



Operator Handbook

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Photo by: Mike Mayo

Table of Contents

1.	Introduction	4
1.1.	Mission Statement	4
1.2.	Purpose of the Handbook	4
1.3.	At-Will Employment	5
1.4.	Communication	5
1.5.	Blacksburg Transit’s EEO Statement	5
2.	Work Performance	5
2.1.	Operator Job Specifications	5
2.2.	BT Essential Positions	6
2.3.	Employment Standards	7
2.3.1.	Driver’s License	7
2.3.2.	Required Certifications and Training	7
2.4.	When to Work (W2W)	9
2.5.	Transit Employee Database (TED)	9
2.6.	Safety Meetings.....	10
2.7.	Proficiency/Probation Standards	10
2.8.	End of Training Bonus	11
2.8.1.	Part-Time Wage Employees.....	11
2.8.2.	Full-Time Employees.....	11
2.9.	Evaluations	11
2.9.1.	Part-Time Wage Employees.....	11
2.9.2.	Full-Time Employees.....	11
2.9.3.	Evaluation Procedures	11
2.10.	Seniority Status.....	11
2.10.1.	New Hires	11
2.10.2.	Internal Position Change	12
2.11.	Shift Picks.....	12
2.12.	Work Hours.....	12
2.13.	Minimum Shift/Hour Requirement	12

2.13.1.	Trainees	13
2.13.2.	Operator I's	13
2.13.3.	Access II's and Operator II's	13
2.13.4.	Access III's and Operator III's	13
3.	Time Off Request	14
3.1.	Operator I's, Access II's, and Operator II's	14
3.2.	Access III's and Operator III's	14
4.	Leave of Absence (LOA)	14
4.1.	Break Service LOA's	14
4.1.1.	Operator I's	15
4.1.2.	Access II's and Operator II's	15
4.2.	Summer Service LOA's	15
4.3.	Medical LOA's	15
4.4.	Military Leave	15
5.	Blacksburg Transit Policies and Procedures	16
5.1.	Dress Code	16
5.2.	Customer Service	17
5.3.	Radio Etiquette	18
5.4.	Leaving the Bus (10-7)	18
5.5.	Electronic Devices	18
5.6.	Secure Parking	19
5.7.	BT Lot	19
5.8.	Lost and Found	19
5.9.	Media	20
5.10.	Employee Fatigue	20
5.11.	Game Day	21
5.12.	Inclement Weather	21
5.13.	Tobacco and E-Cigarette	21
5.14.	Substance Abuse	21

5.15.	Incident	22
5.16.	Collision.....	22
5.16.1.	Preventable Collision vs. Non-Preventable Collision	22
5.16.2.	Collision Classification	23
5.17.	Attendance	24
5.17.1.	Cancellation.....	25
5.17.2.	Late	25
5.17.3.	Incomplete	25
5.17.4.	Call Out	25
5.17.5.	No Show	25
5.17.6.	Attendance Points Chart	26
5.18.	Discipline.....	26
5.18.1.	Grounds for Discipline.....	26
5.18.2.	Violations.....	27
6.	Incentive Pay Programs	33
6.1.	CDL Reimbursement.....	33
6.2.	Return Pay	33
6.3.	Shift Premium.....	33
6.4.	General Programs.....	34
7.	Incentive Point Programs	34
7.1.	Safe Driving Incentive.....	34
7.2.	Performance Incentive.....	34
7.3.	Performance Incentive Chart	35
7.4.	General Programs.....	35

1. Introduction

1.1. Mission Statement

Our mission is to provide safe, courteous, reliable, accessible, and affordable public transportation to the citizens of the Town of Blacksburg, Virginia Tech, the Town of Christiansburg, and the partnering communities within the New River Valley.

1.2. Purpose of the Handbook

The following handbook is established for the information and guidance of the following employment classifications:

- BT Access Operator II (Access II)
- BT Access Operator III (Access III)*
- Bus Operator I/ Line Instructor (Operator I)
- Bus Operator II (Operator II)
- Bus Operator III (Operator III)*

This handbook governs Blacksburg Transit's (BT) Operators. Violation of this handbook will result in disciplinary actions, up to and including suspension or termination. Employees who work multiple positions are held to the regulations which apply to the position they are currently performing.

This handbook is supplementary to the Town of Blacksburg's Personnel Rules and Regulations. In the event they are more stringent, BT's Handbook supersedes the Town of Blacksburg's Personnel Rules and Regulations. Violations of this handbook is not limited to the few examples of misconduct mentioned throughout this handbook. Management reserves the right to take disciplinary actions based on employee misconduct or disruptive behavior, regardless of whether it is specifically addressed in these rules and regulations.

This handbook remains in effect until revised.

Persons hired in as an Access III and Operator III are pay plan full-time employees, as described in the Town of Blacksburg Personnel Rules and Regulations in section 2.7. All other Operator classifications are part-time wage employees.

1.3. At-Will Employment

The handbook is to ensure fair and consistent treatment of employees. The handbook does not, however, constitute or evidence an employment contract, or a part of an employment contract. Employment with the Town is an “at will” relationship, terminable by either party at any time.

1.4. Communication

Management will use When to Work (W2W) as a tool to share information with operators and staff members. Notices will also be routinely posted in the operator’s lounge and throughout the common areas of the transit facility.

1.5. Blacksburg Transit’s EEO Statement

Blacksburg Transit (BT) a department of the Town of Blacksburg (TOB) 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.

See the Blacksburg Transit EEO statement for further information.

2. Work Performance

2.1. Operator Job Specifications

Operators are to:

1. Operate transit vehicles in a safe and skillful manner.
2. Report to work with a valid license.
3. Maintain a pleasant disposition while attending to customers’ needs.
4. Be knowledgeable of state and local traffic regulations.
5. Perform a walk-around inspection prior to vehicle operation to check for mechanical problems or body damage; report any defects.
6. Check ID’s, monthly passes, and ride tickets; collect cash fares; and issue transfers as needed.
7. Provide assistance to passengers by giving route information and answering questions.
8. Ensure that ADA announcements are made. If the automated vehicle announcements are not functioning then the operator must make all announcements.

9. Provide assistance to passengers with disabilities by operating the wheelchair lift or ramp, maneuvering a wheelchair or other mobility aid into tie-down position, and securing with tie-downs.
10. Regulate heating, lighting, and ventilating systems for passenger comfort.
11. Keep the operator's area and driver's seat clean by consuming food and beverages in a different location.
12. Complete and submit required paperwork and forms accurately by their due date. Required paperwork includes trip sheets, manifests, walk-around cards, LOA Forms, the Handbook Acknowledgement Form, and others.
13. Report delays, unusual incidents, accidents, or the need to back up a bus by contacting base by radio and submit the necessary written report immediately.
14. Represent the Town of Blacksburg and BT by leaving a positive impression on passengers.
15. Report to work consistently on time and work assigned schedule.
16. Adhere to route card directions. This includes but is not limited to servicing a final stop, calling 10-90 at the determined area and proper path of travel for return to base.
17. Demonstrate proficient computer skills.
18. Assist training staff with training new operators and other training duties as assigned. (This only pertains to certified line instructors).
19. Immediately report any on the job injuries.
20. Perform other duties as deemed necessary by management.
21. Stop the bus immediately and report a collision or suspected collision at the time of occurrence to base.
22. Operator I's, Operator II's, Operator III's, Access II's, and Access III's are classified as an essential position during designated planned or unplanned events.

