

2005 Awards Program

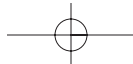
September 27, 2005
Dallas, Texas



Celebrating Excellence in the Public Transportation Industry



AMERICAN
PUBLIC
TRANSPORTATION
ASSOCIATION



Welcome to the 2005 APTA Awards Ceremony. We are here today to pay tribute to this year's winners – dedicated and visionary leaders and organizations that have made great contributions to the public transportation industry.

These distinguished individuals and transit agencies are outstanding role models of excellence, innovation, and integrity who have made a difference, not just for the industry, but for all Americans. The 2005 APTA Awards Ceremony is an opportunity for all of us to celebrate the achievements of these exceptional individuals and transit agencies.

I personally want to also thank the members of the 2005 APTA Awards Committee for their diligent and thoughtful participation in choosing this year's winners.

Today, I ask you to join me and the 2005 Awards Committee in honoring this year's winners for their many years of service and their commitment to advancing the public transportation industry.

Howard Silver, Chair

Board Member
Golden Empire Transit District

APTA's Vision

Be the leading force in advancing public transportation.

APTA's Mission

To strengthen and improve public transportation, APTA serves and leads its diverse membership through advocacy, innovation, and information sharing.



2005 APTA PUBLIC TRANSPORTATION AWARD WINNERS

INDIVIDUAL AWARDS

Outstanding Public Transportation Manager

Ronald J. Tober 4

Outstanding Public Transportation Board Member

Huelon Andrew Harrison 6

Outstanding Public Transportation Business Member

William "Bill" Lochte 8

DISTINGUISHED SERVICE AWARD

Local Distinguished Service

California State Assemblyman Bob Huff 10

ORGANIZATION AWARDS

Innovation

Massachusetts Bay Transportation Authority 12

Outstanding Public Transportation System

Laketran 14

Muncie Indiana Transit System (MITS) 16

Sun Tran 18

Orange County Transportation Authority (OCTA) 20

HALL OF FAME

Carlton Sickles 22

Virendra K. "Vic" Sood 24

Outstanding Public Transportation Manager

An APTA public transportation manager who has made outstanding contributions to the public transportation industry.

“I am proud of and applaud Ron Tober on this honor, and believe this award is a testament of his vision and leadership. Ron transformed a small city bus service into one of the nation’s premier, mid-sized transit systems by advancing the integration of land-use and rapid transit. You could find no better person than Ron Tober whose passion and dedication has advanced public transportation at the local and national level.”

Mayor Patrick McCrory
City of Charlotte
Chair, Metropolitan Transit
Commission



“I am deeply honored to be recognized by my peers and to receive this award of distinction from APTA. Much has been achieved in Charlotte, and it is only through the individual contributions of the people at CATS that such an award is attainable.”

Ronald J. Tober



Ronald J. Tober
Chief Executive Officer
Charlotte Area Transit System (CATS)

Ron Tober is a nationally recognized public transportation system manager whose leadership during his 37-year career has made significant impacts at Charlotte Area Transit System (CATS) and at other U.S. transit authorities, including Boston, Miami, Seattle, and Cleveland.

In five short years, he has significantly advanced public transportation in Charlotte. By developing partnerships with the state of North Carolina and the FTA, he obtained \$300 million of dedicated funding for North Carolina's first light rail system, the South Corridor Light Rail Project. While Ron's leadership in bringing light rail to a city that had previously regarded public transit as a mere afterthought is impressive, it is only one of a multitude of accomplishments. Under his leadership, CATS has transformed from a city-only transit service into a premier mid-size transit system reaching into seven counties. His ultimate goal is to have Charlotte serve as a role model transit agency for the nation.

Ron essentially built the organization from scratch, inheriting just two dozen employees from the Charlotte Department of Transportation. Though Ron has a self-described "passion" for trains, he said at the very beginning of his appointment that CATS' success would be contingent upon building a superb bus system.

Under Ron's direction, CATS invested in hundreds of new state-of-the-art buses, park & ride lots, neighborhood transit centers, as well as user-friendly bus stop signs and shelters. During the formative years, CATS staff conducted hundreds of meetings with neighborhood associations, business groups, and community leaders to develop services that tailor different types of buses to different market niches. The results are impressive—since Ron's arrival, ridership increased 22%, establishing CATS as one of the fastest-growing transit systems in the country. Also, since 2001, customers rate the quality of service above 95% every year.

In addition to transforming Charlotte into a role model for transit agencies, Ron himself has become a role model for transit executives. He advises colleagues who run multi-billion-dollar agencies, as well as front-line workers who have questions about the best type of concrete to use. Many of Ron's former employees work in transit agencies all over the country, a testament to his abilities as a teacher and coach. Finally, he has played an active role in APTA, where he served as chair, vice-chair and secretary-treasurer and led numerous committees.

Outstanding Public Transportation Board Member

An individual serving on the governing board of a public transportation system who has made outstanding contributions to the public transportation industry.

“Hugh Harrison’s priority is serving people. He has demonstrated this countless times during his tenure on DART’s Board of Directors. Thanks to his leadership, customers are enjoying new facilities and DART is reaping the benefits of increased ridership. I am pleased to have worked with him in his dual roles as a local board member and national APTA leader to improve mobility in Dallas and throughout the country.”

U.S. Rep. Eddie Bernice Johnson
Texas (30th District)



“I’m honored by this award and humbled to be in the company of previous recipients who truly represent the best in our industry. I appreciate the opportunity I’ve had to serve transit users and my colleagues on transit boards across the country. I look forward to continuing our work as we serve our customers and reach out to new ones.”

Huelon Andrew Harrison



Huelon Andrew Harrison **Chairman** **Dallas Area Rapid Transit (DART)**

Appointed to the DART Board by the Dallas City Council in 1998, Huelon Andrew Harrison quickly reached leadership roles on the board through his commitment to DART's success, his boundless energy and his willingness to devote time. Just a year after Huelon's appointment, his board colleagues elected him assistant secretary in 1999, secretary in 2000, vice chairman in 2001, and chairman in 2003. At the same time, he distinguished himself at the national level with his service on a number of important APTA committees.

Huelon has served on the DART Board during a time marked by some of the greatest achievements in the agency's relatively brief 20-year history. He joined the board in time to participate in the completion of one of the largest rail expansion projects in North America, bringing the DART Rail System to 45 miles and 35 stations. During his tenure, DART and the Fort Worth Transportation Authority completed the 34-mile Trinity Railway Express commuter line linking Dallas and Fort Worth, and the DART Bus System was modernized with a new high-tech bus fleet and the openings of park & ride and transfer centers, some on the sites of future rail stations.

