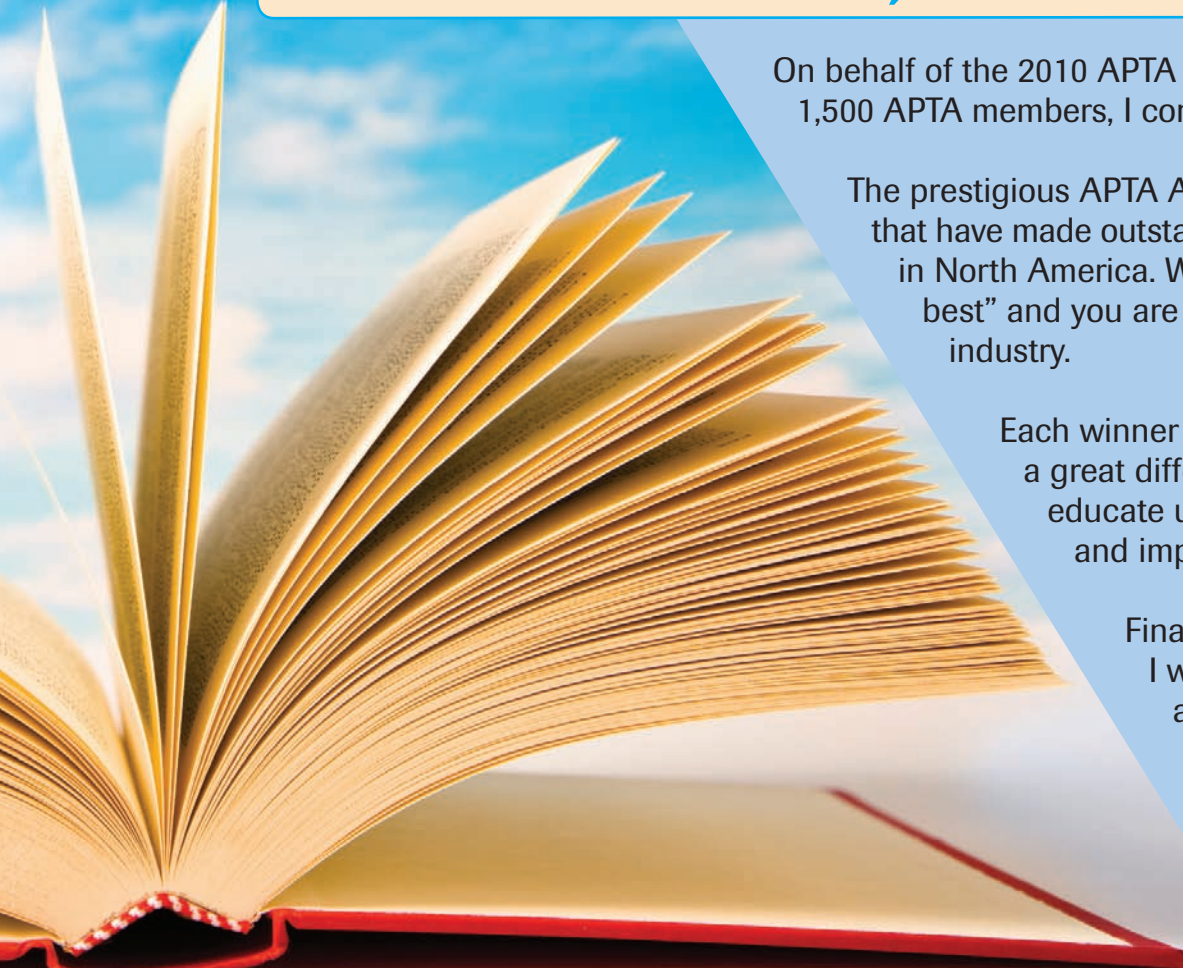




AMERICAN
PUBLIC
TRANSPORTATION
ASSOCIATION

2010 APTA Awards

Stories of success, leadership and achievement



On behalf of the 2010 APTA Awards Committee and the more than 1,500 APTA members, I congratulate the 2010 APTA Award recipients.

The prestigious APTA Awards are given to those individuals and organizations that have made outstanding contributions to the public transportation industry in North America. Winning this award means that you are the “best of the best” and you are a stellar example of excellence in the public transit industry.