2.2. BT Essential Positions

As essential staff Operator I's, Operator II's, Operator III's, Access II's, and Access III's may have to report to work, remain at work, or perform work related functions outside of established regular work schedules.

Unplanned events, while sometimes predicted, have no specific start/end time, duration or level of severity. These events include, but are not limited to weather related issues, security threats, vehicular accidents or traffic related infrastructure issues.

Planned events include, but are not limited to, special events (e.g. athletic events, fairs / festivals, etc.), special route services (e.g. 4th of July) and Town of Blacksburg administrative holidays on which BT operates.

See BT Essential Staff Policy for complete details.

2.3. Employment Standards

2.3.1. Driver's License

Employees must be able to obtain and maintain a Virginia Class B Commercial Driver's License with air brakes and Passenger endorsement. An employee may not have nine or more negative points within the past 18 months on their license while operating a BT motor vehicle. An employee cannot have any DUI/DWI convictions in the last seven years. When an employee renews their driver's license they must bring in a copy and turn it into the HR Generalist.

Every employee is required to immediately notify his or her supervisor of any change to the status of the employee's driver's license. An employee must also notify his or her supervisor and the Human Resources Office in writing within five calendar days if the employee is arrested, charged or convicted of serious traffic offenses (including, but not limited to DUI, suspended operator's license, reckless driving, hit and run) or any other offense that would affect or impair the employee's ability to perform his or her job. An employee's failure to notify his or her supervisor of an arrest, charge or conviction as described in this policy may result in disciplinary action up to and including termination of employment. It is also the employee's responsibility to contact the Human Resources Office to resolve any questions as to whether an arrest, charge or conviction must be reported.

Additionally, all employees must immediately inform a member of the Operations Supervisory Staff about any traffic infractions that occur during the workday in a BT vehicle or personal vehicle used for business. Any employee who receives a traffic violation conviction is required to schedule and attend additional training as required by the Safety and Training Coordinator.

2.3.2. Required Certifications and Training

Employee certification is required in Defensive Driving, CPR/First Aid, Bloodborne Pathogens, Workplace Harassment, ADA Customer Service Training, and Drug and Alcohol Training. These certifications should be obtained before the end of the employee's proficiency/probationary period. The proficiency/probation period may be extended until certifications are acquired.

Employees are responsible for ensuring that certifications are renewed prior to their expiration. Any certifications from other agencies must be documented and presented to the Safety and Training Coordinator for exemption. Other job related trainings may be added to this list of

requirements as needed. Optional employee development training is available through the Town.

Failure to maintain required training certifications within the required time period may result in disciplinary actions. Exceptions must be approved by the Operations Manager or designee.

2.3.2.1. Defensive Driving

Required: All Operators

Recertification (Valid for two years): All operators must attend a Defensive Driving recertification course within three months of the certification expiration date. The Defensive Driving recertification class will be approximately two hours in length. Sessions will be offered throughout the year at various times. Employees must verify their Defensive Driving recertification date before signing up for a session.

2.3.2.2. First Aid/CPR/AED

Required: All Operators

Recertification (Valid for two years): New operators must complete a First Aid/CPR/AED course during the proficiency/probation period. The First Aid/CPR/AED course prepares operators for emergency situations requiring first aid.

2.3.2.3. Bloodborne Pathogens

Required: All Operators

Recertification (Valid for one year): The Bloodborne Pathogens training course provides operators with the essential knowledge necessary to help reduce or eliminate the occupational risk of bloodborne pathogens. The goal of the course is to help operators understand the risks and develop behaviors that will help protect them when they are exposed to potentially infectious materials.

2.3.2.4. ADA Customer Service Training (ACS)

Required: All Operators

Recertification (Valid for two years): Operators who have current PASS training are exempt from ACS.

2.3.2.5. Workplace Harassment

Required: All Operators

Recertification (Valid for two years): Workplace harassment covers a wide range of offensive behavior intended to disturb or upset. In the legal sense, it is behavior which is found threatening or disturbing. To minimize these serious risks, it is crucial that employers make every effort to eliminate workplace conduct that may constitute harassment. BT offers a workplace harassment course delivered in a vivid, real-world context, where operators learn about the impact of harassment, how to prevent and report it.

2.3.2.6. Passenger Service and Safety (PASS)

Required: Access II's, Access III's, any BT Access, and Go Anywhere (GAR) trained Operator I's, Operator II's, and Operator III's

Recertification (Valid for three years): The PASS Driver Certification program ensures that operators are trained in appropriate passenger assistance techniques so they can help passengers with special needs.

2.4. When to Work (W2W)

Blacksburg Transit Operations maintains all operator scheduling through W2W. Employees will be responsible for any changes to their schedules which can be found on the W2W website only. Scheduling issues that arise due to third party applications or services will not be excused.

All operators (with the exception of Access III's and Operator III's) may use W2W to "drop" or "trade" shifts. However, all employees must maintain their required minimum hours or shifts. For more information refer to section 2.12.

Employees who need to find a substitute can put any shift up for "drop" or "trade" in order to swap their shifts with another qualified employee. All employees are responsible for their assigned shifts, until a substitute is found. Trades that will place an operator above 40 hours a week or above the weekly limit must be approved by a member of the Operations Supervisory Staff. Members of the Operations Supervisory Staff include: Schedulers, Access Dispatchers, Dispatchers, the Full-Time Dispatcher, S.A.'s, BT Operations Supervisors, and the Operations Manager. In addition, all trades that require overtime must be approved by a member of the Operations Supervisory Staff.

2.5. Transit Employee Database (TED)

All employee contact information, certifications, incentives, coaching sessions, violations, disciplinary actions, incidents, collisions, and other pertinent data are recorded in the TED. Infractions, compliments, and complaints will be documented upon receipt and updated once validated.

2.6. Safety Meetings

Safety Meetings are mandatory and employees are responsible for information presented at the meetings. The purpose of the meeting is to disseminate information, discuss issues, and allow operators a chance to vocalize concerns or ask questions. Employees will be paid for a minimum of one hour or the duration of the meeting, whichever is greater. Operators must arrive on time and stay through the entire meeting to get credit for the whole hour or any additional time.

The Safety Meeting video will be available for review online after the Safety Meeting. The video link can be found on the Training website underneath the Safety Meeting tab. Each operator who misses a Safety Meeting must watch the video and sign the corresponding agenda. Signed agendas must be submitted to the dispatcher on duty and must be submitted before the next Safety Meeting. Employees will be paid for a minimum of one hour or the duration of the video, whichever is greater.

2.7. Proficiency/Probation Standards

Employees are required to obtain a CDL learner's permit before beginning safety sensitive training. Employees will then follow a training schedule that will be implemented by the Safety and Training Coordinator. After the employee completes the required training, which includes acquiring a CDL license, the employee will go into the respective position for which they were hired.

