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PUBLIC
TRANSPORTATION
ASSOCIATION



ANSWERS



ADVOCACY



ACHIEVEMENT



ACCESS

your journey begins

HERE

MEMBER HANDBOOK



**AMERICAN
PUBLIC
TRANSPORTATION
ASSOCIATION**

Dear Members:

Welcome to the American Public Transportation Association (APTA). As a member, you are now part of North America's premier organization meeting the needs and interests of public transportation systems, as well as their supplier, consultant and contractor business partners. APTA members serve over 90 percent of public transit riders in the United States and Canada. This Member Handbook is a guide to the breadth of benefits, services and resources APTA provides to its members. Please take a few minutes to familiarize yourself with the countless networking, research, educational and professional development opportunities so you and your staff can start taking advantage of the multitude of benefits today! We look forward to serving you!

VISION Be the leading force in advancing public transportation.

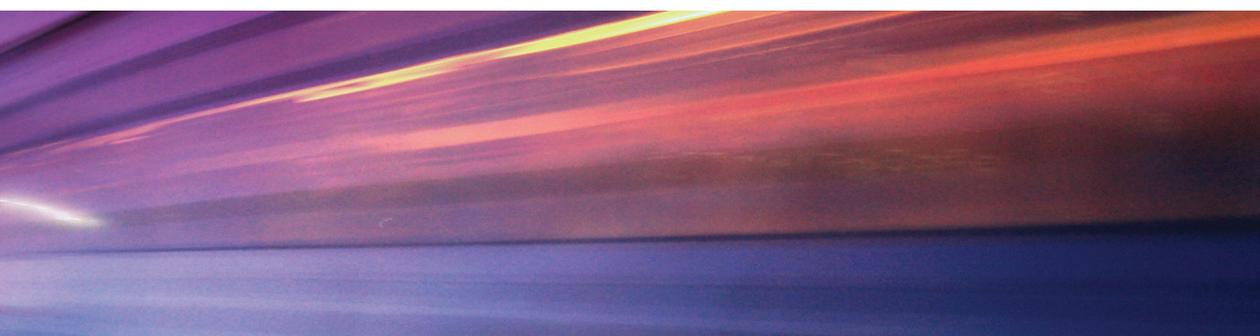
MISSION To strengthen and improve public transportation, APTA serves and leads its diverse membership through advocacy, innovation and information sharing.

POLICY ON DIVERSITY APTA recognizes the importance of diversity for conference topics and speakers and is committed to increasing the awareness of its membership on diversity issues. APTA welcomes ideas and suggestions on how to strengthen its efforts to meet these important diversity objectives.

welcome to **APTA**

YOUR GUIDING FORCE IN THE TRANSIT INDUSTRY...

APTA — Serving our Members, the Public and the Industry



APTA is your connection to the public transportation industry. Through a diverse slate of benefits, APTA provides all its members, large and small, with the information, contacts and services that are essential for success.

ADVOCACY

APTA is your voice in Washington and your spokesperson to the media and public. Visit www.apta.com/gap.

COMMUNICATIONS

We keep members and the public up-to-date and informed. APTA is your resource for industry publications, abstracts, research, statistical data, industry developments and news. Visit www.apta.com/resources.

TECHNOLOGY

We harness the latest technology and keep the industry connected through access to business partners and affiliates, and through various technical committees addressing vehicle and component design, system maintenance, rail track and infrastructure design, energy efficiency and operations. Research studies and an unparalleled data dissemination effort also provide members with key insights into the industry. Visit www.apta.com/resources/reportsandpublications.



PROFESSIONAL AND BUSINESS DEVELOPMENT OPPORTUNITIES

APTA members can take advantage of a vast array of education and networking opportunities for enrichment and development. Fostering a community focused on continuing education, publishing abstracts, promoting best practices, and hosting round-table discussions and leadership forums benefits both our members and the industry as a whole. Visit www.apta.com/mc.

STANDARDS DEVELOPMENT

As a recognized Standards Development Organization (SDO), APTA is pioneering industry-wide, consensus-based standards development over many disciplines, including rail, bus, safety, operations, security, information and communications, procurement, state-of-good-repair, sustainability and accessibility. Many APTA standards are referenced in government regulations and set the direction for safe operation of transit systems. Visit www.apta.com/resources/standards.

