



Road Map to Success

A Handbook for Employees

Updated January 2018

Dedicated to the families of all Ride Solution employees.

Thank you for sharing your family member with us and allowing them to be a part of the team that will help improve the health and economic stability of Putnam County.



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WELCOME TO OUR JOURNEY TOGETHER!

For those starting employment with Ride Solution, we extend a warm and sincere welcome. We wish you every success in your new job, and we hope that you quickly feel at home.

For those employees who have been with Ride Solution over the years, “thank you” for years of hard work. We hope that all employees will find working here both exciting and challenging. We also hope that employment at Ride Solution will be a source of pride for all.

This Handbook was developed to describe some of the expectations we have for all our employees and what you can expect from us. I am committed to your professional growth and look forward to working with you to improve the health and economic stability of your family and our community. If you feel like this is not happening (or if you just want to celebrate because they are!) my door is always open.

Sincerely,

Liz Peak
Executive Director

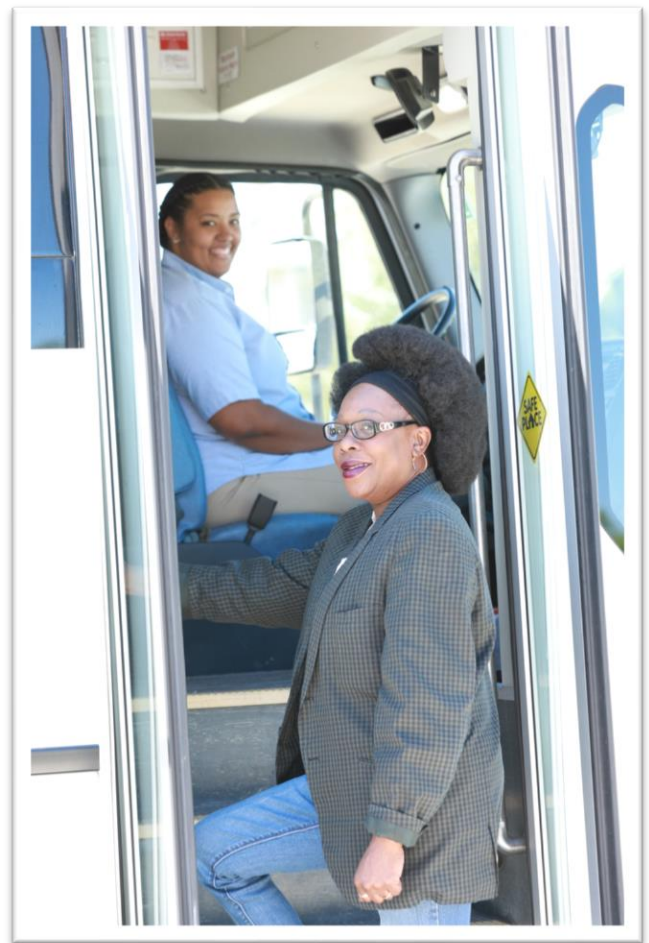


PURPOSE OF THIS HANDBOOK

This handbook was prepared to help answer many of the most frequently asked questions regarding personnel policies, compensation and benefits. This book is a set of guidelines which replaces any prior handbook. It cannot cover every matter that might arise in the workplace. For this reason, specific questions regarding the applicability of a particular policy or practice should be addressed to the Human Resources (HR) Department.

Neither this handbook nor any other Ride Solution guidelines, policies or practices creates an employment contract or confers any contractual rights whatsoever. Ride Solution has the right, with or without notice, in an individual case or generally, to amend its interpretation of and/or change any of its guidelines, policies, practices, working conditions or benefits at any time. Such amendments generally will be posted on the bulletin board in each campus building. To the extent that amendments are different from or inconsistent with the terms of the handbook, the terms of the amendments will apply. Employees are responsible for checking the bulletin board for amendments to the handbook. Upon posting of amendments, employees will be considered to have accepted such amendments, to be on notice of such amendments, and will be responsible for complying with such amendments.

Nothing in this handbook should be construed as a promise of specific treatment in any specific situation upon which an employee should rely. Many matters covered by this handbook are also described in separate official documents. These official documents always are controlling over any statement made in this handbook or by any supervisor or manager. The purpose of the Handbook is simply to provide you with a convenient explanation of present policies and practices at Ride Solution.



A LITTLE ABOUT OUR JOURNEY

Our journey began in 1984 when the Putnam County Board of County Commissioners recommended that the ARC of Putnam County form a separate non-profit corporation known as ARC Transit. In 1986, our name was changed to Ride Solution, Inc. We are now the state designated transit provider for Putnam County and regional (Greyhound) transit services between St Augustine, Gainesville, Orange Park and Jacksonville. We provide public transit flex route, commuter, paratransit and vanpool services.

Ride Solution is known as one of the most innovative rural transit agencies in the country. It is the only agency in the State of Florida to be designated as a Greyhound service provider as well as a transit agency.

It is the only transit agency in the nation to design, build and operate its own vehicles. Our two “Brevi” or Advanced Rural Low Floor Vehicles were designed and built in our garage on 10th Street. The vehicles have been fully tested at the Federal Transit Administration’s testing site and we are now searching for investors to help us build more of these buses in Putnam County.



While these innovative projects are exciting, the most rewarding part of our job is serving our passengers. Many of them will be isolated in their homes without our services. They depend on us to take them to their medical appointments, to work, shopping and social activities. It takes each one of us, working together to ensure that our community members have access to safe, convenient and reliable transportation.

MISSION STATEMENT AND GOALS

Ride Solution’s mission is to give a lift to improve the mobility, health and economic stability of Putnam County. We will accomplish this by providing clean, safe, reliable, affordable and efficient transportation services.

Our internal agency goals are to:

1. Advance Ride Solution to become an independent, sustainable and safe transit agency.
2. Increase employee satisfaction by 20%.
3. Enhance access to transportation services.
4. Improve the health and economic stability of Putnam County.

STAFF AND FACILITIES

Ride Solution employs approximately forty-five experienced people to support its transportation services including drivers, mechanics, customer service agents, and financial and administrative staff.

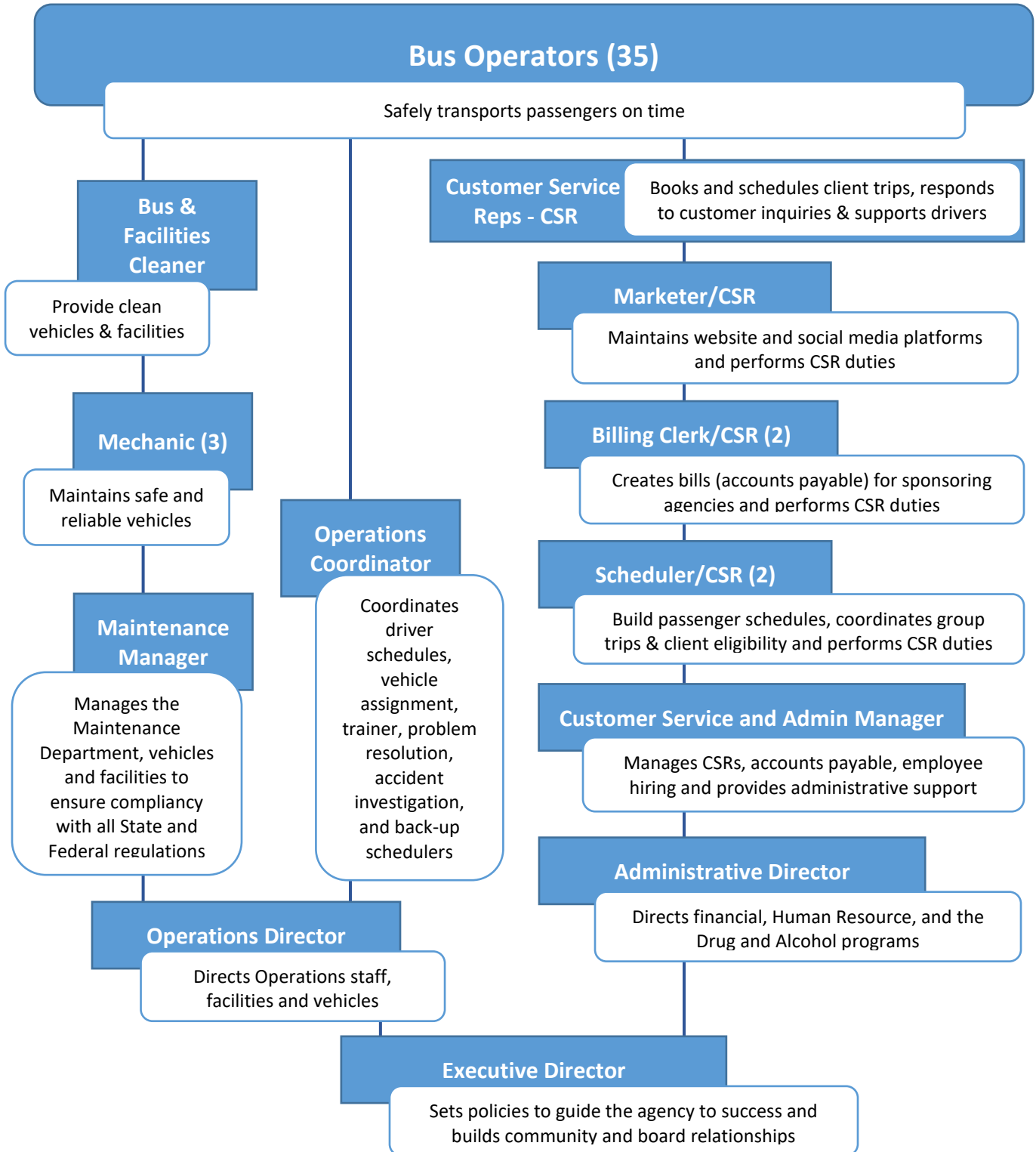
The operations campus, located at 310 South 10th Street in Palatka, includes a 9,000-square foot maintenance shop, a driver's lounge and training center, and a 9,000 square foot warehouse. This campus also provides secure housing for approximately 35 fleet vehicles.

The administrative offices are located in the historic Amtrak Station at 220 North 11th Street in Palatka. This location also serves as the multimodal transit hub for many of Ride Solution's services. This accessible location is frequented by clients to apply for paratransit services, purchase Greyhound and regular transit tickets, and meet with administrative staff.



ORGANIZATIONAL SUPPORT CHART

Giving a lift to improve the mobility, health, and economic stability of Putnam County



DIVERSITY POLICY

We encourage and welcome diversity. By creating a supportive environment that allows everyone to perform to their potential, we achieve success, and that success reflects the quality of our employees.

The value of diverse backgrounds and perspectives should not be overlooked. Having a diverse workforce assists us in looking at all situations from a variety of angles and coming up with innovative ideas and solutions. Embracing and understanding what each employee's background and perspective can contribute, allows us to progress more quickly toward our mission objective.

Some types of diversity are as follows:

- Life experiences
- Work experiences
- Perspectives
- Cultures
- Ethnicity
- Sexual Orientation
- Religion
- Gender
- Age



Respecting each individual and recognizing the value that they bring to our diverse team is essential.



YOUR ROLE ON THIS JOURNEY

All individuals hired by Ride Solution have a key role to play in the delivery of safe, reliable, affordable and efficient transportation services. While our roles may be defined differently, we all support the same mission and must put our passenger's needs first.

POSITION CLASSIFICATIONS

All positions are classified as full-time, part-time or temporary employment defined as follows:

- **Full-time:** Employees regularly scheduled to work thirty (30) hours or more per week are considered full-time employees.
- **Part-time:** Employees regularly scheduled to work less than thirty (30) hours per week or on an irregular basis as needed are considered part-time employees.
- **Temporary:** Employees hired for a specified period, such as summer help, employees hired for specific projects, etc., are considered temporary employees and are typically not eligible to participate in Ride Solution benefit programs, but do receive all statutory benefits such as social security and workers' compensation benefits.

