

INNOVATION & CREATIVITY AWARD

Noticeable Improvements to Productivity, Processes, Customer Service, or Customer Safety

This award promotes and encourages employees to develop and submit suggestions that will result in noticeable improvement to productivity, processes, customer service, or customer safety.

Criteria

Submissions for this award will **only be considered if it:**

- Will result in:
 - Efficiencies that save time, or increase productivity
 - Improvements to the quality of customer service
 - Increased customer safety
- Is original and has not been submitted within the last 3 years.
- Is specific and includes enough detail to be assessed and implemented. The following details must be included in the Business Case / Plan:
 - The department where the situation exists / activity occurs
 - The “current state” of the noted situation / activity.
 - The recommended changes to the process OR new activity (i.e. specific jobs and headcount engaged in the activity(s), time required, materials used, etc.)
 - How you have come to acquire detailed knowledge of this situation / activity.

Suggestions will be **deemed ineligible for consideration** if they:

- Are related to occupational health or safety issues
- Are related to items covered by any Collective Bargaining Agreements between the TTC and its bargaining employee groups
- Are a solution to routine maintenance or general housekeeping matters
- Are submitted by Operators, or Transportation Supervisors, relating to major service delays, route changes, or Operator / Customer inconvenience. Such suggestions should be submitted to Transportation management as part of the employee’s job
- Are made by those, or on behalf of those, in positions where the main purpose is to develop and implement innovations that provide efficiencies. Such submissions will be subject to a Conflict of Interest review by the Adjudication Committee, which may, or may not, result in the submission being deemed ineligible.

Eligibility & Submissions

- All regular full-time and regular part-time employees of the TTC are eligible to submit; subject to the constraints outlined above. Note: Staff Employees in Salary Levels 13SA to 18SA are not eligible for this program.
- Employee must not have had any disciplinary actions during the current, or previous calendar year (i.e. up to 2 years)
- Submissions can be made via electronic or paper form:
 - Electronic submissions may be made through the Rewards & Recognition program link on the corporate intranet
 - Paper forms can be found in all divisions, garages, Carhouses, on the Human Resources Information Stand at Hillcrest, or the Customer Service Centre on the main floor at 1900 Yonge St.
- All submissions will be reviewed by the Customer Communications department, to ensure adherence to program criteria:
 - Form is complete with all necessary information provided
 - Suggestion is submitted to the appropriate category; Cost Savings or Process Improvement. If a suggestion is incorrectly submitted under the wrong category, it will be applied to the correct category, and the employee will be notified.
 - Business case is attached. Excel form for Business Case can be found on the intranet, or at the work locations noted above, and may be used as-is, or as a sample framework for your own custom format.
- Employees will be provided with acknowledgement that their suggestion has been received. No further communication will be issued unless the idea submitted is being considered for implementation.
- Suggestions which comply with all basic requirements will be forwarded to an Adjudication Committee consisting of members of TTC's Leadership Group, for an initial assessment to determine if the suggestion is feasible
- Adjudication Committee forwards all feasible suggestions to the appropriate Department Head(s) who review, assess, and recommend potential winners in consultation with their subject matter experts.
- Employees may be invited to present their proposals, live, in front of a panel consisting of the Adjudication Committee, to answer questions.
- Adjudication Committee selects winners and the Customer Communications department notifies them.
- Employees whose suggestions are no longer being considered will be provided with an explanation from the applicable Department Head(s).

- Employees whose suggestions do not win, but are deemed valuable enough to be implemented, will receive a framed letter from the CEO.

The following estimated timelines are provided for reference only, and do not infer any obligation on the part of management.

Program Timelines	Duration in Business Days
Acknowledgement of Submission	5
1 st Review – Adjudication Committee	5
2 nd Review – Department Head	5
3 rd Review – Departmental Subject Matter Expert(s)	20
4 th Review – Final Adjudication Committee Review	10
<ul style="list-style-type: none"> • Presentation to Panel (if necessary) 	
Acknowledgement and Invitation to Quarterly Event	20
Q2 Event	65 Days after submission

Event(s)

- 1 winner per quarter attends the Quarterly Event
- 1 winner selected annually, representing the best of the 4 previous quarterly winners, attends the Annual Gala.

Prizes

- Certificate of Achievement and TTC Memento for Quarterly Winner
- Unique gift related to area of improvement
- TTC Award Trophy for Annual Winner

Legal Disclaimer

*All suggestions that are submitted through the **Innovation & Creativity Award – Noticeable Improvements to Productivity, Processes, Customer Service, or Customer Safety**, shall become the property of the TTC. The employee submitting the suggestion hereby waives any entitlement of ownership of the suggestion and of any future claims upon the TTC based upon the suggestion. By submitting a suggestion, the employee waives any claim for compensation for each suggestion, other than as herein provided.*

Ideas submitted will expire 36 months after they have been received, at which time any employee will be eligible to submit the same, or similar, idea subject to the eligibility criteria previously outlined.