All employees will go through a proficiency or probationary period. Any employee in an extended proficiency/probationary period will be informed of any issues that will need to be resolved. Any employee failing to meet proficiency/probationary after the extended time will be terminated.

2.7.1.1. Operator I's, Access II's, and Operator II's

Proficiency begins after successful completion of transit bus training (Final Classroom). The proficiency period lasts for three months. At the close of the proficiency period, an Operations Trainer will complete an evaluation to determine proficiency.

If an operator does not attain the necessary score to achieve proficiency, the proficiency period will be extended for an additional four weeks. Proficiency periods may be extended an additional four weeks if an operator does not drive the minimum requirement of 100 hours after completing training. The proficiency period may be extended more than four weeks due to fluctuations in service levels.

2.7.1.2. Access III's and Operator III's

All Access III's and Operator III's fall under the Town of Blacksburg Personnel Rules and Regulations for probationary periods.

2.8. End of Training Bonus

2.8.1. Part-Time Wage Employees

All part-time wage employees will receive an End of Training Bonus after they obtain a CDL and complete proficiency. Operators will not receive multiple End of Training Bonuses if they leave and return within a 12 month period.

2.8.2. Full-Time Employees

Any full-time employee who is newly hired, transferred, reclassified or promoted shall receive a one-time bonus upon the successful completion of his/her probationary period.

2.9. Evaluations

2.9.1. Part-Time Wage Employees

Once an Operator I, Access II, or Operator II is determined proficient they will have an annual bus operator route and performance evaluation.

2.9.2. Full-Time Employees

Access III and Operator III evaluations adhere to the Town of Blacksburg Personnel Rules and Regulations.

2.9.3. Evaluation Procedures

BT may use electronic data in conducting evaluations. This may include but is not limited to cameras, speed, on time performance, etc.

2.10. Seniority Status

2.10.1. New Hires

Seniority is based on the final classroom date.

2.10.2. Internal Position Change

When there is an internal position change to a new position that has not been previously held, seniority is based on the change of status date for the new position. If multiple employees are hired for the same position on the same date, seniority will be based on the final classroom date.

When there is an internal position change to a position that has been previously held during one's continuous years of service, seniority will be based on the final classroom date.

2.11. Shift Picks

Shift pick occurs a minimum of twice a year. Dates for shift pick will be announced in a W2W message. Seniority determines the pick order and each shift acquired is the operator's responsibility. Any operator who fails to complete any required shift pick will forfeit their rights to pick up shifts from the W2W Tradeboard, until shift pick is complete.

Operators who fail to submit their shift pick form on time will receive a phone call and a W2W message the day after shift pick is due. Operators who fail to submit a shift pick form within one week of their phone call and W2W message will then receive a warning letter reminding operators to submit their shift pick form. The letter will also state that failure to submit a required shift pick within two weeks after receiving a warning letter will be considered a voluntary resignation.

2.12. Work Hours

Part-Time Wage employees may not exceed 1,500 hours during the initial year of employment or during any Affordable Care Act (ACA) measurement period of April 1st through March 31st. Exceeding the maximum permitted hours is not allowed.

2.13. Minimum Shift/Hour Requirement

All operators are required to work a minimum number of hours per week or per pay period and that information can be found below. A workweek runs from the beginning of the first shift on Sunday morning until the end of the last shift on Saturday night. Any shift that begins before midnight on Saturday is considered part of the current workweek.

A pay period consists of two consecutive workweeks. Operators are responsible for their shifts until a substitute is found. Any trade that requires overtime must be approved by a member of the Operations Supervisory Staff.

2.13.1. Trainees

Operator trainees are required to work a minimum of one shift per pay period. Exceptions must be approved by the Operations Manager or designee.

2.13.2. Operator I's

The Operator I position is required to work a minimum of 144 hours per semester. Hours will be checked at the half semester to make sure Operators are on track, having worked at least 72 hours. Half semesters are eight weeks of Full Service. During Reduced Service, Operator I's will be required to work a minimum of one shift per week and/or two shifts per pay period. Warning messages will be sent to those who are not meeting minimum hour requirements. New operators will have their hour requirements prorated.

All Operator I positions, which are eligible to drive Access shifts, are also required to drive a minimum of one bus shift per week during Full Service. Exceptions must be approved by the Operations Manager.

2.13.3. Access II's and Operator II's

Access II's are assigned approximately 29 hours per week during Full and Reduced Service. Operator II's are assigned approximately 29 hours per week during Full Service. During Reduced Service, Operator II's who have an assigned runcut will be assigned approximately nine hours per week or they can work the Operator I minimum of one shift per week and/or two shifts per pay period. Operator II's must work their assigned runcuts. Access II's and Operator II's who do not have an assigned runcut during break services can refer to section 4 for further instructions.

All Access II's and Operator II's are required to work a minimum of 1,000 hours during the ACA measurement period, currently April 1st through March 31st. Exceptions must be approved by the Operations Manager.

2.13.4. Access III's and Operator III's

Access III's and Operator III's are scheduled to work 40 hours per week during all service levels. Overtime may be required. Access III's and Operator III's follow the Town of Blacksburg's attendance policy. In addition, Access III's and Operator III's are not allowed to drop and trade their shifts via W2W's tradeboard. Any Access III or Operator III found violating this policy may face disciplinary actions. Exceptions must be approved by the Operations Manager or designee.

3. Time Off Request

3.1. Operator I's, Access II's, and Operator II's

Operator I's, Access II's, and Operator II's must request time off in W2W at least two weeks (14 days) in advance, in order to be considered. The Operations Manager or designee reserves the right to approve or deny any time off requests. Operators will receive a notice from W2W once a decision has been made.

3.2. Access III's and Operator III's

Access III's and Operator III's accrue and use annual, sick, and/or flexible leave per the Town of Blacksburg Personnel Rules and Regulations. Access III's and Operator III's must request time off in W2W. Access III's and Operator III's will receive a notice from W2W once a decision has been made. The Operations Manager or designee reserves the right to approve or deny any time off requests. Access III's and Operator III's will also adhere to the Guidelines for Blacksburg Transit Access III and Bus Operator III Time Off Requests.

4. Leave of Absence (LOA)

A LOA request must be submitted for an absence of 7 or more consecutive days. A LOA pertains to personal emergencies, medical reasons, and/or breaks. All employees must submit a written notice for LOA at least two weeks prior to the desired time off. All necessary paperwork can be turned in to a member of the Operations Supervisory Staff.

The Operations Manager or designee has the authority to approve or deny LOA's. A LOA is not approved until the employee receives notification from W2W. Any operator who fails to return to work within the two week pay period following the end of the approved LOA may be terminated. The only exception to this is in the event of a Military leave of absence.

4.1. Break Service LOA's

Breaks include: Thanksgiving Break Reduced Service, Winter Break Reduced Service, and Spring Break Reduced Service. For information on Summer Break Reduced Service LOA please refer to section 4.2. In addition, all LOA requests for breaks must fall within the specified dates which can be found on the current LOA form. Employees will not be allowed to request days off that fall outside of the specified dates for break LOA's.

