

JAUNT Driver Point System

In an effort to improve Safety, Professionalism and Consistency in evaluating driver performance, JAUNT has designed a more objective process for rewarding driver excellence and handling discipline through a point system. The point system is an on-going reward system and process to monitor performance and ensure drivers are treated fairly and consistently. Drivers accumulate credit points for accident and incident free performance and disciplinary points for negative activities. Extraordinary circumstances are unique and may warrant more progressive discipline.

Credit Points (+):

For every Quarter (3 Months) that a driver does not accumulate any disciplinary points, they receive 1 credit point. That credit point may decrease any disciplinary points the driver may have or can be stored as a credit toward future points. ***A maximum of 4 credit points may be retained.***

Disciplinary/Corrective Points (-):

Some of the most common actions are listed below, though many are not. Those not listed will be categorized with the most similar action listed below. Actions listed may require more aggressive discipline if the severity is extraordinary. This list will grow with the organization, being updated as often as needed.

ACTIONS:

POINTS ACCUMULATED PER INCIDENT:

Gross Misconduct	= -10 Points
Leaving the Scene of an Accident	= -4 Points
Failure to Report Incident / Accident	= -4 Points
Preventable Accident or Incident	= -3 or -4 points based on Category*
Shift No-Show	= -3 Points
Education/Training No-Show	= -3 Points
Customer Complaint	= -2 Points
No Radio Contact for 15 minutes	= -2 Points
Missing or Damaged Equipment	= -2 Points
Dirty Van	= -1 Point
Late for Shift	= -1 Point
Incomplete Paperwork	= -1 Point
Improper Dress	= -1 Point
Refuse a Job	= -1 Point
Use of Cell Phone While on Van	= Automatic One-Day Suspension

Disciplinary Measures:

Disciplinary measures will be handled based on your accumulation of points as follows:

Points

-1 to -3 Points
-4 Points
-5 Points
-6 Points
-8 Points
-10 Points
-12 Points or more

Disciplinary Actions

Incident letter to employee file
1 Day suspension
1 Day suspension or termination
2 Days suspension or termination
3 Days suspension or termination
5 Days suspension or termination
Termination

*Preventable Accident or Incident

Category I = -3 points

Minor damage - \$100.00 or less total damage with no personal injury. Examples: Broken mirror glass, bent bumper, minor paint scrape, mailbox replacement, etc. Essentially, anything that could easily be fixed or remedied by JAUNT personnel and not requiring off-base body or paint shop repair.

Category II = -4 points

Major damage – total damage greater than \$100.00 and/or with personal injury. Significant damage requiring major repair at an off-base facility. For example, broken mirrors with associated fender damage, bumper damage with associated body/fiberglass damage, multiple or severe scrapes or paint damage, or any major body or vehicle damage resulting from a collision.

Driver Point System Information

1. New drivers will start out with a zero balance.
2. For every action the critical factor is Negligence – we will *only* count those incidents that could have been *reasonably avoided*.
3. For incidents worth 2 points or less, drivers will only be given points if a trend is found with their behavior, usually three occurrences. Points will not be used for the first occurrence unless the severity requires it. *All* incidents must be recorded regardless of points being assigned.

4. Driver's will be coached (and documented) for certain situations such as incorrect paperwork, no radio contact, improper dress, missing or damaged equipment, and refuse a job and any trend will be handled with the points.
5. **Gross Misconduct** - This category covers serious safety related negligent actions not covered by other categories.
6. **Shift No-Show** – If a driver does not show up for work without giving proper notice (2 Hours) for an appropriate reason, the driver is considered a no-show.
7. **Education/Training No-Show** – If an employee does not report to a course/class for which he/she is registered, the employee is considered a no-show.
8. **No Radio Contact** - When a dispatcher is unable to contact a driver for more than 15 minutes, or when a driver fails to contact dispatch every 15 minutes during down time between trips.
9. **Dirty Van** – JAUNT's vehicles portray an important image to our customers and the public. In order to portray a professional image the vehicles should be maintained in accordance with company standards.
10. **Shift Late:** If a driver shows up 5 minutes or more after they are scheduled to work they are considered late.
11. **Incomplete Paperwork** includes negligent errors. Every piece of information on each piece of paperwork is extremely important (JAUNT may not get paid for a trip if the information is incorrect). Drivers with any special needs for assistance to complete paperwork should seek the assistance needed. This also includes errors associated with driver's time cards.
12. **Improper Dress:** Any time a driver is not dressed properly during their shift.
13. **Missing or Damaged Equipment:** Any equipment that is damaged during a drivers shift, as noted by the vehicle inspection report, and could have been prevented, such as broken Wheelchair straps, gouged tires, missing map book, etc.
14. **Refuse a Job:** Drivers are expected to contact Dispatch at the end of their shift to ask if there are any additional pick ups and drop offs before they return to base. A trend or pattern of refusals (three) will incur -1 point applied to their JAUNT driving record.



DRIVER'S POINT SYSTEM ACKNOWLEDGMENT

I, _____,
acknowledge that JAUNT's Driver's Point System has been fully explained to me and that I have been trained on the application of the policy. I fully understand and acknowledge this disciplinary and coaching process and agree to comply by all parameters as set forth in the Point System.

Employee signature _____

Date _____

Supervisor's Signature _____

Date _____