DART is a forward-looking agency, and Huelon has been at the forefront of its future planning efforts, which include another 48-mile light rail expansion project; the advancement of the agency's 2030 Transit System Plan; and addressing future mobility needs throughout north Texas.

Huelon's steady leadership was especially evident in the past few years when DART was buffeted by the national economic downturn. In 2003, as vice chairman of the board, he successfully implemented service and administrative cost reductions, trimming \$20 million from the operating budget. At the same time, customers got top priority as service reductions were designed to have minimal impact on ridership and new programs were developed to help build ridership.

You couldn't ask for a better public advocate for transit than Huelon. When he is not presiding over board meetings or encouraging and energizing employees (whom he calls the DART family), he is attending community meetings, and riding the DART system to personally take the pulse of the riding public. He has a special rapport with young people and encourages them to take transit as he did when he was a college student. As he often tells young people, "When you take transit, you're being a smart commuter. You're doing your part to promote cleaner air and stimulate the economy."

His leadership has helped him achieve his ultimate goal: changing the way people view public transit. "I look at DART kind of like bottled water. Nobody would buy water 10 years ago, and now it's a generally accepted way of drinking water," he said. "I think DART and other transportation agencies should be viewed as the generally accepted transportation mode for getting from place A to place B. It's all how you market it. You have to market DART as a lifestyle that is positive."

Outstanding Public Transportation Business Member

An APTA public transportation business member who has made outstanding contributions to the public transportation industry.

“Bill’s tenure as BMBG chair was outstanding and exceptional among the many business leaders who have served in this position. He brought dedication, inspiration, and a clear sense of purpose to the BMBG during his leadership years. His contributions and accomplishments will continue to enhance the value of our association and its business members.”

Kim Green
President
GFI Genfare



“This award is personally very much appreciated, not only because I now join a group of distinguished past recipients, but it also represents a positive testimony to a personal conviction of mine, to help make a positive contribution to the industry and to APTA. This unique recognition is a wonderful confirmation that in some small measure I helped make a difference for the benefit of others.”

William “Bill” Lochte



William “Bill” Lochte
Principal
Silver Lake Enterprises, Inc.

Bill Lochte has served tirelessly for over a decade on the APTA Business Member Board of Governors (BMBG) as the second vice chair, first vice chair and most recently as the BMBG chair. Also, for the last six years he has been an integral part of the APTA leadership team, serving on the APTA Executive Committee for the past two years, and currently serving as vice chair business member-at-large.

His tenure as BMBG chair was outstanding and exceptional. As BMBG chair, Bill was a man with a plan – a plan to increase the contribution business members make to APTA’s core mission; to enhance their visibility in APTA; and to enhance the services that APTA provides to its private sector members.

In his first year as chair of the BMBG, Bill inaugurated what would become one of his most notable contributions to the BMBG – that of establishing a tactical plan for APTA’s programs for business members. This effort, which Bill led, was timed to precede APTA’s development of its second five-year strategic plan, and was intended to feed business member issues into the association’s broader five-year planning efforts. The tactical plan maps future strategies needed to support the interests of APTA business members and outlines a program that ultimately strengthens the long-term future participation of business members in APTA and public transportation in North America.

Elected to the board of governors in 1993, when he was a senior executive at Bombardier, and BMBG chair from 2002 to 2004, Bill’s leadership brought new energy and focus to the private sector’s support for the association’s programs. It led to business member sponsorship of distinguished keynote speakers who bring a business perspective to our Annual Meetings – speakers like Tom Peters and Marcus Buckingham—and the establishment of a national award, “Business Executive of the Year,” to recognize the special contributions that business executives play in building support for transit in communities across the nation.

Bill pushed APTA’s business members to become more involved in APTA and to recognize how their involvement in shaping the future of the transit industry brings not only new riders but also bottom-line business results. The BMBG is a stronger organization as a result of his passionate leadership, and all of APTA has benefited from the important initiatives he has advanced during his years of service to the industry.

Local Distinguished Service

For significant contributions at the local level to public transportation through policy, legislative initiative, and leadership.

“Assemblyman Bob Huff has always been at the forefront of transit issues in this region, and has had a track record of truly inspired leadership regarding projects that worked outside the box. There’s a real passion for the public interest there, and his focus is contagious. This is especially important in a region like Los Angeles County, where focusing attention on creative solutions for transit issues is always needed.”

Senator Bob Margett
California State Senate
29th District



“The advocacy of smart public transit is vital to the continued prosperity of our nation’s metropolitan areas. It’s up to all of us to strive for some common goals: taking a deep breath of clean air, spending less at the gas pump, and getting to know our neighbors, all of which can be achieved through public transit. APTA’s nationwide advocacy is the guiding force for communities looking to enhance their residents’ quality of life through transit. To be recognized by them is an honor and a privilege.”

Bob Huff



Bob Huff **California State Assemblyman** **(R-District 60)**

Bob Huff's advocacy for local public transit in southern California is the cornerstone of his public service record, and has garnered him both public and private praise, from the voters who elected him to the California State Assembly in November 2004 to the commuters and businesses who have benefited from access to transit-oriented projects.

His support for transit as an elected official began in 1995, when he was elected to the Diamond Bar City Council and became a delegate to the Four Corners Transportation Policy Group (FCTPG) – an organization connecting Los Angeles Metro, the Southern California Association of Governments, and Caltrans with smaller regional entities to help improve communication about regional transportation projects. During his tenure with the FCTPG, Bob facilitated greater consensus between the often “at-odds” agencies to achieve compromise on contentious issues for the benefit of the entire region.

As founding chairman and executive board member of the Alameda Corridor East (ACE) Construction Authority, Bob successfully brought consensus among all 31 cities to achieve a unanimous approval of the creation of the \$950 million ACE Project between the Alameda Corridor and the Port of Los Angeles. He is also single-handedly responsible for acquiring the commitment of local, state, and federal dollars for the ACE Project currently totaling \$468 million.

From 1999 to 2004, Bob served on the executive board of Foothill Transit, the second largest fixed route public transit provider in Los Angeles County. During his tenure, he served two terms as executive board president, providing leadership that would influence the agency's direction for years to come. Bob's support of Foothill Transit's acquisition of Compressed Natural Gas (CNG) buses has helped the agency's 306-bus fleet achieve 67% conversion to CNG fuel, ahead of schedule for full fleet conversion in 2010. He also spearheaded the agency's research on new SmartBus technology that will revolutionize the way Foothill Transit monitors and tracks customer usage, schedule adherence, and security issues.

