

*Greater Cleveland
Regional Transit Authority*

EMPLOYEE PERFORMANCE CODE

Effective date: January 1998
Revised: September, 2004

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INTRODUCTION

This booklet contains the GCRTA Employee Performance Code. This code applies to all RTA employees, regardless of their job classifications. It represents the boundaries within which employees perform their duties and responsibilities. When employees' actions are in accordance with the code, we maintain a productive, safe and pleasant working environment. We ensure the delivery of quality service to our customers, whether our customers are the riding public, other RTA employees, or others with whom we come in contact. Providing *quality service to every customer, every day* demonstrates to the public that we are an asset to the community.

We have adopted this code after careful consideration by a committee of fellow employees. Each rule describes both what is required of an employee and what is unacceptable conduct. Also included are definitions of terms and a statement of the purpose of the rule. These rules are easy to understand and follow.

This Performance Code is not all-inclusive. Employees must comply with all policies and specialized department rules, even if they are not specifically mentioned in this booklet. From time to time rules may be amended or revised. Regardless of where the rule is found, the Authority commits to notifying employees, in advance, of what the rules are for their work area.

For GCRTA to succeed in its vision of a transit industry leader, we must act in partnership with our employees. As part of this partnership the Authority is committed to:

- * Treat employees with respect and dignity.
- * Inform employees of the Authority's objectives and goals.
- * Provide the appropriate training, instruction, supplies, material, equipment, assistance and guidance necessary to perform the job.
- * Continuously strive to create and maintain a safe environment.
- * Inform employees of applicable policies, rules, and procedures.
- * Provide opportunities for employee participation in improving work methods and processes.
- * Provide opportunities for the development of each employee's skills and potential.
- * Provide feedback regularly to ensure the attainment of the vision.

As partners, the Authority relies on its employees to abide by the rules. The employees, in turn, can rely on the Authority to support their best efforts on behalf of the overall vision.

I. THE DUTY TO PERFORM OUR JOBS

Employees are encouraged to strive for excellence in performing their job duties. We are committed to providing quality service to our customers, both internal and external. Customers are satisfied when employees meet or exceed their requirements.

The Authority supports employees becoming more participative and versatile in their daily duties and responsibilities. The Authority encourages employees in developing their skills and potential. When employees are team players and exert extra effort in their job performance, they ensure RTA's place as a leader in the transit industry.

Employees are obligated to understand and perform their job duties, and to do so with attention, care and in a timely manner. Employees are encouraged to assist in improving their work methods and processes and to adapt to changes, which relate to those improvements.

Employees are required to communicate accurate and complete information about their jobs with their supervisors and coworkers. Problems, which disrupt operations or have a significant immediate impact on the Authority, must be reported as soon as possible.

Examples of following this rule:

- * Completing assignments properly and on time.
- * Asking questions and requesting help in order to complete the assignment correctly.
- * Reporting to your assigned location promptly.
- * Advising your supervisor of problems in completing assignments.
- * Offering suggestions on how to improve the way we do business.
- * Challenging incorrect fares.
- * Immediately reporting existing damage, possibly due to an accident.

Examples of violating this rule:

- * Exchanging work assignments without permission.
- * Sleeping or taking unscheduled breaks while on duty.
- * Damaging or losing RTA property due to carelessness, negligence or improper procedure.
- * Cutting trips or any deviation from the schedule without authorization.
- * Producing a poor quality of work.

II. CONDUCT REQUIRED OF AN RTA EMPLOYEE

Proper conduct is required to ensure that our employees promote a positive image of the Authority in the community and maintain a productive working environment.

Employees, in their actions towards all other employees, are required to conduct themselves in a manner consistent with professional standards. Professional standards require that an employee be courteous, respectful, helpful and cooperative. Employees should conduct their duties with integrity and impartiality. Employees must avoid a conflict of interest between RTA duties and private duties.

RTA employees, both on and off duty, especially if in uniform, are perceived by the public as representing the Authority.

Employees are required to dress in appropriate attire, as defined by their department, and maintain proper personal hygiene.

Examples of following this rule:

- * Treating all coworkers with respect, regardless of job classification.
- * Cooperating with other departments.
- * Asking, "May I help you?" and following through, as appropriate.
- * Providing and updating accurate information on Authority Documents (i.e. Benefits information).

Examples of violating this rule:

- * The use of profane or obscene language, gestures or threats.
- * The use of racial or ethnic slurs or offensive remarks.

