DEPARTMENT OF TRANSPORTATION
RURAL TRANSIT ASSISTANCE PROGRAM

RTAP Peer Roundtable Notes: Handbooks, Manuals, and Policies

2/14/24 10-11:30 am CT

Participation: 19 total, **17** from transit agencies

1. Donna Anderson, CCT
2. Lezlie Grubich, Paul Bunyan Transit
3. Paul Coyour, Prairie Five RIDES
4. Kimberly Cook, Tri-CAP
5. Rob Silvers, Tri-Valley Opportunity Council
6. Laura Johnson, Hubbard County Developmental Achievement Center
7. Pat LaCourse, Brown County Heartland and Hermann Express
8. Lori Van Beek, MAT Bus
9. Lisa Sabyan, St. Cloud Metro Bus
10. Ron Decker, TRUE Transit
11. Kayla Sullivan, Transit Alternatives
12. Rhonda Torgersen, Tri-CAP
13. Bill Spitzer, Rolling Hills Transit
14. Deann Recker, Morris Transit
15. Ted Nelson, Prairie Five RIDES
16. Kayla Neptune, Prairie Five RIDES
17. Stacy Struck, Prairie Lakes Transit
18. Berta Hartig, RTAP
19. Mariah Kathan, RTAP

Challenges:

- Keeping up with HR Laws
- Keeping everything up to date
- Finding a resting spot for the manuals so everyone can access them
- Maintaining both an agency manual and a parent/city/county manual and ensuring they're consistent. For example, the drug and alcohol policy is more specific in the transit manual.
- Knowing what's missing from the manual and what should be included.
- Having a template/example from another agency would be helpful. **Lori volunteered to share the one she has from MnDOT. If other agencies want to share theirs as an example, RTAP can redact key information before uploading.**
- Managing multiple stakeholders in your organization creating policies and manuals and making sure that they understand the specific needs of transit.
- Creating procedures

Solutions:

- Have employees sign the manual so that you can validate that they received the material.
- Tri-CAP uses an e-learning platform for reviewing the training manual
- Sharing updates to the manual in a folder that employees know to check
- After an incident or accident, check your manual and policies and update anything relevant.
- Put a reminder on your calendar to update your manual every 6 months

- Having a procedure template for incidents and accidents is helpful. RTAP has several customizable resources for this found here.
- Tri-CAP uses an e-learning portal through a contract with [Transit Services](#) to have their employees go through the manual and procedures and it allows them to have access to them throughout their employment as well.
- When you have multiple manuals:
  - Lori shared that they have multiple manuals and what they do is inform drivers which one supersedes the other and reinforce highlights through training.
  - The Tri-CAP team shared that their parent company manual covers more general employee information, and their transit manual is specific to transit policies.

Ask a Peer

When reporting to BlackCat, are there guidelines on what must be reported for incidents?

Rhonda will share the handouts from the MnDOT webinar on this to Bill, Deann, and Kayla (and Mariah to share with everyone). There are resources on BlackCat with instructions.

There may be a description on the page on BlackCat that describes what constitutes an incident.

How does HIPAA come into effect with transportation?

One agency shared that the software they use is HIPAA compliant so the information shared through it should be compliant as well.

Process Observer Report:
- It's helpful to know the topic ahead of time
- For ask a peer, it's helpful to think about the topic in advance. Mariah offered that people could email her ideas for this ahead of time.

Next Steps: Mariah will collect resources to share from everyone and send them out, including the MnDOT manual from Lori after checking that it is current.

Next Peer Roundtable: March 13, 2024