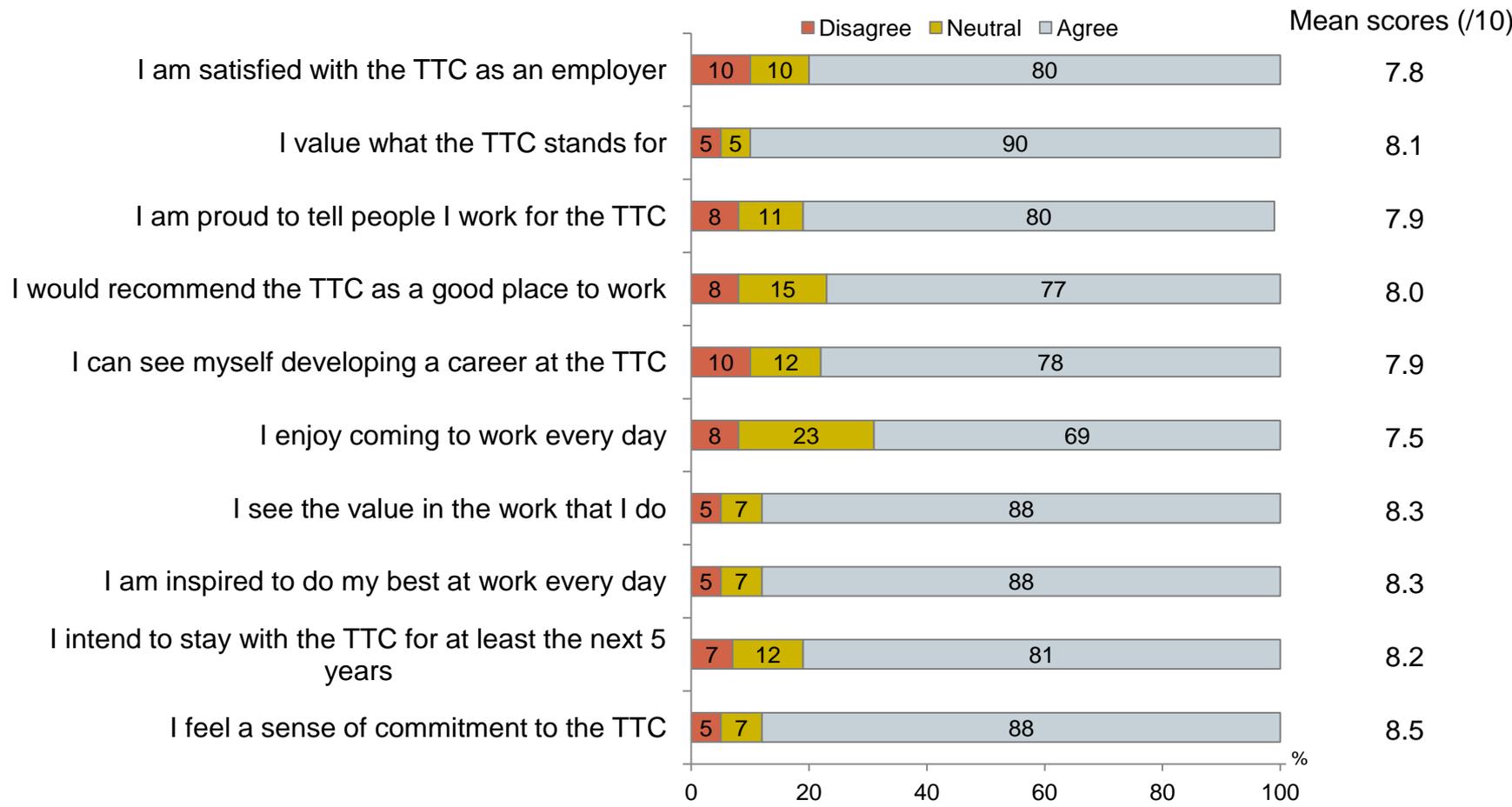


# SECTION SUMMARY

- The following measures were included in the survey in order to assess employees' overall satisfaction with the TTC:
  - I am satisfied with the TTC as an employer
  - I value what the TTC stands for
  - I am proud to tell people I work for the TTC
  - I would recommend the TTC as a good place to work
  - I can see myself developing a career at the TTC
  - I enjoy coming to work every day
  - I see the value in the work I do
  - I am inspired to do my best at work every day
  - I intend to stay with the TTC for at least the next 5 years
  - I feel a sense of commitment to the TTC
- At the department level, ratings were highest for “I feel a sense of commitment to the TTC” and lowest for “I enjoy coming to work every day”. The highest scoring attribute was consistent for both Legal and Claims. However, the attributes with the lowest rating in the Legal cost centre were “I am proud to tell people I work for the TTC” and “I am satisfied with the TTC as an employer”.
- Mean scores across most measures were higher among employees working the Legal cost centre compared to those in the Claims cost centre.

# OVERALL ORGANIZATIONAL VIEWS

## - LEGAL



A1. Based on any impression you have, how much would you agree or disagree with each of the following statements where “1” means “Strongly Disagree” and “10” means “Strongly Agree”:  
 Sample sizes vary by attribute.

# OVERALL ORGANIZATIONAL VIEWS - BY COST CENTRE

Mean	All TTC Employees	Staff Groups Average	All Corporate Services	All Legal	Claims	Legal
I am satisfied with the TTC as an employer	7.8	8.1	8.1	7.8	7.9	7.8
I value what the TTC stands for	8.2	8.6	8.6	8.1	7.9	8.4
I am proud to tell people I work for the TTC	7.9	8.2	8.2	7.9	7.9	7.8
I would recommend the TTC as a good place to work	8.0	8.3	8.3	8.0	7.8	8.2
I can see myself developing a career at the TTC	7.9	8.0	8.0	7.9	7.6	8.0
I enjoy coming to work every day	7.3	7.6	7.5	7.5	6.8	8.1
I see the value in the work that I do	8.2	8.4	8.4	8.3	7.9	8.6
I am inspired to do my best at work every day	7.8	8.2	8.2	8.3	7.9	8.6
I intend to stay with the TTC for at least the next 5 years	8.5	8.4	8.3	8.2	8.1	8.3
I feel a sense of commitment to the TTC	8.2	8.6	8.5	8.5	8.3	8.7

A1. Based on any impression you have, how much would you agree or disagree with each of the following statements where “1” means “Strongly Disagree” and “10” means “Strongly Agree”:  
Sample sizes vary by attribute.

# AREA TO IMPROVE: YOUR WORKING ENVIRONMENT

Produced by Malatest on  
behalf of TTC



# SECTION SUMMARY

- Opportunity Analysis identifies “Your Working Environment” as the most impactful on Employee Engagement and as an area in which employees at the Legal department are less satisfied relative to other areas; in other words, this is an Area to Improve.
- Overall satisfaction with Working Environment is stronger among employees in the Legal cost centre compared to those in the Claims cost centre.
- Across the specific aspects of Working Environment, ratings were highest for “The hours I work are reasonable”. Ratings were lowest for “I can adjust my work hours/shifts if needed” and “The TTC encourages employees to maintain a healthy work-life balance”. These results were consistent in both cost centres, with one exception: “I can adjust my work hours/shifts if needed” was replaced by “The TTC cares about my mental health and emotional well-being” as one of the lowest rated attributes for employees in the Legal cost centre.
- To improve employee satisfaction with Your Working Environment, Opportunity Analysis identifies the following key Areas to Improve:
  - The TTC cares about my mental health and emotional well-being
  - The TTC encourages employees to maintain a healthy work-life balance
- In addition to these improvements, the following are identified as key Areas to Protect:
  - The TTC is dedicated to diversity and inclusiveness

# SECTION SUMMARY

## Stress at Work

- 2 in 10 employees working in the Legal department indicated that they experience stress on a “frequent” basis, with an additional 6 in 10 indicating that they experience stress “sometimes”.
- Compared to the department overall, employees working in the Legal cost centre were slightly more likely to indicate that they experienced stress in the workplace “sometimes”.

## Discrimination/Harassment

- 16% of employees reported experiencing discrimination or harassment by another TTC employee in the past 12 months. This percentage decreased slightly for those working in the Legal cost centre.
- Employees most frequently reported discrimination based on Sex (including pregnancy) or family status.

## Was it Reported? Were Employees Satisfied with How it was Handled?

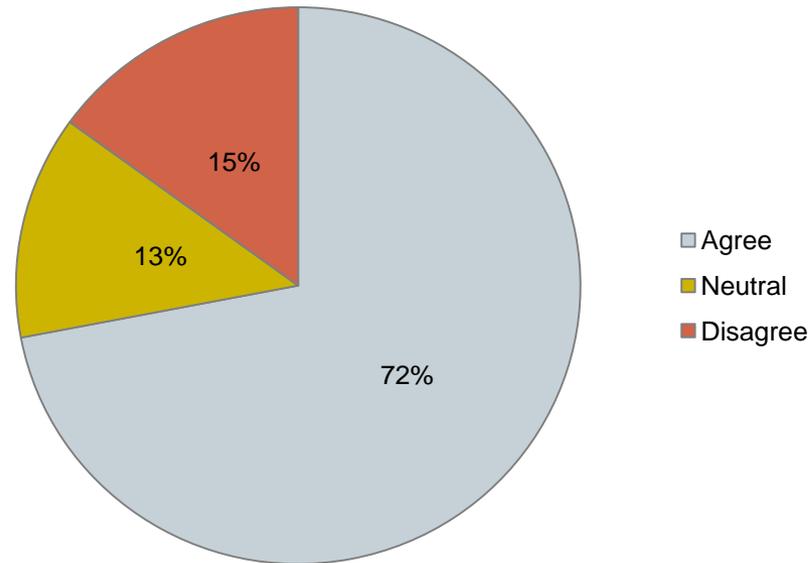
- As only a minority reported experiencing any discrimination, results cannot be reliably reported for this department.

## Abuse by Customers

- Over 4 in 10 employees at the Legal department indicated being verbally abused by customers in the past 12 months. This proportion dropped sharply to 1 in 10 for employees specifically working at the Legal cost centre. Due to a small sample base, results for the Claims cost centre cannot be reported.
- 3% of employees reported that they had experienced physical abuse by customers.

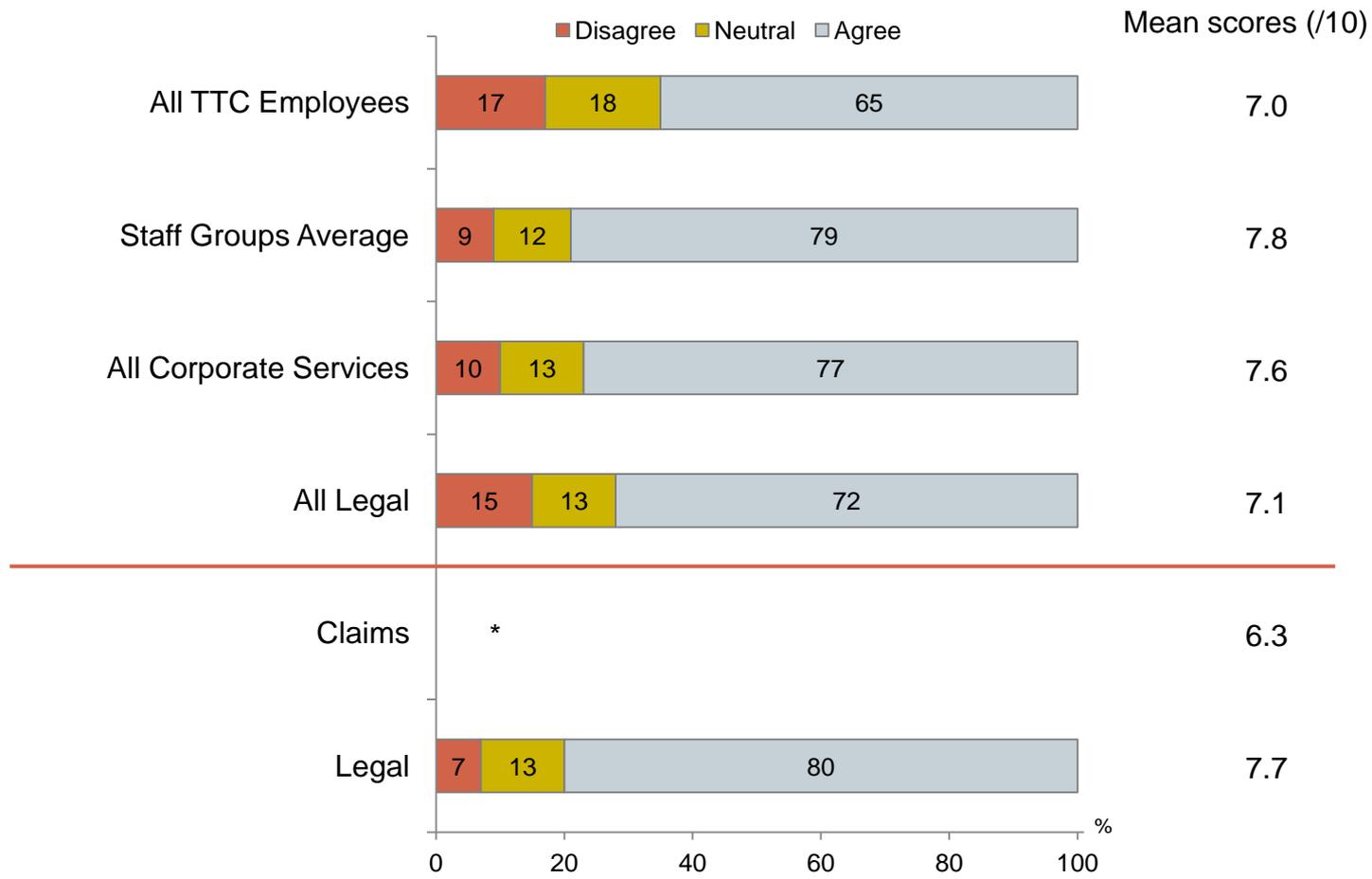
# OVERALL RATINGS OF YOUR WORKING ENVIRONMENT - LEGAL

**Legal**  
**Total**  
(n= 60)  
**Mean=7.1**



F1. Please indicate the extent to which you agree or disagree with each of the following statements describing the TTC's work environment.  
Overall, I am satisfied with the work environment at the TTC.

# OVERALL RATINGS OF YOUR WORKING ENVIRONMENT - BY COST CENTRE



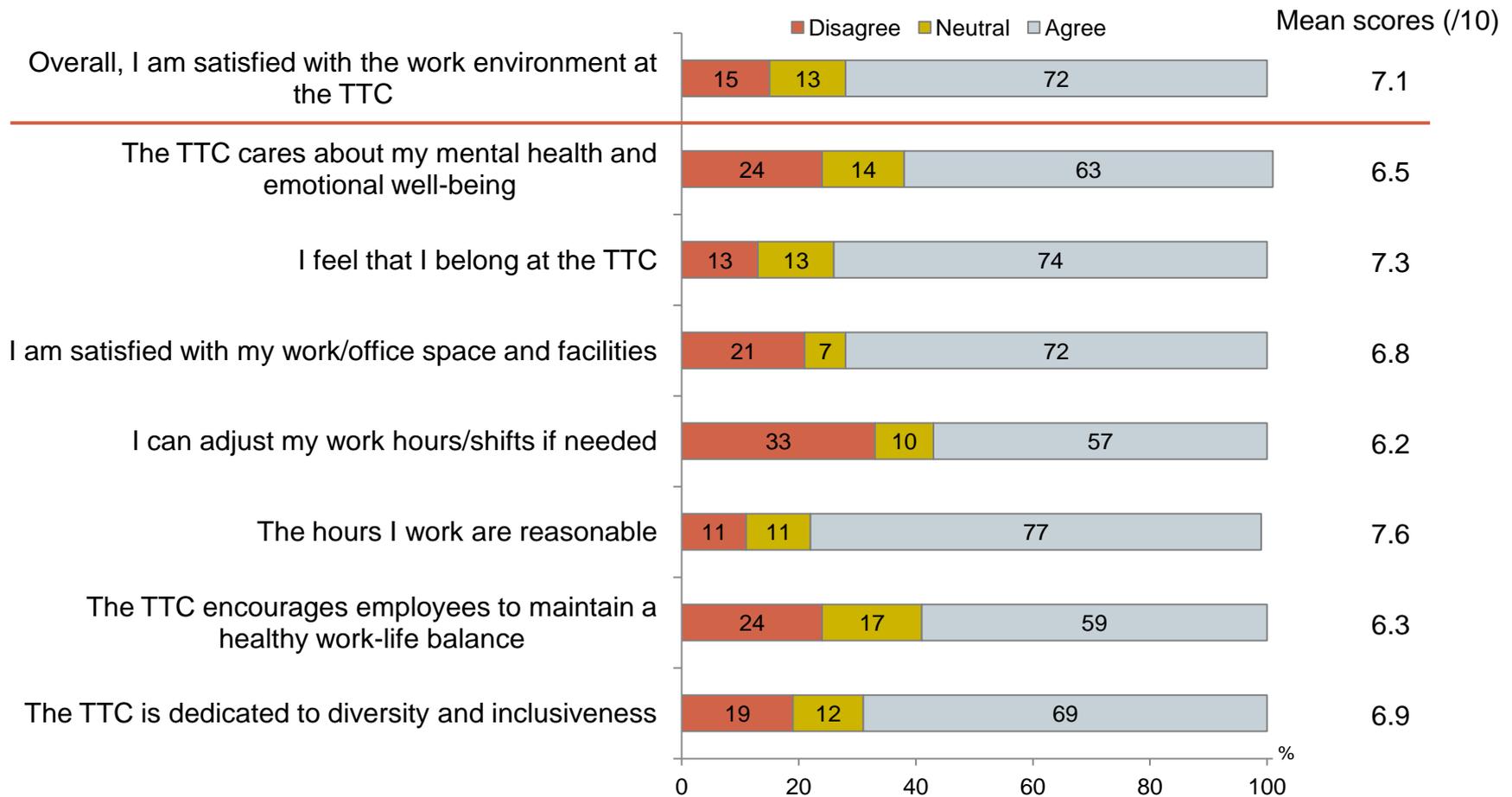
\* Percentages suppressed as sample size <30.

F1. Please indicate the extent to which you agree or disagree with each of the following statements describing the TTC's work environment.

Overall, I am satisfied with the work environment at the TTC.

Sample sizes vary by category.

# YOUR WORKING ENVIRONMENT - LEGAL



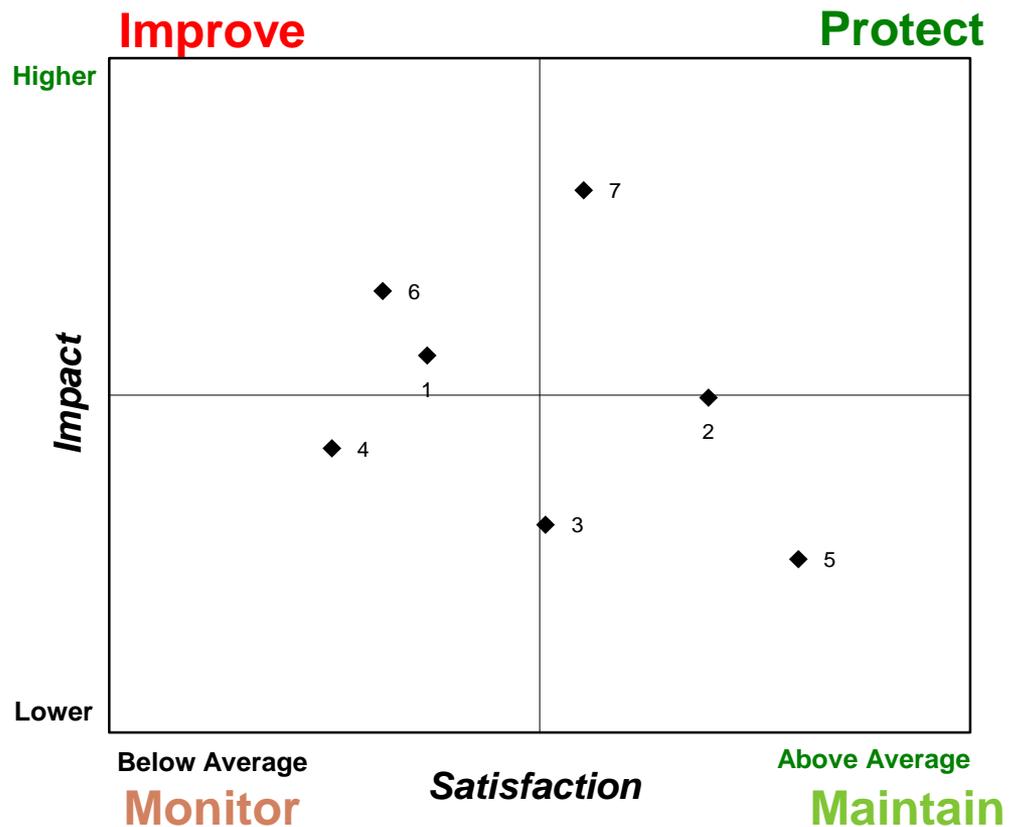
F1. Please indicate the extent to which you agree or disagree with each of the following statements describing the TTC's work environment. Sample sizes vary by attribute.

# YOUR WORKING ENVIRONMENT - BY COST CENTRE

Mean	All TTC Employees	Staff Groups Average	All Corporate Services	All Legal	Claims	Legal
Overall, I am satisfied with the work environment at the TTC	7.0	7.8	7.6	7.1	6.3	7.7
The TTC cares about my mental health and emotional well-being	6.2	7.1	7.0	6.5	5.8	7.0
I feel that I belong at the TTC	7.4	7.8	7.8	7.3	6.9	7.6
I am satisfied with my work/office space and facilities	6.5	7.2	6.9	6.8	6.5	7.1
I can adjust my work hours/shifts if needed	6.7	7.5	7.2	6.2	5.0	7.2
The hours I work are reasonable	7.7	8.4	8.3	7.6	7.2	7.8
The TTC encourages employees to maintain a healthy work-life balance	6.3	7.4	7.2	6.3	5.8	6.8
The TTC is dedicated to diversity and inclusiveness	7.4	8.0	7.9	6.9	6.1	7.7

F1. Please indicate the extent to which you agree or disagree with each of the following statements describing the TTC's work environment. Sample sizes vary by attribute.