MEMBER INVOLVEMENT

APTA believes in building alliances and sharing ideas. We have a robust slate of committees where members share information and best practices, discuss common challenges and formulate solutions. Optional System Safety Management Programs & Peer Review programs are available for those members who require professional support in reviewing specific areas of their operation needing strengthening or enhancement. Member involvement and fostering a cooperative association is key to the organization's success. Visit www.apta.com/about/governance/committees.

NETWORKING

APTA members have access to the largest network of public transportation industry professionals. Over 100 committees are actively pursuing improvements to our industry and providing excellent opportunities to share knowledge and best practices on a peer-to-peer basis from recognized subject matter experts. Access to buyers and ample opportunity for product exposure can help grow your network and your bottom line. We foster an environment that helps create healthy competition and keeps the industry vibrant.

WORKFORCE DEVELOPMENT

Our industry is about the people. Attracting, developing, and sustaining the talents, skills and leadership abilities at all levels of our national workforce is a top priority for APTA and its executive leadership. Through APTA's highly applauded set of programs, initiatives, strategic and innovative partnerships, APTA, its committees, and its members, provide a rich diversity and variety of resources and means for our industry and its workforce to be at its best. We are committed to making public transportation an enviable career.

ADVOCACY & AWARENESS

APTA IS YOUR VOICE ON VITAL INDUSTRY ISSUES



REPRESENTING YOUR INTERESTS AND PROMOTING PUBLIC TRANSPORTATION'S VALUE

One of APTA's main priorities is to advocate for the issues and causes that affect the transit industry. We monitor issues that impact the industry, represent your interests, and keep you informed of regulatory and legislative updates. Our team of dedicated professionals represents your interests in Washington and promotes public transportation in the media and to your state and local community. We are an excellent resource for information on regulatory and legislative issues, federal laws and programs pertaining to transit, railroads and federal financial assistance.

ENSURING YOUR VOICE IS HEARD IN WASHINGTON

Whenever Washington addresses any issue that concerns public transit, APTA is there representing your interests. As an industry watchdog and advocate on matters pertaining to federal assistance, regulations, compliance, policy and legislation, APTA is at the ready to mobilize members and build national and state coalitions to make certain our voice is heard and our position is clear. You can follow our advocacy efforts through timely email updates such as Legislative Alerts sent directly to you whenever Congress is in session, and Legislative Reports available during Congressional recesses.

Shape the future of the industry through participation in APTA's Legislative Committee or by taking a leadership role through elected office by serving on the APTA Board of Directors. However you choose to participate, APTA is here to serve you.

PROMOTING PROFESSIONALISM, GOODWILL AND AWARENESS TO THE MEDIA AND PUBLIC

As your industry spokesperson, APTA keeps the public informed of current issues within the transit field. We are the first resource consulted by reporters and writers covering transit issues and their effects on the general public. And with the most extensive storehouse of information and data, we are in a unique position to help focus the media's viewpoint on all industry-related stories.

APTA is committed to promoting goodwill, advancement and awareness of public transit throughout the world. To that end, we have developed and support several programs:

■ **The Research Communications and Advocacy Program (RCA)**

APTA's ongoing, nationwide education and advocacy program strengthens support for public transportation among local, state and federal public officials and helps the American public appreciate the full value and broad range of advantages in public transit. Its goal is to gain broader support for increased investment in public transportation by utilizing, as its name suggests, three major components: research, communication and advocacy.

■ **Awards and Recognition**

APTA has a number of recognition programs that promote excellence and achievement among our membership. We challenge individuals and organizations to excel, and we applaud their efforts at an awards ceremony during our Annual Meeting. Included are the Distinguished Service Award; Safety Awards; Adwheel Advertising Awards; Public Transportation System Outstanding Achievement Awards; Innovation Award; Outstanding Public Transportation Board Member; Outstanding Public Transportation Business Member; Outstanding Transportation Manager; the APTA Hall of Fame; and many others representing major contributions to excellence in transit.

■ **Scholarships**

APTA established the American Public Transportation Foundation (APTF) to help fulfill its mission of tangibly fostering and benefitting the industry. The Foundation's mission is to increase and retain the number of young professionals beginning their careers in public transportation in order to sustain growth and improvement throughout the industry. At least seven new scholarships are awarded each year.

