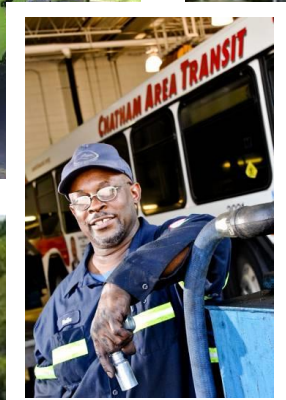




# OPERATIONS WORK RULES

FOR

## Transportation, Maintenance & Marine Employees



Effective May 15, 2013



# ***Safety Is Our Business!***

## **OPERATIONS WORK RULES**

### **WELCOME**

Welcome to Chatham Area Transit (CAT). We are happy to have you as a member of our family!

Chatham Area Transit provides mass transportation services to the citizens of Chatham County and the surrounding area. These services include Shuttles, Streetcars/Rail, Local Fixed Route buses, ADA Paratransit services, Ferries, and other modes of transportation.

CAT is committed to providing the highest level of service and transportation to our customers. We will perform this task by supporting our employees and helping you to function in the safest and most conscientious manner possible. This policies and procedures manual has been developed to assist in our responsibility to provide a safe, reliable, courteous, and consistent service.

We envision CAT among the preeminent transportation organizations in the nation. We see regional mobility as the cornerstone of economic development and quality of life in Savannah-Chatham County.

The mission of CAT is to serve the community through high quality, safe, clean, efficient and sustainable regional transportation services.

### **Foreword**

As an employee of the Operations unit, you are the most important link in the Chatham Area Transit chain of responsibility. As Operations personnel, you are the most visible employees seen by the riding public. More than anyone else in the company, this gives you unlimited opportunities to make friends for CAT and yourself.

CAT exists for one basic purpose: to provide reliable, cost-efficient, and safe transportation for the public. To accomplish this task, it is important that all employees be professional, attentive to detail, dependable, concerned, provide excellent customer service, and in the case of operators, exercise safe and mature judgment in the operation of their vehicles and in their relationship with the riding public.

Each day we transport many people who are riding our system for the first time. Your display of professionalism as well as your safe driving, appearance, and overall attitude could be the deciding factor as to whether or not these individuals will continue to use our system as well as influencing their very opinion of Savannah. To ensure their positive opinion and continued patronage, you must assume the role of "salesperson" of our service.

CAT also provides transportation to persons with disabilities who are oftentimes totally reliant upon us to travel to work, medical treatments, educational facilities and recreational destinations. The Americans with Disabilities Act of 1990 (ADA) extends federal civil rights protection to persons with disabilities. Transit authorities have specific requirements mandated by the ADA that apply to CAT's Bus, Rail, Ferry and Paratransit services.

### **About This Manual**

This manual, covering work rules, accident instructions, and the discipline code, has been compiled to provide direction to all Operations personnel in the performance of their jobs, whether it is as a supervisor, dispatcher, operator, mechanic, captain, or deckhand.

The instructions and rules contained herein require strict compliance to ensure safe and efficient operation of the system. Therefore, it is imperative that they be read, fully understood, and strictly adhered to.

The material found within this manual should not be viewed or interpreted by the reader to supersede any law, regulation or directive of CAT, the United States Department of Transportation, United States Coast Guard, or any other regulatory agency. The material found within this manual should also not be viewed or

interpreted as a contract; it is a summary of the Operations for CAT and is subject to change with or without prior notice.

### **Equal Employment Statement**

Chatham Area Transit Authority (CAT) is an Equal Opportunity Employer, committed to EEO for all persons, regardless of race, color, national origin, sex, creed, age or disability, to create and maintain a qualified and diverse workforce. CAT understands that achieving EEO goals benefits our corporation through the fuller utilization of all available human resources to achieve appropriate diversity and elimination of any underutilization of human resources. CAT is committed to the development of specific goals and timetables in the event of any underutilization of its human resources. CAT will afford equal employment opportunities to employees and applicants and will not tolerate discrimination based on gender, race, sex, religion, color, creed, age, national origin, ancestry, marital status, citizenship status, veteran status, disability, sexual orientation or any other factor prohibited by applicable federal, state or local law.

This policy applies to all terms, conditions, employment practices and privileges of employment including recruitment, selection, on-boarding, initial periods of employment, job assignments, training and development, working conditions, promotion, transfer, compensation, benefits, educational assistance, layoff and recall, social and recreation programs, termination and separation and other terms and conditions of employment.



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**Chadwick Reese**  
General Manager

May 1, 2013

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## **1 EMPLOYEE RESPONSIBILITY**

### **1.1 Knowledge of Rules**

CAT rules and regulations must be strictly adhered to by all Bus, Paratransit, Marine, Rail, and Maintenance (Operations) personnel. All Operations staff employed by CAT are required to familiarize themselves with operating rules and regulations.

### **1.2 Additional Orders and Instructions**

In addition to these rules and regulations, special instructions will be issued periodically, either verbally by members of the supervisory staff, or written in the form of Special/General Orders and Alerts posted on bulletin boards. All such supplementary instructions must be observed by employees while they are in effect.

### **1.3 Bulletin Boards and Meetings**

Employees are required to consult the bulletin board(s) when reporting for duty. If any doubts exist regarding the exact meaning of a rule, special order, or instruction, employees must immediately secure additional information or proper interpretation from their division manager or that manager's designated representative.

Bulletin boards will also be the place for meeting notices to be posted. With the constantly changing pace of the transit business, it is important for the Operations staff to hold meetings for safety and informational purposes to maintain communication between personnel. Regular meetings for Operations personnel shall be held, and those marked as mandatory shall require attendance as governed by the discipline code.

### **1.4 Ignorance of Rules**

Ignorance of rules, special orders, or instructions will not be accepted as a valid excuse for non-compliance.

## **2 PERSONNEL PRACTICES**

### **2.1 Appointment of New Employees**

After completing the required training period, new Transportation, Maintenance, and Marine personnel will be added to the bottom of the respective seniority list and assigned to an operating division.

### **2.2 Probationary Period**

New employees will be placed in a probationary status for a period of one hundred and twenty (120) days from their start date. During that time, they will be observed and evaluated to determine their progress and qualifications for continued employment. The probationary period can be extended an additional thirty (30) days at the discretion of CAT. The probationary period includes time spent in training.

#### **Probationary Employee's Commitment:**

I understand that it may be necessary for me to purchase uniform items with my own funds. Occasionally CAT will advance a uniform allowance to new employees before the annual uniform allowance is issued (typically in July). If I am terminated, or if I quit employment, CAT will deduct the allowance that was advanced to me from my final check. My signature for this rule book authorizes CAT to make this uniform deduction from my check.