Employees will be informed of their initial employment classification when hired. If you change positions during your employment because of a promotion, transfer or otherwise, management will inform you of any change in job classification.

Employment with Ride Solution is at-will and either you or Ride Solution may terminate employment at any time, with or without cause. No representative of Ride Solution is authorized to provide any employee or employees with an employment contract or special arrangement concerning terms or conditions of employment unless the contract or agreement is in writing and signed by the Executive Director or the Chairman of the Ride Solution Board of Directors.

PROBATIONARY PERIOD

The first ninety (90) days after hire or following a promotion, demotion, or transfer will be considered a probationary period for all employees during which the employee's qualifications are observed to determine suitability for that position.

During the probationary period, the Department Director or Supervisor will:

1. Provide an adjustment period for an employee to become familiar with his/her job duties and responsibilities.
2. Periodically evaluate and counsel employee regarding work performance.
3. Provide on-the-job instruction and guidance.
4. Observe work habits, attitude, attendance, and other appropriate factors and determine if continued employment in the job is mutually desirable.

The Department Director will send the Director of Administration, an evaluation of the employee's job performance before the end of the sixth month of the probationary period to be included in the personnel file.

An employee's probationary period may be extended by the Department Director for an additional ninety (90) days. Extensions must be completed before the end of the final business day of the probationary period.

Employees found to be unsatisfactory during the course of the probationary period (initial, promotion, demotion or transfer), may be terminated from employment at any time without recourse, or may be returned to their previous position if that position is vacant.

ON-CALL

Ride Solution operates almost 24 hours a day, 7 days a week and 365 days a year. Emergency support coverage is available at all times through our On-Call program. Ride Solution designates one Operations and one Maintenance staff person as the On-Call/First Call for any after-hours emergencies. Volunteers for On-Call duty may be sought from time to time to substitute for these designated individuals or if there is an expectation of increased demand for transit service after hours.

Designated On-Call employees are compensated with a predetermined daily supplemental pay rate. If the On-Call employee is needed for duty, they will be paid their regular hourly rate for their time spent on duty in addition to the supplemental rate. They will be compensated with a minimum of three hours of pay if they are needed to leave home to respond to a call after ending their regularly scheduled shift.

Designated On-Call employees are required to:

- Maintain means of communication with dispatch.
- Respond to calls within fifteen minutes.
- Be prepared to arrive where needed within 60 minutes or less after receiving the call.
- Respond in a condition "fit" for duty. Employees should not drink alcohol when On-Call.

If you do not feel that you can meet the On-Call requirements, do not volunteer to be On-Call.

The designated On-Call employee should coordinate a suitable On-Call substitute if:

- Taking vacation,
- Absent for an extended illness,
- Absent for funeral leave,
- On a leave of absence, or
- Not able or available for work.

PROMOTIONS AND TRANSFERS

Ride Solution's primary goal when recruiting new employees is to fill vacancies with people who have the best skills, abilities or experience to perform the work. We support a promotion from within policy wherever possible and practical. When positions become available, qualified employees are encouraged to apply for the position. All job vacancies will be posted on bulletin boards throughout the campuses. Interested employees should apply.

The Administrative Department determines if an applicant meets the minimum requirements of the job vacancy and, together with the hiring supervisor, schedules interviews with the top internal, and if appropriate, external candidates.

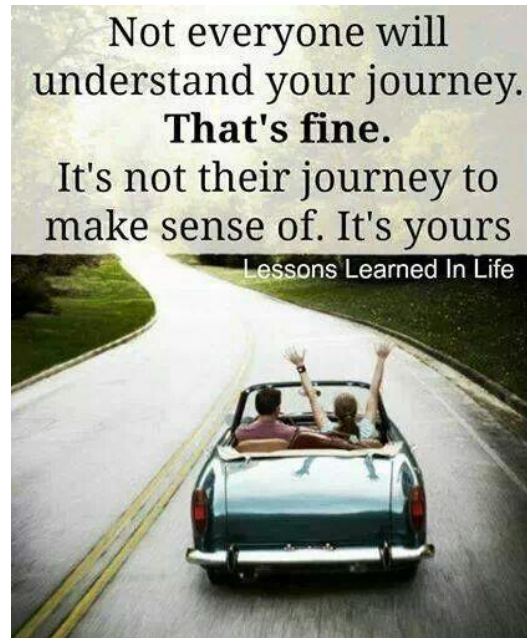
Ride Solution reserves the right to transfer, promote from within, to re-classify an employee, and to adjust the job responsibilities and requirements of an employee depending on the department needs and overall goals of Ride Solution.

EQUAL OPPORTUNITY EMPLOYMENT

Ride Solution is an equal opportunity employer that does not discriminate against employees or applicants because of race, color, creed, religion, national origin, ancestry, citizenship status, age, disability, veteran status, sex, genetic information or any other characteristic protected under applicable local, state and federal laws. Ride Solution's leadership team is dedicated to insuring the fulfillment of this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

Ride Solution will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified employees with disabilities unless the accommodation would impose an undue hardship on the operation of Ride Solution's business. If you believe you need assistance to perform your job duties because of a physical or mental condition, please let the HR Department know.

You are encouraged to bring any questions or concerns about equal employment opportunities in the workplace to the attention of the Administration Director or Manager. Ride Solution will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. To ensure the workplace is free of artificial barriers, violation of this policy will lead to disciplinary action, up to and including discharge.



PERSONNEL RECORDS

To obtain a position at Ride Solution, employees provided us with a great deal of personal information, such as addresses and telephone numbers. This information is contained in a confidential personnel file. Employees will be granted access to and copies of personnel files to the extent required and in accordance with applicable state law. All personnel records are the property of Ride Solution; however, employees may review their file by making an appointment with the HR Department. Files must be reviewed in the presence of an authorized HR staff member. If an employee discovers an inaccuracy in his/her file, a request must be made to the HR Department to correct the error.

All personnel records need to be kept current. It is important that any change in an employee's name, address, home phone number, marital status, number of dependents, insurance beneficiaries, emergency contact, or the completion of degrees, professional training courses, or receipt of licenses be reported to the Administration Department.

RIGHT TO PRIVACY

All personal information in an employee's personnel records, on an employee's job application and employee forms, is held in strictest confidence. If an employee applies for a loan or credit, etc., Ride Solution may be asked to supply personal information. Only the Administration Department is authorized to release confidential information and only with an employee's permission unless permitted or required by law. If an employee notifies Ride Solution in advance that it is going to be asked for information, Ride Solution can have the data ready and perhaps speed the process.

Furthermore, government regulations define standards to protect the privacy of health information. During the employment relationship, an employee's health information may be used by Ride Solution when necessary for the administration of worker's compensation benefits, drug or alcohol testing or health insurance plan benefits. An employee may be asked to sign an authorization form to permit a medical provider or Ride Solution's sponsored health plan to disclose health information to Ride Solution. Any such disclosure will only be used for the specific purpose of the disclosure, and Ride Solution will take all reasonable precautions to protect the privacy of employee's health information.

DRESS CODE AND PUBLIC IMAGE

In general, you are expected to present a clean and professional appearance when you represent Ride Solution. You are also required to behave in a professional, businesslike manner and extend the highest courtesy at all times to passengers, co-workers, vendors and members of the community. A cheerful and positive attitude is essential to our commitment to deliver extraordinary customer service. To avoid contracting and spreading germs, practicing good personal hygiene is very important as well.

Dress how you want to be
ADDRESSED.

In the Administrative offices, clean, neat clothing is acceptable. However, torn jeans or other torn clothing and tee shirts with inappropriate verbiage or pictures are not appropriate business wear. Distracting attire is inappropriate. If your attire is considered inappropriate, you may be counseled by your supervisor and may be asked to return home to change into more appropriate clothing. Repeated disregard for these dress and grooming guidelines may result in disciplinary action, up to and including termination of employment. As always, please use common sense in your choice of clothing.

It is the intent of this policy to comply with applicable state, local and federal laws prohibiting discrimination based on color, race, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information and any other status protected under such laws.

MECHANICS UNIFORM

Ride Solution's mechanics are dressed for safety. All mechanics are provided with enhanced visibility work shirts and rugged jeans following their first 30 days on the job. A uniform company comes on site once per week to pick up the soiled uniforms and return them cleaned and repaired (if necessary). Any uniform that is damaged beyond repair, is replaced at no additional charge by the uniform rental company.



The cost of the rental and cleaning is split 50/50 between the employee and Ride Solution. The employee's portion of the uniform expense is deducted from the employee's paycheck each pay period.

BUS OPERATOR UNIFORM

Our passenger's first impression of your professionalism and potential driving skills is likely based on your appearance. These guidelines were written to help inspire confidence and respect from our passengers and provide an economical way for you to maintain your professional appearance.

Operator appearance standards:

- Uniforms are to be neat, clean, pressed, in good condition and fit properly.
- Shoes and boots are to be in good repair, polished, and clean.
- Hair, mustaches and beards are to be neatly groomed.
- Unusually heavy or extreme makeup is not permitted.

AUTHORIZED UNIFORM

The uniform policy allows for a diversity of options while providing a standard appearance. It is intended to enhance your professional image while using Ride Solution's colors and design.

Tops: All Operator shirts must have a Ride Solution logo. The approved shirts will include short and long sleeve button down type as well as polo (golf) style shirts. The shirt color may be blue or denim.

Bottoms: Operators may wear navy or khaki slacks, shorts, or skirts. These items must be wrinkle free and worn at waist level. No leg covering may be tailored more than 3 inches above the center of the knee cap measured while standing. No sweat pants will be allowed.

Shoes: Shoes must be appropriate for driving and the soles must ensure proper traction. They may be black or brown and must be in good repair. Shoes must fully enclose the foot. Open-toed or open-heeled shoes are not permitted.



Socks/Hosiery: Solid navy or khaki socks are mandatory with shorts. Pantyhose (no fishnet) or socks may be worn with skirts.

Hats: All head coverings must be worn properly with the brim facing forward.

UNIFORM ALLOWANCE

It is your responsibility to maintain your uniform in a presentable condition and replace uniforms as necessary. Ride Solution will work with a vendor to determine the annual clothing allowance amount each year. This allowance will be provided to all Bus Operators to help defray the expense of purchasing uniform items. Each Operator may have unique needs each year and the allowance may not cover all uniform expenses. Nonetheless, you are responsible for ensuring that you have an adequate number of uniform items to comply with the uniform standard each workday. Once authorized by you, uniform costs above the allowance amount may be deducted from your paycheck.

HOURS OF WORK

Ride Solution offices are open to the public from 6:00 a.m. to 6:30 p.m. Monday through Friday. However, Ride Solution operates 24 hours a day, 7 days a week and certain employees may be assigned to work evenings, weekends, and/or holidays. Other employees may be scheduled to start work earlier than 6:00 a.m. Actual schedules are determined by the employee's supervisor.

The workweek starts on Friday and ends on Thursday.

All employees scheduled to work a minimum of six consecutive work hours in a day will be entitled to a lunch period. The lunch period is not considered time worked and is therefore unpaid.

If you are asked to work on a paid holiday, your hours for the week will include the actual hours worked, as well as the hours for the holiday.

ATTENDANCE

Our passengers and your co-workers depend on you to be on time. If you are not able to report to work on time, every effort must be made to contact your supervisor by telephone. Do not send a text and expect this action to satisfy the contact requirement, unless your supervisor immediately responds to that text. Notification should be made no later than 30 minutes before your scheduled reporting time.

Failure to report an absence or tardiness prior to 30 minutes of your scheduled reporting time, and/or failure to report an absence or tardiness to your supervisor or designee, will be considered unexcused. Ride Solution understands that in rare instances there may be extreme circumstances that will be considered on a case-by-case basis to determine if the absence will be excused. Unexcused absences may result in disciplinary action.

