

PRESS RELEASE

GoBus Receives Outstanding Rural Transit System in Texas Award from the Texas Transit Association

Kilgore, TX, May 12, 2014: At the Annual Rodeo and Transit Expo held in Ft. Worth April 25th – 30th, the Texas Transit Association (TTA) presented ETCOG's GoBus public transit system, serving the fourteen counties of East Texas, the Outstanding Rural Transit System award for 2014.

The award is given to a public transportation system each year that has designed and implemented programs that demonstrate innovative concepts or effective problem-solving techniques and have applied these successfully in the public transportation industry. Program improvements and achievements can include, but are not limited to: enhanced safety measures, development of coordination planning and practices, efficiencies in operation, development of effective marketing programs, promotion of positive relations and contributions to



President of TTA and CEO of Corpus Christi Regional Transportation Authority, Scott Neeley, with ETCOG's Director of Transportation, John O. Hedrick

GoBus was recognized for its efforts in offering stellar customer service, promoting the use of technology to gain efficiencies, excellent coordination within the region, and effective marketing. *"I was pleased to accept this award on behalf of our GoBus team—particularly our drivers and customer service folks who work with our customers every day. Since branding our rural transportation operation as "GoBus" in 2011, we have seen an 88% increase in ridership. Recently our dispatchers and drivers went through customer service training with a professional agency to enhance the quality of customer experience with GoBus. We have also spent many months migrating to RouteMatch, a dispatch software, which is helping to maximize efficiencies with our trips and allowing us to go paperless. We appreciate TTA's recognition of the efforts of the GoBus team,"* said ETCOG's Director of Transportation, John O. Hedrick.

There are 40 rural transit systems in Texas, 30 small urban systems, and 8 large metro systems in Texas. TTA's membership is composed of Texas metropolitan, small urban and rural transit agencies as well as private and public entities from across the United States.

For more information, contact ETCOG's Director of Transportation, John O. Hedrick at (903) 218 – 6490 or John.Hedrick@etcog.org.

About GoBus

ETCOG's rural transportation system, GoBus, makes 500-700 trips a day, 5

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days a week, throughout the 14 counties of East Texas. There are approximately 40 vehicles in the GoBus fleet which provide demand/response service within the region and a fixed route service in Marshall. To schedule a trip, call 1.800.590.3371 before 2:00 pm the day prior to the requested service. You may call up to one week in advance to schedule a ride.

About ETCOG

The East Texas Council of Governments (ETCOG) is a voluntary association of counties, cities, school districts and special districts within the fourteen-county East Texas region. ETCOG assists local governments in planning for common needs, cooperating for mutual benefit and coordinating for sound regional development. Established in 1970, ETCOG, either directly, or through its contractors, provides programs and services for East Texas seniors, employers, and job seekers. ETCOG and its contractors also build the 9-1-1 emergency call delivery system, provide peace officer training and homeland security planning services; and deliver rural transportation services, business finance programs, and environmental grant funding for the region.

About Texas Transit Association

TTA's purpose is to educate the people of Texas about issues affecting the public transit industry within the state. Additionally, TTA actively supports public transportation in the State of Texas and works with members of the state legislature in the pursuit of additional resources to support public transportation. TTA's mission is to support the needs of Texas' public transportation systems through statewide advocacy and education.