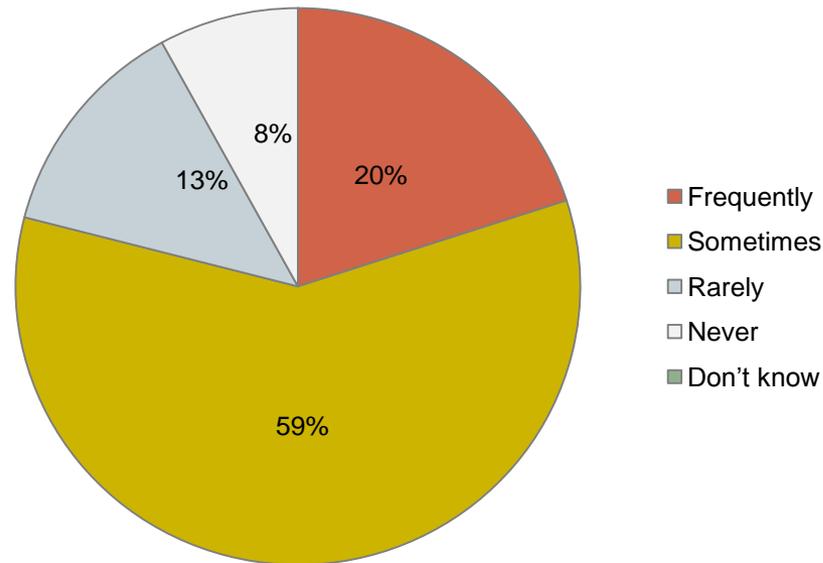
# OPPORTUNITY ANALYSIS: YOUR WORKING ENVIRONMENT - LEGAL



1. The TTC cares about my mental health and emotional well-being
2. I feel that I belong at the TTC
3. I am satisfied with my work/office space and facilities
4. I can adjust my work hours/shifts if needed
5. The hours I work are reasonable
6. The TTC encourages employees to maintain a healthy work-life balance
7. The TTC is dedicated to diversity and inclusiveness

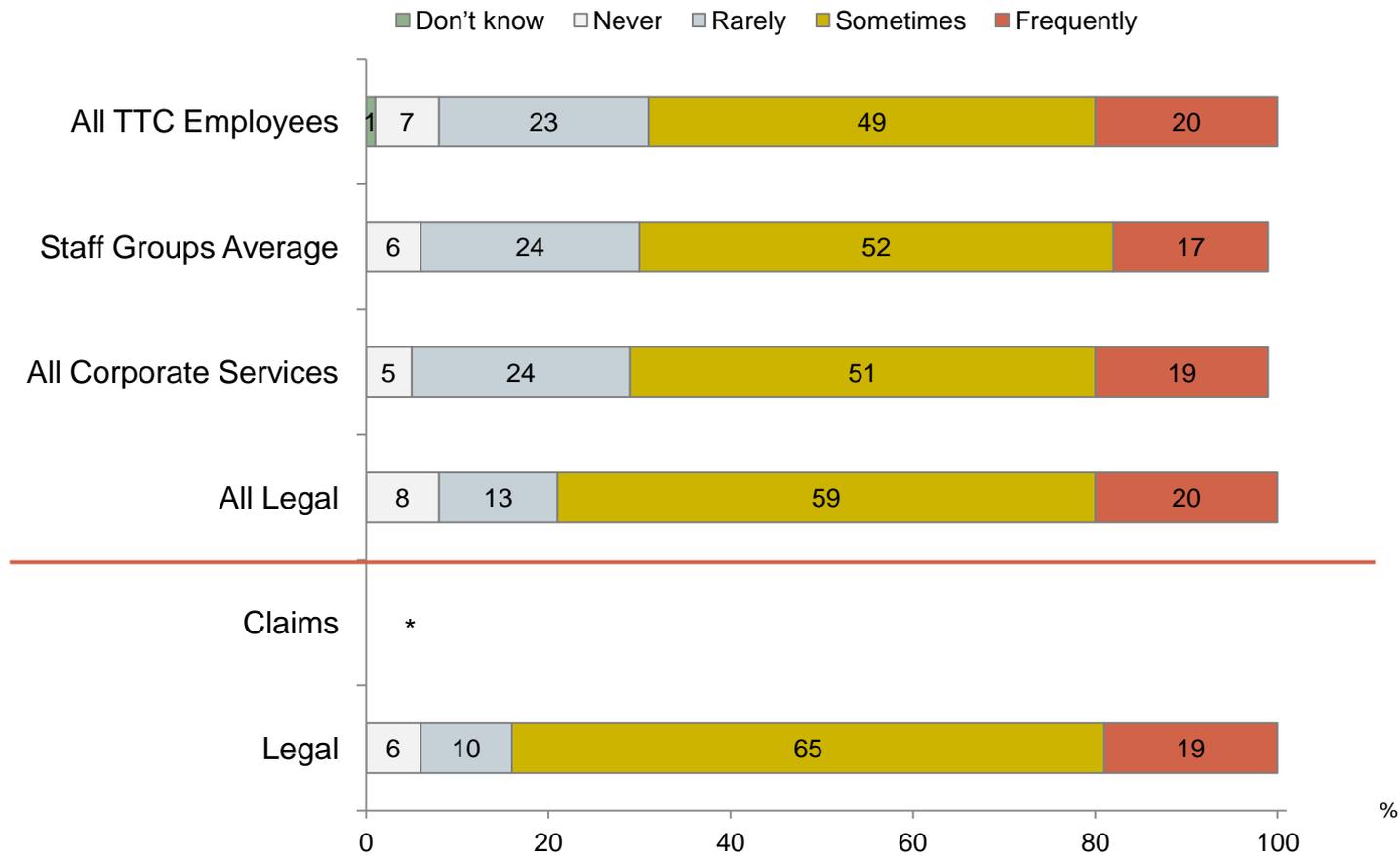
Analysis conducted using Pearson's Correlation Coefficient.  
 Performance values are mean scores and range between 6.2 to 7.6.  
 Impact values range between 43% to 85%.

## Legal Total (n= 61)



F2. Is stress at work a problem for you? 1 Frequently; 2 Sometimes; 3 Rarely; 4 Never; 5 Don't know.

# STRESS AT WORK - BY COST CENTRE



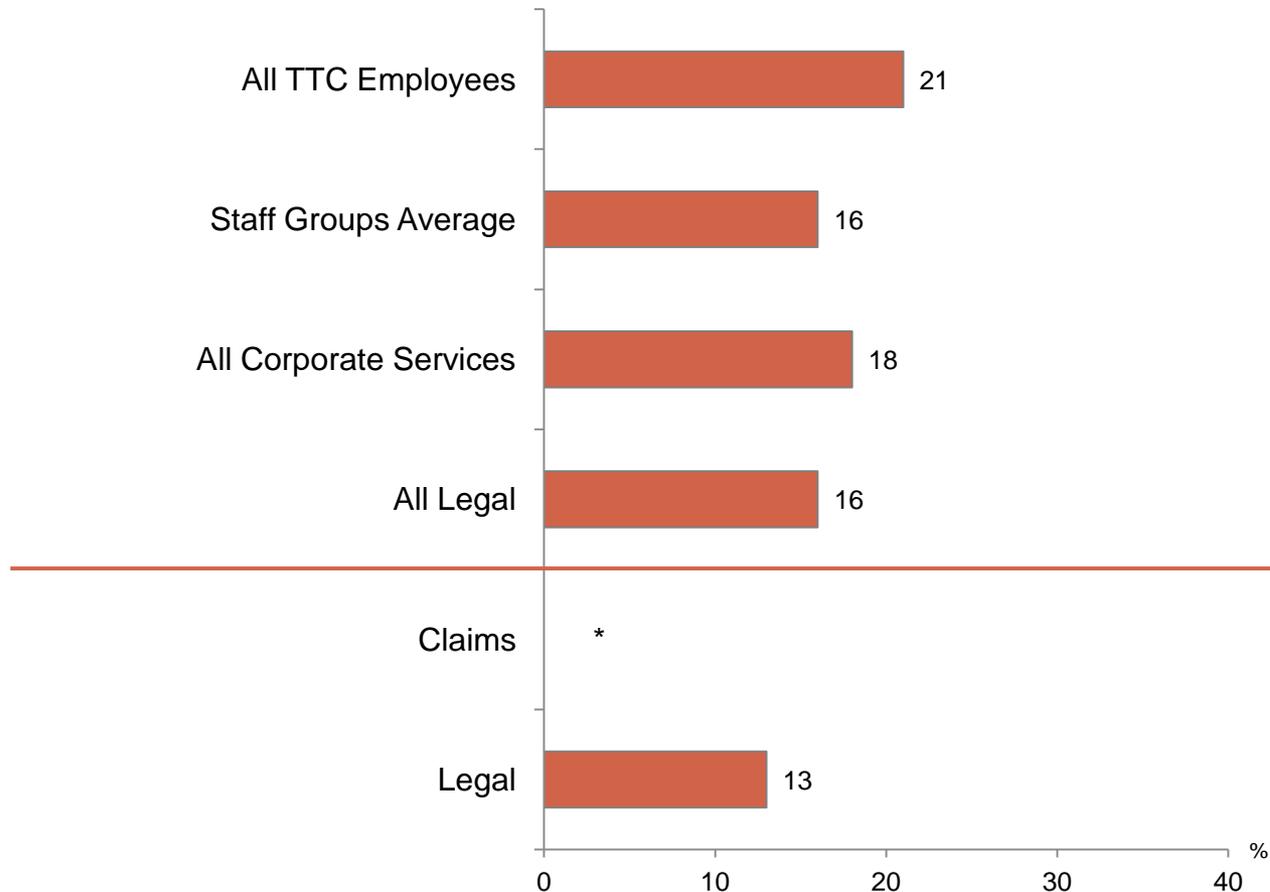
\* Percentages suppressed as sample size <30.

F2. Is stress at work a problem for you? 1 Frequently; 2 Sometimes; 3 Rarely; 4 Never; 5 Don't know.

Sample sizes vary by category.

# EMPLOYEES EXPERIENCING DISCRIMINATION OR HARASSMENT

**% of TTC Employees that experienced at least one form of discrimination or harassment in the last 12 months**



\* Percentages suppressed as sample size <30.

F3. In the last 12 months, have you experienced any discrimination or harassment by other TTC employees on the basis of:

# DISCRIMINATION OR HARASSMENT EXPERIENCED

Prefer not to answer range from 2-3%	Prefer not to answer range from 1-3%	Prefer not to answer range from 1-2%	Prefer not to answer range from 0-3%	Prefer not to answer range from 0-3%
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% Yes	All TTC Employees	Staff Groups Average	All Corporate Services	All Legal	Legal
Disability	3	2	2	2	3
Ethnic Origin	6	2	2	2	3
Gender (includes gender expression)	3	2	2	5	3
Sex (including pregnancy)	2	2	3	8	10
Creed	2	1	1	0	0
Age	5	4	4	3	0
Race	6	2	2	0	0
Colour	5	1	1	0	0
Sexual Orientation	2	1	1	0	0
Family Status	2	2	2	7	6
Marital Status	2	2	1	3	3
Ancestry	3	1	2	0	0
Place of Origin	4	1	1	2	0
Citizenship	3	1	1	0	0
Personal Harassment	9	7	8	3	3
Other	4	2	2	0	0

F3. In the last 12 months, have you experienced any discrimination or harassment by other TTC employees on the basis of:  
 Claims cost centre is not shown as this cost centre is too small to report percentages (n<30).  
 Sample sizes vary by attribute.

3/29/2015

# IS THE DISCRIMINATION REPORTED TO THE TTC?

Among employees who have experienced at least one form of discrimination or harassment in the past 12 months

- As fewer than 30 Legal department employees provided a response to this question, no results can be shown.

**Legal**

**Total**  
(n= 10)

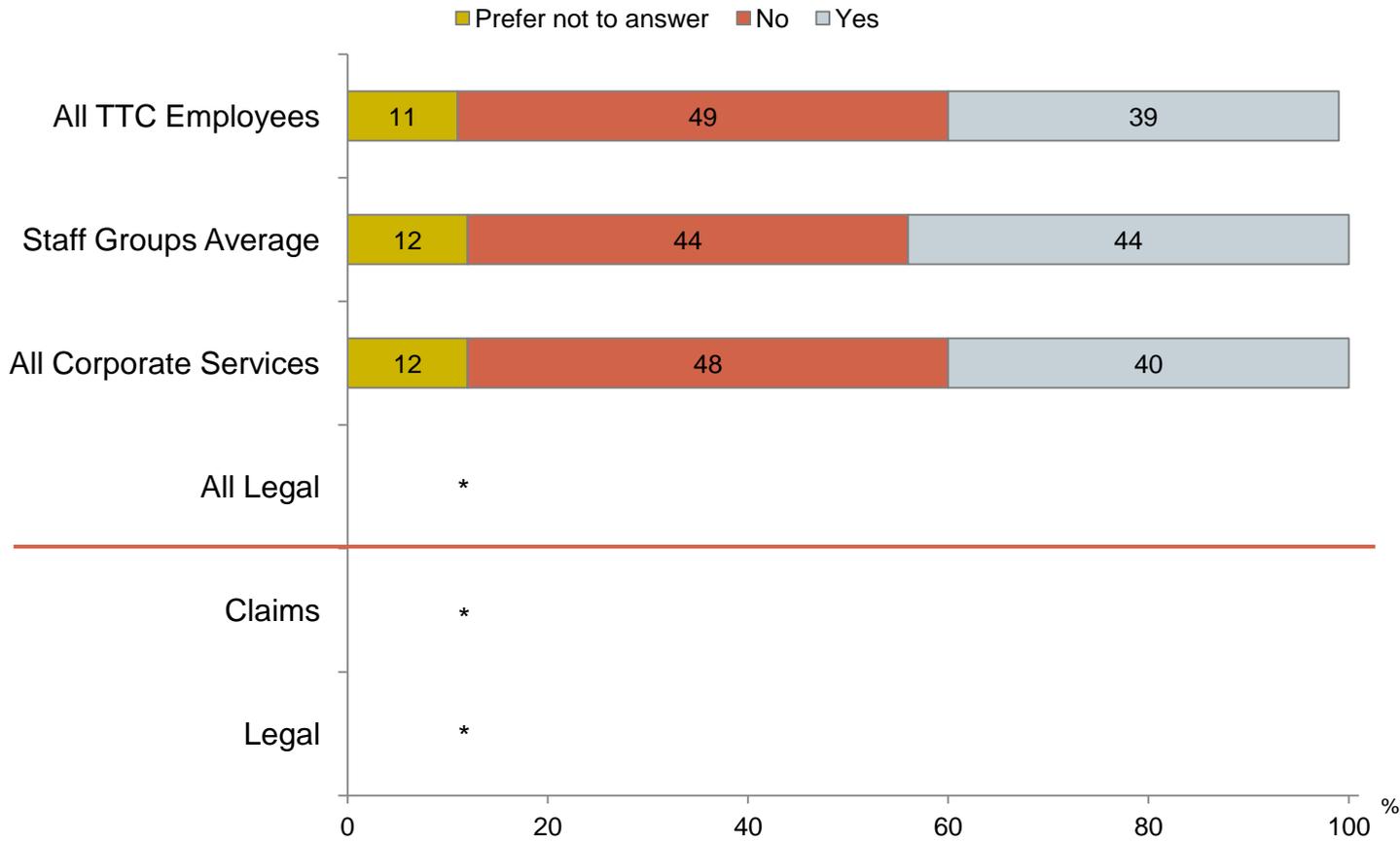
\*

\* Percentages suppressed as sample size <30.

F4. Did you bring the matter to the attention of your supervisor, manager, other senior TTC employee, or TTC's Human Rights?

# IS THE DISCRIMINATION REPORTED TO THE TTC? - BY COST CENTRE

Among employees who have experienced at least one form of discrimination or harassment in the past 12 months



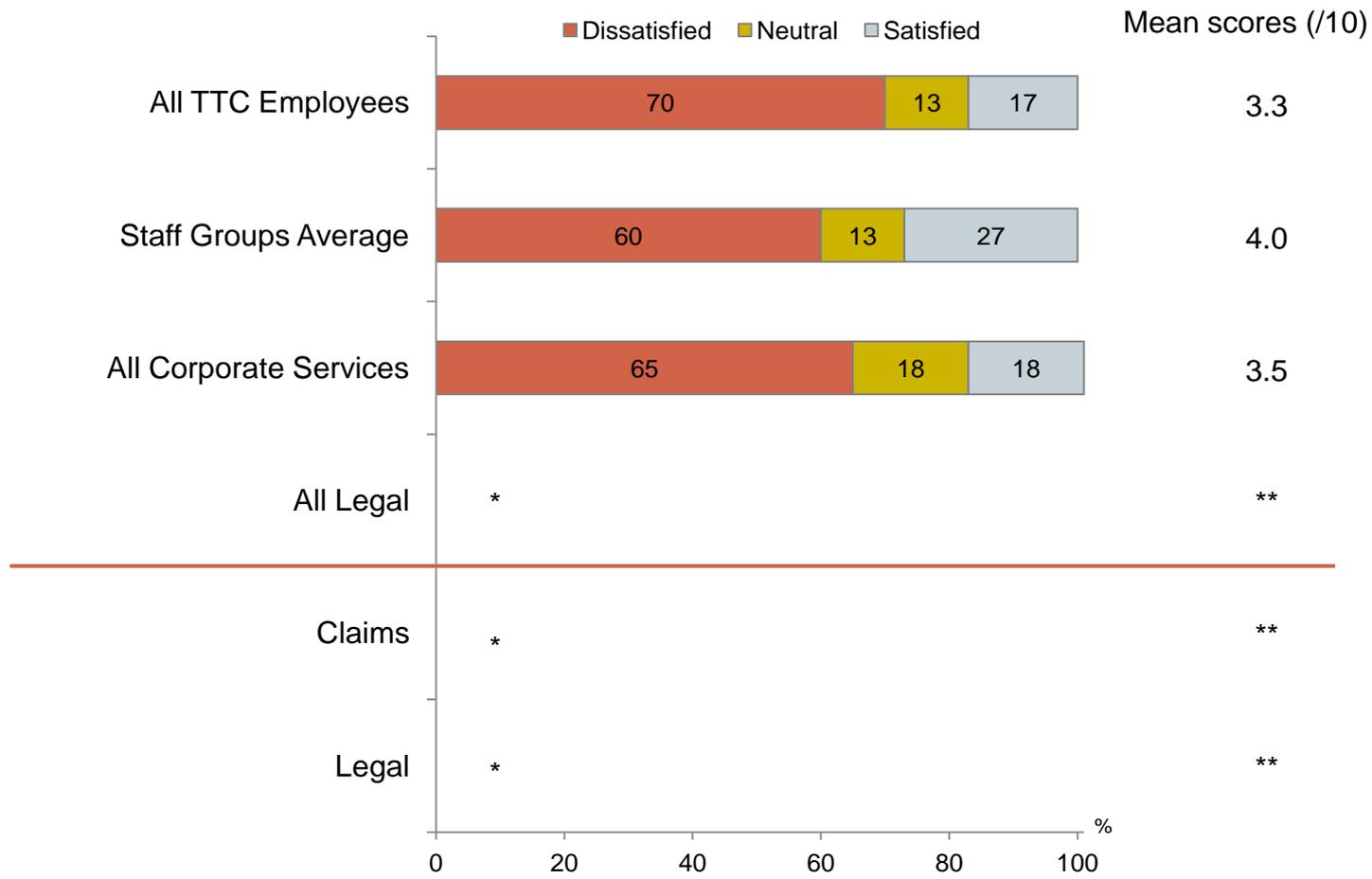
\* Percentages suppressed due to sample size <30.

F4. Did you bring the matter to the attention of your supervisor, manager, other senior TTC employee, or TTC's Human Rights?  
Sample sizes vary by category.



# SATISFACTION WITH THE WAY THE INCIDENT WAS HANDLED

Among those who reported the incident



\* Percentages suppressed as sample size <30.

\*\* Mean score suppressed due to sample size <10.

F5. How satisfied were you with the way the matter was handled?  
Sample sizes vary by category.

# REASONS FOR NOT REPORTING THE DISCRIMINATION OR HARASSMENT

Among those who did NOT report the incident

- As fewer than 30 Legal department employees provided a response to this question, no results can be shown.

## Legal

Total  
(n= 7)

\*

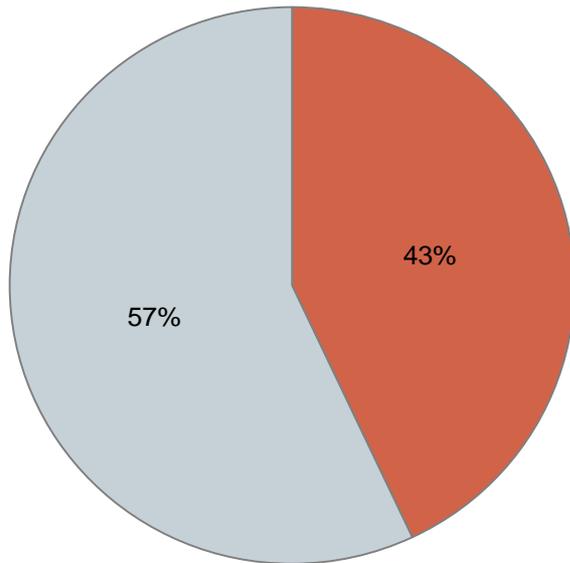
\* Percentages suppressed as sample size <30.

F6. Could you please tell us why did you not bring this matter to the attention of a supervisor, manager, other senior TTC employee or TTC's Human Rights?  
Percentages may total more than 100% as some respondents identified multiple reasons.

# ABUSE FROM CUSTOMERS

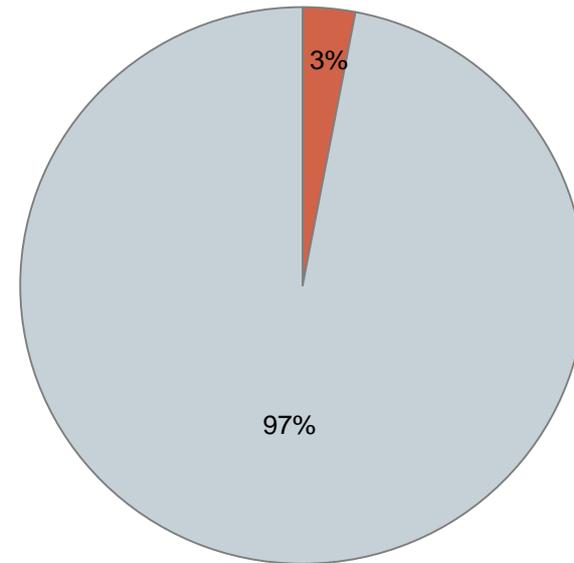
## Legal

**Verbally Abused**  
(n= 61)



■ Yes  
■ No

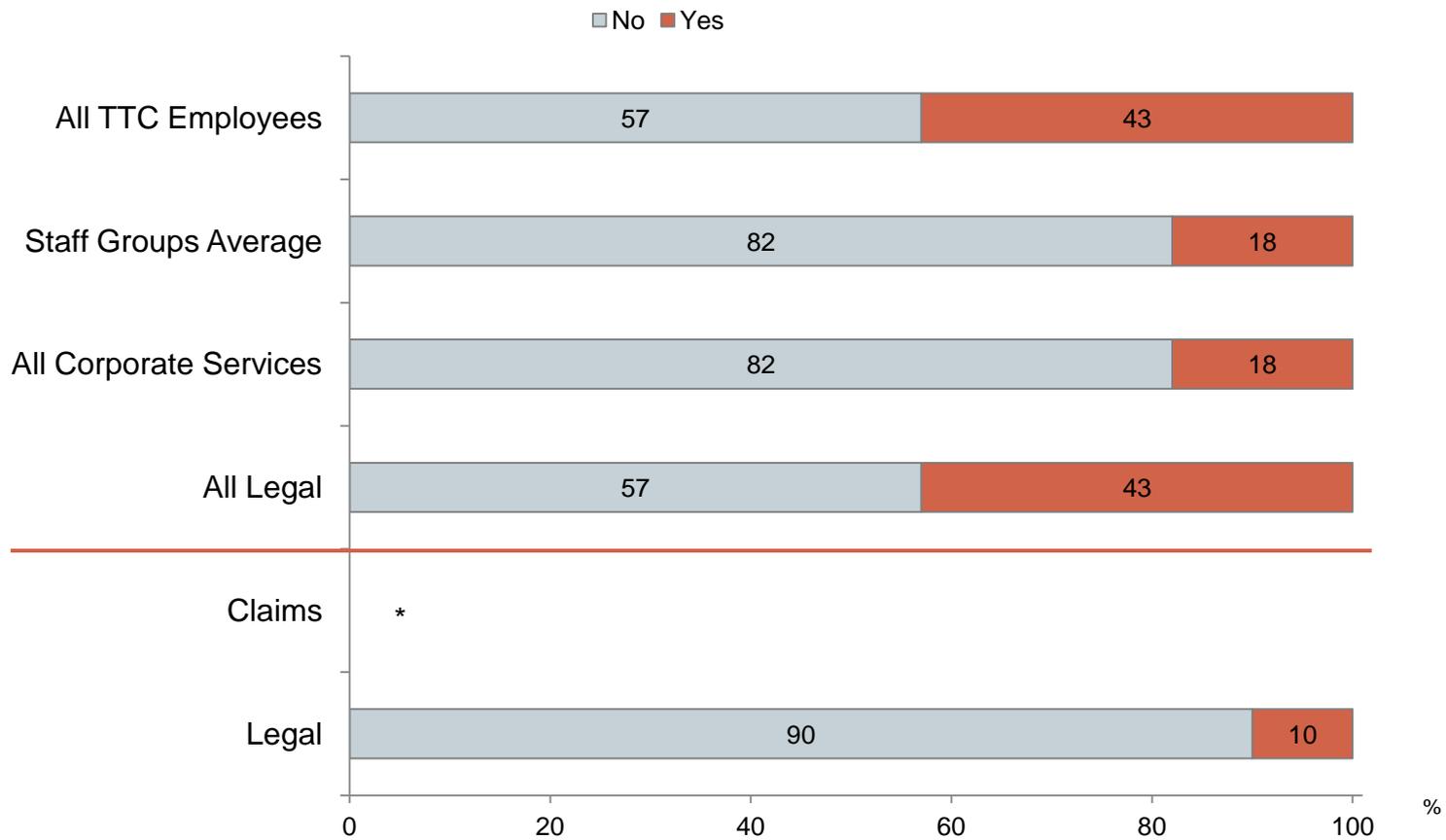
**Physically Abused**  
(n= 61)



■ Yes  
■ No

F7. In the past 12 months, have you been verbally abused by customers?  
F8. In the past 12 months, have you been physically abused by customers?

