



VANCOUVER
MOVING EXPERIENCES
EXPÉRIENCES EN MOBILITÉ

NATIONAL TRANSIT EMPLOYEE RECOGNITION AWARDS AND CENTENNIAL SCHOLARSHIP AWARDS

17 NOVEMBER 2010 • VANCOUVER, BRITISH COLUMBIA



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AWARD CATEGORIES

CUTA EMPLOYEE EXCELLENCE

THESE AWARDS ARE PRESENTED UPON THE RECOMMENDATION OF INDIVIDUAL EMPLOYERS TO RECOGNIZE A MAJOR CONTRIBUTION OR AN OUTSTANDING ACHIEVEMENT. EXAMPLES INCLUDE ACTS OF HEROISM ON DUTY; SIGNIFICANT ACCOMPLISHMENT ON SPECIAL PROJECTS; AND OUTSTANDING VOLUNTEERISM ON BEHALF OF THE LOCAL TRANSIT SYSTEM.

OUTSTANDING ACHIEVEMENT OR SUPPORT FOR PUBLIC TRANSIT

AWARDED FOR DEMONSTRATED ACHIEVEMENT IN IMPROVING THE EFFICIENCY AND/OR EFFECTIVENESS OF PUBLIC TRANSIT IN CANADA.

DISTINGUISHED SERVICE

AWARDED TO INDIVIDUALS WHO HAVE MADE A SIGNIFICANT, ONGOING CONTRIBUTION TO PUBLIC TRANSIT THROUGH ADVOCACY, LEADERSHIP, WORKPLACE IMPROVEMENT INITIATIVES, OR POLICY OR LEGISLATIVE INITIATIVES.

CUTA VOLUNTEER/ADVOCATE

THESE AWARDS HIGHLIGHT THE ACHIEVEMENTS OF THOSE WHO ACTIVELY PROMOTE OR CHAMPION PUBLIC TRANSIT IN CANADA.

LIFETIME ACHIEVEMENT

AWARDED TO INDIVIDUALS WHO HAVE CONCLUDED THEIR CAREER AND HAVE MADE EXTRAORDINARY CONTRIBUTIONS TO THE PUBLIC TRANSIT INDUSTRY IN CANADA.

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LESLYN BECKWITH
HAMILTON STREET RAILWAY

HEROISM ON DUTY

Stopped at Grays Rd. about to turn right, Leslyn saw a man pick up a woman, forcefully throw her over his shoulder, and proceed to carry her across the street. When she realized he was about to put her in his car, she began to struggle. He then slammed her hard to the ground, mounted her, and proceeded to hit her repeatedly with his closed fist. Leslyn sounded the horn trying to attract the attention of others, hoping to get help for the woman. She radioed dispatch for the police and when she refocused on the scene, they were standing and the woman appeared to be attempting to defend herself. He picked her up, threw her in the front seat when Leslyn yelled "The police are on the way." She followed the vehicle, fearing the victim was being

kidnapped and that her life was in danger. When the vehicle pulled into a driveway, Leslyn stopped the bus then the man proceeded out of the car, threw an object at the bus swearing at Leslyn to mind her own business. The man then focused his attention back on the woman, and another struggle took place as he tried to pull her towards the house. Leslyn tried to encourage her to run towards the bus for safety, but the woman appeared to be disoriented. The man forcefully dragged her to the back of the house. A police car just arrived and an officer went behind the house. Leslyn heard loud noises that sounded like a scuffle so she radioed back to dispatch asking for backup for the lone officer and waited for the backup to arrive.



DANNY HADDOW
COAST MOUNTAIN BUS COMPANY -
VANCOUVER

ACT OF HEROISM

Transit operator Danny stopped for a car accident at an intersection and when he saw smoke or steam filling the inside of the car, jumped out of his bus and went to the aid of the passenger pulling him to safety. Danny then went back and turn off the ignition, checked the rear for other occupants and even underneath the car. The ambulance was on scene and Danny without a word returned and continued on route like nothing had happened. Coast Mountain Bus Company came to learn of this when a passenger called in with a commendation for this operator.