### **2.3 Employee Retention**

Chatham Area Transit will not retain any employee whose activities or outside employment interferes with or otherwise impedes their normal CAT duties. Every employee will have at least eight (8) consecutive hours off in every twenty-four (24) hour period and will not exceed ten (10) hours of work-

time. The only exception to this rule is if the employee is off the following day or in the event of an emergency, i.e., weather.

## **2.4 Acceptance of Employment Conditions**

Acceptance of employment signifies the willingness to comply with all rules, regulations, and requirements of assigned duties and to perform each assignment in a professional and efficient manner.

## **2.5 Personnel Records**

A confidential and detailed record of work performance is maintained in the Human Resources Department for each member of the Operations unit. This record is reviewed whenever an employee is being considered for promotion, disciplinary action, or when responses are made to external reference requests. Employees must make an appointment with Human Resources if they wish to review their own file.

## **2.6 Promotions**

Whenever possible, vacancies will be filled by internal promotions; however, no promotions will be automatic. Promotions will be based upon employment record, knowledge of job, competency, skills and possibly length of service.

### **Operator Promotion from Part-time to Full-time:**

After completing the required training period, new Part-time Operators will be added to the bottom of the part-time seniority list and assigned to an operating facility. Part-time Operators shall be offered Full-time Operator vacancies, providing they meet the established, acceptable promotion criteria, and based on their Part-time seniority. Their safety, attendance, and overall job performance records, along with their customer relations skills will be considered when a Part-time Operator applies for a Full-time vacancy. Upon promotion, new Full-time Operators will be added to the bottom of the Full-time seniority list.

### **Operator Demotion from Full-time to Part-time (for non-disciplinary reasons):**

Operators who move from full-time to part-time positions for non-disciplinary reasons will keep their seniority based upon their hire date. Their personnel records will be retained, but they will be ineligible for benefits as pertains to part-time employees.

# **3 CONTROL CENTER & SUPERVISORY DUTIES**

## **3.1 Control Center**

The Control Center is the communications hub for CAT. The Control Center Supervisor manages the on-street operations to ensure on-time performance, customer satisfaction, and driver safety. All personnel in the Control Center are expected to learn and use 10-codes for radio communication.

## **3.2 Control Center Agent**

Other responsibilities in the Control Center involve assigning work on a daily basis to Transportation employees, maintaining accurate records for all payroll documents, recording and reporting all absences and violations to the facility Transit Manager, and coordinating road calls and repair issues with the Maintenance Department. Transportation work is to be assigned in accordance with the Labor agreement.

## **3.3 Supervisor**

Supervisors are the field link between the department heads and the front-line employees. They are responsible for regulating and supervising the work of operators/mechanics/deckhands as applicable. Supervisors are vested with the authority to instruct employees on operation of equipment and procedural methods pertaining to the job. They are responsible for documenting policy violations, and they are empowered to recommend the suspension of an employee from duty, if necessary, and may direct him or her to report to their department head.

## 4 REPORTING FOR DUTY

### 4.1 Report Time

*Miss* – occurs when employee fails to complete his/her full assignment.

*Late* – occurs when employee reports more than 59 seconds after his/her scheduled time.

Transportation: Operators assigned to a regular or extra run will report for duty fifteen (15) minutes before scheduled departure time; provided that this is their first departure. Failure of an operator to be present the required number of minutes before scheduled departure time or assignment time will result in a “late” charge.

Maintenance: Maintenance employees, including storeroom, must clock in at, or no more than five (5) minutes before, their scheduled shift start time. Employees may not clock in until they are prepared to begin their shift, i.e., in proper uniform. Employees who clock in one (1) minute after their scheduled shift start time will be charged with a late report. Supervisors must report for work thirty (30) minutes prior to the start of their scheduled shift.

Marine: Marine employees scheduled for the morning (AM Boat Crew) will report to work no less than thirty (30) minutes before their scheduled departure time. They are to sign on the sign-in sheets located in the pilot house and record their time in the company time book located inside the bridge of the ferries. Corrections to the time book can be made by the Director of Marine Operations upon the employee’s request and the Director’s review and approval. Marine employees scheduled for the afternoon (PM Boat Crew) will report to work no less than fifteen (15) minutes before their scheduled departure time, following the same procedure.

### 4.2 Failure to Report for Work at Required Time

Employees having reported for duty will not absent themselves without permission from their shift supervisor or Control Center Agent. Failure to comply could result in being charged with a “miss” or “late.”

### 4.3 Reporting for Duty in a “Report” Status

Operators and Maintenance employees reporting for duty in a “report” status will report for duty at the time specified, and immediately notify the Shift Supervisor or facility Control Center Agent of their arrival. Failure to comply could result in being charged with a “miss” or “late.”

### 4.4 Mid-shift/Relief Point Reporting

Operators assigned to runs where relief is to be made at “On Street” locations will be at the designated relief point indicated on the run assignment or as directed by supervisory personnel, and in full uniform, when the run is due. Failure to abide by this rule will result in the violator being charged with a “late” report.

PM Boat Crew members will report in full uniform and (as listed in section 4.1) no less than fifteen (15) minutes prior to their scheduled departure time.

### 4.5 Relief Employees’ Responsibilities

Operators making reliefs on buses in revenue service will be responsible for the running board and trip inspection sheet until relieved or until they return the bus to the operating facility. They will conduct a visual check of the exterior and interior of the bus to detect any unreported damage. Damage discovered must be reported on the Pre-Trip inspection form and should be reported to the Control Center via radio immediately

AM boat crew members will review the vessel and schedule with the PM boat crew before they may leave the vessel.

When a Ferry crew ends their shift and does not immediately turn over their vessel to another crew, the off-going crew shall shut down and clean the boat.

#### 4.6 Appearance When Reporting for Duty

Employees will report for duty clothed in the prescribed regulation uniform, present a neat appearance, be well groomed, and exhibit good personal hygiene habits. Please refer to the Uniform & Appearance Policy.

#### 4.7 Arrest of Employee

An employee who for any reason is arrested, whether the arrest occurred on or off duty, must report the matter immediately to the Chief Operating Officer or a supervisor. In case of incarceration, notification can be extended to within 72 hours. Upon evidence submitted to the company of a conviction resulting from such arrest, the employee may be subject to discipline, up to and including termination, if applicable.

## 5 OPERATING REQUIREMENTS

### 5.1 Pre-Departure Operations

Transportation: For every morning and afternoon pullout from the garage, Operators are given 15 minutes to pre-trip their vehicles and leave the facility.