■ **Promoting Public Transportation**

APTA is your partner in promoting the community benefits of public transportation. Each year, APTA organizes events such as "Dump the Pump", a day dedicated to raising awareness that public transportation helps improve the environment and conserve fuel. We will supply you with a toolkit and materials that you can customize to execute such a program in your community.

■ **International Bus Rodeo**

This popular yearly event pits bus operators from North American transit systems against each other in tests of their driving skills and expertise. Likewise, bus maintenance technicians compete in troubleshooting defects in the engine, transmission, brake system and complete vehicle. High scorers in both driving and troubleshooting win awards, and an overall team award is given to the team that achieves the best combined scores.

■ **International Rail Rodeo**

Like the Bus Rodeo, the Rail Rodeo pits North American rail personnel head-to-head in competitions to establish the year's best teams of rail operators and maintainers. Maintainers identify mechanical, electrical and safety problems with equipment while operators run a fixed rail course on actual system properties. High scorers in both operating and maintainer troubleshooting win awards, and an overall team award is given for best combined score.

business & professional DEVELOPMENT OPPORTUNITIES

APTA IS YOUR RESOURCE FOR BUSINESS ADVANCEMENT

OFFERING UNIQUE OPPORTUNITIES AT APTA CONFERENCES AND EVENTS

Members have ample opportunity to advance their careers through professional development and gain access to industry insiders and decision-makers. You can gain valuable knowledge, make business contacts, increase exposure, and showcase your products and services at APTA's conferences, seminars and workshops. These educational events provide superior training on diverse topics and are the perfect arena for members to exchange ideas, solve problems and explore issues of mutual concern. Business members can showcase their products and services at APTA's conferences, selected workshops throughout the year and at APTA's triennial EXPO.

■ Conferences and Seminars

Our annual calendar is packed with events that focus on relevant industry issues, showcasing the latest technologies, innovations, products and services, and providing information and training crucial to career advancement.

■ EXPO

This triennial exposition draws thousands of industry leaders and innovators to network and discover the newest technologies, products and services from around the globe.

■ Legislative Conference

Held every March in Washington, this meeting examines vital legislative issues and developments. Key Congressional speakers and Administration officials address budget, funding and regulatory issues that impact the transit industry and your organization.

■ Bus & Paratransit Conference

Held each spring, this event offers technical and managerial sessions on all elements of the bus industry, as well as focuses attention on the management and marketing of all segments of the transit industry. Includes a product/services showcase and bus display.

■ Rail Conference

Professionals from fixed guideway transit modes and commuter railroads, business members and government organizations gather at this springtime conference and product/services showcase to discuss technical, management, planning and operations issues. Expect to see technical papers on vehicle design, energy, infrastructure, noise and vibration, fuels, safety, and regulatory matters affecting both existing and start-up operations.

■ Annual Meeting

The industry's premier event includes general sessions and forums focused on current issues facing public transportation and features thought leaders and transit experts. Includes a product/services showcase.

DEVELOPING SPECIALIZED SEMINARS AND PROGRAMS TO ENHANCE MEMBER SUCCESS

APTA members can hone their skills at various management and technical seminars held throughout the year. Focused professional development and up-to-date information will give you the tools to improve your business and enhance your career. There are seminars for professionals at all stages of their careers:

■ Transit CEOs Seminar

This seminar is designed specifically for transit CEOs and their deputy CEOs to explore the challenges they face in the day-to-day management of a transit system from an executive perspective.

■ Transit Board Members & Board Support Seminar

This annual summer executive leadership forum on emerging trends and best practices focuses on strengthening decision-making agendas on public transportation policy, new business models, security, labor relations, funding, finance and more. Support staff can explore ways to bolster their programs, enhance their skills and identify new resources.

■ Leadership APTA

This professional development program is designed to identify and develop the next generation of transit leaders. Selected applicants participate in a series of seminars that address the work of APTA, the intricacies of the organization, its interaction with the FTA and other groups, and the legislative and lobbying components of the industry. A strong emphasis on qualities of leadership and leadership development are key components of this esteemed program.

■ Early Career Program

APTA's early career program is a national program dedicated to providing public and private sector public transportation professionals, early in their careers, with the skills, knowledge, insights, and networks needed to grow and succeed.