An absence occurrence is defined as one or more consecutive workdays missed for the same cause. Non-consecutive workdays are considered separate and unrelated absences. Six (6) occurrences of (excused) absence or eight (8) occurrences of (excused) lateness within a 12-month period are considered excessive. Extenuating circumstances may occur and reasons for your absence will be considered before any corrective action is taken. Recurring absence and/or tardiness are reasons for disciplinary action, up to and including dismissal.

Failure to report for work for two (2) consecutive business days without notification will be considered a voluntary resignation.



OVERTIME

Hourly employees are eligible for overtime pay of 1 ½ times their hourly base rate for all hours worked more than forty (40) per workweek, unless otherwise required by applicable law. Overtime must be approved in advance by a supervisor. Hours accrued and used through holiday, vacation and sick time benefits are not counted as hours worked and are not applied when calculating overtime.



REPORTING TIME WORKED

Ride Solution maintains time records for all employees, so it will have accurate records of time worked. Employees must record their time in and out for lunch and record their time out promptly at the end of their shift. Hours worked are rounded to the nearest ¼ hour.

Hourly employees may never work off the clock. Detailed instructions on the correct way to submit time will be given to you by your supervisor. Care should be exercised when reporting time worked as it is a permanent record and is the basis of compensation for your services. Since employee time records are vital for payroll purposes, you must inform your supervisor if you fail or otherwise forget to sign in or out before or after any working time. Falsifying time records will be considered grounds for disciplinary action, up to and including termination.

SPECIAL PROJECTS

From time to time, a call for volunteers is issued to work on special projects. These projects can range from staffing a booth during a community event; envelop stuffing in the office or renovation projects in the Operations campus. We try to make these projects fun and a great way to get to know your co-workers better. All special project volunteers will be paid their regular pay for the time they are working on the special project. Volunteers may receive overtime pay for the special project, if approved by a director in advance.



EMERGENCY RESPONSE

It is the responsibility of Ride Solution to provide transportation services for our citizens and to assist other communities by way of mutual aid when requested and when possible during an emergency.

In the event of the official declaration of an emergency by the Executive Director, or when an emergency may reasonably be determined to be

imminent, operational needs may affect some employees differently from others. All employees are essential employees. Essential employees are those who are required to assist in emergencies as determined by Ride Solution. Employees designated as “essential” may be required to work during the emergency as determined in the sole discretion of Ride Solution. Essential employees who fail to meet their responsibilities under this provision may be subject to discipline up to and including discharge. An employee’s designation as “essential” or “non-essential” may change due to the nature of the emergency.



Where possible, in situations where there is notice of an impending emergency, Ride Solution may authorize essential employees to return home to secure their homes and property and arrange for the safety of their families. Essential employees will not be charged leave for such authorized preparation time taken. Following such preparation time, essential employees must report to work during the emergency.

Some provisions of this Employee Handbook may be suspended during the time of the declared emergency; however, wage rates and monetary fringe benefits will not be suspended.

GUIDELINES FOLLOWING A DISASTER DECLARATION

This policy will be initiated upon activation of the Emergency Operations Center (EOC), Local Declaration of Emergency and suspension of normal work schedules by the Executive Director.

- A. Each Department Director shall identify critical positions that are required to work during the disaster and post-disaster phases. Department Supervisors shall insure that employees are aware of their individual responsibilities and emergency work assignment.
- B. Department Directors and Supervisors will be responsible for the verification and approval of hours worked by the Emergency Essential Personnel.
- C. Employees who are unable to report to work should contact their supervisor by telephone. If telephone lines are down or conditions exist where contact by telephone cannot be accomplished, employees should make contact as soon as possible with their work unit. Employees designated as Emergency Essential Personnel must keep their supervisor informed of their activities and whereabouts.

- D. The need to provide emergency services may supersede other operations; therefore, Ride Solution may suspend routine agency business, procedures and formalities otherwise required until the disaster or emergency recovery period is no longer in effect.

EMERGENCY PAY PROVISIONS

Hourly employees identified as Emergency Essential Personnel who are required to support pre-disaster response efforts, during the disaster or post-disaster recovery efforts will be paid one and a half times the base hourly rate for each hour worked. Emergency Operations Center support personnel are included in this category.

If an extreme emergency which requires the closing of Ride Solution offices and services after the workday has begun, employees will receive official notification from their immediate supervisor. In these situations, employee will be paid as if they completed their entire scheduled shift that day.

However, when the decision to close is made before the workday has begun, time off from scheduled work will be paid as Administrative Leave according to the employee's regularly scheduled work day up to a maximum of 8 hours - **if the employee remains available to be called back to work**. Therefore, employees that were scheduled to be out on leave for vacation or sick prior to the closure for an emergency will still be charged their sick and vacation time as requested. If the leave was cancelled in advance due to the storm and the employee notified their supervisor of such cancellation and their availability to respond, if needed, then their time will be coded as Administrative Leave with Pay.

Administrative Leave hours will not count towards hours worked and will not be calculated in overtime pay hours. All hours worked during the emergency shall be paid at time and a half (regardless of whether the employee's position is exempt or non-exempt, full or part time) and will be included in overtime pay calculations for the week.



OUTSIDE EMPLOYMENT

Any employees having outside employment (another job) or who become self-employed while still working at Ride Solution must inform the Administration Department in writing.

Employees engaged in outside or self-employment may not utilize specific information and/or influence acquired through their positions with Ride Solution for purposes of profit. Such activity will result in dismissal. Outside or self-employment which proves detrimental to an employee's effectiveness is prohibited. Such employees will be asked to terminate outside and/or self-employment or resign his or her position with Ride Solution.

All drivers must be aware of their total drive time, **even if the hours driven in a day or week was for two different agencies**. Drivers must notify their supervisor immediately if their driving hours are close to violating Florida Administrative Code 14-90.006 driving requirements:

(3) A driver shall not be permitted or required to drive more than 12 hours in any one 24-hour period, or drive after having been on duty for 16 hours in any one 24-hour period. A driver shall not be permitted to drive until the requirement of a minimum eight consecutive hours off-duty has been fulfilled.

(4) A driver shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days; however, 24 consecutive hours off duty shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days shall be required to have a minimum of 24 consecutive hours off duty prior to returning to on duty status.



Ride Solution employees are also required to disclose any possible conflicts of interest. Generally, if an employee owns a percentage of a business or is an officer, director, partner, proprietor, associate or general agent of a business entity that is doing business with Ride Solution, such employee must make the disclosure in writing to the Administrative Manager.

REWARDING YOU FOR ACTIONS ALONG THE JOURNEY

In addition to good working conditions and competitive pay, it is Ride Solution's policy to provide a combination of supplemental benefits to all eligible employees. These benefits include insurance, vacations and holidays. Ride Solution is constantly studying and evaluating its programs and policies to better meet your present and future needs. The next few pages contain a brief outline of the benefits programs Ride Solution provides for employees and their family. Of course, this information is only a guideline.

YOUR PAY CHECK

All employee pay checks are issued bi-weekly, every other Friday. Ride Solution's payroll work-week calculation begins on Friday morning and ends on the following Thursday evening. If a payday falls on a holiday, Ride Solution will make every effort to issue checks the day before the holiday.

Employee payroll stubs itemize deductions made from gross earnings. By law, Ride Solution is required to make deductions for Social Security, federal income tax and any other appropriate taxes and contributions. These required deductions include any court-ordered garnishments. Payroll stubs also itemize any voluntary deductions such as an employee's portion of health, dental or life insurance premiums and/or voluntary contributions to a retirement savings plan, to the extent applicable. Payroll stubs will also differentiate between regular pay received and overtime pay received.

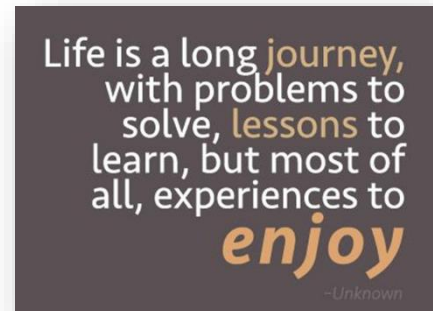
If you believe there is an error in pay or deductions, you should bring the matter to the attention of the Finance Department immediately, so the matter may be resolved quickly.

Your paycheck will only be given to you, unless you request that it be mailed, or authorize, in writing, another to accept the check for you.

All employees, regardless of where they bank, are offered the convenience of direct deposit and Ride Solution suggests that the utilization of this free service. Requests to set up direct deposit may take two (2) pay periods to implement.

SALARY REVIEWS

Salary increases at Ride Solution are based on merit. There are many factors that determine the amount and timing of salary increases. The most important factor is the availability of money within Ride Solution's budget. Other factors used to determine the amount of a salary increase are your performance, position in the salary range and, in some cases, the amount of time you have been employed with Ride Solution.



TIME OFF BENEFITS

HOLIDAYS

All regular employees are eligible for holiday pay. Full time employees will be granted 8 hours of pay and part time employees will be granted 4 hours of pay for each of the seven (7) regular holidays below. Paid holiday hours off are not counted as hours worked for purposes of calculating overtime.

Any employee that is required to work on the holiday, will be paid at an incentive pay rate in addition to the holiday pay. However, if an employee chooses to work on a project, but is not required to work on that holiday, the employee will be paid at their regular pay rate in addition to the holiday pay.

1.5 times regular pay incentive rate will be paid for required work on the following holidays:

- New Year's Day – January 1
- Memorial Day – Last Monday in May
- Independence Day – July 4th
- Labor Day – 1st Monday in September
- Day after Thanksgiving – 4th Friday in November

Double (2 times regular) pay incentive rate will be paid for required work on:

- Thanksgiving Day – 4th Thursday in November
- Christmas Day – December 25th

Double pay incentives will also be provided for required work on special Sunday holidays with no traditional holiday pay:

- Easter - first Sunday after the first spring full moon
- Mother's Day – second Sunday in May
- Father's Day – third Sunday in June

A holiday falling on Saturday or Sunday will be observed on the date that the State of Florida observes the holiday.

All employees are also provided with three personal holidays to take on a day of their choice following approval from their supervisor.

WEEKEND PAY INCENTIVES

All required work on weekends will also be incentivized with overtime pay. If an employee chooses to leave work unfinished during the week and work on it during the weekend, that employee will not be paid the incentive pay. Any salaried employee who works on the weekend or holiday will be compensated with time off from their regular schedule.

VACATION TIME

Ride Solution believes that our employees are the key to what makes a great transit agency. Although work makes up a large portion of an employee's life, we believe that a balance between work and non-work activities is essential to maintain quality performance and a positive work atmosphere. We also understand that some employees appreciate opportunities to earn additional income more than taking time off. To support all employees, Ride Solution has designed a vacation time program that allows employees to accrue vacation time for long holidays and allows for a vacation time buy-back program



All regular (Full and Part Time) employees who work 20 hours or more during an average week are entitled to vacation time. This vacation time will accrue based years of employment with Ride Solution and the type of employment. Types of employment are based on the average regular hours worked and include: Full-Time for employees who work on average of 30 to 40 regular working hours per week; Part-Time for those who work 20 to 29 regular working hours per week. Please note that overtime hours are not included in these calculations and the years of service is based on the employee's anniversary date as a regular employee.

The chart below demonstrates the rate of accumulation of vacation time.

Vacation Hours Earned Each Pay Period		
Length of Service	Full-Time	Part-Time
0-3 years	4.0	2.0
3-5 years	5.0	2.5
5-10 years	6.0	3.0
10 or more years	7.0	3.5

Eligible employees begin to accrue vacation time from the first day of regular employment and may begin to use accrued time as soon as it is available. Vacation time is accrued during periods of active employment and may not be used before it is earned. Vacation time does not accrue during personal leave of absence, unpaid time off or periods of administrative leave. Once earned, vacation time shall be paid as used at the employee's current rate of pay and based on the employee's regular work schedule.

Vacation time will not be considered as time worked for purposes of calculating overtime. If a holiday occurs during the vacation period, holiday pay will be used.