This time is to be used to prepare your bus according to the pre-trip inspection form, including setting signs and cycling the wheelchair lift. Please allow enough time for bus preparation so that if you have a problem with your bus, we can correct it (or get a replacement bus) and still have enough time to get you off the lot on schedule.

*Note*: All employees are required to conduct a radio check with the Control Center before leaving the lot.

Marine: AM Boat Crew members are scheduled to report for duty thirty (30) minutes prior to departure time for preparation. They are to review the maintenance log from the previous shift to be aware of any problems or ongoing situations and then perform their inspection of the vessel.

### 5.2 Pre-Departure On-Board Items

Operators on buses leaving operating facilities in revenue service will carry:

- an ink pen,
- watch,
- accident information packet containing an incident report,
- customer service cards,
- headway sheet,
- schedules for buses that the operator's run will connect with, and
- the required Pre-Post Trip Inspection form. Inspection forms must be properly filled out and turned in at the end of the run.

Marine employees on vessels in revenue service will carry:

- an ink pen,
- customer count and log sheets,
- checklists (e.g., of on-board safety items),
- charge tickets if a fare is required,
- company time book,
- copy of the schedule, and
- they will make every effort to maintain on-board supplies such as paper towels and trash bags of various sizes.

## 5.3 In Revenue Service Operations

Operators are required to

- constantly observe the functioning of the rear passenger exit doors. Should a defect or malfunction of any kind occur, a report is to be made via bus radio to the Control Center. As with all radio communications, the Operator is to use 10-codes whenever possible.
- keep the left of the dashboard clear of newspapers, books, magazines, articles of clothing, lunch boxes, thermos bottles, jugs, or objects of any kind while in revenue service.
- observe the fare box collections.
- shut off bus engines whenever layover is fifteen (15) minutes or more. This policy applies to scheduled and non-scheduled service.
- use turn indicators when making turns, changing lanes, stopping to board customers, and when moving away from an area after boarding customers.
- drive in the right lane as required unless otherwise directed.
- take every precaution to avoid having to back a bus. Buses in revenue service will be backed only when no other course of action is available, and then only when a responsible individual is present to act as a guide.
- follow all safety laws, rules, and regulations, including kneeling the bus.
- ensure that the correct destination sign is displayed, make all required announcements, and respond courteously to all customer questions.

Captains and Mates are required to

- operate inspected passenger vessels following the COI and CFR from dock to dock.
- never pass a channel marker on the wrong side, regardless of tide condition or captain's experience.
- execute and monitor the loading of customers.
- use the vessel's intercom system to instruct the customers prior to departure of informational and safety issues.
- maintain the scheduled departure times, not leaving earlier except in case of medical emergency or as authorized by the Director of Marine Operations.
- store food, drinks, and other personal gear in the Pilot House out of sight of customers to the greatest extent possible and use discretion as to who may occupy the Pilot House at any given time.

## 6 EMPLOYEE CONDUCT

### 6.1 Alcohol and Drug Use and Possession

Refer to the **Substance Abuse Policy** for details about how CAT is dedicated to providing safe, dependable transportation services to our customers as well as a safe, drug- and alcohol-free workplace for our employees. The policy includes information about FTA and DOT regulations and procedures.

No employee may use or possess alcohol or any prohibited drugs/controlled substances while on duty or on CAT property.

"Controlled substances" include, but are not limited to: narcotics, stimulants, depressants, hallucinogens and drugs which are required to be distributed only by a medical practitioner's prescription. The use of such prescription drug(s) or over the counter drug(s) is not prohibited if, in the opinion of the CAT's physician, use by the employee at the prescribed dosage level is consistent with the safe performance of his or her duties and the drug is, in fact, used at that level.

Any employee in Operations reported or suspected of being under the influence of alcohol or drugs when reporting for duty or while on duty, will be required to submit to a drug/alcohol test. The presence

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of a Union Representative at testing will be permitted when the testing process is not unreasonably delayed. It will be the employee's responsibility to ask for and secure the presence of the union representative.

Employees are required to notify CAT within five (5) days of any criminal drug/alcohol statute conviction for a felony or misdemeanor violation occurring in the workplace. CAT will make a determination of action based upon the incident, and employees convicted of drug offenses will be subject to discipline up to and including termination.

## **6.2 Use of Tobacco Products**

CAT prohibits smoking inside all CAT buildings, within 25 feet of any CAT building and in any company vehicle, including revenue service vehicles at all times. Smoking is defined as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind." Employees will not indulge in other tobacco products while operating a bus or on CAT property.

## **6.3 Gambling**

Employees are prohibited from gambling while on duty and while on CAT property whether on or off duty.

## **6.4 Sleeping on Duty**

Employees are prohibited from sleeping, napping or dozing while on duty.

## **6.5 Fighting/Threats**

Employees are prohibited from fighting, assaulting, threatening, using vile or profane language, or coercing co-workers, supervisors or customers while on duty and while on CAT property whether on or off duty.

Assault or threats of bodily harm made to another individual by an employee, whether on or off duty, will result in termination of the employee from the service of CAT.

## **6.6 Sexual Activity**

Employees are prohibited from engaging in any form of sexual activity while on duty and while on CAT property whether on or off duty. The term "sexual activity" applies to petting, kissing, caressing, or other amorous activities in accordance with the Unlawful Harassment Policy.

## **6.7 Relieving the Call of Nature**

Employees are prohibited from relieving the call of nature on board or around CAT vehicles. Only public or otherwise authorized facilities will be used for this purpose.

## **6.8 Radios, Recorders, Cameras, Video Equipment**

Employees are prohibited from having in their possession, while on duty, electronic appliances such as radios, recorders, cameras, portable TV's, portable DVD players or other audio or video devices.

## **6.9 Knives and Guns**

Employees are prohibited from carrying guns, knives with a blade or any weapon that could be or is intended to be used to inflict harm.

## **6.10 Visiting**

Employees are prohibited from visiting with friends and relatives, verbally or otherwise, while on duty. Friends and relatives boarding CAT vehicles will be required to pay the same fare as other customers (exception: spouse or significant other with valid CAT pass). Friends and relatives are not permitted in any of the Maintenance work areas at any time. Visitors must be accompanied by the employee at all times while on the premises.

## 6.11 Conduct while Riding as a Customer

Employees authorized to ride CAT vehicles as customers will:

- Display their passes properly and clearly to the operator or captain.
- Not occupy a seat if revenue customers are standing.
- Not converse with the operator or captain.
- Not allow other people to use their employee pass.
- Report the loss of their employee pass to their immediate supervisor as soon as possible.

