



TRANSIT OPERATIONS
WORK RULES & PROCEDURES
MANUAL

FOR BUS, MAINTENANCE & PARATRANSIT EMPLOYEES



Dear employee:

Welcome to GoTriangle! You are now part of a team helping people in the Triangle region move toward their goals through transit, and we are glad to have you aboard.

GoTriangle's mission is:

"To improve our region's quality of life by connecting people and places through safe, reliable and easy-to-use travel choices."

Each employee is important to this mission and to helping GoTriangle fulfill its strategic initiatives. In our daily work, we have adopted 10 values that we strive toward. They guide our internal work culture and our behavior toward our customers. Please take a minute to review them on Page 5.

This policy manual for bus, maintenance and paratransit employees standardizes reasonable work rules and regulations. It is intended to recognize positive performance and to outline progressive disciplinary action in cases where an employee's performance falls below expected standards. We hope it provides practical guidelines for a successful career at GoTriangle while ensuring the public will have the quality of service it rightfully deserves. It also serves as a guide to supervisory and management personnel for fair and proper administration.

From time to time, we will revise the rules and regulations in this policy manual, and any such revision will be indicated by posted bulletins, memoranda, and through the addendum at the end of this manual.

It is impossible for GoTriangle to describe every circumstance and situation that you will encounter while working here. However, the manual will provide a model for the decision-making process and will allow the appropriate supervisor to use discretion to deal with multiple violations occurring at the same time.

Every employee is responsible for becoming familiar with all of the rules and regulations in this manual. Lack of knowledge or misinterpretation of the rules is not an excuse for noncompliance. Your acceptance of a position with the agency anticipates your willingness to comply with the agency's rules, regulations and mission.

We are pleased that you have joined our organization, and we sincerely hope you will enjoy a long and rewarding career at GoTriangle.

Sincerely,

Vinson Hines

Chief of Operations



OUR VALUES

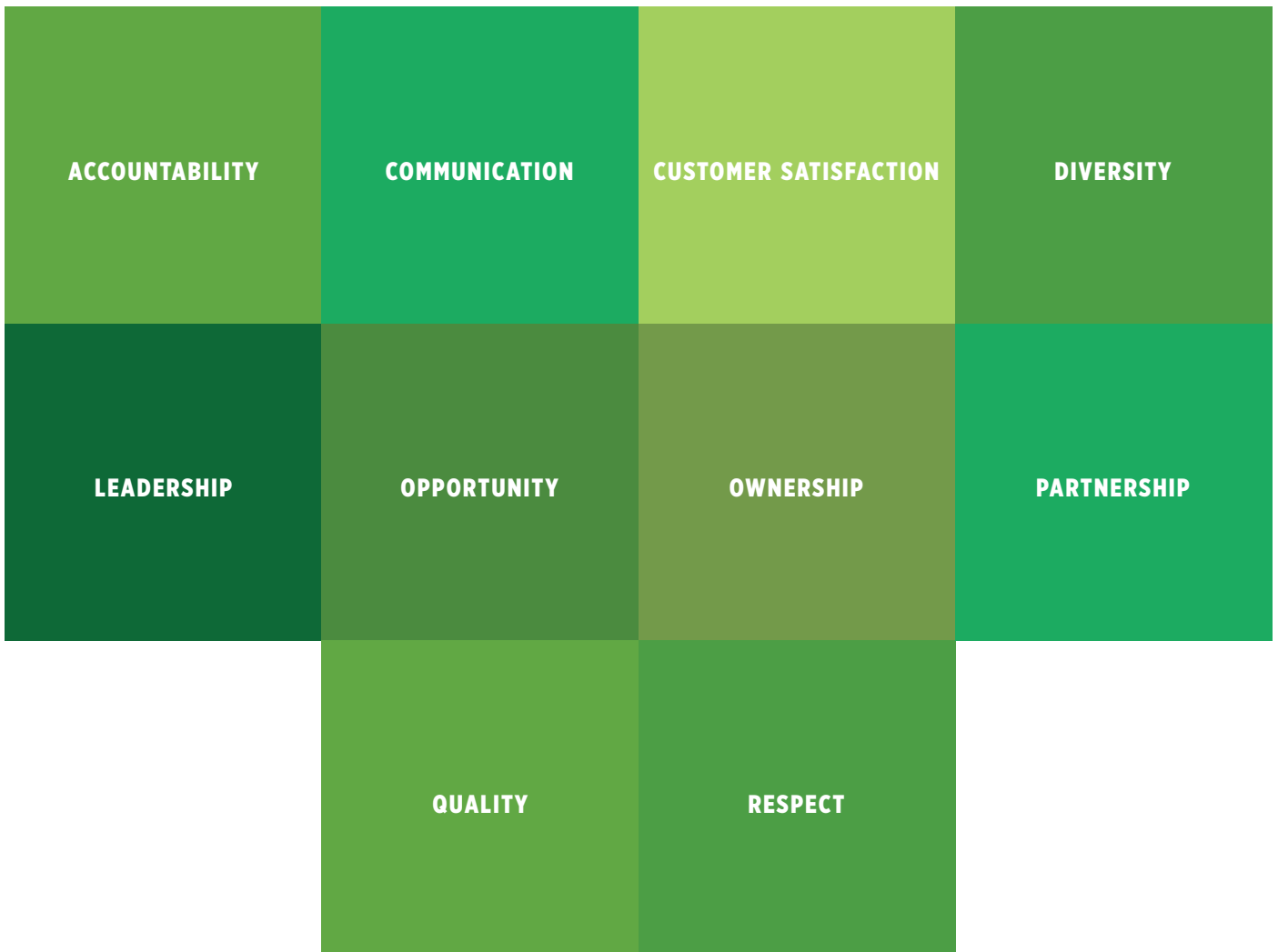


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A PROGRESSIVE DISCIPLINE SYSTEM

Violation of rules, procedures, directives, work orders (written or oral), bulletins or specific instructions can be cause for discipline.

Employees will be counseled and/or referred to training as appropriate to assist them in improving their performance. When employees' personal problems affect their performance, they may be referred to GoTriangle's Employee Assistance Program for professional counseling.

The appropriate management personnel may determine and impose disciplinary penalties. This statement should not be construed to mean that first-line supervisors cannot advise, instruct, warn or write-up employees for infractions. Discipline can include:

- 1. Verbal Warnings: Intended to serve as a warning to the employee to use more care in observing rules and regulations and following instructions.**
- 2. Written Warnings: Intended to serve as a distinct signal to the employee to change behavior.**
- 3. Suspensions: Time off without pay pending investigation of an alleged violation or incident.**
- 4. Discharge: Termination of employment with the agency.**

The policy manual is divided into four sections (General, Transportation, Service and GoTriangle Policies) and reflects a progressive discipline system; however, GoTriangle, in compliance with state and federal law, reserves the right at all times to terminate the employment of any employee at any time, for any or no reason, with or without notice.

Whenever an employee is subject to discipline, the employee's entire work record – including violations occurring in the relevant time period – is reviewed before any penalty is determined. Penalties for violations of multiple rules of the same class, occurring during the same time period, will be addressed at the discretion of management as listed below.

GENERAL RULES



GROUP I | OFFENSES RESULTING IN DISCHARGE

Explanation of offenses that result in immediate discharge:

1.1 - ILLEGAL WORK STOPPAGE

Interfering with, disrupting or attempting to disrupt the operation of the agency by promoting, encouraging or participating in an illegal work stoppage.

1.2 - FALSIFYING REPORTS

Giving false information on accident reports, on-the-job injury reports, claim forms, time cards, physician reports, employment applications, medical history information, verifications for time-off or compensation or benefits and on any official GoTriangle report.

1.3 - FIREARMS/WEAPONS

Possessing or using explosives, firearms or any instrument identified as a dangerous ordnance (lethal weapon) by the North Carolina General Statutes while on GoTriangle property or in a GoTriangle uniform.

1.4 - THEFT/FRAUD

- Misusing, privately using or taking the agency's or another employee's property or monies.
- Improperly hand-collecting fares.
- Tampering with the farebox
- Tampering with time reports (which includes photocopying another employee's time card or other official report).
- Falsifying time reports and/or claims for compensation, including disability or sick leave claims for which the employee is not eligible.
- Fraudulently and willfully being employed with another employer while collecting compensation and/or benefits from the agency.

1.5 - DRUGS/NARCOTICS/ALCOHOL

Using, possessing, distributing, dispensing, manufacturing or buying alcohol, illegal drugs and/or narcotics by GoTriangle employees is strictly prohibited while working on or in GoTriangle property, while in uniform or when subject to duty. An employee will be subject to discipline up to and including discharge, as defined in the Drug and Alcohol Policy.

1.6 - MISUSE AND/OR DESTRUCTION OF GOTRIANGLE PROPERTY

- Intentionally destroying, willfully damaging, misusing or sabotaging of property belonging to the agency or another employee.
- Damaging GoTriangle property and not reporting it immediately.
- Using GoTriangle property/vehicles or other areas not designated as restroom facilities.
- Abandoning a vehicle in passenger service to enter stores, restaurants, etc.
- Leaving a vehicle unattended.
- Using vehicles for personal errands of any type, including visiting homes, places to eat, banks, etc.
- Smoking, eating, or drinking on GoTriangle vehicles.

1.7 - ASSAULT/FIGHTING

Fighting on GoTriangle premises or while on duty.

1.8 - INDICTMENT OR ARREST

An employee who is charged with a crime or who, for any reason, is arrested on or off-duty must report the matter immediately to his or her supervisor. The employee may be subject to disciplinary action up to and including termination. Employees may also be placed on unpaid administrative leave.

1.9 - SEXUAL MISCONDUCT

Acts of a sexual nature, indecent exposure or harassment while on duty and/or on GoTriangle property.

1.10 - EMPLOYMENT OF RELATIVES/NEPOTISM POLICY

To minimize the effects and problems that can be associated with nepotism, there shall be no hiring of relatives of GoTriangle employees who are related by blood, marriage, step or in-law relationships. Failure to disclose information concerning relatives employed with the agency shall be grounds for dismissal of those employees involved.

POLICY SCOPE

A family member for purposes of this policy is defined as the child, parent, stepparent, sibling, legal guardian, grandparent or grandchild of the employee or of the spouse of the employee and the spouse, stepparent, son-in-law, daughter-in-law, brother, sister, grandchild, brother-in-law, sister-in-law of the



employee or any person living in the immediate household of the employee. Roommates who have the same address but are not related by blood or are not in a domestic relationship are excluded from the scope of this policy. Each situation that includes a roommate will be examined closely on a case-by-case basis. All GoTriangle regular, full-time, part-time, temporary and contractual employees are to adhere to this policy, as are summer and winter interns.

POLICY GUIDELINES

Family members will not be hired into a position where they are directly supervised by another family member. Family members working elsewhere in the organization cannot be transferred into a department where they will be directly supervised by another family member. If employees become related after employment, and a conflict based on this policy occurs, the department manager is to confer with Talent Services to provide a solution within a reasonable amount of time. It is also incumbent upon all employees to notify the department manager immediately (within 30 days) of an anticipated change in relationship with another employee. As with every policy, managers and supervisors are expected to remain vigilant over the activities of their employees to ensure policies are understood and followed.

1.11 - UNAUTHORIZED USE OF ID CARD, CREDENTIAL AND/OR PASSWORD

Allowing another person to use a GoTriangle employee identification card, credential and/or password.

1.12 - UNAUTHORIZED USE OF GOTRIANGLE PROPERTY

Allowing unauthorized people to use GoTriangle property and/or operate a GoTriangle vehicle, carrying unauthorized people in GoTriangle vehicles or using GoTriangle property, monies or materials for personal use.

1.13 - SLEEPING ON DUTY

Sleeping or dozing while on duty or operating any GoTriangle vehicle or while working in a safety-sensitive position.