REQUEST VACATION TIME

Employees shall submit a written request for time off to their supervisor as early as possible, but not later than one week prior to the requested time off dates. Vacation time may be requested in full or half days or in full hour increments. Requests for time off will be reviewed with consideration for peak trip demand periods and other requests for time off during the same period. The time off request form is included in the Appendix of this handbook.

Ride Solution reserves the right to identify periods where vacation requests shall require the written approval of the Executive Director. These periods may be identified for all employees or just employees in a department. If a period is added to the calendar, written notice shall be given at least 30 calendar days prior to implementation.

VACATION BALANCE

Ride Solution recognizes the importance of vacation time as a period of rest and rejuvenation away from work and encourages staff to use their vacation time within the year it is earned. If accrued vacation time is not used by the end of the calendar year, employees may carry up to 120 hours of unused time to the next calendar year. There is no cap on the total amount of hours that may be accrued during the calendar year.

Employees are responsible for monitoring and taking their vacation time over the course of a year so that they do not lose time accrued when the calendar year ends. Vacation time use is subject to supervisory approval and not every employee can take accumulated time in December.

Employees are paid for the vacation time they have accrued at employment end, **if** they give a two-week notice and work those two weeks.

ACCRUED VACATION BUY-BACK PROVISION

Employees may elect to be paid for any accrued and unused vacation hours up to 80 hours per calendar year if the employee has:

1. Taken at least 20 hours of vacation prior to the request and
2. Has a minimum of 40 hours of vacation time remaining in their annual leave balance.

Employees may request this election only once per calendar year. The vacation time buy-back will be paid during a regular pay cycle as vacation pay. The rate of compensation for the vacation buy-back shall be at the employee's rate of pay at the time the request is made. All applicable taxes and withholding will apply.

Requests for vacation time buy-back shall be made in writing and must be approved by the employee's supervisor and director before submission for payroll processing. Forms to request annual paid leave option are in the appendix of this Handbook.

SICK TIME

Ride Solution strives to balance employees' personal needs with its business interests. To achieve such a balance, Ride Solution provides sick time for all full and part time employees. If an employee is sick, a family member is sick and needs the employee's attention, or the employee has a doctor or dentist appointment, employees can use sick leave.

Sick time is accrued at the rate of one day (8 hours full-time and 4 hours part-time) per month of service. Full time employees may accrue up to a maximum of 120 days of sick leave. An employee may use his or her earned sick leave for a whole or part of a workday or by specific hours.

Regardless of the reason for the absence, employees must notify their immediate supervisor or other designated person of their absence and the reason for it. Prior notice of doctor and dentist appointments should be given. Ride Solution reserves the right to turn down a sick leave request for unreported or unapproved absences. The time off request form is included in the Appendix of this handbook.

Sick leave is to be used only as it is needed. Excessive absenteeism or misrepresentation of the reason for absences may result in disciplinary action up to and including termination.

SICK LEAVE CONVERSION

To recognize employees who have contributed to the efficient operation of Ride Solution, employees with long term service are given the opportunity to convert excessive sick leave to vacation leave. Employees who have accrued more than ninety (90) days of sick leave may, on an annual basis, convert one-third (1/3) of such excess time to vacation leave. Forms to exercise conversion privileges are in the appendix of this Handbook.

RETURN TO WORK AFTER SERIOUS INJURY OR ILLNESS

As a joint protection to you and Ride Solution, employees who have been absent from work because of serious illness or injury are required to obtain a doctor's release specifically stating that the employee can perform their normal duties or assignments. A serious injury or illness is defined as one that results in the employee being absent from work for more than one week (5 working days) or one which may limit the employee's future performance of regular duties or assignments.

The department supervisor shall ensure that employees who return to work after a serious injury or illness are physically capable of performing the essential functions of their job.

If the cause of the employee's illness or injury was job-related, the employee's department supervisor will make every reasonable effort to give the returning employee assignments consistent with the instructions of the employee's doctor until the employee is fully recovered. A doctor's written release is required before returning to work and must be turned in to Administration.

EMPLOYER SPONSORED RETIREMENT PLAN

All full-time employees may participate in the Simple IRA program, the first day of the month following sixty (60) days of employment. Upon enrollment, Ride Solution will match any contribution you make to your IRA up to 3% of your salary.

INSURANCE

GROUP INSURANCE (Medical, Dental, Life, Long Term Disability)

All regular full-time employees are entitled to insurance benefits. Insurance coverage for eligible employees is effective on the first day of the month following sixty (60) days of employment.

During your second month of employment, the Administration Department will coordinate a time convenient for you to process the enrollment forms. Ride Solution pays a large percentage of your medical and dental insurance costs. Ride Solution also provides your family with support in case of your untimely death by providing you with Group Term Life insurance. The amount of coverage and Ride Solution's contributions will be provided to you during the enrollment period.

Employees are responsible for some portions of their insurance and any additional insurance products selected above what the agency provides. Deductions will be taken on the first paycheck in the first month of coverage and every paycheck thereafter.

The Group Insurance Program includes:

- Medical Insurance
- Dental Insurance
- Group Term Life

Voluntary Benefits - a variety of benefits (vision, disability, accidental death & dismemberment, cancer and intensive care hospitalization insurance) are available that you can evaluate and choose at your own discretion. Voluntary benefits are paid entirely by you through payroll deductions.

Complete information and enrollment forms for all benefits plans are available through the Administration Department. Further, Ride Solution and/or the plan administrators retain full discretionary authority to interpret the terms of the plans, as well as full discretionary authority regarding administrative matters arising in connection with the plans and all issues concerning benefit eligibility and entitlement.

While Ride Solution intends to maintain these employee benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason. If an employee has any questions regarding benefits, please contact the Administration Department.

OPEN ENROLLMENT

The Open Enrollment period is held annually in the month of August. During this time, you will be informed of any group insurance plan changes including costs. You will also be given the opportunity to make changes to your insurance coverages. Changes made during Open Enrollment will take effect on September 1. Once you have made a change, you generally cannot change that selection until the next Open Enrollment period, except in the case of certain life events (see Special Enrollment).

SPECIAL ENROLLMENT

Special life events such as marriage, divorce, birth of a child, or other events may require a change in your insurance benefits. If one of these life events occur, Human Resources must be notified within 30 days of that event. Premium changes will be effective the first of the month following the qualifying event date.

ALTERNATIVE HEALTH INSURANCE REIMBURSEMENT

Ride Solution recognizes that some full-time employees may have the opportunity to obtain health insurance through other means (inclusion on spouse's plan or through a Medicare supplement plan). Employees eligible for health insurance through Ride Solution, who elect not to participate in the Ride Solution group health insurance plan, may request reimbursement of their alternative health insurance cost up to \$200 per month.

Alternative health insurance reimbursement requests must be submitted in writing during the open enrollment process (August of each year or at the end of the probationary period). The request must be accompanied with proof of alternative health insurance and the cost of that insurance.

This reimbursement benefit does not include dental, vision or life insurance expenses. However, it does include prescription insurance, if not included in the medical policy.

WORKERS' COMPENSATION

All Ride Solution employees are covered under workers' compensation. Such coverage begins immediately upon employment. All injuries, no matter how minor they appear, must be reported to the employee's immediate supervisor.

If an on the job injury requires medical treatment, it must be reported immediately to the supervisor, who will complete a "Notice of Injury" report. A copy of the form will be given to the employee and the original remitted to the designated insurance company who will process it. This must be done to ensure that Workers' comp will be billed rather than you as an individual.

If the work-related injury requires the employee to miss work for an extended period, workers compensation benefits are available to the affected employee. The amount of weekly benefits

provided is determined by the Workers' Compensation insurance company based on the earnings of an employee during the thirteen-week period immediately preceding the disability date whether such earnings were paid by Ride Solution or other employers.

Employees returning to work after a period of absence (due to workplace injury) must present a release to return to work.

SAFETY AND WELLNESS

Ride Solution has a very active wellness and safety program that promotes safe work practices through training, providing appropriate safety equipment and devices and providing the proper instruction on their use. Comments, ideas and suggestions on topics of interest should be addressed to the Administration Department.



Implementation of the Safety Program is dependent on the involvement of each employee and department. Identification and correction of potentially hazardous operations or conditions must prompt immediate attention and positive action.

Employees are required, as a condition of employment, to exercise due care to prevent injuries to themselves, their fellow workers, and the public. Further, all personnel should perform their job duties in a manner to conserve time and to safeguard equipment, materials, and other resources.

It is the responsibility of each employee to:

- A. Understand instructions completely before starting work.
- B. Dress safely and sensibly.
- C. Obey all safety rules and follow work instructions. If any doubt exists about the safety of doing the job, individuals should stop and get instructions from the supervisor before continuing work.
- D. Operate only the equipment that has been authorized.
- E. Keep work areas clean and orderly at all times.
- F. Be individually responsible to keep themselves, their fellow employees, and equipment free from mishaps.
- G. Avoid engaging in any horseplay and distracting others.
- H. Report all unsafe conditions and acts to the supervisor.
- I. Immediately report all accidents to the supervisor.

Supervisory personnel have full responsibility for the safe actions of their employees. They have full authority to enforce the provisions of this plan and to keep incidents at a minimum by:

- A. Assuming full responsibility for the safe and healthful working environment for all employees while they are under their supervision.
- B. Ensuring that all safety policies and regulations are complete, accurate, and fully implemented.
- C. Ensuring that each employee is fully training for the job assigned.
- D. Ensuring that all employees are physically qualified to perform their work.
- E. Maintaining a continuous program of on-the-job training.
- F. Conducting periodic safety training classes.
- G. Instructing employees to timely report all accidents and document all incidents.
- H. Promptly notifying Human Resources of all injuries and physical damage.
- I. Initiating correction of any deficiencies noted in facilities, work procedures, equipment, employee job knowledge, or attitudes that adversely affect loss control efforts.
- J. Promptly removing employees from hazardous jobs when they are not wearing or using prescribed protective equipment or are not using safe work practices.
- K. Firmly enforcing policies and procedures and taking fair and expedient disciplinary action against those who fail to comply with safety rules.
- L. Giving prompt recognition to employees who perform well and adhere to safety guidelines.
- M. Being fully accountable for preventable injuries, damages, and liabilities caused by his or her employees.
- N. Cooperating with State and other officials in shutting down any operation considered to be an imminent danger to employees or the public.

PROFESSIONAL DEVELOPMENT

Ride Solution supports attendance at seminars, conferences and competitions that will enhance your knowledge and skills for your current position or as recommended by your supervisor and approved by your director. Attendance fees are normally paid in advance with the approval of your director. The Executive Director must also approve any costs related to seminars and conferences that require travel.



If approved, all legitimate expenses will be paid by Ride Solution in accordance with our travel policy and state law. However, travel time to and from such events outside the normal workday is not considered hours worked.

CERTIFICATION REIMBURSEMENT

Ride Solution will reimburse employees for testing, certification and license fees which are required for their positions by federal, state or local governments.

TUITION REIMBURSEMENT

To encourage full-time employees to expand their knowledge, Ride Solution has established a tuition reimbursement program. To be eligible for tuition reimbursement the employee must:

1. Have completed at least one year of continuous service at Ride Solution.
2. Have a satisfactory work and attendance record.
3. Secure prior written approval from the Department Director.
4. Be employed by Ride Solution upon completion of the course(s), training or certification.
5. Pass the course with at least a "C" or comparable grade.

To be eligible for reimbursement, the curriculum must be job related or related to some phase of Ride Solution operation. Courses must also be taken at an accredited college, university, vocational school or adult education center. Reimbursement will be for the cost of tuition only, based on the rates established by the State University System of Florida. An employee may attend educational programs at a private institution; however, the cost of the private institution tuition may not be covered in its entirety.

Employees who resign from Ride Solution less than twelve months after completing any approved course(s) will be required to repay Ride Solution on a pro-rated basis. For example, if you leave Ride Solution nine (9) months after completion of the approved course(s), you will be responsible for returning one-fourth (1/4) of the total amount received.

