



### **CUTA Board of Directors Appoints Patrick Leclerc as President & CEO**

The Canadian Urban Transit Association is pleased to announce the appointment of **Patrick Leclerc** as President & Chief Executive Officer, effective June 15, 2015. Patrick currently occupies the role of Vice President, Strategic Development and has been leading the Communications and Public Affairs department since joining the organization in 2010. He replaces **Michael Roschlau**, who is retiring at the end of June.

The Search Committee, comprised of members of CUTA's Governance Committee, with the support of an executive search firm, led a comprehensive and thorough process to find the ideal candidate for this role.

The transition between CEOs will take place during the second half of June, following the Annual Conference in Winnipeg. The Board of Directors takes this opportunity to thank Michael Roschlau for his dedication and outstanding contribution to CUTA. The organization wouldn't be where it is today without his vision, expertise and leadership.

*For more information please contact [Michael Roschlau](#) at extension 104.*

### **CUTA Annual Conference in Winnipeg: Online Registration Closes on Wednesday 27 May at 5:00pm [Click Here for Online Registration](#)**

*The [Final Program](#) is now available online including session descriptions, reception details, Keynote Speakers and more.*

#### **Accommodations**

The Delta Winnipeg's regular rooms are now sold out. [Radisson Winnipeg](#) and the [Fort Garry Hotel](#) have been selected as the overflow hotels, just a short distance from the Delta. Please contact the hotels directly to book your room now!

***This conference is a must-attend event! We look forward to seeing you in Winnipeg!***

*For more information, please contact [Paulina Cadena](#) at extension 118.*

### **2015 Fall Conference – Save the date! Montréal, Québec**

November 20 to 25, 2015

Trans-Expo: Tuesday, November 24, 2015 - Montréal Conference Centre

Westin Montréal: 270 Saint-Antoine West, Montréal, QC (514) 380-3333

**Booth space will be on sale in July! More information coming soon...stay tuned!**

*For more information and other event details, visit the [Fall Conference webpage](#) or please contact [conferences@cutaactu.ca](mailto:conferences@cutaactu.ca)*

### **CUTA Announces New Appointments to the Executive Committee and Board of Directors**

The Board of Directors has appointed **Laurent Chevrot** of the Réseau de transport de Longueuil (RTL) to the position of Vice Chair – Integrated Mobility, **Pat Delmore** of Transit Windsor to the position of Vice Chair – Communications & Public Affairs, and **Alain Mercier** of the Réseau de transport de la Capitale (RTC) to the position of Vice Chair – Technical Services. Laurent fills a vacancy left by the retirement of Don Hull late last year and Alain replaces Gary McNeil, who recently resigned from his position. The Board also appointed **Martin Breault** of the Quebec Ministry of Transportation to the Board of Directors, replacing France Dompierre who has moved to another branch of the MTQ.

*For more information, contact [Michael Roschlau](#) at extension 104.*

### **Historic Election on the Prairies**

After an election night that has left pundits scratching their heads, the NDP have cruised to a majority victory in Alberta. The dynastic Progressive Conservatives were relegated to a distant third and the Wildrose party will be forming opposition in the Legislature.

But what does this mean for public transit in Alberta? Well, included in the NDP platform were promises to work with bus companies to reinstate services to rural communities. They also said they would borrow funds to build needed infrastructure projects like Light Rail Transit. Finally, they also promised to establish city charters so municipalities could better meet their own needs.

*You can read CUTA's Chair of Prairie Provinces and Territories Chapter Bob McDonald's Op-Ed on the Alberta election [here](#).*

### **CUTA on Parliament Hill**

The urban transportation agenda was front of mind on Parliament Hill last week when CUTA Vice President Patrick Leclerc testified at the Committee on Transport, Infrastructure and Communities on May 7 in Ottawa. Patrick discussed the federal government's commitments to urban transit in Canada and the new \$1 billion a year urban transit fund announced in the 2015 budget.

*You can read Patrick's full statement to the committee [here](#).*

### **Transit is important Canadian Urban Infrastructure**

The 2015 [Canadian Infrastructure Report Card](#) will feature Canadian transit as a core element of Canada's urban infrastructure. This is the second edition of the CIRC, whose first edition included Roads, Water, and Waste water. This is a significant step in reinforcing Transit as integral to Canada's Urban Infrastructure.

The 2015 'Report Card' will be relying on data from CUTA, and surveys to all Transit systems, to gather important information on volume, condition and capacity of transit in Canada. All transit system's municipalities will have also received similar surveys for the other elements of urban infrastructure. The Report is a consolidated view across Canada – without attribution. We encourage all transit system members to support the CIRC development by responding to the transit survey as they would for a CUTA survey. Surveys will be distributed by the Canadian Urban Institute mid-May and due June 12<sup>th</sup>.

