

Agency Name

Transit Policies and Procedures

Subject	Communication of Changes
Section	Agency Information
Effective Date	
Approved By	
Approval Date	

Purpose

Define the means of notifying employees and passengers of changes in policies and procedures.

Definitions

Policy Change: Any change made to the governing policy which covers all organization employees.

Procedure Change: Any change to operational procedures as defined by job description or manual.

Content Change: Any addition or deletion of a policy or procedure.

Context Change: Any change in the meaning of a specific policy or procedure.

Employee Notification: Changes in policies and/or procedures that affect employees.

Passenger Notification: Changes in policies and/or procedures that affect passengers.

Procedure

Changes in policies/procedures shall be disseminated as follows:

Employee Notification

Content Changes: Provide each employee with a copy of the policy/procedure to be added or deleted. After applicable training, require each employee to sign an acknowledgement form indicating that they have received the addition/deletion and have participated in any training relating to the change.

Context Changes: Distribute all revisions to effective policies to employees at a regular time and place (i.e., in weekly newsletter, during monthly meetings, etc.).

Passenger Notification

Content Changes: Announce any additions or deletions to the Rider's Guide with a message on each vehicle indicating that a change has been implemented and that a revised Rider's Guide will

This policy or procedure is intended to be used as an example. It should be customized to each transit agency. Review by a legal expert is recommended.

be distributed as soon as possible.

Context Changes: Announce all revisions to effective policies contained within the Rider's Guide with a message on each vehicle indicating which policy has been revised and details of the revision. Encourage passengers to request an updated Rider's Guide containing the revision.

Responsibilities

The Transit Director and governing board members will be responsible for final approval of any policy or procedure changes to be implemented. The Transit Director shall notify employees of changes. Drivers and Dispatchers shall notify passengers of changes by providing them with updated brochures and Rider's Guides.