III. TREATING OUR CUSTOMERS RIGHT

Good customer relations are necessary to retain current RTA customers and to attract new ridership. Our customers are the riders and all others in the public with whom we come in contact.

To achieve good customer relations we must be helpful, courteous and professional in our actions and attitudes towards our riders and the public.

It is the responsibility of all employees to promote and practice good customer relations. This is an important part of our job performance.

Occasionally customers may be provocative or difficult, but GCRTA employees need to exercise restraint and conduct themselves professionally at all times.

Good customer relations require that we take appropriate actions when faced with customer conduct, which is disruptive or violates GCRTA policies or rules.

Examples of following this rule:

- * Speaking courteously and respectfully.
- * Politely asking customers to abide by the rules.
- * Making courtesy stops with safety in mind.
- * Keeping customers informed of relevant information.

Examples of violating this rule:

- * Refusing to answer customers' questions.
- * Speaking rudely and disrespectfully.
- * Telling customers "It's not my job", instead of assisting them.

IV. SAFETY IS EVERYONE'S JOB

The purpose of safety rules is to maintain a safe operation. Safety rules ensure the protection of the health and well being of GCRTA employees, customers and the general public. Safety rules also prevent damage to property.

All GCRTA employees are expected to know and abide by all safety rules, policies, procedures and safe practices in the course and scope of their employment and job duties.

All employees should receive a copy of the RTA Safety Rules. In addition, many employees, such as operators, will receive handbooks, manuals, training and instruction on safety. Employees are expected to know and obey all safety related laws, such as traffic and environmental regulations, which apply to their jobs.

All employees who are authorized to operate GCRTA vehicles must do so in a safe manner and with the highest degree of care. This will prevent accidents from occurring.

Examples of following this rule:

- * Operate equipment/vehicles in accordance with safe operating procedures.
- * Wearing safety apparel, as required.
- * Pre-trip safety inspection of vehicles.
- * Cooperate and observe proper procedures during fire drills.
- * Wearing a seat belt.

Examples of violating this rule:

- * Preventable accident.
- * Failure to turn on headlights while operating vehicles inside garages.
- * Turning right on red signal with a coach or CRT vehicle.
- * Failure to report an unsafe working condition.
- * Unsafe operation of an RTA vehicle.

V. IN THE EVENT OF AN ACCIDENT/INCIDENT

Our aim is to prevent accidents from happening through defensive driving and diligence, however, there are occasions when accidents will occur. When an accident is reported the Authority is able to provide immediate assistance, to identify causes and contributing factors, and to take corrective action. Reporting an accident that may have resulted in injury or damage assists the Authority in responding appropriately to related claims or charges.

An accident is defined as an unintended event that produces or may produce bodily injury or property damage. Property is defined as vehicles, equipment or other physical objects that are owned by the Authority or others that were involved in the accident. An incident is defined as a significant transit related event that will likely have negative consequences on the Authority or others.

In the event of an accident involving a GCRTA vehicle, equipment, employee or customer, employees have a duty to notify the designated persons immediately. All employees involved in an accident must cooperate in the investigation and complete the required reports as soon as practical but no later than the end of the employee's shift.

In the event of an incident, an employee is required to seek assistance or take other appropriate actions and complete a report of the incident as soon as practical.

Employees are responsible for reading and complying with the Accident Investigation Policy under the Administrative Policies and Procedures.

Examples of following this rule:

- * Notifying Traffic immediately in the event of an accident.
- * Completing the report with full and accurate information.
- * Collecting witness statements.

Examples of violating this rule:

- * Failure to complete the report by the end of the shift.
- * Leaving the scene of an accident.
- * Providing inaccurate or incomplete information regarding an accident.

VI. RESPONSIBILITY TO ABIDE BY AUTHORITY POLICIES

Policies at RTA are designed to establish guidelines and procedures on how GCRTA business is to be conducted. Policies are written to help employees in performing their duties.

A policy is a general principle, course of action or agreement that specifies a goal and guides the conduct of a person or group.

All employees are required to be aware of and comply with all Authority policies. New and revised policies are issued periodically and made available to employees. It is the employee's responsibility to keep up to date on these policies.

