

28 June 2016



Development of Transactional Data Specifications for Demand-Responsive Transportation (TCRP)

CUTA's Research and Statistics Team is participating on a research advisory panel for the Transportation Cooperative Research Program in the United States. The project's objective is to develop technical specifications for transactional data to enable the communication between different proprietary software (i.e. RouteMatch, Trapeze) to facilitate on-demand trips between systems. The project will also have integrated mobility and open data components in order to meet the evolving needs of the industry. The RFP is available [here](#) and the final product will be launched in early 2018.

Please contact [Lauren Rudko](#) for additional information.

Industry Professional Development and Training Update

Congratulations to the participants that were certified in [Transit Ambassador](#) in May! We realize how intense this certification program is and we commend you for all the hard work. We look forward to hearing from you on the success of implementing this customer service program at your properties. Delivering customer service is a value that is trending in our industry and we all want to be able to surpass our customer's expectations while still being conscious of our dollars. Mary Proc, Vice President, Customer Service at Metrolinx/GO Transit will be a regular contributor to CUTA's blog and will give CUTA members and non-members great tips how to excel at customer service and inspire you to be the next success story. Her first blog post, "[I Can't Find Enough Operating Dollars. Why Invest in Customer Service?](#)" is available now, and if you would like to find more free resources that are customer service driven, the [Customer Orientation Task Force](#) has all types of free templates that can be downloaded and are customizable to your needs.

Who holds the most responsibility in delivering customer service at your system? Is it the bus operator, the general manager or the planners and schedulers? The reality is that we all hold responsibility in delivering the best service to the public when it comes to transit. If you are not front line staff, you still deliver great customer service by [planning](#) better routes or [scheduling and runcutting](#) your buses more efficiently. Everyone can get involved in using customer feedback to deliver a better service, so why not join one of CUTA's upcoming [learning events](#) and become inspired to deliver high service levels!

For more information or to register use the online registration form or contact [Kevin Brown](#) at extension 121.

Feds sign Phase 1 transit funding agreement with B.C

On Thursday, June 16, Prime Minister Justin Trudeau was in British Columbia with Premier Christy Clark and Vancouver Mayor Gregor Robertson to announce that [more than \\$900 million will be invested by all three levels of government in public transit projects](#) across the province during the three-year Phase 1 of the Public Transit Infrastructure Fund. As more and more provinces work out the details of their funding agreement with the federal government we will learn more details on how [Phase 1](#) will be administered.

You can also track the rollout of Phase 1 funding province by province and project by project through [Infrastructure Canada's Phase 1 Project Tracker](#).

For more information please contact mackey@cutaactu.ca.

CUTA's Annual General Meeting

CUTA's Annual General Meeting took place in Halifax, Nova Scotia on Wednesday 18 May 2016. The [minutes](#) and [appendix](#) are attached for your reference.

Call for content - We want to hear from you!

CUTA is looking for story ideas for future editions of its Canadian Transit FORUM magazine, your source of transit industry news in Canada.

Examples of topics:

- Ridership
- Mobility apps
- Customer experience
- Network maintenance
- Technological innovations and innovative services
- Human resources and labour relations
- Funding
- Safety and security
- Urban rail
- Climate change, congestion and air quality
- Accessibility
- Health

For more information or to let us know you are interested in writing an article send your story idea and name to [Johanne Palermo](mailto:Johanne.Palermo) today!

Conference Updates

CUTA 2016 Fall Conference & Transit Show – Vancouver, British Columbia

SAVE THE DATE and REGISTER TODAY!

The 2016 CUTA [Fall Conference](#) will be held from November 5 – 9th, 2016 in stunning Vancouver, BC! TransLink will be playing host with the theme Inspiring Sustainable Change.

Stay tuned as we develop an exciting conference program with *Workshop content on Mobility Management, Greening and Energy, Accessibility and popular roundtables on Labour Relations and Small Systems*. Conference registration will open very shortly in late June. [REGISTER FOR CONFERENCE NOW TO ENJOY EARLY BIRD RATES!](#)

Keep your eyes on CUTA's new website for exciting conference updates and plan to be with us in Vancouver!

Book your Accommodations – CUTA Hotel Room Block now open!

For this year's Fall Conference, we have selected the Fairmont Waterfront Hotel

The Fairmont Waterfront is a world class luxury hotel in Vancouver, and proudly embraces a [sustainable philosophy](#). They offer upscale comfort, personalized service, and unparalleled West Coast views, with easy access to everything that makes Vancouver spectacular. .

Delegates are encouraged to book early as the room block will fill up quickly!

HOTEL: [Fairmont Waterfront](#) - 1 866 540 4509
900 Canada Place Way, Vancouver, British Columbia
[The Canadian Transit Show](#): November 8, 2016

Book by clicking [here](#) or <https://resweb.passkey.com/go/cuta2016>

For further information please contact [Paulina Cadena](#), Event Panner.

Sponsorship Opportunities for 2016 Fall Conference

Maximize your visibility and showcase your business at our upcoming Fall Conference in Vancouver, British Columbia! CUTA is offering a range of promotional opportunities just for you! Have an idea? Would you like a custom opportunity? Please contact us with any questions or ideas – we welcome your input.

For more information contact us at conferences@cutaactu.ca

2017 Opportunities

Mark your calendar: [May 15th to 17th, 2017](#) is the UITP Global Public Transport Summit in Montréal. Interested in partnering with us?

Please contact [Louisa Mehailig](#) or at 514-449-1057.

2016 Annual Conference Session Materials

All presentation materials, including keynote speakers, have all been added into CUTA's online resource library! To search for all 2016 Annual Conference materials, simply search "16A" (no quotations) as a keyword in the online library.

For more information about the online library, please contact [Calvin Chia](#) at extension 112.