FREE TRANSPORTATION

Employees of Ride Solution are entitled to free bus transportation. The employee's identification card serves as a transit pass on any regular Ride Solution service. Employees riding as passengers need to refrain from holding unnecessary conversations with the Operator of the vehicle. Employees should not occupy seats to the exclusion of paying customers.



HIRING INCENTIVE

You will earn an easy \$100 by simply referring someone you know to become a part of our family! As soon as that person is hired, we will give you \$50. When that person successfully completes their probationary period (typically within 90 days), you will receive another \$50.

RECOGNITION AND AWARD PROGRAMS

Ride Solution strongly supports and encourages employee ideas, suggestions, and special recognition of “above and beyond” performance. Therefore, Ride Solution has implemented several programs to recognize these efforts.

The Administration Department communicates the development and status of these programs on a periodic basis. Please contact the Administration Department with specific questions on any of those programs, or if interested in serving on a committee for any of the programs.



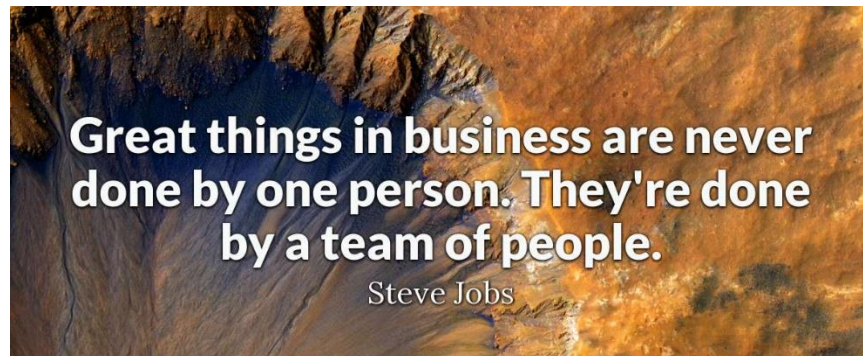
QUARTERLY AGENCY-WIDE PERFORMANCE AWARD

It takes all employees working together to transport our passengers safely and on-time. To encourage teamwork, quarterly bonuses will be distributed to all hourly employees based on the entire agency’s accomplishments towards productivity (passengers per service hour), on-time performance, compliments and safety.

Regular (full and part time) employees are eligible for the quarterly Agency-Wide Performance Award if they are employed at the end of the quarter. The bonus amounts range between \$0 (missed all goals) and \$100 (accomplished all goals) per employee.

ANNUAL HOLIDAY BONUS

We celebrate every year that you are employed with us. The more years that you are with us, the more we celebrate! At the end of each calendar year, (just in time for the holidays) each regular (full and part time) employee will be given \$100 for every year they have been employed at Ride Solution.



TAKING A TEMPORARY LEAVE FROM THE JOURNEY

JURY DUTY LEAVE

Ride Solution realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned. All employees will be allowed time off to perform such civic service as required by applicable law. Employees are expected, however, to provide Ride Solution with proper notice of a request to perform jury duty and with a verification of service. Employees also are expected to keep management informed of the expected length of jury duty service and to report to work for the major portion of the day if excused by the court. Employees should call in daily to report their status to their manager or supervisor. Ride Solution will compensate employees for the loss of pay resulting from jury duty. The employee will continue to receive their base pay for the period of time lost from work while serving on the jury. A copy of the summons, affidavit, attendance slip and receipt for jury duty pay, if applicable, must be forwarded to payroll to substantiate each day's claim for excused pay. The employee is responsible for turning in moneys received from the court while serving on jury duty.

BEREAVEMENT LEAVE

An employee who wishes to take time off to plan for and attend an immediate family member's funeral should notify his or her supervisor immediately. Employees may be eligible for bereavement leave of up to three consecutive calendar days off from regularly scheduled duty to plan for and attend funeral services for the employee's parent, spouse, domestic/civil-union partner, child, sibling, grandparent and in-laws (in-laws include, mother, father, brother and sister), or legal custodian or step-relative of the employee or spouse. In administering this policy, Ride Solution may require verification of death and relation to the deceased.

The employee should contact his or her immediate supervisor as soon as possible after a death in the family to arrange for use of bereavement leave. Bereavement leave should be noted on any time entries.

MILITARY LEAVE

Ride Solution provides employees with military leaves of absence for calls to active duty, military reserve, or National Guard Duty in accordance with applicable law. Military leave is also granted to employees who are active members of the National Guard or other military reserve units, which require participation in summer encampments and or other training exercise programs or as otherwise required by applicable law. Such leaves as described, and reinstatement rights are provided in accordance with federal and state law. Additionally, if service is for less than 30 days, the employee's benefits will be maintained and continued as normal. If service is for more than 30 days, the employee will have the right to elect to continue health insurance coverage in accordance with applicable law (up to 24 months).

Employees may use accrued vacation leave but are not required to do so. Employees will not accrue vacation or sick leave during any military leave of over 30 days.

To be eligible for military leave, employees must provide the Administration Department with advance notice of service obligations unless the employee is prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable to provide such notice.

Provided absence does not exceed applicable statutory limitations, the employee will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. If service is for less than 30 days, the employee is required to return to work on the first regularly scheduled work day following the conclusion of service, allowing for reasonable travel time. If service exceeds 30 days, the employee is requested to contact his/her supervisor upon return from service and coordinate a return to work date in accordance with applicable law.

PERSONAL LEAVE

Ride Solution, under certain circumstances, may grant you a personal leave of absence without pay, upon your request if none of the other leave requests apply. A written request for a personal leave should be presented to the Administration Department at least two (2) weeks before the requested start of the leave, except in cases of emergency.

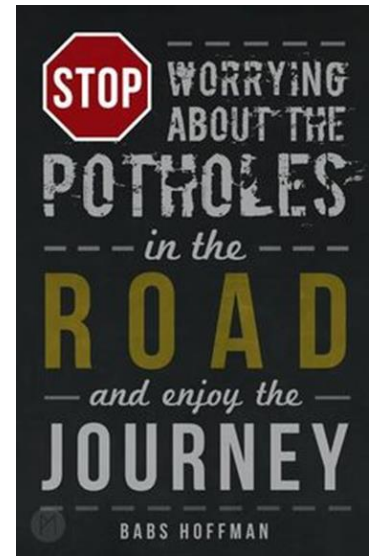
Requests will be considered based on staffing requirements and the reasons for the requested leave, as well as the employee's performance and attendance records.

You will be required to use any accrued vacation and personal/sick days during personal leave. During this leave, you will not earn vacation, holiday or personal/sick days. Ride Solution will continue health insurance coverage during this leave, if you submit your share of the monthly premium payments to Ride Solution in a timely manner, to the extent permitted and in accordance with the applicable plans.

When you anticipate returning to work, you should notify management. This notification should be made at least one week before the expiration of the leave.

Upon completion of personal leave of absence, Ride Solution will attempt to return you to your original job, or to a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed, unless required by law.

Failure to advise management of availability to return to work, failure to return to work when notified, or continued absence from work beyond the time approved by Ride Solution, will be considered a voluntary resignation of employment.



TOOLS FOR YOUR JOURNEY

Our success is dependent on proper tools that are well maintained and clean. It is each employee's responsibility to ensure that your tools are properly cared for.

These tools including company vehicles, telephones, computers, and software is not for private use. These devices are to be used strictly for company business, and are not permitted off grounds unless authorized. Company property must be used in the manner for which it was intended. Upon termination, employees are required to surrender any Ride Solution property they have.

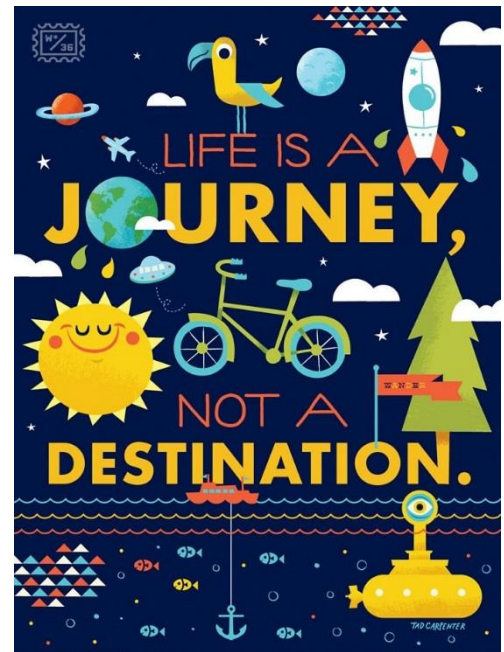
COMPANY VEHICLES

Ride Solution vehicles, both inside and out, represent the agency. For many Putnam County residents, the outside of the vehicles and the driver's action may be all they see and know of our agency. All vehicles must be well maintained, be visually appealing and be operated with courtesy at all times. All employees driving a company vehicle must keep it clean and free of trash and clutter.

At no time shall a Ride Solution vehicle be used for personal use without prior approval from a Ride Solution Director. Our vehicles are purchased, maintained and fueled using grant funds specifically for the transportation of our passengers. It is the responsibility of all employees to make sure that we are using tax payer funded equipment in accordance with the law.

All Ride Solution vehicles must be housed at the Operations campus when not in service or has a specific business reason for being located elsewhere. Specific business reasons may include:

- A. Maintenance outsourced to another facility
- B. Business trip
- C. On Call support
- D. Early morning (before 7am) pickup closer to driver's home than garage
- E. Employee has a temporary transportation issue and is otherwise unable to get to work without temporary use of company vehicle. If so, the vehicle:
 - 1. Check out form (in Appendix) must be completed, approved and given to Dispatch.
 - 2. Must be returned prior to the time it is needed for revenue service.
 - 3. Must be returned clean and fully fueled.
 - 4. Total miles driven be assessed and charged to the employee.



SAFETY FIRST PROGRAM

Highly visible, individualized decals are applied to each company vehicle. These decals ask motorists to report any dangerous driving activity. Ride Solution management use these reports to help reduce accident rates through effective safe driving coaching. A call report gives you a chance to address habits that you may not know you have – before an accident occurs.



REIMBURSEMENT FOR BUSINESS USE OF YOUR VEHICLE

If you must use your personal vehicle for business activities such as running an errand for the agency or travel to a business meeting, Ride Solution will reimburse you for the mileage at the current IRS business mileage rate. Ride Solution does not provide liability coverage for the business use of employee vehicles. You are expected to maintain proper coverage on your own vehicle.

COMPUTERS

It is the policy of Ride Solution to establish procedures for the use and maintenance of Ride Solution owned computers. For definition purposes, the word "computer" is defined as all of the following items: monitor, central processing unit (CPU) including all internal components and software, keyboard, mouse, laptop (portable computer) and all attached peripherals (i.e. printers, external drives, external drives, etc.)

Employees should remember that these machines are primarily for business use. Employees may not install or remove software on Ride Solution's computer systems without prior management approval. Active screen savers and personalized themes should not be installed. Standard screen savers and themes are necessary to eliminate them as a possible source of problems. For the same reason, and to preserve disk space, games and other personal applications should not be installed.

CELLULAR PHONES

Department Directors are responsible for the approval of equipment requests, review of monthly charges, inventory of property, and termination of unneeded services. Department Directors must oversee the appropriate use of cellular telephone equipment and services by approving requests for cellular telephone services only to personnel who require such services to conduct official Ride Solution business and ensuring that cellular telephone services will be used only for agency business when other communication service is not available.

Authorized users are responsible for:

- Reimbursing Ride Solution for the repair or replacement cost of a damaged, lost or stolen cellular telephone, if its damage, loss or theft was due to negligence.
- Verifying the accuracy of the billing and reimbursing the Ride Solution for unauthorized use (including use by other individuals) or unauthorized charges.
- Returning the cell phone when it is no longer required to carry out work assignments. Users must reimburse Ride Solution for the purchase price if they do not return the telephone.

