

PROGRAM AT A GLANCE - PAGE 1 OF 2

SUNDAY, MAY 31

8:00 - 17:00	Conference Registration Grande Place (1st Floor)	
9:00 - 10:00	Accessible Transit Sub-Committee Courville/Montmorency (1st Floor)	Planning & IT Sub-Committee Plaines (23rd Floor)
9:00 - 10:00	Safety & Security Sub-Committee De Tourny (Main Floor)	M&VT Sub-Committee St-Louis (1st Floor)
9:00 - 10:15	Workforce Development Committee Dufferin (Main Floor)	
9:00 - 10:30	Government Relations and Advocacy Committee Villeray (Main Floor)	
10:00 - 12:00	Technical Services Committee Plaines (23rd Floor)	
10:15 - 13:15	Municipal Transit Strategy Committee (Invite only) Courville/Montmorency (1st Floor)	
10:30 - 11:30	Labour Relations Roundtable (Invite Only) Dufferin (Main Floor)	Business Members Committee St-Louis (1st Floor)
11:00 - 12:30	Marketing, Communications and Customer Experience Committee De Tourny (Main Floor)	
11:30 - 12:30	ZEB Committee Villeray (Main Floor)	
13:00 - 16:30	Board of Directors (Invite only) Beaumont (2nd Floor)	
17:00 - 18:00	AGM Palais & Kent (1st Floor)	
19:00 - 22:00	Welcome Reception Musée national des beaux-arts du Québec	

MONDAY, JUNE 1

7:00 - 17:00	Conference Registration Grande Place (1st Floor)
7:30 - 9:10	Opening Plated Breakfast and Plenary Palais & Kent (1st Floor)

MONDAY, JUNE 1 (CONTINUED)

9:20 - 10:35	Concurrent Session 1: Villeray (Main Floor)	Concurrent Session 2: De Tourny (Main Floor)	Concurrent Session 3: St-Louis (1st Floor)
	Autonomous Mobility Meets Public Transit Reconciling Competing Interests: The Case of Autonomous Mobility and Active Transportation How Can Transit Agencies Use Autonomous Buses Today	Powering the Future: AI and Zero-Emission A Hybrid Approach to Transitioning Fleet Propulsion Integrating Resilience into Zero Emission Infrastructure: Designing Transit Systems for a Changing Climate Transforming London's Bus Network: A Scalable Model for Zero-Emission Fleet Management EV Thermal Event Risk Management - Emergency Response Guide Development	Navigating Change in Transit Navigating the awkward middle: Growing the GRT brand through change Improving Operational Efficiency with VoIP Communications Growing Operations with financial responsibility
10:35 - 11:05	Morning Coffee Break - Grande Place (1st Floor)		
11:10 - 12:25	Concurrent Session 4: Villeray (Main Floor)	Concurrent Session 5: De Tourny (Main Floor)	Concurrent Session 6: St-Louis (1st Floor)
	Transit's Role in Community Wellbeing Moving Health Forward: How Durham Region Transit Supports the Social Determinants of Health Understanding and Responding to Human Trafficking as it Intersects with Public Transit	Funding Transit for the Future Making the Grade: Recommendations for Addressing the High Cost of Canada's Transit Infrastructure The Future of the Montréal Metro: Prioritization, Risk Management, and Adaptation CRM + Customer Experience + Service Interfaces + Marketing = More Adapted Public Transit	Turning Data into Better Transit One Network, Many Modes: York Region's Blueprint for Connected Mobility How Accurate Are Our Bus Arrival Predictions? A Data-Driven Look Based on Real Transit Agency Data Private Platforms, Public Data: Navigating Open Data and Customer Platform Strategy What Workforce Data Reveals About Resilience, Risk, and Readiness
12:15 - 13:30	Lunch Break - Palais & Kent (1st Floor)		
13:00 - 16:00	Tech Tour 1: Québec by Bike: Explore the City Differently Max Capacity: 20 Participants Explore the attractions of Québec City by cycling through them on an àVélo electric-assist bike during a guided, accessible, and friendly tour.		
13:00 - 16:00	Tech Tour 2: TramCité: At the Heart of Tomorrow's Mobility Max Capacity: 35 Participants A tour of the tramway route will provide a privileged look at the planning process, future developments, and the expected positive impact on transportation.		

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Note: Times may change. Please refer to live Agenda on the event app

LEGEND



Hilton Québec



Technical Tour. Off-Site location. Participants must register.