In November 2004, Bob was elected to serve in the California State Assembly. Wasting no time, he submitted a bill, AB 343, which could provide even greater incentive to local agencies to implement clean-air technologies in their fleets. In addition, his reputation as a consensus builder and his previous work on transit issues earned him an appointment as the vice chair of the California State Transportation Committee. This appointment in his freshman year reaffirms his standing among his peers as an exemplary leader whose expertise and pro-transit focus are relied on for making the important decisions required for improving transportation all over California.

Innovation

For demonstrating innovative concepts in the provision of public transportation services.

“The openness of the Transit Police Department’s Command Staff, as demonstrated by its tremendous willingness to listen and work with youth advocates and a wide array of government agencies and community partners, was a major departure from the norm and key to its success in winning the prestigious APTA award. The results are remarkable: the department is now a model for working with youth and community partners, and indeed the Boston region is the richer for it.”

Lisa Thurau-Gray, Esq.
Special Projects Director
Juvenile Justice Center of
Suffolk University



“Winning APTA’s Innovation Award represents one of the most cherished accomplishments in the history of the Transit Police Department. The award conveys to our stakeholders, especially youth, how serious we are about building public trust and confidence, as well as strong police/community partnerships in the interest of serving the public good.”

Joseph C. Carter
Chief
MBTA Transit Police Department



Massachusetts Bay Transportation Authority MBTA Transit Police Department: *Stop Watch* Program

The Massachusetts Bay Transportation Authority (MBTA) Transit Police Department is responsible for a jurisdiction covering 175 cities and towns, including Boston, and more than one million riders each weekday. In addition to grappling with urban crime and terrorism concerns, the transit police must also address the challenges of youth disorder on the system.

Interacting with more than 50,000 youth each weekday during the school year, the MBTA's dedicated force of 250 sworn officers uses the program *Stop Watch* to provide officer skill enhancement and positive youth intervention, thus significantly reducing the need for youth arrests, which can have lasting effects on one's life.

Stop Watch is a model innovative program, developed within the detective unit of the MBTA Transit Police Department. It is believed to be the first and most comprehensive collaboration of its kind in the nation, as transit police officers partner with fellow law enforcement agencies, local schools, businesses, civic and youth advocacy agencies to ensure public safety and orderliness during peak hours before and after school. Seeking to develop a firm but positive rapport with youth in order to reduce anonymity and incidents leading to arrest, youth are engaged in structured and positive interactions while maintaining public safety and integrity within the transit system.

Often these youth, while not normally personally threatening, may intimidate other users of the transit system, especially seniors, disabled persons, and families with small children. Intervening in these situations provides a major challenge for transit police officers and requires substantial intervention skills, as well as a thorough comprehension of youth behavior.

Aggressive, non-thoughtful, provocative responses by police can exacerbate interactions with youth, yet doing nothing to control unruly behavior is unacceptable. This is why the program includes officer skill development as well as building and sustaining lasting community partnerships. Through this initiative, we encourage our officers to be creative in their conflict resolution experiences with youth.

Stop Watch strengthens interrelations with our law enforcement peers by fostering an atmosphere of collegiality and shared problem-solving. Intra-relations within the Transit Police Department and MBTA are also enhanced due to increased internal communication and team pride.

Moreover, *Stop Watch* promotes community participation and cooperation—the founding principles of *Stop Watch*. Partners communicate on a regular basis, indeed daily during the school year, as to problems, concerns and ideas. Agency and community partners continue to work as a team to ensure that *Stop Watch* remains a viable alternative to youth arrests where appropriate. *Stop Watch* partners currently include more than 25 non-profit, educational, and law enforcement agencies.

Finally, *Stop Watch* is a best practice model that can be transferred to other urban transit systems. One thing is for sure: with the development and deployment of *Stop Watch*, the MBTA Transit Police Department is on the cutting edge of police innovation.

Outstanding Public Transportation System

For public transportation systems that have demonstrated achievement in efficiency and effectiveness.

Category: Providing fewer than 1 million annual passenger trips.

“We are very proud of our accomplishments as a team dedicated to serving the citizens of Lake County. Laketrans is unique in its openness to innovation at every level of our operations. I’d like to give special recognition to our front-line employees – the drivers, customer service reps, mechanics and hostlers – whose dedication to excellence and professionalism make a difference day in and day out in the lives of our passengers.”

Dale Chample
President
Laketrans Board of Trustees



“Although Laketrans is receiving this prestigious award, it is really the citizens of Lake County who are being recognized. We work hard each day to earn their respect and support. We are delighted to share this national spotlight with them. It focuses on our role in making Lake County a great place to live, raise a family and age with dignity.”

Ray Jurkowski
Laketrans General Manager



Laketran

Painesville, OH

Laketran humbly began on December 23, 1974, as a service to transport Lake County children and adults with cancer to medical facilities in Cleveland. Today, Laketran carries slightly fewer than one million passengers annually to work, shopping, medical facilities, educational institutions, and recreational destinations.

Laketran is a bus-only system. The family of services includes six local fixed routes, six commuter express routes into Cleveland, Dial-a-Ride (door-to-door paratransit), and sports express services. Laketran's growth from 1985 through 2000 was primarily due to the introduction of new services each year. In 2002 and 2003, for the first time, Laketran ridership experienced a slight decline. In 2004, these trends were reversed due to not only the improved economic environment, but because of a customer-centered approach to strategic planning, service, and communications.

As a result, Laketran ridership increased 8.2% in 2004, significantly exceeding the national average of 2.11%. Not surprisingly, commuter express service was the fastest-growing service, increasing by 14% compared with 2003. Directly operated Dial-a-Ride service increased by 6%, and purchased Dial-a-Ride increased by 6% over 2003. Local fixed route service increased by 4%. Laketran's customer satisfaction ratings on all modes of service remain at 95% excellent/very good and in 2004, Laketran's complaint ratio was one for every 6,250 customers, surpassing the goal of less than 0.001% complaints.

More than 70% of the operating budget is dedicated to the provision of service to seniors and people with disabilities through Dial-a-Ride. In fact, Laketran has been able to schedule up to 1,500 Dial-a-Ride customers per day, keeping the system among the top 10 directly operated service providers in the country.

Known and respected in the community for its prudent fiscal policies, Laketran has not had a fare increase since 1986. In 2004, through diligence and close economic monitoring, the Laketran staff produced an operating surplus four times greater than budgeted.