Each winner has a story of significant achievements that have made a great difference in our industry. These stories not only serve to educate us, but also inspire us, as we all work toward expanding and improving public transportation on this continent.

Finally, as the Chair of the 2010 APTA Awards Committee, I want to thank Committee Members for their dedication and hard work over the last year.

GARY McNEIL

Chair, 2010 APTA Awards Committee
and
Managing Director, GO Transit and
Executive VP, Metrolinx

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Outstanding Public Transportation Manager

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



HUGH A. MOSE

General Manager, Centre Area Transportation Authority
State College, PA

Hugh is the consummate small transit system manager. He was hired right out

of graduate school by Iowa City, IA, to manage its very small transit system. After five years he headed west to Fresno, CA, to the position of assistant transit director, and after four years there moved on to Intercity Transit in Olympia, WA. In 1995 Hugh accepted the position of general manager at the Centre Area Transportation Authority (CATA) in State College, PA, and he's been there ever since.

With a supportive board of directors, a terrific staff, and an exceptionally transit-friendly community, Hugh was able to build on an already excellent transit system. In 1999, CATA assumed the operation of Penn State's campus bus routes, integrating them into one comprehensive town/gown transit program. As an alternative to universal access, CATA developed the nation's largest program of pre-sold transit service to off-campus student housing complexes.

As a result, State College has become the nation's most transit-intensive small urban area, with more than 7 million passengers carried annually in a community with fewer than 100,000 residents.

Following the construction of a fueling facility and five successive bus procurements, in 2005 CATA became the first transit system on the East Coast to have all of its buses powered by compressed natural gas. Under Hugh's leadership, CATA has become a recognized model in the local land development process. CATA rivals transit systems many times its size in its ability to secure construction of the amenities necessary for transit to be a viable alternative to the automobile. CATA has also pioneered the Mobility Manager concept in Pennsylvania, first offering carpool matching and guaranteed ride home services, and in 2007 becoming the first transit system in the state to operate vanpools.

Hugh's real forte, however, has been his involvement in APTA. With a board of directors supportive of transit industry involvement,

and State College being only a four-hour drive from Washington, CATA was the perfect place for a small system transit manager to become fully engaged. Hugh took advantage of the opportunity, rising through the ranks of APTA's Small Operations leadership, and serving for the past three years as APTA's vice chair for small operations.

Over the years, Hugh has been involved in virtually everything that APTA's Small Operations Committee has accomplished—the creation of the biennial Transportation and University Communities Conference, the development of the Small Transit Intensive Cities funding tier, and the emergence of small operations as a significant component in the association. Most recently he participated in the development of APTA's new governance and committee structure, where he was not reluctant to speak up on behalf of smaller transit systems.

Hugh Mose truly exemplifies what it means to be an outstanding public transportation manager—knowledgeable, dedicated, and passionate. And he's also a nice guy.

“I am honored to accept this award on behalf of my board of directors, my co-workers at the Centre Area Transportation Authority, and—most importantly—my APTA small transit system colleagues. I could never have achieved this recognition without the efforts of those small transit system leaders who paved the way for me, and the support of those with whom I have the privilege of working today.”

— Hugh A. Mose



“The proven quality of Hugh's vision, leadership, and administrative initiative in serving both the Centre Area Transportation Authority and the transit industry makes him a role model for the performance of a chief executive officer of any transit system, small, medium, or large.”

— John C. Spsychalski
Chairman
Centre Area Transportation
Authority

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.



FLORA M. CASTILLO

Member, NJ TRANSIT Board of Directors
Newark, NJ

Flora M. Castillo was first appointed to the NJ TRANSIT Board of

Directors in 1999, after her civic work captured the attention of then-Governor Christine Todd Whitman—making her the first Latina and the youngest member to serve on the board. She currently chairs the board's Customer Service and Administration Committees, overseeing an annual budget of nearly \$3 billion and 11,000 employees.

During her tenure, Flora has worked diligently to increase seating capacity and provide cleaner trains and buses, new equipment, and enhanced customer amenities. She has overseen the startup of a number of key transportation projects, including the opening of the River Line. Most recently, she has supported construction of the Pennsauken Transit Center, which will offer convenience and new travel options to South Jersey rail customers.