*Please contact [Wendy Reuter](#), Director of Research and Technical Services for more information about this partnership.*

### **Driving forward with transit innovation: shaping the road ahead**

On June 1<sup>st</sup> in Winnipeg, industry representatives, transit operators, and academic researchers will be asked to provide the federal government with direct advice as to how it ought to fund transit innovation in the future.

At the first roundtable dedicated to the [Canadian Urban Transit Research and Innovation Consortium \(CUTRIC\)](#), participants will be asked to identify challenges facing Canadian transit systems that are best addressed through federally supported industry-academic partnerships.

Participants will also be asked to identify the level of public financing (federal, provincial and municipal) that must be made available to support those projects.

To make Canada a global leader in transit innovation, transit innovators need to foster the development of cutting-edge technologies, services, and solutions. At this critical juncture in the national transit innovation debate, industry, academic, and transit members of CUTA are invited to attend the Roundtable and provide their feedback and insights.

The results of the Roundtable will be synthesized into a set of specific recommendations for Industry Canada, Transport Canada, Sustainable Development Technologies Canada and NSERC.

*For further information related to the June 1st CUTRIC Roundtable in Winnipeg, Manitoba (Delta Hotel), please contact [Josipa Petrunic](#), Executive Director, 416-358-3206.*

### **2014 Specialized Transit Fact Book Contest Winner Announced!**

Congratulations to Mr. Michel Cloutier who has won a complimentary hard copy of the 2014 Specialized Transit Fact Book. Mr. Cloutier of Société de transport de Sherbrooke is one of the first 50 participants who submitted the 2014 Specialized Transit data to CUTA before the April 30 deadline.

*To find out more about the status of the Specialized Transit Statistics, please visit [CUTA's 2015 Industry Data Schedule](#).*

### **All Roads Lead to STRADA**

Talking with our members, committees and user groups, there is a common thread; customer service is essential to transit! Being an industry that serves customers day-in and day-out, we must hire people who excel at customer service and have the personal traits for the job. This is done ideally at the moment a recruitment drive is put in place.

CUTA staff and transit members created an effective toolkit to find the best candidate for the bus operator role with STRADA. For new users, such as Los Angeles Metro, whom we are welcoming to the STRADA user's group this month, there is an implementation workshop that helps the Recruiting, Training and Operations departments at your system to identify gaps in the hiring of the best bus operators and develop a plan for future recruits with the inclusion of the Bus Operator psychometric assessment offered through STRADA.

The best bus operators have fewer sick days, late days, at fault accidents, customer complaints and are rated more highly by their supervisors because they have fewer disciplinary marks/write ups.

### **CUTA offers STRADA+ and STRADA+Essentials.**

These two programs are available to all of our STRADA users' group and are designed to significantly cut down time and administrative work for your HR department. In **STRADA+**, CUTA administers the pre-screen questionnaire, collects documentation and proctors the Bus Operator assessment to qualified candidates at the candidate's cost.

In **STRADA+ Essentials**, CUTA administers the pre-screen questionnaire, proctors the psychometric assessment and gives the candidate an Essential Skills Test relevant to the bus operator role at the candidate's cost. This month we are conducting STRADA+ for Brampton Transit.

Once you have found the right person for the job, customer service skills can be learned by candidates new to the transit industry using a professional development plan that includes Transit Ambassador. CUTA's [Transit Ambassador Program](#) helps your transit system create or expand upon a culture of customer service by empowering your employees with skills to better handle situations that arise when interacting with a customer.

This program is flexible and customizable: use it as-is "off the shelf" or modify it to meet your specific organizational objectives. There are many offerings of Transit Ambassador for 2015, but class size is small for optimal learning and we encourage you to [register now](#)! Interested in how you can start using CUTA's flagship programs to accelerate and improve your customer service culture?

Contact [Kevin Brown](#) at extension 121. If you are already a STRADA user and would like to recruit for roles other than bus operator, contact [Lavinia Norris](#) at extension 127.

### **2014 Conventional and Specialized Transit Statistics Deadline Extended to May 22**

The deadline for submitting both Urban Transit Statistics and Specialized Transit Statistics has been extended to **Friday, May 22, 2015**. This year, CUTA has been providing all participating transit systems with monthly benchmark summaries. This monthly benchmark summary allows transit system managers and statistical contacts to compare their data with their peer transit systems and validate their own data before the project is completed in the fall. These benchmark reports are exclusive to transit systems and are distributed to the statistical transit contacts.

For more information, please contact [Tammy Siu](#), Industry Data Coordinator.

### **CUTA Star Search!**

If you love CUTA training and your career has benefited from what we have to offer through the Training and Professional Development Department, give us 20 minutes while you are attending the AGM in Winnipeg and we will make you a star! The Training Department is looking for the next CUTA Star! We will be tapping past participants of our learning events to talk about their experience in video testimonials. To book your starring role contact Lavinia Norris at ext. 127 or you can book your own time slot [here](#)!

For more information regarding the upcoming professional development learning events and all of the Training Department's flagship programs, please visit our [website](#) or contact [Kevin Brown](#) at extension 121.