1.14 - OPERATING AGENCY'S VEHICLE WITHOUT VALID OPERATOR'S LICENSE

Failing to have a valid Commercial Driver's License (CDL) or regular driver's license where required.

1.15 - OUTSIDE EMPLOYMENT

Outside employment that interferes or prohibits an employee from carrying out job duties at GoTriangle.

1.16 - OPERATING OUTSIDE ASSIGNED WORK AREA(S)

Traveling, stopping and/or deviating from outside assigned work areas or outside GoTriangle service areas in a GoTriangle vehicle without supervisory instruction or authorization.

SUMMARY OF OFFENSES THAT RESULT IN DISCHARGE

The following are violations that result in immediate discharge:

- Falsifying reports or records of any kind.
- Using firearms or any instrument identified as dangerous ordnance (lethal weapon) by the North Carolina General Statutes while on GoTriangle's property or in GoTriangle uniform.
- Misusing or privately using company and/or employee property.
- Engaging in drug use and/or abuse.
- Destroying property.
- Fighting on GoTriangle premises or while on duty.
- Being convicted of a felony by a duly authorized court of law.
- Performing acts of a sexual nature while on duty and/or on GoTriangle property and/or engaging in indecent exposure.
- Violating the nepotism policy (1.10 above).
- Allowing another person to use an employee's identification card, credential and/or password.
- Allowing unauthorized people as passengers on or to operate GoTriangle vehicles.
- Using GoTriangle property, monies or materials for personal use.
- Sleeping or dozing while on duty or operating any GoTriangle vehicle or while working in a safety-sensitive position.
- Failing to have a valid Commercial Driver's License (CDL) when applicable.
- Engaging in outside employment that interferes or prohibits employee from carrying out his or her job duties with GoTriangle.
- Traveling, stopping and/or deviating outside assigned work areas or outside GoTriangle service areas in a GoTriangle vehicle without supervisory instruction or authorization.

NOTE: The above listing is not a complete summary of violations that are punishable by immediate discharge. Other violations not listed may warrant immediate discharge depending upon the nature and severity of the offense(s).



GROUP II | PROGRESSIVE DISCIPLINE

2.1 - INSUBORDINATION

Refusing to obey direct orders issued by properly identified GoTriangle official or supervisor.

First Offense: Written Warning

Second Offense: One-Day Suspension

Third Offense: Three-Day Suspension

Fourth Offense: Discharge

2.2 - CONDUCT UNBECOMING A GOTRIANGLE EMPLOYEE

Conduct unbecoming a GoTriangle employee exhibited toward supervisors, GoTriangle officials, customers, pedestrians, motorists or other employees (while on duty and/or in uniform and/or on/off agency's property, including vehicles) includes the following:

- profane or obscene language
- threats, intimidation or coercion
- altercations, obscene or vulgar gestures or suggestions.
- racial, sexual or ethnic slurs or other disparaging and inciting remarks

First Offense: Written Warning

Second Offense: Three-Day Suspension

Third Offense: Discharge

Note: Depending upon the severity of the offense, employees may be discharged on the first offense.

2.3 - NO DISPARAGEMENT

Employees shall not make derogatory and/or injurious remarks against the agency when referring to its officials, members of the supervisory staff or fellow employees.

First Offense: Written Warning

Second Offense: Three-Day Suspension

Third Offense: Discharge

2.4 - ABSENT WITHOUT OFFICIAL LEAVE (AWOL)

When an employee misses an assignment and does not notify the agency within two hours after the starting time of assignment, he or she shall be considered AWOL. Discipline will be on a rolling 12-month period.

First Offense: One-Day Suspension with Supervisory Counseling

Second Offense: Three-Day Suspension with Supervisory Counseling

Third Offense: Discharge

Absences under General Rule 2.4 will also be counted as an "attendance event" under the Attendance Policy.

2.5 - ACCIDENTS/INCIDENTS

(See Accident Review Procedures)

Discipline for preventable accidents/incidents and unreported accidents/incidents within a rolling 12-month period will be administered in the following progression.

Preventable Accidents/Incidents:

First Offense: Written Warning with Mandatory Retraining*

Second Offense: One-Day Suspension with Supervisory Counseling

Third Offense: Three-Day Suspension with Final Warning

Fourth Offense: Discharge

Note: Depending upon the severity of the offense, employees may be discharged on the first offense.



Unreported Accidents/Incidents:

First Offense:	One-Day Suspension with Mandatory Retraining
Second Offense:	Three-Day Suspension with Supervisory Counseling
Third Offense:	Discharge

Note: Depending upon the severity of the offense, employees may be discharged on the first offense.

2.6 – FAILURE TO CARRY A VALID COMMERCIAL OR REGULAR DRIVER’S LICENSE (CDL)

Failing to carry a valid Commercial (CDL) or regular Driver’s License as required while operating a GoTriangle vehicle or to maintain a valid DOT medical certification card each work day as required will result in the following:

First Offense:	One-Day Suspension
Second Offense:	Three-Day Suspension
Third Offense:	Discharge

2.7 – ILLEGAL GAMBLING ACTIVITY ON PREMISES

Gambling is prohibited in any form on GoTriangle premises whether on or off duty.

First Offense:	One-Day Suspension
Second Offense:	Three-Day Suspension
Third Offense:	Discharge

2.8 - UNSAFE OPERATION OF AGENCY VEHICLES

The following includes examples of unsafe operation violations and may – depending upon the nature and severity of offenses – result in discharge on the first offense:

- Driving a transit vehicle with doors open.
- Weaving in and out of traffic, cutting off other motorists and/or pulling out in traffic without caution.
- Starting and stopping too fast, tailgating, aggressive driving and displaying other aggressive behavior.
- Moving a transit vehicle before elderly and disabled passengers are seated.
- Loading and discharging passengers from the second lane or in unsafe locations.
- Failing to maintain “Assured Clear Distance” (e.g., no tailgating).
- Improperly passing other vehicles/transit vehicles.
- Failing to follow safety procedures outlined in the Defensive Driving Training.
- Leaving a transit vehicle unsecured (brake not set, gears in neutral, etc.) or unlocked in an unsafe location where applicable.
- Failing to follow safety rules, regulations and/or procedures for revenue, non-revenue and/or equipment, including the use of safety belts, if so equipped.
- Exceeding posted speed limits.
- Failing to properly secure load being transported in a GoTriangle maintenance vehicle if required.

First Offense:	Written Warning
Second Offense:	One-Day Suspension with Counseling
Third Offense:	Three-Day Suspension with Counseling
Fourth Offense:	Discharge

2.9 - NEGLIGENCE OF DUTY

Failing or refusing to perform duties including but not limited to the following may – depending upon the nature or severity of offenses – result in discharge on the first offense:

- Failing to carry required equipment or supplies, e.g., watch, block sheets, turn-by-turns, etc.
- Failing to follow bulletins, memorandums, special notices and established GoTriangle procedures.



- Failing to set parking brakes, turn off all light switches, clear radios and close all doors, hatches and windows and set wheel chock blocks in transit vehicle upon return to garage.
- Taking wrong transit vehicle on pull-out.
- Failing to answer GoTriangle Base Dispatcher -
- Failing to report a defect to authorized personnel or to fill out a pre-/post-trip inspection form.
- Failing to request passengers to de-board from the rear in designated areas.
- Failing to remain in operator's seat when a dispute occurs.
- Failing to pick up and/or discharge passengers.
- Failing to announce stops when the AVL system is not operating.
- Failing to notify GoTriangle of change of address or phone number where employee can be contacted.
- Failing to turn in lost and found articles.
- Failing to log into the farebox system to display the proper block, route and destination signs.
- Failing to perform and report pre- and post-trip vehicle inspection.
- Failing to properly handle fare media and transactions on transit vehicles.
- Improperly parking private vehicles on GoTriangle property.
- Abusing GoTriangle equipment.
- Failing to perform all necessary procedures included in vehicle preventive maintenance inspection.
- Parking in an incorrect spot and/or damaging bus/grass while parking.

First Offense:	Verbal Warning
Second Offense:	Written Warning
Third Offense:	One-Day Suspension with Counseling
Fourth Offense:	Three-Day Suspension with counseling
Fifth Offense:	Discharge

2.10 - IMPROPER OPERATION

The following are examples (not a complete listing) of improper operations violations and, depending upon the nature and severity of offenses, may result in discharge on the first offense:

- Falsifying road calls.
- Failing to follow proper radio procedure.
- Leaving transit vehicle without permission.
- Turning transit vehicle in an unauthorized location.
- Failing to enter or exit garage properly.
- Causing transit vehicle's tires to rub or go over the curb.
- Incorrectly turning off transit vehicle.

First Offense:	Verbal Warning
Second Offense:	Written Warning
Third Offense:	One-Day Suspension with Counseling
Fourth Offense:	Three-Day Suspension with Counseling
Fifth Offense:	Discharge

2.11 - UNIFORM VIOLATION

Failing to wear prescribed uniform; reporting for duty in an improper, soiled or severely wrinkled uniform; and wearing GoTriangle uniform while working for another transit company or other employer.

First Offense:	Written Warning
Second Offense:	One-Day Suspension with Counseling
Third Offense:	Three-Day Suspension with Counseling
Fourth Offense:	Discharge



2.12 - VIOLATION OF ANTI-SMOKING POLICY

First Offense: Written Warning

Second Offense: One-Day Suspension

Third Offense: Three-Day Suspension

Fourth Offense: Discharge

2.13 - UNAUTHORIZED TELEPHONE USAGE

Using agency telephone other than for agency business or making emergency calls without supervisor approval and/or in violation of agency policy; making long distance calls without prior approval.

First Offense: Written Warning

Second Offense: One-Day Suspension

Third Offense: Three-Day Suspension

Fourth Offense: Discharge

2.14 - UNAUTHORIZED PERSONNEL ON GOTRIANGLE PROPERTY AND/OR VEHICLES

Bringing personal visitors or children for babysitting purposes and/or visitation on GoTriangle property and/or vehicles.

First Offense: Written Warning

Second Offense: One-Day Suspension with Counseling

Third Offense: Three-Day Suspension with Counseling

Fourth Offense: Discharge

2.15 - LITTERING OR SPITTING ON GOTRIANGLE PROPERTY

First Offense: Verbal Warning

Second Offense: Written Warning

Third Offense: One-Day Suspension

Fourth Offense: Three-Day Suspension

Fifth Offense: Discharge

2.16 - MAKING UNAUTHORIZED STOPS WITH GOTRIANGLE VEHICLE

First Offense: Written Warning

Second Offense: One-Day Suspension

Third Offense: Three-Day Suspension

Fourth Offense: Discharge

2.17 - FAILURE TO REPORT PERSONAL/PHYSICAL/MEDICAL/MENTAL HEALTH CONDITION

Failing to report immediately any condition that prevents employee from properly performing the essential functions of his/her job.

First Offense: One-Day Suspension with Counseling

Second Offense: Three-Day Suspension with Counseling

Third Offense: Discharge

2.18 - ABSENTEEISM

Employees will be disciplined in accordance with Attendance Policy. (SEE ATTENDANCE POLICY) on Page 27.

2.19 - SEXUAL HARASSMENT (See GoTriangle Policy)

Violators will be disciplined up to and including being discharged.



2.20 - GARNISHMENT

Contact the Payroll Department.

2.21 - PRIVATE VEHICLES IN GARAGE AREA

Driving unauthorized vehicles or personal vehicles in any area of the garage without permission from management.

First Offense:	Written Warning
Second Offense:	One-Day Suspension
Third Offense:	Three-Day Suspension
Fourth Offense:	Discharge

2.22 - SLEEPING ON THE JOB

Sleeping or dozing on scheduled work time.