Laketran has a stellar safety record with no major accidents in 2004 while transporting 981,000 passengers. The maintenance department, consisting of only four mechanics for the fleet of 207 vehicles, performed 98% of preventive maintenance on-time, and kept 97% of the fleet in good running order and on the road at all times.

Last fall, in an effort to better serve their customers, Laketran unveiled its new Ride Guides to bring schedule, route and fare information to where the customers need it most – the bus stop. Over the next three years, the Ride Guides will be installed at all 700 existing Laketran stops in the county.

Laketran is proud of its track record of exemplary service to the citizens of Lake County. The agency, although small, has shown itself to be mighty in terms of innovation and risk taking. Freedom, mobility, choice and independence are more than ideals for this small suburban system; they fuel the passion behind Laketran's legacy of excellence in every aspect of its operations.

Outstanding Public Transportation System

For public transportation systems that have demonstrated achievement in efficiency and effectiveness.

Category: Providing more than 1 million and fewer than 4 million annual passenger trips.

“I recognize and appreciate the respect and admiration such a coveted award commands for MITS and our Muncie community. We are very privileged to have such a distinguished public transportation fleet operating within our community. I believe our strong interactive and equally supporting relationships are a contributing factor to MITS being presented the Outstanding Public Transportation System Achievement Award. We celebrate this prestigious award with you.”

Mayor Dan C. Canan
City of Muncie



“This award is a tribute to the overall support of the community and the dedication of all our employees. Our customers, our employees, and the people of Muncie have all contributed to making our public transit system truly special.”

Larry W. King
MITS General Manager



Muncie Indiana Transit System (MITS)

Muncie, IN

The Muncie Indiana Transit System (MITS) has served the public transportation needs of Muncie, a community hit hard by the “rust belt” syndrome of the early 1980s, since it was formed in 1981. The population of Muncie declined from 77,216 to 67,430. Despite the hard economic times, Muncie citizens supported a significant local property tax dedicated to public transit, making it possible to rebuild public transit in Muncie.

Today MITS provides traditional fixed route bus transportation for the 22 square miles within the Muncie city limits. Fifteen routes provide excellent coverage of the city, including most shopping, medical, employment, residential, recreational, and governmental locations. MITS Station was updated in 2002, adding storage space, improving communication with customers, and increasing security in and around the building.

During difficult economic times the board vowed to hold fares stable as long as MITS could manage financially. Because of MITS’ success in keeping operating costs down, customers still enjoy a low fare of 50 cents for adults, well below that usually charged in other systems. With the installation of new fareboxes in 1998, fares, passes, and tickets were restructured to better match the needs of customers. In 2003 MITS made dramatic changes focused toward attracting student riders, including eliminating fares for all students at all times. Local high school students also ride regularly scheduled MITS bus service to and from school each day, resulting in a savings for the school corporation in excess of \$200,000 during each school year.

Working closely with the Mayor’s Downtown Development Partnership, MITS implemented a free park and ride shuttle serving the government center in downtown Muncie in 1999. The shuttle has been very successful in relieving the parking problem near the city and county buildings. In 2000 MITS expanded this service to include the entire downtown business area. Service is provided with turn-of-the-century replica rubber-tired streetcars, which have proven immensely popular with riders of all ages.

In 2004 MITS began coordinating with LifeStream Services, which provides service between the city and the county, so riders’ transfers and passes would be accepted by both organizations and people can travel in both directions to reach their destinations.

To accommodate the needs of those in the community who are unable to use MITS’ traditional fixed route bus service because of a disability, MITS provides door-to-door service called MITSPlus. The computerized scheduling system was refined in 2003, leading to more efficiency. MITS is a leader in the integration of paratransit software, mobile data technology, and GPS, and is well on its way to implementing coordinated fixed route/paratransit service.

When industrial and commercial investors consider Muncie for development, they look at public transportation as an integral part of the quality of life enjoyed in Muncie. MITS is proud of making a contribution to maintaining Muncie’s quality of life. The community has shown its appreciation, too, as MITS set an all-time ridership record in 2004.

Outstanding Public Transportation System

For public transportation systems that have demonstrated achievement in efficiency and effectiveness.

Category: Providing more than 4 million but fewer than 30 million annual passenger trips.

“Winning this award is a reflection of Sun Tran’s dedication and commitment to their riders, as well as their high standards of customer service, safety, community relations and operations. For more than 30 years, Sun Tran has provided safe, clean and cost-effective public transportation to the residents and visitors of Tucson. I appreciate your commitment to your customers, the environment, and the community.”

Governor Janet Napolitano
State of Arizona



“There are 520 reasons why Sun Tran won this award—that’s our 520 employees. It’s their experience and dedication that has enabled us to provide quality service for our community. Our drive to continually improve customer service has attracted nearly 13 percent more riders to Sun Tran in the past three years.”

George G. Caria
Sun Tran General Manager



Sun Tran Tucson, AZ

This year, Sun Tran celebrates 30 years of service to its customers and to the Tucson region. Sun Tran is owned and operated by the city of Tucson and managed by Professional Transit Management, Ltd. A staff of 530 dedicated individuals steers the system's success. The experience and longevity of the workforce are significant factors that contribute to Sun Tran's achievements. Sun Tran is proud of the fact that 44% of its employees have been with the company for 10 years or more.

An active fleet of 189 buses is fully equipped with bike racks and wheelchair-accessible amenities. Sun Tran's service area consists of 226 square miles with three transit centers serving the region. Service is offered seven days a week on many routes, beginning as early as 5 a.m. and some as late as midnight, along 37 fixed routes. Sun Tran buses travel 7,977,000 system miles a year. Currently 72% of the fleet is alternatively fueled, but with 38 new buses arriving this fall, the fleet will increase to become 92% alternatively fueled.

Outpacing national trends, Sun Tran ridership has soared by nearly 13% from 2002 through 2004. As one of three comparable transit systems in the nation without a dedicated funding source, Sun Tran accomplished this ridership increase without expanding service hours, adding routes, or new additions to the fleet. Clearly, Sun Tran is an agency on the move!

Customer service is something that Sun Tran takes very seriously. Through its Transit Ambassador Program, Sun Tran has committed more than 8,700 hours of customer service training to provide every employee with additional skills, beginning in 2004. A series of topics includes communication, difficult situations, special needs, complaints as opportunities, and stress management. Additionally, a new software system to improve better customer feedback tracking and customer response was added to existing software.