4.1.1. Operator I's

Operator I's will not be required to fill out a LOA form for Thanksgiving Break Reduced Service, Winter Break Reduced Service, and Spring Break Reduced Service, if they do not have an assigned Reduced Service runcut.

4.1.2. Access II's and Operator II's

Access II's and Operator II's will not be required to fill out a LOA form for Thanksgiving Break Reduced Service, Winter Break Reduced Service, and Spring Break Reduced Service, if they do not have an assigned Reduced Service runcut. However, if an Access II or an Operator II has a Reduced Service runcut then they will be required to fill out a LOA, if they need time off during break service.

4.2. Summer Service LOA's

All employees that do not have assigned shifts during Summer Break Reduced Service and/or do not intend to work during Summer Break Reduced Service must submit a written notice and request on W2W, for LOA, at least two weeks prior to the desired time off.

4.3. Medical LOA's

Full-time and part-time wage employees who believe they may qualify for a leave under the Family and Medical Leave Act (FMLA) should contact the Human Resources Generalist to determine eligibility. The employee must also notify the Operations Manager or designee of any upcoming absences. Refer to the Town's Personnel Rules and Regulations section 5.8, for more information on FMLA.

If a part-time wage employee does not qualify for FMLA, the employee may be granted up to a maximum of six weeks LOA within a rolling 12 month period. Along with the LOA form, the operator must provide a note from their medical provider stating they cannot work. A part-time wage employee may also be granted up to two weeks within a rolling 12 month period for a serious medical condition for family members as defined by the FMLA. BT's family and medical LOA's are not in addition to the allotted time granted under FMLA. Requests should be coordinated with the Human Resources Generalist.

4.4. Military Leave

An employee entering active military duty shall have his/her job status protected in full compliance with Federal and State requirements. Employees who are members of the National Guard, Reservists, or the Virginia State Defense Force and National Defense Executive Reserve shall be granted time away from work according to the Uniformed Services Employment and

Reemployment Rights Act (USEERA). The employee is responsible for providing Human Resources with a copy of the military orders for the employee's military service.

****Full-time employees can refer to the Town's Personnel Rules and Regulations section 5 ****

5. Blacksburg Transit Policies and Procedures

5.1. Dress Code

Employees are to report to work in clean clothing, free from body odors, that is in accordance with the general appearance requirements and specific requirements listed below. All clothing items must be kept neat and presentable with no visible signs of wear. Clothing may not interfere with the safe operation of a motor vehicle, or promote alcohol or tobacco products, or promote political or religious affiliation. For specific questions regarding this policy, see a member of the Operations Supervisory Staff.

Employees are to report to work with an accurately functioning watch. Official BT time is kept at the dispatch office. In addition, operators are to report to work with their BT badge, a valid Virginia CDL or learner's permit, and their valid Virginia license. Employees are to adhere to the uniform guidelines at all times when deemed "on duty."

Wearing Town of Blacksburg or BT supplied clothing is permissible when off duty. However, wearing BT clothing can result in the impression that employees are working or acting in an official capacity when they are not. Employees must conduct themselves appropriately when they wear their employee badge and/or BT clothing because they are perceived to be representing the Town of Blacksburg and Blacksburg Transit.

Management has the right to address any inappropriate clothing issues.

- **Shirts:** Must have sleeves and a collar. Only approved BT logos and associated pins may be worn on shirts. ****VT t-shirts are acceptable during VT football and basketball events****
- **Name Badges:** Must be worn on the outermost garment while in service.
- **Jackets, Sweatshirts, Sweaters, and Coats:** May be worn over collared shirts during cold weather but should not be oversized.
- **Shorts, Skirts, and Pants:** Sweatpants, excessively tight or revealing clothing, cutoff pants and shorts are prohibited. Shorts and skirts must fall at the knee.

- **Shoes:** Must allow for safe operation of a motor vehicle. Prohibited footwear includes: high-heels, clogs, open heel or open toe, skate shoes, and FiveFingers (or any generic type) shoes.
- **Head Coverings:** Head coverings are permissible. Bandanas are not acceptable unless used as a covering due to medical or religious reasons.
- **Jewelry:** May not interfere with the safe operation of a motor vehicle, or promote alcohol or tobacco products, or promote political or religious affiliation.

** Upon termination of employment, the BT name badge, BT-provided clothing, and other work related items must be returned **

5.2. Customer Service

Employees should be courteous and helpful to customers at all times. However, employees must not take their eyes off the road to carry on a conversation. Conversations with customers should occur when the vehicle is not in motion. If a customer attempts to speak with an operator while the bus is in motion, the operator must ask the customer to wait until the next stop.

If an operator is involved in a fare dispute or customer conflict, the operator must contact base by radio immediately and wait for further instruction. The operator is to document all actions or incidents on an Incident Card.

Blacksburg Transit has a “No Pets” policy on all BT vehicles. However, service animals for persons with disabilities are permitted. Service animals must be on a leash with a collar or use a service harness. The animal may be excluded from riding any BT vehicle due to disruptive or dangerous behavior. Operators must request a supervisor before denying passage to a service animal.

Open alcoholic beverages are not allowed on BT vehicles.

Customers with baby strollers must remove children from their strollers. Strollers must be folded and secured in between the seats.

Customers are to enter through the front door and exit from the rear door. Remind passengers to wait until the bus departs and always cross the street at the rear of the vehicle and at the nearest crosswalk. Customers are allowed to exit the front, if they request, at any stop except rear door only stops.

The town is a bicycle friendly community and employees need to be aware of bicycle traffic. Bicyclists are unpredictable. Employees should scan frequently to identify these hazards. In addition, bicycles are not allowed inside the vehicle. Call base if the bike rack is full and advise the customer to catch the next bus.

Employees are in control of the vehicle for the protection of the customer, as well as themselves. Operators must manage the vehicle in a courteous manner without being demeaning or overbearing, which could be viewed as an abuse of power. Employees are to maintain self-control and exercise good judgment to continue the service we provide for the Town of Blacksburg. If an employee believes a situation with a customer is beginning to escalate, or if the employee otherwise needs assistance with an unruly customer, the employee can contact base or a supervisor. In an emergency, the employee may activate the emergency button.

5.3. Radio Etiquette

The purpose of the radio is to communicate necessary information in a timely manner. The radio should be used sparingly and when necessary so that those needing to call in emergencies can do so. Operators are required to know and use 10 codes effectively to help reduce the amount of radio traffic. For passenger privacy and dignity, Operators are to refrain from describing passengers over the radio. Employees need to show courtesy and respect toward others over the radio—those who cannot will receive a 10-3 (stop transmitting) or 10-30 (unnecessary radio use) over the radio. Radio etiquette violations may result in disciplinary actions.

5.4. Leaving the Bus (10-7)

Before an operator leaves a transit vehicle unattended, they must radio base and call in a 10-7 (a request to leave bus) with their current location and clear, or send a 10-7 message via Streets Messaging. Reasons to request a 10-7 include: bathroom breaks, water or drink breaks, or exiting the vehicle for any reason. The front doors must remain open for passengers to get on while operators are on a 10-7. Operators must chock the vehicle, if applicable, before leaving the unit unattended. Once the operator returns they must call in a 10-8 (back on bus) and clear or send a 10-8 message via Streets Messaging to indicate the end of their break.