## 6.12 Eating or Drinking on Revenue Service Buses

Employees are prohibited from eating or drinking while operating a CAT vehicle. Food or drink may be consumed on breaks or layovers only.

## 6.13 Baby Carriages and Strollers

Folded baby carriages and strollers are allowed on CAT vehicles, but they must not be loaded or unloaded with a baby in them. Operators are never to allow a baby to ride in a carriage while on the bus. However, there are types of wheelchairs for children that look like baby strollers, and these disabled children must be allowed to remain in the chair while onboard CAT vehicles. All other carriages and strollers shall be folded and removed from the aisle of the bus or vessel.

# 7 EMPLOYEE/CUSTOMER RELATIONS

## 7.1 Conduct toward Customers

Employees are expected to be professional and courteous in both speech and manner toward customers. We must refrain from the use of profane, abusive, antagonistic or disrespectful language or behavior while on CAT property, on duty, or in uniform.

## 7.2 Unnecessary conversation

Employees on duty will refrain from unnecessary conversation with customers. Specific questions regarding service are to be answered briefly and courteously.

## 7.3 Badge Number and Name

When requested, an employee is expected to give his or her badge/employee number or name promptly and courteously. Employees who are requested to give their name and badge number to patrons should obtain witnesses to that fact and prepare an incident report in order to protect their own interest and that of CAT.

## 7.4 Familiarization with Points of Interest

Employees are expected to become familiar with principal points of interest along their route or nearby in order to be able to give clear and concise information to customers about streets, parks, connecting or intersecting bus and rail lines, city, county and state government buildings, entertainment locations, etc.

## 7.5 Schedule Information

When requested, employees must give customers valid information on their schedule. If the information requested is on a schedule other than their own, employees should give a copy of that schedule to the customer or recommend to the requestor that he or she call CAT's Customer Service Ride Line at 912-233-5767 or visit our website at [www.catchacat.org](http://www.catchacat.org).

## 7.6 Attitudes

Employees are expected to remain courteous and professional towards all customers, regardless of the customer's attitude or personality. Employees are to reflect professionalism at all times. As a

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professional, an employee should remain tactful, diplomatic, and respectful when dealing with customers, the public, and all co-workers.

## 7.7 Boarding and Discharging Customers

Customers will board buses through the front door only, and able-bodied customers are to exit through the rear door.

Greet every customer every time.

Under no circumstances will a bus in revenue service pass a bus that has stopped to board or discharge customers.

Customers will be discharged and boarded at designated stopping points displaying a bus stop or Savannah Belles Ferry sign.

## 7.8 Positioning a Bus/Vessel

Operators will position the bus as near to the curb as possible when boarding or discharging customers.

Captains/Mates will use fenders at all docks.

Doors will remain closed until the bus or vessel has been brought to a full stop.

## 7.9 Special Consideration of Customers

Employees are required to be especially considerate of the elderly, infirm, handicapped, pregnant, anyone carrying a baby, and others who are incapable of seating themselves while the CAT vehicle is in motion, by not moving their buses/vessels/etc. until customers are seated, unless there is standing room only.

## 7.10 Obstruction of Doors

Employees must ensure that doors are unobstructed and do not in any way impede the orderly boarding and alighting process. Individuals with large and cumbersome articles must not be permitted to block free passageway movements.

## 7.11 Actions by Operators of Buses Second or Third in Line

Operators stopping their buses as a result of being second or third in line from a bus stop sign, will stop their vehicle again at the bus stop for the purpose of boarding or discharging customers.

## 7.12 Refusing Service or Asking a Customer to Exit the Bus

Employees must devote their full attention to the safe operation of their vehicle. Safety cannot be compromised by inappropriate customer behavior or security related reasons. Operators have the duty and responsibility under extreme conditions to require that a customer or customers be removed from the bus for safety or security reasons. Captains/Mates may refuse service to a customer who poses a safety risk. If done correctly, these situations can be resolved in a safe manner.

Do not escalate the situation physically or verbally. If a customer should be refused boarding or removed from a vehicle, call the Control Center for assistance before taking any action. Do not attempt to remove the customer yourself. Do not make, take or threaten any physical action. Inform the customer that supervisory and police assistance has been called and will soon arrive. Open the doors to provide the customer with an opportunity to exit on his or her own, ensuring the safety of yourself and others.

# 8 GENERAL RULES, REGULATIONS, PROCEDURES

## 8.1 Schedule/Daily Assignment Sheets

Operator assignment sheets for runs or work will be posted each day for the following day.

Maintenance schedules will be determined by the Director of Maintenance based on the needs of the company at any time of year and bid upon according to the terms of the contract. The schedule shall be



posted in the breakroom, and a copy may be obtained from the Director's office. Daily job assignments will be created by Maintenance supervisors. Each Maintenance employee must check his or her box for that day's assignment upon clocking in. If there is no assignment waiting in the box, that employee must report to the Shift Supervisor immediately.

Ferry schedules will be determined by the Director of Marine Operations based on the needs of the company at any time of year. The schedule shall be posted on the ferries, and a copy may be obtained from the Director's office. The Director may amend the schedule at any time based upon operational and budgetary needs.

## **8.2 Reporting for Duty**

Section 4 describes basic reporting procedures for all Operations employees.

As an additional note, all "misses" and "lates" will forfeit this forty (40) hour per week guarantee and the operator will be paid only for hours worked. Employees who request personal leave with less than seven (7) days advance notice shall forfeit all pay and overtime guarantees for the week in which the personal leave is taken, and will not be considered as having completed their scheduled work day.

Operators failing to report within the first two (2) hours after their runs are due out will be suspended pending a review of their work records by their department head. Subsequent action on the final disposition is to be made upon completion of the review.

## **8.3 Personal Leave of Absence**

Employees may request a Leave of Absence for personal reasons from their department director. Such requests may be approved at the discretion of the department director for a period not to extend past four (4) consecutive weeks. Any accruals during such leaves of absence will be governed by the terms of the current contract or administrative policy.

Please note: Employees must exhaust any leave accruals for this period before entering a leave without pay situation. Employees may also continue to earn leave during this period provided the requirements of the contract have been met and the employee has enough existing leave time to cover the absence. The employee's position will not be guaranteed upon his/her available return date. The employee will also be responsible for full payment of elected insurance benefits, payable each pay period.

## **8.4 Absent Without Leave**

Employees failing to report to work as scheduled, providing no formal notice of their absence by notifying their supervisor or the Control Center Agent on or before the beginning of their work shift, or who are not under an already approved leave status, shall be charged with Absent without Leave (AWOL) and subject to disciplinary action as indicated in the Discipline Code.

