



### **The situation**

From route scheduling to booking systems and mobile passenger information, Trapeze has a range of products that improve and simplify the process of managing all aspects of public transport, with the overall goal of making public transport better. We initially started working with Trapeze in April 2013. Employee Engagement is a key focus for the organisation and they were keen to find out how employees were feeling and how engaged they were – as well as what was working well and what needed to be improved.

### **What we did**

We started by running an engagement survey for Trapeze, to find out what engagement levels were like and work out the key areas of strength and those areas that needed some improvement. The survey was deliberately short, a pulse survey, which allowed us to capture the results we wanted but also to turnaround the results in a very quick time, which we felt was really important. This gave us a benchmark to use moving forward as well as an indication into what employees were thinking and feeling.

We then followed this up by running a series of focus groups covering all the geographical locations to do a deeper delve and understand the results further. The key benefits of running these groups were:

- To allow employees to have input into what was being done as a result of their feedback, which involved them and in itself starts to drive engagement
- To ensure we fully understood what the results meant and were working on the things that truly mattered
- To be sure that we weren't getting rid of or changing something that isn't broken

Whilst there was the capability to run these groups internally, Trapeze were keen to use an external company to re-assure employees that their responses would not be attributed back to them so they could be open and honest and specific in their feedback. By using an external company, they were also giving employees a clear message that their engagement is critical to the business and worth investing in.

### **The results**

As a result of running the survey and focus groups, we pulled together a report highlighting real areas of strength and those areas that needed improvement. We proposed a series of short term and long term suggestions for improvement that would address some of the issues raised, as well as maintaining the good things that were already happening.

All the actions implemented resulted in a year on year improvement in the majority of areas when the survey was run again a year later. Employees were very positive about the process and results of the actions taken.