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OPERATOR HANDBOOK

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Proposed for Adoption by Jaunt, Inc. Board of Directors

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WELCOME TO JAUNT!

As a Transit Operator, you play a critical role in fulfilling our mission and representing Jaunt in the communities we serve. Every trip is an opportunity to provide safe, dependable, and respectful service while demonstrating our values of **People. Service. Connection.**

This Operator Handbook is designed specifically for Transit Operators and provides the operational, safety, customer service, and performance expectations that apply to your role. It supplements the Jaunt Employee Handbook and should be read together with it.

Operators are responsible for following both handbooks, along with applicable safety plans, procedures, training requirements, and other Jaunt policies. When this Operator Handbook establishes a more specific requirement for Transit Operators, that requirement applies. General employment policies, benefits, and workplace expectations are governed by the Employee Handbook unless otherwise specifically stated or required by law.

Because transit operations and regulatory requirements may change, Jaunt may update procedures, safety requirements, or other operational guidance as needed. Operators are responsible for staying informed of changes communicated through training, written procedures, or other official Jaunt channels.

If you have questions about an expectation or how a policy applies, please ask your supervisor or Human Resources. Thank you for the important work you do each day to safely connect people to their communities.

EMPLOYMENT EXPERIENCE & EXPECTATIONS

Minimum Qualifications

To be eligible for employment as a Jaunt Operator, applicants must meet the following minimum qualifications:

- Be at least 21 years of age.
- Possess, or be eligible to obtain within 180 days of hire, a Commonwealth of Virginia Commercial Driver's License (CDL) Class A or B with a Passenger endorsement.
- Maintain a valid Virginia driver's license during employment.
- Have a minimum of five years of driving experience.
- Maintain an acceptable driving record, as determined by Jaunt.
- Have no DUI or DWI convictions within the previous five years.
- Successfully pass a U.S. Department of Transportation (DOT) physical examination.
- Maintain a current DOT medical card.
- Successfully complete all required training within the timeframes established by Jaunt.

- Successfully complete all required background checks and drug screenings prior to employment and as required during employment.

Required Training and Onboarding

Before receiving an assigned driving route, all Jaunt Operators must successfully complete required onboarding and training programs within the first three months of employment.

Required training includes:

- **New Hire Orientation**
Introduction to Jaunt's history, mission, policies, procedures, and workplace expectations.
- **On-the-Job Training (OJT)**
Hands-on operational training beginning immediately upon employment.
- **Vehicle Orientation and Driving Evaluation**
Vehicle familiarization and supervised driving assessment conducted by supervisory personnel.
- **Defensive Driving Training**
Initial certification and ongoing refresher training.
- **Passenger Assistance and Safety (PASS) Training**
Procedures for assisting passengers, wheelchair securement, mobility assistance, and emergency response procedures.
- **First Aid and CPR Certification**
Training conducted every three years, or as required by the American Heart Association.
- **Commercial Driver's License (CDL) Certification**
Operators are strongly encouraged to obtain their Commercial Driver's License (CDL) during the initial three-month probationary period; however, CDL certification is not required until 180 days from the date of hire. Operators must obtain and maintain the required CDL within 180 days of hire as a condition of continued eligibility for applicable driving assignments. Jaunt will cover the cost of initial CDL licensing and renewals. Failure to make satisfactory progress toward obtaining a CDL may result in disciplinary action, reassignment, or other employment action, up to and including termination.
- **Bloodborne Pathogens Training (OSHA)**
Annual training regarding exposure prevention and safe response procedures.
- **Hazard Communication Standards (HCS) Training (OSHA)**
Training related to chemicals, fuels, and hazardous materials used in operations.
- **Safety Program Orientation and Refresher Training**
Conducted quarterly and as needed.
- **Fire Safety and Fire Extinguisher Training**
Annual certification and refresher instruction.
- **Additional Systems, Policies, or Procedures Training**
Conducted as operational needs require.

Operators who fail to attend mandatory training or safety meetings may be subject to disciplinary action. All training records are maintained by the Safety Office.

Ongoing and Refresher Training

Operators are required to maintain all training, certifications, licenses, and qualifications applicable to their positions. Refresher or recertification training will be completed at the intervals established by Jaunt, the applicable training program, or regulatory requirements.

Operators will be notified when refresher training or recertification is required and are responsible for completing all assigned training within the established timeframe. Additional refresher or remedial training may also be required based on performance, safety concerns, changes in procedures, or operational needs.

Operator Sign-on Bonus Policy

Jaunt offers a sign-on bonus program for eligible Operator positions to support recruitment and retention efforts. Sign-on bonuses are paid in two installments and are subject to applicable payroll taxes and deductions.