JIM (JAMES) BAXTER
COAST MOUNTAIN BUS COMPANY -
VANCOUVER

**HEROIC ACTIONS IN DEALING
WITH ARMED PASSENGER**

During an afternoon trip, Jim was notified that an intoxicated male passenger with a knife was issuing threats to other passengers. Jim proceeded to pull his bus over and identified the threatening passenger in his rear view mirror. Jim contacted TComm to advise of the situation while providing a description of the man, which was relayed to VPD. During this time Jim noticed the man had briefly passed out.

Jim took this time to announce to his passengers a 'mechanical problem' on board and ensured everyone exited calmly and safely, closing the doors behind him and locking the threatening passenger inside the bus.

The passenger awoke shortly thereafter, while several members of the VPD arrived on scene with firearms drawn to take the passenger away without further incident.

Within an incredibly short time of 30 minutes Jim had all his passengers re-boarded and on their way despite the events that had just taken place.

Jim's quick thinking and ability to remain calm in a very stressful situation helped to ensure his passengers' safety while minimizing disruption to their commuting day. A tremendous feat!



WENDY TILLEY
TORONTO TRANSIT COMMISSION

TALKED MAN OUT OF TAKING HIS OWN LIFE

On May 22, TTC bus Operator Wendy Tilley was driving her bus on the 81 Thorncliffe route. While driving over the Leaside Bridge, she noticed a man not acting normal. On her return route, Operator Tilley noticed the man was now sitting on the edge of the bridge, and was about to jump off. Operator Tilley called Transit Control, ran from her bus, and pulled the man off the edge. She talked the man into getting on board her bus until police arrived. The man told police that he wanted to kill himself.

For her action, Operator Tilley was a monthly recipient of the TTC's Transit Community Watch program. At the ceremony to honour her at Birchmount Division, a co-worker collapsed on the sidewalk. Operator Tilley

went to his aid, performing CPR until emergency responders arrived. The co-worker was taken to hospital and luckily, was fine.

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DAN ALLEN
METRO TRANSIT - HALIFAX

OPERATOR GIVES BACK TO THE COMMUNITY

Dan Allen is a 20 year Operator with Metro Transit who has worked tirelessly to give back to the community he serves daily. Dan Allen is a Spareboard Operator who spends most of his free time both between assignments and on days off to tend to the Operator's garden that is kept on the grounds of the Burnside Transit Centre. Dan commences his work every spring by preparing the garden and making arrangements to received donations of soil, seeds and plants. He ensures that the garden is planted at the right time and takes great care to cultivate the plants to reach their greatest potential. He is out there in wind, rain and extreme heat to care for garden. All his efforts are realized every fall with a significant harvest of fresh vegetables that are donated to the Metro Food Bank which serves many in need in the Halifax Regional Municipality. Dan has battled cancer more than once and yet he continues to dedicate his time and energy to this very worthwhile and greatly appreciated service to the community. Dan is an amazing role model for others.



BOB MANNELL
BURLINGTON TRANSIT

TRANSIT ADVOCATE AND STAFF EXAMPLE

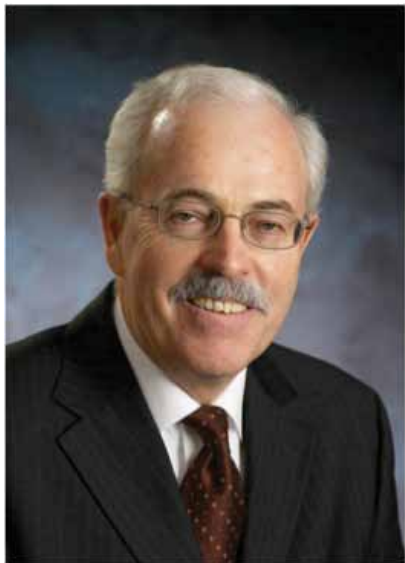
Transit Operator and Acting Supervisor, Bob Mannell advocates staff camaraderie and sets a positive example for all staff. The annual benchmark research indicates a high satisfaction rating about Burlington Operators being “friendly and helpful”. To promote its friendly tagline “Welcome Aboard”, Burlington Transit initiated a campaign using Bob’s face in advertising material. At the annual Ribfest event, Bob was asked to sign autographs on “his ad” in the Ribfest brochure while passengers waited for the shuttle service! “Friends” of Bob started a

Facebook page which has generated 60 fans to date.

Bob is the lead trainer for CUTA’s Transit Ambassador Program and enlists operators to participate in the internal Ambassador program representing transit in the community through targeted promotions, public engagement and travel training.