## **8.5 Addresses and Telephone Numbers**

Employees are required to keep their immediate supervisors advised of their correct addresses and working telephone numbers where they can be reached. Changes are to be promptly reported on the form provided. Non-compliance with immediate notification to their immediate supervisor shall result in discipline. Operations supervisors are required to submit employee address/phone number changes to Human Resources for processing.

## **8.6 Notification of Illness**

Employees are required to notify their immediate supervisors, or in the case of operators, their Control Center Agents and Transit Manager, of their illness as soon as possible. If this should occur during non-business hours, the employee must leave a message. Failure to do so will result in appropriate disciplinary action.

Operators must call their Control Center Agent least four (4) hours prior to report time.

Maintenance personnel must contact their supervisor at least four (4) hours before their scheduled start time.

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Marine employees must call and speak with the Director of Marine Operations. Leaving a message does not constitute acceptable notification due to limited staffing replacement availability.

### **8.7 Placement on Sick List**

Employees requesting release from work due to illness or injury will be immediately placed on Sick List. Employees requesting sick leave will remain on the Sick List for a minimum of one (1) working day.

Under no circumstances will an individual who requests to be placed on sick leave be permitted to return to duty the same day.

### **8.8 Reporting from Sick List**

Transportation employees reporting off the Sick List will call the Control Center Agent no later than 11:00a.m. the day before returning to work. Employees who call after 11:00a.m. will lose all scheduled work for the following day.

Maintenance and Marine employees reporting off the Sick List must report to their supervisor as soon as possible but no later than thirty (30) minutes prior to their shift time.

Failure of any employee to report by the designated time will result in a miss or late report.

### **8.9 Proof of Illness**

An employee out due to illness or injury for more than three (3) consecutive days, not covered by FMLA or worker's compensation, will be required to provide a statement or note from their physician covering the entire time they were absent. A department head reserves the right to request a physician's note at any time in order to substantiate an absence.

### **8.10 Non-Availability of Physician's Statement**

Employees on the Sick List who are unable to provide a physician's statement when requested will be considered as feigning illness in order to absent themselves from their duties. Such individuals may be subject to disciplinary action in accordance with the Discipline Code.

### **8.11 Excessive Absenteeism**

Excessive absenteeism is cause for progressive discipline. It is defined as abuse of the leave policy which prevents an employee from the regular and dependable performance of his or her job duties for any reason except for the following:

- Approved Family and Medical Leave Act (FMLA) absence
- Approved leave of absence for personal reasons
- Company directive (non-disciplinary)
- Court appearance – required by Company or subpoena
- Funeral leave
- Holiday
- Jury duty
- Military leave
- Personal day (approved)
- Union business
- Vacation
- Worker's Compensation

Employees who establish a pattern of excessive absenteeism within a twelve (12) month period (rolling back from the date of the occurrence) will be disciplined according to the Discipline Code.

*Occurrence – failure to work the scheduled shift for any reason other than excused absences as listed above. Occurrences are separated by the employee's return to work.*

Example: A person who is absent for one (1) week and returns to work will be charged with one (1) occurrence (and five days' absence). An employee who is absent five (5) days, returns to work for one (1) day and is absent again, will be charged with two (2) occurrences.

### 8.12 Physical Examination

Employees hospitalized for surgery or off duty for thirty (30) days or more must receive a complete physical examination by a CAT approved physician for the purpose of determining their fitness to return to work. CAT follows the physical requirements under FMCSA (Federal Motor Safety Carriers Administration) and the Coast Guard.

### 8.13 Employee Injury

An injury, no matter how slight, incurred by an employee while on duty, must be reported immediately to a supervisor and/or the Control Center, who will then follow proper procedures and notify the Safety Director. An injury that requires the services of a physician will be promptly reported to the CAT physician by the Control Center Agent or supervisor.

### 8.14 Operator Special Precautions

Operators will use extreme caution when operating in the vicinity of schools and playgrounds. Speed limits will be observed, and signals, police personnel, school patrols, and other authorized individuals stationed to protect the children will be obeyed.

Operators must come to a complete stop at all railroad crossings.

Operators must not enter into or interfere with a funeral procession.

### 8.15 Following Buses and Other Vehicles

When following buses or other vehicles, operators and captains are cautioned to maintain safe following distances as defined in the "Operators Training Manual" or by the Coast Guard. Rear-end collisions, whether bus-to-bus or bus-to-vehicle, could result in immediate dismissal.

### 8.16 Leaving Vehicles Unattended

CAT vehicles in revenue service will not be left unattended except for bona fide emergencies. However, leaving a Transportation vehicle for a brief stop at an establishment nearest the end-of-line location, for the purpose of obtaining food and drink to be consumed at the end of line or for using the restroom, are acceptable if time permits. Paratransit vehicles require authorized approval from the Control Center. When a boat is on layover between trips, the captain will supervise and assist the crew with maintaining the vessel. Captains will not leave an in-service vessel unattended without a crewmember on board and in charge.

Prior to leaving the bus, operators will ensure the following actions have been taken:

- Firmly set parking brakes.
- Place in neutral gear.
- Activate emergency flashers.
- Turn off engine.
- If on the slightest hill, set front wheels to curb.
- Under no circumstances will the rear door interlock be used in lieu of the parking brake.

During breaks, such as for restroom or for lunch, paratransit operators may park, secure, and leave their vehicles at certain acceptable locations only. These include public parking lots at businesses such as grocery stores and major retailers like Walmart and at public parks such as Daffin or Lake Mayer. Vehicles are not to be parked and left in residential areas or at places such as restaurants, gas stations, or banks.

Operators within two (2) miles of the CAT yard whose next pick-up location is within two (2) miles of the CAT yard will return the vehicle to the yard for the duration of the break.

Paratransit vehicle procedure:

- Call the Control Center for request/notification anytime the vehicle will be left unattended.
- Remove all personal items.
- Lock the vehicle.
- Maintain a visual on the vehicle at all times.

Remember: pick-ups following breaks must always be on time.

Operators and Maintenance personnel must not back a bus unless it is absolutely necessary and only then after the employee has personally assured him- or herself that such movement can be made safely and with the approval of the Control Center. If possible, the employee should have someone flag or spot for him.

All employees are reminded that company vehicles are for performing company business only. Personal errands are to be attended to on the employee's personal time. As Operations personnel, you are the most visible employees seen by the riding public, and where our vehicles are seen contributes to our company image as a whole. Show the community the professional that you are.

Employees found in violation of this policy will be subject to progressive discipline as stated in the Operations Work Rules.

