

the **HOP**

Image and Resources

The quality of an organization's image is often determined, at least in part, by the organization's resources.

Displaying Image

- Bus appearance, paint scheme, cleanliness
- Operating facility
- Bus stops – shelters, bus stop signs, stop numbers
- Web site, route maps
- Employee uniforms

Resources

We are very pleased to have the wonderful resources made available to us through the support of all our funding sources, including local entities, TXDOT, and the Federal Transit Administration.

Our greatest resources, however, can be seen in our people.

Clean Buses

We have modern service equipment, including a semi-automatic bus wash machine. As with anything mechanical, it occasionally fails temporarily. That happened recently. Yet, the public did not see the difference because our service staff stepped up and literally washed the buses manually each night at the end of the service day. Their commitment is seen in our buses.

Passenger Shelters

A few years ago, we installed 150 new passenger shelters, and we were all very proud of the finished product, and grateful for the support of each city as we developed sites, obtained permits, and ultimately provided ADA accessible bus stops for each shelter we installed. However, time takes its toll on some things, and we have reached the point at which we need to replace faded decals and numbers.

Creative Thinking

Again, our staff worked to provide service excellence, and through their ideas, we were able to replace these faded decals with brighter, more attractive decals that provide a new, fresh look to all our passenger shelters. These new decals did not cost more, but certainly provide greater value. Belton shelters have been completed, and other shelters will follow.

Moving Shelters

Occasionally, a shelter is damaged in the course of time, and it becomes prudent to temporarily remove the shelter so it can be repaired at our facility. Although the shelters are relatively mobile, they were not really made to move, and moving them without causing more harm to the shelter and with a minimum amount of people power became a challenge.

Design a Tool

Once again, our ever resourceful staff came to the rescue, and a portable, lightweight steel frame is under construction by our maintenance team. Through use of the frame, a shelter can quickly be placed on the frame, which can then be rolled onto the transport trailer without twisting the shelter and with minimum need for lifting by our staff. It also makes securing the shelter for transport safer and easier.

New Software

We all deal with strides in technology, and our IT staff, through a constant effort to stay abreast of that technology, works closely with our transportation and maintenance staff to ensure the software we use is updated when needed, but only when needed, and can be used to improve the way we schedule trips and the way we track and improve our telephone interactions.

Diagnostic Equipment

Our bus fleet, like modern automobiles and other vehicles, relies heavily on modern technology, and everything from brake systems to transmissions and from electrical systems to fuel systems depend on computers. Therefore, it has been a logical progression to rely on diagnostic equipment that can quickly and efficiently be plugged into buses to determine failures and plan repairs. This equipment is surprisingly affordable, and we are able to realize significant savings by being able to perform diagnostics in house.

Supervision

Developing people resources has presented its own set of challenges. We have been able to meet those challenges through our staff. We are going into 2017 with additional Field Supervisors to provide the support our team of professional drivers need as they transport tens of thousands of passengers each month. We now enjoy the benefits of greater leadership with a Transportation Superintendent who provides oversight of the transportation team.

Training

All of these great staff members can perform at peak efficiency only if they know what they are expected to do, and how to do it. Our Transportation Superintendent was promoted from the position of Training Coordinator. Our new Training Coordinator is an experienced training program developer who is able to develop specific curriculum for each position. Our objective for 2017 is to develop programs with the best mixture of class room training and on-the-job training with experienced transit professionals.

Specialized Tools

Mobile Data Terminals (MDT) provide schedulers, dispatchers, and drivers with a fast way to communicate and use daily manifests, and provide a very efficient way to provide performance reports required by our funding sources and that help us refine the quality of our service delivery. "Tough Book" laptops for Field Supervisors provide faster access to resources and reports, giving them more time to interact with drivers and passengers. These are just a couple of examples of the specialized tools we use to maximize the abilities of our greatest resource – our people.

Culture of Excellence

We strive to create a culture of excellence that can provide our customers with an excellent public transit system. We do this by hiring the right staff, putting people in the right positions, and providing training in a comfortable work environment. The dividends from this investment can be seen every day in our buses, our drivers, our shelters.

Moving Ahead

HCTD has been proud to present information over the years about our many accomplishments. As we move from 2016 into 2017, we wanted to share with you our appreciation of the funding that have provided the transit system with a modern operating facility, replacement buses, and quality transit amenities such as shelters and bus stop signage.

Professional Training

Our mechanics are led by an experienced fleet manager who practices what he preaches when it comes to training. Our mechanics and maintenance support staff now received the same high quality training directly from Ford that is provided to Ford technicians. This training certainly benefits both the mechanic and the transit system, and it helps develop a confident and competent staff.

A Team Event

It takes an incredible level of talent and commitment to ensure The HOP has buses in service each day. We receive literally hundreds of phone calls each day, and our diverse staff helps meet the needs of a similarly diverse ridership.

Customer Service
Schedulers
Mechanics

Dispatchers
Field Supervisors
Utility Workers

Thank you

We want to say thank you to each of you and the entity you represent. Your support, your interest, and your money make possible the highly professional regional public transit system all of our citizens have access to. Through that continued support, and only through that support, we can build more service that can cover more area, operate with greater frequency, and that can provide longer service hours each day.

the **FRIP**