

NAVEX®



NAVEX Customer Success Story

Jacksonville Transportation Authority Strengthens Culture with NAVEX

"The JTA's Ethics Department started to take stock of the organizational culture that would be needed to support future growth. It became clear that strengthening employee trust would be a critical part of the path forward."



Highlights



INDUSTRY

Public transportation & infrastructure



NUMBER OF EMPLOYEES

800



CHALLENGE

Improving employee culture



SOLUTION

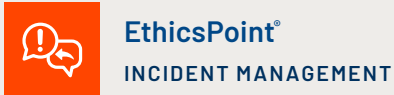
Strengthening employee trust through a trusted ethics hotline

Solution

SINGLE-PRODUCT

EthicsPoint®

INCIDENT MANAGEMENT



Whistleblower Hotline Intake

Trusted by thousands of clients around the world, our hotlines help employees, customers, suppliers and other stakeholders quickly and easily report potential ethics and compliance issues. Our hotlines also provide you with the E&C data you need to inform your program, helping you spot trends and take corrective action before minor issues become major.

Incident Management: EthicsPoint®

Capture and investigate E&C reports from across your organization in a centralized database. Our EthicsPoint Incident Management solution gathers data from all of your reporting channels—including your ethics hotline, web intake, and reports forms for open door conversations—to create a systematic approach to documenting case assignments and streamlining workflow.

To learn more about NAVEX E&C Compliance Training® or Policy & Procedure Management® to schedule a demo, please visit www.navex.com or call us at U.S. +1 866 297 0224 or EMEA +44 (0) 20 8939 1650.

Challenge:

When the JTA was a smaller agency, outdated, inefficient and traditional routines of doing business were common. The JTA's Ethics Department started to take stock of the organizational culture that would be needed to support future growth. It became clear that strengthening employee trust would be a critical part of the path forward.

Solution:

As part of several proactive steps, the JTA established a full-fledged ethics program in 2011. It includes an ethics officer, a code of conduct, and policies and procedures. The work is currently overseen by the JTA's Ethics Officer.

A central service within the program was the deployment of a trusted ethics hotline that allowed employees to report issues anonymously and without fear or apprehension.

In the beginning, the JTA used a different incident reporting system. Today, the JTA utilizes NAVEX EthicsPoint as its system of choice.

Results:

The NAVEX EthicsPoint solution, which enables users to submit reports and inquiries across a range of input channels, has allowed the JTA to maintain high performance standards while managing the organization's growth over the past 10 years. Providing these tools to support a "speak-up" culture has paid off – in JTA's 2022 fiscal year, the agency fielded 51 reports, with 35% coming through the ethics hotline.

Usage of an incident reporting system is a metric reflecting positive organizational culture, indicating that users trust that the organization takes those reports and inquiries seriously. Even during the massive disruption of COVID-19 in the 2021 fiscal year, the JTA still received an average 3.75 reports per 100 employees. In the 2022 fiscal year, JTA averaged 6.4 reports per 100 employees.

The JTA compares those numbers to averages published in NAVEX's annual Hotline & Incident Management Benchmark report. The comparisons show how NAVEX EthicsPoint has supported the fostering of a strong and ethical culture at the agency.

About Jacksonville Transportation Authority (JTA)

The Jacksonville Transportation Authority (JTA) is an independent agency of the state serving Jacksonville and Northeast Florida. The JTA provides varied public transportation services and is a builder of roads, bridges and other infrastructure to enhance mobility in its community. JTA's public transportation services include bus rapid transit (BRT), fixed-route bus service, paratransit, ferry service, a downtown monorail and other mobility and on-demand services in Florida's Duval, Clay, Baker, Nassau and St. Johns counties.

The JTA employs more than 800 professionals spanning diverse divisions, roles and responsibilities.

The intake of reports and inquiries is not the only way the JTA's small and dedicated Audit and Compliance department is leveraging NAVEX EthicsPoint in support of its work. Employee training represents another important pillar of the department's activities, and data from the NAVEX EthicsPoint solution also allows the JTA to identify trends and focus on relevant areas. Every employee is required to undergo annual refresher training, and the department conducted 102 training sessions last fiscal year.

With a limited budget, NAVEX EthicsPoint is a critical tool supporting a department whose success has a foundation in sweat equity, personal integrity and face-to-face interaction. The approach has helped give the department a personal feel and reputation.

Not surprisingly, annual employee surveys over the past five years have shown the strength of the JTA's culture. Over that period, more than 80% of employees, on average, said they believe the agency maintains high ethical standards.

NAVEX EthicsPoint has provided the JTA with a viable channel of communication with employees. That success continues to grow as the JTA works to build trust and provide a comfort level required for a thriving speak-up culture through the ethics program.

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NAVEX is trusted by thousands of customers worldwide to help them achieve the business outcomes that matter most. As the global leader in integrated risk and compliance management software and services, we deliver our solutions through the NAVEX One platform, the industry's most comprehensive governance, risk and compliance (GRC) information system.

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