EMAIL, VOICE MAIL AND THE INTERNET

The purpose of email, voice mail and the Internet is to facilitate transmittal of **business-related information**. Accordingly, the email and voice mail systems as well as the Internet should be used primarily for matters of concern to Ride Solution operations, and generally not for communication of a personal, private, or non-business nature. Incidental limited personal use is permitted assuming it does not interfere with performance or operations and does not violate any Ride Solution policy or applicable law. Access is limited to approved purposes.

Employees with company emails are expected to review their email a reasonable number of times throughout the day. If out of the office, employees are expected to update their out-of-office message to indicate the length of time out of the office and who to contact in their absence.

To reduce the threat of viruses, reasonable care must be taken when opening email messages. Never open attachments from non-business sources or from other unknown sources. Even if the sender is recognized as a business associate, that sender could have been the victim of a virus. Such a virus could automatically generate email from their account to employee accounts. Simply because an employee exists in their email address book, the employee will be sent a copy of the virus. Verify unexpected attachments before opening, even when sent by a known business associate.

The Internet should not be used to listen to Internet radio stations or similar sources unless the employee's job requires such. Streaming audio as well as videos uses an excessive amount of bandwidth.

ELECTRONIC MONITORING

Employees have no right or expectation of privacy in any information stored in any Ride Solution computer or on any Ride Solution message system including email or voice mail systems, or that such information will not be inadvertently or intentionally disclosed to persons other than the user.

From time to time, for many reasons including, but not limited to, maintaining security, increasing productivity, and preserving a hostile-free environment, Ride Solution may review certain employee communications and activities.

Ride Solution is providing all employees with notice that it performs the following or other types of electronic monitoring:

- Reviewing telephone usage;
- Accessing voice mail messages;
- Accessing computer files;
- Reviewing Internet usage;
- Reviewing emails; and
- Recording and/or reviewing employee usage of business equipment including, but not limited to telephones, cell phones, computers, photocopiers, fax machines and printers.

Ride Solution conducts such reviews whenever it believes there is a business need to do so.

Ride Solution may conduct other types of electronic monitoring not identified above, and without advance notice, where: 1) it is necessary for security purposes in public areas; or 2) Ride Solution reasonably believes an employee or employees are violating the law, Ride Solution policy, the legal rights of Ride Solution or its employees, or are creating a hostile work environment.

Ride Solution's policies including, but not limited to, those prohibiting harassment apply in their entirety to the use of Ride Solution's email, voice mail and the Internet systems. Specifically, it is against Ride Solution policy to convey, display, transmit or download sexually explicit images, messages, or cartoons. Therefore, any such transmission or use of email, voice mail or Internet communications that contains ethnic slurs, racial epithets, or anything that may be construed as harassment or offensive to others based on their race, national origin, sex, sexual orientation, age, disability, religious or political beliefs or other protected classification under applicable law, is strictly prohibited and may constitute grounds for termination.

All employees, upon request, must inform management of any private access codes or passwords to business related services. No employee may access, or attempt to obtain access to, another employee's communication or computer systems without appropriate authorization. Violations of this policy will result in disciplinary action up to and including termination.

SOCIAL MEDIA

Social media offers the opportunity to interact with the public and employees. Ride Solution uses social media to offer opportunities for outreach, information sharing and interaction. Ride Solution staff who are engaged with social media should educate themselves about effective, responsible and safe use of these tools. There are three distinct uses of social media:

- **Official use.** Use is an authorized component of an employee's job duties.
- **Professional use at work.** Employees may use social media for approved business purposes, including professional networking, to support the agency's mission. Participation is considered to be for official agency purpose and an employee may use work time and agency owned equipment to participate.
- **Personal use of social media at or outside of work.** Personal use of social media is NOT ALLOWED on Ride Solution paid work time, equipment or resources.

Basic social media principles

These principles are universal when using social media officially, professionally or personally.

Be aware: communication via social media is powerful. Social media tools allow information to be communicated almost instantly to a broad audience. If you mention Ride Solution and expresses an opinion, you must state that the opinion is your own opinion and not Ride Solution's position.

Be responsible. Employees may be perceived by others as speaking on behalf of Ride Solution regardless of intent or authority to do so. Carefully consider content and how it may be perceived. What is published will be accessible for some time and, in some cases, indefinitely.

Be honest and transparent. Honesty – or dishonesty – will be quickly noticed in social media.

Correct errors quickly. If a mistake is made, admit it. If appropriate, modify an earlier post to make it clear that the error has been corrected.

Be respectful. When disagreeing with others' opinions, keep it appropriate and polite. Do not use abusive, threatening, offensive, obscene, explicit or racist language. Do not use discriminatory comments about Ride Solution, superiors or co-workers.



Be relevant and add value. The best way to get content read is to contribute information that people value. Social communication from the agency should help passengers, partners and co-workers. It can be thought-provoking and should build a sense of community. If social communication helps people improve knowledge or skills, get to where they need to go, solve problems, or understand the agency better, then it is adding value.

Be conversational. When communicating via social media, use the same approach that one would use when talking to a person on the phone. Bring in personality to personalize the voice/tone of the agency. Consider content that is open ended and invites responses. Encourage comments.

When in doubt, don't post! Failure to follow these guidelines may result in discipline, up to and including termination. In enforcing this policy, Ride Solution reserves the right to monitor social media activities of employees, whether such activities are conducted with Ride Solution resources, to the extent permitted and in accordance with applicable law. Nothing in this policy is designed to interfere with, restrain, or prevent employee communications regarding wages, hours, or other terms and conditions of employment.

USE OF TELEPHONES

Ride Solution telephones are for business purposes only. Personal calls should be kept to a minimum or made in cases of emergencies. All calls should be as brief as possible. Personal long-distance calls shall not be charged to Ride Solution. Misuse of company telephones for personal reasons, other than outlined herein, will result in disciplinary action.

While at work, you are expected to exercise the same self-discipline in using personal cellular phones as is expected for the use of Ride Solution phones. Excessive personal calls during the workday, regardless of the phone used, can interfere with your productivity and be distracting to others. You are therefore asked to make any non-emergency personal calls on non-work time where possible and to ensure that friends and family members are aware of Ride Solution's policy.

STANDARDS OF BEHAVIOR

Ride Solution strives to maintain the highest standards of customer service and desires to create a pleasant and efficient environment for all employees. To achieve these goals, it is necessary that employees conduct themselves properly.

Common sense should be the guide as to what behavior is appropriate. Remember that it is not the intent, it's the perception and impact when it comes to workplace harassment.

Ride Solution will analyze and respond to these situations on an individual basis. Nonetheless, all employees must abide by certain rules of conduct, based on common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is necessary to adopt and enforce rules. The following are examples of some but not all conduct which may subject to disciplinary action, up to and including discharge:

1. Engaging in acts of discrimination or harassment in the workplace.
2. Possessing, distributing or being under the influence of controlled substances on Ride Solution premises or in Ride Solution vehicles.
3. Being under the influence of a controlled substance or alcohol at work, on company premises, or while engaged in company business.
4. Stealing, removing or defacing Ride Solution, client or co-workers' property.
5. Causing loss of material or damage to Ride Solution property through carelessness or intent.
6. Violation of confidential information and conflict of interest policy.
7. Excessive absenteeism, tardiness, unexcused or unauthorized absence.
8. Misconduct, such as sleeping on the job, provoking or instigating a fight.
9. Falsifying Ride Solution records (including employment applications, medical claims, time sheets, etc.).
10. Physical and/or verbal intimidating, threatening or violent conduct, vandalism, sabotage, arson, use of weapons, and/or carrying weapons onto Ride Solution property.
11. Unauthorized use of company property, equipment, devices or assets.
12. Insubordination or refusal to comply with directives.
13. Failing to adequately perform job responsibilities.
14. Excessive or unexcused absenteeism or tardiness.
15. Disregard for safety and security procedures.
16. Any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.



SEXUAL AND OTHER HARASSMENT

To avoid any potentially inappropriate conduct in the workplace, it is Ride Solution's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of race, color, creed, religion, national origin, ancestry, citizenship status, age, disability, veteran status, sex, genetic information or any other characteristic protected under applicable local, state and federal laws. The purpose of this policy is not to regulate employees' personal morality, but to ensure that in the workplace, no one harasses another individual.

Sexual harassment of any employee is specifically prohibited. "Sexual harassment" generally means any unwelcome sexual advance, requests for sexual favors or other verbal or physical conduct of a sexual nature when: (a) submission of such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (c) such conduct substantially interferes with an individual's work performance or creates an intimidating, hostile or offensive working environment. Examples of sexually harassing conduct include:

- Verbal conduct such as suggestive or offensive comments, lewd remarks, and sexual propositions.
- Non-verbal conduct such as derogatory or pornographic displays, cartoons or drawings, sexual gestures, or leers or stares.
- Physical conduct such as touching, kissing, patting, brushing up against someone, or assault.

Violations of this policy will result in disciplinary and corrective action, up to and including termination.

ANTI-DISCRIMINATION POLICY

Under Title VII of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA), and the Age Discrimination in Employment Act (ADEA), it is illegal to discriminate in any aspect of employment. Discriminatory practices under these laws also include: harassment on the basis of race, color, religion, sex, national origin, disability, or age; retaliation against an individual for filing a charge of discrimination, participating in an investigation, or opposing discriminatory practices; employment decisions based on stereotypes or assumptions about the abilities, traits, or performance of individuals of a certain sex, race, age, religion, or ethnic group, or individuals with disabilities; and denying employment opportunities to a person because of marriage to, or association with, an individual of a particular race, religion, national origin, or an individual with a disability.

PROCEDURES FOR REPORTING AND INVESTIGATING HARASSMENT OR DISCRIMINATION

Any employee who believes that he or she has been subjected to conduct which violates this policy should immediately contact the Director of Administration. An employee who feels uncomfortable speaking with the Director for any reason or have not received a satisfactory response within five (5) business days after reporting any incident of perceived harassment or discrimination should contact the Executive Director.

Every report of perceived harassment or discrimination will be fully investigated, and corrective action will be taken where appropriate. To protect the privacy of persons involved, confidentiality will be maintained throughout the investigatory process to the extent practicable and appropriate under the circumstances. Investigations may include interviews with the parties involved, and where necessary, individuals who may have observed the alleged conduct or who may have relevant knowledge.

All employees are expected to cooperate fully with any ongoing investigation. Employees who believe they have been unjustly charged with harassment or discrimination can defend themselves verbally or in writing at any stage of the investigation.

Ride Solution will not tolerate any retaliation against individuals who report unwelcome conduct to management in good faith or who cooperate in the investigations of such reports in accordance with this policy. Any manager who is aware of possible harassment or discrimination should immediately report the matter to the attention of the Director.

At the conclusion of an investigation, the complainant and the “alleged harasser” shall be informed of the determination. Where appropriate, the “harasser” and the “victim” may be offered mediation or counseling.

PENALTIES FOR VIOLATION OF ANTI-HARASSMENT OR DISCRIMINATION POLICY

If it is determined that inappropriate conduct has occurred, Ride Solution will act promptly to eliminate the offending conduct, and take such action as is appropriate under the circumstances. Such action may range from counseling to termination of employment, and may include such other forms of disciplinary action, as Ride Solution deems appropriate under the circumstances and in accordance with applicable law.

RELIGIOUS AND POLITICAL ACTIVITIES

Ride Solution accepts without reservation, the basic democratic principle that all employees are free to make their own individual decisions in religious, civic and political matters. Therefore, no employee's status with Ride Solution will be affected, in any way whatsoever, because of participation or non-participation in lawful civic, political and religious activities.

Participation in religious, civic and political activities is a personal matter and, as such, is to be carried on outside of normal working hours. No religious or political activities will be carried on within Agency premises or vehicles. Under no circumstances is religious or political discussions to be held with Ride Solution passengers while on board our vehicles.

Political activities are defined for purposes of this policy as activities in support of any partisan political issue or activities in support of, or in concert with, any individual candidate for political office, or a political party, which seek to influence the election of candidates to federal, state, or local offices. The definition includes employees who are or may be candidates for political office.

