

Workplace Transformation at the TTC



Program Objectives in Action: Quarterly Highlights from the Workplace Transformation Program

Spring is a season of change and new beginnings; with plenty of moves and transformations underway, we're excited to share Workplace Transformation Program (WTP) highlights from this quarter.

As the WTP continues to onboard hundreds of additional employees into transformed spaces, read on to get up to date with last quarter's transformations and how WTP partners created workspaces and amenities to help achieve program objectives.



What are the Workplace Transformation Program's Objectives?

The WTP's primary objectives are to:

- Support employees impacted by the City of Toronto initiative known as ModernTO that will see more than 2,700 TTC employees leave expiring leases, as well as 1900 Yonge Street, and relocate to modernized City buildings in the coming years.
- Consolidate relocating employees within existing TTC space as leases expire (until City spaces are complete) while making enhancements during the consolidation, where possible, to enhance the employee experience.



Consolidating TTC space includes optimizing occupancy via desk-sharing strategies and the addition of workstations to achieve the goal of comfortably accommodating more employees in existing workspace.

Enhancing the employee experience includes optimizing processes, spatial designs, employee amenities, technology, records management, training materials / resources and work environments to achieve the following goals:

- Attract and retain talent
- Promote diversity and inclusion
- Support corporate social responsibility
- Support the modernization of government
- Support employee health and wellness
- Support corporate environmental responsibility
- Achieve long-term cost savings

Collectively, these goals contribute to cultivating a workplace that continues to make the TTC an attractive place to work and thrive.

Employees on the move in Q1/Q2

Earlier this year, several departments impacted by expiring leases began onboarding to an Activity-Based Working format in transformed spaces. Approximately **150 employees** from various departments at **5 Park Home** relocated to **5140 and 5160 Yonge Street**, including:

- **Project Management Office (PMO)**
- **Major Projects; and**
- **Expansion and ATC.**

This was more than just a move! Before the groups above relocated in mid-April, the WTP team was busy behind the scenes transforming the **fifth and sixth floors of 5140 Yonge and the ninth floor of 5160 Yonge**. The goal was to optimize the space not just for the incoming teams but also for the departments already on those floors, including **250 Engineering employees** and another section of **45 PMO employees**. With the pressure on, the WTP team delivered! The workspaces saw new amenities and enhancements focused on improving collaboration, flexibility and productivity.

Meanwhile, changes are also taking shape at Union Station. This quarter, the **Information Technology Systems (ITS)** department began preparing for their move to **Union Station East Wing – Fourth Floor**.

260+ ITS employees are on the move in three phases:

- Phase 1: 67 employees from 1910 Yonge (second & third floors)
- Phase 2: 155 employees from 1910 Yonge (second & third floors)
- Phase 3: 44 employees from 1900 Yonge (second floor)

The ITS department will establish the largest TTC neighbourhood on the fourth floor of Union Station. **When Phase 3 is complete, TTC staff will fully occupy the fourth floor of Union Station!**



Continue reading on the next page →

Workplace Transformation at the TTC



Program Objectives in Action: Quarterly Highlights from the Workplace Transformation Program

Goals taking shape in transformed spaces

Take a peek at the progress the WTP achieved this quarter while undergoing the aforementioned transformations at 5140 Yonge and 5160 Yonge. Each of these activities (and more!) support our program objectives.

Modernization of government

Supporting the objective of creating more modernized workspaces, the WTP partners implemented:



- **14** small meeting and focus rooms fully equipped with plug-and-play technology, including a camera and microphone, to support a more agile and hybrid workforce
- **6** medium/large meeting rooms outfitted with Polycam conferencing equipment
- **11** new multifunction device (MFD) printers with private and remote access printing
- **280+** workstations upgraded with dual monitors, docking stations, wired keyboards and mice
- Work-from-home (WFH) kits deployed to all transforming departments to enable remote flexibility
- Wi-Fi enhancements across all transformed floors for employee flexibility to work where they want or need to, throughout the day
- Adaptable furniture allowing reconfiguration to serve multiple uses

Employee health and wellness

To create an environment that better prioritizes employee health and wellness, the WTP partners delivered:



- **3** meditation rooms providing employees with a quiet space for reflection, prayer and wellness breaks
- **1** optimized kitchenette and lunchroom area on the ninth floor of 5160 Yonge, featuring dynamic, wipeable furniture that promotes a cleaner work environment.
- **1** newly constructed kitchenette and lunchroom on the fifth floor of 5140 Yonge. This work is underway and will be complete in Q2.



- Installed multiple sit-stand desks to support ergonomic preferences
- Implemented enhanced cleaning protocols across all work and social areas

- **390,000** records were reviewed for either digitization, archival/off-site storage or destruction to achieve a paper-light environment. This resulted in a more clutter free open space that improves air quality throughout the workspace
 - This process also contributes to a more environmentally conscious workplace, further supporting our objective of corporate environmental responsibility.

Diversity and inclusion

To continue promoting a more diverse and inclusive workspace, transformed spaces at 5140 and 5160 Yonge will feature:



- The WTP's 'Diversity Through Artwork' initiative, which aims to foster a more welcoming inclusive work environment, as well as promote awareness and appreciation for diversity among employees.
- For more information about the 'Diversity Through Artwork' initiative, check out our [October 2024 Newsletter](#).
- The artwork is currently being installed in hallways, elevator lobbies, lunchrooms and large meeting rooms across all transformed floors.

On the horizon ...

While the moves and transformations that began in Q1 and Q2 continue as we onboard **more than 700 employees** into their new spaces, progress is also being made to initiate changes at other locations across the Commission impacted by soon-to-be expiring leases.

This quarter, the WTP connected with an additional 11 departments, delivering the Workplace Transformation 2025 Kick-off Roadshows to officially launch additional moves and transformations planned for the rest of this year. **Approximately 1,000 employees will experience workspace transformations this year**, including the following departments:

Department	Current Location
Portfolio Management Office (PfMO)	5160 Yonge St. – 11 th Floor
Legal	1835 Yonge St. – 4 th , 6 th , 7 th Floor
Claims	1835 Yonge St. – 4 th , 6 th , 7 th Floor
Commission Services	1835 Yonge St. – 4 th , 6 th , 7 th Floor
Farecard	1835 Yonge St. – 4 th , 6 th , 7 th Floor
Track & Structure	1835 Yonge St. – 4 th , 6 th , 7 th Floor
Wheel Trans	1835 Yonge St. – 4 th , 6 th , 7 th Floor
Audit, Risk & Compliance	1910 Yonge St. – 2 nd Floor
Procurement & Category Management (PCM)	5160 Yonge St. – 9 th Floor
Innovation & Sustainability	5160 Yonge St. – 9 th Floor

The next steps for these moves and transformations are in progress, with WTP partners already collaborating with each department's Ambassadors to complete necessary forms, identify special requirements, learn more about how their employees work, initiating site visits, and gathering the necessary information to begin planning the design and configuration of their new spaces.

Stay tuned for more updates as these moves and transformations progress!