First Offense:	Three-Day Suspension
Second Offense:	Discharge

2.23 - VIOLATION OF NORTH CAROLINA TRAFFIC LAWS

Violating any North Carolina traffic laws, including but not limited to those regarding speeding, safety stops at railroad crossing, passing stopped school bus with flashers on, failing to stop at stop signs, failure to yield to emergency vehicles, etc. If an employee receives a traffic ticket and contests the ticket, discipline will not be administered until after the court hearing.

First Offense:	One-Day Suspension with Counseling
Second Offense:	Three-Day Suspension with Counseling
Third Offense:	Discharge

2.24 - FREEWAY OPERATING POLICY

Operating in the left lane of the freeway or improper usage of the Bus On Shoulder System (BOSS), except where necessary due to interchanges and exit flow, is considered unsafe and subject to discipline as follows:

First Offense:	One-Day Suspension with Counseling
Second Offense:	Three-Day Suspension with Counseling
Third Offense:	Discharge

Note: The above listing of rules is not a complete summary of violations. Other violations not listed may also warrant disciplinary action up to and including discharge. Some violations may, depending upon the nature or severity of offense(s), result in discharge on the first offense.



GROUP III – TRANSPORTATION RULES

3.1 - FAILURE TO COLLECT PROPER FARE

Allowing unauthorized free rides, failing to enforce transfer rules or to collect proper fares.

First Offense: One-Day Suspension with Counseling

Second Offense: Three-Day Suspension with Counseling

Third Offense: Discharge

3.2 - SCHEDULE VIOLATIONS

Any operator who deviates from the schedule (also called a paddle) without proper authorization including but not limited to the following:

- Running ahead of schedule.
- Running late for no valid reason.
- Failing to be at relief point on time.
- Running off route.
- Taking wrong schedule or paddle.
- Failing to follow posted reroute.
- Leaving station or end of line late for no valid reason.
- Failing to complete route.
- Failing to make safety stop within the downtown areas.

*Start with Third Offense

First Offense: Verbal Warning

Second Offense: Written Warning

Third Offense: One-Day Suspension with Counseling

Fourth Offense: Three-Day Suspension with Counseling

Fifth Offense: Discharge

3.3 - FAILURE TO REQUEST A PASSENGER TO COMPLY WITH CITY/STATE ORDINANCE

- Failing to ask a passenger to comply with GoTriangle’s Passenger Conduct Policy, e.g., no eating, drinking, smoking, gambling or boisterous or inappropriate behavior on GoTriangle vehicles.
- Allowing items to be carried onto transit vehicles that will soil seating or transit vehicle interior.
- Allowing items to be carried onto transit vehicles that seriously inconvenience or endanger passengers such as explosive, gasoline, gunpowder, dynamite, etc.

First Offense: Verbal Warning

Second Offense: Written Warning

Third Offense: One-Day Suspension with counseling

Fourth Offense: Three-Day Suspension with Counseling

Fifth Offense: Discharge



3.4 - CUSTOMER COMPLAINT

When complaints are received about an employee, the following procedures will be followed:

- To investigate, the supervisor will contact the complainant.
- To investigate, the supervisor will talk to the employee to hear his or her version of what transpired.
- The respective division supervisor will take whatever action is necessary.
- Each time an employee receives a verified complaint within a rolling 12-month period, he or she will be subject to the next step in the following progressive disciplinary process. However, this process does not apply to those rare instances where immediate discharge is appropriate.

Discipline under the Complaints Policy is as follows:

First Offense:	Verbal Warning
Second Offense:	Written Warning
Third Offense:	One-Day Suspension with Training
Fourth Offense:	Three-Day Suspension with Counseling
Fifth Offense:	Discharge

3.5 - ELECTRONIC FAREBOXES

The following are examples (not a complete listing) of improper uses of electronic farebox equipment:

- Using bypass mode without proper authorization
- Failing to properly program electronic fareboxes
- Damaging fareboxes (spilling liquid on/in the farebox or any other damage due to carelessness).
- Failing to report any malfunction of the farebox, such as a jammed bill, to GoTriangle Base or Dispatch immediately.
- Failing to punch Key #8 and #9.

First Offense:	Written Warning
Second Offense:	One-Day Suspension
Third Offense:	Three-Day Suspension
Fourth Offense:	Discharge

3.6 - ELECTRONIC EQUIPMENT

Possessing or using in any manner devices such as radios, recorders or any audio or video devices on the transit vehicle.

First Offense:	Verbal Warning
Second Offense:	Written Warning
Third Offense:	One-Day Suspension
Fourth Offense:	Three-Day Suspension
Fifth Offense:	Discharge

3.7 - WHEELCHAIR LIFT OPERATION

Failing to deploy lift or assist passengers boarding or de-boarding and/or to call in to GoTriangle Base or Dispatch if lift is not operating. (To follow wheelchair lift procedures see Bulletin Book.)

First Offense:	One-Day Suspension
Second Offense:	Three-Day Suspension
Third Offense:	Discharge

Note: The above listing of rules is not a complete summary of violations. Other violations not listed may also warrant disciplinary action up to and including discharge. Some violations may depend upon the nature and severity of offense(s) result in discharge on the first offense.



GROUP IV – SERVICE RULES

4.1 - FAILURE OR REFUSAL TO FOLLOW SAFETY RULES

Failing or refusing to wear safety glasses, safety shoes, safety equipment or to follow specified safety practices will result in the following;

First Offense:	Verbal Warning
Second Offense:	Written Warning
Third Offense:	One-Day Suspension
Fourth Offense:	Three-Day Suspension
Fifth Offense:	Discharge

4.2 - ABUSE OF BREAKS

Abusing personal breaks or improperly using time, including taking breaks or lunch period before designated times; unauthorized extension of breaks periods, taking unauthorized breaks will result in the following:

First Offense:	Verbal Warning
Second Offense:	Written Warning
Third Offense:	One-Day Suspension
Fourth Offense:	Three-Day Suspension
Fifth Offense:	Discharge

4.3 - UNAUTHORIZED USE OF CELLULAR TELEPHONES, SMARTWATCHES, TEXTING DEVICES OR ANY OTHER WEARABLE TECHNOLOGY

Using cellular telephones, audio, video or headset devices of any type is not permitted at any time on GoTriangle vehicles. Texting while operating a vehicle is strictly prohibited and is a violation of state law.

Cellular telephones shall not be used at any time while operating GoTriangle vehicles or equipment. All cellular telephones, audio, video or headset devices of any type must be secured in your bag, turned off and not visible to staff and/or passengers. Regardless of whether a vehicle is in motion, any employee occupying the driver’s seat of a vehicle with a cell phone is in violation of this policy. Maintenance and supervisory personnel are authorized to use cellular telephones during emergencies and vehicle recovery. The vehicle must be parked in a safe location before the cellular device is used.

First Offense:	Three-Day Suspension with Counseling
Second Offense:	Discharge

4.4 - DAMAGE TO NONREVENUE VEHICLES (SEE ACCIDENT REVIEW PROCEDURES)

Discipline for damage to nonrevenue vehicles within a rolling 12-month period will be administered in the following progression. Damage to nonrevenue vehicles:

First Offense:	Written Warning with Mandatory Retraining*
Second Offense:	One-Day Suspension with Supervisory Counseling
Third Offense:	Three-Day Suspension with Final Warning
Fourth Offense:	Discharge

Note: Depending upon the severity of the offense, employees may be discharged on the first offense.

4.5 - LEAVING THE PROPERTY/WORK AREA DURING WORKING HOURS WITHOUT PROPER AUTHORIZATION

Any unauthorized departures from property or work will result in the following:

First Offense:	Written Warning
Second Offense:	One-Day Suspension
Third Offense:	Three-Day Suspension
Fourth Offense:	Discharge



4.6 - FAILURE TO REPORT DEFECTS

Any failure to report defects or potential problems with transit vehicles, facilities or related equipment and systems will result in the following:

First Offense:	Verbal Warning
Second Offense:	Written Warning
Third Offense:	One-Day Suspension
Fourth Offense:	Three-Day Suspension
Fifth Offense:	Discharge

4.7 - FAILURE TO PERFORM WORK ASSIGNMENT SATISFACTORILY

Any failure to follow instructions in performing maintenance of the facility, transit vehicle or equipment will result in the following:

First Offense:	Written Warning
Second Offense:	One-Day Suspension
Third Offense:	Three-Day Suspension
Fourth Offense:	Discharge

4.8 - IMPROPER TOOLS

Failing to have the personal tools required to perform job assignments (e.g., tools other than agency-provided tools) will result in the following:

First Offense:	Written Warning
Second Offense:	One-Day Suspension
Third Offense:	Three-Day Suspension
Fourth Offense:	Discharge

4.9 - FAILURE TO FOLLOW TIME CLOCK PROCEDURES

Failing to properly punch a GoTriangle-authorized time card when reporting on and off duty. This includes clocking out and in for lunch breaks when leaving the property:

First Offense:	Written Warning
Second Offense:	One-Day Suspension
Third Offense:	Three-Day Suspension
Fourth Offense:	Discharge

Note: The above listing of rules is not a complete summary of violations. Other violations not listed may also warrant disciplinary action up to and including discharge. Some violations may depend upon the nature and severity of offense(s) result in discharge on the first offense.



ATTENDANCE POLICY

Good attendance is essential to efficient and smooth operation of GoTriangle's transit operating services. All employees are expected to work all of their scheduled assignments. GoTriangle recognizes that employees have legitimate reasons for absences and call-outs from work. However, excessive absenteeism and call-outs will adversely affect the quality of transit service and, therefore, cannot be tolerated.

SECTION 1 – GENERAL INFORMATION

All employees are required to report to work on time when they are scheduled to work. Employees may clock in two minutes before their scheduled shift start time. Employees will be paid only for actual time worked. Time will be calculated from the report time until the finished assignment. The time clock must be used to clock in at the beginning of your shift and to clock out at the end of a shift to include all lunch breaks. Employees need to make sure they take and document their lunch breaks.

SECTION 2 – EXCUSED ABSENCE

Excused absences are pre-approved leave requests for Family Medical Leave (FMLA), personal, jury and/or witness duty, military leave, bereavement, vacation days or any other leave protected by law. Attendance events are not issued for excused absences. Pre-approved leave requests will be excused if an Employee Request for Vacation/Leave form is completed and approved with a supervisor's signature. However, please note the following.

1. It is recommended that employees submit their request for leave at least seven days before the requested time off.
2. Time-off approval is based on operational needs. Time off request approvals by the supervisor are not automatic. The supervisor has the discretion to approve the absence based upon available help, circumstances related to absence and the employee's prior work record. If the supervisor does not approve the absence, and the employee does not immediately report to work, the employee may be considered absent without leave or "AWOL."

SECTION 3 – UNPLANNED ABSENCE

The provisions in Section 3 apply to unplanned absences:

- Unplanned absences are reported as call-outs. A call-out occurs when employees contact their division supervisor to report that they are unavailable to report for their scheduled assignments. A call-out may occur the day before the scheduled assignment or the day of the assignment. The reason for a call-out may vary (sickness, personal issues, etc.), but the reason is not considered for the determination of a call-out. The initial day will always be a call-out. If an employee is unable to report for his or her scheduled shift without pre-approved leave, it is considered a call-out. All call-outs are recorded daily by each division.
- With the exception of the items set forth below, an employee will be charged with an "attendance event" any time he/she is not at work when originally scheduled to be there.
 - Official agency business.
 - Three or more consecutive absences caused by the same documented lingering illnesses or injuries will require the employee to provide a doctor's note in order to be considered only one attendance event. The doctor's note must be verified by certification of hospital administration, allowed workers' compensation claim or a licensed medical or dental professional
 - Court subpoenas or summons.
 - Workers' Compensation actions initiated by the employee.
 - Verification of follow-up visits for illnesses of a life-threatening nature to the employee, or his/her immediate family member, shall be reviewed on a case-by-case basis to determine whether or not such follow-up visit(s) will be excused.

