



# Stronger, Better Metro Transit's Strategic Operations Plan 2021-2022





# Stronger and Better Strategic Operations Plan



**Stronger, Better**

Strategic Plan, 2021-22



 Metro Transit

- Addresses and operationalizes Council policies and goals
- Comprised of **five goals** and **four core elements**
- Advanced through Metro Transit's 2021-2022 Strategic Workplan



# We are back to share progress







GOAL 2

**We provide service  
that is safe,  
welcoming, and  
comfortable**

Lesley Kandaras

# Safety & Security Action Plan becomes Strategic Operations Plan Goal 2



## Three Areas of Work

1. Improving conditions on the system
2. Training and supporting employees
3. Engaging customers and partners

Establishing quarterly updates



GOAL 4

**We make our region  
more  
environmentally  
sustainable**

Marilyn Porter



# Goal 4 Outcomes and Actions

Set and achieve targets across our operations that feeds into various goals:

Environmental impact through sustainable practices (emission reduction)



Economic impact (decreased consumption & renewable savings)

~\$10k Behind the Meter PV annual savings

~\$86k Community Solar Garden subscriptions annual savings



Being intentional about our use of resources



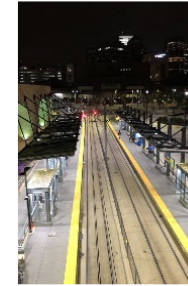
# Goal 4 Key Initiatives



Advancing fleet electrification of our revenue and non-revenue fleets



Monitoring, measuring and controlling facility energy consumption through Energy Cap



Converting lighting to lower maintenance, higher efficiency LED's



Intentionality around incorporating sustainable objectives into our bid documents and sharing building performance objectives with consultants and designers



Established a forum for monthly “voluntary” staff meetings to exchange information and ideas related to our work and processes associated with sustainable practices





GOAL 5

**We are a great  
place to work and  
build a career**

Robin Cauffman

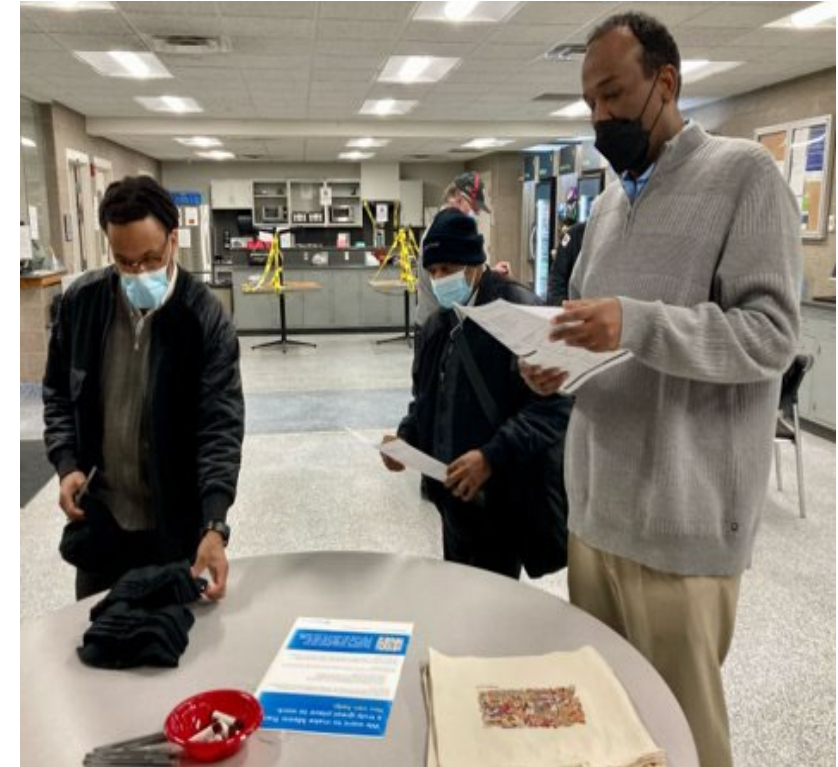
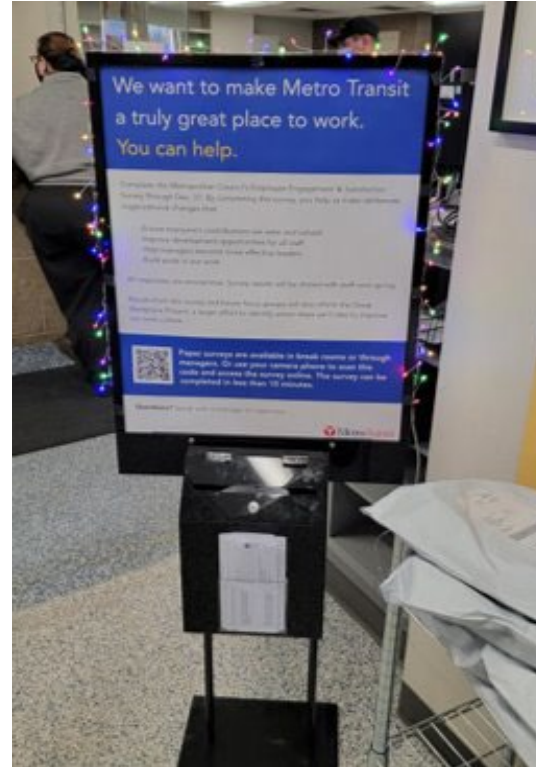
## Goal 5 Key Accomplishments by Action Item

- Our workplace is positive and inclusive – free from racism, harassment and retaliation
  - Workplace culture assessment, including employee engagement survey, complete, analysis underway
  - Workforce and Affirmative Action dashboards posted on MetNet in April
  - 2022 Racial Equity Forum training this summer for non-managerial staff
- We attract, hire, train and retain a talented and diverse workforce
  - Recruitment and selection scorecard released in May
- We adapt to changing workplace standards and expectations
  - Short term facility changes made to support changing workplace needs
  - Return to office implemented in April



# Great Workplace Project

- Project objective: Assess and improve work culture, and improve team functionality
- 50+ interviews and 30 focus groups (100+ participants – cross section of employees)
- Metro Transit engagement survey achieved a representative sample - 21.5% of employees



# Great Workplace Project – continued



- Key focus areas for action:
  - Respectful workplace environment
  - Management practices for employee engagement
  - Practices around decision making
  - Employee operational safety and security
- Principles for action: easy to understand and responsive action driving practices to the work unit level
- Currently developing Transit action plan; full integration with Council-wide actions



**Thank You!**