## **8.17 Schedule Adherence**

Operators are required to make a reasonable effort to safely maintain the prescribed schedule in accordance with the times shown on that route or manifest. Unless unavoidably delayed, departure from the bus operating facility and end of line will be as indicated on the Operator's running board or manifest.

Fixed Route delays of five (5) minutes or more, for any reason, are to be reported immediately to the Control Center.

A maximum tolerance of fifty-nine (59) seconds is allowed for early arrivals and departures at Fixed Route time points. Operators will not exceed this tolerance factor unless authorized by supervisory personnel to run ahead of schedule.

Captains/Mates will not leave any dock earlier than the scheduled time for any reason other than a medical emergency or as authorized by the Director of Marine Operations.

## **8.18 Buses En Route To or From Garages**

Operators en route to or from the garage will board revenue-paying customers at bus stops. Customers must be told the status of the bus, its route, and ultimate destination. Make sure to use the proper destination sign while the bus is in deadhead or revenue service. The "out of service" destination sign will be displayed only when the bus is being swapped or driven in to the facility due to mechanical failure.

## **8.19 Lost & Found Articles**

Operators are required to search their vehicles at the end of the line or upon relief for lost or misplaced articles. All such articles found will be turned in to a supervisor, the Control Center, or the Marine Director's office as soon as possible but no later than the end of your shift.

Articles found by a customer should be turned over to you, the employee operating the vehicle. If the finder refuses to surrender the article, try to obtain their name and address and forward it to the Control Center Agent along with a description of the item they found for recordkeeping purposes.

Alleged owners of lost articles will be required to give a description of the item that is satisfactory to the operator, Transit Ambassador, Supervisor, or Director of Marine Operations, depending on where the alleged owner goes to retrieve their item. The name, address, and telephone number of the claimant must be obtained prior to surrendering the article.

When money or an item of substantial value is found and turned in:

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- Obtain the name and address of the finder;
- Count the money or examine the contents of the purse/bag in front of the customer;
- Notify Control Center Agent/Marine Director immediately;
- Note the amount of money.

All items found should be tagged with:

- the employee's payroll number,
- route/run, vehicle, or other identifying number operated when item was found,
- date found, and
- time found.

## 8.20 Free Transportation

Free transportation is offered to the following individuals/groups:

- Employees in uniform or those presenting a CAT badge or ID.
- Current spouse/significant other of CAT employee with a valid CAT Spouse/Significant Other pass.
- CAT Retirees with CAT ID card.
- Customer with a hotel room key to show if fare is required on ferry.
- Firefighters displaying appropriate identification.
- Police Officers displaying appropriate identification and badge; those carrying firearms should always notify the operator/captain, especially if concealed.
- Children of height below the farebox, with a maximum of 2 such children per adult.
- Personal Care Attendant (PCA) riding with a customer with disabilities with a CAT Paratransit identification card who requires such an attendant. Companions are not the same as a PCA.
- Meter Reader displaying appropriate identification.
- Parking Services personnel displaying appropriate identification.

## 8.21 Issuance and Acceptance of Transfers

Bus-to-bus transfers are to be accepted within a reasonable allowance of time, normally two minutes, to permit customers to make timely connections. Bus Operators are to use care in observing time limits when issuing bus-to-bus transfers.

## 8.22 Transfer Points

Bus Operators must not depart from transfer points if a connecting bus is in sight and is approaching that location. The exception to this can be only when another vehicle with a like destination sign is within one block of the transfer point. Customers transferring from one bus to another must be given reasonable time to make the transfer safely.

Bus Operators must give particular attention to transfer connections late at night, on Sundays and holidays, when headways are long, and during inclement weather

## 8.23 License Requirements

Bus Operators, Mechanics, and Servicers/Hostlers must be in possession of a valid Commercial Drivers License (CDL), Class A or B, with a P (passenger) endorsement, as issued by the state of Georgia.

Paratransit Operators must be in possession of a valid Driver's License as issued by the state of Georgia.

Captains must possess a valid U.S. Coast Guard master license of inspected vessels of 100 gross tons or greater, valid Radar Observer certificate, and valid Marine Radio Operator Permit issued by the Federal Communications Commission.

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All safety-sensitive Operations employees will be required to have a valid DOT medical card.

## **9 CUSTOMER CONDUCT**

### **9.1 Spitting**

It is against CAT policy to spit on or from any CAT vehicle. If a customer spits on or from a CAT vehicle, you are required to advise the individual that such acts are prohibited by CAT policy. Should the individual disregard or ignore the advice, you shall advise Control and request assistance from the supervisor.

### **9.2 Smoking**

It is against the law for anyone to smoke on a revenue service vehicle. If a customer smokes while on your vehicle, you are required to:

- a) Remind the customer, in a courteous manner that smoking on board a CAT vehicle is against the law.
- b) Marine: Refuse to allow that customer to board your ferry if the customer does not heed your warning.
- c) Transportation: continue your run if the customer refuses to heed your warning but advise the Control Center of your situation and request the assistance of a Police Officer and Supervisor.

### **9.3 Using Audio and Video Devices**

The playing of radios, audio or video devices without the use of earphones or earplugs on board CAT vehicles is a violation of CAT policy and can be considered illegal depending upon the volume.

Employees observing violations of this policy will inform the customer in a courteous manner of the policy and will request that earphones or earplugs be used or that the customer turn off the equipment.

Should the customer fail to comply with your request, contact the Control Center and request the assistance of a supervisor and police.

### **9.4 Oversized Packages or Flammable Liquids**

Customers are not permitted to transport on CAT vehicles oversized packages, articles which may cause a discomfort to other customers, or flammable liquids that could present imminent danger to the public. Collapsible or folding baby strollers are exempt from this policy, but must be folded while on board.

### **9.5 Refusal to Pay Fare**

Customers refusing to pay a fare on a Fixed Route vehicle will be asked in a courteous manner to leave the bus. Should this request be ignored, the Operator is to contact the Control Center to apprise them of the situation and to request the assistance of a supervisor if necessary. Under no circumstances will an operator attempt to forcibly eject a customer.

Paratransit customers refusing to pay a fare will be informed by the Operator that this gets reported to the office. The Operator will also contact the Control Center and note it on the manifest.

### **9.6 Dangerous, Disorderly or Offensive Conduct**

Customers engaged in fighting or offensive or threatening behavior or inciting others while aboard a CAT vehicle will be asked to leave at the next stop. Individuals engaged in fighting or offensive or threatening behavior at pickup locations will be denied access to board.