SECTION 4 – REPORTING UNPLANNED ABSENCES (CALL-OUTS):

- Employees contacting their division to report off work shall inform their supervisor (whose phone will have voicemail) at least one hour before their start time. If the employee meets this deadline, the employee will be charged with only one attendance event for the absence. If employees call in less than one hour before their start time to report off work, they shall be charged with a late call-out and be assessed two attendance events. If employees call in after their start time to report off work, employees shall be charged with a late call-out and be assessed three attendance events.



SECTION 5 – LATE REPORTING /LEAVING EARLY:

When an employee fails to report on time for an assignment as specified by the agency, it shall be counted as a Late Report and the following steps will be taken:

- The division supervisor or designee will fill the work assignment vacated by the employee who is late by assigning the work accordingly.
- The employee with the late report will lose his or her work assignment. At the discretion of the division supervisor or designee on duty, the employee may be placed on standby and paid for the actual time held on standby, may be assigned to other duties or may be sent home with no pay.

An employee contacting the office to inform his or her supervisor (whose phone will have voicemail) that the employee will be late must do so by the employee's start time. The employee must talk with the supervisor personally. Calls from family members, friends or messages left on voicemail are not acceptable. Failure to arrive at the scheduled time will be considered a late report. The supervisor will record in writing all late reports and provide them to the manager.

- An employee shall receive one attendance event for a late report for work but shall receive pay for work performed.
- If an employee calls in before his or her starting time to say he or she will be late but later makes a second call after the starting time to report off work, he or she will be charged with two attendance events.

When an employee reports to work on time and is unable (or unwilling) to complete the scheduled assignment, it shall be counted as an Unplanned Leaving Early. The employee must work at least 50 percent of his or her shift to prevent a call-out from occurring. If an employee fails to work at least 50 percent of his or her shift, it will be considered a call-out for the shift, and the employee will receive one attendance event for leaving early from work but will receive pay for work performed.

SECTION 6 – NO CALL/NO SHOW/JOB ABANDONMENT/SICKNESS:

A No Call/No Show occurs when the supervisor has not been notified by the employee personally before the employee's scheduled report time or the supervisor has denied a request for leave but the employee fails to report for duty. Job abandonment is the failure to report to work without notice for three consecutive scheduled shifts and will be considered by GoTriangle as a resignation of employment.

SICKNESS

- If employees are unable to work because of sickness, it is their duty to personally notify the on-duty supervisor of their inability to work. It is recommended that employees provide personal notice to the on-duty supervisor at least 60 minutes before the employee's scheduled reporting time.
- Absences due to sickness will be closely observed. If a pattern such as Friday, Monday, holiday or in conjunction with a day off is detected, the employee may be subject to corrective action.
- After three absences due to sickness in a six-month period, a doctor's certificate may be required. A doctor's certificate may be requested more frequently at the discretion of the employee's supervisor. The certificate may be obtained, at the employee's own expense, from a family physician or from any other authorized medical provider. For each day's work missed without a requested doctor's certificate, the employee will be considered AWOL and subject to appropriate corrective action.
- Employees must work the entire day for all assigned shifts on the day before and the day after a scheduled holiday to be paid for that holiday unless they are using a pre-approved vacation or sick day or have jury duty, bereavement, etc.

SECTION 7 – FAMILY MEDICAL LEAVE ACT (FMLA):

Employees must notify GoTriangle's FMLA administrator and their division supervisor before taking FMLA. Employees must tell their supervisor when they expect their FMLA to begin and end. If employees do not have a definitive return date, they must call the supervisor weekly to provide a status update. See Organization policy on the intranet.

SECTION 8 – VACATION SIGN-UP

Vacation leave is granted based on seniority. Initial vacation requests for the year follow these procedures:

- The first-round selection will begin in December and allow employees to choose up to two weeks in the upcoming calendar year. An employee may sign up for two consecutive weeks or choose to split the weeks. Employees may request leave based only on the amount of vacation earned within the year. A designated supervisor will be assigned over this process.
- Employees with additional vacation leave available can request leave in subsequent rounds in order of seniority. Each round allows for requests of up to one additional week, not to exceed accrual for the year. A round begins only after all employees on the seniority list have picked their vacation leave in previous rounds.



- Employees requesting time off outside the initial selection period may fill out a vacation request form throughout the year. Leave will be awarded on a first-come/first-served basis. The form goes through an approval process. The scheduling supervisor selects by availability and how many requests are pending and if the employee who is submitting the form has enough leave time. The form will be returned to the employee within one week of the date of the submitted request. Not all leave requests can be accommodated; therefore, employees are encouraged to plan ahead.

Please note: Vacation hours are given to employees upfront at the beginning of each calendar year. However, vacation hours are awarded (accrued) on a bi-weekly basis according to the employee's years of service, which may impact the amount of time that is available to an employee to take at any given moment. It is up to employees to understand and know their usable vacation balance.

Please see GoTriangle Policy #208 or contact Payroll or Human Resources for additional information regarding the accumulation of vacation hours.

SECTION 9 – PROGRESSIVE DISCIPLINARY PROCESS

Each time an employee experiences an unplanned absence or late report/leaving early within a rolling 12-month period, he or she will be subject to the next step in the following progressive attendance event disciplinary process for:

- First Attendance Event through second Attendance Event for BOTH call-outs AND Late Reports/Leaving Early – No Action (Call-Outs and Late Reports/Leaving Early will be tracked separately from each other)
- Third Attendance Event – Verbal Warning
- Fourth Attendance Event – Written Warning
- Fifth Attendance Event – Mandatory Counseling with Supervisor
- Sixth Attendance Event – Final Counseling and Warning
- Seventh Attendance Event – Discharge

SECTION 10 – SPECIAL PROVISIONS

- Attendance records will be frozen for employees on approved disability for more than 30-calendar days.
- Blackout Attendance Events: Employees cannot use free attendance events to circumvent or violate the Holiday Pay, Inclement Weather and/or Denied Leave Request procedures and policies.
- Beginning each January, employees will be given two free call-outs AND two late reports/leaving early per calendar year, but they will not roll over to the following year. The two free call-outs and two late reports/leaving early will still be reported on the employee's attendance record as free events.
- All attendance events will be calculated on a rolling 12-month basis.

SECTION 11 – PERFORMANCE REVIEW RATINGS FOR CALL-OUTS / LATE REPORTS / LEAVING EARLY

- Exceptional Rating (EX): A perfect attendance record – zero call-outs, late reports or leaving early
- Exceeds Rating (E): First Attendance Event through second Attendance Event for BOTH call-outs AND Late Reports/Leaving Early – No Action (Call-outs and late reports/leaving early will be tracked separately from each other)
- Meets Rating (M): Third Attendance Event – Verbal Warning
- Meets Rating (M): Fourth Attendance Event – Written Warning
- Needs Improvement (NI): Fifth Attendance Event – Mandatory Counseling with Supervisor
- Needs Improvement (NI): Sixth Attendance Event – Final Counseling and Warning
- Seventh Attendance Event – Discharge



GoTriangle Policies

GoTriangle has adopted an organizationwide Policy Manual that all employees must follow. These policies are discussed during employee orientation. The following is a compilation of the policies in effect at GoTriangle that affect most day-to-day situations. Any employee having questions on any policy included herein should contact the Talent Services Department or his or her immediate supervisor. As changes or additions to any policy or new policies are developed, employees will be informed and given a copy.

EQUAL EMPLOYMENT OPPORTUNITY

GoTriangle has a strong commitment to the community we serve and our employees. As an equal opportunity employer, we strive to have a workforce that reflects the community we serve. No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex, (including gender identity, sexual orientation, and pregnancy) age, genetic information, disability, veteran status, or other protected class.

GoTriangle's Equal Employment Opportunity (EEO) Program applies to all employment actions, including but not limited to, recruitment, hiring, selection for training, promotion, transfer, demotion, layoff, termination, rates of pay or other forms of compensation. (See GoTriangle Policy for additional information.)

ILLEGAL DRUG USE AND ALCOHOL ABUSE PREVENTION

The use, possession, distribution, dispensing, manufacturing or purchase of alcohol or illegal drugs by GoTriangle employees is strictly prohibited while working on or in GoTriangle property, while in uniform or when subject to duty (e.g., while "on report" or during intervening time between runs).

Violations of the above regulations create serious safety risks to the public, coworkers and the employee and therefore are grounds for immediate discharge of employment, even for a first offense.

GoTriangle strives for a drug-free work environment to ensure safe transit service to the public and a safe workplace for all employees. Additionally, the policy serves to minimize job performance problems throughout GoTriangle's workforce and to comply with the Federal Transportation Administration requirements.

To accomplish these objectives, all employees will be subject to urine drug testing and blood alcohol analysis in accordance with the following:

- Pre-employment and promotion or transfer into a safety-sensitive position
- Reasonable suspicion
- Post-accident
- Return-to-duty
- Random (for employees in safety-sensitive positions and certain 24-hour on-call management employees who have use of a GoTriangle automobile).

An employee's refusal to submit to such testing upon request will be considered the same as a confirmed positive test result and result in discharge of employment.

All employees are given a full-length policy statement upon their first day of employment and are responsible for reading it. The document provides details regarding drug-testing categories and methods, disciplinary action, rehabilitation and referral, etc. If you do not have a copy, you may obtain one in the Safety Department. You also are encouraged to contact Talent Services if you have questions regarding any part of the policy.

ELECTRONIC COMMUNICATIONS BOARDS, BULLETINS, EMAILS AND TIMESHEETS

GoTriangle provides email accounts and specific locations for posting information of interest to employees.

All employees are provided a work email. Employees must check their work email daily for special notices, detours and salient information that will affect their job duties. Employees will be held accountable for instructions and information delivered by email. Failure to review the work email will not be an accepted excuse for not following any instruction and information documented within the email.

Each major work area in GoTriangle's facilities has an electronic communications board and/or bulletin boards where items of interest to GoTriangle employees may be posted.



Employees' posting any information of a derogatory or degrading nature about an individual, a group or the agency is strictly forbidden and will be grounds for disciplinary action.

COLLECTIONS AND SOLICITATIONS

Employees may donate to any charity of their choice on their time and at their own expense. However, charitable solicitations and drives are not permitted on GoTriangle property without prior approval of the president/CEO. Employees are encouraged to support the charitable campaigns in which GoTriangle participates each year.

Talent Services may post information on charities or the availability of goods or services on bulletin boards. Employees may contact the appropriate individual or committee to obtain additional information during lunch hours or before and after work.

No employee should disrupt the work of another employee or office with these matters.

GOTRIANGLE NEWSLETTER

The GoTriangle newsletter, Inside GoTriangle, is our in-house monthly newsletter that informs employees about GoTriangle policies, benefits, activities and fellow employees.

Contributions, including photos, ideas for stories and other news, sketches and photos may be submitted to the Internal Communications specialist. Final selection of news items to be printed rests with the Communications Department.

GOTRIANGLE PROPERTIES

GoTriangle has facilities at 5201 Nelson Road in Morrisville, 4600 Emperor Blvd. in Durham and 901 Slater Road in Durham.

- Our vehicle maintenance and bus operations are at 5201 Nelson Road.
- Our administrative offices, paratransit division and Regional Transit Information Center are at 4600 Emperor Blvd. Through the information center, GoTriangle provides transit information for the five transit agencies in the region.
- GoTriangle's Regional Transit Center – which is a transfer hub for passengers to connect to other buses – and GoTriangle's ticket building are at 910 Slater Road.