■ Risk Management Seminar

Network with the public transportation industry's top risk management, safety and claims professionals at the only transit-specific Risk Management conference in North America. Learn the basics of transit risk management in our Risk Management 101 workshop, receive up-to-date information on insurance markets, and on regulatory and legal impacts to public transit agencies that you cannot get anywhere else.





OFFERING FOCUSED WORKSHOPS TO PROVIDE INSIGHT INTO SPECIFIC TOPICS

APTA's membership is diverse and we are dedicated to providing valuable benefits to all of our members. No matter what segment of the transit industry you work in, APTA has professional development opportunities for you. For example:

● Revenue Management Summit

This workshop details fare collection technologies, fare enforcement approaches, equipment maintenance and fare-structure concepts.

● Multimodal Operations Planning Workshop

This workshop is dedicated to promoting and advancing the work of America's professional public transportation planners and schedulers.

● Legal Affairs Seminar

Members examine legal issues unique to the transit industry and lawyers can earn continuing legal education units in their area of practice.

● System Safety Seminars

These seminars focus on current issues in safety management systems, and provide an excellent opportunity for sharing best practices and acquiring new knowledge for industry professionals responsible for safety and operational risk.

● TransITech Conference

Hands-on workshops focus on information technology, change management, e-commerce and ITS issues affecting the transportation industry.

● Other popular workshops are available throughout the year:

- Marketing and Communications Workshop
- State Public Transit Partnership Conference
- Sustainability and Public Transportation Workshop

CONNECTING PROFESSIONALS THROUGH NETWORKING

Active involvement in APTA offers private sector members outstanding venues to network with both potential customers and potential business partners. The Business Member Board of Governors, which meets four times a year, works to create and support opportunities for business members to learn about upcoming procurements, public sector agency product and services needs, and to understand the unique procurement procedures of the public sector members of APTA. Additionally, APTA provides platforms for networking and development:

■ Member Services Ambassador Mentoring Program

This program ensures that APTA promotes goodwill, identifies member needs, imparts knowledge and skills unique to the industry, keeps members informed about APTA resources and establishes strong relationships among members.

■ Education and Learning Opportunities

Throughout the year, you can learn from industry leaders, experts and peers; address workforce development needs through innovative programs, new networks and shared best practices; and experience and contribute to e-learning opportunities and communities of practice.

■ Business Networking

At the Annual Meeting and the Bus and Rail Conferences, a Business Member Resource Room is conveniently located to provide business members with a place to meet with their customers, as well as with other private sector members who are potential business partners. Other networking opportunities are provided at receptions and social events held during APTA conferences and meetings. Structured networking breakfasts occur at the Bus & Rail Conferences in the spring to bring primes, OEMs and small businesses together to discuss potential business partnerships.

■ Committees and Standards Development

Through active participation on APTA committees and in the standards program, business members have the opportunity to work on association issues with the public agency staff members who are potential customers and private sector representatives who are potential business partners.

■ Published Papers and Presentations Establish You as an Expert

APTA's abstracts' review process, used for the Bus and Paratransit Conference and Rail Conference, gives members an opportunity to share their expertise. A review process is used to select papers and presentations for online publication for the appropriate conference. These are available to all conference registrants for future reference and retrieval.

■ Mid-Level Managers Magnification Program

A variety of workshops, presented at APTA conference sessions, and learning opportunities specifically designed to advance the skills of professionals at this level.



resources for

INFORMATION, COMMUNICATION and TECHNOLOGY

**APTA IS YOUR RESOURCE FOR THE LATEST INFORMATION
AND NEWEST INDUSTRY DEVELOPMENTS**

APTA members have access to a vast array of industry resources to increase productivity, enhance efficiency and solve problems. Our website and archives of publications, as well as opportunities to participate on committees and utilize audit programs, give you a wealth of information at your fingertips. APTA has the answers to maximize your performance and advance your career!

ACCESSING APTA'S IN-DEMAND RESOURCES HELPS YOU THRIVE IN THE INDUSTRY

Most of our most popular reference tools are free to members, and many others are available at low member rates. You have more than 80 indispensable publications at your fingertips. Covering the entire industry from government affairs and communications to statistics, wages and technical research on every facet of public transit, you will consult these resources daily to succeed in your job and advance your business.