### **9.7 Vile or Profane Language by Customer**

Customers using vile or profane language will be asked, as courteously as possible, to stop using offensive language while aboard the vehicle. Should the customer choose to ignore your request, you are to contact the Control Center and request the assistance of a supervisor or police officer

## 9.8 Disorderly or Intoxicated Customers

Intoxicated customers that become, in the opinion of the operator, dangerous or offensive will be reported to the Control Center for assistance of a Supervisor or Police Officer.

## 9.9 Submission of Incident Reports and Witnesses

In all the above cases, employees are expected to submit an incident report to their supervisor, setting forth the circumstances leading to action taken. Obtain names, addresses, and telephone numbers of witnesses in all instances.

## 9.10 Resistance to Enforcement of Policy

Employees encountering resistance, verbally or otherwise, to the enforcement of CAT policies will:

- Contact their supervisor or the Control Center and request assistance.
- Apologize to other customers for any delays and assure them their trip will continue upon resolving the problem.
- Under no circumstances attempt to physically eject unruly riders.

# 10 OPERATOR RESPONSE TO ACCIDENTS AND INJURIES

## 10.1 Accidents – Vehicular

- 1) All accidents involving CAT owned vehicles, regardless of the circumstances or severity, will be reported immediately by radio to the Control Center or Coast Guard. The single exception to this rule is when the employee is seriously injured or incapacitated.
- 2) In all instances, the employee should obtain the name(s) and address(es) of all occupants of the other vehicle(s), including driver's/captain's license number, make and model of other vehicle(s), etc. In all serious bus accidents involving multiple injuries, obtain the names and addresses of all customers on board.
- 3) If requested by the other party, the employee can give his/her ID number, name, and vehicle number. The names and addresses of all witnesses should be obtained as soon as possible.
- 4) Under no circumstances will an employee become involved in an argument with anyone concerning "fault." If the operator of the other vehicle is obviously intoxicated, employees will use prudence and tact by avoiding unnecessary conversation with the individual.
- 5) Employees are authorized to provide relevant information to bona fide members of the police department having jurisdiction for the area in which the accident occurred, CAT supervisors investigating the accident, or properly identified members of CAT Risk/Safety Department. Should the employee have any doubt as to the status of an individual claiming to be an investigator of the accident, identification must be demanded.
- 6) Employees are instructed not to volunteer any information about the accident to anyone. Only the facts and circumstances leading to the accident will be reported to investigating officials.
- 7) Employees will not sign any document(s), other than properly issued traffic citations at the scene of an accident.
- 8) Employees will, as soon as possible, prepare a full and complete written report of the accident at the office of their facility manager. Failure to fully report an accident will subject the employee to severe disciplinary action.
- 9) Employees will not disclose any information or conversation to any unauthorized individuals, only to CAT officials or Police personnel.

## 10.2 Aid to the Injured

- 1) The operator of a vehicle involved in an accident in which customers, pedestrians, operators of vehicles, or others are injured, will render immediately whatever aid or assistance is required or necessary to the injured individual(s).
- 2) After assisting the injured person(s), the employee must contact the Control Center or Director of Marine Operations by radio or telephone and render a full verbal report of the incident and current status.
- 3) Doctors or paramedics, properly identifying themselves, will be permitted to administer professional medical assistance as appropriate.
- 4) Should a bystander, or an individual other than an official ambulance operator, volunteer to transport the injured individual(s) to a doctor's office or hospital, and the injured individual(s) agrees, the operator will attempt to obtain the name(s) of the victim(s) and the transporter. The vehicle license plate number must be recorded.
- 5) All changes to previously reported conditions at the site must be transmitted to the Control Center or Marine Director as soon as possible.
- 6) Employees who are uninjured or partially injured, but ambulatory, will not leave the scene of the accident until any injured individual(s) is cared for or until released by a CAT supervisor.
- 7) Failure to fully report an accident or occurrence will subject the employee involved to serious disciplinary action, including possible dismissal from CAT.

## 11 TEN (10) CODES

Transportation professionals often use codes as a way to communicate with a dispatcher without announcing certain information to everyone within listening distance. These 10-codes allow an Operator to ask for assistance without alarming his/her customers, for example. All Operations personnel should be familiar with the following commonly used 10 Codes and any others as directed:

10-0	Use Caution	10-15	Return to Base (Garage)
10-1	Receiving Poorly	10-20	Location
10-2	Receiving Well	10-22	Disregard/Cancel Previous Request
10-3	Standby	10-23	Arrived on Scene
10-4	Yes/Acknowledge	10-24	Assignment Completed
10-5	Meet Unit at (Location)	10-25	En Route to (Location)
10-7	Out of Service [e.g., for lunch, restroom]	10-26	Client No-Show (Note time, phone #s)
10-8	In Service	10-27	Client Not Ready (Note time, phone #s)
10-9	Repeat Transmission	10-28	Client Cancellation (Note time, phone #s)
10-10	Time Check	10-30	<b>Accident</b> – No Injuries (Location)
10-11	Radio Check	10-31	<b>Accident</b> – Injuries (Location)
10-13	Blood in Vehicle, Cleaning Required	10-33	Extreme Emergency/ Need Emergency Response
10-14	Bodily Fluid(s) in Vehicle, Cleaning Required	10-35	Running Behind Schedule (How long)

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10-36	Running Ahead of Schedule	10-50	Slack Brakes (Location)
10-37	Unnecessary Use of Radio	10-51	A/C or Heat Problem (Location)
10-39	Resume Normal Operations	10-55	Smoke/Fire on Vehicle
10-40	Fare Dispute	10-57	Hit and Run (Location)
10-41	Disruptive Customer	10-59	Railroad Crossing Gates Down
10-42	Object Thrown at Vehicle (Location)	10-60	Out of Fuel (Location)
10-45	Request Law Enforcement (Location/Reason)	10-70	Stranded Bicyclist (Location)
10-47	News Media at Scene (Location)	10-73	Stranded Wheelchair (Location)
10-48	Weapon on Board (Type, Location) <b>A. Firearm, B. Sharp Object, C. HazMat</b>	10-75	Mentally Disabled Client/Customer
10-49	Intoxicated Customer (Location)		

## 12 DISCIPLINE CODE

This discipline code standardizes types of penalties for various violations of work rules and regulations. It is a code based upon the principle of progressive disciplinary action, and it informs CAT employees of penalties that may be imposed for continued violations of rules and regulations.

This code is designed to serve as a guide to employees and supervisory personnel for the purpose of ensuring that disciplinary matters are handled uniformly and fairly. The code is not intended to impose a rigid limitation upon supervisory personnel when dealing with disciplinary matters, nor is it the intent of the code to discipline any employee when a particular violation is minor or an isolated incident in an otherwise good work record. No employee shall be disciplined except for just cause.

