



beyond borders  
au-delà des frontières

# 08 NATIONAL TRANSIT EMPLOYEE RECOGNITION AWARDS & CENTENNIAL SCHOLARSHIP AWARDS

12 NOVEMBER 2008 CAESARS WINDSOR HOTEL, WINDSOR, ONTARIO



CUTA  
ACTU

CANADIAN URBAN TRANSIT ASSOCIATION  
ASSOCIATION CANADIENNE DU TRANSPORT URBAIN

## AWARD CATEGORIES

### **CUTA EMPLOYEE EXCELLENCE AWARDS**

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.

### **CUTA VOLUNTEER/ADVOCATE AWARDS**

These awards highlight the achievements of those who actively promote or champion public transit in Canada.

### **OUTSTANDING ACHIEVEMENT OR SUPPORT FOR PUBLIC TRANSIT**

Awarded to recognize exceptional performance and outstanding achievements in any of the following areas, among others: • Technological advancement • New product or service development • Productivity • Cost-effectiveness • Human resource development programs that enhance leadership, creativity, productivity or motivation.

### **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.

### **LIFETIME ACHIEVEMENT**

Awarded to individuals who have concluded their career and have made extraordinary contributions to the public transit industry in Canada.

THANK YOU TO THE SPONSORS  
OF THE CUTA 2008 AWARDS PROGRAM



**BOMBARDIER**



DAIMLER BUSES NORTH AMERICA  
ORION • SETRA • SPRINTER

**TANA MACKAY - BC TRANSIT**

*Employee of the Year*



Tana's positive interaction with operators, her work ethic, and her enthusiastic organization of employee activities and fundraising efforts has earned her a great deal of respect among her colleagues. A particularly noteworthy achievement during the past year was BC Transit's participation in the MS Bike Ride. Thanks to Tana's efforts in organizing fundraising events, the BC Transit team raised the second highest amount of any team involved. Whenever a fundraiser, employee benefit event or a fun activity is held, Tana is there: leading or co-leading the organization. Tana has sustained her commitment to BC Transit and its employees throughout fifteen years at BC Transit.

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**LARRY HEADLEY, MURRAY ALDRED, MICHAEL DESANTO, MICHELLE BAIRD AND ARGIRI ZORBAS - TORONTO TRANSIT COMMISSION**

*House Fire - Greenwood Carhouse Employees*



On May 3, 2007, at 9:00 p.m., Greenwood Carhouse employee Murray Aldred reported a house fire across the street from the carhouse. Foreperson Larry Headley called Transit Control to report the fire. On duty carhouse employees went across the street and extinguished the fire. There were flames and smoke coming from the porch of the house. The fire was extinguished safely. Toronto Fire and Toronto Police later attended and it is believed that the fire was set deliberately by someone. There was no one home at the time of the fire. These employees definitely prevented a far worse situation from happening. The efforts and teamwork of these employees are truly commendable and heroic. The five Greenwood Carhouse employees were Larry Headley, Murray Aldred, Michael Desanto, Michelle Baird, and Argiri Zorbias.

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**CHE FLORANT - COAST MOUNTAIN BUS COMPANY**

*Bus driver gave Mom \$40 to buy groceries*



A passenger realized she had lost her wallet after getting off a bus at Broadway and Commercial. Her wallet contained more than \$200 as she was on her way to buy groceries. She told Che the driver of another bus, he called dispatch and they located the bus but not the wallet. The passenger was very upset and crying and Che gave her all the money he had with him, \$40.

The Operator did not advise the company and it wasn't until the passenger's boyfriend called to commend him that CMBC was made aware of his act of generosity and kindness. When the boyfriend offered to return the money, Che said he didn't want the money back. A comment from the boyfriend "I have lived in Vancouver for 15 years now and I have never encountered such a completely selfless act of kindness before."

### **RAYMOND RICHER - OC TRANSPO**

#### *Heroism on duty*



On September 3, 2007 a young couple approached City of Ottawa Bus Operator Raymond Richer to inform him that a young female, who appeared to be unconscious, was lying face down in the elevator at the Park & Ride lot at Orleans Transit Station.

When he found the young woman, he noticed she had braces on both legs, she was not breathing and had no pulse. While assessing the situation, Raymond asked another operator to call Control with an update and request an ambulance. As he turned her over and was preparing to administer cardiopulmonary resuscitation (CPR) he noticed that the woman had started taking shallow breaths and that there were minor movements in her fingers. He turned her on her side and covered her with his coat to keep her warm while they waited for Emergency Services to arrive. Paramedics transported the young woman to the hospital where she received the care she needed. Raymond was honoured at the 18th annual OC Transpo Transecure Awards ceremony at which time he was chosen as the 2007 winner of the year for his heroic deed.