- **APTA's Membership Directory** features contact information for all APTA members, industry resources and organizational profiles for APTA's numerous committees. The online Membership Directory – available exclusively to members – is easily accessed using the “For Members” link on our website.
- **Online Buyers' Guide** is the fastest way to locate the products and services you need. Browse the more than 450 categories organized for services such as fare collection, A/C ducting, and architectural and engineering services, and products such as map and schedule holders, antennas and air compressors to help you run your public transportation service more efficiently. It is searchable by vendor, by product/service, company name, contact name, keyword or location, and there is a mobile version for your tablet or smart phone.
- **Passenger Transport** is the only national, bi-weekly newspaper devoted solely to public transportation. It's an efficient way to keep up with the industry, an effective public relations device for public officials and community leaders, and an effective marketing tool for businesses. One free print subscription is provided to the APTA member correspondent, and electronic subscriptions are available free to members' staff. Subscribers will also receive an alternate bi-weekly e-letter highlighting pertinent public transportation issues.
- **Public Transportation Fact Book** is an annual publication that provides statistical data covering all aspects of the transit industry in the United States and Canada.
- **APTA website – www.apta.com** – gives members instant access to press releases, Congressional and legislative information, statistics, facts, industry links and other resources, including a complete listing of APTA publications, all available by keyword search! Members can connect on online forums focused on issues such as access, fare collection, financial affairs, legal affairs and marketing. Some online services include meeting registration, meeting rosters and procurement links.

DELIVERING THE INFORMATION YOU NEED — FACTS, FIGURES, RESEARCH, STATISTICS, TRENDS

APTA is a clearinghouse of facts and figures for and about the transit industry. The resources can assist you in marketing, lobbying and strategic planning. You can consult APTA's website or make an inquiry by phone or email. Some of the key resources available to you include publications on a variety of topics ranging from economic studies on the benefits of transit to technical manuals and white papers on various policy and legislative matters:

- **Historical data** on transit systems, including Public Transportation Fact Books (the industry's valuable data resource) dating back to 1942 and issues of APTA's award-winning publication *Passenger Transport* (the industry's newspaper of record) dating back to 1944.
- **Research and statistics** on every aspect of public transit derived from the Transit Cooperative Research Program (TCRP), Transportation Research Board (TRB), Federal Transit Administration (FTA) and APTA publications. Some popular titles published by APTA include Transit Vehicle Data Book; The New Real Estate Mantra: Location Near Transit; and The Business Case for Investment in Public Transportation.
- **Information** on the impacts of transit on real estate development.

INVOLVING YOU IN THE INDUSTRY THROUGH APTA COMMITTEES

There is no better opportunity for problem solving and networking than participation in APTA's committees. APTA has a robust slate of working committees to address different facets of the transit industry. Members work together to devise strategies, plans and programs aimed at facilitating the industry's information exchange and problem-solving network. Committee members deal with the issues and challenges affecting their areas of expertise, and participation results in a rich environment of interaction among peers. Committee membership is encouraged and is open to all APTA member organizations and companies both operating and business.

The committees are as diverse as APTA, ranging from Rail Transit Committee and its numerous subcommittees, to International Audit committees; from Policy and Planning to the Diversity Council; from the Awards Committee to the Business Member Board of Governors; and many others. Please refer to APTA's Committee Roster for a complete list of standing committees.

Many of the committees are directly supported with over 60 collaboration websites that are accessible 24/7 and provide connection to much of the body of knowledge within the industry. Enabled by electronic forums and external hyperlinks, these sites offer the opportunity for learning management and set the bar for accepted business practice for every conceivable transit issue.



STRENGTHENING YOUR ORGANIZATION THROUGH SAFETY, SECURITY AND EMERGENCY MANAGEMENT PROGRAMS

SAFETY

APTA and its members affirm that “Safety is our first consideration in our delivery of service and in our work environments.” To support this commitment to safety, we offer members industry specialized services to assist you in creating even safer environments for your riders and employees.

The APTA Rail, Bus and Commuter Rail Safety Management Programs establish the industry standard to enable transit systems to build effective and efficient safety management system programs, to demonstrate safety diligence to your board and to the communities you serve. These programs are backed up with a thorough evaluation by APTA’s professional safety audit team. The benefits of APTA’s Safety Management Programs are recognized and endorsed both in the U.S. and internationally, and they will assist you in keeping pace with the best safety practices in the transit industry.