PERSONAL PROPERTY

Any personal items brought on GoTriangle property are the employee's responsibility. GoTriangle is not responsible for any damaged, lost or stolen personal items that employees bring on the property or on GoTriangle vehicles. Should any personal items be damaged, lost or stolen, the employee must contact local law enforcement to investigate the matter.

Employees are not allowed to bring in their own cleaning chemicals such as air fresheners, wipes or other cleaning supplies to any GoTriangle location.

EMERGENCY WEATHER CONDITIONS

(SEE ADVERSE WEATHER POLICY)

GoTriangle employees have an obligation to the community to be available for emergency/adverse weather service. Employees should make plans for their family well in advance of adverse weather. Office closure information broadcast on the radio or television concerning state, county or municipal employees does not apply to GoTriangle employees. GoTriangle's adverse weather policy operates independently of local government notifications, and GoTriangle will provide separate announcements to advise employees of our operating status.

HURRICANES/TORNADOES

Be aware of all hurricane or tornado advisories issued by the National Weather Service during the hurricane season (June 1 through Nov. 30) and follow reporting/call-in instructions in the weather service bulletin. Public employees have an obligation to the community to be available for emergency service. Transit Operations employees should make plans for their families' safety well in advance of a hurricane/tornado warning.

Before or after a hurricane or tornado, Transit Operations employees are to make their regularly scheduled report time unless their supervisor tells them otherwise. GoTriangle does not follow the county or state reporting policy. Therefore, disregard any information regarding county or state employees not reporting for work that may be broadcast on radio or television.

EMERGENCY EVACUATION

GoTriangle wants to provide the safest evacuation plan for all employees in case of emergencies such as fire, tornado, bomb threats, etc.

Our emergency evacuation procedures, which comply with state and city codes, are posted on bulletin boards and other conspicuous areas in the facility. Please contact GoTriangle's Facility Manager and Safety Officer for additional information.



GoTriangle is subject to periodic drills to test the safety of the emergency evacuation plans.

EMPLOYEE ASSISTANCE PROGRAM

(SEE GOTRIANGLE EMPLOYEE ASSISTANCE PROGRAM ON THE TALENT SERVICES PAGE ON OUR INTRANET (<http://intranet/humanresources.html>))

GoTriangle recognizes that employees' personal problems can often adversely impact productivity and many aspects of job performance, particularly if such problems go unresolved for long periods. GoTriangle believes that these problems may be successfully treated and resolved or that employees can, with help, reach a level of adjustment that allows them to be optimally productive at work.

For these reasons, the agency maintains an Employee Assistance Program. The EAP is designed to assist employees in dealing effectively with a broad range of life management problems including marital or family discord, drug or alcohol dependencies, financial or legal difficulties, stress-related problems due to jobs or other factors and a wide array of psychological, emotional and behavioral disorders.

GoTriangle recognizes that family members' personal problems also strongly affect employees and their job performance so we extend the EAP benefit to all full-time, regular employees and members of their immediate families (e.g., legal dependents).

JOB PERFORMANCE-BASED MANAGEMENT REFERRAL

Unacceptable job performance is the sole criteria for a management referral to EAP. When an employee's job performance declines significantly and the problem is not corrected through normal supervisory corrective action, management may refer an employee to EAP for assessment and intervention. Acceptance of this referral is voluntary, and no punitive action will result from an employee's refusal to participate in EAP.

RELATIONSHIP WITH OTHER GOTRIANGLE POLICIES

Employees have a continued obligation to comply with GoTriangle policies and procedures regardless of whether they are or have been EAP participants. So employees' participation in the EAP will not make them exempt from normal policies, work rules, regulations or performance standards nor will their involvement influence GoTriangle's right or obligation to take appropriate disciplinary action if job performance remains unsatisfactory or if other policy violations occur.

ASSURANCE OF JOB SECURITY AND PROMOTIONAL OPPORTUNITIES

Employees can be assured that participation in GoTriangle's EAP, whether by self-referral or management referral, in and of itself will not jeopardize their job security or future promotional opportunities.

Questions regarding EAP should be directed to GoTriangle's Talent Services Department.

Employees interested in obtaining additional information regarding services through EAP may do so by contacting Talent Services or their managers.

EMPLOYMENT OF RELATIVES

GoTriangle will accept applications from the eligible* relatives of current employees if a position is available and the applicant meets the minimum qualifications of the job.

The final hiring decision rests with GoTriangle and the hiring manager.

No pending application of a relative will be discussed with an employee. No employee will attempt in any way to pressure or coerce any supervisor, manager or Talent Services staff regarding a relative's application for employment.

An employee may not work or train in a position directly or indirectly subordinate to a relative if the relative has the authority to hire, fire, promote, evaluate, verify hours worked, assign tasks or determine other conditions of employment.

Note: See Rule 1.10 related to nepotism above. To minimize the effects and problems associated with nepotism at GoTriangle, there shall be no hiring of relatives of GoTriangle employees who are related by blood, marriage, step or in-law relationships. Failure to disclose information concerning relatives employed with the agency shall be grounds for dismissal of those employees involved.

GARNISHMENTS

(SEE GOTRIANGLE BENEFITS QUICK VIEW FINDER ON OUR INTRANET)

According to federal law, an employee may not be discharged for a garnishment from one creditor within a 12-month period regardless of the number of times the one company garnishes the employee's wages. The Quick View Finder is available on our intranet on our Talent Services page at <http://intranet/humanresources.html>.

GROUP INSURANCE

(SEE GOTRIANGLE BENEFITS QUICK VIEW FINDER ON INTRANET)

Employees are encouraged to contact Talent Services if they have any questions or need further information.

INDUSTRIAL SAFETY/WORKERS' COMPENSATION



GoTriangle provides continuing industrial safety, health training and instruction to all employees by:

For employees who are unable to work due to job-related illness or injury, financial compensation is provided under Workers' Compensation.

- Providing appropriate industrial safety equipment and devices and directing and encouraging their use by employees.
- Providing a full-time Safety Manager to oversee the industrial safety programs.
- Providing literature and programs designed to instruct on accident prevention and safety awareness.

Workers' Compensation:

All GoTriangle employees are covered under Workers' Compensation. Such coverage begins immediately upon employment.

The Safety Department staff performs the administrative duties relative to employees submitting workers' compensation claims.

The supervisor of an employee injured in a job-related incident should complete a GoTriangle Workers' Compensation Folder on the injured employee. The supervisor should then forward the folder to the Safety Department staff, who will prepare the necessary claim forms and review the workers' compensation procedures with the injured employee.

GoTriangle may be required to provide information regarding a specific case to the North Carolina Industrial Commission. Both the employee and the employer have the right to appeal decisions of the North Carolina Industrial Commission. Such appeals must be made within the statutory period provided by law.

MEDICAL EXAMINATIONS, FUNCTIONAL JOB ASSESSMENT, DRUG/ALCOHOL SCREENING

All applicants selected for employment must pass a post-job offer medical examination, functional job assessment and a drug-and-alcohol screen, conducted by GoTriangle's designated third-party examiner, to ensure that they can safely and substantially perform the essential functions of their jobs with or without reasonable accommodations. Employees returning to work after illness or work-related disability may also be required to pass a physical examination and a drug/alcohol screen conducted by GoTriangle's physician in order to determine ability to perform essential functions of the job, with or without reasonable accommodations, before being allowed to resume work duties. GoTriangle reserves the option of requiring any employee to submit to an annual physical examination by GoTriangle's physician and as often thereafter as the agency deems necessary.

If a supervisor has valid reasons to suspect that an employee is ill or under the influence of drugs or alcohol (See Drug and Alcohol Policy), the supervisor may request that the employee have a physical examination at GoTriangle's expense to determine his or her ability to perform the essential functions of his or her job.

All medical exams required by GoTriangle will be at GoTriangle's expense.

However, if the employee seeks another opinion or is required to follow up on the medical problem, the employee will pay expenses for the additional physician visit.

If a specialist's opinion is also deemed necessary, GoTriangle will select the physician and pay for the examination. The final decision concerning the employee's physical condition will be based upon the medical opinion of GoTriangle's physician. The employee must provide all medical information required by GoTriangle's physician as well as a medical release for GoTriangle's physician to discuss the employee's condition with the employee's physician.

GoTriangle's physician is aware that physical requirements for employees differ based upon the job performed. For instance, physical requirements for office employees vary from those established for bus operators or those performing heavy labor. Applicants/employees capable of performing the essential duties of the job with or without reasonable accommodations will not be disqualified.

The physician's determination of fitness for duty will be the only information provided to GoTriangle. If health problems are detected, employees must take positive action to improve their health, obtaining information concerning their health and test results from the GoTriangle physician.

ORIENTATION

GoTriangle provides all new employees with an orientation to familiarize and introduce them to GoTriangle's mission, organizational structure, major benefits and programs.

On the first day of employment, Talent Services will assist a new employee in completing all necessary forms and paperwork including issuing a GoTriangle Identification Card.

Within the first month of employment, Talent Services and/or the Training Department will schedule a formal orientation. All new employees are required to participate. The orientation lasts two to three hours (not including a tour of facilities).

The orientation program includes a slide-show of GoTriangle, staff and benefits, retirement benefits, payroll deduction options, health benefits,



sick leave and vacation policies, training opportunities, performance evaluation procedures and criteria, employee discounts, various employee relations activities and a tour of facilities, etc.

GoTriangle's mission and employees' roles in the organization are explained. Senior management meets with new employees to explain GoTriangle's mission and their roles in the organization and to address questions.

Each department should provide its own training for the particular job responsibilities within the first months of employment.

PARKING

GoTriangle facilities have specific areas designated for employee and visitor parking.

A specific area has been designated as shared Visitor and Administrative Parking at the Bus Operations and Maintenance Facility, also called the BOMF. Employees should not park in this area until after 2 p.m.

When the lower parking area is full, employees should park in the employee parking area on the upper lot of the BOMF.

PAYDAY AND PAYROLL DEDUCTIONS

GoTriangle pays employees on a biweekly basis on Fridays. Paystubs will be provided. Arrangements for direct deposit must be handled through Talent Services.

Timesheets are an important tool used to ensure that employees are paid correctly. Failure to review your timesheet before the close of business on Mondays may result in adjustments to an employee's time being corrected on the following pay period. During pay periods with holidays, deadlines for review may vary.

GoTriangle uses timesheets to capture employees' time worked. All employees are expected to clock in and out at the beginning and end of their assigned shifts. Employees may clock in at most two minutes before their scheduled report time. Clocking in more than two minutes early is a minor violation. Employees are expected to clock out directly after their shift is completed. If an employee is found to be lingering on the clock past the end of his or her shift without permission from a supervisor, he or she will be deemed as stealing time, which is considered a major violation.

EMPLOYEE RETIREMENT SYSTEM

GoTriangle participates in an Employee Retirement System. Please see the Talent Services Department for details.

REHIRE POLICY

GoTriangle is concerned with developing and maintaining good employees. Employees are considered a good investment and essential to the long-term growth and efficient operation of the agency.

Applications for open positions received from former employees who left in good standing through resignation or normal retirement will be processed using the same procedures and selection criteria that govern all direct applications. The department manager in coordination with Talent Services will review the former employee's performance records and the circumstances surrounding termination of previous employment with GoTriangle. This information will be considered in addition to all other pertinent information in screening and interviewing applicants. The final hiring decision rests with GoTriangle and the hiring manager.

EMPLOYMENT STATUS CHANGE POLICY

Employees who wish to change their employment status from full time to part time must have a good work record by meeting the following criteria:

- Achieved an excellent safety record for the past two consecutive years, having received no more than one preventable accident or incident.
- Received an 85 or above on his or her evaluation for the previous 12 months.
- Work a full two weeks from the date of the request notification. No sick time or vacation time will be used to cover work time during this period.
- Have a positive attendance record per GoTriangle's Work Rules and Policies.
- Received no write-ups or disciplinary actions of any kind within the previous 12-month period.
- Must be able to provide in writing a tentative work schedule of intent to work a minimum of 15 hours per month.
- Must have demonstrated a good working rapport with GoTriangle staff including supervisors and managers.