5.5. Electronic Devices

BT prohibits employee use of personal electronic devices, either hands on or hands free, or similar devices, while operating a revenue transit vehicle. Examples of revenue vehicles include: transit buses, body-on-chassis buses or BT Access vans. Operators can use electronic devices

once they stop, secure their vehicle in a safe location, request a 10-7, and must physically get out of the driver's seat.

****Support vehicles, such as a shift change van are covered under the Town of Blacksburg usage policy****

5.6. Secure Parking

All operators must properly secure transit vehicles, by applying the parking brake, before they leave the driver's seat, even if only for a few seconds. Operators must chock the vehicle, if applicable, before leaving the unit unattended. Failure to properly secure a vehicle may result in the vehicle striking a pedestrian, another vehicle, or other property. Any operator who fails to follow the proper procedures to secure a vehicle may be subject to disciplinary actions up to and including suspension and/or termination.

5.7. BT Lot

All operators must obey the 15 mph speed limit in the parking lot. The speed limit for the garage is 5 mph. Failure to follow these speed limits may result in injury and/or disciplinary actions.

All operators returning a vehicle to the garage (10-90) must follow the procedures stated on the Route Card; adhering to the last stop and taking the specific 10-90 route stated-- except when given specific instructions from base. Base will also provide all operators with their parking location (10-91).

Before an operator shuts down any vehicle they must ensure: all lights, heater or A/C switches are turned off; the vehicle is low idle; the vehicle is in neutral; Streets is logged off; and the parking brake is set. Once clear, operators are to cut off the engine, close the windows and roof hatches, chock the unit (if applicable), and complete an end of the shift walk-around inspection. Operators should leave walk-around cards in the driver's seat and turn in any remaining trip or pay sheets, fare free bags, transfer slips, and any window signs to base. Failure to follow these procedures may result in disciplinary actions.

5.8. Lost and Found

All items left on a vehicle will stay on that vehicle for the remainder of the day unless they are claimed by the owner. Any items of value should be kept in the driver's box for security purposes. When a vehicle returns to the shop, the operator must take all items and place them

in a bag with a label that identifies the operator's name, bus number, and route number. After the bag is labeled the operator will place the bag in the drop box.

All staff members are obligated to report missing items, exercise reasonable care to avoid damage or loss while in their possession, and comply with Lost and Found procedures. Staff members are not responsible for items left on the bus and/or at bus stops.

5.9. Media

Operators are not allowed to speak on behalf of BT to any news or media organizations without management's approval. All media inquiries should be referred to the Communications and Customer Service Division or to the Director of BT. This policy applies to all media including but not limited to: print, television, radio, or electronic.

5.10. Employee Fatigue

It is an employee's responsibility to inform the Operations Supervisory Staff of excessive hours worked in a safety sensitive position at BT or other places of employment. In addition, employees serving in any safety sensitive function must abide by the following rules:

- Employees may work up to but not over ten consecutive hours in a given day. If employees are scheduled to work over ten hours consecutively, they must receive permission in advance the Operations Manager or designee. In addition, they must take a minimum of a 30 minute off duty break.
- Employees should not work more than 12 hours total in one service day. If operators are scheduled to work over 12 hours then they must receive permission in advance from the Operations Manager or designee.
- Even in cases of emergency, employees are not permitted to drive more than 15 hours in one service day.
- Employees working on consecutive days should have at least six hours off between workdays. Employees must notify the supervisor on duty if their schedule does not permit six hours off duty. BT also recommends that all employees get at least eight off duty hours between workdays. Game Day Shuttles, other shuttles, and special work may be scheduled for ten or more consecutive paid hours, not to exceed 12 hours total in a work day. Employees must take a minimum 30 minute off duty break. All other (driving or office) shifts or combinations of shifts scheduled for longer than ten consecutive hours must have at least 30 minutes off duty time and have a total duration of no more than 12 total worked hours per work day.
- Employees may not work over 40 hours per week (Overtime) without permission from the Operations Manager or designee.

5.11. Game Day

Operators are required to drive at least one football game each season. The only exception is if an operator has proof of season tickets or an excuse approved by the Operations Manager or designee.

5.12. Inclement Weather

In the case of a weather emergency, operators will be responsible for their shifts as long as BT is open. Management may require operators to spend the night at a nearby hotel, at BT's expense, or management may require operators to be picked up at their home if they live within Christiansburg or Blacksburg town limits. Please see a member of the Operations Supervisory Staff for any additional questions. Refusing to comply with this policy can result in disciplinary actions. All exceptions must be approved by the Operations Manager or designee.

Operator I's, Operator II's, Operator III's, Access II's, and Access III's are classified as an essential position during designated planned or unplanned events.

5.13. Tobacco and E-Cigarette

Employees may not use any tobacco products or e-cigarettes in Town vehicles or within 25 feet of any entrance to a Town facility. "Electronic cigarette" or "e-cigarette" is a device that contains a nicotine-based liquid that is vaporized and inhaled, and used to simulate the experience of smoking tobacco.

5.14. Substance Abuse

Employees performing safety sensitive job functions are prohibited from reporting to or remaining on duty with an alcohol concentration level of 0.02 or greater. Safety sensitive employees may not use alcohol from any source while on duty, within four hours prior to performing safety sensitive duties, or within eight hours following an accident.

Safety sensitive employees that are on call are prohibited from using alcohol during the hours they are on call. Anytime an employee (not on call) is called to report for duty, and the employee has used alcohol within four hours of the call, the employee must turn down work or acknowledge the use of alcohol and the inability to perform the safety sensitive function.

Before beginning a work shift, an employee must report to his or her supervisor the use of prescription or over-the-counter drugs if the employee feels that the use of the drug may impair their ability to perform their job duties safely. It is the employee's responsibility to

determine from the physician, practitioner, or pharmacist whether or not their job performance would be impaired.

5.15. Incident

An incident is any unusual occurrence on or happening near a BT vehicle that requires further assistance. Incidents can include, but are not limited to, people falling while embarking or disembarking, objects thrown at vehicles, catching passengers in the door, “bodily fluid exposures”, witnessing pedestrians hit by another vehicle, fights, etc.

In the event of an incident, the first step is to stop the vehicle and immediately report the incident to base over the radio. If the incident occurs on or around the bus the Operator should push the Camera Event Button and fill out an Incident Card, letting the Operations Supervisory Staff reviewing the camera footage know what they are looking for. Any time the Camera Event Button is pushed the Operator should fill out an accompanying Incident Card. Operators must fill out incident cards and turn them in to either the dispatcher, shift change, or a member of the Operations Supervisory Staff on the day of an incident. All incidents are subject to investigation.

5.16. Collision

In the event of a collision, the first step is to stop the vehicle. After stopping, check for injuries and immediately report the collision to dispatch. Set out triangles if necessary. Operators are never to admit fault or discuss details of the collision with anyone other than a member of the Operations Supervisory Staff or a Police Officer. Any operator that moves a vehicle before being instructed to do so by a member of the Operations Supervisory Staff or a Police Officer may face termination.