Some Sources for Policies are:

- * Administrative Policies & Procedures
- * Personnel Policies and Procedures
- * Drug and Alcohol Policy
- * Code of Ethics
- * Conditions of Employment/Merit System Rules (ATU)
- * Collective Bargaining Agreement (FOP)
- * Attendance Policy
- * Authority wide or departmental bulletins and departmental manuals

Examples of following this rule:

- * Informing employees of new and revised policies.
- * Keeping policy manuals up to date.
- * Reading the bulletin board to keep informed.

Examples of violating this rule:

- * Releasing information of a confidential nature without proper authorization.
- * Denying employees access to policies.

OFFENSES THAT MAY RESULT IN IMMEDIATE DISCHARGE

The Greater Cleveland Regional Transit Authority (GCRTA) is committed to the concept of Positive Discipline, where appropriate.

The GCRTA has an obligation to the general public for the proper management of its affairs and for the safety, health and well being of the riding public and its employees.

The offenses listed below are violations of certain rules of such a serious nature and the adverse consequence to the GCRTA is so great, that the employee will be subject to immediate discharge.

Prior to the discharge of an employee, the total circumstances will be reviewed to determine the appropriateness of the recommended discharge.

Examples of Dischargeable offenses are as follows:

<u>DISCHARGEABLE OFFENSE</u>	<u>APPLICABLE RULE</u>
1. Falsification of official documents or other important information.	II. Conduct Required of an RTA Employee
2. Fraudulently collecting compensation or benefits from the Authority.	II. Conduct Required of an RTA Employee
3. Theft	II. Conduct Required of an RTA Employee
4. Unauthorized possession or use of explosives, firearms or other deadly weapons, as defined by the Ohio Revised Code section 2923.11, on GCRTA property.	IV. Safety Is Everyone's Job
5. Use of overt force, such as shoving, pushing, striking of any blows in any manner or fashion against another employee, supervisor, management personnel or such actions against members of the public while in the course and scope of employment or at any time while on company property. The only exception shall be where it is clearly established that the employee acted in self-defense.	II. Conduct Required Of An RTA Employee

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| <p>6. Conviction of, or a plea of guilty or no contest to, a felony if the employee's violation of the law causes the employee to be absent from work or if the felony is job related or has an adverse affect upon the employer/employee relationship or brings injury or harm or disrepute to the Authority.</p> | <p>II. Conduct Required Of An RTA Employee</p> |
| <p>7. Interfering with, disrupting or attempting to disrupt the operation of the Authority by promoting, encouraging or participating in an illegal work stoppage.</p> | <p>I. Duty To Perform Our Jobs</p> |
| <p>8. Intentional destruction, willful damage, misuse, and/or sabotage of property belonging to the GCRTA, other employees or the public.</p> | <p>I. Duty To Perform Our Jobs</p> |
| <p>9. Violation of GCRTA regulations and/or safety rules or engaging in conduct, which imposes a risk of harm or results in harm to persons or property (e.g. accidents).</p> | <p>IV. Safety Is Everyone's Job
-or-
V. In The Event Of An Accident/Incident</p> |
| <p>10. Insubordination to supervisors or other authorized members of the GCRTA management after the employee has been warned that continual refusal may result in discharge.</p> | <p>I. Duty To Perform Our Jobs</p> |
| <p>11. Acts of immoral, disorderly, or abusive conduct, which exceed community standards and lead to harm to the Authority.</p> | <p>II. Conduct Required Of An RTA Employee</p> |
| <p>12. Failure to notify the Authority immediately of an accident.</p> | <p>V. In the Event of an Accident/Incident</p> |
| <p>13. Absent without authorization or approved leave (AWOL) for three (3) days (i.e. shift or work assignment).</p> | <p>Absence Control Policy</p> |
| <p>14. As provided for in the Drug and Alcohol Policy.</p> | |

DISCLAIMER

The rules and procedures set forth within this Performance Code supersede all previously written Performance Codes and Work Rules.

In the event of a conflict between the rules and procedures set forth in this Performance Code and the provisions set forth in the Authority's collective bargaining agreement, the provisions of the collective bargaining agreement shall prevail for those employees covered under a collective bargaining agreement. In the event of any conflict between the GCRTA bylaws and the rules and procedures set forth in this Performance Code, the bylaws shall prevail and for any conflicts between the Performance Code and any applicable laws, the law shall prevail.

The rules and procedures set forth in this Performance Code are not intended to be nor should they be considered contractual commitments of any kind by the Authority. Further, the Authority reserves the right to rewrite, change or supplement these rules and procedures at any time.