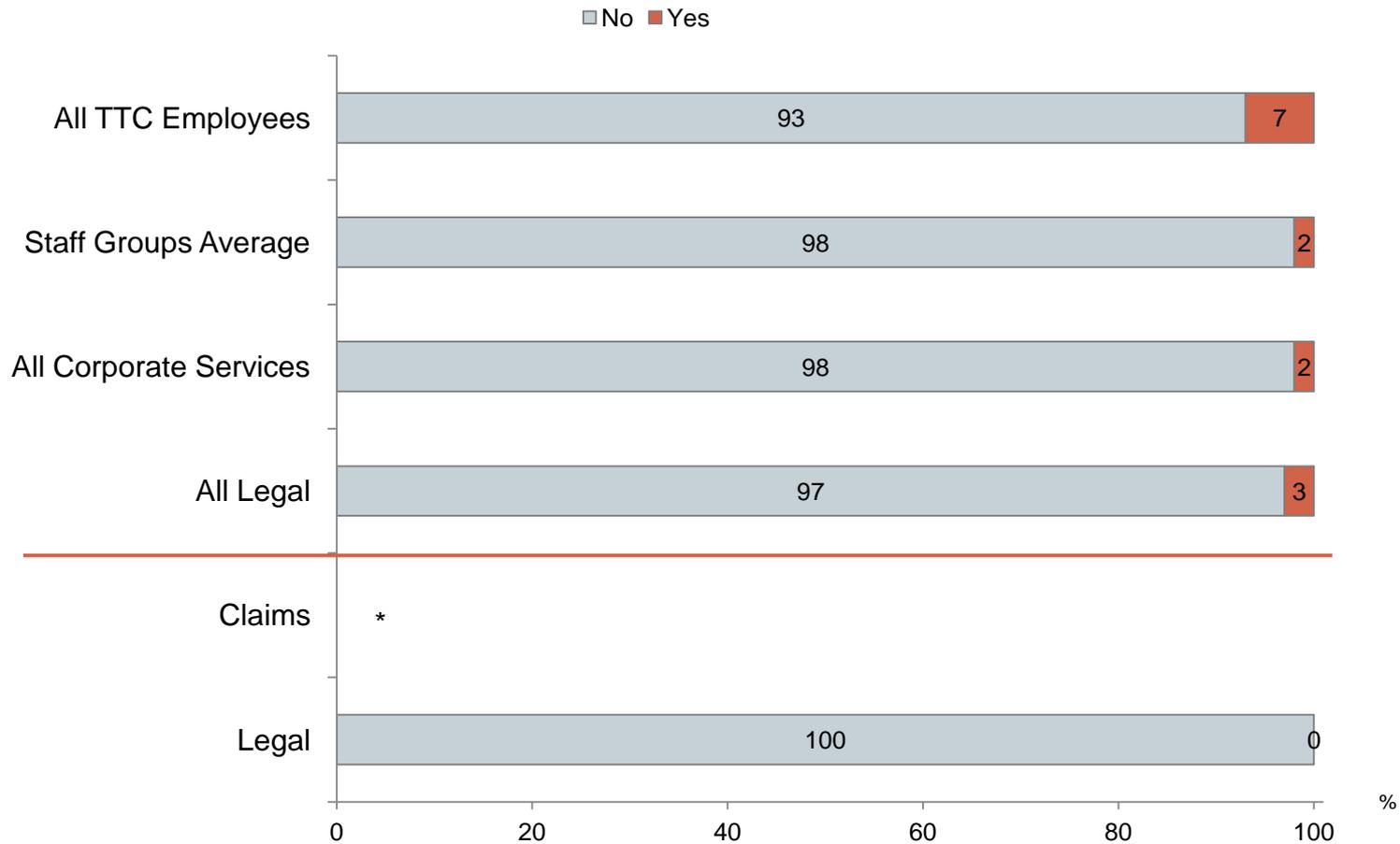
# VERBAL ABUSE FROM CUSTOMERS - BY COST CENTRE



\* Percentages suppressed as sample size <30.

F7. In the past 12 months, have you been verbally abused by customers?  
Sample sizes vary by category.

# PHYSICAL ABUSE FROM CUSTOMERS - BY COST CENTRE



\* Percentages suppressed as sample size <30.

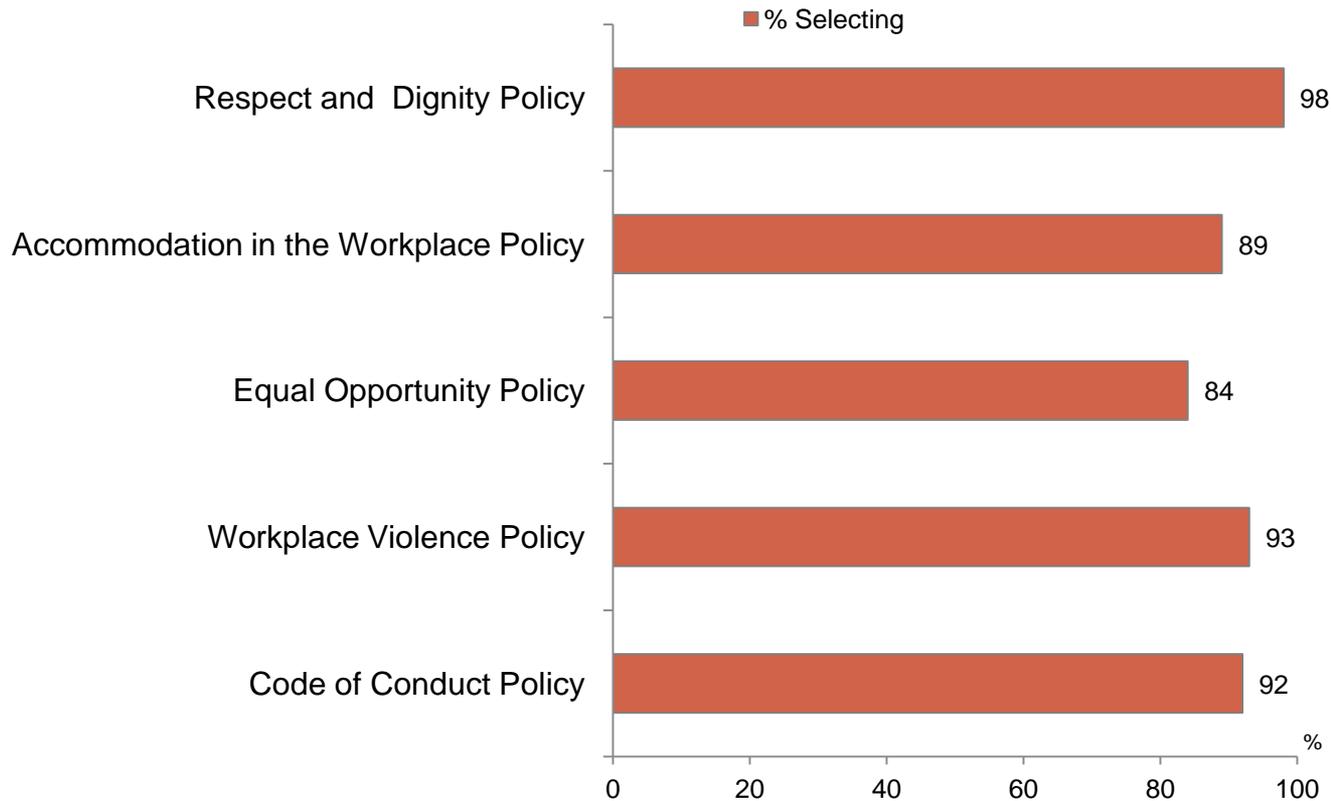
F8. In the past 12 months, have you been physically abused by customers?

Sample sizes vary by category.

# FAMILIARITY WITH TTC POLICIES

## - LEGAL

- Employees were asked if they were familiar with the various TTC policies related to equality. They were to select every policy with which they were familiar
- Each of the policies was familiar to most Legal employees. The least familiar of these was the Equal Opportunity Policy.



F9. Are you familiar with the following TTC policies (select all that apply)?

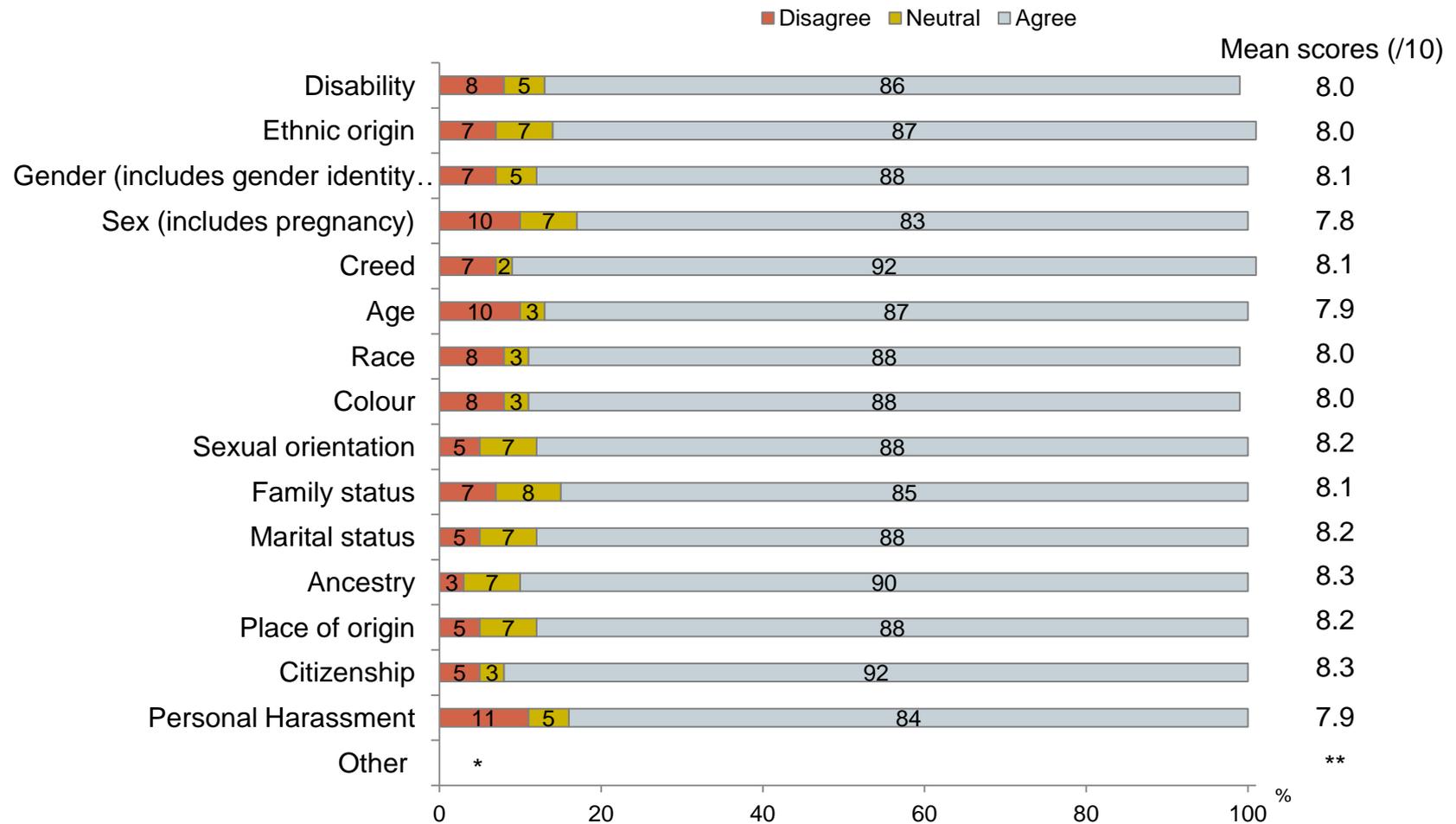
# FAMILIARITY WITH TTC POLICIES - BY COST CENTRE

% Selecting	All TTC Employees	Staff Groups Average	All Corporate Services	All Legal	Legal
Respect and Dignity Policy	92	97	96	98	97
Accommodation in the Workplace Policy	76	87	88	89	97
Equal Opportunity Policy	81	88	89	84	84
Workplace Violence Policy	87	92	92	93	97
Code of Conduct Policy	82	92	91	92	87

F9. Are you familiar with the following TTC policies (select all that apply)?  
Claims is not shown as this cost centre is too small to report percentages (n<30).

# EFFECTIVENESS OF TTC PRACTICES

## - LEGAL



\* Percentages suppressed as sample size <30.

\*\* Mean score suppressed due to sample size <10.

F10. Please indicate the extent to which you agree or disagree with each of the following statements.

***I believe the practices of the TTC ensure everyone is treated fairly on the basis of:***

Sample sizes vary by attribute.

# EFFECTIVENESS OF TTC PRACTICES - BY COST CENTRE

Mean	All TTC Employees	Staff Groups Average	All Corporate Services	All Legal	Claims	Legal
Disability	8.3	8.7	8.7	8.0	7.2	8.6
Ethnic Origin	8.3	8.6	8.7	8.0	7.4	8.5
Gender (includes gender expression)	8.5	8.7	8.7	8.1	7.4	8.6
Sex (including pregnancy)	8.5	8.7	8.7	7.8	7.2	8.2
Creed	8.5	8.8	8.8	8.1	7.4	8.7
Age	8.4	8.6	8.6	7.9	7.1	8.5
Race	8.4	8.7	8.7	8.0	7.4	8.5
Colour	8.4	8.7	8.7	8.0	7.4	8.5
Sexual Orientation	8.6	8.8	8.8	8.2	7.6	8.7
Family Status	8.6	8.8	8.8	8.1	7.5	8.5
Marital Status	8.6	8.9	8.9	8.2	7.5	8.8
Ancestry	8.6	8.8	8.8	8.3	7.7	8.7
Place of Origin	8.5	8.8	8.8	8.2	7.6	8.6
Citizenship	8.6	8.9	8.9	8.3	7.6	8.8
Personal Harassment	8.2	8.6	8.5	7.9	7.1	8.5
Other	8.2	8.2	8.3	**	**	**

\*\* Mean score suppressed due to sample size <10.

F10. Please indicate the extent to which you agree or disagree with each of the following statements.

***I believe the practices of the TTC ensure everyone is treated fairly on the basis of:***

Sample sizes vary by attribute.

# AREA TO PROTECT: YOUR JOB

Produced by Malatest on  
behalf of TTC



# SECTION SUMMARY

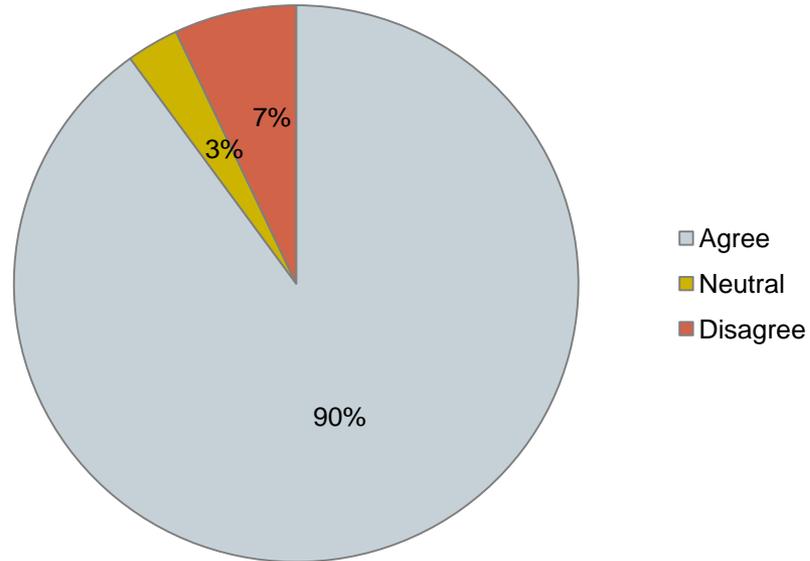
- Opportunity Analysis identifies “Your Job” as being the second most impactful on Employee Engagement overall and is an area with which employees at the Legal department are, for the most part, satisfied, making this another Area to Protect.
- Overall employee satisfaction with the job they do is generally higher for the Legal cost centre.
- Across the specific aspects of the job, ratings were highest for, “I often look for ways to make improvements in how things are done” and “I am not afraid to suggest new ways of doing things in my job”. Ratings were lowest for, “I have the proper equipment/tools to do my job well”. These results were consistent for both cost centres, with one exception. For employees at the Legal cost centre, “My work enables me to use my skills and abilities” replaced “I often look for ways to make improvements in how things are done” as one of the two highest rated attributes.
- To maintain high levels of employee satisfaction with their job, Opportunity Analysis identifies the following key Areas to Improve:
  - I feel motivated in my job
  - I feel well informed about how to improve customer service
- In addition, the following key Areas to Protect were identified:
  - My work enables me to use my skills and abilities
  - I am given the freedom to make decisions in my job
  - I am not afraid to suggest new ways of doing things in my job

# OVERALL RATINGS OF YOUR JOB - LEGAL

## Legal

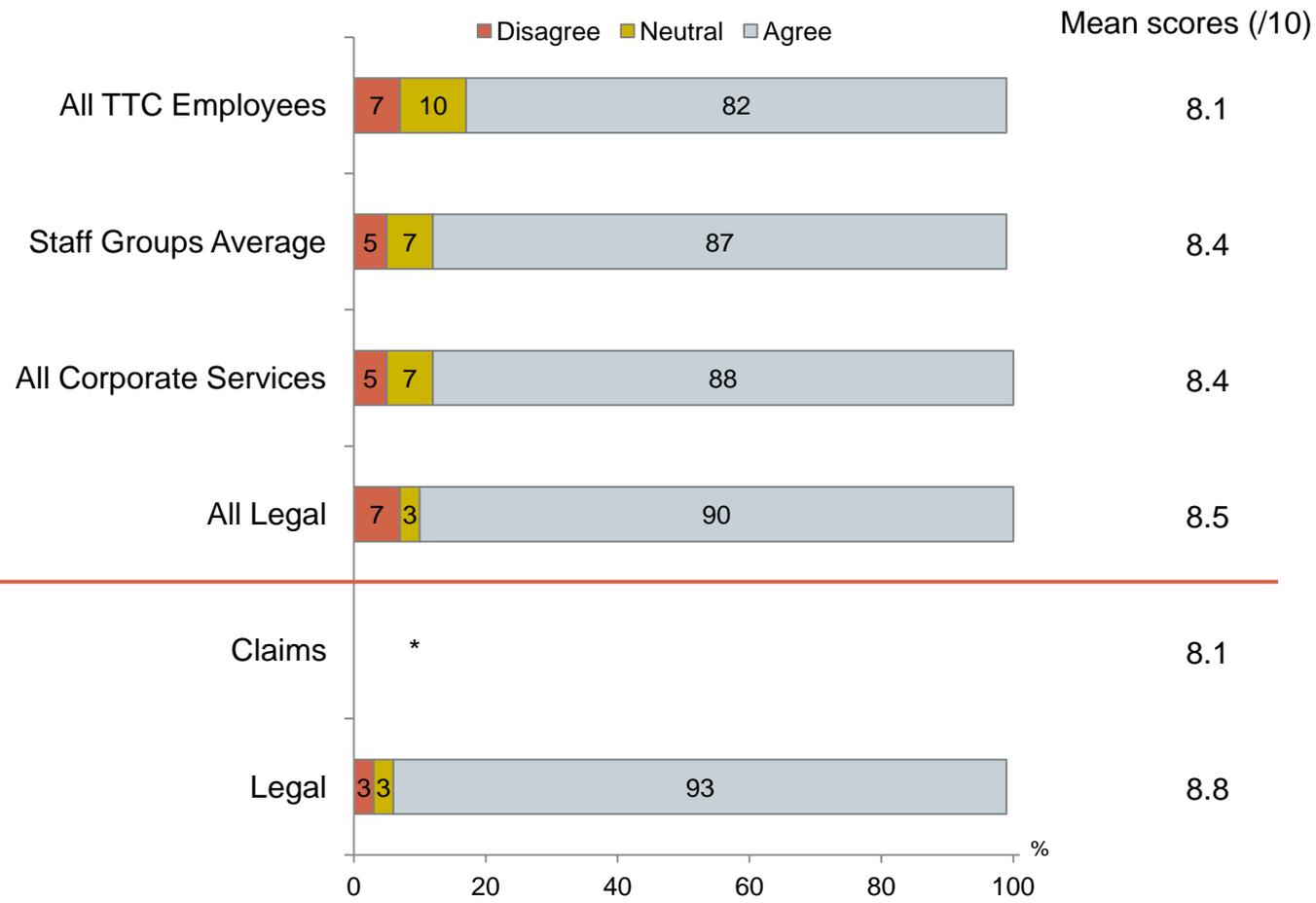
Total  
(n= 59)

Mean=8.5



B1. How much do you agree or disagree with each of the following statements about your job ?  
Overall, I am satisfied with the job I do at the TTC.

# OVERALL RATINGS OF YOUR JOB - BY COST CENTRE



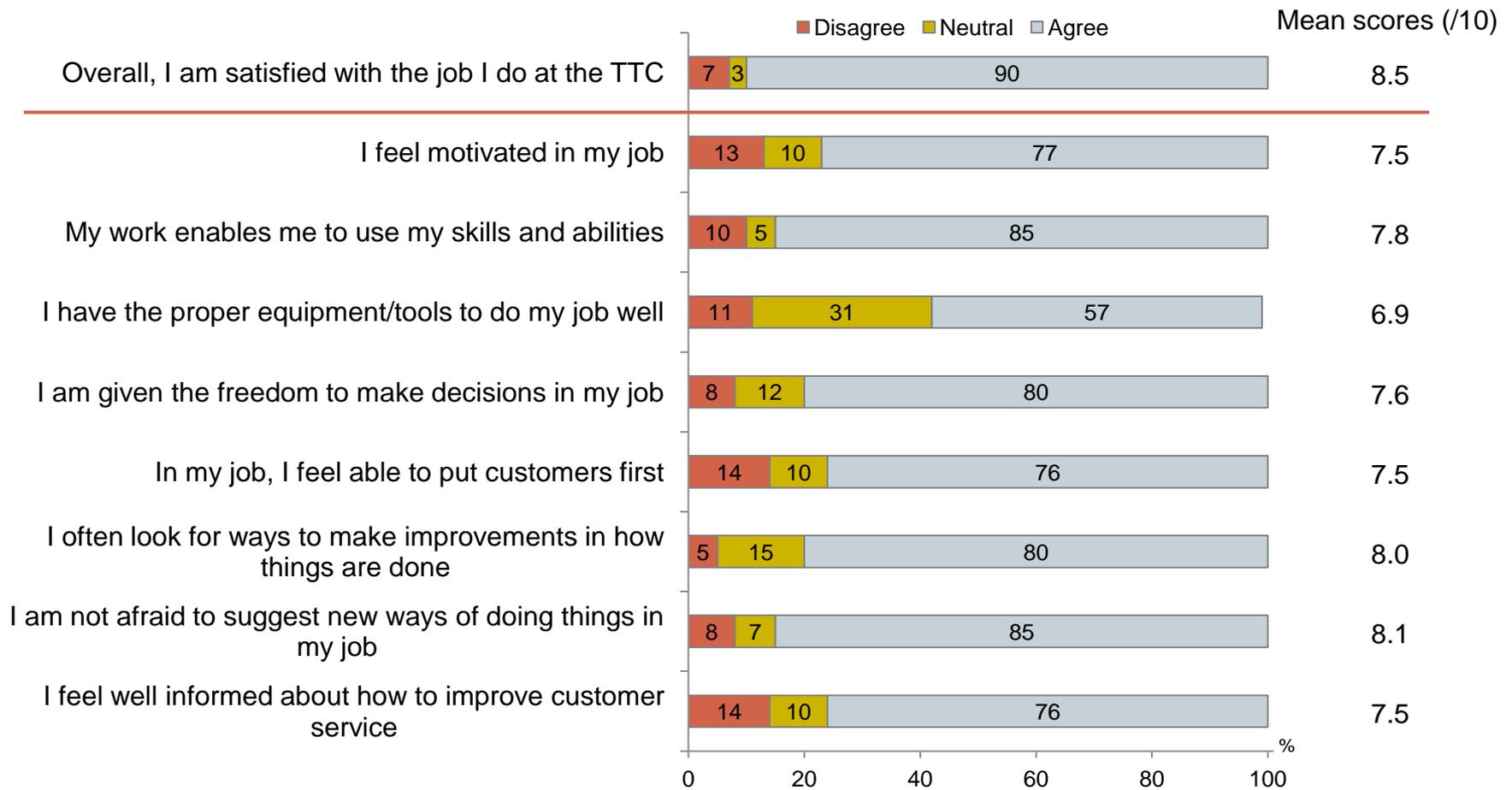
\* Percentages suppressed as sample size <30.