## **DISTINGUISHED SERVICE**

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### **ROBERT LAPOINTE - SOCIÉTÉ DE TRANSPORT DE L'OUTAOUAIS (STO)**

#### *Lapointe's involvement in public transit in the Outaouais*



An employee of the STO since 1977, Robert Lapointe has taken on several responsibilities relating to the performance of the network and the quality of service. He has several major achievements to his credit, including several changes to the schedules and working conditions of drivers, resulting in fewer shift changes on the road, fewer back and forths in evenings and more resources being added in fall and winter services to stabilize the network.

His avant-garde involvement in road work done in the region helped minimize the impact on the network and its drivers. In 2007, he earned a distinction from the ATUQ for his exceptional accomplishment relating to the implementation of a project to introduce vehicle terminals for first level managers.

Robert has implemented several services for special events and has actively taken part in several safety and emergency measures committees. He also generated several recommendations on the introduction of measures to stabilize the network. Last March, he was appointed the Assistant to the Director of Operations, and his main responsibility is to supervise matters pertaining to the network and the development of service leading up to the introduction of the Rapibus.

## **DISTINGUISHED SERVICE**

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### **ALAIN MARTINEAU, STÉPHANE COTNOIR, CHRISTIAN CHABERT, SOPHIE GÉNÉREUX, DENISE CÔTÉ, CHARLES ROEMEN, OLDENCE NONCIUS, ANTHONY PICHERY, JUSTIN BRIÈRE, FRANCO BONO - SOCIÉTÉ DE TRANSPORT DE MONTRÉAL**

#### *Helpers lend an ear*



The Aidants EMR program is a community initiative developed back in May 2001 by employees of the Centre d'entretien du matériel roulant (EMR) (Rolling Stock Maintenance Centre) of the Réseau du métro de Montréal with the support of management and the Employee Assistance Program. Today, it has 10 employees who provide support and comfort for colleagues experiencing a difficult situation, be it personal (separation, mourning, dependency) or work-related (e.g., an attempted suicide on the network). The EMR centre operates an emergency unit that springs into action when metro service is interrupted to restore it as soon as possible. When serious incidents occur, employees can experience some severe psychological trauma.

The program makes a huge contribution to well-being on the job, and it has been so successful that new members, motivated by their desire to help, are continually coming on board. Future helpers take a two-day training session where they are exposed to various themes. The program, which is simple and effective, does meet an actual need, while at the same time creating a dynamic conducive to mutual assistance.

## **OUTSTANDING ACHIEVEMENT OR SUPPORT FOR PUBLIC TRANSIT**

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### **JOHN HAEFELE, KEITH ANDREWS - HAMILTON STREET RAILWAY, CITY OF HAMILTON**

#### *Municipal Occupational Health & Safety Audit*



In 2007, plans were formulated for a Municipal Health & Safety Audit for the six divisions of the Public Works Department of the City of Hamilton in February 2008 by an external agency. All divisions participated in the audit including the Transit Division and results of the audit clearly indicate the dedication of the division to the

Corporate Health and Safety Policy with the Transit Division scoring 90% overall and posting the highest score in the department.

John Haeefele (Vehicle Maintenance Supervisor) and Keith Andrews (Superintendent - Operations - Staff Development, Safety & Training) took the lead, and anticipating that this audit would be similar to a WSIB Workwell Audit, used this format to determine the best path for preparation. All corporate, departmental, and divisional H&S policies, procedures, and guidelines were reviewed and those appropriate to the workplace were listed.

The policies determined to best capture the anticipated questions of the audit were included in a training syllabus and formal Health and Safety Training for all employees of the division. All Fleet Maintenance employees attended training sessions conducted by their supervisors and all the operations staff attended informal training sessions facilitated by the training staff. Operations/Administration employees attended two days of formal training. This training was designed to not only refresh the participants with the knowledge that they already acquired but also to excite them with and get them thinking about health and safety.

**CAMERON IRVINE - COAST MOUNTAIN BUS COMPANY**

*Outstanding Volunteerism in the Community on behalf of CMBC*



With 23 years of employment with the Coast Mountain Bus Company (CMBC), Cameron Irvine has demonstrated his strong commitment to helping others. He has been instrumental in facilitating many community based volunteer programs. Each month, Cameron co-coordinates the employee driven CMBC Canadian Blood Services drive. Cameron also devotes time to the United Way campaigns where he began as a United Way canvasser for BC Transit / CMBC in 1988. In 1995, he became the "loan rep" with the United Way of the Lower Mainland, advanced to Co-chair and currently is the Chair for CMBC's United Way employee campaign. Since 1999, Cameron has facilitated the United Way "Day of Caring" bi-annual community outreach program.

