

## ***Discipline/Recognition***

When an Agency employee (or volunteer) violates work rules/policies or commits an unsafe act, immediate corrective action is required. Safe work rules/policies and driving procedures must be enforced for the protection of the employee (and volunteer), customers and the public.

When determining disciplinary action, cost incurred from the accident is not addressed. Unsafe acts, which cause little accidents, also cause big accidents. All Agency employees (and volunteers) are obligated to follow the necessary precautions to avoid accidents and injuries.

### **VIOLATIONS WHICH WILL BE CAUSE FOR DISCIPLINARY ACTION UP TO AND INCLUDING DISCHARGE**

- Showing up for any shift under the influence of any intoxicating substance and/or the use of an intoxicating substance while on duty
- Unauthorized use of an Agency vehicle
- Failure to immediately report any accident involving an Agency vehicle
- Possession of an open alcoholic beverage or illegal drug within the Agency facility
- Possession of any weapon or firearm while on duty
- Preventable accidents involving personal injury and/or substantial property damage
- Failure to secure mobility aid or mobility devices properly
- Failure to restrain mobility aid customers or require customers to use seat-belts
- Falsification of records
- Attitude detrimental to the productive operation of the Agency
- Operation of an Agency vehicle in a reckless or unsafe manner
- Theft of any money or property from the system (including improper fare collection) or from customers
- Assaulting or threatening any individual while on duty
- Conviction for driving under the influence (DUI/DWI)
- Failure to pick up customers as assigned

### **INCIDENTS THAT ARE ALSO SUBJECT TO DISCIPLINARY ACTION**

- A no-show for a shift
- Late for a shift
- Improper radio use
- Failure to run on schedule for reasons within the control of the operator
- Failure to report to the supervisor any reroutes caused by traffic or road conditions
- Misuse of an Agency vehicle (i.e. stopping at an unauthorized location)
- Failure to perform the required pre and post trip inspections
- Violation of or inability to perform duties and responsibilities as prescribed in this handbook

- Eating, drinking, or smoking in your vehicle.
- A moving violation
- Violation of other responsibilities as prescribed by common sense judgments

### ***Preventable Accidents/Injuries***

This category addresses employees' negligent acts, which result in:

- Preventable injuries to employees, customers or the general public;
- Preventable vehicle accidents.

#### **Minimum disciplinary action required for violations in this category are as follows:**

**First Occurrence:** Verbal Warning. The employee will be counseled by the Executive Director to determine the need for additional training, instruction, and/or other corrective action. Record of the warning will be kept in personnel file.

**Second Occurrence** (within 3 years): Written Warning. The employee will be counseled by the Executive Director and be suspended without pay for at least one (1) day.

**Third Occurrence** (within 3 years): Written Warning. The employee will be counseled by the Executive Director and be suspended without pay for at least three (3) days.

**Fourth Occurrence** (within 3 years): The employee's employment with the Agency will be terminated.

### ***Grievance Procedure***

An employee shall not be disciplined or dismissed from service, nor shall entry be made in the employee's record, without just cause. He/she shall receive a written statement of the charges.

Under ordinary circumstances, the Agency will administer discipline within ten working days (not counting Saturdays, Sundays, and holidays) from the date of knowledge of a violation. If an investigation is necessary, the discipline will be administered within ten working days of completion of the investigation.

If an employee objects to a disciplinary action taken by the Agency, he/she must file a written statement of the grievance with the Executive Director within five working days of being informed of the disciplinary action. The statement must be signed by the employee.

Within five working days, the employee will be accorded a hearing with the

Executive Director or other representative of the Agency. A written decision will be issued within five working days of the hearing.

*Responsibility of Employees*

Your vehicle operator's license is a privilege granted to you by the state. It is also a prerequisite to your employment as an operator for the Agency. Anything that affects your operator's license, affects your job.

You are expected to report all violations that you may incur on your license. Accidents, moving violations, vehicle equipment violations, etc., whether in an Agency vehicle or your own, must be reported to the Agency