B1. How much do you agree or disagree with each of the following statements about your job ?

Overall, I am satisfied with the job I do at the TTC.

Sample sizes vary by category.

# YOUR JOB - LEGAL



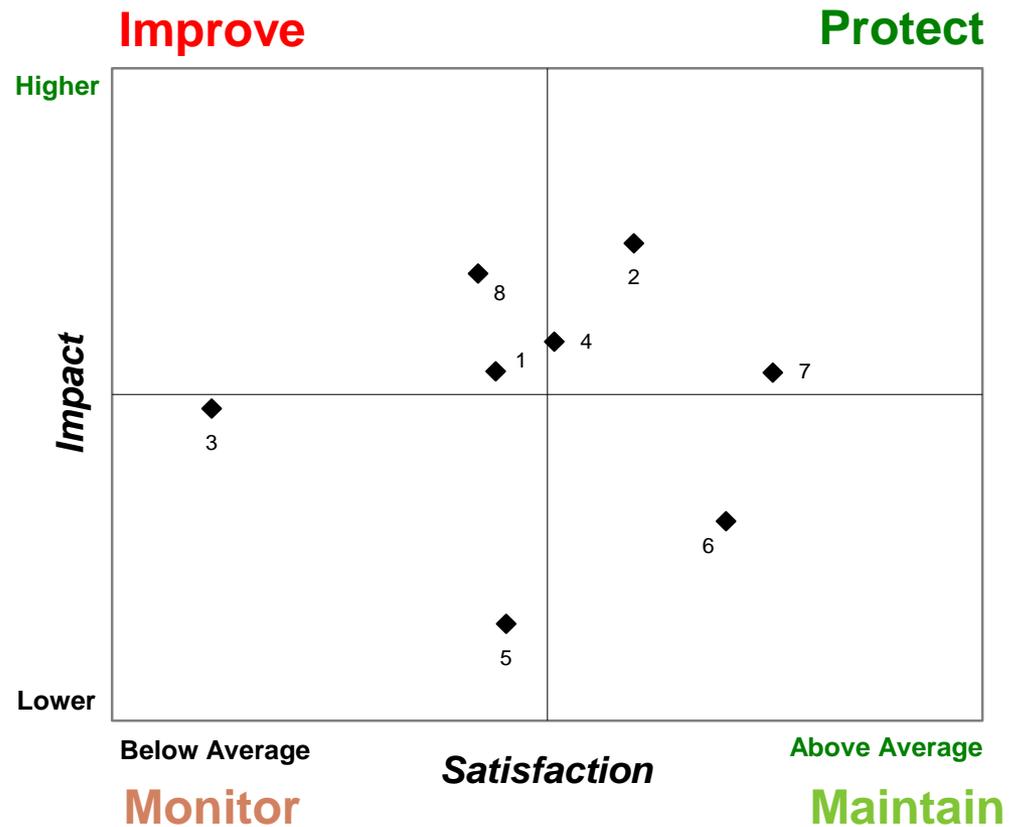
B1. How much do you agree or disagree with each of the following statements about your job?  
Sample sizes vary by attribute.

# YOUR JOB - BY COST CENTRE

Mean	All TTC Employees	Staff Groups Average	All Corporate Services	All Legal	Claims	Legal
Overall, I am satisfied with the job I do at the TTC	8.1	8.4	8.4	8.5	8.1	8.8
I feel motivated in my job	7.0	7.3	7.4	7.5	7.1	7.8
My work enables me to use my skills and abilities	7.3	7.7	7.7	7.8	7.3	8.3
I have the proper equipment/tools to do my job well	6.8	7.3	7.2	6.9	6.6	7.2
I am given the freedom to make decisions in my job	6.5	7.3	7.3	7.6	7.4	7.8
In my job, I feel able to put customers first	7.5	7.9	7.9	7.5	7.2	8.0
I often look for ways to make improvements in how things are done	8.1	8.6	8.5	8.0	7.8	8.1
I am not afraid to suggest new ways of doing things in my job	7.6	8.3	8.2	8.1	7.7	8.5
I feel well informed about how to improve customer service	6.8	7.6	7.7	7.5	7.2	7.7

B1. How much do you agree or disagree with each of the following statements about your job?  
Sample sizes vary by attribute.

# OPPORTUNITY ANALYSIS: YOUR JOB - LEGAL



- 1. I feel motivated in my job
- 2. My work enables me to use my skills and abilities
- 3. I have the proper equipment/tools to do my job well
- 4. I am given the freedom to make decisions in my job
- 5. In my job, I feel able to put customers first
- 6. I often look for ways to make improvements in how things are done
- 7. I am not afraid to suggest new ways of doing things in my job
- 8. I feel well informed about how to improve customer service

Analysis conducted using Pearson's Correlation Coefficient.  
 Performance values are mean scores and range between 6.9 to 8.1.  
 Impact values range between 27% to 65%.

# AREA TO IMPROVE: TRAINING AND DEVELOPMENT

Produced by Malatest on  
behalf of TTC

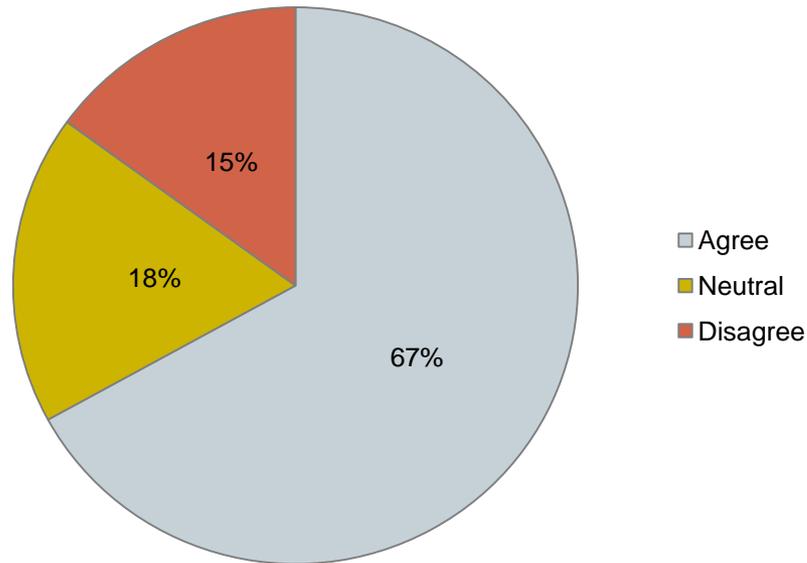


# SECTION SUMMARY

- Opportunity Analysis identifies “Training and Development” as the third most impactful on Employee Engagement and as an area in which the Legal employees are relatively less satisfied, making this an Area to Improve.
- Overall satisfaction with training and development is generally higher among employees at the Legal cost centre.
- Across the specific aspects of Training and Development, ratings were highest for, “My onboarding/induction experience was positive,” followed by “I have received the right sort of training to do my job properly”. Ratings were lowest for, “The way people are selected for jobs in the TTC is fair”. These results were consistent for both cost centres.
- To improve employee satisfaction with Training and Development, Opportunity Analysis identifies the following key area of focus:
  - I am satisfied with the career development opportunities available to me.
- In addition, the following areas were identified as key Areas to Protect:
  - The TTC provides ongoing training opportunities so I can develop my skills.
  - I am satisfied with the support I receive on my personal development.

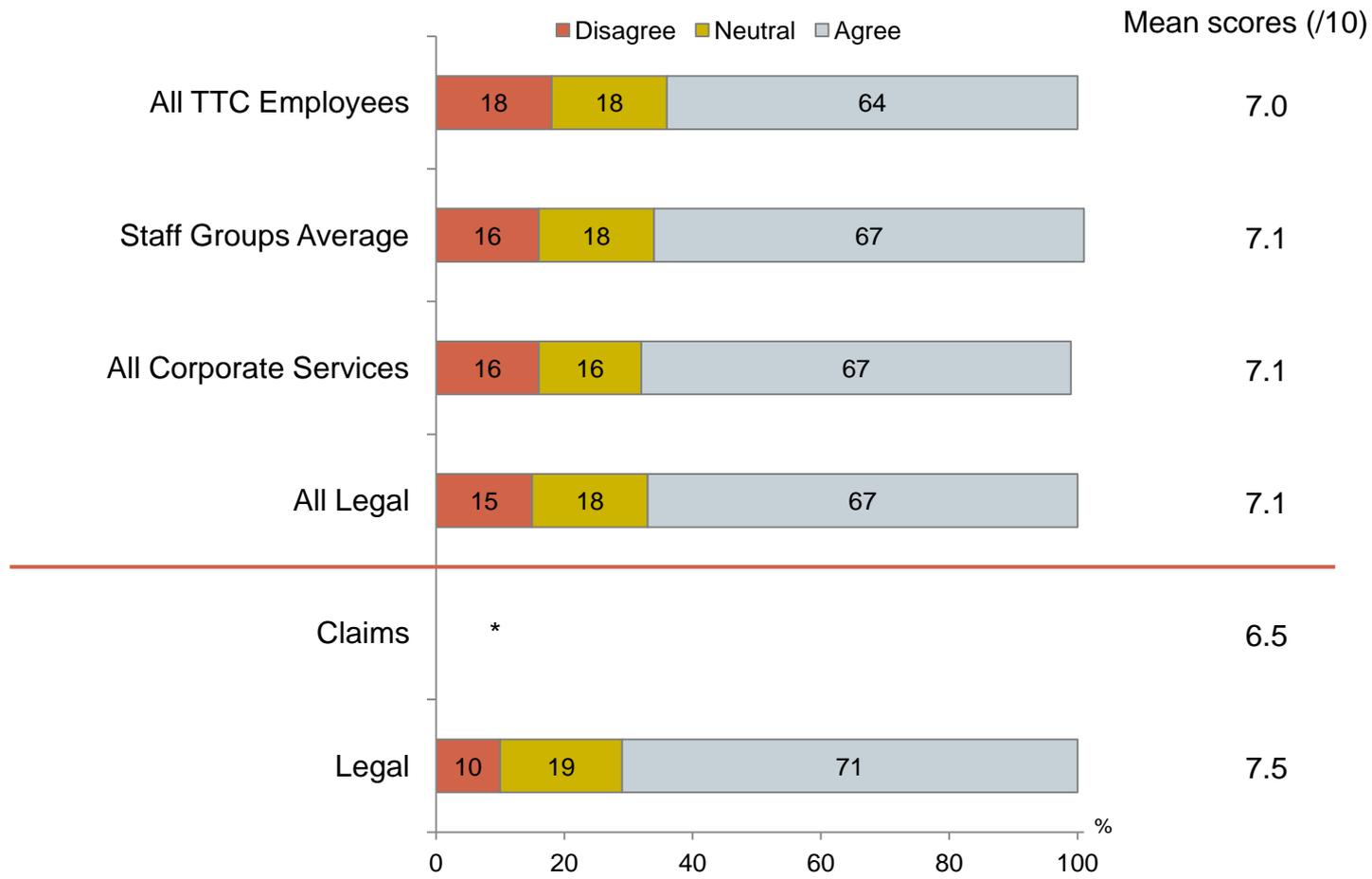
# OVERALL RATINGS OF TRAINING AND DEVELOPMENT - LEGAL

**Legal**  
**Total**  
(n= 61)  
**Mean=7.1**



H1. Please indicate the extent to which you agree or disagree with each of the following statements about the training you receive as an employee at the TTC.  
Overall, I am satisfied with my training and development at the TTC.

# OVERALL RATINGS OF TRAINING AND DEVELOPMENT - BY COST CENTRE



\* Percentages suppressed as sample size <30.

H1. Please indicate the extent to which you agree or disagree with each of the following statements about the training you receive as an employee at the TTC.

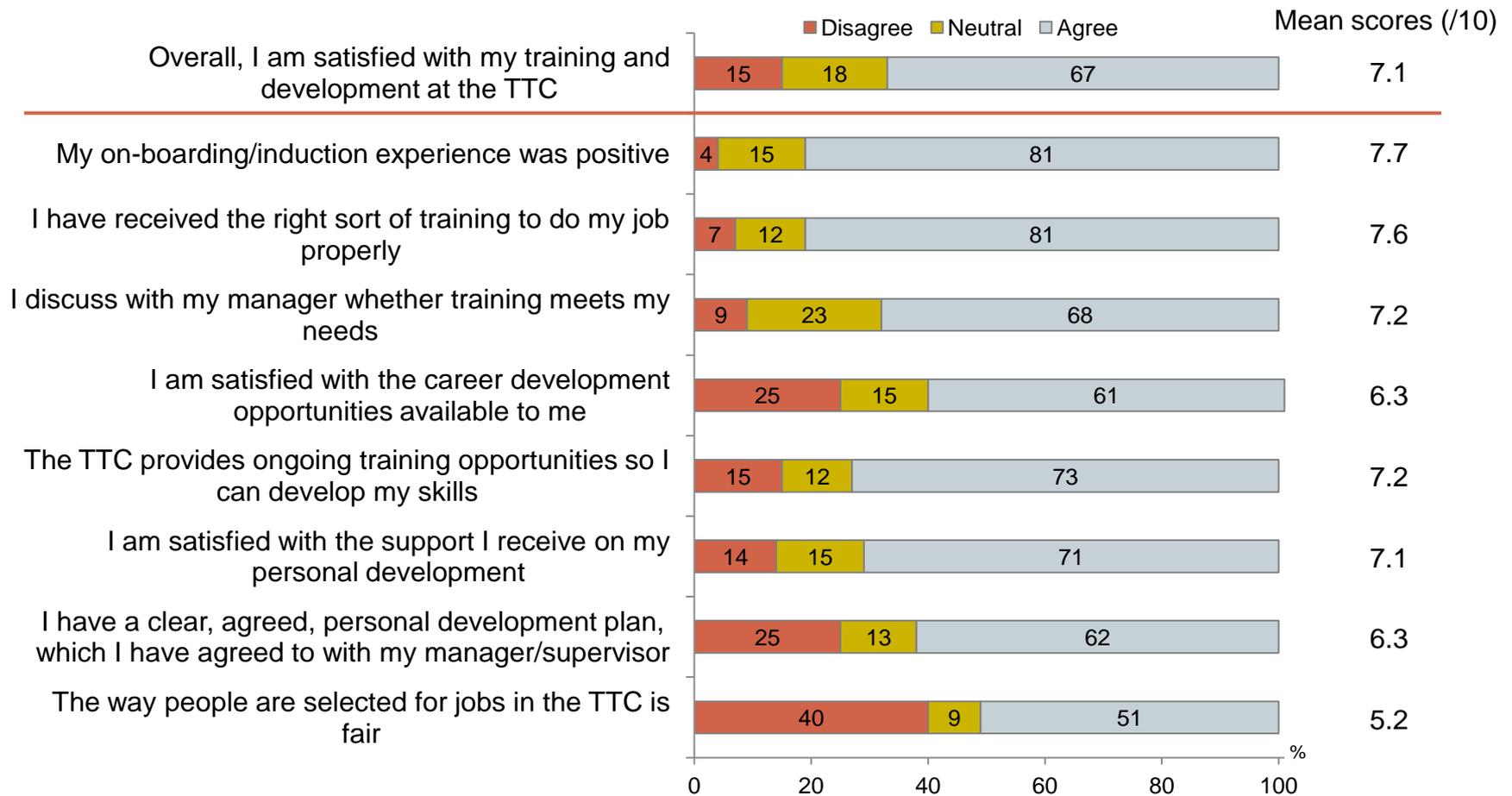
Overall, I am satisfied with my training and development at the TTC.

Sample sizes vary by category.



# TRAINING AND DEVELOPMENT

## - LEGAL



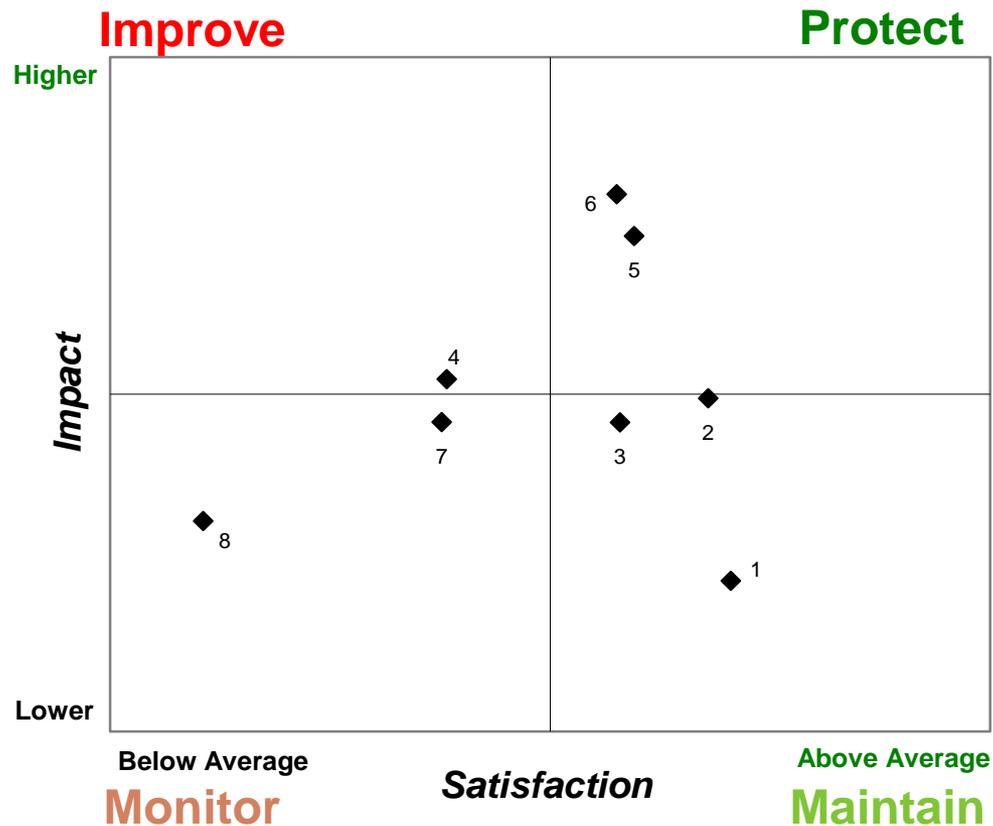
H1. Please indicate the extent to which you agree or disagree with each of the following statements about the training you receive as an employee at the TTC. Sample sizes vary by attribute.

# TRAINING AND DEVELOPMENT - BY COST CENTRE

Mean	All TTC Employees	Staff Groups Average	All Corporate Services	All Legal	Claims	Legal
Overall, I am satisfied with my training and development at the TTC	7.0	7.1	7.1	7.1	6.5	7.5
My on-boarding/induction experience was positive	7.9	7.9	7.9	7.7	7.4	7.8
I have received the right sort of training to do my job properly	7.6	7.7	7.6	7.6	7.0	8.1
I discuss with my manager whether training meets my needs	6.7	7.5	7.4	7.2	6.9	7.3
I am satisfied with the career development opportunities available to me	6.9	6.9	6.9	6.3	6.1	6.4
The TTC provides ongoing training opportunities so I can develop my skills	7.0	7.5	7.5	7.2	6.7	7.6
I am satisfied with the support I receive on my personal development	6.5	7.1	7.0	7.1	6.4	7.7
I have a clear, agreed, personal development plan, agreed to with my manager/supervisor	5.5	6.3	6.2	6.3	5.7	6.8
The way people are selected for jobs in the TTC is fair	5.6	5.7	5.6	5.2	5.0	5.2

H1. Please indicate the extent to which you agree or disagree with each of the following statements about the training you receive as an employee at the TTC.  
Sample sizes vary by attribute.

# OPPORTUNITY ANALYSIS: TRAINING AND DEVELOPMENT - LEGAL



1. My on-boarding/induction experience was positive
2. I have received the right sort of training to do my job properly
3. I discuss with my manager whether training meets my needs
4. I am satisfied with the career development opportunities available to me
5. The TTC provides ongoing training opportunities so I can develop my skills
6. I am satisfied with the support I receive on my personal development
7. I have a clear, agreed, personal development plan, which I have agreed to with my manager/supervisor
8. The way people are selected for jobs in the TTC is fair

Analysis conducted using Pearson's Correlation Coefficient.  
 Performance values are mean scores and range between 5.2 to 7.7.  
 Impact values range between 29% to 87%.

# AREA TO IMPROVE: YOUR MANAGER/SUPERVISOR

Produced by Malatest on  
behalf of TTC



# SECTION SUMMARY

- Opportunity Analysis identifies “Your Manager/Supervisor” as also having a strong impact on Employee Engagement and is an area in which the Legal employees are relatively less satisfied, making this an Area to Improve.
- Overall satisfaction with their immediate manager or supervisor is generally higher among employees in the Legal cost centre.
- Across the specific qualities of Your Manager/Supervisor, ratings were highest for, “I have confidence in my manager’s/supervisor’s skills and abilities”. Ratings were lowest for, “My manager/supervisor is personally involved in improving the quality of my work”.
- These results were consistent across cost centres, with one exception: For employees in the Claims cost centre, “My manager/supervisor is personally involved in improving the quality of my work” was replaced by “I receive regular feedback about my performance from my manager/supervisor” as the lowest rated attribute.
- To improve employee satisfaction with Your Manager/Supervisor, Opportunity Analysis identifies several key areas of focus, primarily relating to management style and leadership. These Areas to Improve include:
  - My manager/supervisor manages people well
  - My manager/supervisor keeps me well informed about issues which affect me
  - My manager/supervisor tells me why decisions have been made

# SECTION SUMMARY

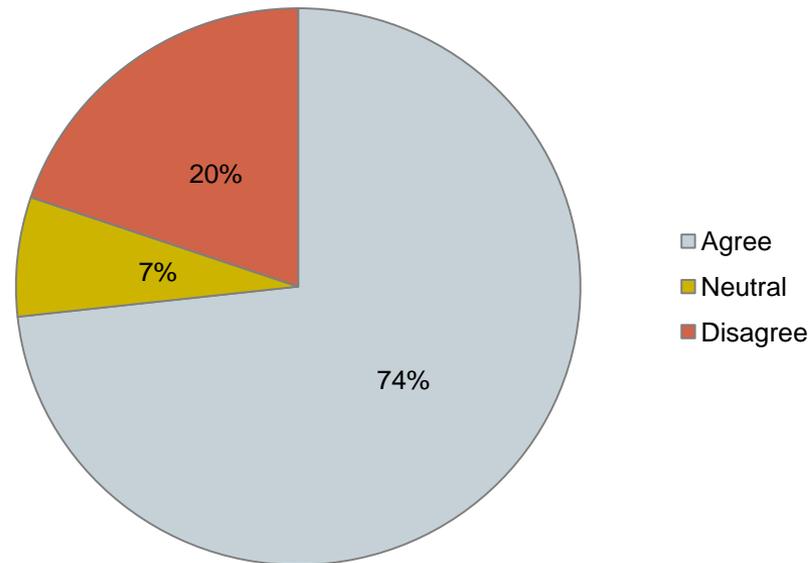
- In addition, the following attributes were identified as Areas to Protect:
  - I am satisfied with the way I am managed
  - My manager/supervisor treats me fairly
  - My manager/supervisor takes responsibility when problems arise
  - I have confidence in my manager's/supervisor's skills and abilities
  - Where appropriate, my manager/supervisor involves me in decisions which affect me
  - My manager/supervisor leads by example
  - I get help and support from my manager/supervisor when I need it

# OVERALL RATINGS OF YOUR MANAGER/SUPERVISOR - LEGAL

## Legal

Total  
(n= 61)

Mean=7.2



D1. Thinking about your immediate manager or supervisor (that is, the person to whom you report to directly, on a day-to-day basis), please indicate the extent to which you agree or disagree with each of the following statements about your immediate manager or supervisor.