As chair of the Administration Committee, Flora reviews the corporation's operating budget, capital program, and company policies. Under her direction, NJ TRANSIT developed a five-year Information Technology Business Plan to ensure appropriate investments in technology, including improvements in customer communications.

In her role as chair of the Customer Service Committee, Flora plays a vital role in initiating programs designed to reach minority riders, the corporation's largest group of customers. She initiated the development of an innovative public service campaign to provoke discussion about customer courtesy issues and improve the on-board experience, and she inspired innovative and strategic marketing campaigns to generate ridership for NJ TRANSIT's River Line and Hudson-Bergen Light Rail systems, including bilingual promotional and educational materials.

Flora also launched the corporation's first-ever Transit Academy Workforce

Awareness and Readiness Program to expose high school students and young adults to career opportunities in the transportation industry and help them acquire the skills to secure these jobs.

At NJ TRANSIT, Flora's push led the executive director to create a chief of diversity position—now elevated to vice president of diversity and a direct report to the executive director.

As APTA's Vice Chair of Transit Board Members, Flora has helped to increase board members' participation in APTA committees and initiated activities to enhance professional development. Additionally, she has served on the APTA Executive Committee for three years.

Flora's commitment to transit riders, her dedication to public transportation employees and her invaluable contributions to both NJ TRANSIT and APTA make her a fitting recipient of the Outstanding Public Transportation Board Member award.

"It is a privilege to contribute to NJ TRANSIT in the name of our customers and employees, and I am honored to be recognized by APTA for my service as a member of the NJ TRANSIT Board of Directors. I appreciate APTA's commitment to advancing public transportation around the nation and strengthening awareness of its vital importance to our mobility and economy."

— Flora M. Castillo



"As a member of the Board of Directors, Flora Castillo has been a tireless advocate for NJ TRANSIT customers, and we are fortunate to benefit from her service. Her contributions are of great value to the board as we address the needs of our riders and our state's public transportation system."

— Jim Simpson
New Jersey Transportation
Commissioner and
NJ TRANSIT Board Chairman

Local Distinguished Service

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



MUFI F. HANNEMANN

Mayor, Honolulu, HI (January 2005–July 2010)

Mufi F. Hannemann, mayor of the City and County of Honolulu from January 2005 to July 2010,

exemplifies distinguished service to the public transportation industry at the local level. He has demonstrated outstanding leadership in developing, enabling, and supporting the culture of public transportation for Honolulu and the island of Oahu.

Rail transit was proposed for Honolulu in the late 1960s. Several unsuccessful attempts to implement rail followed. Under Hannemann's leadership as mayor, however, the city is now poised to break ground on a 20-mile elevated rail system that will better connect the growing population on the west side of the island with the employment centers in Honolulu.

The journey began in 2005 when, as mayor, he worked with the state legislature to implement a state law that allowed Honolulu County to levy a 1/2-percent surcharge on the general excise tax that would be dedicated

for transportation uses. Revenue collected from the surcharge totals more than \$500 million to date and is meant to match Federal Transit Administration (FTA) New Starts grant support.

The mayor and his administration worked with Hawaii's congressional delegation, other members of Congress, and FTA to ensure that Honolulu received federal funding to complement the city's resources. The FTA is expected to provide \$1.55 billion in federal funds of which Congress has appropriated \$65 million for the rail project thus far.

At the local level, he brought together a coalition of community groups, business, labor, and the media who understands the benefits rail will bring. The mayor also kicked off the largest public information program in city history. Since 2005, the city has conducted hundreds of community updates, workshops, informational briefings, and presentations.

He understands the vital role bus transit plays in Oahu. The city's bus system, TheBus, has the fourth highest ridership per

capita in the United States and is complemented by TheHandi-Van, which serves persons with disabilities.

Despite the financial challenges facing the local and state governments in Hawaii, the city increased its funding commitment to TheBus. About 100 new buses were purchased during his tenure (including articulated and hybrid buses). In addition, a paratransit facility was built near the entrance to downtown.

