

metro[®]

MAGAZINE

metro-magazine.com ■ A Bobit publication ■ Serving bus and rail transit & motorcoach operations since 1904

**WOMEN
in
Transit**

EXCLUSIVE!

10 GREAT TRANSIT SYSTEMS TO WORK FOR (Are You One of Them?)

Top 100 Bus Fleets

Raising Fares, Hedging Fuel Prices to Cope with Costs

Top Contractors Talk
Opportunities, Services & Technology

Are You Prepared for the Worst?
Securing Your Motorcoach Passengers

10 GREAT Transit Systems to Work For Greater Hartford Transit District

The Greater Hartford Transit District (GHTD) is a quasi-municipal corporation that serves 16 member towns. It provides ADA complementary paratransit service to the elderly and disabled in the Greater Hartford region with approximately 100 vehicles.

The district leases paratransit buses to 29 towns and social service agencies for their respective dial-a-ride programs, in addition to 33 commuter coaches leased to private operators that provide supplemental commuter service during peak periods. Additionally, the district has been providing transportation to people entering the work force as part of the Job Access and Reverse Commute Program.

GHTD has a staff of only nine people, but the organization plays a key role in the region, serving the diverse needs of the transportation industry and its member towns. It has broad powers to acquire, operate, finance, plan, develop, maintain and otherwise provide all

forms of transportation and related services, including the development or renewal of transportation centers and parking facilities.

And the district's benefits and positive workplace environment make it a strong rival to transit properties with vastly larger numbers of employees.

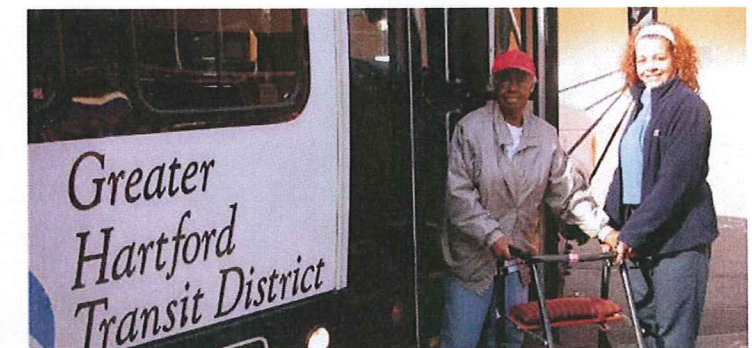
Staff members are empowered to make important decisions pertaining to their job responsibilities and they are highly encouraged to offer ideas they believe will streamline and/or improve operations, decrease costs and allow the organization to play a key role in transportation in the region. "The allowance of employees to work independently and make decisions promotes confidence in the individual and helps to expand his or her creativity," says GHTD Executive Director Vicki Shotland.

Regular recognition and praise is noted and communicated to the employees. The senior management staff creates an environ-

**EMPLOYEE
Perspective**

"Our employer permits flexible working hours and encourages and finances participation in national conferences, seminars and continuing education classes. I also value the ability to work independently and to be creative within my position."

HARTFORD, CONN.



GHTD employees are encouraged to make suggestions and share ideas. Driver Nelly Acosta (right) is pictured with Catherine Wade.

ment of cohesiveness by stressing that employees form a single unit and that the successes of the organization should be shared by all. Employees are provided with opportunities to do more than what is specified on their position job descriptions. They are encouraged to make suggestions and communicate new ideas for consideration and implementation.

To promote camaraderie and open communication, employees are given opportunities to mingle with each other in a relaxed atmosphere. "These might include sharing cultural experiences through food, burying a time capsule, creating a mini golf course in the office, going to the local museum or just having dress-down Fridays," Shotland says. "These shared experiences take very little time, but have been a nice way to build morale and maintain a sense of unity."

Due to the size of this organization, the district does not have a dedicated human resources department, but senior managers meet to discuss some HR strategies, employee attitudes, key performance indicators, retention and recruitment of staff, employee skill level, and training programs and their effectiveness.

Company benefits are generous and include an employer-funded health savings account, dental and life insurance, and a Simplified

Employee Pension program. Management stresses the balance between work and home life and offers flexible work schedules to help employees maintain that balance.

Key Employment Data

Total number of employees:	9
▶ Female employees:	7
▶ Male employees:	2
Turnover rate for 2007:	0%

Professional development and continuing education opportunities are also offered. Formal training and education that will directly benefit the employee's performance on the job are encouraged. This allows staff the opportunity to broaden their knowledge base and network with other transit professionals.

This entire agency is proud of what it accomplishes, the programs it oversees and the organization's philosophy that places a strong emphasis on respect for one another.

For more information about the GHTD, visit www.hartfordtransit.org.