

## Welcome to the October edition of the TTC Connects newsletter!

We have exciting program updates to share!

We have recently launched a brand new recording of our Transit Operator Information Session. The session is designed to help you learn about the role of Transit Operators at the TTC and the benefits of joining our team.

[Click here](#) to check it out!

### Applications are still open for the Transit Operator role!

Apply now! [Click here.](#)

Need help creating your account and setting up your candidate profile? Check out this [step-by-step guide](#).

Need more information? Send us an email at [transitoperator@ttc.ca](mailto:transitoperator@ttc.ca)



As a necessary measure to protect the health of our employees, COVID-19 vaccines are now mandatory for all TTC employees, contractors and students. The full mandatory vaccine policy is available on our [website](#).



### TTC's 100th anniversary



September 1 was a special day for the TTC. It marked our 100th year of service to the citizens of Toronto. This day belonged to both our current and retired employees. Together, we've built a reputation as one of the finest and safest transit systems in the world. Mayor John Tory declared the day as "TTC

Centenary Day" in appreciation of TTC employees – past and present – for their hard work and tireless dedication, and for delivering safe, reliable and efficient transit service day in and day out. Looking back at the last 100 years, and how the city and the TTC have grown up together, there's no doubt that public transit has played a massive role in the development of our great city. We've been along for the ride in the city's best moments, and in some of its toughest – and we will continue to be there for the people of Toronto.

The TTC is the most heavily used public transit system in Canada. We've become a fully integrated, multimodal network that has carried more than 32 billion riders since its inception in 1921.

Over the past century, one thing has been a constant for our organization, our greatest



asset remains our skilled and professional workforce. It is the TTC's employees who have contributed greatly to the city's economic and social well-being. Your commitment to excellence and public service can be seen every single day.

Happy 100th anniversary to the TTC and continued success in the future! Visit [this page](#) regularly to see more ways the TTC will be celebrating over the coming months. In the meantime, enjoy some interesting images from our [historical archives](#).

### Coming next month!

Do you know anyone that may be interested in Seasonal Maintenance job opportunities? The Seasonal Maintenance Recruitment Program, provides temporary entry-level positions in our Maintenance areas. The types of positions that may be available are: Janitor, Heavy Duty Cleaner, General Construction Labourer, HVAC Assistant and Landscaper. The job postings will be available on our TTC Career website on October 18, 2021. Positions are anticipated to commence in early 2022.

### Coming soon!

We are happy to announce that we will be hosting another TTC Connects virtual event! The event will take place November 30 and close out the TTC Connects series for the 2021 year. We will feature Corporate and Professional opportunities across various departments within our organization. You will hear from current employees in these areas who will share their career journeys, talk about exciting projects and answer questions about the TTC being an employer of choice.

#### Event details

Date: November 30, 2021

Time: 11:30 a.m. – 1:30 p.m.

More details will be available soon and you will find information about how to register on our website [ttc.ca](http://ttc.ca). Continue to check back regularly so you don't miss out.

Please share this information with anyone who would be interested in attending this event. Stay tuned and we hope to see you there!





## Operator spotlight



### Katherine Khan

Bus Operator

The TTC is excited to introduce Katherine Khan as a new member of the Transit Operator Team, Katherine is the first hire from the TTC's Special Program aimed at increasing the number of women in Transit Operations.

### Tell us about your background and what brought you to the TTC?

I have a customer service focused background with 13+ years of experience. My former career was in the aviation industry as a Flight Attendant. When COVID-19 hit I was laid off and sought out new opportunities that would take me out of my comfort zone. I ended up getting my Z Driver's License endorsement and started driving a Straight Truck delivering freight across the GTA. Then I thought to myself how can I combine the two, driving and serving the public? The TTC was holding a Women as Transit Operators information session and immediately it clicked, this was how I could do something that combines the two things I like doing - driving and helping people. The TTC is known for connecting people to places and I thought to myself what could be better way to give back to the city that raised me than being employed by the company that's been keeping Toronto moving for 100 years.

