

Transit Operations Customer Service Bonus Program

The goal is to achieve stellar customer service and operational excellence. While some customer scenarios differ, being able to serve and provide accurate information efficiently and effectively ensures all customers have a consistent and elevated experience.

Role Specific Criteria:

Operators:

- No verified record of complaints or disrespectful behavior;
- Professional uniform and appearance as defined by operational procedures.

Service Attendants:

- No verified record of complaints or disrespectful behavior;
- Vehicles are cleaned and serviced in accordance with established standards.

Scope: This policy applies to all regular full-time and part-time employees in the following classifications:

- Bus/Paratransit Operator I, II, III
- Paratransit Dispatcher/Operators
- Service Attendants

The Customer Service Bonus provides \$200 in bonus opportunity every 6 months. The two bonus periods are July 1 through December 31 and January 1 through June 30. Payouts will be coordinated with the Finance Department to arrange for paying bonuses on time.

General Criteria: GoTriangle will award bonuses to employees who-

- Are actively employed for at least 90 days of the bonus period and on the day the bonus will be paid.
- Meet the minimum hours worked requirement of 488 hours for the bonus period.
- Meet satisfactory performance requirements

Management may modify this bonus program at any time without notice. Bonuses are not automatic and can only be guaranteed to those who meet the established criteria as determined by an employee's manager. Management may exercise discretion when an employee's documented performance does not meet satisfactory performance requirements.