He remains highly committed to building intermodal transit centers around Oahu. This integration of transit in the community—both allowing and encouraging mobility and independence—continues becoming a reality with the completion of new facilities in central Oahu. Further, ground has been broken for three new transit centers across Oahu as well.

It is not enough to comprehend the critical importance that public transportation brings to a community. There must be leadership to make freedom of movement possible. Mayor Hannemann epitomizes that kind of leadership.

"The Local Distinguished Service Award is truly an honor because it brings national attention to Honolulu's public transit system—one of the civic jewels in America. Championing public transportation was the easiest decision I ever made as Mayor of Honolulu because transit is essential to a vibrant city. It supports the economy by getting people to work, improves access to education, and protects our environment."

— Mufi F. Hannemann



"Mufi Hannemann is an outstanding choice for this award. I have personally witnessed how hard he worked in Honolulu and in Washington, DC, to secure funding and support for transit initiatives. Under his leadership, Honolulu's rail project advanced from the drawing board to the premier transit project in the country."

— U.S. Rep. James L. Oberstar
8th District, Minnesota

Outstanding Public Transportation Business Member

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



JAMES G. SRYGLEY

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

Jim Srygley is the CEO of S & A Systems, Inc., a company celebrating its

40th anniversary of providing public transit with fluid management and engine data collection systems.

In 1964, after graduating near the top of his engineering class at the University of Texas, Jim received his master's degree from Stanford University, where he was a Ford Foundation fellow. Jim started his transportation career developing models of Automated People Mover systems and train control systems. He then served as a consultant to several transit agencies in the implementation of first-generation computer programs for transit maintenance, scheduling, and run-cutting.

In 1970 Jim founded S & A Systems, Inc., and developed the concept and design for the FLEETWATCH system and line of products. Jim was a pioneer in the design

and development of automatic data collection equipment and holds several patents for such equipment. Current generation FLEETWATCH systems, based on Jim's original design work, are installed at over 40 transit agencies.

Jim began attending ATA and IRT meetings before those organizations merged to form APTA, and has been a member and supporter of APTA since its beginning. His firm has been an exhibitor at every EXPO.

For more than 20 years, Jim was on the APTA Member Services Committee—serving as co-chair of the Member Services "Reclamation" Subcommittee in 1999 and as chair of the Business Member Mentoring Team. Additionally, he provided guidance to the committee in developing the Ambassador Mentoring program.

Jim also served on the APTA Awards Committee from 1997 through 2009. He provided leadership in the development of statistical evaluation procedures; guided

the restructuring of the nomination form to better capture quantitative data; and developed spreadsheets and macros for calculations and comparisons. Jim then assisted APTA staff in incorporating these procedures into a program to provide a tool for future Awards Committees.

Jim has been an elected member of the Business Member Board of Governors for a number of years. For the past five years he has chaired the BMBG Budget Committee, overseeing the allocation of over \$1 million contributed by business members above and beyond their annual dues payments. Under Jim's leadership, the BMBG has adopted budget policy guidelines and a process for "scoring" funding requests and made timely investments that have brought added value to many of APTA's activities.

Jim Srygley exemplifies the intellectual creativity, professional commitment, and quiet behind-the-scenes industriousness that the APTA Business Member of the Year award honors.

"It is an honor to be recognized by friends and colleagues. Thanks to all of the friends from APTA committees, work groups, study missions, the Business Member Board of Governors, and APTA staff—and a special 'Thank You' to all of our customers who have made this 40-year journey possible."

— Jim Srygley



"Jim has been a key player on many APTA committees, either serving as the chair or supporting the leadership and committee from behind the scenes. At the beginning of Jim's career, he recognized the importance of technology in the industry's future and developed maintenance and management system programs to support transit systems regardless of their size. He is highly deserving of this prestigious award."

— Fred Gilliam
Former CEO
Capital Metro
Austin, TX

Outstanding Public Transportation System

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

CATEGORY: Providing 4 million or fewer annual passenger trips.

BLOOMINGTON PUBLIC TRANSPORTATION CORP.

Bloomington, IN

Bloomington Transit (BT) has enjoyed 37 years of service to its community. Community partnerships and prudent management have resulted in impressive ridership gains, improved mobility, and a more sustainable local economy and environment.

