

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

We have exciting program updates to share!

**We have a new special women's post for the transit operator role.**

[Apply now!](#)

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)



### TTC Connects: Women as Transit Operators

On **Thursday, April 28**, the TTC will host the third virtual information event to encourage women to apply for a transit operator role at the TTC.

Hear from diverse women on track to rewarding careers in public transit. Followed by discussion about:

- Working with your community
- Family and work-life balance
- Career growth opportunities
- Competitive compensation and benefits

**Join us:** April 28, 2022  
1 – 2:30 p.m.

Find out more and register at [ttc.ca/join](https://ttc.ca/join)

### How the TTC tackles gender inequality year round

#### Hiring more women transit operators

With TTC's 10-Point Action Plan on Diversity and Inclusion, we want to build a more inclusive transit system that better reflects the communities we serve. That includes hiring more women as transit operators. Last year, we had a goal to hire women in at least 40 per cent of these roles, which we exceeded with 60 per cent of new hires identifying as women. And we're just getting started!

#### Encouraging women to join the TTC through recruitment events

As a part of the TTC Connects recruitment event series, we will be hosting more Women as Transit Operators information sessions. The next online recruitment event will be held on April 28. This virtual series will provide participants with information about available job postings and the opportunity to discuss the experiences of women working within the TTC.

#### Mentorship and all-women training classes

In October 2021, the TTC introduced its first all-women streetcar operator graduating class and a new mentorship program. The graduating class was made up of nine women who participated in TTC's pilot mentorship program, Mentoring Frontline Women, which launched on October 15.

### Employees across the TTC strike this year's International Women's Day pose

For International Women's Day, TTC employees submitted photos of themselves making this year's #BreakTheBias pose to stand up for gender equality and a more inclusive world. The pose represents resisting biases, battling pre-conceived notions and fighting for what they believe in. View our post on [International Women's Day at the TTC](#) to see more.



## Career Progression Spotlight: Misha Scoon

After starting her career as a Wheel-Trans operator, Misha Scoon made a successful transition to our Revenue Protection Department where she continues to provide exceptional service to the communities she serves.

### What first attracted you to the role of transit operator and working at the TTC?

The diversity and multi-culturalism within Toronto attracted me to the role of transit operator. I've always wanted to work for the city where I was born and raised, and knew working for TTC would be the perfect opportunity to work within my community and pursue a career where there are opportunities for growth.

### Describe your journey from transit operator to your current role of fare inspector?

Making the transition was somewhat of a difficult decision because I had been a transit operator for more than five years. I knew I wanted a change but I had become comfortable in my role (the schedule was good for my family). I didn't know what to expect in terms of what the schedule or adjustment would be like in my new role as a fare inspector, but I accepted the role regardless. The transition was smooth because I was familiar with TTC processes and expectations. The training Sergeants were supportive and answered all my questions to ensure my success. Overall, I am happy I stepped outside of my comfort zone and accepted a new position that allows me to enhance my growth.

### How did the role of transit operator prepare you to work as a fare inspector?

The transit operator role prepared me for my role as a fare inspector by placing me front and center with our customers and exposing me to life at the TTC. Safety is always a top priority and providing an exceptional customer service experience is valuable. Being familiar with the TTC community, the routes, the stations and how to maneuver through the city is an added bonus.

### What do you feel is the most challenging aspect of being a fare inspector and how do you overcome this challenge?

The most challenging part of being a fare inspector is providing assistance to individuals that are experiencing homelessness or are in need of support services.

I overcome this challenge by becoming familiar with the



resources we have available, including the Streets to Homes partnership between TTC and the City of Toronto, and applying my knowledge when assisting these individuals to the best of my ability.

### What personal qualities helped you obtain your current role?

**Reliability** – supporting my colleagues, completing tasks and remaining consistent.

**Enthusiasm** – displaying a positive energy, enjoying my time while at work and displaying exceptional customer experience.

**Confidence** – believing in my skills and abilities, trusting and making decisions based on my knowledge and experience.

### What has been the most rewarding part of your new job?

Inspiring others! Numerous transit operators and members of the public approach me to inquire about my new role. I provide helpful insight and share my journey at TTC. I always encourage everyone to apply, even if they have doubts.

### Tell us about your most memorable day on the job. What happened?

While onboard a streetcar, a young customer approached my partner

and I to inform us he was homeless and didn't have any money to pay a fare. He had several garbage bags and a backpack in his possession. He opened one of the garbage bags and showed us a sleeping bag. He told us that "after sleeping in the freezing cold all night, you never know if you are going to wake up the next morning."

He added that, every day he wakes up, he is happy to be alive. He told us he was going to a location that would provide him with a warm meal.

A few months later, my partner at the time and I saw the same person on a streetcar. He remembered me and thanked me endlessly for listening to him the last time. He shared the good news that he will be getting his own place very soon.

I will never forget this experience.

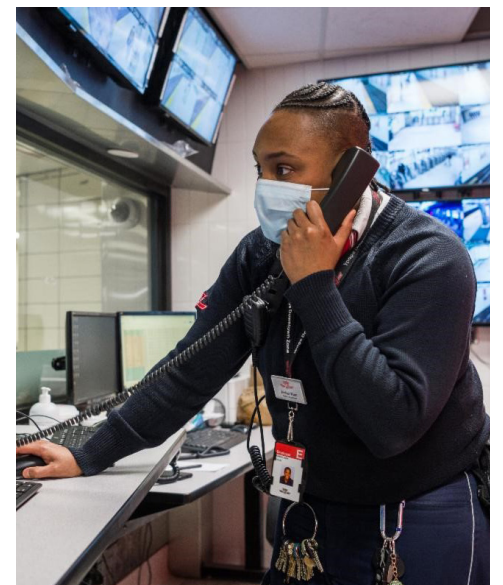


## TTC CLRV streetcar featured in Disney's new film *Turning Red*

Disney and Pixar's new movie *Turning Red* premiered on DisneyPlus, last week.

The animated film, directed by Toronto's Domee Shi, is a love letter to Toronto, and our very own CLRV streetcars are featured.

Check out the trailer on [YouTube](#).



## Thank you for everything you do

On March 18 the city celebrated Transit Operator and Worker Appreciation Day. It's a day to celebrate all Transit employees for the wonderful work they do to connect communities and keep Toronto moving.



## 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@tc.ca](mailto:transitoperator@tc.ca) to unsubscribe.