APTA’s Safety Management Programs are supported by the Rail Safety Committee, Commuter Rail Safety Committee and Bus Safety Committee. These long-standing committees initiate programs and projects pertaining to safety, security and emergency preparedness. Other active committees include the Emergency Preparedness Technical Forum and the Safety Coordinating Council.

SECURITY

The Committee on Public Safety (focusing on operational security) and the Security Affairs Steering Committee provide policy-level interface with the federal government and serve as the “Mass Transit Sector Security Coordinating Council.” Services supporting security and managed through APTA also include the Public Transit Information Sharing Analysis Center (ISAC), which is a free, 24-hour security intelligence service available to all transit agencies, and the Public Transit Homeland Security Information Network that offers a secure website for various security-related support documents and resources.

PEER REVIEWS

For many years, APTA has provided Peer Reviews to assist transit agencies in addressing issues through subject matter experts within our industry. This highly regarded program has, over the past years, assisted transit agencies with focused reviews on literally all aspects of public transit functions, services and critical events. Peer Reviews are provided on a confidential basis and draw upon the expertise of experienced transit industry professionals.

EMERGENCY MANAGEMENT

APTA has various resources to assist with Emergency Management. The primary resource shares best practices and lessons learned through the Emergency Preparedness Technical Forum. This body of emergency management experts is working to educate our industry and enhance our overall level of preparedness since transit is a critical part of recovering after a devastating event.

APTA’s Emergency Response and Preparedness Program (ERPP) is a voluntary industry “Mutual Aid Program” that provides transit agencies an avenue to coordinate with APTA for locating representatives from neighboring jurisdictions that can provide individuals, buses and other resources to assist with recovery and restoration of service after a severe emergency. The ERPP was developed by an APTA task force as a direct response to the catastrophic events of Hurricane Katrina in the late summer of 2005.

KEEPING YOU IN TOUCH WITH BEST PRACTICES AND OPPORTUNITIES OVERSEAS

The achievements and challenges of public transportation transcend borders. APTA's emphasis on international outreach keeps members abreast of emerging global transportation trends, best practices and opportunities for growing business overseas.

APTA's international study and trade missions, virtual trade missions, Public Transportation Embassy Roundtables, international speakers program and delegation hosting program each promote professional dialog among the international transportation community. And our global perspective is enhanced by collaboration with partner organizations around the world, including the International Association of Public Transport, the International Union of Railways, the Canadian Urban Transit Association, as well as those serving Latin America (ALAMYS), Brazil (ANTP), Australia (ARA and BIC), China (CUPTA and CATS) and Italy (ASSTRA).

APTA is also a resource to its members looking to expand their businesses overseas. Through a network of relationships with the U.S. Commercial Service, Trade & Development Agency and Export-Import Bank, among others, APTA ensures that members know where the opportunities lie and how to access them.

■ International Transit Study Missions

Study missions allow members to explore international transit operations in-depth and hold meetings with key leaders of these organizations. Missions are often focused on a specific topic (i.e., fare collection, passenger information services) and explore best practices in transit from around the world.

■ International Trade Missions

U.S. providers of transit equipment, products and services gain access to key decision makers in other countries during trade missions. Mission members learn of upcoming projects and can present their capabilities directly to key decision makers.

■ Virtual Trade Missions

VTMs are webinar-based meetings designed in partnership with the U.S. Department of Transportation, U.S. Commercial Service and U.S. Trade and Development Agency. Like a live trade mission, VTMs put attendees in contact with in-country transit and trade professionals with project responsibilities.

■ Public Transportation Embassy Roundtables

Embassy Roundtables bring transportation focus and foreign representatives from around the world together at APTA's offices to discuss topics such as climate change, federal legislation, innovative financing, high speed rail and mega projects. It is also an opportunity to inform embassies about APTA and to promote bringing international buyers to the APTA EXPO.

■ International Speakers Program

Each year, APTA brings from eight to 12 internationally-recognized industry thought leaders to the U.S. to dialog directly with members at major conferences.

■ Delegation Hosting Program

Countless delegations from around the world have looked to APTA to introduce them to the best practices that the U.S. public transportation industry has to offer.

■ International Secondee Program

To facilitate learning and information sharing at the staff level, APTA has been host to a number of employees from our international partners and member organizations over the years.