Community partnerships are key to Sun Tran's involvement in the community and continuing public relations efforts. The Get On Board program is a successful, growing partnership with more than 60 local business selling and/or subsidizing bus passes for employees. In a partnership with the University of Arizona, The U-Pass subsidizes passes for students and faculty. In an effort to reduce traffic noise, pollution, and congestion in local neighborhoods, Sun Tran provides community event shuttles to University of Arizona football games, Race for the Cure, Davis Monthan Air Force Base Air Show, and Tucson's Annual Fiesta de los Vaqueros Rodeo Parade. Transit Solutions, a partnership between Sun Tran and the DIRECT Center for Independence, is a free class designed to help people with disabilities and seniors gain greater independence by learning how to ride the bus. And through the nationally acclaimed Safe Place youth outreach program, all 189 Sun Tran buses are Safe Place havens for youth to board for free when they need help.

As Sun Tran said in their nomination form, "The basis for Sun Tran's success is the very reason we exist... We're driven by our customers."

Outstanding Public Transportation System

For public transportation systems that have demonstrated achievement in efficiency and effectiveness.

Category: Providing more than 30 million annual passenger trips.

“About 15 years ago, Orange County voters trusted OCTA to deliver an aggressive package of transportation improvements. Today, we benefit from Measure M everywhere we travel in Orange County with wider freeways, well-maintained streets, a growing commuter rail service, and a popular bus system. This national distinction recognizes the promise that we kept and validates the wisdom of Orange County taxpayers.”

Bill Campbell
Orange County Board of Supervisors



“The nation is just realizing what Orange County residents have known in the last few years – that we have a truly exceptional transportation system that includes many ways of moving people. We are extremely excited about this award. It’s a testament to the vision and work of the people of Orange County.”

Arthur T. Leahy
OCTA Chief Executive Officer



Orange County Transportation Authority (OCTA) Orange, CA

OCTA's state-of-the-art, multi-modal transportation system extends from fixed route, paratransit and commuter rail services to toll road operation, freeway improvement projects, and regulation of taxi operations. Located in Orange County, the fifth most populated county in the United States, OCTA has a service delivery area of 797 square miles with 34 cities, serving a population that increased by 5.1% in 2004 to more than 3 million.

OCTA operates 902 buses on 77 fixed routes during peak periods and in 2004, OCTA provided a record 68.5 million trips, up 4.2 percent from 2003. More than 40% of the peak fleet is cutting edge LNG alternative fuel vehicles.

Record bus ridership growth resulted directly from higher quality operations. During the last three years, a concerted effort was made to boost ridership by providing safe, convenient, reliable service and by renewing our commitment to customer service. In 2002, OCTA added 24-hour service on four of the busiest routes. OCTA also implemented an organization-wide new customer service program, "Putting Customers First." Thanks to the hard work of its 2,500 employees, OCTA ended the 2004 calendar year with a 4 percent increase in bus ridership — almost double the national average.

OCTA is part of a five-county joint powers authority, called Metrolink, which provides 40 weekday trains on three lines, serving 10 stations along 68 route miles throughout Orange County. Just like bus ridership, Metrolink ridership in Orange County continues to grow, as ridership on OCTA's three Metrolink lines has increased 41.4% from 2.1 million in 2001 to 3 million in 2004.

This remarkable growth was achieved by adding a new rail line, two new stations in 2002, and by participating in an innovative partnership with Amtrak that allows Metrolink monthly pass holders to travel on Amtrak Pacific Surfliner trains within the trip limits of their pass at no additional charge.

Like many other transit systems across the nation, OCTA experienced a large growth in paratransit ridership, with a 39.4% increase in unlinked trips over the past two years. In response, OCTA significantly increased its peak available vehicles and vehicle revenue hours to meet this demand.

As a multi-modal transportation agency, OCTA has developed more than 234 lane miles of High Occupancy Vehicle (HOV) facilities in Orange County to date — the largest network in California.

Ridership growth is the result of satisfied customers, and OCTA's Customer Information Center provides route and schedule information to nearly 50,000 callers per month, with an average call wait time of 25 seconds compared to the industry average of 240 seconds. This greater attention to customers has increased fixed route operations compliments 11% from Fiscal Year 2003 to Fiscal Year 2004.

With 3 million residents of Orange County depending on public transportation, OCTA plans to continue to put customers first by providing them with the best options possible.

Hall of Fame

This special honor is reserved for individuals who have concluded their careers and have made extraordinary contributions to public transportation and actively participated in APTA activities.

“Carlton Sickles was a visionary, a man of great integrity, and a tireless champion for regionalism on the WMATA Board of Directors. The APTA Hall of Fame award is a fitting recognition for his half-century of dedicated service to public transportation for the Washington metropolitan area.”

Richard A. White
*WMATA General Manager and
Chief Executive Officer*



1921-2004

“When Carlton Sickles passed away on January 17, the Washington Metropolitan Area Transit Authority (WMATA) lost one of its founding fathers; the public transportation industry lost one of its most vocal and steadfast advocates in the Nation’s Capital; and the metropolitan Washington region lost a great leader and a true gentleman.”

U.S. Rep. Steny H. Hoyer
Maryland (District 5)



Carlton Sickles

“The Father of Metro”—A Visionary Who Affected Millions of Lives

A true public servant and a man of great integrity, Carlton Sickles dedicated a half-century of his life to the advancement of public transportation for the Washington metropolitan area. Sickles, remembered fondly as “the father of Metro,” served on a joint commission nearly 50 years ago that led to the creation of the Washington Metropolitan Area Transit Authority. As a champion for a rapid transit in our nation’s capital, he played a significant role in the completion of the 103-mile Metro system, completed in January 2001, that is so vital to the Washington metropolitan region. Many of Carlton’s colleagues said he must surely be dreaming. Well, Carlton was a dreamer and a visionary, but he also proved he was a doer.

Carlton’s public service career began when he was elected to the Maryland House of Delegates in 1954 and again in 1958. In 1962, and again in 1964, Carlton was elected Congressman-at-Large from Maryland. In 1967, Carlton was appointed to the Board of Directors of WMATA representing Prince George’s County, Maryland, and served in that capacity for more than nine years. From 1981 until his death in 2004, Carlton represented Montgomery County, Maryland on the WMATA Board for more than 22 years. In total, Carlton served almost 32 years on the WMATA Board.

During Carlton’s tenure, he served as chairman of the WMATA Board of Directors and continuously chaired the Board Safety Committee for more than two decades. WMATA’s construction safety record during this time was stellar and generated considerable cost savings for the nearly \$10 billion construction program.

He was also a champion for regionalism on the WMATA board, which was continually challenging for a transit agency that serves two states and the District of Columbia. Carlton’s service in the United States Congress and his understanding of the federal government’s role in supporting public transportation significantly enhanced his effectiveness on the WMATA Board of Directors.