Overall, I am satisfied with my immediate manager/supervisor.

# OVERALL RATINGS OF YOUR MANAGER/SUPERVISOR - BY COST CENTRE



\* Percentages suppressed as sample size <30.

D1. Thinking about your immediate manager or supervisor (that is, the person to whom you report to directly, on a day-to-day basis), please indicate the extent to which you agree or disagree with each of the following statements about your immediate manager or supervisor.

Overall, I am satisfied with my immediate manager/supervisor.

Sample sizes vary by category.

# YOUR MANAGER/SUPERVISOR - LEGAL



D1. Thinking about your immediate manager or supervisor (that is, the person to whom you report to directly, on a day-to-day basis), please indicate the extent to which you agree or disagree with each of the following statements about your immediate manager or supervisor.

Sample sizes vary by attribute.

# YOUR MANAGER/SUPERVISOR - BY COST CENTRE

Mean	All TTC Employees	Staff Groups Average	All Corporate Services	All Legal	Claims	Legal
Overall, I am satisfied with my immediate manager/supervisor	6.7	7.5	7.4	7.2	6.7	7.7
I am satisfied with the way I am managed	6.6	7.3	7.2	7.1	6.4	7.7
My manager/supervisor actively discourages prejudice	7.4	7.9	7.9	7.2	6.5	7.9
My manager/supervisor treats me fairly	7.3	7.9	7.8	7.3	6.8	7.7
My manager/supervisor takes responsibility when problems arise	6.9	7.6	7.5	7.3	6.7	7.9
I have confidence in my manager's/supervisor's skills and abilities	6.9	7.7	7.6	7.5	7.0	8.0
Where appropriate, my manager/supervisor involves me in decisions which affect me	6.5	7.6	7.5	7.1	6.7	7.4
My manager/supervisor leads by example	6.5	7.3	7.3	7.1	6.4	7.7
I get help and support from my manager/supervisor when I need it	7.1	7.8	7.8	7.4	6.9	7.8
My manager/supervisor keeps me well informed about issues which affect me	6.6	7.6	7.5	6.8	6.4	7.2
My manager/supervisor tells me why decisions have been made	6.2	7.3	7.2	6.9	6.2	7.4
My manager/supervisor is personally involved in improving the quality of my work	6.1	7.0	7.0	6.5	6.2	6.7
My manager/supervisor manages people well	6.3	7.0	6.9	6.8	6.3	7.1
I receive regular feedback about my performance from my manager/supervisor	5.7	7.0	6.9	6.6	5.7	7.4
I receive constructive feedback about my performance from my manager/supervisor	5.8	7.1	7.0	6.8	5.9	7.6
My manager/supervisor is open to constructive feedback from staff and others	6.1	7.1	7.0	6.7	6.1	7.3

D1. Thinking about your immediate manager or supervisor (that is, the person to whom you report to directly, on a day-to-day basis), please indicate the extent to which you agree or disagree with each of the following statements about your immediate manager or supervisor.

Sample sizes vary by attribute.

# OPPORTUNITY ANALYSIS: YOUR MANAGER/ SUPERVISOR - LEGAL



1. I am satisfied with the way I am managed
2. My manager/supervisor actively discourages prejudice
3. My manager/supervisor treats me fairly
4. My manager/supervisor takes responsibility when problems arise
5. I have confidence in my manager's/supervisor's skills and abilities
6. Where appropriate, my manager/supervisor involves me in decisions which affect me
7. My manager/supervisor leads by example
8. I get help and support from my manager/supervisor when I need it
9. My manager/supervisor keeps me well informed about issues which affect me
10. My manager/supervisor tells me why decisions have been made
11. My manager/supervisor is personally involved in improving the quality of my work
12. My manager/supervisor manages people well
13. I receive regular feedback about my performance from my manager/supervisor
14. I receive constructive feedback about my performance from my manager/supervisor
15. My manager/supervisor is open to constructive feedback from staff and others

Analysis conducted using Pearson's Correlation Coefficient.  
 Performance values are mean scores and range between 6.5 to 7.5.  
 Impact values range between 67% to 93%.

AREA TO MONITOR: YOUR COMPANY

Produced by Malatest on  
behalf of TTC



# SECTION SUMMARY

- While not among the most influential aspects of the employee experience, Opportunity Analysis still identifies “Your Company” as having a notable impact on Employee Engagement and as an area in which Legal department employees are relatively less satisfied. In other words, this is an Area to Monitor in close proximity to becoming an Area to Improve.
- Similar to other aspects of the employee experience, satisfaction scores for Your Company are stronger among employees in the Legal cost centre.
- Across the specific aspects of Your Company, ratings are highest for, “The TTC puts customers first,” followed by “I am proud and passionate about the TTC”. Ratings were lowest for, “There is effective sharing of information across the TTC”, “People get things done both quickly and efficiently at the TTC,” and “If something goes wrong, people concentrate on putting it right, not blaming others”. These results were somewhat variable by cost centre, particularly with respect to the lowest rated attributes.
- To improve employee satisfaction with Your Company, Opportunity Analysis identifies several influential Areas to Improve, primarily related to information sharing and communication:
  - Best practices are shared effectively across the TTC
  - Senior Managers communicate openly and honestly with employees
  - TTC leadership welcomes all feedback, both positive and negative

# SECTION SUMMARY

- In addition to these Areas to Improve, the following were identified as key Areas to Protect:
  - There is respect between the TTC and its partners (e.g., City of Toronto, Metrolinx)
  - The TTC values its staff's time
  - The TTC values its customers' time
  - I feel sufficiently well informed about what is happening in the TTC
  - I feel confident that TTC leadership is making the right decisions for the company's future success
  - In my job role, I feel I can directly contribute to the vision to be 'A transit system that makes Toronto proud'

## Speaking Highly of the TTC

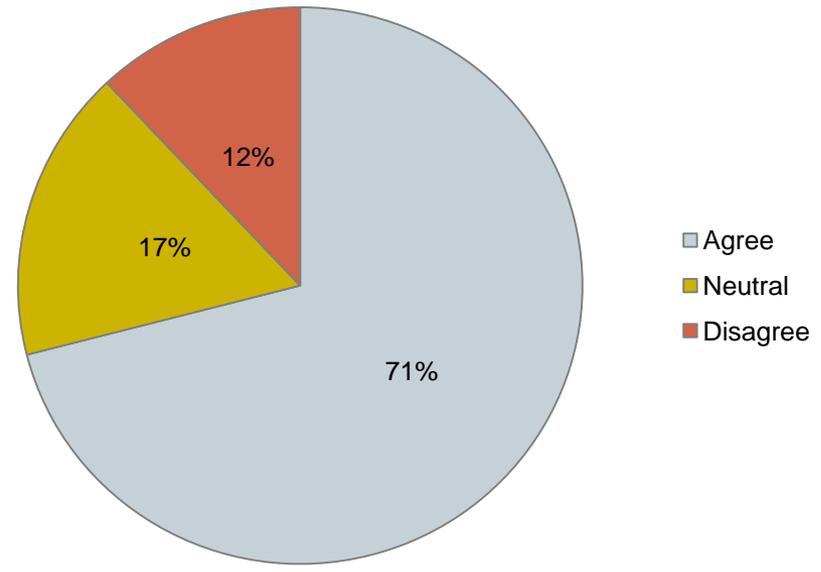
- A majority (57%) of employees working in the Legal department indicated that they would “always” speak highly of the TTC, while the remaining indicated that they would “sometimes” speak highly of the TTC.

## Change in Experience Working for the TTC

- 30% of employees at this department felt that working for the TTC has improved over the past 12 months; only 7% indicated that their experience has gotten worse. Of note, a considerable share of employees in the Legal cost centre (74%) indicated that their experience has stayed the same.
- The number of employees indicating that working for the TTC has better or gotten worse was insufficient (fewer than 30 responses) to identify the main reasons for their impressions.
- Among employees indicating that working for the TTC has stayed the same, the main reason for this impression was that there had been no changes, neither improvements nor declines experienced. Other reasons included issues related to workload, and plans being slow to realize or to generate improvement.

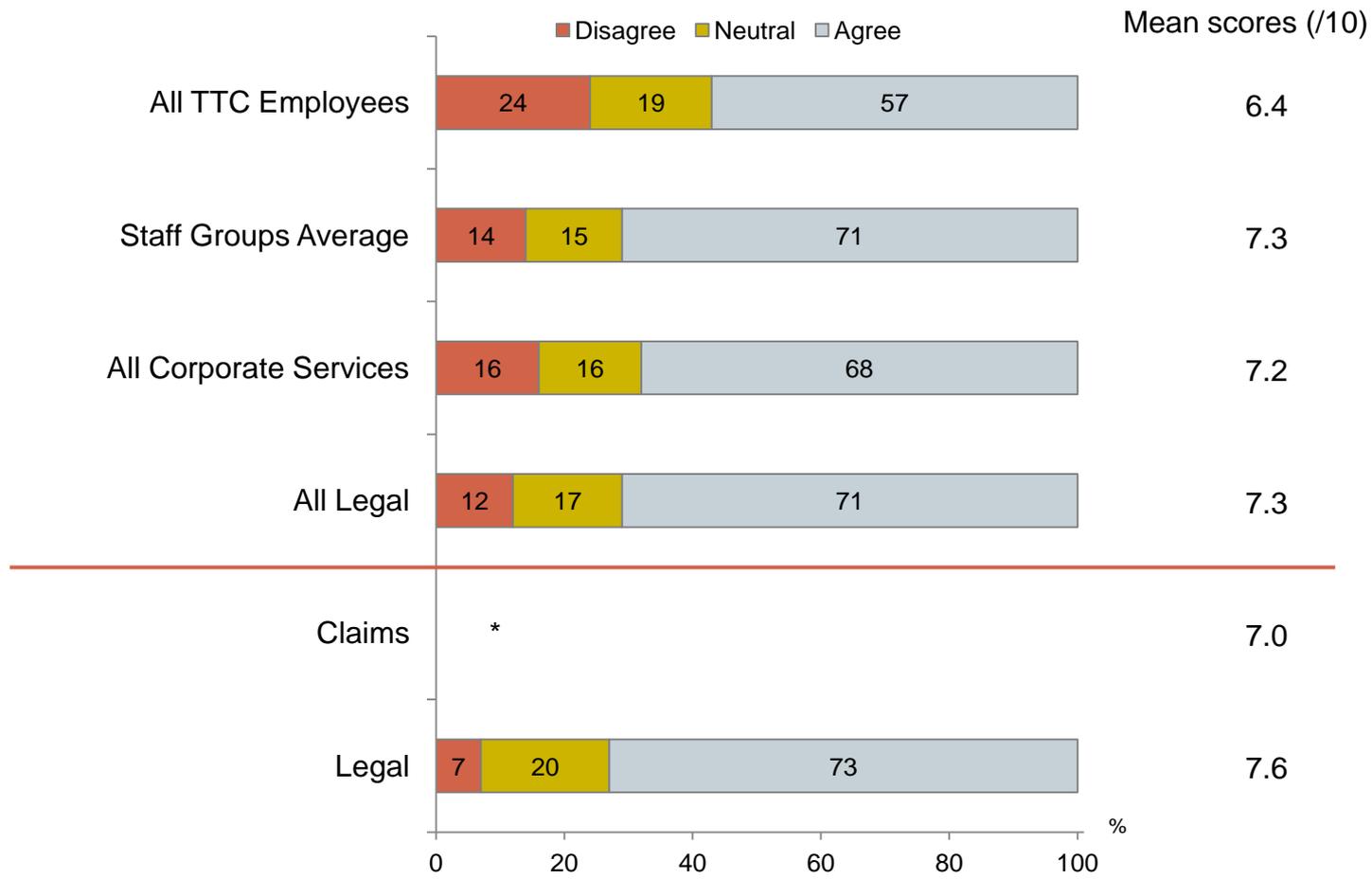
# OVERALL RATINGS OF YOUR COMPANY - LEGAL

**Legal**  
**Total**  
(n= 59)  
**Mean=7.3**



C1. Please indicate the extent to which you agree or disagree with each of the following statements:  
Overall, I am satisfied with the leadership of the company.

# OVERALL RATINGS OF YOUR COMPANY - BY COST CENTRE



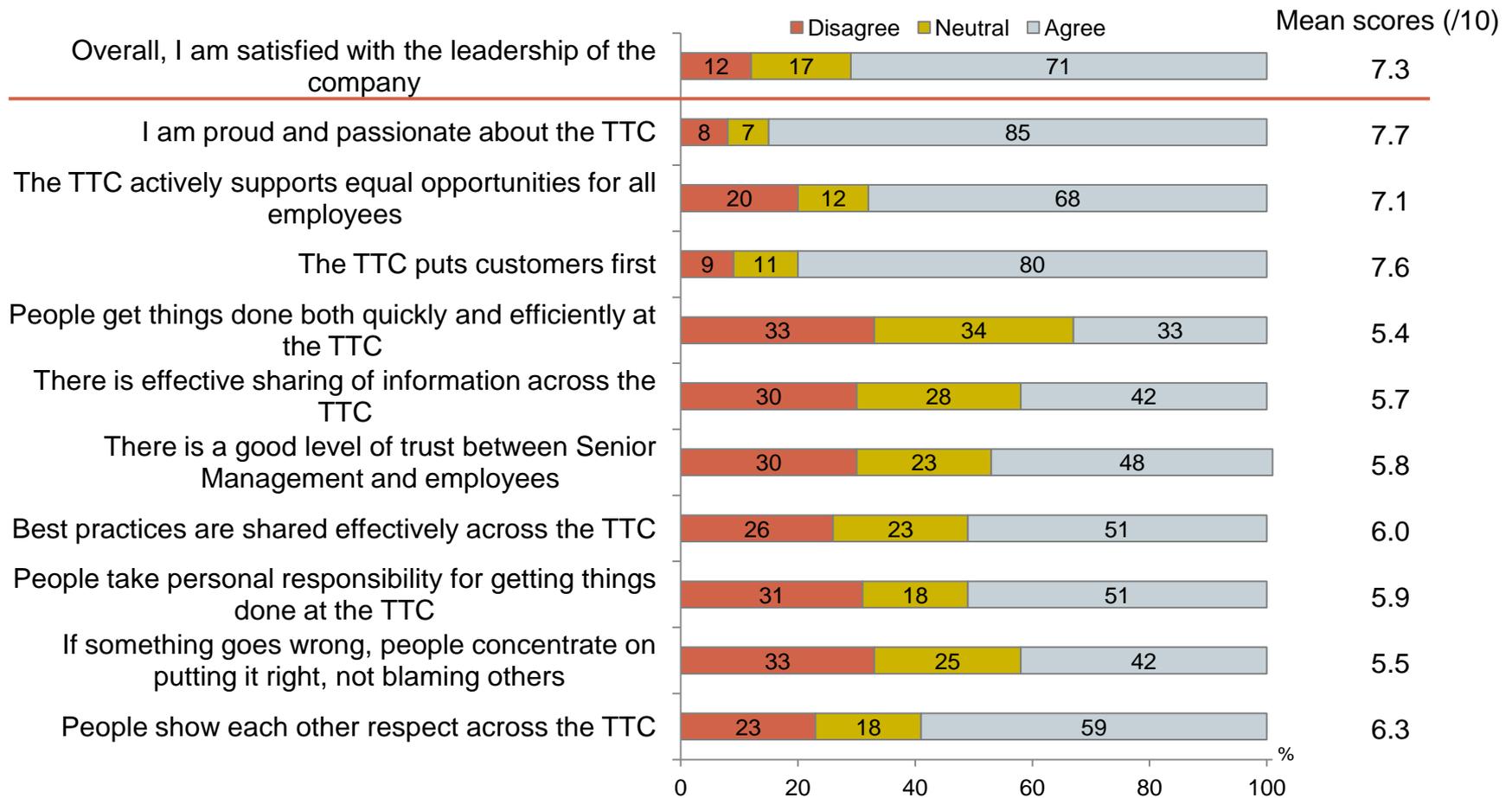
\* Percentages suppressed as sample size <30.

C1. Please indicate the extent to which you agree or disagree with each of the following statements:

Overall, I am satisfied with the leadership of the company.

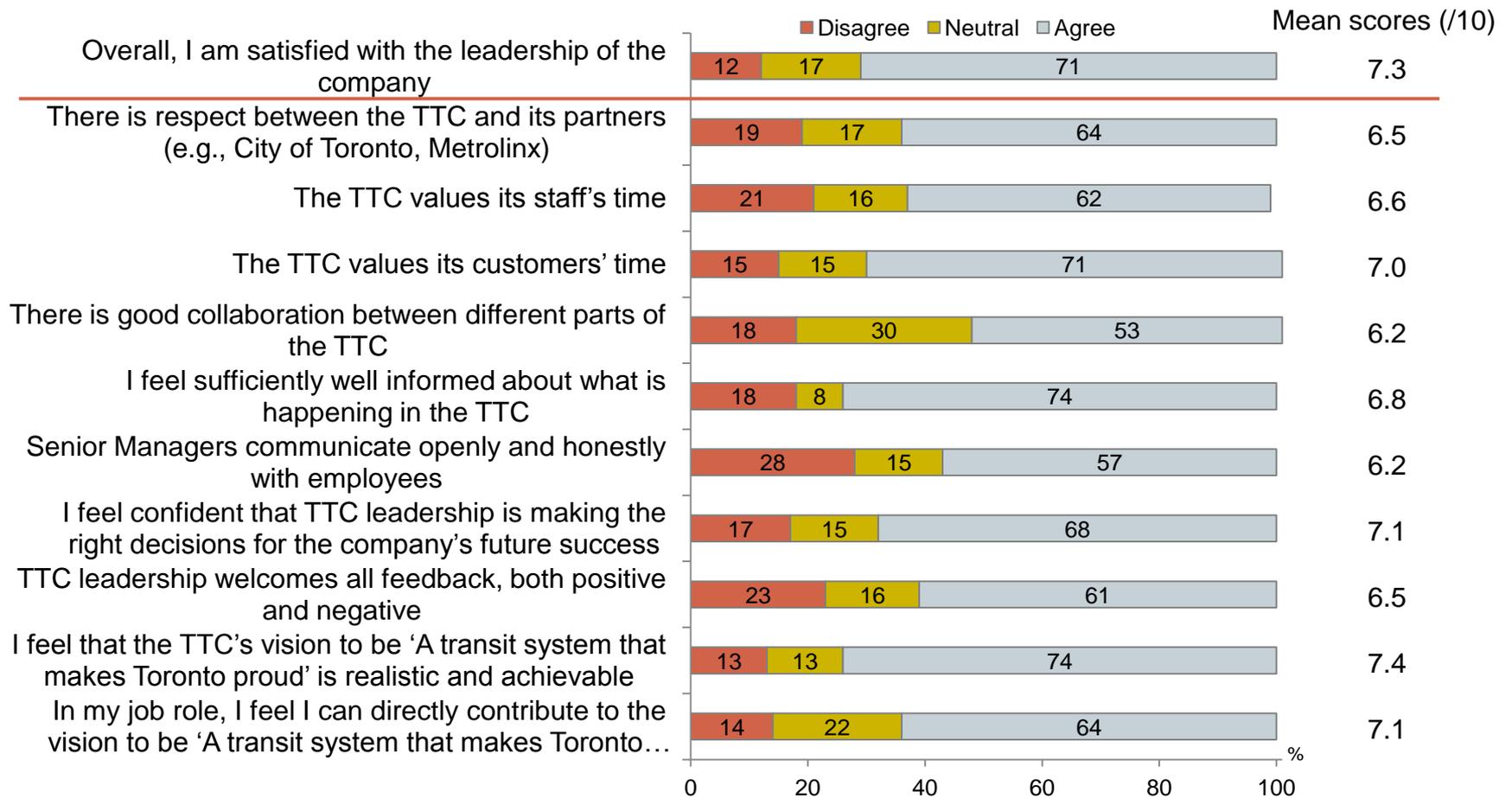
Sample sizes vary by category.

# YOUR COMPANY - LEGAL



C1. Please indicate the extent to which you agree or disagree with each of the following statements:  
Sample sizes vary by attribute.

# YOUR COMPANY - LEGAL (CONT'D.)



C1. Please indicate the extent to which you agree or disagree with each of the following statements:  
Sample sizes vary by attribute.

# YOUR COMPANY - BY COST CENTRE

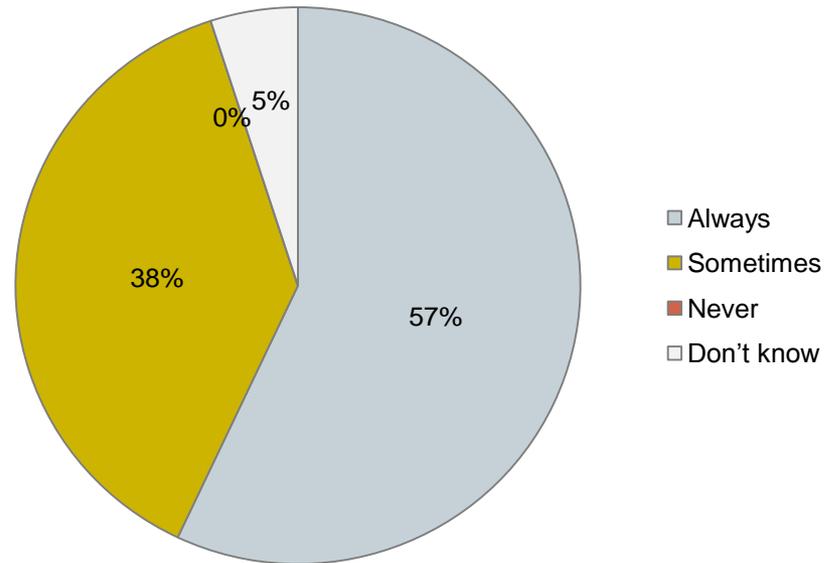
Mean	All TTC Employees	Staff Groups Average	All Corporate Services	All Legal	Claims	Legal
Overall, I am satisfied with the leadership of the company	6.4	7.3	7.2	7.3	7.0	7.6
I am proud and passionate about the TTC	7.6	8.1	8.0	7.7	7.6	7.9
The TTC actively supports equal opportunities for all employees	7.2	7.2	7.2	7.1	6.8	7.2
The TTC puts customers first	7.8	8.0	8.1	7.6	7.3	8.0
People get things done both quickly and efficiently at the TTC	5.1	5.5	5.5	5.4	5.7	5.0
There is effective sharing of information across the TTC	4.9	5.4	5.5	5.7	5.8	5.5
There is a good level of trust between Senior Management and employees	4.9	5.8	5.7	5.8	5.6	6.0
Best practices are shared effectively across the TTC	5.3	5.7	5.6	6.0	6.3	5.8
People take personal responsibility for getting things done at the TTC	5.6	6.2	6.0	5.9	6.0	5.7
If something goes wrong, people concentrate on putting it right, not blaming others	5.0	5.7	5.5	5.5	5.3	5.5
People show each other respect across the TTC	6.1	6.7	6.5	6.3	5.7	6.8
There is respect between the TTC and its partners (e.g., City of Toronto, Metrolinx)	6.2	6.7	6.6	6.5	6.4	6.6
The TTC values its staff's time	6.0	6.8	6.6	6.6	6.3	6.7
The TTC values its customers' time	7.1	7.6	7.6	7.0	6.7	7.4
There is good collaboration between different parts of the TTC	5.3	5.8	5.7	6.2	6.2	6.0
I feel sufficiently well informed about what is happening in the TTC	5.7	6.7	6.7	6.8	6.5	7.1
Senior Managers communicate openly and honestly with employees	5.3	6.2	6.0	6.2	5.6	6.5
I feel confident that TTC leadership is making the right decisions for the company's future success	6.1	7.1	6.9	7.1	6.5	7.6
TTC leadership welcomes all feedback, both positive and negative	6.0	6.7	6.6	6.5	6.0	6.8
I feel that the TTC's vision to be 'A transit system that makes Toronto proud' is realistic and achievable	7.4	8.1	8.0	7.4	7.3	7.5
In my job role, I feel I can directly contribute to the vision to be 'A transit system that makes Toronto proud'	7.7	7.9	7.8	7.1	6.8	7.4

C1. Please indicate the extent to which you agree or disagree with each of the following statements:  
Sample sizes vary by attribute.  
3/29/2015

# SPEAKING HIGHLY OF THE TTC

## Legal

Total  
(n= 61)



C2. I would speak highly of the TTC...: 1 Always; 2 Sometimes; 3 Never; 4 Don't know.