STAYING ABREAST OF DEVELOPMENTS IN RESEARCH & TECHNOLOGY

APTA keeps you abreast of the latest research and technical developments and helps you access the broad spectrum of transit systems, businesses and government agencies that are actively involved in such activities as Intelligent Transportation Systems (ITS), 511 deployment, and the implementation of advanced technology and innovative practices. Members can access resources and use technology to find answers. They can:

- **Tap into** a vast collection of transit research.
- **Participate in** the Transit Cooperative Research program (TCRP); serve on TCRP project panels, submit problem statements and implement research.
- **Contribute to** Research & Technology Strategic Planning.
- **Help develop** and deploy industry standards: Transit Communications Interface Profiles (TCIP), rail vehicle safety design standards, bus procurement guidelines and others.
- **Work with** industry partners to coordinate the evolving technology and systems applications through the APTA Information Technology and Research & Technology Committees.
- **Foster communications** with the Federal Transit Administration and U.S. DOT Joint Program Office through committee participation.

DEFINING STANDARDS TO IMPROVE THE INDUSTRY

APTA, a designated Standards Development Organization (SDO), is developing and managing several active standards programs, including:

- **Commuter Rail** (Passenger Rail Equipment Safety Standards — PRESS)
- **Rail Transit**
- **Bus Transit**
- **Information Technology**
- **Security**
- **Procurement**
- **Accessibility**
- **State of Good Repair**
- **Sustainability and Urban Design**

The comprehensive programs currently underway are aimed at developing and adopting voluntary standards through a consensus process involving more than 1,000 industry professionals working through more than 30 committees. The standards improve safety, improve interoperability, increase productivity and efficiency, reduce costs, reduce operating risks and complement government regulation. Visit the standards website on www.apta.com by clicking on the Resource Library link and selecting the Standards Program.

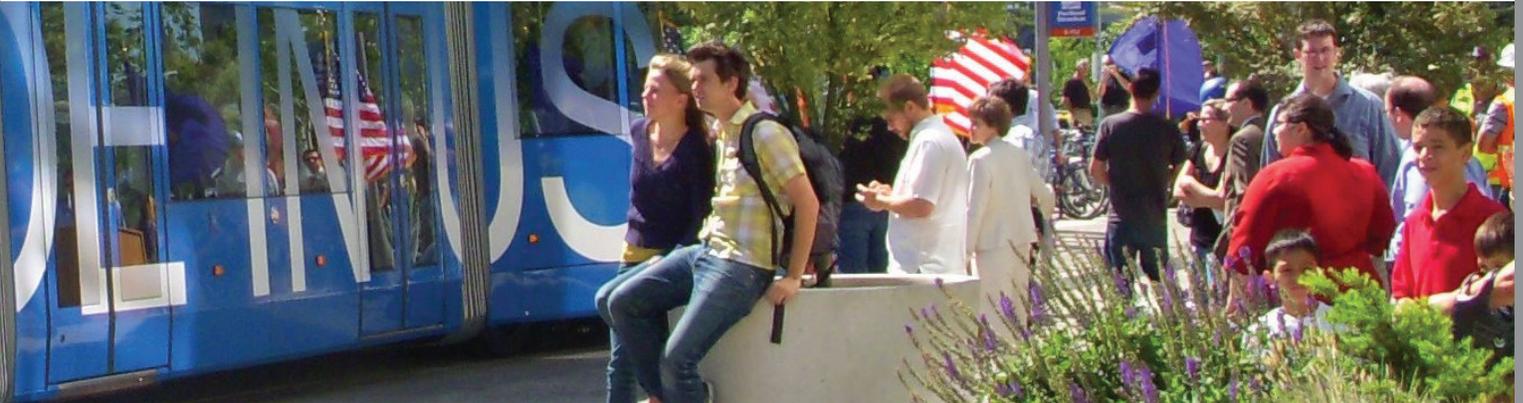




your association

WORKING FOR YOU

SERVING THE NEEDS OF MEMBERS AND THE INDUSTRY



As an APTA member, you are part of a vast organization made up of public transportation systems, government agencies, manufacturers and suppliers, consulting firms, contractors and other business partners. Since the founding of the American Street Railway Association in 1882, APTA's predecessor organization, APTA has continually worked to help members maximize their potential and stay ahead of breaking advances.

