

RTAP Peer Roundtable Notes

Policies

02/26/2026 | 1:30–3 PM | Online

Attendees

- | | |
|---------------------|--------------------|
| 1. Pat LaCourse | 9. Annette Marier |
| 2. Crystal Gauthier | 10. Lezlie Grubich |
| 3. Stacy Struck | 11. Brenda Volkman |
| 4. Heather Vinson | 12. Kirk Kuchera |
| 5. Paul Coyour | 13. Bill Spitzer |
| 6. Jeremy Monahan | 14. Allison Karau |
| 7. Joanne Brackey | 15. Berta Hartig |
| 8. Kayla Neptune | 16. Mariah Kathan |

Biggest Challenges:

- Keeping policies updated with changing regulations and guidance
- Ensuring staff understand and consistently follow written policies
- Balancing flexibility with compliance requirements
- Managing policy revisions with limited administrative capacity
- Communicating policy changes clearly to drivers and frontline staff
- Document control and version tracking across multiple documents
- Aligning board expectations with operational realities

Solutions & Strategies:

- Scheduling regular policy reviews (annually or biannually)
- Assigning clear ownership of policy maintenance and updates
- Using checklists to ensure compliance elements are included
- Providing refresher trainings when policies are updated
- Maintaining digital master files to control versions
- Involving staff in policy development to increase buy-in
- Using MnDOT and RTAP templates as starting points
- Keeping policies practical and operational rather than overly complex
- Documenting board approvals and maintaining clear records

Ask a Peer:

Q: How often should transit agencies formally review their policies?

A: Many agencies conduct annual reviews, while others align reviews with audits or compliance cycles. Consistency and documentation were emphasized.

Q: Who should be responsible for maintaining policy documents?

A: Participants suggested assigning a primary staff member or leadership role to oversee updates, while involving others for input.

Q: How do you ensure drivers understand policy changes?

A: Agencies use staff meetings, required sign-offs, refresher training, and written summaries highlighting what changed.

Q: Do agencies keep separate policy manuals or one consolidated document?

A: Practices vary. Some maintain separate manuals (e.g., driver handbook, operations manual), while others consolidate for easier management.

Q: How do you manage version control?

A: Agencies recommend maintaining a master digital file, clearly dating revisions, and keeping archived copies for record retention.

Q: How detailed should policies be?

A: Participants recommended policies that provide clear direction but allow some managerial discretion for unique situations.

Next Peer Roundtable: March 19, 2026 - Hiring & Recruitment and Retaining Staff