Bloomington is home to Indiana University (IU) and is a thriving, robust city known for having the comfort and charm of a small town with the amenities found in big cities.

Bloomington Transit serves the 20-square-mile community of 70,000 with nine fixed routes, 110 employees, and a 46-vehicle fleet. In just 10 years, ridership has increased threefold, from 1 million trips in 1999 to over 3 million in 2009. The trend continues with a ridership increase of more than 10 percent through the first six months of 2010.

Partnerships within the community are the cornerstone for Bloomington Transit's success. A successful partnership with IU has resulted in greater mobility for the 47,000 students, faculty, and staff. Key elements include universal access to students, faculty, and staff on BT fixed route service. In serving this important institution, BT is helping make Bloomington a more livable community by reducing traffic and parking demand, improving air quality, decreasing noise, and providing enhanced mobility.

An important ingredient in the partnership is a maintenance and operations facility shared by BT and Campus

Bus, IU's own campus transit system. Opened in 1997, this joint operating facility was a unique arrangement through which BT provided the funds to design and build the facility, while IU provided the land. This has led to substantial savings for both systems through the shared use of bus servicing facilities, bus fueling infrastructure, bus storage areas, operator ready and training rooms, and employee parking lots. By being under the same roof, the two systems have been better able to cut costs through joint procurement of fuel, lubricants, utilities, supplies, services, and equipment.

BT recently introduced six new hybrid-electric buses, resulting in 25 percent gains in fuel efficiency and reduced emissions and noise. To support its rapid growth in ridership, BT is planning a new downtown passenger transit facility, to be LEED Silver certified. Funding is obligated and design is underway, with construction to be completed in 2011. Plans include a city/county 911 emergency dispatch center, which will increase the presence of security personnel and promote safety.

Bloomington Transit's commitment to excellence; forging of successful partnerships; and bold investment in hybrid technology and sustainable design demonstrate its commitment to making Bloomington a better place to live, work, and go to school.

"This recognition is a wonderful tribute to the tireless efforts of so many people in the Bloomington community over the years who have shared and participated in the vision to make Bloomington Transit all that it can be. Making a difference in the lives of people at home here in Bloomington is the greatest honor of all. Thank you."

— Lewis May
BT General Manager



"Bloomington Transit is a part of the community's identity. It is literally a lifeline to the heart of our economy and culture. Ever-increasing ridership is indicative of Bloomington citizens' faith in and approval of the professionalism and reliability of Bloomington Transit's service. I'm proud to have BT as a full partner in making our city work for everyone."

— Mark Kruzan
Mayor of Bloomington, IN

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 20 million annual passenger trips.

HILLSBOROUGH AREA REGIONAL TRANSIT AUTHORITY

Tampa, FL

The Hillsborough Area Regional Transit Authority (HART) celebrated its 30th year of service with another year of growth. It is clear that the most successful and exciting time in HART's history is right now.

HART's growth is reflective of the Tampa Bay region—one of the nation's most desirable places to live because of its natural beauty and low cost of living. HART has played an important role in maintaining a balance between protecting a fragile environment and fostering economic growth.

While the economic downturn has forced agencies nationwide to cut services and raise fares, HART has focused on a valued transit goal—*productivity*. By diverting resources into critical areas and developing a culture that rewards improvement in every area, HART has transformed itself.

More than 13 million rides were taken on HART in 2009, a new agency record. To date, HART has replaced 38 percent of its fleet to include the latest EPA-certified, low-emission engines improving the average age of the fleet and making the customer experience more enjoyable.

By thinking "outside the bus," this multimodal agency has cultivated and strengthened its relationship with its customers and the community. In addition to expansive

community outreach and public education, HART has unveiled a new brand identity, further accentuating changes throughout the system. This rebranding has reenergized public opinion about HART.

As the economy recovers, HART has found that its ability to readily adapt to the changing environment has helped it weather the economic downturn and positioned the agency to further increase services and absorb growth. This is only possible with a workforce that is open to change and has an innovative approach to business.

HART is entering a new phase with a bus rapid transit system and a streetcar extension into downtown Tampa underway. Additionally, the agency is also striving for a permanent source of expanded funding so it can offer more comprehensive multimodal services, including light rail transit service to the Tampa Bay region.