Cameron initiated and actively participates in food and clothing drives for the local Surrey Food bank and the Homeless drop in Centre on behalf of CMBC.

Cameron has volunteered to be part of the 'Take your Grade 9 Student to work' program and is actively involved in coordinating children's field trips, such as the Scouts to the Call Center. His dedication and commitment to the community are testaments to his exceptional character and we are proud to have him on our team.

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**ALLAN BOLSTAD, KIM KRUSHELL, BRYAN ANDERSON - CITY OF EDMONTON**

*Leadership to Donate-a-Ride program to give those in need of a lift*



Former Edmonton City Councillor Allan Bolstad founded Donate-a-Ride in 1996 after being approached by WIN House and Laurana Shelter. Women and children fleeing violent situations needed to go to appointments, to school or to work but couldn't afford the bus fare. Donate-a-ride was born to meet the challenge raised by the shelters. It started small, raising \$2,500 the first year, and distributing 1,800 tickets to five community agencies who used them to give their clients a ride. In 2004, Kim Krushell became Chair of Donate-a-Ride when she won the Council seat vacated by Bolstad. Councillor Byran Anderson has been the Vice Chair of this City Council-led charity from the early days. These three community leaders have championed this vital transit charity for the past decade. Working with civic unions, corporate sponsors and community agencies, Allan, Kim and Bryan have ensured that over 500,000 transit tickets reached those who needed a lift in their lives. One of the agencies wrote 'The bus tickets, something so small, regularly make people's day'. These three individuals have distinguished themselves as leaders in our community. They've given of their time and expertise to ensure that those 'in need' are able to get where they have to go. They are truly distinguished leaders in the public transit community.

## VOLUNTEER/ADVOCATE AWARDS

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### **ALAIN OUMET, JOCELYNE RICHARD, DANIEL FISET, AND DANIEL ST-PIERRE - STM**

*Société de transport de Montréal and Camp Papillon*



For 17 years now, STM employees have been actively involved with the Société des enfants handicapés du Québec through its participation in the annual clean-up of Camp Papillon. The camp, which is located in the magnificent Lanaudière region in Québec, welcomes the physically challenged and provides them with a setting where they can partake in all kinds of activities, depending on their capabilities.

This annual event at Camp Papillon brings together about 500 volunteers from various organizations, and the STM is one of the largest contributors, as about fifty of its employees pitch in and clean-up, repaint, make repairs and see to the maintenance of the camp. STM buses are loaned to bring in the volunteers. To mark the tenth year of its involvement back in 2001, employees built a library and contributed hundreds of books.

Members of the Centre de transport Legendre benevolent committee are the main driving force behind this community endeavour, which helps establish close ties between the volunteers who come out each year to work in an enchanting setting. Their reward is their satisfaction in contributing to the well-being of young children. The STM is a proud partner in this event that enables it to expand beyond its regular urban sphere and maintain a network of solidarity that will stand the test of time!

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### **JIM PULLAN - BC TRANSIT**

*Leadership*



For his excellence as a role model to his co-workers: Jim serves on the Route to Health Committee and contributes a great deal of his own time to wellness and events. Jim is instrumental in raising funds, organizing in-service get togethers, serving on the Fitness and Lifestyle Society Board of Directors, and generally lending a hand wherever it is needed. Jim can be counted on to provide a positive influence among his peers.

## LIFETIME ACHIEVEMENT AWARD

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### **PAT PELLEGRINO - CALGARY HANDIBUS**

*Proving specialized transit for Calgarians with disabilities*



Providing specialized public transit to Calgarians with disabilities is something that Pat Pellegrino has been committed to for many years.

As General Manager and CEO of Calgary HandiBus for over 17 years, a position he retired from in April 2008, Pat was the guiding force in building Calgary HandiBus into a major provider of transportation services for Calgarians with disabilities. The service has built a strong reputation and provides over 1,800 trips per day for the 19,000 Calgarians registered with Calgary Transit's Access Calgary as well as a preschool service for children with disabilities. A staff of over 200 employees operates a fleet of 135 specially-equipped vehicles, providing 450,000 trips a year.

Pat's commitment to providing excellent public transit service extended beyond his work with Calgary HandiBus. He served as a member of CUTA's Executive Committee from 1999 - 2002; CUTA's Board of Directors from 1994 - 2002; and the Accessible Transit and Awards Committee. Pat played an integral role when CUTA's awards and recognition programs were completely revamped in 2001 - 2002. He also sat on the Government of Alberta's Advisory Committee on Barrier Free Transportation to promote barrier-free transportation for all people.

Pat's energy and personal commitment to the citizens of Calgary, especially those with disabilities, has been an inspiration to all who come in contact with him. He has indeed strengthened the community and made a difference in people's lives. For all of these reasons, Pat is deserving of a CUTA Lifetime Achievement Award!

