



**\*\*\* The proud recipient of the American Public Transportation Association's 2006 Outstanding Public Transportation System Achievement Award \*\*\***

In just three short years, BCTA underwent a complete transformation. Virtually overnight, BCTA reinvented itself from an administrative agency to a self-operating organization while maintaining a continuous improvement philosophy and a continued path of innovation.

BCTA achieved four consecutive record ridership years and ridership continues to grow on every route in the system. And, in 2005, BCTA attained the highest percent rider growth of all urban transit authorities in Pa. and no system had a higher increase in senior citizen ridership.

BCTA also attributes its increased ridership to increased efficiency and effectiveness in its operations and maintenance programs. The most recent safety audit describes BCTA's risk management program as one of the finest in the Country. From 2003-2006, workers compensation costs declined by 34% and fleet insurance premiums declined by 50%.

BCTA has been a leader in advancing Intelligent Transportation System initiatives in a partnership with Siemens VDO. Embracing new technology has not only become an effective management tool - it has added tremendous value for riders. The Siemens technology includes an automatic vehicle location system, mobile display terminals and "on streets" that display bus information in "real" time.

BCTA's new website, designed by a team of employees in planning, technology, customer service, and operations, was also a first place winner in the 2006 APTA Ad Wheel Awards competition.

BCTA and other community stakeholders are conducting the Commonwealth's first Transit Revitalization Investment District planning study to create a vision for transit-oriented development in the Borough of Rochester. BCTA's hope is that transportation, energy and environmental policies are integrated at all levels of government to ensure a high quality of life for future generations.

BCTA: a mobility manager, a partner in regional transportation, a player in economic development, a continuous quality improvement organization and a contributor to quality of life.