Operators are responsible for filling out a Collision Card and other paperwork provided by a member of the Operations Supervisory Staff.

5.16.1. Preventable Collision vs. Non-Preventable Collision

A preventable collision is one in which the operator fails to do everything reasonable to avoid it. An operator involved in a preventable collision will receive negative safety points on their log sheet.

A non-preventable collision is a collision in which everything that could have reasonably been done to prevent the collision was performed and the collision still occurred.

5.16.2. Collision Classification

All collisions will be investigated by the Safety Review Panel. The Safety Review Panel consists of members of Operations and others designated by the Director who review all accidents and determine the number of points assigned based on the definitions below.

5.16.2.1. Operator Role

- **No contribution:** The operator is found not to have played a factor within the realm of the collision (0 points).
- **No Damage Collision:** The operator follows all BT policies, but simply misjudges the amount of space available for their vehicle but doesn't incur any damage. Retraining will not be required (0 negative points).
- **Simple misjudgment may require additional training:** The operator follows all BT policies, but simply misjudges the amount of space available for their vehicle and incurs damage. Retraining may be required (1 negative point).
- **Minor role may require additional training:** The operator contributes to the collision by failing to comply with BT policy/procedure/training. Retraining may be required (3 negative points).
- **Major role may require additional training:** The operator contributes to the collision by actively doing something that violates BT policy/procedure/training or existing traffic laws. Retraining may be required (6 negative points).

5.16.2.2. Property Damage

There are three categories of property damage: BT vehicle damage, other vehicle damage, and non-vehicle damage. In cases where there is more than one category of damage determined, the category with the highest point value will be used. The classes of property damage and associated points, are as follows:

- **None** (0 points)
- **Minor** (1 negative point)
- **Moderate** (2 negative points)
- **Major** (3 negative points)
- **Severe** (4 negative points)

5.16.2.3. Injuries/Fatalities

There are four levels of personal injury that are assessed. Whether the person injured is a transit employee, pedestrian, passenger on the public transportation vehicle, or person in

another vehicle does not affect the assessment. The points associated with each level are as follows:

- **None** (0 points)
- **Injury** (3 negative points)
- **Serious Injury** (6 negative points)
- **Fatality** (12 negative points)

Once the investigation is complete, the collision is classified as either preventable or non-preventable and safety points will be recorded on an operator's log sheet.

****Role Clarification:** When two roles apply, the most severe role takes precedent**

If findings reveal violations of operating procedures, performance points may also apply.

Operators involved in a collision are subject to Drug and Alcohol testing per Federal Transit Administration (FTA) and Blacksburg Transit policy.

5.17. Attendance

The Attendance Policy covers cancellations, lates, incompletes, call outs, and no-shows. All violations whether excused or not will be noted on the employee's log sheet.

In cases where operators need to request off a shift after the two week notification period has ended, the operator needs to speak to the dispatcher on duty or leave a message on the operations dispatch voicemail. All voice messages should include the following: the caller's name, time and date of call, the time and date of the shifts that the operator needs to be removed from, the shift(s) that the operator needs to be removed from, and a brief explanation of why they need to be off. Operators are not allowed to submit time off requests via email or text messages.

Any operator that calls out due to an illness will have three business days after they return to work to bring in a doctor's excuse to avoid negative points. Employees who are absent without proper authorization or notification for three consecutive scheduled days may be considered voluntarily resigned.

Employees must present all doctor's notes to the HR Generalist. The note must state that the employee is/was excused from work on the applicable dates. The note must also state that the employee may return to his/her full duties, including driving a bus. Any exceptions must be approved by the Operations Manager or designee.

5.17.1. Cancellation

A cancellation occurs when an employee calls in thirteen to two days before their scheduled shift. If an operator cancels due to illness then they have three business days to bring in a doctor's excuse to avoid negative points.

Employees must present the note to the HR Generalist. The note must state that the employee is/was excused from work for his/her health condition on the applicable dates. The note must also state that the employee may return to his/her full duties, including driving a bus.

5.17.2. Late

A late occurs any time an employee has not checked in with dispatch or shift change by the start of their scheduled shift. If they are more than two minutes late, the shift may be given to another operator. Employees who ride the bus to work are not exempt from this rule.

5.17.3. Incomplete

An incomplete occurs when an operator does not work their entire scheduled shift time. If an operator requests relief due to an illness then they must bring in a doctor's note to avoid points.

5.17.4. Call Out

A call out occurs when an employee calls out four to 47 hours before their scheduled shift. For an A-shift, an operator must call by 7:00 p.m. the night before to call out of their shift.

5.17.5. No Show

A no-show occurs when an employee calls out within four hours or less of their shift beginning or they don't show within 30 minutes of their scheduled shift. If an operator does not call the Dispatch office to cancel or call out then they will be given a no-show regardless of a valid doctor's note.

5.17.6. Attendance Points Chart

Attendance Points Chart		
Infraction	Notice Must Be Given By	Points
Cancellation	2 to 13 Days Ahead of Shift Start	-1
Late	Before Shift Start	-1
Incomplete	As Soon As Possible	-1
Call Out	4 to 47 Hours Before Shift Start	-2
No Show	Within 4 hours or Less Before Shift Start	-3

5.18. Discipline

5.18.1. Grounds for Discipline

BT work rules were established to ensure fair treatment of employees to allow them to work effectively and in a safe manner. Management reserves the right to take disciplinary actions based on the severity of an infraction. The action will include a log sheet update, a verbal warning, a meeting with the Operations Manager or designee and/or HR Generalist, a written warning, a suspension, and lastly termination of employment. Termination of employment with BT shall be upon the recommendation of the Operations Manager after review with the Transit Director and the Human Resources Manager.

Persons employed in the Operator I, Operator II, and Access II positions are subject to the disciplinary procedures as outlined in section 7, "Alternative Dispute Resolution", of the Town of Blacksburg Personnel Rules and Regulations.

Persons employed in the Access III or Operator III position are subject to the disciplinary process as outlined in section 7, "Discipline", of the Town of Blacksburg Personnel Rules and

Regulations. Access III's and Operator III's accrue performance and safety points, and are subject to discipline for violations, but any disciplinary action must follow the procedures established in section 7 of the Town of Blacksburg Personnel Rules and Regulations.

5.18.2. Violations

The types of misconduct identified in this section appear on the log sheet and on the operator's evaluation. Violation of these rules imposes a minimum of one to a maximum of six performance points on the log sheet, per occurrence.