## 2008 CENTENNIAL SCHOLARSHIP AWARDS

### THANK YOU TO THE 2008 CENTENNIAL SCHOLARSHIP AWARDS SPONSORS



### CENTENNIAL SCHOLARSHIP AWARDS

These scholarships have been designed with the intent to foster expertise that improves the visibility of public transit as a career option and develops a stronger pool of expertise for the industry's future. Each year, several deserving students registered in full-time Canadian post-secondary institutions across Canada are awarded these scholarships.

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#### ONTARIO - DENNY TIMM



Denny Timm is a University of Windsor Ontario student beginning his fourth year of a B.A Honours Program in Political Science and Labour Studies. Following his undergraduate degree he plans to pursue a Masters in Urban Planning with a concentration on transit and transportation planning. As a future transit planner, Denny plans to focus on how communities are developed so that they are not just built around automobiles, but around the people that live within them. Denny has furthered his interest in urban transit through his volunteer activities. As Chair of the Transit Windsor Youth Sub-Committee, Denny is responsible for the direction and development of the youth sub-committee of the Mayor's Youth Advisory Committee that focuses on giving young people a voice in transit services and operations. He also sits on the Transit Windsor board of Directors as a Board Member representing youth in the community. Congratulations Denny!

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#### ATLANTIC - BENJAMIN CLARE



Benjamin Clare graduated with a four year Honours degree in Geography from St. Mary's University in Halifax, Nova Scotia. In 2008, he continues his education as a Masters of Planning second year student at the University of Waterloo. Benjamin has taken an active role in contributing to the field of urban planning and transit and has completed a research thesis on how transportation infrastructure changes can affect land use. Currently at the Masters level, he is investigating public attitudes toward alternative modes of transportation.

Benjamin has also been an active student member on the Canadian Transportation Forum, Canadian Urban Transit Association and the Canadian Institute of Planners. He hopes to pursue a career as a transit planner for a mid-sized Canadian municipality. Congratulations Benjamin!

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#### **PRAIRIES & TERRITORIES - ALYSSA MORITZ**



Alyssa Moritz is a Certified Associate in Project Management currently pursuing her B.A in psychology and sociology at the University of Alberta. While following her educational goals she has taken an interest in the transit industry and hopes to have a career in transportation management. Throughout her formal education training she has gained experience in the transportation sector working for the City of Edmonton as a Customer and Client Relations

Analyst for the Disabled Adult Transit Service and as Coordinator of Seniors on the Go, a program teaching senior citizens how to safely, easily and comfortably access public transportation in Edmonton. Alyssa recently participated in CUTA's 2008 Youth Summit on Sustainable Urban Transportation in British Columbia. Congratulations Alyssa!

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#### **BRITISH COLUMBIA- ADAM COOPER**

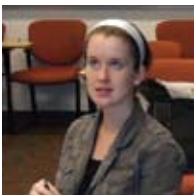


Adam Cooper has completed a Bachelors degree in Geography and Urban Planning at the University of Western Ontario as well as a Bachelors degree from the School of Urban and Regional Planning at Ryerson University in Toronto, Ontario. Working toward his third degree, Adam is now a University of British Columbia student in the Master of Arts in Planning program. While pursuing his educational endeavors he has also gained valuable work experience as a Student

Planner in the Roads and Infrastructure Division of TransLink in Metro Vancouver. As a member of the Canadian Institute of Planners Council, and a delegate for the 2008 CUTA Youth Summit on Sustainable Urban Transportation, Adam has expanded his knowledge of the urban planning and transportation industry. Adam hopes to pursue a career as a Senior Active Transportation Manager. Congratulations Adam!

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#### **QUEBEC - MARIE-CHRISTINE DESHARNAIS**



Marie-Christine Desharnais completed her bachelor degree in civil engineering in 2007 and is currently completing a Masters in Transportation Planning at École Polytechnique de Montréal civil engineering. Her Masters project aims to characterize demand of door-through-door public transit in Montreal (specialized transportation for disabled people). As a student, Marie-Christine is actively involved in different transit projects. She is presently

involved with UITP (International Association of Public Transport) Youth Parliament to voice the vision of Canadian youth concerning transit and has also been active in the creation of a committee for students and young professionals interested in transportation (in partnership with AQTR - Association québécoise du transport et des routes). At the end of her studies, she hopes to work as a transportation planning engineer, with one goal always on her mind: to analyse individual travel behaviours that will ensure efficient transportation that corresponds to the objectives, needs, and values of the society. Congratulations Marie-Christine!



THANK YOU TO THE MEMBERS  
OF THE CUTA 2008 AWARDS SUB-COMMITTEE

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Thank you to the CUTA Regional Committees who  
selected the Centennial Scholarship award winners.