All our services and personnel are available to you and your employees whenever needed. APTA is governed by the Board of Directors and the Executive Committee. Our objectives are to serve you in several ways:

- **Representing** your interests, policies, requirements and purposes
- **Representing** the public interest by improving public transit
- **Providing** the means for informational and professional exchange
- **Promoting** research and investigation for the good of public transit
- **Performing** engineering and research studies
- **Offering** aid to members dealing with special issues
- **Encouraging** cooperation between member organizations and the public
- **Stressing** compliance with equal opportunity principles
- **Collecting** and disseminating transit data
- **Assisting** in the education and training of transit professionals
- **Engaging** in activities that advance public transit

SERVING MEMBER NEEDS: APTA'S OPERATING DEPARTMENTS

APTA is organized into seven basic departments with specific goals and responsibilities to ensure we provide the best service and resources for your use:

■ Executive Department

The primary objectives of the executive office are to carry out the responsibilities of the presidency as outlined in the bylaws and activities as directed by the APTA Board of Directors and Executive Committee; coordinate and implement the annual business plan as part of the 5-year strategic plan; and deliver a balanced budget. The department provides legal, contractual and regulatory services to the association and coordinates the meetings of the APTA Board of Directors and Executive Committee. It also organizes and runs the annual legal affairs seminar, the APTA nominating and election process, as well as plans and conducts the strategic activities of APTA including the business and strategic planning process.

■ Communications and Marketing

Publishes *Passenger Transport*, APTA's Annual Report, informative brochures and marketing materials designed to support public transportation; administers annual awards programs to recognize excellence in the industry; and provides outreach to the news media to promote a positive image of public transportation.

■ Finance

Supports APTA's other departments in carrying out APTA's vision and mission and directs its resources on financial objectives.

■ Government Affairs

Advocates on behalf of transit; monitors the activities of federal agencies on all transit matters; and engages in coalition building and member mobilization to ensure that issues are addressed.

■ Member Services

Promotes talent and leadership within the industry; produces informative reports and publications; maintains member support and involvement; hosts conferences, seminars and workshops; fosters research and development; studies emerging technologies; facilitates electronic information resources; and develops programs to better serve our members, including Safety Management Programs, our various Safety and Security Programs and operational guidance from APTA's various working groups in the Standards Development Program. APTA also assists transit agencies by providing industry expertise and analysis in the peer review and assessment program, along with various information sharing programs and our International Outreach Program.

■ Policy

Researches and analyzes issues to mobilize APTA's legislative, planning, intergovernmental and coalition-building activities. The department serves as the statistical resource for the public transportation industry; surveys the transit industry on special and recurring issues; serves as the liaison with the Federal Transit Administration and other federal agencies on policy and planning matters; and helps direct the transit industry toward its longer-term goals.

■ Workforce Development & Educational Services Department

Develops and executes strategic, comprehensive, and diverse programs and educational services to support APTA members in sustaining the industry's current and future human capital investment; manages a core program addressing legislative issues, higher education, youth outreach and awareness, strategic partnership and performance metrics (ROI); manages several select committees; organizes specialized conferences, including the Public Transportation and Universities Conference; manages key education-oriented projects, including the American Public Transportation Foundation, Leadership APTA, Early Career Program, and other workforce development, training and professional development programs covering the span of the industry, including front-line employees.



PROVIDING EASY ACCESS TO THE INFORMATION YOU NEED

This guide was developed to make you aware of the variety of services available to all APTA members. Along the way we have given you partial lists of conferences, publications and the like to give you a taste of what we have to offer. For more information on the complete listing of APTA services, you can consult our website at www.apta.com. We encourage you to communicate directly with the staff at APTA for specific information and service. Please feel free to call us anytime between 8:30 a.m. and 5:00 p.m. Eastern Time for any questions you may have.

IMPORTANT APTA NUMBERS

Telephone Numbers:

General Information: 202.496.4800

Communications & Marketing: 202.496.4826

Corporate Affairs: 202.496.4808

Finance: 202.496.4843

Government Affairs: 202.496.4811

Member Services: 202.496.4830

Policy: 202.496.4814

Workforce Development & Educational
Services: 202.496.4803

Office of the President & CEO: 202.496.4820



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