

RTAP Peer Roundtable Notes

Best Tips of 2024

11/13/2024 | 10:00–11:30 | Online

Attendees

- | | |
|-----------------------|-----------------------|
| 1. Cassie Ferriss | 10. Kimberly Keller |
| 2. Cecilia Kenneh | 11. Kirk Kuchera |
| 3. Christine Thompson | 12. Marta Krosch |
| 4. Amy Nieland | 13. Lisa Sabyan |
| 5. Deann Recker | 14. Stacy Struck |
| 6. Angela Danielson | 15. Elizabeth Hensrud |
| 7. Bill Spitzer | 16. Mariah Kathan |
| 8. Cara Marcus | 17. Jaycie Kratky |
| 9. Joanne Brackey | |

Roles

- Timekeeper: Christine Thompson
- Parking Lot: Bill Spitzer
- Conversation Encourager: Joanne Brackey

Best Tips:

- Making sure that you have the right people in the right roles and making good hiring decisions. Make sure that you have leaders in leadership positions rather than just having someone in a seat. Making sure they have the job skills, knowledge, and backbone to handle the staff. The growth will come.
- Trust the process: Learning patience, learning the ways of MnDOT
- Cara Marcus from National RTAP shared that they have a new resource catalog, marketing toolkit, tribal transit toolkit, technology tips, all shared in their newsletter
- More patience needed to be a transit manager than previous roles
- Take advantage of all the training
- Keep an open mind
- Step out of your comfort zone
- Trust your software to do its job: Use Novus 7.3. They started to implement scheduling software, created routes to be assigned with auto scheduler, make your software work for

you, it has increased the volume of rides scheduled, even without using the auto scheduler, it can help narrow down a starting place. Helped increase time efficiency as well. Creates reports that are also great for time efficiency and billing.

- Using technology to your benefit: Adding issues or tasks when they come up immediately to help reminders, using Chat GPT for staff memos or press releases, create forms, great and helpful tool to save a ton of time, careful not to have personal information, saves time to get started.

Listen to your drivers

- You can lead wherever you are at “Leadership is influence not position” “Leadership is a choice you make not a place you sit” Everyone can make a difference, good leaders in the right seats, even if the position isn’t directly top leadership. Creates a space for good collaboration.
- Get connected, attend as many webinars as you can and visit with colleagues across the state
- Used AI to create a quick video. It saved so much time and was helpful
- Training repetitively, you must start being creative and engaging, to keep staff involved in the trainings
- Consulting services from MnDOT has been so helpful!

National RTAP Resources

<https://www.nationalrtap.org/Resources/Best-Practices-Spotlight/Archive-Driver-Training>

<https://www.nationalrtap.org/Training/2-the-Point-Training> (Training for experienced drivers)

https://youtu.be/TW5IUcij3ZU?si=DJvM5iB_SU2V4lnj (BlackCat Tutorial)

<https://www.nationalrtap.org/Toolkits/Transit-Managers-Toolkit/Compliance/procurement-101#Procurement101> (Compliance Training)

Ask a Peer:

Does National RTAP have videos that we can use for training topics that are current and easy to use?

Yes, National RTAP has videos created in the last 5-10 years, FAQ’s go in topic guides. Cara’s email is cmarcus@nationalrtap.org reach out if you need training videos or assistance!

Cara shared the following videos:

https://www.youtube.com/playlist?list=PLG9jfv0OiiRFazZHn3Jr_RmzXL4U-6bDX

(Active Shooter Training videos)

<https://youtu.be/L1vushfJ4Zo?si=GDM7AetPVmKSgCRY> (Diversity Equity and

Inclusion Best Practices Video)

How do agencies do driver observations?

Lead drivers/Fleet Operations Manager will ride with drivers, observe from the street, and watch videos of them interacting with passengers

Next Peer Roundtable: TBD