SECURITY

GoTriangle's security program creates a safe and secure work environment for protection from the risk of damages caused by the deliberate acts of others.

GoTriangle provides a continuous program to provide security to all employees by:



- Installing camera systems and access badge technology at GoTriangle facilities.
- Providing policies, guidelines and programs to teach security awareness.

SEPARATIONS / EXIT INTERVIEWS

Employees, regardless of the manner of separation, must return all GoTriangle property. The costs for missing materials will be withheld from the final paycheck.

RESIGNATION

Employees should notify their immediate supervisor at least two weeks, in writing, before the effective date of a resignation if possible.

RETIREMENT

The Age Discrimination in Employment Act (ADEA) of 1967 prohibits mandatory retirement. However, an employee may receive retirement benefits depending upon the age attained and years of service allowed under GoTriangle's Employee Retirement Plan. Please see Talent Services for more details.

Continued employment is contingent upon an employee's ability to safely and substantially perform the essential functions of his or her job, with or without reasonable accommodation. GoTriangle may require an employee to submit to an examination to determine if he or she is able to perform the essential functions of the job. In addition, GoTriangle will work closely with the employee, physician and vocational experts to determine what reasonable accommodations can be made to the employee's job, if necessary.

Talent Services will conduct an exit interview. Each exiting employee has the opportunity to schedule a meeting with Talent Services staff to discuss benefits, retirement and payouts.

Payroll deductions will be made for GoTriangle property not returned upon separation.

WORKPLACE ANTI-HARASSMENT

(See GoTriangle Policy)

SMOKING POLICY

To help promote a healthy, comfortable and safe working environment, GoTriangle has established a policy limiting the areas in which employees are permitted to smoke.

Smoking is permitted ONLY in designated smoking areas and inside your personal vehicle. Employees are responsible for disposing of their cigarette butts.

SPONSORSHIPS

GoTriangle limits participation in individual employee projects that are not directly related to the GoTriangle mission.

GoTriangle will not sponsor an employee for any activity – other than professional development activities – that will result solely in the employee's private gain or recognition.

This policy does not refer to the GoTriangle State or National "Rodeo."

TUITION REIMBURSEMENT

(SEE EMPLOYEE BENEFITS QUICK VIEW FINDER)

Full-time regular employees with one year of GoTriangle service may participate in educational courses that will enhance their job performance or provide opportunities for promotion. GoTriangle will reimburse a percentage of the tuition paid by the employee.

FAMILY MEDICAL LEAVE ACT

(QUICK VIEW FINDER)

The Family Medical Leave Act (FMLA) covers all private employers with 50 or more employees and all public employers.

To be entitled for the leave benefits, an employee must have worked at least 12 months and a minimum of 1,250 hours during the previous year. All eligible employees are entitled to a total of 12 weeks of unpaid leave during a 12-month period for one or more of the following reasons:

- Birth of child
- Placement of a child for adoption or foster care
- To care for a spouse, child or parent with a serious health condition
- The serious health condition of the employee



Under the act, an employee may take 12 weeks of leave intermittently (take a day periodically when needed) or use leave to reduce the work day or week. The leave must be medically necessary, and the employer and employee must both agree on the schedule. The employer can require certification of the medical necessity.

Under the act, an employee who takes leave must be returned to the same position or a position with equal status and pay if able to perform the essential functions of the job. In addition, the employer must continue the employee's health benefits during the leave period at the same level and condition as if the employee had continued to work. If the employee chooses not to return, the employer may recover all insurance premiums GoTriangle paid for the employee's health care.

Any questions on FMLA should be directed to Talent Services.

SAFETY AND LOSS PREVENTION

GoTriangle is aware of its responsibilities to its employees and the public to preserve and protect its human and physical assets. The agency will take every action to reduce those conditions or practices that may result in losses through a comprehensive safety and loss prevention program.

GoTriangle intends to provide a safe work and service environment for the public and its employees. GoTriangle aims to minimize or eliminate losses due to vehicle accidents, personal injury, property damage, civil claims and statutory compensation of injured workers through a formal safety-and-loss prevention program.

The objectives of the program shall be:

- To provide, to the extent possible, an exposure-free work and service environment for employees and the public.
- To protect and preserve system assets and the work force, wherever possible, against losses that could deplete system resources or impair the agency's ability to meet its legal obligations or to serve its ridership.
- To institute all practical measures to eliminate or control injury to the public and employees, loss to property or other loss-producing conditions.
- To achieve such objectives in the most effective and economical manner.

DEFENSIVE DRIVING TECHNIQUES

Defensive driving can be defined as driving in such a manner that will prevent accidents in spite of the actions of others and/or adverse weather, road or traffic conditions.

A preventable accident is one in which the operator fails to do everything reasonable to prevent the accident.

A method for accident prevention includes these steps:

- Recognize the hazard immediately. Try to think about what is going to happen or what might happen as far ahead as possible. Never assume that everything will be all right.
- Have knowledge of the defensive technique required. Learn what to do in specific situations until that knowledge becomes second nature.
- Act in time. Once the situation is recognized, make a decision and act on it immediately. NEVER take a wait-and-see attitude.

SAFE DRIVING

It is important to carry customers on schedule, but it is more important to carry them safely. GoTriangle owes its customers the highest degree of care. In the case of bad weather, bad streets or bad traffic conditions, SAFETY MUST NOT BE SACRIFICED FOR THE SCHEDULE. Drive at a speed that is safe considering the driving conditions.

Do not attempt to drive fast in any downtown area. Look upon these areas as dangerous driving zones and operate accordingly.



Stay back far enough from vehicles ahead of the bus so that a safe stop can be made no matter what kind of a stop the driver ahead makes. Be prepared to stop 10 feet behind the vehicle ahead.

ACCIDENT AND INCIDENT PREVENTION

Accident: Code 10/50: Any unsafe act, behavior, occurrence, event or action by which GoTriangle sustains liability, injury, property damage or fatality through vehicular contact with another vehicle, pedestrian, person, bicyclist, motorcyclist or fixed object is considered an accident. And any unsafe act or behavior causing injury or liability involving a passenger who is under the care, custody and control of GoTriangle and its employees is considered an accident. Each occurrence will be investigated and ruled to be preventable or nonpreventable.

Preventable Accident: A preventable accident is any occurrence, event or action that GoTriangle management investigates and determines that an employee contributed to the injury, fatality, liability or property damage of a person, place or thing through vehicular contact or through an employee's unsafe action or behavior. If management determines that an employee has contributed to a situation, he or she will be charged with a preventable accident. Corrective action will depend on severity, type of occurrence and previous safety and security record. Serious accidents caused by gross negligence will be cause for immediate termination. Accident reports must be completed immediately following the event.

All accidents that result from following too closely or backing up will result in a three-day suspension on the first offense. Failure to report an accident within 15 minutes of the collision will result in a three-day suspension. Making false or misleading report(s) will result in termination of employment.

Employee in Training: GoTriangle recognizes that a newly hired employee is in training. However, should a recently hired employee be involved in a preventable accident during the initial training period, that preventable accident occurring during training, and all preventable accidents occurring within 12 months following an employee's initial training, shall be included in the employee's safety record.

Serious Accidents: A serious accident is defined as an occurrence that results in a fatality, serious bodily injury, physical damage and/or liability in excess of \$25,000. Serious preventable accidents may result in termination on the first offense.

Nonpreventable Accident: A nonpreventable accident is any occurrence, event or action that GoTriangle management investigates and determines that an employee's actions or behavior did not contribute to an injury, fatality, liability or property damage of a person, place or thing.

Incident: An incident is anything that occurs out of the ordinary. An incident should be reported within 15 minutes of occurring. Examples include:

- Passenger(s) causing a disturbance on the vehicle with the driver.
- Passenger(s) causing a disturbance on the bus among themselves.
- Passenger(s) who become ill while aboard the vehicle.
- Incidental damage to GoTriangle property or vehicle on the lot or on the road, such as debris hitting the vehicle or animals running into the path of a transit vehicle, etc.

Preventable Incidents or Incidents with Liability: A preventable incident is any occurrence, event or action that GoTriangle management investigates and determines that an employee contributed to the injury, fatality, liability or property damage of a person, place or thing through the employee's unsafe action or unprofessional behavior. If management determines that an employee has contributed to the situation, he or she will be charged with a preventable incident.

The corrective action will depend on severity, type of occurrence and previous safety and customer service record. Serious incidents caused by gross negligence will be cause for immediate termination. Incident reports must be completed immediately following the event. Failure to report an incident may result in immediate termination.

Nonpreventable Incident: A nonpreventable incident is any occurrence, event or action that GoTriangle management investigate and determine that an employee's actions have not contributed to.

REPORTING EMPLOYEE INJURY OR ILLNESS

Any illness or injury to an employee, regardless of severity, that occurs while on the job must be reported. Any employee who has suffered a work-related injury or illness has the right to make a workers' compensation claim. The employee may then be sent to a GoTriangle-approved medical facility for treatment or examination, which may determine whether follow-up care is necessary.

Failure to report an employee injury may result in disciplinary action up to and including termination. GoTriangle will prosecute any fraudulent employee injury claim. Employees are required to conform to all applicable rules, policies and procedures during employment without regard to workers' compensation claims. Violation of any GoTriangle procedures or safety policies during employment will subject an employee to appropriate disciplinary action. At no time will an employee be discriminated against because of presenting a workers' compensation claim.



All employees who experience a work-related injury that requires medical attention will be subject to a drug and alcohol test and placed on unpaid "safety leave" for the balance of the day.

REPORTING INCIDENTS

All incidents no matter how minor must be reported immediately to the dispatcher by radio or cell phone. The dispatcher will immediately follow the incident-reporting protocols to report the incident. All supporting documentation must be sent to the Safety Department. If an employee is injured, any employee-injury paperwork must be filled out no later than the end of shift. Failure to report an incident immediately by radio or cell phone will result in disciplinary action up to and including termination, unless extraordinary circumstances exist.

SUBROGATION OF INCIDENT OR INJURY CLAIMS

Every employee is expected to protect GoTriangle's rights to subrogate for reimbursing damages, workers' compensation payments and related costs that result from an accident or an injury that are the fault of third parties. Employees must first consult with the Safety Department before signing any "release of liability" from any second or third parties involved in an accident or injury. Should employees seek an attorney or any other legal representation, they must notify their supervisor of their intent to hire a personal attorney. The supervisor will forward that information to the Safety Department. No attorney may represent GoTriangle's rights without first obtaining written approval from the GoTriangle Legal Department.

SAFETY INVESTIGATION LEAVE

Any employee involved in a major incident will be placed on administrative leave while the incident is being investigated to determine root causes and preventability. Administrative leave is unpaid unless the incident is determined to be nonpreventable

APPENDICES



APPENDIX A | CORRECTIVE ACTION FORM

Employee's Name: _____ Date: _____

Offense: _____

TYPE OF ACTION: (Check One)

- Verbal Warning Final Warning Discharge
- Written Warning Disciplinary Suspension Probationary Period (yes/ no?)

PREVIOUS CORRECTIVE ACTIONS (Type of Action, Offense, Date)

I. INCIDENT

Describe the situation (behavior, performance, policy violation, etc.) that occurred. Include date(s), time(s), location(s), people involved, witnesses, effects of incident on employee's work or other employees and all other relevant circumstances or contributing factors. Be specific in stating observable behaviors and comments whenever possible.

II. GOALS AND TIME FRAME FOR IMPROVEMENT

What specific actions, within what time frame, are to be accomplished to improve the behavior/performance?