5.18.2.1. Performance Violations

The following are examples of specific performance violations:

1. Reporting to work without a valid license. An operator will receive one negative point. (Refer to section 2.1)
2. Failure to report an incident. This results in one negative point. (Refer to sections 2.1 and 5.15)
3. Use of tobacco products and e-cigarettes on or in any transit vehicle at any time. This performance violation may also be ruled as a safety violation if it interferes with the safe operation of the vehicle. This results in one negative point. (Refer to section 5.13)
4. Consuming or spilling food or drink items in the operator's area. This policy violation may also be ruled as a safety violation if it interferes with the safe operation of the vehicle. This results in one negative point. (Refer to section 2.1)
5. Failure to request a 10-7 or taking a 10-7 at an unauthorized location. This policy violation may also be ruled as a safety violation. This results in one negative point. (Refer to sections 2.1, 5.4, and 5.5)
6. Failure to 10-90 as specified on the route card or as directed by a member of the Operations Supervisory Staff. This results in one negative point. (Refer to sections 2.1 and 5.7)
7. Dress Code Policy violations. This results in one negative point. (Refer to section 5.1)
8. Incomplete and/or defaced paperwork; including trip sheets, manifests, walk-around cards, LOA Forms, The Handbook Acknowledgement Form, and others. Failure to follow this rule may result in an employee being taken off their shifts until the required paperwork is completed and turned in. In addition, this results in one negative point. (Refer to sections 2.1, 4, and 5.16)
9. Failure to follow proper radio procedures (10-30's). This results in one negative point. (Refer to section 5.3)
10. Failure to acquire or maintain required training certifications within the required time period. This results in one negative point. (Refer to section 2.3.2)

11. Failure to adhere to route card directions. This includes but is not limited to not servicing a final stop, calling 10-90 before determined area and improper path of travel for return to base. This results in one negative point. (Refer to sections 2.1 and 5.7)
12. Failure to drive at least one football game each season without approval from the Operations Manager or designee. This results in one negative point. (Refer to section 5.11)
13. Arriving two minutes late or more past your scheduled work shift. Results in one negative point. (Refer to sections 5.17.2 and 5.17.6)
14. Cancelling a shift will result in one negative point. (Refer to sections 5.17.1 and 5.17.6)
15. Failure to complete a shift will result in one negative point. (Refer to sections 5.17.3 and 5.17.6)
16. Failure to adhere to the minimum shift/hour requirement at the first half semester will result in one negative point. Failure to adhere to the minimum shift/hour requirement at the end of the semester will result in two additional negative points. Failure to adhere to the minimum shift/hour requirement during Summer Reduced Service will result in one negative point. (Refer to section 2.13)
17. Failure to attend a Safety Meeting or watch the Safety Meeting video before the next scheduled Safety Meeting will result in one negative point. (Refer to section 2.6)
18. Any Access III or Operator III found using the tradeboard to drop shifts will receive two negative points. (Refer to section 2.13.4)
19. Failure to show up for a shift due to inclement weather and/or refusal to stay in a hotel or to be picked up by an Operations Supervisor without prior approval from the Operations Manager or designee will result in two negative points in addition to attendance points. (Refer to section 5.12)
20. Chargeable complaints. Complaints may also be ruled as chargeable incidents. This results in a minimum of one negative point up to three negative points. (Refer to sections 2.1, and 5.15)
21. Calling out of a shift results in two negative points. (Refer to sections 5.17.4 and 5.17.6)
22. Not showing up for a shift will result in three negative points. If an operator does not call the shop to cancel or call out then they will be given a no-show regardless of a valid doctor's note. (Refer to sections 5.17.5 and 5.17.6)
23. Use of cell phones, electronic devices, headphones, earphones, hands free phone devices (Bluetooth) for talking or texting while in the driver's seat or the operator's area. This results in a minimum of three negative points up to six negative points. (Refer to section 5.5)
24. Any willful disregard for the system's best interest. This includes but is not limited to discourteous or rude behavior toward passengers, BT employees, or the general public;

or speaking in a derogatory manner about the Town and/or BT. This results in a minimum of one negative point up to six points. (Refer to sections 2.1, 5.1, and 5.2)

25. Failure to stop immediately and report a collision or suspected collision at the time of occurrence. The operator must not move a vehicle before being instructed to do so by a member of the Operations Supervisory Staff or a Police Officer. This results in a minimum of one negative point up to six negative points. (Refer to Section 2.1 & 5.16)

** The types of misconduct identified in this section are only examples of conduct that may lead to disciplinary action. These examples do not constitute a complete list of all types of conduct that may result in disciplinary action up to and including termination of employment.**

5.18.2.2. Safety Violations

The following are examples of specific safety violations:

1. Use of tobacco products and e-cigarettes on or in any transit vehicle at any time. This policy violation may also be ruled as a performance violation. This results in one negative point. (Refer to section 5.13)
2. Failure to request a 10-7 or taking a 10-7 at an unauthorized location. This safety violation may also be ruled as a performance violation. This results in one negative point. (Refer to sections 5.4 and 5.5)
3. Working over ten hours consecutively without permission from the operations staff and/or without a break without permission from the Operations Manager or designee. This results in one negative point. (Refer to section 5.10)
4. Working over 12 hours in a day without permission from the Operations Manager or designee. This results in one negative point. (Refer to section 5.10)
5. Working over 40 hours per week (Overtime) without permission from the Operations Manager or designee. This results in one negative point. (Refer to section 5.10)
6. Making unauthorized stops, which includes loading or unloading the vehicle in the center lane or any places other than designated stops. This results in one negative point. (Refer to sections 2.1 and 5.2)
7. Backing the bus without permission. Exceptions: backing out of the garage, the time check at Ascot Lane, or if driving an Access or GAR shift. If it becomes necessary to back a vehicle, the operator is to call the dispatcher for permission, get out and look behind the vehicle, turn on hazard lights, and sound the horn before backing up. This results in one negative point. (Refer to section 2.1)

8. Failure to secure the vehicle properly, (chock blocks, parking brake not applied, bus transmission still in gear, door holding vehicle, etc.). This results in one negative point. (Refer to sections 5.4, 5.6, and 5.7)
9. Closing doors while taking a 10-7 with passengers on board. This results in one negative point. (Refer to section 5.4)
10. Going off route without calling base to report the incident. When an operator is off route they must stop and await specific instructions from a member of the Operations Staff. This results in one negative point. (Refer to sections 2.1 and 5.15)
11. Allowing passengers to exit through the front doors of the bus at rear door only stops. This results in one negative point. (Refer to section 5.2)
12. Operating onboard electronic equipment while it is unsafe to do so. Unsafe actions include using Streets to update passenger counts while vehicle is in motion. This results in one negative point (Refer to section 2.1)
13. Any willful disregard for the system's best interest. This includes but is not limited to failing to report traffic offenses or changes to driver's license status, or careless and imprudent driving (including speeding); driving without both hands on the steering wheel; or failing to wear a safety belt while operating a BT vehicle. This results in a minimum of one negative point up to six points. (Refer to sections 2.1, 2.2, 0, 5.2, 5.13, 5.14, 5.15, and 5.1)
14. Moving a BT vehicle following a collision or incident that has been reported to base but before being instructed to move by the Operations Supervisory Staff or the police department. This results in a minimum of one negative point up to six negative points. (Refer to section 5.16)
15. Use of cell phones, electronic devices, headphones, earphones, hands free phone devices (Bluetooth) for talking or texting while operating the bus. This results in a minimum of six negative points. (Refer to section 5.5)
16. Failure to report traffic charges that occur during workday will result in a minimum of three negative points up to six negative points. (Refer to section 2.3.1)
17. Failure to report an incident. This results in a minimum of one negative point up to six negative points. (Refer to sections 2.1, 5.2, and 5.15)

** The types of misconduct identified in this section are only examples of conduct that may lead to disciplinary action. These examples do not constitute a complete list of all types of conduct that may result in disciplinary action up to and including termination of employment.**

5.18.2.3. Violation Points System

Performance and safety points are tracked separately from one another. For example, disciplinary points accumulated from performance violations remain on an operator's log sheet for a two year rolling period. Whereas safety points accumulated from collisions and safety violations will remain on an operator's log sheet for a seven year rolling period.