Bob’s spirit and enthusiasm is infectious. He actively represents the Union’s Social Committee through fundraisers and gatherings. He even spreads good cheer at functions by dressing up as various characters and acting out creative skits.

Bob regularly gets out of the driver’s seat to assist passengers with special needs, helping them cross the street, to board the bus or make transit connections.



TONY RUSSELL
HATCH MOTT MACDONALD

SUCCESSFULLY DELIVERED MULTI-MILLION DOLLAR EXPANSION PROJECTS

Tony Russell is a professional engineer with 38 years experience in consulting engineering who has worked in Canada, Europe, Asia, Africa and South America. He recently retired from his position as Senior VP of Hatch Mott MacDonald responsible for the company's operations in Ontario and Quebec involving projects in the airport, rail, transit, tunnel, bridge and highway sectors.

Tony has provided many innovative projects to the transit industry. He is highly respected for his knowledge and leadership. In addition, Tony's guidance, motivation and mentoring have inspired numerous professionals with whom he has worked.

Tony's work on rail and transit developments is truly impressive. Such projects include Principal for GO Transit's Rail Infrastructure Program; GO Transit Union Station Rail Corridor; TTC Project Management Services; and CPR Preferred Service Provider Contract.

Tony is the recent recipient of the Transportation Association of Canada's Transportation Person of the Year award.



GUY LANGLOIS
SOCIÉTÉ DE TRANSPORT DE L'OUTAOUAIS

A WELL-BALANCED MANAGER!

Guy Langlois joined the STO some 36 years ago. He worked successively as a customer service agent, an apprentice coach builder and a painter until 1984, when he moved to the position of foreman and set foot in the world of management for the first time. In 1995, he was promoted to the position of vehicle maintenance manager and then to assistant maintenance director in 2008. This exceptional path did not come by chance: Guy is a well-balanced manager who meets high organizational objectives while remaining truly connected to his human resources. He demands tangible results every day, but not

to the detriment of employees. With a pressing need to go above and beyond, Guy has played a significant role in the STO's development for a long time. When he was on the maintenance management team, specialized, multi-dimensional teams of mechanics were his idea. He was also very much behind the STO's pioneering move to put air conditioning in its buses, and there is no doubt that he had in mind a certain vision of how he would manage vehicle maintenance activities when he thought of the Rapibus system and our second garage, both of which will be coming in the very near future. Guy is steadfastly loyal to the STO. To his team, he is a man of his word, and to senior management, he is a right-hand man.

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WILLIAM WANG

EDMONTON TRANSIT SYSTEM

BUS CHARTER FOR CHENGDU CHINA EARTHQUAKE ORPHANS

In 2009 and 2010, the City of Edmonton had the unique opportunity of hosting 28 orphans and their chaperones from Chengdu, China. The children ranged in age from 10 to 17 years and had lost both of their parents in the 2008 earthquake.

Operator William Wang drove the Charter bus every day and provided exceptional service during their visit. He was an outstanding host and wonderful ambassador to the City of Edmonton. He constantly went the extra mile for the group, from decorating the bus to providing special snacks and demonstrations of friendship to the

kids. William was a wonderful asset to the entire experience for these orphans. The daily schedule would involve tours of a variety of city landmarks and tourist attractions. William was always available even when plans were changed at the last minute. William is fluent in Mandarin, and this ability has allowed him to develop wonderful friendships and became a real hero to the children.

In William's eight and a half year career with Edmonton Transit he has consistently attained outstanding performance reviews and commendations from his riders for his kindness and exceptional customer service. As a freelance artist he also draws caricatures of ETS people and situations within our transit world.





JOHN CANNON

TORONTO TRANSIT COMMISSION

NEW INITIATIVES IN THE TTC INFORMATION TECHNOLOGY DEPARTMENT

John Cannon was the Chief Information Officer for the Toronto Transit Commission for many years. Mr. Cannon passed away after a courageous battle with cancer on August 12, 2010.

Under Mr. Cannon's leadership, the TTC's Information Technology Department (IT) has consistently improved customer satisfaction, employee morale and department

credibility. The commission has also implemented numerous new initiatives. A new website was designed. The TTC customer experience was greatly improved with the implementation of eAlerts, Next Vehicle Arrival System and Internet Trip Planner.