# SPEAKING HIGHLY OF THE TTC - BY COST CENTRE

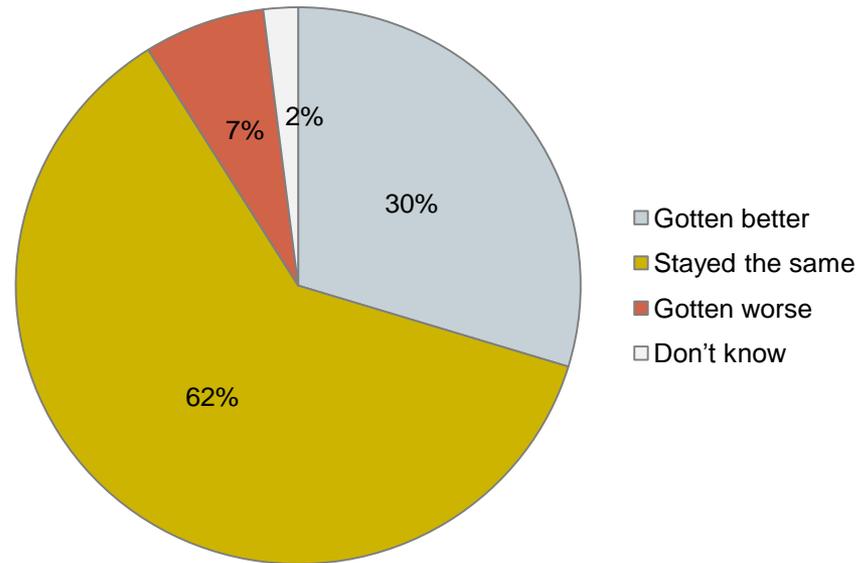


\* Percentages suppressed as sample size <30.  
 C2. I would speak highly of the TTC...: 1 Always; 2 Sometimes; 3 Never; 4 Don't know.  
 Sample sizes vary by category.

# CHANGE IN EXPERIENCE WORKING FOR THE TTC

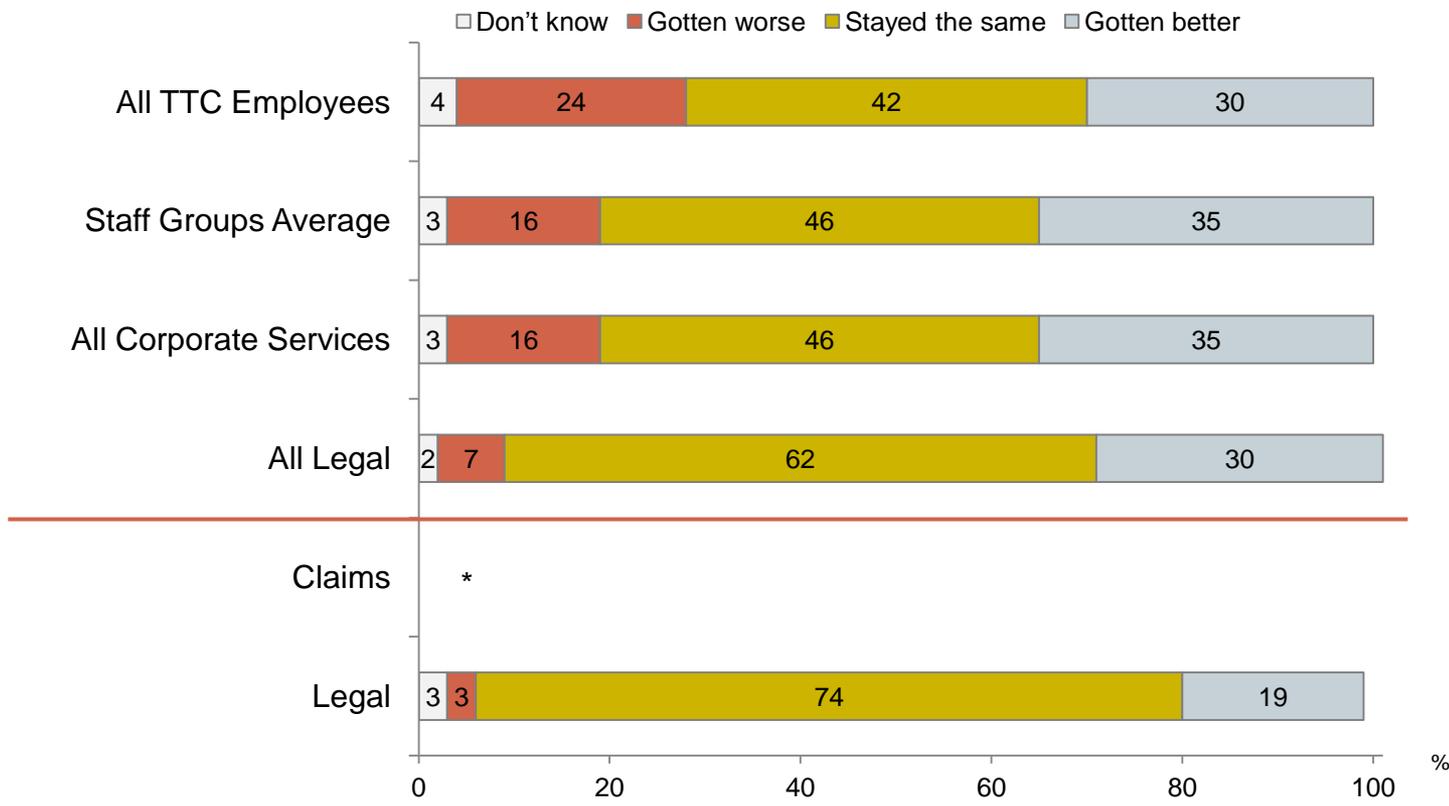
## Legal

Total  
(n= 61)



C3. In the past 12 months, working for the TTC has... 1 Gotten better; 2 Stayed the same; 3 Gotten worse; 4 Don't know.

# CHANGE IN EXPERIENCE WORKING FOR THE TTC - BY COST CENTRE



\* Percentages suppressed as sample size <30.

C3. In the past 12 months, working for the TTC has... 1 Gotten better; 2 Stayed the same; 3 Gotten worse; 4 Don't know.

Sample sizes vary by category.

# REASONS INDICATED FOR CHANGE IN EXPERIENCE - LEGAL

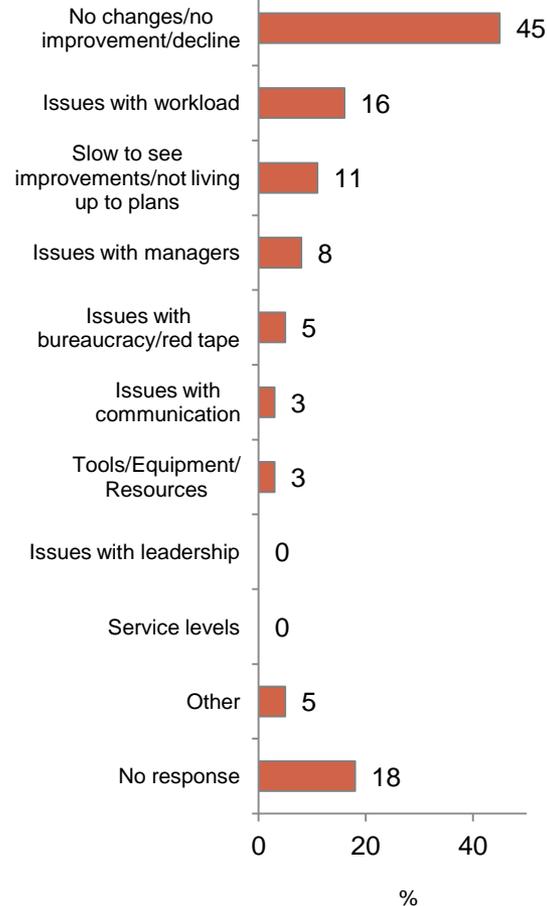
## Employees indicating TTC has Gotten better

Legal  
(n= 18)

\*

## Employees indicating TTC has Stayed the same

Legal  
(n= 38)



## Employees indicating TTC has Gotten worse

Legal  
(n= 4)

\*

\* Percentages suppressed as sample size <30

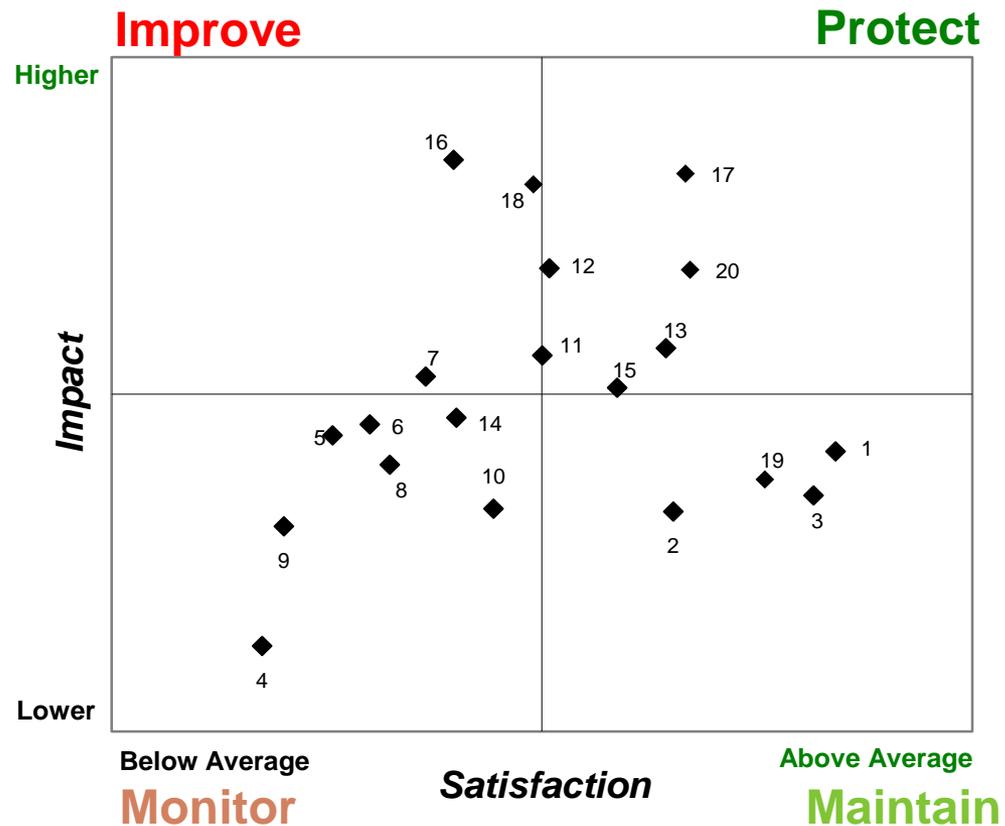
C4. Please explain the answer you gave to the previous question (C3).

Percentages may total more than 100% as some respondents identified multiple reasons.

3/29/2015

# OPPORTUNITY ANALYSIS: YOUR COMPANY

## - LEGAL



1. I am proud and passionate about the TTC
2. The TTC actively supports equal opportunities for all employees
3. The TTC puts customers first
4. People get things done both quickly and efficiently at the TTC
5. There is effective sharing of information across the TTC
6. There is a good level of trust between Senior Management and employees
7. **Best practices are shared effectively across the TTC**
8. People take personal responsibility for getting things done at the TTC
9. If something goes wrong, people concentrate on putting it right, not blaming others
10. People show each other respect across the TTC
11. **There is respect between the TTC and its partners (e.g., City of Toronto, Metrolinx)**
12. **The TTC values its staff's time**
13. **The TTC values its customers' time**
14. There is good collaboration between different parts of the TTC
15. I feel sufficiently well informed about what is happening in the TTC
16. **Senior Managers communicate openly and honestly with employees**
17. **I feel confident that TTC leadership is making the right decisions for the company's future success**
18. **TTC leadership welcomes all feedback, both positive and negative**
19. I feel that the TTC's vision to be 'A transit system that makes Toronto proud' is realistic and achievable
20. **In my job role, I feel I can directly contribute to the vision to be 'A transit system that makes Toronto proud'**

Analysis conducted using Pearson's Correlation Coefficient.  
 Performance values are mean scores and range between 5.4 to 7.7.  
 Impact values range between 18% to 64%.

AREA TO MAINTAIN: SAFETY

Produced by Malatest on  
behalf of TTC

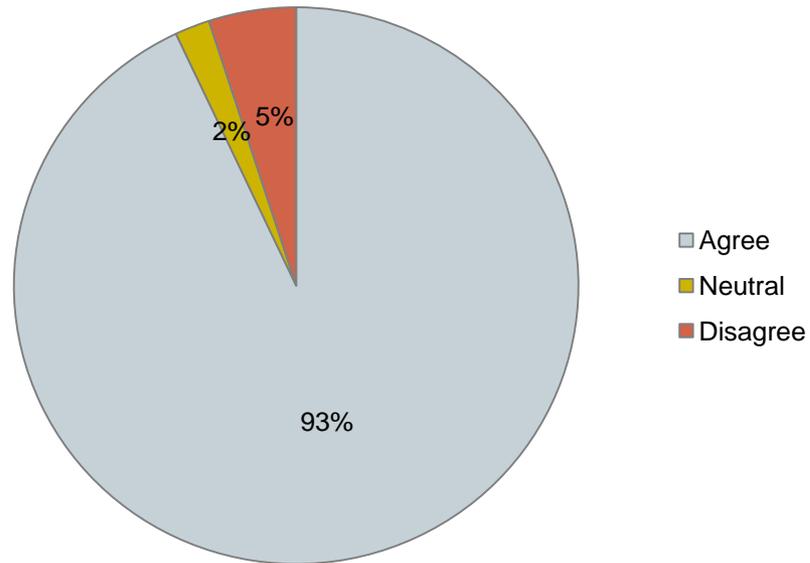


# SECTION SUMMARY

- While not among the most influential aspects of the employee experience, Opportunity Analysis still identifies “Safety” as having a moderate impact on Employee Engagement and as an area in which Legal employees are relatively satisfied, making this an Area to Maintain.
- Satisfaction ratings for all attributes in this module were higher among employees in the Legal cost centre compared to the Claims cost centre (differences of 1 point or higher).
- Across the specific aspects of Safety, ratings at the departmental level were highest for, “I feel comfortable discussing safety issues at work”. Ratings were lowest for, “People on my team report all injuries, no matter how minor”. These results were consistent in both cost centres.
- To further improve employee satisfaction with Safety, Opportunity Analysis identifies the following areas as key Areas to Protect:
  - I feel comfortable discussing safety issues at work
  - The protection of workers from occupational exposure to hazards is a high priority with management
  - My manager/supervisor is well informed about safety issues
  - My manager/supervisor acts quickly to address safety issues

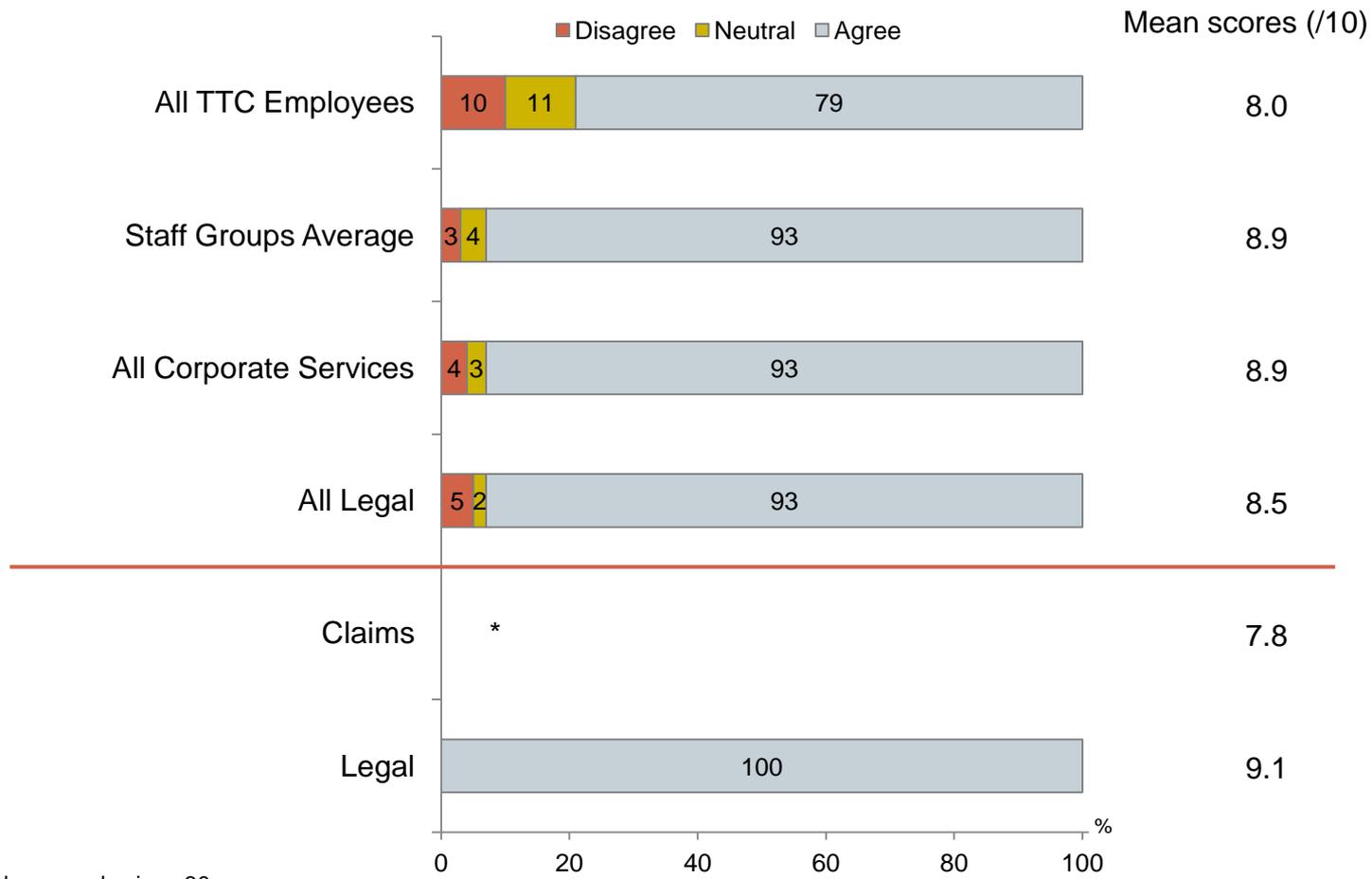
# OVERALL RATINGS OF SAFETY - LEGAL

**Legal**  
**Total**  
(n= 59)  
**Mean=8.5**



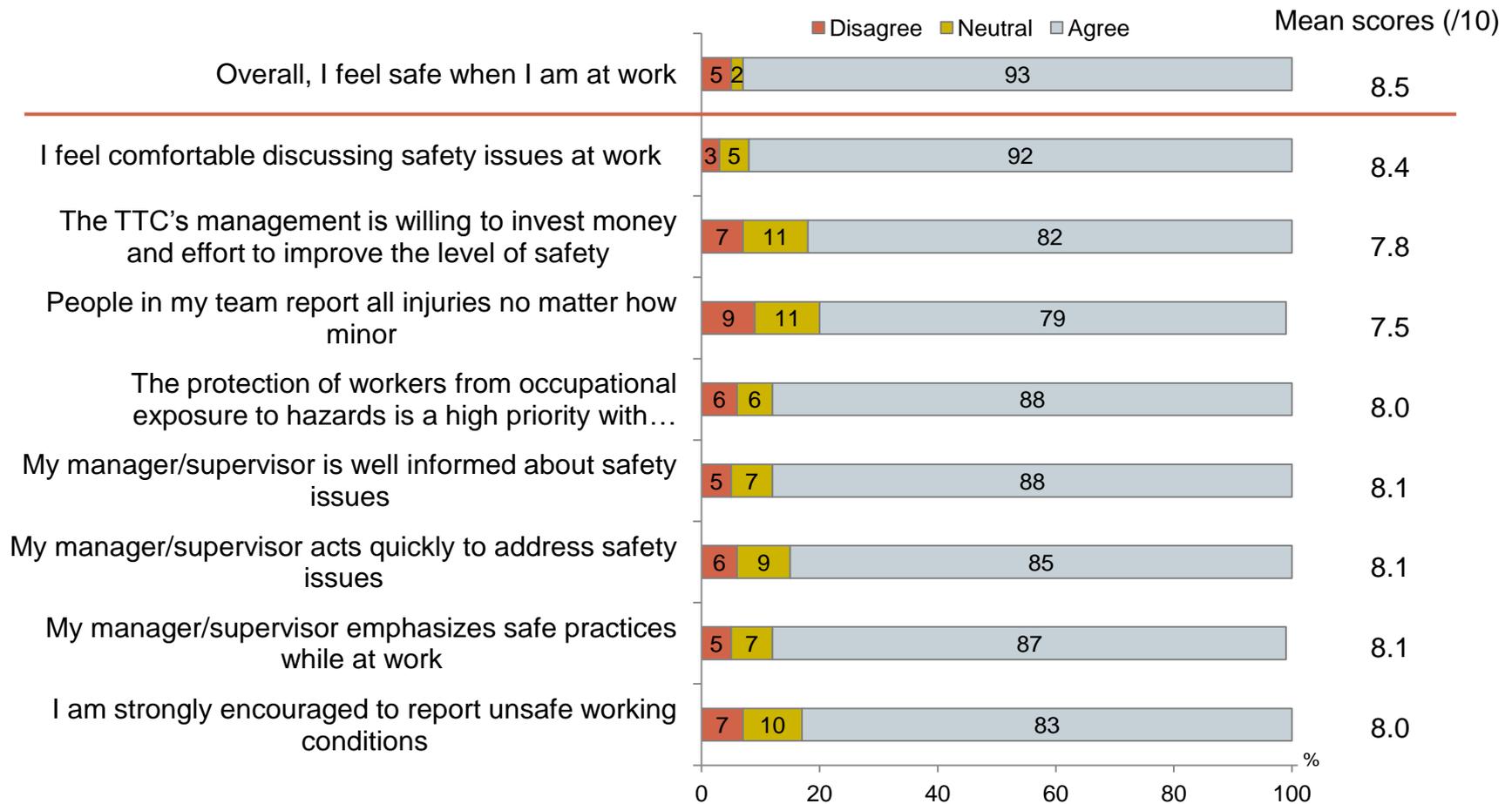
G1. Please indicate the extent to which you agree or disagree with each of the following statements about the TTC's approach to ensuring your physical safety.  
Overall, I feel safe when I am at work.

# OVERALL RATINGS OF SAFETY - BY COST CENTRE



\* Percentages suppressed as sample size <30.

G1. Please indicate the extent to which you agree or disagree with each of the following statements about the TTC's approach to ensuring your physical safety, Overall, I feel safe when I am at work.  
Sample sizes vary by category.