In addition, operators who reach an accumulation of 12 performance or 12 safety points will face termination. Disciplinary actions are administered as follows:

Discipline Points Chart	
Points	Action
-1 to -2	Verbal Warning
-3 to -4	Meeting with Operations Supervisor and/or HR Generalist
-5 to -7	Written Warning
-8 to -11	Last Chance/Final Written Warning or Suspension(s) *
-12 or more	Termination

* The number of days of the suspension will vary depending upon the severity of the violation. Management may also require mandatory EAP. All days of suspension will be for future scheduled work days.

Generally, performance issues and violations of our rules are dealt with through a progressive discipline system. Any step in the disciplinary process may be waived depending upon the circumstances involved and severity of violations. Occasionally, however, more serious misconduct occurs, which requires immediate termination of an individual's employment.

5.18.2.4. Terminable Violations

Due to their importance or seriousness, the following occurrences are grounds for immediate termination:

1. Insubordination: refusing to follow instructions, verbal or written from the Operations Supervisory Staff. (Refer to section 5.16)
2. Refusing Drug and/or Alcohol tests. This includes leaving the testing site without being tested or without permission. (Refer to section 5.14)
3. The use, possession, distribution, sale, purchase, manufacture, dispensation of or intoxication by alcoholic substances or beverages, intoxicants, illegal drugs, controlled substances not medically authorized, related drug paraphernalia, or other substances including prescription drugs which impair job performance or mental or motor function by any employee or any other person to whom this policy applies while on Blacksburg Transit premises or in the course of conducting Blacksburg Transit business during regular business hours, including while subject to being on call, at lunch or on breaks, is strictly prohibited. Safety sensitive employees are prohibited from the consumption of illegal drugs at all times. (Refer to section 5.14)
4. Failure to submit a shift pick form two weeks after receiving a warning letter is grounds for immediate termination (Refer to section 2.11)
5. Every employee is required to immediately notify his or her supervisor of any change to the status of the employee's driver's license. An employee must also notify his or her supervisor and the Human Resources Office in writing within five calendar days if the employee is arrested, charged or convicted of criminal misconduct involving theft, violence, sexual misconduct, embezzlement, perjury, alcohol or drug related offenses, serious traffic offenses (including, but not limited to DUI, suspended operator's license, reckless driving, hit and run) or any other offense that would affect or impair the employee's ability to perform his or her job. An employee's failure to notify his or her supervisor of an arrest, charge or conviction as described in this policy may result in disciplinary action up to and including termination of employment. It is also the employee's responsibility to contact the Human Resources Office to resolve any questions as to whether an arrest, charge or conviction must be reported. (Refer to Town of Blacksburg Rules & Regulations section 6.20)
6. An employee may be terminated if a collision occurs and the employee fails to stop immediately and report a collision or suspected collision at the time it occurs. Anyone who moves a vehicle before being instructed to do so by a member of the Operations Supervisory Staff or a Police Officer may be terminated. (Refer to section 2.1 and 5.16)
7. Employees who are absent, without proper authorization or notification for three consecutive scheduled days may be considered voluntarily resigned (Refer to section 5.17)
8. Willful Disregard of the system's best interest.

****The types of misconduct identified in this section are only examples of conduct that may lead to disciplinary action. These examples do not constitute a complete list of all types of conduct that may result in disciplinary action up to and including termination of employment.****

6. Incentive Pay Programs

6.1. CDL Reimbursement

All Blacksburg Transit employees are eligible to receive reimbursement for the renewal of their Commercial Driver's License. Reimbursement will only cover the basic cost of the Class B Commercial Driver's License with air brakes and Passenger endorsement. Employees must submit a completed reimbursement request along with a copy of their license and a receipt from the DMV, to their manager for approval. Requests must be submitted within 30 days of license renewal. Employees must reimburse BT for the cost of the CDL on a prorated basis, if they leave employment within six months after the reimbursement is received. A payroll deduction form must be completed at the time of reimbursement.

6.2. Return Pay

The return pay premium is an extra \$1.00 per hour for regular bus shifts that start and end at two different locations. For instance, any shift that starts at BT and ends offsite or starts offsite and ends at BT. The premium amount will be added to the employee's base rate.

All operators that have qualifying shifts will be eligible for the return pay premium. Additionally, the premium only applies to regular bus shift work and does not apply to any specials, shuttles, tours, or shifts where the travel time is built into the route.

6.3. Shift Premium

The shift premium is an extra \$2.00 per hour for shifts driven during the late night Friday (F) shift and/or Saturday (O) bus shifts during Full and Intermediate Service. The premium amount will be added to the operator's base rate.

All operators that drive during the designated shift times will be eligible for the shift premium.

Eligible shifts and the extra compensation will be determined by the Transit Director and approved by the Town of Blacksburg Deputy Town Manager and Town Manager.

6.4. General Programs

Other Incentive Pay Programs may be implemented from time to time to achieve specific objectives. Examples include but are not limited to: Driving Program, Referral Program, Hiring Bonus, etc. Specific announcements will be made available for each program.

7. Incentive Point Programs

7.1. Safe Driving Incentive

An operator can earn positive safety points through safe driving. Driving 400 hours without a new safety violation, such as a preventable collision, equals one safe driving point on an operator's log sheet. It is the responsibility of the operator to track these hours and provide documentation thereof to the HR Generalist.

The occurrence of a new safety violation resets the safe driving hours and the operator must begin accumulating safe driving hours again from zero. Operators will have 30 days after a new collision has occurred to turn in previously unused safe driving points from the previous year. This only applies to operators who have negative safety points.

7.2. Performance Incentive

Operators have the opportunity to earn additional performance points throughout the year. Operators can earn up to three performance points twice a year. The first performance period will be from July 1st through December 31st. Then the second performance period will be from January 1st through June 30th.

Operators who do not earn any negative performance points during the current performance period can earn up to three positive performance points back. Operators who earn one negative performance point during the current performance period can earn up to two positive points back. Operators who earn two negative performance points during the current performance period can earn up to one performance point back. Operators who have earned three or more negative performance points will not qualify for the performance incentive.

Performance incentive points will be rewarded after the performance period is over. Additionally operators must have worked 4 out of the 6 months of the performance period. This only applies to operators who have negative performance points.

7.3. Performance Incentive Chart

Performance Incentive Chart	
Performance Point Total for Semester	Positive Points Earned
0	3
1	2
2	1
3	0

7.4. General Programs

Other Incentive Point Programs may be implemented from time to time to achieve specific objectives. Examples include but are not limited to: Safe Driving Program, Rodeo Program, etc. Specific announcements will be made available for each program.