In 2001, John Cannon recognized that to ensure stability and success for the department, inherent changes required a more structured foundation. He commenced the journey of excellence. After six years on continuous improvements, Information Technology Services successfully met all four levels of the National Quality Institute Progressive Excellence Program.

John Cannon became known internally for leading the ITS Department through a multi-year improvement plan, which earned the Canada Awards for Excellence – Gold Trophy for Quality. This award, presented annually, recognizes outstanding achievements in quality, customer service, and a healthy workplace. For receiving the award, Mr. Cannon received a letter of congratulations from the Right Honourable Stephen Harper, Prime Minister of Canada.



JOEL KOFFMAN

OC TRANSPRO - OTTAWA

TRANSIT VISIONARY BRINGS OC TRANSPRO INTO THE INFORMATION AGE

Joel Koffman is a visionary who played an integral role in moving OC Transpo into the computerized age, beginning in the mid 1970's and continuously adapting and pushing forward with new technology to optimize service, find efficiencies and minimize resources. He

developed a solid understanding of all aspects of the transit business with which he was able to identify practical solutions and follow through to successful implementation.

Due to Joel's determination, OC Transpo was one of the first transit authorities to adopt computerized scheduling processes, remaining at the forefront of transit scheduling and runcutting. The extensive use of interlining, optimized through HASTUS Minibus program, reduced the requirement for fleet by 15% in its initial application, a savings that resulted in higher service levels and lower operating costs.

Joel developed a state-of-the-art electronic data collection system that provided OC Transpo with a firm foundation of accurate information on bus and passenger activities, the basis for effective scheduling and planning decisions.

Joel's comprehensive knowledge of OC Transpo and the data systems supporting, allowed him to make vital contributions across the organization, particularly in the areas of customer information, service control and fleet management. This allowed him to successfully introduce electronic transfer printers.

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DAVID BOSTON

METRO TRANSIT - HALIFAX

METRO TRANSIT'S GREATEST AMBASSADOR AND ADVOCATE FOR TRANSIT

David Boston has an outstanding long term dedication to Metro Transit and has been an enthusiastic advocate of the benefits of transit in Halifax Regional Municipality. David, a retired Anglican Minister, has volunteered tirelessly over a span of more than 20 years and has been involved in almost every major service launch Metro Transit has undertaken during that time. Early in this partnership he was often called upon to ceremonially christen or bless new transit vehicles before they were launched into service. Since 1996, David has generously volunteered to lead many transit facility group tours, to provide a valuable opportunity to view first hand the inner workings of their transit system. In 2001 and 2007, he spent many long hours helping to coordinate shuttle services, as Halifax played host to two CUTA Annual Conferences. He has willingly faced the not always friendly transit masses, serving as a Platform Ambassador for difficult Schedule Adjustment changes, as well as the introduction of new services including MetroLink in August 2005 & February 2006 and MetroX in August 2009. He has also been to many a Campus Orientation Weeks and Transportation Fairs since the introduction of our first U-Pass program in 2003, which now includes six university campuses.



SYLVAIN THIBAUT

DANIEL BRAULT

SYLVAIN THIBAUT & DANIEL BRAULT

SOCIÉTÉ DE TRANSPORT DE MONTRÉAL

TWO GUYS AND A CHRISTMAS TRADITION

As the holiday season draws closer, preparations for the annual Christmas baskets are underway, involving hundreds of STM employees. This vast operation had its humble beginnings in the STM's downtown offices in 1989. Sylvain Thibault and Daniel Brault initiated the activity which, over the years, has spread to other sectors and become an honoured corporate tradition. Each year, they team up to actively solicit donations in the Montréal métro, coordinate ticket sales for draws and raise funds within the company. All profits are used to purchase food supplies for economically disadvantaged families living in Little Burgundy (Montréal). In addition to the fund-raising and food purchases, they collect gifts and clothing for the children, and oversee the distribution and home delivery of 150 Christmas baskets with the help of *Magasins Partage*, a non-profit organization. Always available for a good cause, Mr. Thibault and Mr. Brault are the driving force behind a team of over 30 volunteers, as well as the inspiration for this exceptional activity, pulling employees together to ensure the holiday season is a joyful one for everyone.

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ANGUS MCINTYRE

**COAST MOUNTAIN BUS COMPANY -
VANCOUVER**

RETIRES AFTER MANY YEARS OF PROMOTING THE TRANSIT INDUSTRY

Angus started his career back in August of 1969 as a Transit operator where he was first trained on a gasoline powered Fageol Twin Coach.