SAFETY AND SECURITY

Ride Solution is strongly committed to providing a safe workplace. These policies are implemented to minimize the risk of personal injury to employees and damage to Ride Solution and personal property.

VIOLENCE IN THE WORKPLACE

Threats, threatening language or any other acts of aggression or violence made toward or by any Ride Solution employee will not be tolerated. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive and injurious and/or destructive action undertaken for the purpose of domination or intimidation.

Weapons are prohibited on Ride Solution premises unless such prohibition is restricted by applicable law. The only exceptions to this policy, other than to the extent such prohibition is restricted by applicable law, will be police officers, security guards, or other persons who have been given written consent by Ride Solution to carry a weapon on the property.

Prohibited weapons include any form of weapon or explosive restricted under local, state or federal regulation. This includes all firearms, illegal knives, or other weapons covered by the law. Any employee who has a question about whether an item is covered by this policy, please call the HR Department. An employee will be held responsible for making sure beforehand that any potentially covered item is not prohibited by this policy.

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede Ride Solution's ability to investigate and respond to the complaints. All threats will be promptly investigated. No employee will be subjected to retaliation, intimidation or disciplinary action because of reporting a threat in good faith under this policy.

If an investigation confirms that threat of a violent act or violence itself has occurred, Ride Solution will take swift and appropriate corrective action.

Any employee who is the recipient of a threat made by an outside party should follow the steps detailed in this section. It is important for Ride Solution to be aware of any potential danger on Ride Solution's property. Indeed, Ride Solution wants to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

SAFETY AND ACCIDENT PREVENTION

Safety is a joint venture at Ride Solution. We provide a clean, hazard-free, healthy, safe environment in which to work and make every effort to comply with all relevant federal, state and local occupational health and safety laws, including the federal Occupational Safety and Health Act.

As an employee, you have a duty to comply with the safety rules and are expected to take an active part in maintaining a hazard-free environment. You should observe all posted safety rules, adhere to all safety instructions and use safety equipment where required.

You are required to report any accidents or injuries – including any breaches of safety – and to promptly report any unsafe equipment, working condition, process or procedure to a supervisor. In addition, if you become ill or get hurt while at work, you must notify your manager immediately. Failure to do so may result in a loss of benefits under the state workers' compensation law. Failure to abide by Ride Solution's safety and accident rules may result in disciplinary action, up to and including termination.

WIRELESS (CELLULAR) COMMUNICATION POLICY

Ride Solution requires all transit operators and individuals operating Ride Solution owned vehicles to fully comply with the following Communication policy:

1. The use of a personal wireless communication device is prohibited while the vehicle is in motion.
2. All personal wireless communication devices must be turned off with any earpieces removed from the operator's ear while occupying the driver's seat.
3. Drivers may hold brief (less than 1 minute) radio communications with the dispatcher. If you must use the radio longer, you must stop the vehicle in a safe location.
4. The use of a wireless communication device is prohibited while loading or unloading a passenger on a lift or while conducting any other safety related duty that require the driver's undivided attention.
5. Employees are permitted to use wireless communication devices in the following situations:
 - a. Requesting emergency medical assistance
 - b. Reporting illegal activity, traffic accident, road hazard or a safety or security threat



Wireless communication device training and testing is included in Module 1 (Bus Transit System Safety and Operational Policies and Procedures) of the Computer Based Training and Testing program which all drivers are required to complete upon hire, before driving on a street or highway unsupervised.

TRAFFIC TICKETS

All employees are required to follow state traffic laws. We understand that accidents happen, and you may get caught by a red-light camera. All incidents occurring in a Ride Solution owned vehicle must be reported promptly to dispatch and your supervisor.

Any tickets written to a Ride Solution employee while operating a Ride Solution vehicle must be paid by the employee. If payment assistance is needed, speak with your supervisor to make appropriate arrangements.

DRUG FREE / ALCOHOL FREE ENVIRONMENT

To help ensure a safe, healthy and productive work environment and in accordance with FTA regulations, Ride Solution maintains a workplace free of drugs and alcohol and has adopted a zero-tolerance substance abuse policy. Violation of this substance abuse policy will result in termination of employment and exclusion from hire.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances, drug paraphernalia or alcohol by an individual on Ride Solution property or while on Ride Solution business is strictly prohibited.

Employees who are classified as “safety sensitive” are also subject to random drug testing and reasonable cause testing. Safety-Sensitive Employees include those who:

1. Operate a revenue service vehicle, including when not in revenue service
2. Control the movement/dispatch of a revenue service vehicle
3. Perform maintenance on a revenue service vehicle or equipment used in revenue service
4. Perform any of the above safety sensitive functions in a supervisory or training role.



Employees are prohibited from reporting to work or working while using or under the influence of any drugs or controlled substances, except when the use is pursuant to a licensed medical practitioner’s instructions and the licensed medical practitioner authorized reporting to work in a safety sensitive role. Employees are strongly encouraged to inform their prescribing physician of their safety-sensitive job functions to ensure that appropriate medications are prescribed.

Pre-Employment Drug Testing

All Ride Solution applicants who have been offered employment will be subject to a pre-employment drug screening. Failure to test negative will be grounds for revoking the offer of employment. An employee returning from an extended leave period of 90 consecutive days or more, and whose name was removed from the random testing selection pool, will be subject to a pre-employment urine drug test.

Random Drug and Alcohol Testing

Employees in safety-sensitive positions shall be subject to random, unannounced testing. Random alcohol testing shall be conducted on a safety sensitive employee during, just before or just after the performance of a safety-sensitive function. Random urine drug testing may be conducted anytime while an employee is on duty or on call, or on standby duty. Each covered employee who is notified of selection for random alcohol or drug testing shall immediately proceed to the testing site.

Reasonable Suspicion Testing

All safety-sensitive employees are subject to reasonable suspicion urine drug testing and breath alcohol testing. Reasonable suspicion testing is required when one or more trained company officials can articulate and substantiate physical, behavioral and performance indicators of probable drug use or alcohol misuse by observing the appearance, behavior, speech or body odors of the employee. Reasonable suspicion testing for alcohol misuse can only be made when observations leading to that testing occur during, just preceding, or just after the period of the workday that the employee is required to follow FTA regulations. Reasonable suspicion testing for prohibited drugs may be conducted anytime an employee is on duty.

Post-Accident Testing

Fatal Accident: Safety-sensitive employees are required to undergo urine drug and breath alcohol testing as soon as practical following an accident involving a revenue service vehicle that results in a fatality (regardless of whether in revenue service at the time of the event). Any other employee(s), i.e., maintenance personnel, dispatchers, controllers, whose performance could have contributed to the accident, shall also be tested.

Non-Fatal Accident: A post-accident test shall be conducted if an accident results in injuries requiring immediate medical treatment away from the scene or if one or more vehicles incurs disabling damage that requires towing from a site; unless Ride Solution management determines, using the best information available at the time of the decision, that the employee's performance can be completely discounted as a contributing factor to the accident. Any other safety sensitive employee whose performance could have contributed to the accident shall also be tested. The testing requirements shall not delay necessary medical attention for injured persons, nor prohibit an employee from leaving the scene of an accident to obtain assistance.

CODE OF ETHICS

This Code of Ethics is provided to all employees to serve as a guide to proper business conduct. In general, we expect all employees to follow the Code of Ethics and to observe the highest standards of ethics and integrity in their conduct including:



BUILD TRUST AND CREDIBILITY

The success of Ride Solution is dependent on the trust and confidence it earns from employees, passengers and stakeholders. Ride Solution gains credibility by adhering to its commitments, displaying honesty and integrity and reaching goals solely through honorable conduct.

When considering any action, it is wise to ask: will this build trust and credibility for Ride Solution? Will it help create a working environment in which I can succeed over the long term? The only way Ride Solution will maximize trust and credibility is by answering “yes” to those questions and by working every day to build its trust and credibility.

CREATE A CULTURE OF OPEN AND HONEST COMMUNICATION

At Ride Solution, everyone should feel comfortable to speak his or her mind with respect to ethics concerns. Managers have a responsibility to create an open and supportive environment where employees feel comfortable raising such questions. Ride Solution benefits tremendously when employees exercise their power to prevent mistakes or wrongdoing by asking the right questions at the right times.

Ride Solution will investigate all reported instances of unethical behavior. In every instance where improper behavior is found to have occurred, Ride Solution will take appropriate action. Ride Solution will not tolerate retaliation against employees who raise ethics concerns in good faith.

UPHOLD THE LAW

Ride Solution’s commitment to integrity begins with complying with laws, rules and regulations where it does business. Further, each of us must understand Ride Solution policies, laws, rules and regulations that apply to specific roles. If you are unsure of whether a contemplated action is permitted by law or Ride Solution policy, you should seek the advice from a supervisor. Ride Solution is responsible for preventing violations of law and employees should speak up if they see possible violations.

AVOID CONFLICTS OF INTEREST

Employees must avoid any relationship or activity that might impair, or even appear to impair, your ability to make objective and fair decisions when performing a job. At times, employees may be faced with situations where the business actions they take on behalf of Ride Solution may

conflict with their own personal or family interests because of the course of action that is best personally may not also be the best course of action for Ride Solution. Employees owe a duty to Ride Solution to advance its legitimate interests when the opportunity to do so arises. Employees must never use Ride Solution property or information for personal gain or personally take for ourselves any opportunity that is discovered through their position with Ride Solution.

Determining whether a conflict of interest exists is not always easy to do. Employees with a conflict of interest question should seek advice from their supervisor.

PROTECT CONFIDENTIAL INFORMATION

Each employee is responsible for safeguarding confidential information obtained in connection with his or her employment. During your work, you may have access to confidential information regarding Ride Solution passengers and/or co-workers. Employees with access to such confidential information are responsible for its security and are required to sign confidentiality agreements upon employment. Employees are prohibited from attempting to obtain confidential information for which they have not received access authorization. Any employee who discloses confidential information (other than as necessary in the performance of his or her job duties) will be subject to disciplinary action, up to and including termination of employment and legal action, even if he or she does not actually benefit from the disclosed information.

SET METRICS AND REPORT RESULTS ACCURATELY

Ride Solution will make certain that all disclosures made in reports are full, fair, accurate, timely and understandable. No business goal of any kind is ever an excuse for misrepresenting facts or falsifying records.

Employees should inform their supervisor if they learn that information in any filing or public communication was untrue or misleading at the time it was made or if subsequent information would affect a similar future filing or public communication.

RECORDKEEPING

Ride Solution creates, retains and disposes of records as part of its normal course of business in compliance with all Ride Solution policies and guidelines, as well as all regulatory and legal requirements.

Employees must not improperly influence, manipulate or mislead any audit, nor interfere with any auditor engaged to perform an independent audit of Ride Solution books, records, processes or internal controls.

ACCOUNTABILITY

All employees are responsible for knowing and adhering to the values and standards set forth in Ride Solution's Code of Ethics and for asking questions about Ride Solution policy where there is

any uncertainty. Employees who are concerned whether the standards are being met or are aware of violations of the Code should contact their supervisor. Ride Solution takes seriously the standards set forth in the Code, and violations are cause for disciplinary action up to and including termination of employment.

Integral to Ride Solution's success is its protection of confidential information, as well as nonpublic information entrusted to us by employees, passengers and stakeholders. Ride Solution will not disclose confidential and nonpublic information without a valid business or legal purpose and proper authorization.

RESPONSIBILITY/COMMITMENT REVIEW

We believe that a successful organization depends upon each employee's commitment to be responsible for his or her own behavior. An employee who decides not to live up to his or her responsibilities may be faced with the following:

Responsibility Reminder: When an employee behaves in a manner that is inconsistent with the company's statement of conduct or if an employee demonstrates a lack of commitment to this company, the behavior and/or attitude will be thoroughly discussed with the employee, including what constitutes responsible, committed behavior. Notation of the date, time, and nature of the discussion will be made.