HART serves as a shining example of how a medium-sized transportation agency can effectively and efficiently meet the transportation needs of a growing region. HART recognizes that it takes a team effort to become a team success story. HART will continue to deliver on its mission of providing excellent customer service while building solutions to support Hillsborough County's needs . . . now and into the future.

"HART is honored to receive this prestigious award. This is the ultimate recognition of a lot of really hard work from our employees and board members to position HART for further growth. Each day we roll out service with the goal of providing the most efficient and highest quality transit service. As we look to new opportunities, it feels great to have earned the confidence of the public as well as our peers."

— **David Armijo**
HART Chief Executive Officer



"HART is going through a fantastic transformation and is integral to how we move around in Hillsborough County. It is with great pleasure that I extend my gratitude to HART's 727 employees for their quality service and continued contributions to the improvement of the transit system in Hillsborough County."

— **Mark Sharpe**
Vice Chair, Hillsborough County Commission

Outstanding Public Transportation System

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

CATEGORY: Providing 20 million or more annual passenger trips.

SOCIÉTÉ DE TRANSPORT DE MONTRÉAL

Montréal, Québec, Canada

Ranked 14th among top Québec corporations, Société de transport de Montréal (STM) provides some 1.2 million rides a day. Operating a fleet of 1,680 buses and a network of 202 lines in the greater Montréal area, the STM workforce consists of 8,600 employees. The métro extends over four lines serving 68 stations, and its fleet of rolling stock comprises 759 railcars.

Increasing service by 16 percent and ridership by 8 percent sums up the challenge undertaken by STM in its 2007-2011 Business Plan. To that end, the company adopted a series of strategic measures, while mobilizing its employees to reach its ambitious goals. The results for the 2007-2009 period are all the more impressive, having been achieved despite a difficult economy.

In 2009, STM recorded 382.8 million linked trips, which represents 19.5 million more rides than in 2006, a 5.4 percent increase. Regarding paratransit service, over 2.4 million trips were provided in 2009, a 16 percent increase over 2006. The overall satisfaction level of customers progressed, from 84 percent in 2006 to 86 percent in 2009.

To produce such results, STM increased the number of initiatives and provided 18.5 percent more service than in 2006. The métro reached record levels of service with 76.6 million kilometers (a 30 percent increase in service) without new railcars. Despite operating

some of the world's oldest rolling stock (with an average railcar age of 36 years in 2009), the métro's reliability improved more than 30 percent. In addition, service on the bus network jumped 18 percent to reach 77.3 million kilometers in 2009, a level unmatched in 15 years. Also, a historic agreement with the maintenance workers' union lowered costs by \$3.8 million and delivered 99.2 percent of service.

As workforce expansion and renewal leapt 30 percent between 2007 and 2009, STM spared no effort to recruit the most talented candidates and provided more than 200,000 hours of training to staff. To control absenteeism costs and occupational injuries, STM implemented an action plan that reduced absenteeism 5 percent, accidents resulting in loss of time decreased by 23 percent, and accident severity declined by 17.7 percent.

To increase ridership, STM launched a promotional campaign in spring 2009 focused on public transit and the environment. The campaign strived to convince the population to help the environment by using public transportation. A few months after its launch, the results exceeded expectations. The business community also greeted the new branding campaign favorably. Indeed, an increased number of businesses in the Montréal area showed interest in forging partnerships with STM to promote public transit as part of their major events.

"Being acknowledged by our peers as the best in our industry in North America is quite an honour for us. This award is not only the result of an ambitious business plan, but also the work of a committed team that spared no effort in offering clients efficient and safe transit services. Each and every STM employee deserves this prestigious award."

— **Yves Devin**
STM Director General



"Public transit is key to sustainable economic growth in the Montréal area. STM's performance contributes directly to reaching the goal outlined by the city in its Transportation Plan: meeting the transportation needs of all Montréal residents by providing our community with a high quality of life and ensuring its role as a prosperous and environmentally friendly economic powerhouse. Congratulations to STM for this highest of awards!"

— **Gérald Tremblay**
Mayor of Montréal