Angus has always been very involved in the transit industry particularly when it came to Trolley buses. He holds the title of Treasurer of the Transit Museum Society (TRAMS).

Over the years one could see Angus taking their restored Brill Trolley or other vintage buses out on the road giving many Transit enthusiasts tours around Vancouver. Angus continues to do this. He also shares his extensive personal collection of Transit artifacts and other Transit memorabilia which is prominently displayed in the front showcases of the Vancouver Transit Centre.

Angus retired with 36 years of Safe Driving. During one of those years he received an award from the Insurance Corporation of B.C. for his Safe Driving contribution to British Columbia. Angus has also received many commendations from his passengers. He took great pride in mentoring many junior operators and recalls being mentored himself by many senior operators when he first started. He always took great pride with his work and has shared many stories from his career with numerous reporters from the media.

Angus co-authored the book, "The Story of Dunbar" by contributing to the Transportation/Transit section of this history book, and he contributed to many company and union newsletters.

Angus McIntyre has always been an outstanding employee and always delivered excellent customer service to our customers. This was evident as many of his friends, coworkers and passengers from over the years came from all over to see him off on his last day. Even shop owners and employees came out of their stores to wish him well.

CONGRATULATIONS TO ALL THE RECIPIENTS!

2010 CENTENNIAL SCHOLARSHIP AWARD WINNERS

THANK YOU TO THE SPONSORS OF THE CUTA 2010 SCHOLARSHIP AWARDS PROGRAM

GOLD

SILVER



Nithya Vijayakumar is currently a Master of Urban Planning student at McGill University. She graduated with a B.A. in Geography (Urban Systems) and Political Science from McGill University. Nithya has worked as a research assistant studying the effects of articulated buses on transit services and variables that affect demand at commuter rail stations in Montreal. Her interests include public transportation systems, transit performance measures and travel behavior. Nithya's experience researching transit performance in Montreal has enabled her to develop innovative methods to address and investigate transportation problems. After graduating, Nithya would like to consult transit agencies on how to improve their services to increase user demand and satisfaction.



Craig Milligan is a researcher, instructor, and Ph.D. Candidate in Civil Engineering with the University of Manitoba Transport Information Group (UMTIG). His recent research work has focused on safety and efficiency in the transportation system, and his research plans include developing strategic performance measurement tools for transportation engineering and planning. When he graduates, Craig would like to work as a transportation planner with a leading consulting engineering firm, focusing on transit projects that promote equity and efficiency in the transportation system. He has a strong interest in transit projects that can improve the quality of life for many people.



Eric Pisani is completing his final term as an undergraduate at the University of Waterloo, and is a BES Candidate at the School of Planning. He is pursuing a Specialization in Land Development. Eric is involved with the University's Sustainability Project (UWSP) as Director of the Active and Community Transportation working group, which advocates for walking, cycling, and taking transit. He also serves as Chair of the Transportation Committee of the Waterloo Students Planning Advisory group (WSPA). Eric has previously worked at the City of Ottawa in the Transportation Strategic Planning Unit as well as with the Development Review Services branch, and was involved with an update of the City's Transportation Master Plan and public consultation on their LRT initiative.



Bethany Dobson is currently finishing her Bachelor's degree in Applied Science from the University of British Columbia. She is focusing on transportation engineering within her civil engineering degree and is interested in how a city's design can best facilitate sustainable transportation. She has worked on a number of traffic related projects, including designing a bicycle resource centre at a site near Science World for the Natural Talent Design Competition and optimizing the signal coordination for a traffic corridor in Vancouver. She intends to pursue a career in transportation planning.



Derek Robinson is currently completing the Honors year of his Bachelor of Urban & Community Design at Dalhousie University's School of Planning. Throughout his time at Dalhousie, he has worked with the University's Office of Sustainability implementing TDM and anti-idling measures along with natural environment initiatives. Prior to attending Dalhousie, Derek worked as a planner in British Columbia after completing a Diploma in Urban Planning at Langara College in Vancouver in 2007. It was here that his passion for urban planning and design truly emanated. Upon graduation, Derek hopes to work with a planning and design firm that strives to develop resilient and livable neighbourhoods, helping to reduce our dependence on the automobile.



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