

21 March 2016



Discounted Flights for the 2016 Annual Conference in Halifax, NS May 14 – 18, 2016

Take advantage of the great discounts offered to get you to Halifax!

Air Canada: Please visit [Air Canada online](#) or call 1-888-247-2262 to take advantage of a discount of 10%, applied to the fare at the time that the travel tickets are purchased. Promotional Code **CPQRXMH1**

Porter Airlines: Porter Airlines is proud to offer a 15% discount on available base fares (with the exception of the lowest class fare during a public seat sale) for travel to and from the CUTA 2016 Conference. The discounted fares are available for booking from February 9, 2016 to May 21, 2016. Please book [online](#) or through your travel agent using promo code **CUTA16**.

WestJet: WestJet is pleased to offer you a 10% discount on applicable fares by utilizing promo code **YHZ02** and coupon code **KIPDNWU** with our [simple online booking process](#). The discount is valid across WestJet's extensive network for flights in to and out of Halifax for the following travel period: May 7, 2016 and ends May 25, 2016.

For more information, please contact [Paulina Cadena](#), Event Planner.

Corporate Leadership Awards

Thanks to all those who submitted a nomination for our Corporate Leadership Awards. Our Awards Sub-Committee is currently entering the review process, and notifications to all nominators will be sent by April 4th. We look forward to having you join us at our Awards Ceremony, **Tuesday May 17th** and recognize the amazing achievements made in our industry.

Hall of Fame Inductee

Please welcome CUTA in congratulating Florence Junca-Adenot on her induction into the [CUTA Hall of Fame](#). Florence was presented the W.G Ross Lifetime Achievement Award in Montréal during the 2015 Individual Leadership Awards. This Award recognizes the outstanding and consistent effort of a transit employee/advocate for a minimum of 25 years of service who, through their dedication and commitment, has led to the advancement and betterment of the public transit industry as a whole.

Florence Junca-Adenot has had an outstanding career spanning more than 40 years in public administration and university education. As the first CEO of the AMT she was integral in its development and initial cooperation with governmental and municipal authorities, transportation partners and associations. Drawing on her extensive knowledge and experience in with public transportation, Florence has been a Professor in Urban Studies at UQAM since 2004.

This passionate visionary is respected by her peers and works tirelessly to achieve progress on the issues about

which she feels so strongly. Learn more about [Florence's accomplishments](#) and visit our Hall of Fame for more inspiring transit champions.

Industry Professional Development and Training Update

One more transit system is adopting [Transit Ambassador](#) this month to enhance its culture of customer service. Not only are their leadership looking to implement the Core modules but would like to follow on with the Advanced modules at a later date to address difficult and dangerous situations. They will be implementing the **Customer Service Inside and Out** module for their in house staff and **The Customer Focused Organization** module to their management to support their efforts. Modules are available to address specific areas of customer service within transit environments.

CUTA is hosting a Transit Ambassador Core modules training from [May 9th through 13th, 2016](#) and we have space for 4 more participants. A number of our transit systems have expressed interest in sending trainers to be trained in delivering the program. This is the opportunity to make strides in the human-to-human delivery of service. The Yorkville Conference Centre in the heart of Toronto will be our host again for our popular learning event, [Transit Scheduling and Runcutting Level I](#), from April 18-22, 2016. We have 4 places left for this learning event, so register today!

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