Written Commitment Reminder: When an informal responsibility reminder has not resulted in a decision to change behavior, a written commitment reminder will be issued. A supervisor will meet with the employee to discuss the employee's commitment to the agency and to invite the employee to present his or her views on the behavior. The Commitment Reminder will advise the employee that a decision not to live up to his or her responsibilities in the workplace will result in further review, including a possible decision-making leave or terminating employment.

Decision-making Leave: If the employee continues to behave in a manner that demonstrates that he or she is not committed to this agency and/or is not acting responsible for his or her own behavior, the employee may be placed on a Decision-Making Leave (DML) which is a one-day suspension without pay. On this day, the employee must decide to solve the specific problem and make a total performance commitment to the job or quit.

Termination: If the employee decides not to solve the specific problem and make a performance commitment, the employee will be deemed to have voluntarily quit. The company reserves the right to terminate employees at any time, for any reason not expressly prohibited by law.

Use of the review process is optional and each step may not be followed. Nothing in this policy amends or restricts the agency's right to terminate employees at any time, with or without notice, for any or no reason. The written reminder tool is included in the Appendix.

ENDING THE JOURNEY

RESIGNATIONS

Employees who resign from their position are asked to give Ride Solution a minimum of two weeks' notice of their date of resignation. A written notification should be delivered to the employee's immediate supervisor. A copy of the resignation should also be sent to the HR Department. Employees are paid in full for unused accrued vacation time at employment end, if they give a two-week notice and work those two weeks.

INVOLUNTARY TERMINATIONS

In some cases, it may be necessary to dismiss employees whose performance does not meet Ride Solution's standards. Such circumstances include but are not limited to misconduct, poor work performance, excessive tardiness, absenteeism, pilfering, rudeness to the public, etc. Dismissed employees require authorization before being permitted to return to Ride Solution property. Failure to obtain such authorization may subject the individual to charges of trespassing.

RETIREMENT

Employees may retire at age 62 with six years of service.

Those employees who are retiring will be given the option of:

1. Being paid for unused vacation in a lump sum and having their date of separation become effective when they leave the property, or
2. Electing to exhaust accrued vacation time prior to the effective date of retirement.

It is best for an employee to notify the HR Department of his/her intent to retire at least three months prior to the intended retirement date.



GENERAL PROVISIONS

INSURANCE BENEFITS

Insurance benefits will terminate on the last day of the month of the event of termination or retirement. Employees who leave the employment of Ride Solution have the option to maintain their health insurance at their cost for up to 18 months. This election, named COBRA (Consolidated Omnibus Budget Reconciliation Act), will be effective the first of the month following the date of termination.

EXIT INTERVIEW

Because of the amount of information that must be provided to the separating employee, all employees should make an appointment for an exit interview with the HR Department. The exit interview also provides the employee an opportunity to offer constructive comments and suggestions about their employment with Ride Solution. The exit interview should take place as close to the last workday of the employee as possible. Separated employees are encouraged to keep Ride Solution informed of any address changes, so that tax forms and any appropriate information regarding their retirement savings program may be forwarded. Upon separation, all employees must return all Ride Solution property before departing. Items to be returned include but are not limited to building and office keys, Ride Solution vehicle keys, Ride Solution identification card/bus pass, Ride Solution work products and files, and all Ride Solution issued electronic devices (i.e., cell phones, portable radios, and laptops).

REFERENCE REQUESTS

To ensure consistency in practice, Human Resources processes all reference requests on former employees. Managers are required to refer any such requests for information to Human Resources.

RE-EMPLOYMENT

If an employee wishes to seek re-employment with Ride Solution after resignation or having been off the payroll for a period, the employee may do so by applying to the HR Department.

Re-employment is based on the business needs of Ride Solution, and qualifications as are considered in the employment of any other applicant. Any person who was discharged from Ride Solution will not be considered for re-employment.



APPENDIX: RIDE SOLUTION FORMS



EMPLOYEE LEAVE REQUEST FORM

EMPLOYEE NAME: _____ TODAY'S DATE: _____

TYPE OF LEAVE: VACATION SICK OTHER: _____

DATE(S) OF LEAVE REQUEST: _____

TOTAL HOURS _____ OR FULL DAYS _____ OF LEAVE TO BE USED

EMPLOYEE TO COVER SHIFT WHILE ON LEAVE (IF APPLICABLE): _____

NOTES: _____

EMPLOYEE SIGNATURE: _____

Requests for time off will be reviewed with consideration for peak demand periods and other requests for time off during the same period. Please submit your request as soon as possible, but no later than one week prior to the requested leave date(s).

SUPERVISOR'S USE ONLY:

REQUEST FOR LEAVE DENIED

REQUEST FOR LEAVE APPROVED

REASON: _____

SUPERVISOR NAME _____ DATE: _____

SIGNATURE: _____

WRITTEN REMINDER FOR COMMITMENT TO CODE OF ETHICS AND SATISFACTORY JOB PERFORMANCE

Employee Name: [FIRST AND LAST NAME] **Date:** [Month Day, Year]

Incident(s) Resulting in This Written Reminder:

[Detail of what occurred and date it occurred. When possible, note specific and relevant performance expectations that were not met and explain what is unacceptable about the employee's work or actions. Include any specific consequences of the actions (e.g., resulted in an overpayment of \$550, resulted in 10 clients missing appointments, etc.).]

Employee Statement:

[Allow employee to provide a response to the allegation here.]

Employee's Signature: _____

Required Corrections and Timeline for Corrections:

[Clearly detail required corrective actions or expectations. Indicate any actions management will take to support these corrections (e.g., explain proper procedures, review work, etc.).]

Employee's Corrective Action Statement:

[Allow employee to commit to corrective actions here.]

Employee's Signature: _____

Warning Decision and Consequences:

This warning discussion has resulted in:

- Exoneration of Employee
- Verbal/Written Reprimand
- Suspension without pay for _____ days
- Termination

If you fail to make and sustain these corrections, I will consider further disciplinary action, up to and including dismissal.

Supervisor's Signature: _____ Date: _____

Employee's Acknowledgement:

I acknowledge that I have received this disciplinary letter. I understand that my signature below does not necessarily imply agreement with the statements made in this document or the disciplinary action taken.

Employee's Signature: _____ Date: _____



VEHICLE USE CHECK OUT/IN FORM

You will be held responsible for all damage to the vehicle, if these procedures are not followed. Complete this form, make and keep one copy and deliver one copy to Dispatch prior to leaving with the vehicle. Upon your return, complete your copy with return information and deliver it to Dispatch.

DRIVER'S NAME: _____

DESTINATION: _____

PURPOSE: _____

DEPARTURE DATE: _____ TIME: _____

EXPECTED RETURN DATE: _____ TIME: _____

APPROVED BY: _____

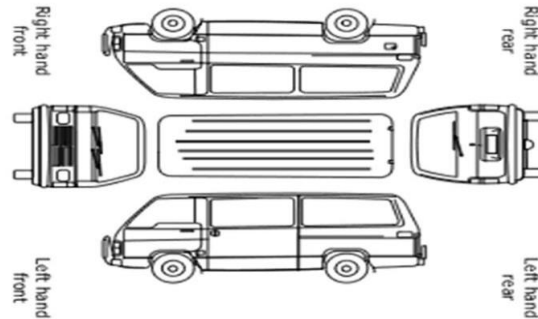
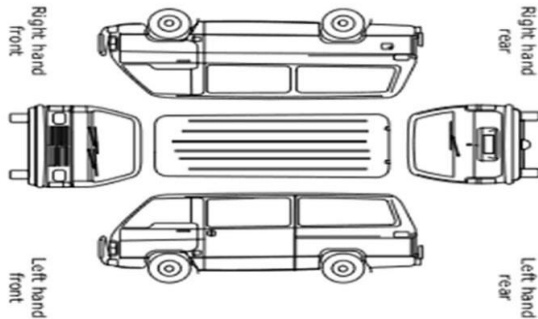
RS VEHICLE #: _____ VEHICLE TAG #: _____

MILEAGE AT DEPARTURE: _____ MILEAGE AT RETURN: _____

FUEL AT DEPARTURE: _____ FUEL AT RETURN: _____

CLEARLY MARK ALL PRIOR DAMAGE:

CLEARLY MARK ALL DAMAGE UPON RETURN:



COMMENTS (EXTERIOR OR INTERIOR APPEARANCE, MECHANICAL ISSUES, ETC.): _____

Signature: _____

Date: _____

FLEET VEHICLE USAGE PROCEDURE:

Ride Solution's vehicles are purchased, maintained and fueled using grant funds specifically for the transportation of our passengers. It is the responsibility of all employees to make sure that we are using tax payer funded equipment in accordance with the law.

All Ride Solution vehicles must be housed at the Ride Solution campus when not in revenue service or has a specific business reason for being located elsewhere. Specific business reasons may include:

1. Maintenance outsourced to another facility
2. Business trip
3. On Call support
4. Early morning pickup closer to driver's home than garage (reduces deadhead costs)
5. Employee has a temporary transportation issue and is otherwise unable to get to work

Maintenance and dispatch must remain informed of the location of each Ride Solution vehicle. A new log and check out forms have been created and placed in dispatch. All vehicles that are removed from the garage in non-revenue service, must be checked out using the form and noted on the log. Please note that if a vehicle is to be checked out using reason #5, the vehicle must be returned to the garage prior to the time it is needed for revenue service. It also must be returned clean and fully fueled. Any accidents must be reported immediately. Multiple offenses shall result in a suspension of privileges. For the personal use of the vehicle, the employee will also be assessed the standard IRS rate for "miles driven in service of charitable organizations". The 2017 rate is 14 cents per mile.

Vehicles are available for use by staff of Ride Solution, Inc. related activities on a temporary or short-term basis, generally less than two (2) days per week. The vehicle fleet consists of vans. Mandatory training is required prior to the use of the vehicles. A valid driver's license is required to operate the vehicle. Send completed and approved vehicle requisition form to the Executive Director or Transportation Director as soon as your travel plans are arranged. You may telephone either to reserve a vehicle, however, all Vehicle Requisition forms must be submitted prior to your departure. Vehicle keys will not be issued without a properly completed form and a copy of current driver license on file.

Vehicles shall be returned in clean condition, ready for use. Any vehicle returned with garbage inside shall be assessed a cleaning fee of \$25.00. Multiple offenses shall result in a suspension of privileges.

Users shall not be allowed to remove seats or modify the vehicle in any way. Prior to departing the driver is responsible for checking for any damage and the presence of safety related items such as fire extinguisher, first aid kit and roadside emergency kit containing reflective triangles. If you discover a minor problem during the maintenance hours, please report to the Shop Manager.

All keys, and completed vehicle use check-in out form must be returned to the Shop Manager promptly after use. Failure to return keys or required forms will result in suspension of vehicle use privileges until items are returned. A fee of \$185.00 shall be assessed on all lost keys to cover the cost of changing locks.

FUEL – YOU ARE REQUIRED TO BRING THE VEHICLE BACK WITH FUEL TANK FULL.

If you experience a vehicle break down and need assistance, call Dispatch at (386) 325-9999. If you have an accident, call the local authorities and contact Dispatch. Insurance information can be found in the book provided in each vehicle. All passengers and driver are required to wear safety belts. It is the responsibility of the driver to see that all passengers obey the law. Payments for all traffic and parking violations shall be the personal responsibility of the driver. **SMOKING IS PROHIBITED** in all vehicles.

ACKNOWLEDGEMENT OF RECEIPT AND UNDERSTANDING OF THE EMPLOYEE HANDBOOK

I acknowledge that I have received a copy of the Ride Solution Employee Handbook. I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as other policies and procedures of Ride Solution.

Full Name (please print)

Date Handbook Received

Signature

I have read and discussed this handbook with my supervisor. I understand that the purpose of this Handbook is to inform me of the Ride Solution's policies and procedures and it is not a contract of employment. Nothing in this Handbook provides any entitlement to me or to any Ride Solution employee, nor is it intended to create contractual obligations of any kind. I understand that Ride Solution has the right to change any provision of this Handbook at any time and that I will be bound by any such changes.

Date of Review with Supervisor

Signature