G1. Please indicate the extent to which you agree or disagree with each of the following statements about the TTC's approach to ensuring your physical safety. Sample sizes vary by attribute.

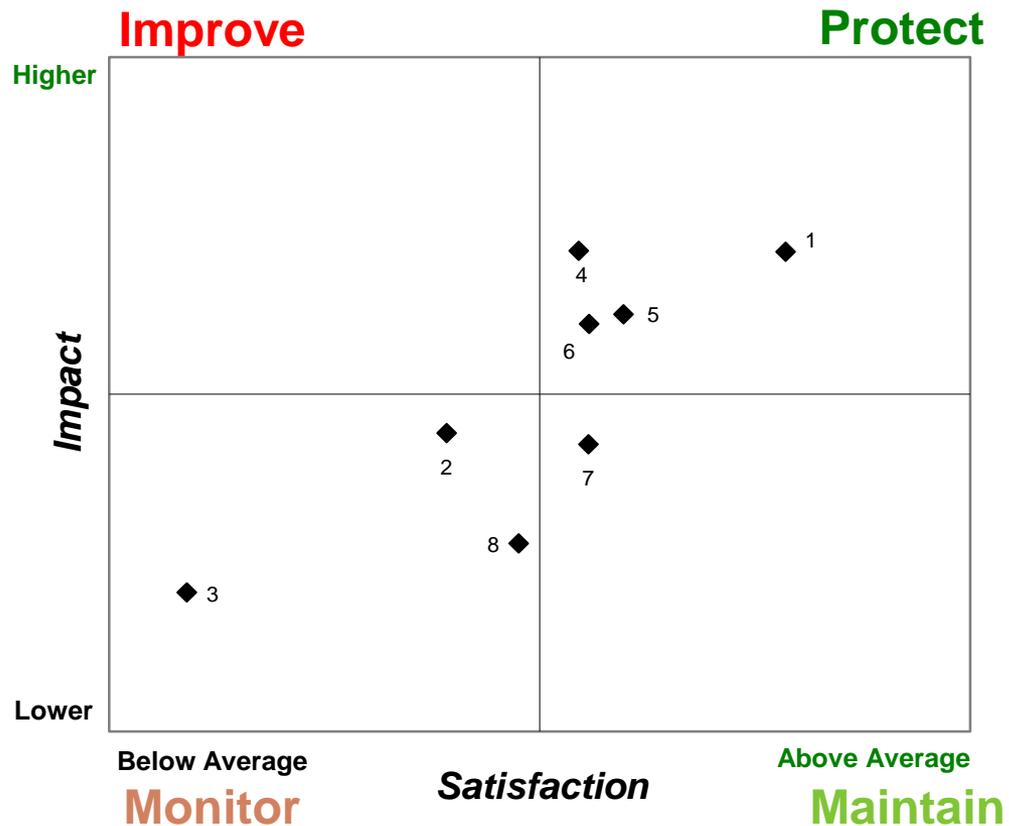
# SAFETY

## - BY COST CENTRE

Mean	All TTC Employees	Staff Groups Average	All Corporate Services	All Legal	Claims	Legal
Overall, I feel safe when I am at work	8.0	8.9	8.9	8.5	7.8	9.1
I feel comfortable discussing safety issues at work	8.3	8.9	8.9	8.4	7.7	8.9
The TTC's management is willing to invest money and effort to improve the level of safety	7.4	8.5	8.3	7.8	7.2	8.4
People in my team report all injuries no matter how minor	7.1	8.1	7.9	7.5	6.9	8.0
The protection of workers from occupational exposure to hazards is a high priority with management	7.6	8.6	8.5	8.0	7.3	8.6
My manager/supervisor is well informed about safety issues	8.0	8.7	8.6	8.1	7.5	8.7
My manager/supervisor acts quickly to address safety issues	7.6	8.6	8.5	8.1	7.3	8.8
My manager/supervisor emphasizes safe practices while at work	7.9	8.7	8.6	8.1	7.1	8.8
I am strongly encouraged to report unsafe working conditions	8.0	8.7	8.7	8.0	7.1	8.7

G1. Please indicate the extent to which you agree or disagree with each of the following statements about the TTC's approach to ensuring your physical safety. Sample sizes vary by attribute.

# OPPORTUNITY ANALYSIS: SAFETY - LEGAL



1. I feel comfortable discussing safety issues at work
2. The TTC's management is willing to invest money and effort to improve the level of safety
3. People in my team report all injuries no matter how minor
4. The protection of workers from occupational exposure to hazards is a high priority with management
5. My manager/supervisor is well informed about safety issues
6. My manager/supervisor acts quickly to address safety issues
7. My manager/supervisor emphasizes safe practices while at work
8. I am strongly encouraged to report unsafe working conditions

Analysis conducted using Pearson's Correlation Coefficient.  
 Performance values are mean scores and range between 7.5 to 8.4.  
 Impact values range between 53% to 81%.

# AREA TO MONITOR: PERFORMANCE AND REWARD

Produced by Malatest on  
behalf of TTC

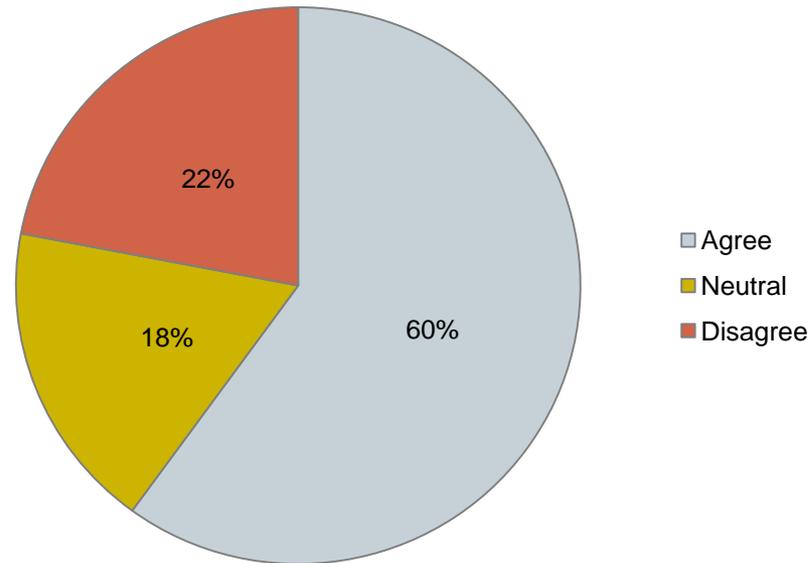


# SECTION SUMMARY

- Although “Performance and Reward” is not the most influential aspect of the employee experience, Opportunity Analysis still identifies it as having a moderate impact on Employee Engagement and as an area in which Legal employees are relatively less satisfied, making this an Area to Monitor.
- Overall satisfaction with the way the TTC recognizes and rewards employees is slightly higher among employees working in the Claims cost centre. However, nearly all attributes at the departmental level received mean scores of 7.0 out of 10 or less.
- Across the specific aspects of Performance and Reward, ratings were highest for, “The TTC offers good job security”. Ratings were lowest for “Poor performance is not tolerated”.
- These results were somewhat variable between cost centres, particularly with respect to additional attribute receiving low ratings:
  - For the Legal cost centre, satisfaction ratings were also low for “I am satisfied with my pay and benefits, given the job I do”.
  - For the Claims cost centre, satisfaction ratings were also low for “At the TTC, the recognition and / or rewards are meaningful”.
- To improve employee satisfaction with Performance and Reward, Opportunity Analysis identifies the following key areas of focus:
  - At the TTC, the recognition and / or rewards are meaningful
  - I have the opportunity to progress within the company
- In addition, “I am satisfied with my pay and benefits, given the job I do” was identified as a key Area to Protect.

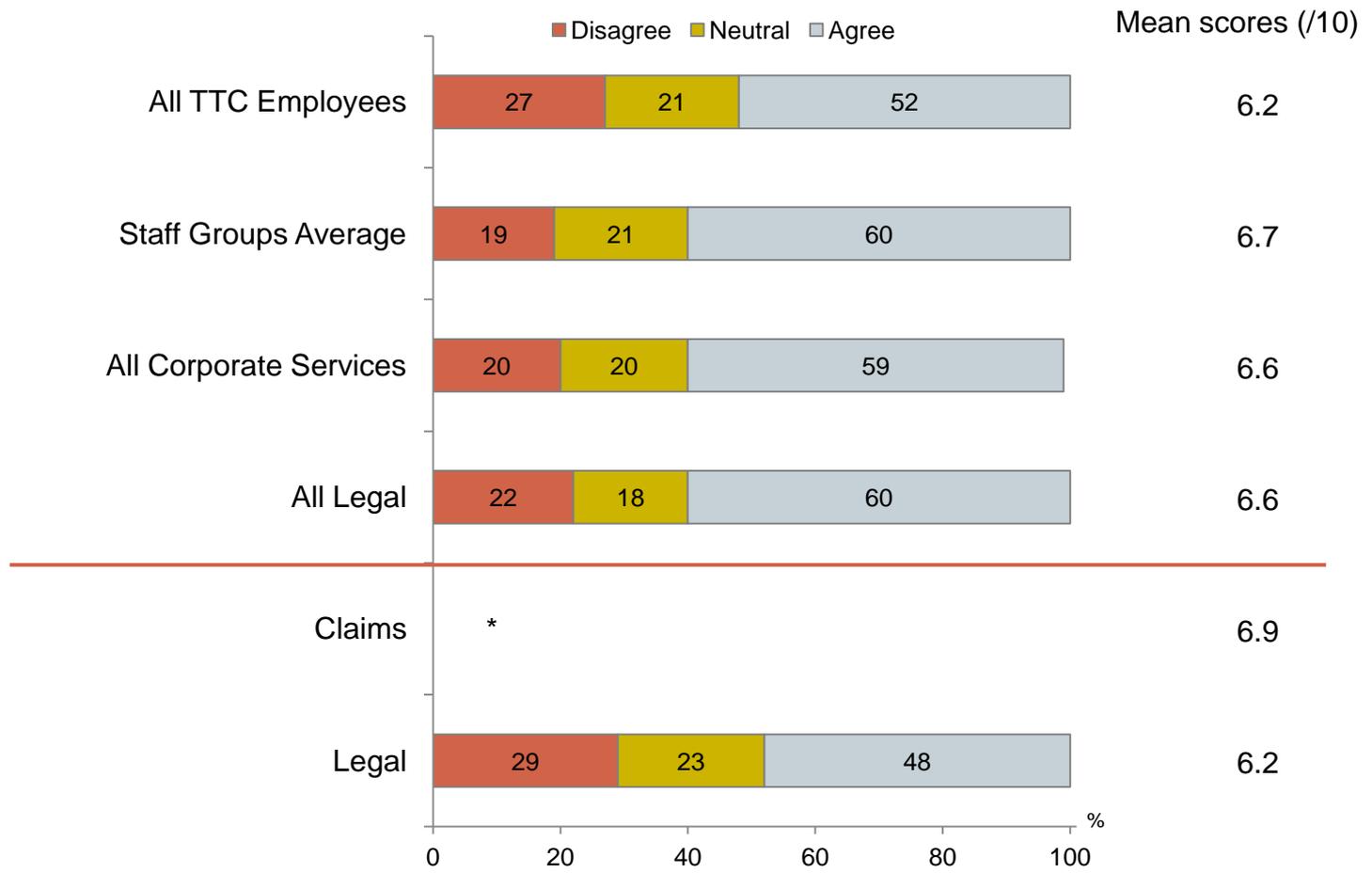
# OVERALL RATINGS OF PERFORMANCE AND REWARD - LEGAL

**Legal**  
**Total**  
(n= 60)  
**Mean=6.6**



I1. Please indicate the extent to which you agree or disagree with each of the following statements with respect to the TTC's practices and behaviours in the areas of employee reward and recognition.  
Overall, I am satisfied with the way the TTC recognizes and rewards employees.

# OVERALL RATINGS OF PERFORMANCE AND REWARD - BY COST CENTRE



\* Percentages suppressed as sample size <30.

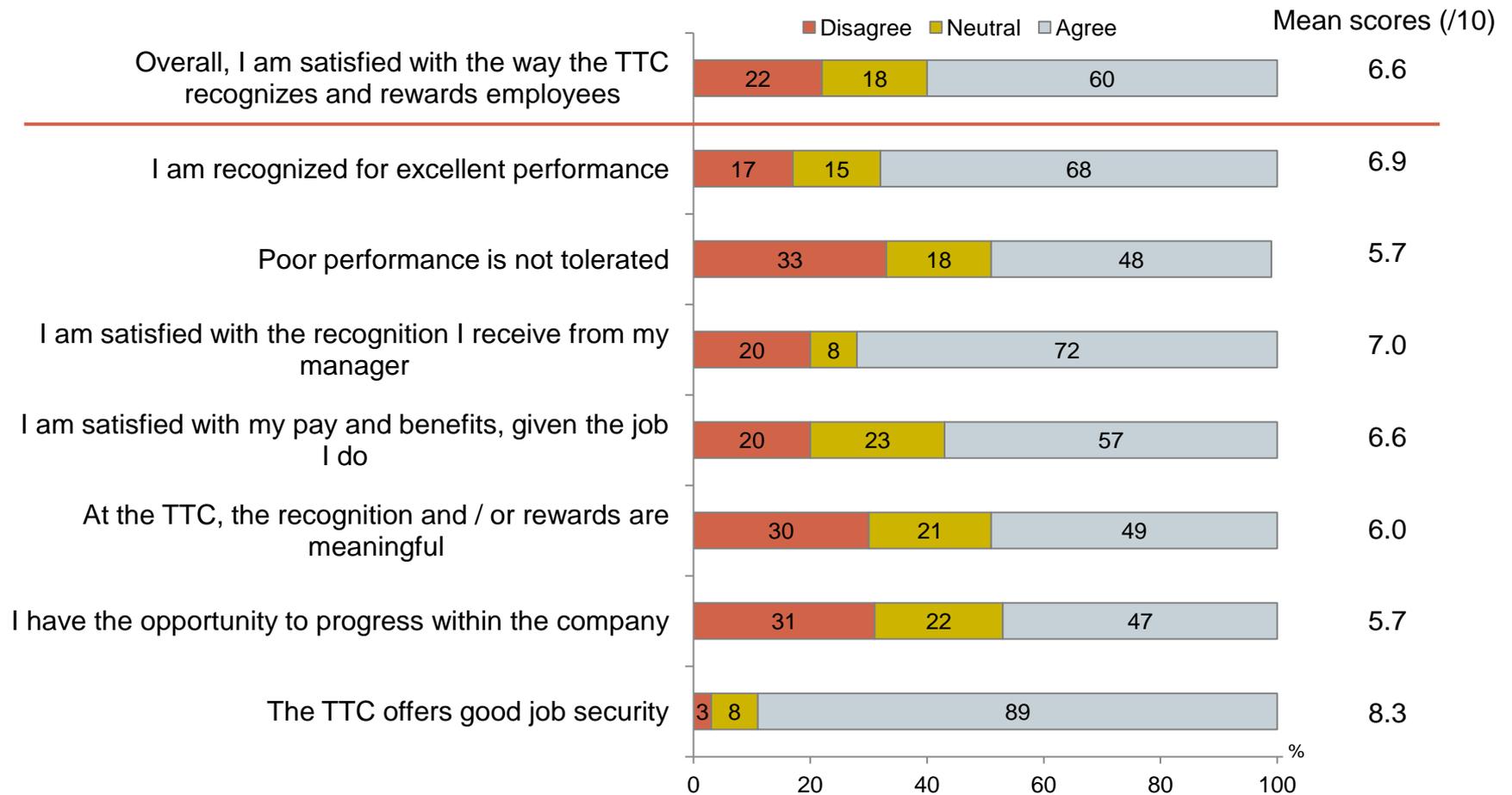
I1. Please indicate the extent to which you agree or disagree with each of the following statements with respect to the TTC's practices and behaviours in the areas of employee reward and recognition.

Overall, I am satisfied with the way the TTC recognizes and rewards employees.

Sample sizes vary by category.

# PERFORMANCE AND REWARD

## - LEGAL



I1. Please indicate the extent to which you agree or disagree with each of the following statements with respect to the TTC's practices and behaviours in the areas of employee reward and recognition.  
Sample sizes vary by attribute.

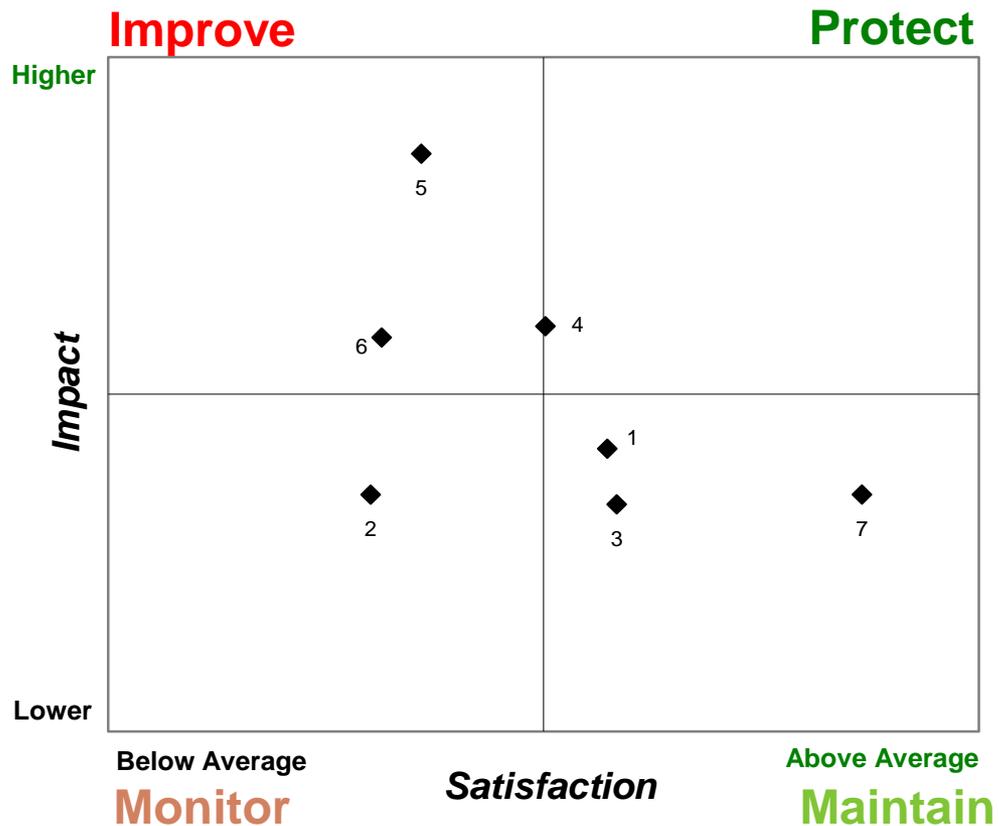
# PERFORMANCE AND REWARD - BY COST CENTRE

Mean	All TTC Employees	Staff Groups Average	All Corporate Services	All Legal	Claims	Legal
Overall, I am satisfied with the way the TTC recognizes and rewards employees	6.2	6.7	6.6	6.6	6.9	6.2
I am recognized for excellent performance	5.9	6.7	6.5	6.9	6.0	7.7
Poor performance is not tolerated	5.9	6.2	5.9	5.7	4.9	6.4
I am satisfied with the recognition I receive from my manager	6.0	6.9	6.7	7.0	6.5	7.4
I am satisfied with my pay and benefits, given the job I do	7.7	7.4	7.4	6.6	7.9	5.3
At the TTC, the recognition and / or rewards are meaningful	5.9	6.3	6.2	6.0	5.8	6.0
I have the opportunity to progress within the company	6.9	6.6	6.7	5.7	6.1	5.2
The TTC offers good job security	8.3	8.4	8.5	8.3	8.3	8.2

I1. Please indicate the extent to which you agree or disagree with each of the following statements with respect to the TTC's practices and behaviours in the areas of employee reward and recognition.

Sample sizes vary by attribute.

# OPPORTUNITY ANALYSIS: PERFORMANCE AND REWARD - LEGAL



1. I am recognized for excellent performance
2. Poor performance is not tolerated
3. I am satisfied with the recognition I receive from my manager
4. I am satisfied with my pay and benefits, given the job I do
5. At the TTC, the recognition and / or rewards are meaningful
6. I have the opportunity to progress within the company
7. The TTC offers good job security

Analysis conducted using Pearson's Correlation Coefficient.  
 Performance values are mean scores and range between 5.7 to 8.3.  
 Impact values range between 17% to 73%.

# AREA TO MAINTAIN: YOUR TEAM

Produced by Malatest on  
behalf of TTC



# SECTION SUMMARY

- Opportunity Analysis identifies “Your Team” as relatively less impactful on Employee Engagement and an area in which Legal employees are relatively satisfied, making this an Area to Maintain.
- Satisfaction with colleagues or co-workers is notably higher among employees in the Legal cost centre (differences of over 1 point out of 10 for nearly all attributes).
- Across the specific qualities of Your Team, “Members of my team treat each other with respect,” “My team works well together,” and “My team members do quality work” received the highest ratings. “I feel that workload is fairly distributed in my team” received the lowest rating.
- These results were consistent across cost centres, with the exception of the Legal cost centre, where TTC employees were least satisfied with “All the people in my team are treated fairly” instead of “I feel that workload is fairly distributed in my team”.
- To continue improving satisfaction with Your Team, Opportunity Analysis identifies the following key Areas to Improve:
  - There is good morale in my team
  - I feel that my opinions count in my team
- In addition, Opportunity Analysis identifies the following key Area to Protect:
  - I feel supported by my fellow team members
  - My team members do quality work
  - Members of my team treat each other with respect
  - My team works well together

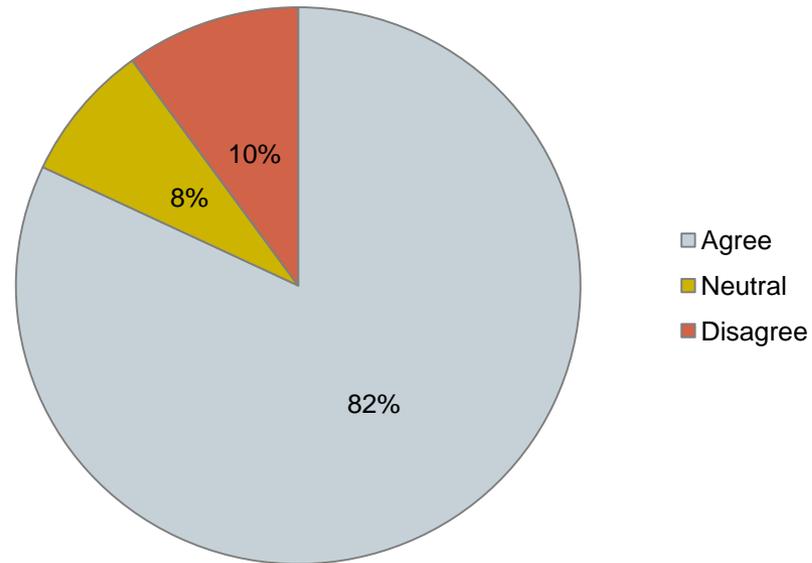
# SECTION SUMMARY

## Regular Team Meetings

- 36% of employees in the Legal department indicated that they have regular team meetings.
- The incidence of regular team meetings is notably higher among employees in the Legal cost centre than the department overall.
- Most employees who have regular meetings agreed that they are useful (mean score of 7.6 out of 10). Usefulness or sufficiency of meetings could not be reported by cost centre due to a small sample size at this level (<30 responses).

# OVERALL RATINGS OF YOUR TEAM - LEGAL

**Legal**  
**Total**  
(n= 61)  
**Mean=8.0**



E1. Please indicate the extent to which you agree or disagree with each of the following statements about the people with whom you work at the TTC.  
Overall, I am satisfied with my relationship with my coworkers/colleagues at the TTC.