To borrow a line from Rudyard Kipling, Carlton Sickles could walk with kings, yet never lose the common touch. He was loved and respected at every level in WMATA, from the executive team to the clerical staff. He was never too busy for a kind word or some “fatherly” advice.

Carlton Sickles served his country well: as an Army Officer in World War II, as a member of the Maryland House of Delegates, and as a member of Congress. But to the millions of people in the Washington metro area, he will always be remembered most as the “Father of Metro” whose vision positively affected everyone who lives in this region.

Hall of Fame

This special honor is reserved for individuals who have concluded their careers, and who have made extraordinary contributions to public transportation and actively participated in APTA activities.

“Vic Sood has been an outstanding leader in finding transportation solutions in the Bay Area, and I commend the American Public Transportation Association on their wise decision to induct him into their Hall of Fame. The success that the Wheels System enjoys today is due to the vision, leadership, and strong foundation established by Vic Sood.”

U.S. Rep. Ellen O. Tauscher
California (District 10)



“It is an honor, privilege and humbling to be inducted into the American Public Transportation Association Hall of Fame. I have everlasting happy memories of services to the public transit industry.”

Virendra K. “Vic” Sood



Virendra Sood

32 Years of Service in the Public Transportation Industry

For 32 years, until he retired in 2003, Virendra K. “Vic” Sood provided vision and leadership to the public transportation industry at both the state and federal levels.

Sood’s actions had a direct impact on the development, funding, and proliferation of public transit systems in Washington State. He created and developed the enabling legislation that created the Public Transportation Benefit Areas, and successfully advocated for the passage of state legislation that provided the capability to create transit systems on a “less-than-countywide” basis. Additionally, Sood developed the tax authority strategy that combined locally voted sales taxes with state-imposed motor vehicle excise taxes on a formula that provided an incentive to local communities to support new transit agencies.

The visionary legislation that was initiated by Sood was first implemented successfully in Snohomish County, Washington, and then subsequently became the model for communities throughout the state. Today public transit services thrive in over half of all of the counties in Washington State as a direct result of a vision put into action by Sood.

In addition to providing the legislative mechanism for the creation of many new transit agencies in Washington State, Sood also personally was responsible for the creation of two public transit agencies—the Community Transit in Snohomish County, Washington, and the Livermore/Amador Valley Transit Authority (LAVTA) of Dublin/Pleasanton/Livermore, California.

As the first executive director and the first employee of CTS, Sood was responsible for every aspect of creating a transit system where none previously existed. Vic leased facilities, hired employees, purchased buses, established bank accounts, developed routes and schedules, and initiated service. Today CTS is an award-winning public transit agency providing millions of passenger trips each year.

LAVTA employed Sood in 1986 as its first general manager and once again, Sood was responsible for creating a new transit system. From a modest beginning of nine used buses, the “Wheels” system grew to become the eighth largest transit fleet in the Bay Area, consisting of 75 large buses and 16 paratransit vans. By 2001, LAVTA served two million passengers. The success that the Wheels System enjoys today is due to the vision, leadership, and strong foundation put in place by Sood. As in Washington State, Sood left an indelible mark on the community, and the benefits of his efforts will be available to the Dublin/Pleasanton/Livermore area for many years to come.

Sood also touched the lives of many transit professionals throughout the United States as he served on many APTA committees, including the Legislative Committee, Nominating Committee, and TEA 21 Reauthorization Task Force. He served as president of the Washington State Transit Association in 1982 and 1983 and was also active in the California Transit Association, the California Transit Insurance Pool, and as well as numerous local boards and commissions. As U.S. Rep. Ellen O. Tauscher said in remarks made in the House of Representatives, honoring Sood’s years of service, “He has been an invaluable servant to the public. His tireless efforts will not soon be forgotten by those who worked with him or for him.”

APTA 2005 Awards Committee

Howard Silver, Chair
Board Member
Golden Empire Transit District
Bakersfield, CA

Karen Antion
President
Karen Antion Consulting LLC
Stamford, CT

Mark Imhoff
Principal
Carter & Burgess, Inc.
Denver, CO

Nuria I. Fernandez
Senior Vice President
EARTH TECH
Alexandria, VA

John K. Leary Jr.
President & CEO
JKL Solutions, Inc.
N. Falmouth, MA

Sandra L. Foster
CEO/President
SL Foster & Associates
Akron, OH

Raymond C. Miller
Executive Director
Hillsborough Area Regional Transit Authority
Tampa, FL

Ronald L. Freeland
Vice President
Parsons Corporation
Miami, FL

Stephanie Griffin Negriff
Director
Santa Monica's Big Blue Bus
Santa Monica, CA

Fred M. Gilliam
President/Chief Executive Officer
Capital Metropolitan Transportation Authority
Austin, TX

Stephanie Pinson
President and COO
Gilbert Tweed Associates, Inc.
New York, NY

Cliff Henke
Senior Director
WestStart-CALSTART
Pasadena, CA

Karen J. Rae
Executive Director
Virginia Department of
Rail and Public Transportation
Richmond, VA

James Srygley
Chief Executive Officer
S & A Systems, Inc.
Rockwall, TX



APTA AWARD WINNERS 1983-2004

MEMBERS OF THE APTA HALL OF FAME

John Baine
 Leonard W. Bardsley
 Wilbur P. Barnes
 George E. Benson
 Keith Bernard
 Lloyd G. Berney
 Peter Bigwood
 Alan L. Bingham
 Robert M. (Bob) Brown
 Robert C. Buchanan
 Fred B. Burke
 S.A. (Syl) Caria
 James A. Caywood
 Hector Chaput
 Henry C. Church
 Edgar A. Claffey
 George J. Clark
 Carmack Cochran
 Robert M. Coultas
 Leo J. Cusick
 Lawrence D. Dahms
 John A. Dash
 Jan den Oudsten
 Robert G. Decker
 Henry R. DeTournay
 James W. Donaghy
 Georges G. Donato
 Walter S. Douglas
 Wilfred E.P. Duncan
 John A. Dyer
 Albert Engelken
 William F. Farrell
 E. Roy Fitzgerald
 Warren H. Frank
 Louis J. Gambaccini