### How would you describe your first day independently operating your bus? Were there any surprises?

My first day independently operating my bus was nerve-racking. I made sure that I rode the exact route and run the day before so I could better prepare myself. There were no surprises and everything that I expected and was trained to do I experienced. The training truly prepares you to be a defensive and professional driver, it truly sets you up for success.

### How has your experience at TTC been so far?

So far my experience at the TTC has been challenging yet rewarding. You're put in positions where you have to think on the spot and remember all the standard operating procedures of the TTC to maintain the safety of your passengers, yourself, and the bus. Those days where you feel like nothing is going right – you'll have many people leave your bus and tell you what an amazing driver you are and that it's nice to see a woman behind the wheel.

### What's the biggest adjustment in becoming an Operator?

The biggest adjustment becoming an Operator is the various shift hours when you first start. You get used to working one shift then you switch to another the next day. You really need to get your rest, eat well and maintain a healthy lifestyle.

### What advice would you give to a new Transit Operator starting the training program?

Advice I'd give to a new Transit Operator starting the training program would be to ask many questions, there is literally no such thing as a dumb question.

If you're unsure, **ask**.

If you want to see something done again or an example, **ask**.

Always, always, always **ask**.

Be forgiving with yourself! I didn't learn how to drive the bus in one day, it takes time. Believe in yourself and never give up even if you feel like you can't do it or you may not be good at it. It takes time to master operating a 40- or 62-foot bus. With time things get better and easier, have patience. Last but not least, come prepared – mentally, physically and emotionally. Do your homework, ride the route, do whatever it may take or what you feel is necessary to set yourself up for success.

### What safety measures are being taken regarding COVID-19?

Safety precautions in regards to COVID-19 that are offered to Transit Operators at the TTC are COVID-19 screenings upon arrival, in the divisions there are tables designated with ample gloves and disinfectant wipes. The supervisors also provide boxes of masks to Operators, so you always have access to a fresh mask while working. On the bus it is mandatory for the Plexiglas barrier to always be used as well as wearing masks for both operators and customers.

### What general safety measures are available to you, as a female Operator?

As a female Operator, some measures put into place for our



safety are our washroom keys, we have our own specific keys set apart from the regular universal key that opens everything. This is to ensure our privacy and safety when we are using the facilities as only other women have access to it. There are also phones located in some bathrooms to use if the situation permits. For Operators as a whole the TTC believes in equality and safety for all. There is direct communication with Transit Control at the push of a button in emergency or non-emergency situations. At the division level there is always someone you can communicate with, the TTC believes in the buddy system and if at any time you do not feel safe you can voice this and someone will be there to help. The TTC truly strives for safety for all.

## Access for all

The TTC is an inclusive and supportive employer that is committed to recruiting candidates who represent the city that we serve. If you are applying for a job and require an accommodation, let us know. We are here to support you during all stages of the recruitment process. Email us at [transitoperator@ttc.ca](mailto:transitoperator@ttc.ca) and a talent management team member will get back to you.



## Connect with the TTC

Keep up with us! Follow us on Twitter, like us on Facebook and find us on LinkedIn.

@TTCnotices | @TTChelps

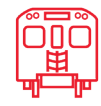


You are receiving this email because you registered for the "TTC Connects: Women as Transit Operators" information session. If you are no longer interested in the position or do not want to receive future communications regarding this position, please email [transitoperator@ttc.ca](mailto:transitoperator@ttc.ca) to unsubscribe.

## Did you know?



The TTC was founded in 1921 and has carried more than 32 billion riders.



Since 1990, 34 feature films have used Lower Bay Station as a set location!



The TTC has won awards, such as Canada's Best Diversity Employer 2020, Top Employers for Young People 2020 and Greater Toronto's Top 2021 Employers.



One in two executive positions at the TTC are filled by women.



32% of our workforce has 15 years of service or more.

Need help with your resume; interview skills or job search resources? Visit [feat.findhelp.ca](http://feat.findhelp.ca) to find your nearest community partner to assist you with your employment and training related needs.



Want to know more about the TTC's educational requirements for the transit operator role? Find out about all our requirements [here](#).