# OVERALL RATINGS OF YOUR TEAM - BY COST CENTRE



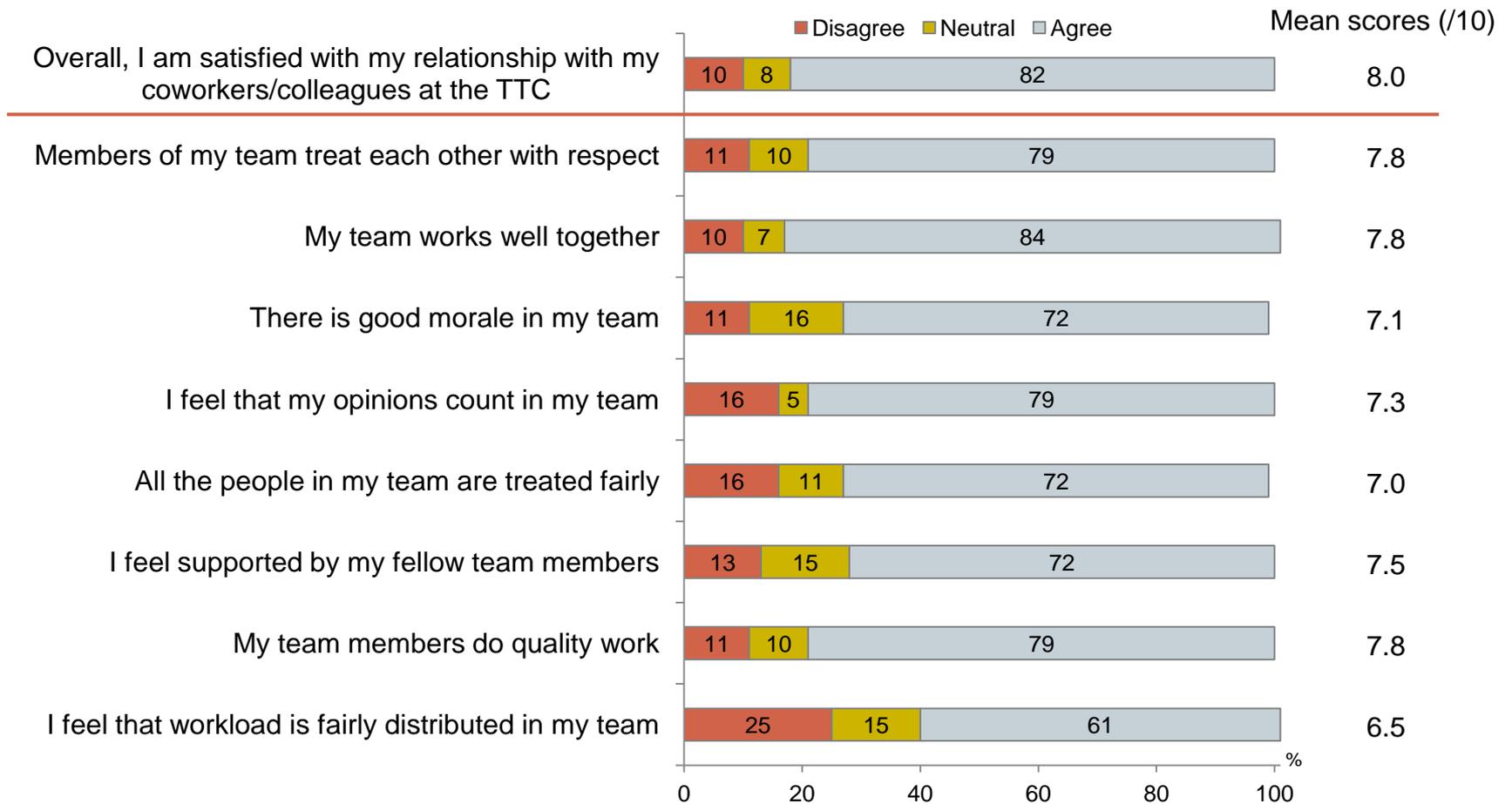
\* Percentages suppressed as sample size <30.

E1. Please indicate the extent to which you agree or disagree with each of the following statements about the people with whom you work at the TTC.

Overall, I am satisfied with my relationship with my coworkers/colleagues at the TTC.

Sample sizes vary by category.

# YOUR TEAM - LEGAL



E1. Please indicate the extent to which you agree or disagree with each of the following statements about the people with whom you work at the TTC. Sample sizes vary by attribute.

# YOUR TEAM - BY COST CENTRE

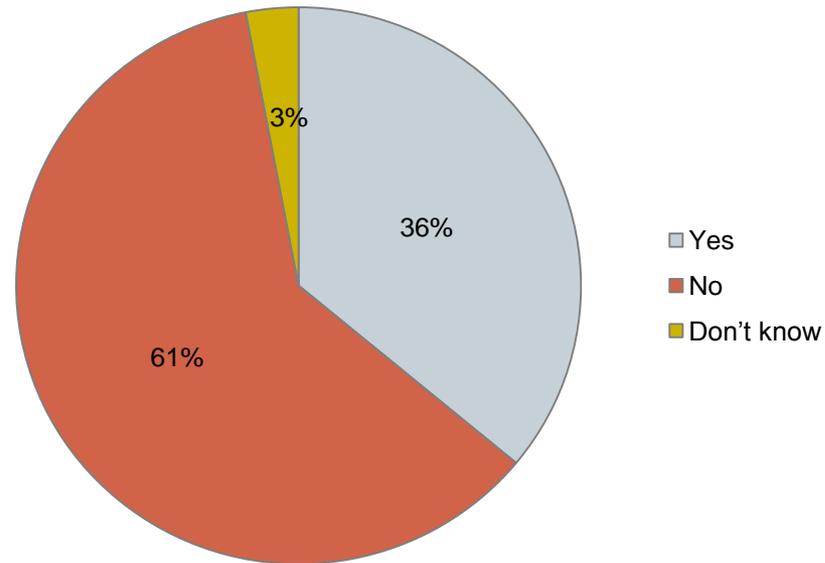
Mean	All TTC Employees	Staff Groups Average	All Corporate Services	All Legal	Claims	Legal
Overall, I am satisfied with my relationship with my coworkers/colleagues at the TTC	7.6	8.1	8.0	8.0	7.1	8.7
Members of my team treat each other with respect	7.4	8.0	7.8	7.8	7.0	8.4
My team works well together	7.3	7.9	7.8	7.8	7.0	8.5
There is good morale in my team	6.5	7.3	7.1	7.1	6.4	7.7
I feel that my opinions count in my team	7.0	7.9	7.7	7.3	6.6	8.0
All the people in my team are treated fairly	6.7	7.5	7.3	7.0	6.3	7.5
I feel supported by my fellow team members	7.2	7.9	7.7	7.5	6.7	8.1
My team members do quality work	7.5	8.1	8.0	7.8	6.8	8.6
I feel that workload is fairly distributed in my team	6.5	7.0	6.8	6.5	6.5	6.4

E1. Please indicate the extent to which you agree or disagree with each of the following statements about the people with whom you work at the TTC. Sample sizes vary by attribute.

# HOLDING REGULAR TEAM MEETINGS

## Legal

Total  
(n= 61)

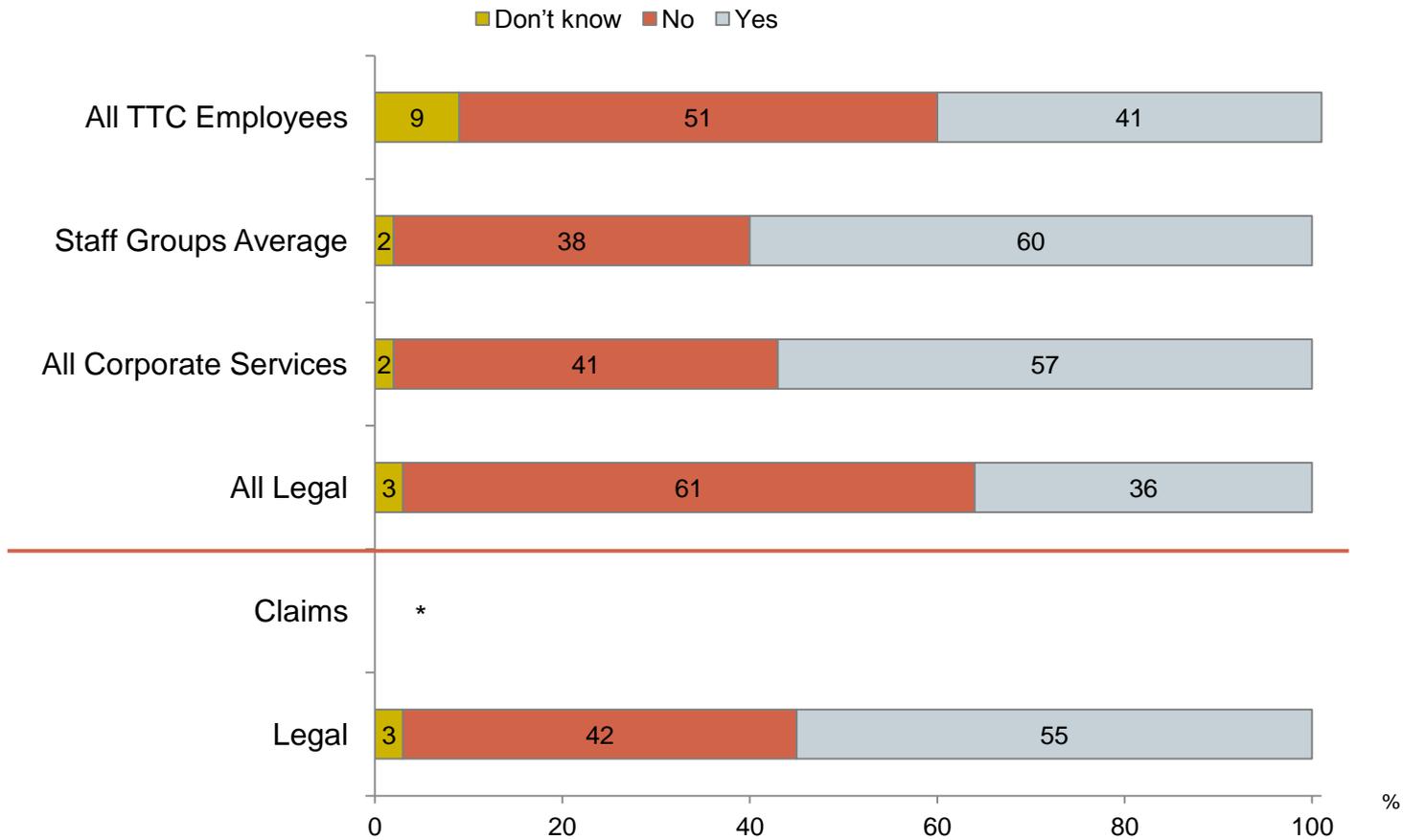


E2. Does your team hold regular team meetings?

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# REGULAR TEAM MEETINGS - BY COST CENTRE



\* Percentages suppressed as sample size <30.  
E2. Does your team hold regular team meetings?  
Sample sizes vary by category.

# SUFFICIENT AMOUNT OF TEAM MEETINGS?

Among employees who have regular team meetings

- As fewer than 30 Legal department employees provided a response to this question, no results can be shown.

**Legal**

**Total**  
(n= 22)

\*

\* Percentages suppressed as sample size <30.

E3. Do you feel team meetings occur...? 1 Too frequently; 2 Frequently enough; 3 Not frequently enough; 4 Don't know.

# SUFFICIENT AMOUNT OF TEAM MEETINGS - BY COST CENTRE

Among employees who have regular team meetings



\* Percentages suppressed as sample size <30.

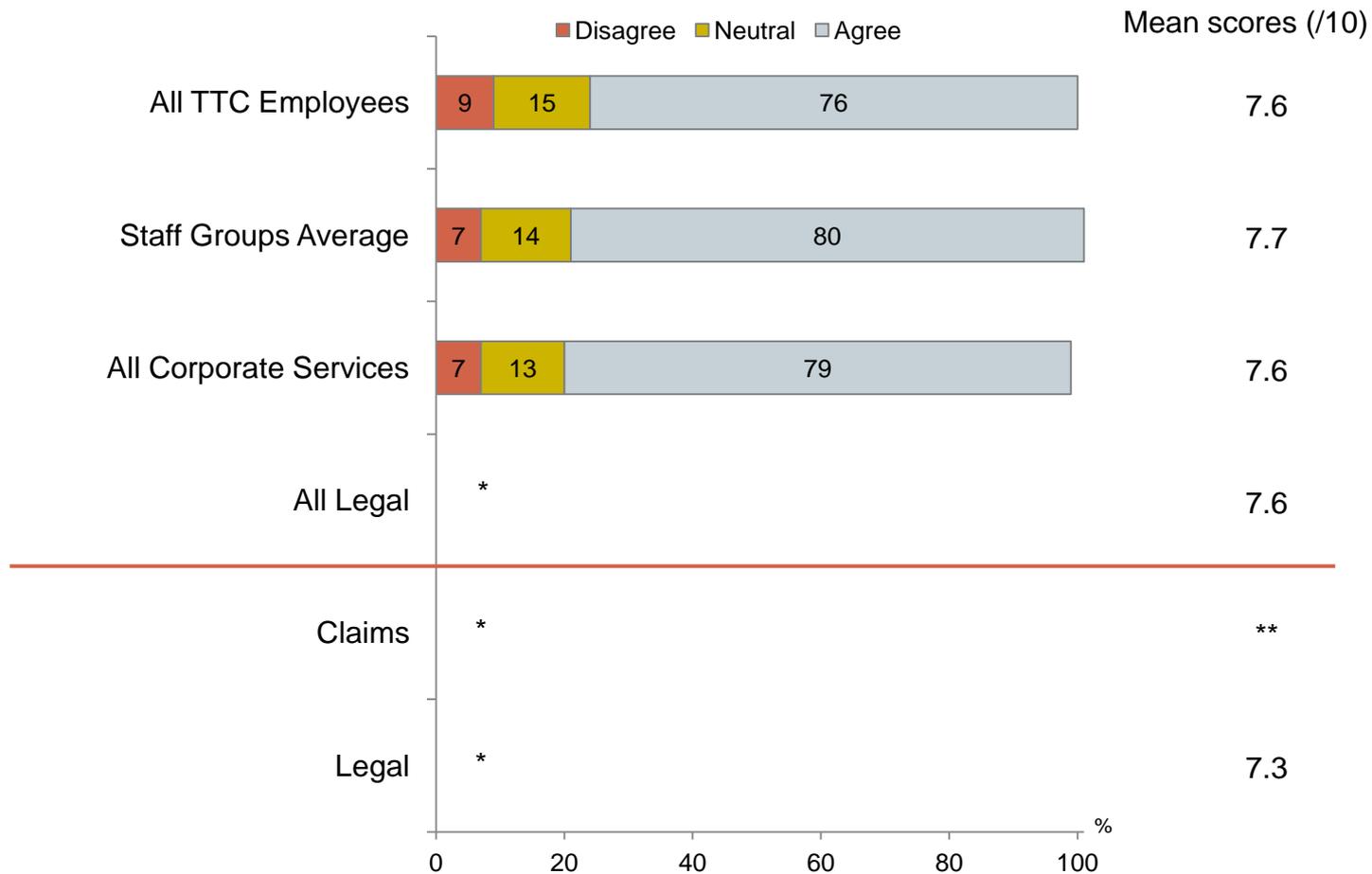
E3. Do you feel team meetings occur...? 1 Too frequently; 2 Frequently enough; 3 Not frequently enough; 4 Don't know.  
Sample sizes vary by category.

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# USEFULNESS OF TEAM MEETINGS

Among employees who have regular team meetings



\* Percentages suppressed as sample size <30.

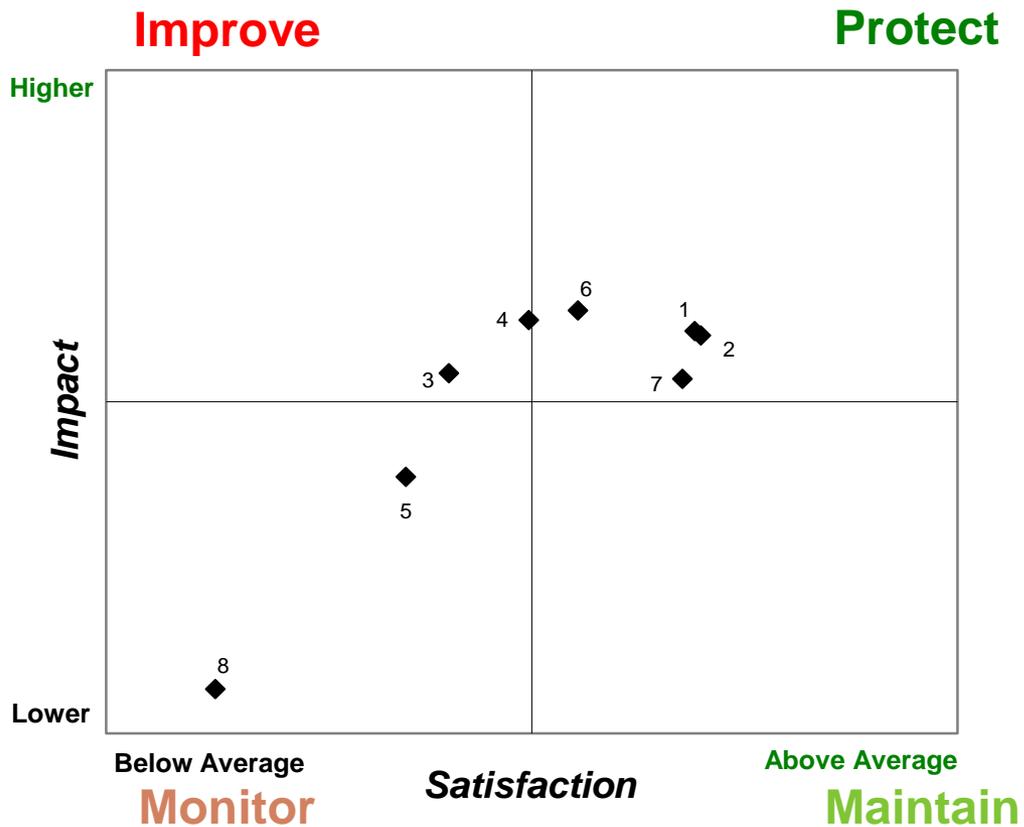
\*\* Mean score suppressed due to sample size <10.

E4. How much do you agree or disagree that your team meetings are useful?

Sample sizes vary by category.

# OPPORTUNITY ANALYSIS: YOUR TEAM

## - LEGAL



1. Members of my team treat each other with respect
2. My team works well together
3. There is good morale in my team
4. I feel that my opinions count in my team
5. All the people in my team are treated fairly
6. I feel supported by my fellow team members
7. My team members do quality work
8. I feel that workload is fairly distributed in my team

Analysis conducted using Pearson's Correlation Coefficient.  
 Performance values are mean scores and range between 6.5 to 7.8.  
 Impact values range between 36% to 83%.

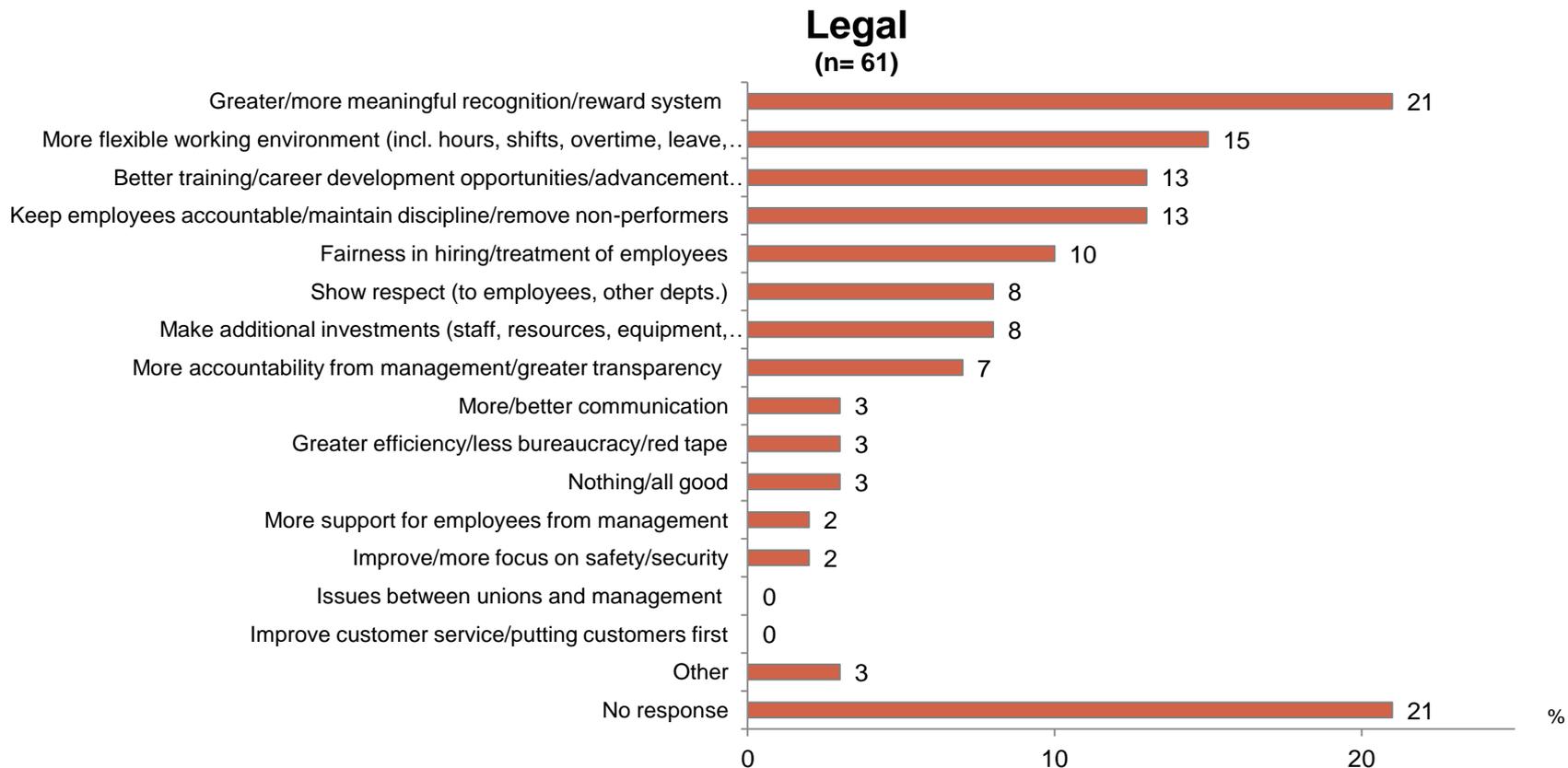
# FINAL WORD

Produced by Malatest on  
behalf of TTC



# FINAL WORD

- Employees were given an opportunity to indicate what they would like to see improved to increase satisfaction.
- The most frequently identified area was more meaningful recognition and rewards. Other areas included: a more flexible working environment (i.e., hours shifts, leave, etc.), better training/opportunities for advancement, and more accountability from employees, including discipline and/or consequences for poor performance.



J1. What would you most like to see improved to increase your satisfaction as a TTC employee?  
Percentages may total more than 100% as respondents may have identified multiple areas to improve.

# RECOMMENDATIONS

Produced by Malatest on  
behalf of TTC



# RECOMMENDATIONS: LEGAL

- Conduct discussion sessions with employees to explore the following Areas to Improve with **Work Environment, Training and Development, and Manager/Supervisor**:
  - Demonstrating **concern for employees' health and well-being**.
  - Ensuring that employees are satisfied with the **career development opportunities** available to them.
  - Management and/or communication styles that enable supervisors to manage people well and keep employees well informed.
- Consider directing efforts towards improving satisfaction with **Your Company**, particularly with respect to **communication between employees and senior management and effective information sharing across the TTC** (i.e., sharing of best practices, open and honest communication, and welcoming both positive and negative feedback).
- Continue to improve satisfaction levels in **Your Job** by:
  - Exploring what **motivates** employees (“I feel motivated in my job”).
  - Identifying **possible gaps in information provision** with regards to how employees can improve customer service (“I feel well informed about how to improve customer service”).

# Thank you

Produced by Malatest on  
behalf of TTC