Whenever disciplinary action is necessary, the department head will consider the employee's total work record before determining the penalty. Penalties for multiple violations occurring at the same time will be dealt with at the discretion of the management.

### 12.1 Accidents

Any employee involved in any accident shall immediately report said accident. A written report, on approved company forms, will be completed in ink and turned in at the completion of his/her present shift unless the employee is physically unable or incapacitated. Failure to comply with this provision shall subject such employee to disciplinary action by the Employer.

Excessive Preventable Accidents (severity determined by company standards \*)

1<sup>st</sup> Accident: Instruction from Safety and Training (4 hours retraining)

2<sup>nd</sup> Accident: Reprimand, suspension for two (2) days, 8 hours retraining

3<sup>rd</sup> Accident: Discharge

\* *Bus to Bus accidents warrant immediate termination.*

Discipline for excessive preventable accidents will be enforced for accidents occurring within a twenty-four (24) month rolling period. After being notified that an accident was classified as "preventable," if the employee wishes to appeal the decision, the accident must be reviewed by the Accident Review Committee at the next scheduled meeting.

## 12.2 Attendance

The orderly and efficient business operation of CAT requires that all employees be present at their assigned starting time on each and every scheduled work day. Accordingly, it is the express purpose of this company policy to define acceptable employee attendance and to set forth the administrative guidelines for addressing excessive absence situations. All employees are to report to work as scheduled and are expected to complete their scheduled shift. Employees who develop a record of excessive absences shall be subject to disciplinary action up to and including discharge. The operational function at CAT cannot be carried out if employees do not report to work when scheduled. Excessive absences will not be tolerated.

### **Misses:**

An employee will be charged with a miss when he or she fails to work the scheduled shift for any reason except those listed in Section 8.10 as excused absences. Misses will be counted in a rolling 12-month period.

Employees who fail to work their scheduled shift, but return with a doctor's excuse on or before the third (3<sup>rd</sup>) scheduled workday following their return to work, will be exempt from a miss for a maximum of three (3) medical absences in a 12-month period. A continuous absence shall be one occurrence. Employees who have continual medical absences of three or more days, or frequent one- or two-day absences, must be addressed by the Family and Medical Leave Act provisions.

Disciplinary action up to and including discharge will be taken against any employee who exhibits unsatisfactory attendance or abuse of sick/personal leave and will be administered in the following sequence within a 12-month rolling period:

Miss	1-2	No Penalty/Verbal Notification (written on Discipline report)
Miss	3	Written Warning/warning
Miss	4	Suspension for two (2) days
Miss	5	Dismissal

### **Lates:**

An employee who fails to report for duty within the prescribed time set forth as sign-on time for the working assignment shall have reported to work late.

Any Operator on late status shall lose his or her regular or assigned work for the day (unless needed) but may be offered available work if needed.

Late reports for discipline purposes will be based on rolling 12-month periods:

Late	1-2	No Penalty/Verbal Notification (written on Discipline report)
Late	3	Written reprimand/warning
Late	4	Suspension for two (2) days
Late	5	Dismissal

### **Absent Without Leave (AWOL):**

An employee will be considered Absent without Leave (AWOL) when he or she fails to report as scheduled without any notification and without being out on approved leave of any kind. Being AWOL will result in disciplinary action as follows at the department head's discretion:

1 <sup>st</sup> Offense:	Suspension or discharge
2 <sup>nd</sup> Offense:	Discharge

### **Excessive Lost-Time Accidents (LTA):**

Injuries due to negligence or failure to follow established workplace safety rules result in lost time for the employee, the company, and our customers. Continued behavior of negligence or failure to follow established safety rules resulting in injuries, whether on or off a CAT vehicle or at any time on CAT

property, will be considered excessive lost-time accidents. Discipline for excessive lost-time accidents will be enforced for injuries occurring within a twenty-four (24) rolling month period:

Injury 1	Warning
Injury 2	Two (2) day suspension
Injury 3	Five (5) day suspension
Injury 4	Discharge

**Excused Absences:**

Approved Family and Medical Leave Act (FMLA) absence  
 Approved leave of absence for personal reasons  
 Company directive (non-disciplinary)  
 Court appearance – required by CAT or subpoena  
 Funeral leave  
 Holiday  
 Jury duty  
 Military leave  
 Personal day (approved)  
 Union business  
 Vacation  
 Worker's Compensation

**12.3 Progressive Discipline**

Before discharge for an accumulation of minor infractions, the employee shall receive at least:

1. one (1) verbal warning,
2. one (1) written warning, and
3. a final written warning.

However, the following may be cause for immediate dismissal without prior warning:

- insubordination or willful failure to carry out a reasonable and lawful order;
- in accordance with the Substance Abuse Policy—being under the influence of alcohol, drugs or narcotics while on Company property or operating equipment;
- recklessness resulting in accident while on duty;
- carrying of unauthorized, unpaid customers;
- mishandling of or negligence in the collection of customer fares;
- failure to report an accident by radio immediately from the scene when physically able, or failure to make a report upon return to the garage;
- being absent without notifying the Company for a period of two (2) consecutive work days without a reasonable excuse;
- use of abusive or threatening behavior toward a customer, any member of the public, fellow employee, supervisor, or other company official;
- possession of a firearm or other weapon while on duty or on Company property;
- falsifying time or revenue records or the original employment application;
- productivity or workmanship below standards or deliberately restrictive output;

- conviction of a criminal offense or DUI driving offense;
- registering positive on a controlled substance test administered in accordance with the Substance Abuse Policy.

## 12.4 Conclusion

No document could cover all possible acts of improper or unsafe behavior. Therefore, any employee who engages in any illegal, immoral, indecent, improper, dishonest, or offensive action may be disciplined according to the severity of the action up to and including discharge, even though said action is not specifically named in this manual, if in the opinion of management, the said action calls for discipline or discharge. In addition, improper or immature behavior will not be excused by claiming a lack of knowledge of rules or by failing to exercise reasonable judgment. Also, any content of this manual can be changed by management as required.

Please remember that your best performance as an employee is always very important to CAT and to the customers we serve.

**13 ACKNOWLEDGMENT**

I acknowledge that I have received a copy of the Operations Work Rules for CAT employment, and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding CAT company policies, I should direct them to my department head or the Human Resources Department.

I know that CAT company policies and other related documents do not form a contract of employment and are not a guarantee by CAT of the conditions and benefits that are described within them. Nevertheless, the provisions of such CAT company policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I also am aware that CAT may, at any time on reasonable notice, change, add to, or delete from the provisions of the company policies.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date