Joseph V. Garvey
 Stanley H. Gates, Jr.
 David Q. Gaul
 Miriam Gholikely
 Dominic J. Giacomma
 Peter J. Giacomma
 George Gibbs
 John Joseph Gihooly
 Jack R. Gilstrap
 Jackson Graham
 Kenneth M. Gregor
 David G. Hammond
 Gerald T. Haugh
 Jesse L. Haugh
 George W. Heinle
 F. Norman Hill
 Harold R. Hirsch
 John F. Hoban
 William B. Hurd
 John F. (Jack) Hutchison
 Donald C. Hyde
 Houston P. Ishmael
 P.S. (Red) Jenison
 Frederick J. Johnson
 Robert B. Johnston
 Charles Edward Keiser
 Joseph C. Kelly
 Alan F. Kiepper
 Robert S. Korach
 George Krambles
 Lucien L'Allier
 James L. Lammie
 Anthony R. (Tony) Lucchesi
 William R. (Bill) Lucius
 William A. Luke

James A. Machesney
 Henry M. Mayer
 Robert G. MacLennan
 Walter J. McCarter
 Alton McDonald
 Peter J. Meinardi
 James R. Mills
 Albert Paul Moniz
 Robert Wayne Nelson
 Thomas G. Neusom
 W.H. Paterson
 Milton Pikarsky
 Robert Pollock
 Thomas O. Prior
 Walter S. Rainsville, Jr.
 James Reading
 David Ringo
 William J. Ronan
 Leonard Ronis
 Daniel T. Scannell
 Herbert J. Scheuer
 Victor Sharman
 Bernard Shatzkin
 John Duncan Simpson
 Robert Sloan
 Frank Julian Sprague
 Alan Sterland
 Edward R. Stokel
 B.R. Stokes
 Harley L. Swift
 Erland A. Tillman
 Carmen E. Turner
 Kenneth S. Voigt
 H. Donald White
 Harvel W. Williams

OUTSTANDING PUBLIC TRANSPORTATION MANAGERS (formerly the Jesse L. Haugh Award)

1983 Warren H. Frank
 1984 Louis B. Olsen
 1985 Alan F. Kiepper
 1986 Harold C. Jenkins
 1987 William W. Millar
 1988 David L. Gunn
 1989 Carmen E. Turner

1990 James E. Cowen
 1991 William L. Volk
 1992 Chester E. Colby
 1993 Kenneth M. Gregor
 1994 Allan Leach
 1995 Gerald T. Haugh
 1996 Shirley A. DeLibero
 1997 Richard J. Simonetta

1998 Roger P. Snoble
 1999 Paul A. Toliver
 2000 Richard F. Davis
 2001 John P. Bartosiewicz
 2002 Lawrence G. Reuter
 2003 Sandra L. Draggoo
 2004 Thomas P. Kujawa

DISTINGUISHED SERVICE

1983 Dan Rostenkowski	1990 Robert R. Kiley (National) Anthony W. Hall (State) George M. Smerk (Local)	John Dockendorf (State) Rod Diridon (Local)	2001 Thomas Petri (National) Parris N. Glendening (State) Lee P. Brown (Local)
1984 Alfonse M. D'Amato	1991 Robert Roe (National) Gerald H. Johnston (State/Province) Joseph Alexander (Local)	1996 Frank Wolf (National) Earl Blumenauer (Local) Frankee Hellinger (Local)	2002 Robert F. Bennett (National) Robert A. Borski (National) Jeff Morales (State)
1985 Ernest N. "Dutch" Morial	1992 Brian W. Clymer (National) William Donald Schaefer (State) Robert E. Ellis (Local)	1997 Bud Shuster (National) Tom Green (Local) Dr. Carlos I. Pesquera (Territory)	2003 Richard C. Shelby (National) Don Young (National) Robert J. Grow (Local)
1986 Mark Andrews	1993 Norman Y. Mineta (National)	1998 Alfonse M. D'Amato (National) Richard S. Kelly (Local) Daniel T. Scannell (State)	2004 Earl Blumenauer (National) Doug Stoner (Local)
1987 Glenn M. Anderson (National) Thomas H. Kean (State)	1994 Frank R. Lautenberg (National) James J. Kerasiotes (State) Jacob V. Stuart (Local)	1999 Paul S. Sarbanes (National) Roy E. Barnes (State) Glenda E. Hood (Local)	
1988 Bud Shuster (National) Gerald Lee Baliles (State)	1995 Mark Hatfield (National) Henry L. Peyrebrune (State/Province)	2000 James L. Oberstar (National) Anne P. Canby (State)	
1989 William Lehman (National) Isadore E. Lourie (State) James R. Mills (Local)			

OUTSTANDING PUBLIC TRANSPORTATION BUSINESS MEMBERS

1989 James A. Machesney	1995 Dan M. Reichard, Jr.	2001 Stephanie L. Pinson
1990 Claude G. Robinson	1996 B.J. (Bill) Chaddock	2002 Frank Di Giacomo
1991 Mark J. Obert	1997 Bernard J. Ford, Sr.	2003 Gary E. Griggs William H. McCloud
1992 Richard J. Bouchard, Jr.	1998 Brian Macleod	2004 Robert Brownstein
1993 David L. Turney	1999 Alan C. Wulkan	
1994 Robert Graham	2000 Del D. Komejan	

OUTSTANDING BUSINESS EXECUTIVE OF THE YEAR

2004
G. Richard Wagoner, Jr.

OUTSTANDING TRANSIT BOARD MEMBERS

2001 George H. Ivey, Jr. Jesse Oliver	2002 H. Welton Flynn	2004 Mary K. Blue Leon L. Williams
	2003 James S. Barbour	



2005 American Public Transportation Association Awards

OUTSTANDING PUBLIC TRANSPORTATION SYSTEMS

1983

Winston-Salem Transit Authority
 Central New York Regional Transportation Authority
 Municipality of Metropolitan Seattle
 New Jersey Transit Corporation

1984

Regional Transportation Commission/CITIFARE
 Pierce Transit
 Metropolitan Transit Authority of Harris County

1985

Blacksburg Transit
 Ann Arbor Transportation Authority
 Southwest Ohio Regional Transit Authority/Queen City Metro
 Toronto Transit Commission

1986

Champaign-Urbana Mass Transit District
 Capital Metropolitan Transportation Authority
 Utah Transit Authority
 Ottawa-Carleton Regional Transit Commission

1987

Alexandria Transit Company
 Santa Monica Municipal Bus Lines
 Milwaukee County Transit System
 Washington Metropolitan Area Transit Authority

1988

Beaver County Transit Authority
 Sun Tran
 San Mateo County Transit District
 Tri-County Metropolitan Transportation District of Oregon

1989

Chatham Area Transit Authority
 Fresno Area Express/FAX
 Long Beach Public Transit Corporation