Off-Site location



Translation will be provided - pickup headset

CONCURRENT SESSIONS



Hilton Québec - Villeray (Main Floor)



Hilton Québec - De Tourny (Main Floor)



Hilton Québec - St-Louis (1st Floor)

PROGRAM AT A GLANCE - PAGE 2 OF 2

MONDAY, JUNE 1 (CONTINUED)

13:00-16:00	Tech Tour 3: The Customer Experience at the Integrated Mobility Support Service Max Capacity: 15 Participants Immerse yourself in the customer experience by visiting the RTC's Integrated Mobility Support Service (SAMI), which offers free, personalized assistance to help people navigate public transit and alternative transportation modes.	
13:00-16:30	Tech Tour 4: Flexibus and Ferry: The City at Its Most Beautiful Max Capacity: 18 Participants (6 Participants per Group) Discover Flexibus, an on-demand transit service that complements the RTC bus network by offering flexible and accessible trips at the same fare as a regular route.	
13:00-16:00	Tech Tour 5: The Future of Asset Management: Exclusive Tour of the Métrobus Centre Max Capacity: 20 Participants Rendez-vous at the Métrobus Centre to learn how the RTC is modernizing its operations through its Asset Management System project—a technological solution that enhances vehicle tracking, intervention traceability, and team efficiency using modern digital tools.	
13:45-14:45	CX Hallway Series Part II: From Real-Time Data to Real-Time Trust Villeray (Main Floor)	
15:30-17:05	Afternoon Coffee Break - Grande Place (1st Floor)	
16:05-17:05	Large Systems Meeting St-Louis (1st Floor)	Small Systems Meeting Courville/Montmorency (1st Floor)
17:05-18:05	Quebec Regional Committee Villeray (Main Floor)	Ontario Regional Committee Courville/Montmorency (1st Floor)
19:00-23:00	CUTA Social - Open to all Conference Delegates (Sponsored by the Business Members) 3 Brasseurs - Grande Allée (650 Grande Allée E, Québec)	

TUESDAY, JUNE 2

7:30-13:00	Conference Registration Grande Place (1st Floor)
8:00-10:00	Networking Breakfast, Opening Remarks and Panel: Real Estate Development by Transit Agencies: A Source of Revenue and Part of the Solution to the Housing Crisis Palais & Kent (1st Floor)

TUESDAY, JUNE 2 (CONTINUED)

10:15-11:30	Concurrent Session 7: Villeray (Main Floor) Accessibility and Inclusive Rider Experience Responding to the Needs of Neurodivergent Customers: The Current State of Practice and Opportunities to Advance Rider Experience Equity In Motion: Planning with Cognitive Disabilities in Mind Transforming Lived Experience to Measurable Performance Indicators: Developing a Journey-Based Scorecard for Accessible Transit Designing Faregates for Flow: Balancing Throughput, Accessibility, and Fare Evasion	Concurrent Session 8: De Tourny (Main Floor) Telling Transit's Story with Data Financing Electric Bus Deployment: Partnerships and Policy Levers in Canada Data-Driven Storytelling as a Policy Lever: Generating Trust and Support for Financial Sustainability Park-and-Ride Facilities in Québec City: What Do We Know About the Impact of These Incentive Parking Lots on Customer Travel Habits? Reducing energy uncertainty: an ML solution for the allocation and monitoring of electric buses	Concurrent Session 9: St-Louis (1st Floor) Sustainable Strategies for Small to Medium Size Transit Addressing the Long-term Financial Sustainability of Innisfil Transit's Innovative Rideshare Service Model through their 10-Year Transit Master Plan. Show me the money - building a sustainable fares strategy for mid-size transit agencies AI-Enabled Transit: How Argo's Smart Routing™ Is Expanding Access to Public Transit
11:30-11:45	Morning Coffee Break - Grande Place (1st Floor)		
11:45-13:00	Concurrent Session 10: Villeray (Main Floor) Transforming Transit Networks STM Trip Simulator: an interactive tool to plan trips and visualize upcoming changes from the bus network redesign Implementing a transition network: how the RTC completely reworked its network to adapt to tramway construction Transit for the World (Cup): a scalable framework for ridership, brand, and customer experience during mega-events àVélo: a rapidly growing electric-assist bike-share service	Concurrent Session 11: De Tourny (Main Floor) The Story Behind Major Transit Systems A Project like no Other - The Montreal Metro System One Platform, Two Service Models: How Niagara Transit Unified In-House and Contracted Operations	Concurrent Session 12: St-Louis (1st Floor) Technical Solutions for Modern Transit Meeting Zero Emissions Objectives Without Compromising Your Fleet - Lessons from the Shop Floor: Assess, Implement, Support and Evaluate Outsourcing Complex Data Analysis for Procurement Decisions: Motor Oil Case Study
13:00-14:15	Plated Lunch and Closing Plenary Palais & Kent (1st Floor)		

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- Hilton Québec - De Tourny (Main Floor)
- Hilton Québec - St-Louis (1st Floor)

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