III. FOLLOW-UP REVIEW DATE:

IV. CONSEQUENCES

What will happen if employee fails to meet the goals set within the designated timeframes?



V. EMPLOYEE'S COMMENTS

My supervisor has reviewed the above situation with me and my comments are as follows:

Supervisor's Signature: _____ Date: _____

I understand that my signature indicates only that this incident has been reviewed with me and does not indicate agreement or disagreement with the action taken.

Employee's Signature: _____ Date: _____



APPENDIX B | GOTRIANGLE EMPLOYEE GRIEVANCE FORM

Date of Personnel Action or Occurrence: _____

Employee Name: _____

Statement of Grievance: _____

Desired Outcome: _____

Employee Signature

Date Grievance Filed

Please attach additional pages if needed.



APPENDIX C | RUN-PICK PROCEDURE

OVERVIEW

Scheduled or shift work for bus operators is based on the number of service hours offered in GoTriangle's published brochures. The number of service hours also determines the number of operators needed to offer this service. The revenue hours, in addition to the extra hours (also known as deadhead hours or nonrevenue hours), needed to provide service are arranged into bus runs. These runs are then formatted (or "cut" to create a working schedule for the operators. This procedure is known as a "run-cut."

Once the run-cut is completed, it is made available to bus operators to review and select or "pick" their runs. GoTriangle bus operators have a scheduled time posted every four to six months for run-picks. Run-picks are based solely on operator seniority. Dispatch provides operators with a list of runs, and operators pick runs according to the seniority list. Operators are responsible for knowing which runs they have chosen. Operators should not pick runs they are unfamiliar with or have not completed refresher training on. Operators must strive to be familiar with all routes, even if they must learn the route with another operator on their time. Once all runs are selected, operators will operate their selected runs for four to six months and then the process will be repeated. Operators must be prepared to pick their run once the run-pick begins. The run-pick will not be delayed or stopped due to individual indecision. Operators out on sick or disability leave will not be permitted to participate in the pick unless they have been cleared to return to work within two weeks of the start of the new run-pick.

OPEN RUNS

Any time a run becomes available due to any circumstance, the run will not be posted for bid. The run will either be covered by an extra-board operator or a new hire or through scheduled overtime. Only in extreme emergencies/circumstances will an operator be allowed to switch to a run that is open.

APPENDIX D | ISSUANCE OF DEPARTMENT OF TRANSPORTATION MEDICAL CERTIFICATION CARDS

PURPOSE

All GoTriangle employees required to hold a Commercial Driver's License must be medically certified in accordance with the United States Department of Transportation regulations. Certificates are issued to individuals who pass the DOT's physical requirements, which show they have no physical, mental or organic defects that would affect their ability to operate a commercial motor vehicle safely.

The employee must carry the certificate at all times while operating a commercial vehicle. The certificate must be original, photographic and stamped by a medical examiner's certificate that proves eligibility to drive a commercial motor vehicle (FMCAS 391.41). Additionally, employees must keep a copy of a valid medical certificate on file with GoTriangle. An employee's failure to meet these qualifications will result in his or her disqualification from service.

PROCEDURE

Department supervisors or managers will make every attempt to notify employees in advance of the expiration date of DOT cards. However, it is the employee's responsibility to ensure that his or her medical certificate remains valid. Employees who seek to obtain a DOT card will be issued an authorization form. Before their current card expires, employees must be examined by a GoTriangle-approved physician. Upon the successful completion of the exam, the medical examiner will issue the employee a medical certification. Employees must present the certification to the dispatcher before the start of their next shift.

Employees who fail to meet their recertification deadline will be suspended without pay until a medical examination is completed. Should a suspended employee fail to have an exam completed by the third day of suspension, he or she will be terminated from employment.

APPENDIX E | GOTRIANGLE'S ADVERSE WEATHER PLAN

PURPOSE

The purpose of this plan is to provide information, policies and procedures for GoTriangle personnel to use in the event of adverse weather conditions to protect passengers, transit personnel and property. The plan describes underlying goals, the definition of a severe weather event, the responsibilities of personnel, appropriate coordination activities with other agencies and procedures for testing and updating the plan.

GOALS

The goals of this Adverse Weather Plan are to:

- Protect the safety of the public, our employees and our equipment and avoid stranding passengers.
- Communicate the plan to the public and implement it with as much notice as possible to all parties.
- Coordinate with other transit agencies.
- Provide essential services given event conditions.
- Gain trust by meeting or exceeding announced service levels during emergencies.



APPLICABILITY

These policies apply to all full-time, part-time and temporary personnel.

DEFINITION OF ADVERSE WEATHER CONDITIONS/EVENTS

For the purposes of this document, “adverse, severe or inclement weather” is defined as follows:

- weather conditions involving rain, snow, sleet, ice and/or winds of sufficient severity to restrict or prevent normal transportation operations on highways or threaten the safety of transit passengers and employees.
- Severe inclement weather conditions may result in flooding, icing, high-wind conditions or blockages of highways that disrupt or prevent normal transit operations. Examples of adverse weather include snow and ice storms, hurricanes, nor’easters and tornadoes.

INTERNAL POLICIES AND PROCEDURES

The primary responsibility for deciding to continue transit service during adverse weather lies with the Chief of Operations/Director of Transit Operations in consultation with the CEO/President.

Transit Operations will prepare a list of routes affected by adverse weather, including information about whether they will run, and provide the list for Communications and Public Affairs and the Regional Call Center.

Communications and Public Affairs will be responsible for preparing all news releases, social media messaging and rider alerts and for contacting media regarding transit services during adverse weather.

In winter, the Safety Manager, Maintenance Manager and Facilities Manager will be responsible for coordinating de-icing and snow-removal activities at Nelson Road, the Plaza building and other designated GoTriangle sites.

CONTINUATION/SUSPENSION OF SERVICE

Bus service will be continued to the degree possible, consistent with reasonable safety, during any adverse weather conditions. Rather than discontinuing service in total, service may be curtailed on minor streets or in areas that are impassible. In winter, service will continue to operate along routes that are normally kept open by plowing, salting or treating with slag.

It may be necessary to temporarily discontinue service in cases of heavy sleet or ice, when major thoroughfares are glazed and temperatures are such that the glazing is not likely to disappear. Service may also need to be temporarily discontinued in the case of snowstorms, where the accumulation of unplowed snow on major thoroughfares has reached the point where buses cannot maneuver safely. Such discontinuation of service shall be as brief as possible and subject to the approval of the Director of Transit Operations.

The establishment of transit service detours will be based upon a recommendation of the Director of Transit Operations.

Standard inclement weather detours will be made available to transit riders during winter months. Service detours or route changes will be released to the media and riders during any specific storm condition. These include “abbreviated routes” (where bus service has been curtailed in certain areas that have caused hazardous driving conditions) and “major thoroughfare routes” (when driving conditions have become so severe that buses can run only on the major roads).

ADVERSE WEATHER LEVELS

The Director of Transit Operations is responsible for determining alterations to service during adverse conditions. Alterations will be made in the context of three distinct severity levels during a weather emergency. Here are some guidelines that will drive the declaration of each level. As weather conditions can vary widely, factors that drive a decision will rarely fall entirely within one level. The modes in order of weather event severity (from least to worst) are:

Level 1 | Alert - No major service interruptions anticipated; however, prepare for some delays.

- Snow accumulation less than 1 inch
- Probability of precipitation less than 20 percent
- Ambient temperature greater than 32 degrees

Level 2 | Watch - Prepare for probable service delays, interruptions or modifications.

- Snow accumulations of 1 to 2 inches
- Probability of precipitation greater than 20 percent
- Ambient temperature less than 32 degrees

Level 3 | Warning - Prepare for significant service disruptions or cancellation.

- Snow more than 2 inches or freezing rain
- Probability of precipitation greater than 30 percent
- Ambient temperature less than 32 degrees



ADVERSE WEATHER ROUTES

GoTriangle has developed a set of routes and timetables that may be placed into use under certain conditions. They are designed to serve the major stops and transfer points during periods when the weather deteriorates or is anticipated to deteriorate to a Level 2 or 3. The routes provide service only during daylight hours and public headways of one hour. GoTriangle will attempt to run half-hour headways whenever possible.

The routes require eight to 16 buses, and each block is set up to be run by one operator for the entire day, thereby minimizing the need to bring in additional personnel. Maintenance could function at minimal staffing level, and supervision would also require few people.

The routes will be implemented only all or none. GoTriangle will not mix different service types in a single service day. These routes will most often be implemented when there is a late-afternoon or early-evening threat of adverse weather of at least a Level 2 category.

The Operations and Maintenance Departments will keep a list of volunteer personnel who will report to work when the Adverse Weather Routes are put into effect. Employees will be notified by phone of their assignments. All other employees are excused from work and paid as previously noted.

SERVICE LEVELS

Should conditions mandate a service curtailment, a decision will be made and communicated as far ahead as possible. Service curtailments will fall into four general categories:

Late Start – Typically used when Level 2 weather conditions are present in the morning but expected to improve through the day. Service will typically start between 9 a.m. and noon. In such cases, essential employees whose block would be running should report one hour before the announced start of service. Employees reporting as scheduled will be paid for their shift.

Curtailment – Used when weather conditions are expected to deteriorate to a Level 2 in the late evening. Employees will be sent home and paid for the remainder of their shift.

Adverse Weather Routes – Used when daytime conditions are expected to reach Level 2 sometime through the daylight hours. Only volunteers should report; all other employees are excused from work. Employees not working may use vacation or paid holiday. Employees who work will receive double pay for the day.

Cancellation – Used when Level 3 conditions are expected throughout the day. Employees may use vacation or holiday leave.

ADVERSE WEATHER DECISION GUIDE

	LEVEL 1 ALERT	LEVEL 2 WATCH	LEVEL 3 WARNING
DURATION TIMING			
MORNING	Normal	Late Start	Late Start
MIDDAY	Normal	Adverse Wx Routes	Cancellation
AFTERNOON	Normal	Curtailment	Adverse Wx Routes
EVENING	Normal	Curtailment/Late Start	Curtailment/Late Start
SUSTAINED (> 4 HRS.)	Adverse Wx Routes	Adverse Wx Routes	Cancellation

INTERNAL AND EXTERNAL COMMUNICATIONS

About 24 hours before an expected weather event, the Director of Transit Operations will communicate both internally and with other transit agencies that an adverse weather event is imminent and that all parties should be on the alert for future announcements.

The Director of Transit Operations will establish a schedule of conference calls and set up an email distribution list to be used through the event by all agencies.

Service announcements will be made on the GoTriangle website and through rider alerts and media, including social media, and will be coordinated by GoTriangle Communications and Public Affairs.

RIGHT TO CANCEL SERVICE

GoTriangle will make every effort to ensure that service can be provided as requested; however, the safety of passengers and drivers will not be compromised. Therefore, GoTriangle reserves the right to contact any agency or passenger in order to revise, cancel or reschedule trips in the event of severe inclement weather.

STAFF REPORTING FOR DUTY

All staff scheduled must report to work as soon as safely possible. Unless closed by the President/CEO, GoTriangle should be considered open during normal hours, and all employees are responsible for their regularly assigned duties. Everyone is advised to take all reasonable



precautions in coming to work given personal circumstances. Supervisors may advise employees to work from home with computer and phone connections depending on weather conditions. Notices about work schedules will be posted on the agency “work line” at 919-485-7469.

GoTriangle employees will report to their normal departments and work areas. However, if the severe weather plan is in effect, individual members may be required to offer assistance to other departments as necessary and required. Please prepare for all possibilities. Specific tasks are assigned to selected individuals.

