

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: February 2, 2011

SUBJECT: PRESENTATION – CANADIAN URBAN TRANSIT
ASSOCIATION NATIONAL TRANSIT EMPLOYEE
RECOGNITION AWARD

INFORMATION ITEM

RECOMMENDATION

It is recommended that the Commission officially acknowledge the presentation of the CUTA National Transit Employee Recognition Award for “New Initiatives in the TTC Information Technology Services Department” posthumously awarded to John Cannon, the Toronto Transit Commission’s late Chief Information Officer, who passed away on August 12, 2010.

The award is to be presented to Mr. Cannon’s wife, Sue, by Michael Roschlau, CUTA President and Chief Executive Officer.

BACKGROUND

On November 17, 2010, during its Fall Conference, CUTA presented their National Transit Employee Recognition Awards, including the Outstanding Achievement or Support for Public Transit Award which recognizes achievement in improving the efficiency and/or effectiveness of public transit in Canada.

Under Mr. Cannon’s leadership, the TTC’s Information Technology Services (ITS) Department consistently improved customer satisfaction, employee morale and department credibility. TTC customer experience was greatly improved with the implementation of numerous new initiatives such as eAlerts, Next Vehicle Arrival System, Internet Trip Planner, and the design of new website.

In 2001, Mr. Cannon recognized that to ensure stability and success for the department, inherent changes required a more structured foundation, and he commenced the journey of excellence. After six years on continuous improvements, the ITS Department successfully met all four levels of the National Quality Institute Progressive Excellence Program.

As well, Mr. Cannon led the ITS Department through a multi-year improvement plan which earned the Canada Awards for Excellence – Gold Trophy for Quality. This award, presented annually, recognizes outstanding achievement in quality, customer service, and a healthy workplace.

**PRESENTATION – CANADIAN URBAN TRANSIT
ASSOCIATION NATIONAL TRANSIT EMPLOYEE
RECOGNITION AWARD**

Page 2

In 2006, Mr. Cannon began working with the CIO Association of Canada, a national volunteer organization working to assist Chief Information Officers in Canada, and due to this participation as a founding member of the Ontario Chapter, this eventually led to his appointment as Chapter President two years later.

In Mr. Cannon's honour, the CIO Association will present annually the John Cannon Award to the winner of The Ted Rogers School of IT Management (ITM) Case Competition, held each year in November.

January 5, 2011
1-15-15