1990

St. Cloud Metropolitan Transit Commission
 Duluth Transit Authority
 VIA Metropolitan Transit
 Greater Cleveland Regional Transit Authority

1991

Athens Transit System
 Capital Area Transportation Authority
 San Diego Trolley, Inc.
 Westchester County Department of Transportation/The Bee-line System
 Municipality of Metropolitan Seattle

1992

City Transit Company, Inc. (CITIBUS)
 Santa Monica Municipal Bus Lines
 Sacramento Regional Transit District
 Metro-North Commuter Railroad
 Regional Transportation District

1993

East Volusia Transportation Authority
 Peninsula Transportation District
 Commission
 Foothill Transit
 New Jersey Transit Corporation

1994

Laredo Municipal Transit System
 Champaign-Urbana Mass Transit District
 Oahu Transit Services
 Bi-State Development Agency

1995

Durham Area Transit Authority
 OMNITRANS
 Foothill Transit
 British Columbia Transit

1996

Boise Urban Stages
 LYNX-Central Florida Regional Transportation Authority
 Utah Transit Authority
 Dallas Area Rapid Transit
 New Jersey Transit Corporation
 Southeastern Pennsylvania Transportation Authority

1997

Sarasota County Area Transit
 Santa Monica Municipal Bus Lines
 Citizens Area Transit
 New Jersey Transit Corporation
 Metra
 Bi-State Development Agency
 Washington Metropolitan Area Transit Authority
 City of Charleston

1998

CityLink-Abilene Transit System
 Metropolitan Transit Development Board (MTDB) Contract Services
 LYNX-Central Florida Regional Transportation Authority
 MTA Metro-North Railroad
 Port Authority Trans-Hudson Corporation
 Broward County Division of Mass Transit

1999

Montebello Bus Lines
 OMNITRANS
 Milwaukee County Transit System
 MTA Metro-North Railroad
 Bi-State Development Agency

2000

LAKETRAN
 Access Services
 Santa Monica's Big Blue Bus
 Oahu Transit Services, Inc.

2001

Redding Area Bus Authority
 CityBus of Greater Lafayette
 Centre Area Transportation Authority
 MTA New York City Transit

2002

River Valley Metro
 Santa Clarita Transit
 Utah Transit Authority
 Port Authority Trans-Hudson Corporation

2003

ART-Arlington Transit
 Space Coast Area Transit
 Delaware Transit Corporation
 Regional Transportation District

2004

SouthWest Metro Transit
 Knoxville Area Transit
 Interurban Transit Partnership
 San Francisco Bay Area Rapid Transit District

PUBLIC TRANSPORTATION SYSTEM INNOVATION

1983 Metropolitan Atlanta Rapid Transit Authority	1990 Southern California Rapid Transit District	1998 Ann Arbor Transportation Authority
1984 Toronto Transit Commission	1991 VIA Metropolitan Transit	2000 New Jersey Transit Corporation
1985 Municipality of Metropolitan Seattle	1992 New York City Transit Authority	2001 Bi-State Development Agency
1986 Washington Metropolitan Area Transit Authority	1993 Los Angeles County Metropolitan Transportation Authority	2002 Chicago Transit Authority Illinois Department of Transportation
1987 Bi-State Development Agency	1994 Bi-State Development Agency	2003 Metropolitan Transportation Commission
1988 Chittenden County Transportation Authority	1995 Metropolitan Transit Authority of Harris County	2004 Tri-County Metropolitan Transportation District of Oregon Washington Metropolitan Area Transit Authority
1989 Los Angeles County Transportation Commission	1996 New York City Transit	
	1997 New Jersey Transit	

PUBLIC TRANSPORTATION SYSTEM OUTSTANDING IMPROVEMENT

1988
New York City Transit Authority

PUBLIC TRANSPORTATION SYSTEM SPECIAL RECOGNITION

1990 Bay Area Regional Transit Association **1992** Metropolitan Transportation Commission (Oakland)

NEW HORIZONS

1996 APTA Phase I Procurement Steering Committee **1997** De Leuw, Cather & Company PTG **1998** Parsons Brinckerhoff Tudor-Turner Associates

WELFARE TO WORK ACHIEVEMENT

1998 King County Department of Transportation (Metro) **1998** New Jersey Transit UPS Corporation **1999** Massachusetts Access to Jobs Program San Diego Transit Corporation



2005 American Public Transportation Association Awards

GOVERNMENT AGENCY TRANSIT ACHIEVEMENT

- 1983**
Metro Dade County
- 1984**
Ontario Ministry of Transportation and Communications
- 1985**
Puget Sound Council of Governments
- 1986**
Los Angeles County Transportation Commission
- 1987**
WV Department of Finance & Administration Public Transportation Division
- 1988**
Texas State Department Highways & Public Transportation
- 1989**
Florida Department of Transportation
- 1990**
San Diego Metropolitan Transit Development Board
- 1991**
Washington State Department of Transportation
- 1992**
Mass Transit Administration of Maryland
- 1993**
California Department of Transportation
- 1994**
Wisconsin Department of Transportation
- 1997**
Florida Department of Transportation
- 1998**
New York State Department of Transportation

MINORITY & WOMEN ADVANCEMENT

- 1983**
Washington Metropolitan Area Transit Authority
- 1984**
Peninsula Transportation District Commission
- 1985**
Central Contra Costa Transit Authority
- 1986**
Central Ohio Transit Authority
- 1987**
Greater Cleveland Regional Transit Authority
- 1988**
New Jersey Transit Corporation
- 1989**
Dallas Area Rapid Transit
- 1990**
Southern California Rapid Transit District
- 1991**
Peninsula Transportation District Commission
- 1992**
Regional Transit Authority (New Orleans)
- 1993**
Capital Metropolitan Transportation Authority
- 1994**
ATE Management Company
- 1995**
The T-Fort Worth Transportation Authority
- 1996**
Bi-State Development Agency
- 1997**
Transit Authority of Northern Kentucky
- 1998**
Massachusetts Bay Transportation Authority
- 1999**
Community Transit Metropolitan Atlanta Rapid Transit Authority

DESIGN

- 1983**
Envirodyne Engineers, Inc.
- 1984**
Daniel, Mann, Johnson & Mendenhall /ICF Kaiser Engineers
- 1985**
Urban Engineers, Inc.
- 1992**
ABB TRACTION INC.
- 1993**
T.Y. Lin International
- 1995**
Cubic Automatic Revenue Collection Group



1666 K Street N.W. Washington, DC 20006-1215