KEY AND ESSENTIAL PERSONNEL

Key and essential personnel are those people who are required to operate, maintain and supervise the transit and vanpool program and to provide customer information concerning the operations. Each designated manager/supervisor must keep an updated copy of the contact phone number(s). The following personnel have been determined to be key and essential:

- CEO/President
- Executive Vice President
- Chief Communications Officer
- Chief of Operations/Director of Transit Operations
- Assistant Director of Transit Operations
- Facilities Manager
- Maintenance Manager and Maintenance Staff
- All Transit Operations Personnel
- Director of Finance and Administrative Services
- IT Manager or On-Call Designate
- Designated Communications Staff Member
- Customer Information Associates
- Regional Call Center Manager
- Regional Call Center Supervisor
- Facilities Coordinator

If phone systems are out of order, the following personnel should contact their immediate supervisors at their homes or alternate numbers. If their home telephones are not working, please call their cell phone numbers.

Bus operators should first attempt to contact a dispatcher/supervisor or Operations supervisor before calling the cell phone number. Maintenance personnel should contact their supervisor for further details.

ALL OTHER STAFF

All other staff will report to their normal work areas as soon as possible and be prepared to assist other departments as necessary.

TESTING AND UPDATING THE PLAN

GoTriangle may test the adverse weather plan at certain intervals. All key personnel will be involved in the test.

GoTriangle will review and update the adverse weather plan annually. In coordination with the Director of Transit Partnerships, the Director of Transit Operations will review the plan update with our regional transit partners. Copies of the updated plan will be distributed to all involved in conducting coordinated severe weather activities.

During severe weather conditions, personnel whose positions are not designated as key and essential may, with their supervisor’s approval, take unscheduled vacation leave or make up the work hours within the pay period. Personnel designated as key and essential are required to report to work on or before their normal work times and must work their normal full schedule. Employees shall exercise the utmost caution in traveling.

Key and essential personnel (hourly) who do not report as scheduled will not be paid for each workday missed. Key and essential personnel (salaried employees) who do not report as scheduled will be required to make up missed work within the pay period and may be subject to disciplinary action. The only exception is if the recorded message at 919-485-7469 specifically indicates that key and essential personnel are not to report.



APPENDIX F | MORE EXAMPLES OF WORK-RULE VIOLATIONS

Listed below are examples of major violations that will result in disciplinary suspension or discharge for the first offense. This list is not all-inclusive and may change at any time. If employees have any questions regarding these policies and procedures, they should speak to their supervisor.

- Conviction of any felony.
- Offense where the employee is sentenced to a term of imprisonment or correctional detention.
- DUI or DWI.
- Any other criminal convictions (felony or misdemeanor) that may have a negative impact on GoTriangle.

SAFETY:

Some safety violations are of such a serious nature that discharge is appropriate for the first offense. Some examples include:

- Having a vehicle roll away due to failure to properly secure the vehicle.
- Failing to properly secure wheelchairs or other mobility devices.
- Striking a pedestrian.
- Hitting an object or another vehicle when moving a vehicle in reverse. On the street, the operator must first call in before backing; if at a GoTriangle location, the operator must “get out and look” (GOAL) and seek assistance as appropriate.
- Deliberately running a red light or stop sign or entering a railroad crossing when the lights are flashing or the crossing arm is down or descending.
- Failing to perform proper lock-out/tag-out procedures or ignoring or removing a lock, tag or signage without specific authorization.
- Entering a confined space as defined by OSHA or GoTriangle.
- Using a cell phone while operating a GoTriangle vehicle.
- Smoking in hazardous areas.
- Violating any safety rule or practice or violating operating rules or procedures that could put an employee or others in imminent danger of bodily injury or damage to GoTriangle property.

DRUGS AND ALCOHOL:

- Violating any part of GoTriangle’s Drug and Alcohol Policy.
- Possessing, consuming, distributing, purchasing or selling alcohol, controlled substances or drug paraphernalia while at a GoTriangle location or in a GoTriangle vehicle while on duty or while representing GoTriangle.
- Using alcohol or controlled substances, absent a valid prescription, while at a GoTriangle location, in a GoTriangle vehicle, while on duty or while representing GoTriangle.
- Entering GoTriangle property or working on behalf of GoTriangle while under the influence of either drugs or alcohol.
- Refusing to take a drug or alcohol test.

DISHONESTY:

- Falsifying any records, such as employment applications, medical forms, workers’ compensation claims, work orders or parts requests or giving false testimony or witness.
- Falsifying a time card or time record; punching or recording another employee’s time card or record; permitting another employee to punch one’s own time card or record one’s time on a time sheet; or in any way tampering with one’s own or another person’s time card or time record.
- Moonlighting or working at another job, without permission, while on leave of absence from GoTriangle or in a way that adversely impacts Hours of Service regulations.



PRE-TRIP/POST-TRIP INSPECTION

- Failing to conduct a safety inspection before vehicle operations (e.g., pre-trip/post-trip, post-vehicle maintenance repair, shuttle/administrative vehicle, etc.)

STEALING/THEFT:

- Stealing from GoTriangle, other employees, passengers or customers, regardless of the amount.
- Unauthorized removal of property of GoTriangle, another employee or a customer.
- Failing to account for GoTriangle funds that may come into an employee's possession.
- Obtaining fuel, parts, maintenance or repairs for employee vehicles from any GoTriangle operating location or for its employees while those employees are on duty.
- Conducting activities not related to work during work time or using GoTriangle property for activities not related to work at any time.

UNAUTHORIZED USE OR REMOVAL OF GOTRIANGLE PROPERTY OR VEHICLES:

- Misusing GoTriangle property or unauthorized removal of GoTriangle records, documents, equipment, communication systems, tools, supplies or confidential information of any nature.
- Failing to comply with email, internet use, virus protection, data security and software or license policies.
- Using any GoTriangle vehicle without authorization.

VIOLENCE/FIGHTING/THREATS:

- Possessing weapons, firearms or explosives inside a GoTriangle location or in a GoTriangle vehicle.
- Making terrorist threats or acts of terrorism against GoTriangle, passengers, other employees or the general public.
- Engaging in fighting, violence, threats, harassment, intimidation, horseplay and other disruptive behavior in the workplace including oral or written statements, gestures or expressions that convey a direct or indirect threat of physical or emotional harm.

HARASSMENT:

(View GoTriangle Policy 102)

INSUBORDINATION:

- Engaging in improper, disrespectful conduct toward a supervisor or manager or refusing or failing to perform any job or work assignment given by a supervisor or manager.
- Refusing to work split shifts, split weeks or overtime without reasons acceptable to the manager.
- Instigating, counseling others to or taking part in an unlawful work stoppage or slowdown.

SECURITY:

- Violating GoTriangle security procedures.
- Giving your GoTriangle identification card, pass, badge or other GoTriangle identification to another person or using another person's GoTriangle ID, pass, badge or other GoTriangle identification to enter GoTriangle locations or restricted areas.

DUTY TO REPORT:

- Failing to immediately report by radio or telephone any accident, incident or unsafe act, no matter how slight, that may or may not have resulted in property damage or bodily injury, incurred while driving a GoTriangle vehicle.
- Failing to immediately report any arrest, charge, indictment or conviction for any felony or misdemeanor.
- Failing to immediately report any citation or conviction of a moving traffic violation incurred while driving a GoTriangle vehicle.
- Failing to immediately report any citation or conviction of driving under the influence (DUI or DWI), reckless driving or hit-and-run driving



whether on or off the job, in any vehicle.

- Failing to immediately report any incident in which the employee is involved, either on-duty or off-duty, that may affect the employee's operator license or fitness to perform GoTriangle duties and responsibilities. (If off duty, the report should be made before the employee's next work shift.)

ILLEGAL, IMMORAL OR INDECENT BEHAVIOR:

- Engaging in illegal, immoral or indecent conduct on or off the job.
- Relieving the "call of nature" on or near GoTriangle property or equipment, or in any public place other than a restroom.

SLEEPING ON THE JOB:

- Sleeping, dozing or giving the appearance of sleeping during on-duty work time.

DESTRUCTION OF PROPERTY:

- Damaging or destroying GoTriangle assets, property, including computers or another employee's personal property.

DISLOYALTY:

- Making false, vicious or malicious statements about GoTriangle, its services, customers or another employee or employees.

VIOLATION OF CONFIDENTIALITY OR PRIVACY:

- Unauthorized disclosing of business secrets or confidential information.

FAILURE TO REPORT BACK (WITHOUT NOTIFICATION):

- Failing to return to work on the date scheduled to return to work from a leave of absence or sick leave.

Listed below are examples of minor violations that will usually be addressed in a four-step process; however, depending on the severity of the violation, discipline up to and including termination could result at any level where circumstances warrant. This list is not all-inclusive and may change at any time. If employees have questions regarding these policies and procedures, they should speak to their supervisor.

REPORTING FOR DUTY/ABSENTEEISM:

- Calling out sick under false or questionable circumstances.
- Exchanging work assignments without proper authority.
- Failing to remain at assigned duty until properly relieved or excused.
- Leaving the job or regular workplace during work hours for any reason without authorization or notification. Operators in service must contact Dispatch to arrange for nonscheduled breaks.

PERSONAL CONDUCT:

- Displaying a discourteous or inappropriate attitude or behavior to passengers, other employees or the public. Engaging in disorderly conduct during working hours.
- Using profane or abusive language.
- Gambling in the workplace.

WORK RULES AND EMPLOYEE PERFORMANCE:

- Violating vehicle-operating rules.
- Failing to observe GoTriangle's safety and sanitation policies.



- Altering a safety device.
- Working in excess of an employee's regularly scheduled hours without advance approval of a supervisor.
- Failing to operate a GoTriangle vehicle according to assigned route or timetable.
- Failing to work as a supervisor directs.
- Failing to renew and maintain a valid, appropriate driver's license with required endorsements. This rule applies to any operator or employee who is required to be licensed for driving.
- Using personal equipment to photograph or tape-record passengers.
- Improperly using GoTriangle telephones, computers or other equipment.
- Failing to wait for connections or passing by waiting passengers.
- Parking a personal vehicle in a restricted area at a GoTriangle location.
- Neglecting job duties and responsibilities or showing a lack of application or effort on the job.
- Displaying poor work habits including engaging in wasting time, loitering or visiting excessively.
- Showing incompetence or failing to meet reasonable standards of efficiency or effectiveness.

PERSONAL PROTECTIVE EQUIPMENT (PPE):

- Failing to comply with the PPE directives.

SECURITY:

- Being present at a GoTriangle location while not performing authorized services or without express permission, displaying disruptive and insubordinate behavior.
- Attempting to enter, entering or assisting any person to enter or attempt to enter a GoTriangle location or restricted areas without proper authority.

NONCOMPLIANCE WITH INFORMATION REPORTING POLICIES:

- Failing to report defective equipment.
- Failing to report a safety hazard.
- Failing to submit an accident report by the end of the work shift.

SELLING GOODS OR SERVICES AND SOLICITING AND DISTRIBUTING LITERATURE:

- Selling or offering for sale any goods or services to other employees, customers or visitors at a GoTriangle location or on a GoTriangle vehicle.
- Soliciting other employees for any non-work purpose or distributing literature to them while on duty and working. During nonworking time, employees may not solicit other employees who are working or distribute literature to them.
- Posting, circulating or distributing written or printed material without authorization from the manager or supervisor.

ADMINISTRATIVE:

- Failing to provide GoTriangle with a current address or telephone number.
- Littering on GoTriangle property, including in the employee lounge area and restrooms.
- Failing to read notices and bulletins and not making an effort to stay informed.



APPENDIX G | ACKNOWLEDGMENT

I hereby acknowledge receipt of the GoTriangle Policy Manual for Transit Operations Employees. I understand that I have the opportunity to review and discuss with management the material contained therein and have my questions adequately answered. I further understand that it is my responsibility to comply with these procedures and rules and that my failure to do so may result in disciplinary action as outlined in the Policy Manual.

Employee Signature

Date

ADDENDA