Non-CDL-P Operators

Eligible Non-CDL-P Operators may receive a total sign-on bonus of **\$1,500**, paid as follows:

- \$750 after successful completion of 3 months of employment
- \$750 after successful completion of 9 months of employment

CDL-P Operators

Eligible CDL-P Operators may receive a total sign-on bonus of **\$2,500**, paid as follows:

- \$1,250 after successful completion of 3 months of employment
- \$1,250 after successful completion of 9 months of employment

To qualify for sign-on bonus payments, employees must:

- Remain actively employed through each payout date
- Maintain satisfactory job performance and attendance
- Be in good standing with Jaunt at the time of payout

Management reserves the right to modify, suspend, or discontinue the sign-on bonus program at any time.

Schedule Expectations

Jaunt operates 364 days per year, with service hours generally running from 6:00 a.m. to 11:00 p.m. Full-time Operators are expected to work a minimum of 30+ hours per week. Work schedules are assigned and coordinated through the Scheduling Department.

Operators are expected to follow all assigned routes and passenger assignments as scheduled.

Providing safe and reliable transportation requires consistent attendance and punctuality. Operators are expected to report to work on time and be prepared for duty unless prior approval has been granted.

Operators must follow the Operator Attendance Policy below for call-out and attendance requirements. Leave eligibility and general leave policies are addressed in the Jaunt Employee Handbook.

Operator Attendance Policy

Reliable attendance and punctuality are essential responsibilities of every Jaunt Operator. Because scheduled service directly affects passengers, coworkers, and daily operations, Operators are expected to report to work on time, ready for duty, and remain at work for their entire scheduled shift unless otherwise approved.

Call-Out Procedures

Operators who are unable to report for a scheduled shift must notify Jaunt as soon as possible.

Operators are required to call and speak directly with a Road Supervisor or other designated Operations supervisor. Unless otherwise authorized by a supervisor, text messages, emails, and messages left with another employee do not satisfy the call-out requirement.

Operators must provide at least:

- **Two hours' notice** before the first scheduled pickup for Charlottesville service.
- **Three hours' notice** before the first scheduled pickup for out-of-town service.

Operators who will be late must notify a supervisor before the beginning of their scheduled shift. If an absence continues for more than one scheduled workday, the Operator must maintain appropriate communication with a supervisor unless otherwise directed.

Another person should not call on an Operator's behalf except when an emergency or other circumstance prevents the Operator from personally making contact.

Attendance Occurrences

Jaunt uses an occurrence system to monitor Operator attendance. Attendance occurrences are tracked on a **rolling 12-month basis** and may result in corrective action.

The following attendance events are assessed as follows:

Attendance Event	Occurrence
Unscheduled absence	1
Consecutive absences of up to 3 days for the same illness or injury	1
Tardy by 5 minutes or more, but missing no more than 50% of the scheduled shift	1/2
Leaving 5 minutes or more before the end of the scheduled shift, but missing no more than 50% of the scheduled shift	1/2
Missing more than 50% of the scheduled shift	1
No Call/No Show	3

A **No Call/No Show** occurs when an Operator fails to report for a scheduled shift and does not notify management before or within the first hour of the shift. A No Call/No Show is considered a serious attendance violation and may result in corrective action independent of the occurrence thresholds above.

An employee who is absent for three consecutive scheduled workdays without notifying Jaunt will be considered to have voluntarily resigned due to job abandonment, unless the absence is protected or exceptional circumstances apply.

Approved leave and absences protected by applicable law will not be assessed attendance occurrences when the Operator satisfies applicable notice and documentation requirements.

Corrective Action

Occurrences accumulated during the rolling 12-month period will generally result in the following corrective action:

Corrective Action	Occurrences
Written Disciplinary Action	5
Termination	10

Jaunt may address patterns of excessive absenteeism, tardiness, early departures, failure to follow call-out procedures, or other attendance concerns separately when appropriate. Attendance occurrences are separate from Safety Points and are tracked independently.

Requests for Time Off

Eligibility for and use of Annual Leave, Sick Leave, FMLA, and other forms of leave are governed by the Jaunt Employee Handbook. The following requirements address the scheduling and approval of planned time off for Operators. Operators must submit all

planned time-off requests electronically through Paylocity. Requests must be submitted at least three business days in advance and may be submitted up to 90 days in advance.

Time-off requests will be considered based on operational and business needs, staffing and service coverage requirements, the number of Operators already approved for leave, and the order in which requests are received. Requests submitted more than 90 days in advance may be considered with prior Supervisor approval.

Submission of a time-off request does not guarantee approval. Operators should not consider time off approved until the request has been approved in Paylocity.

Unscheduled absences due to illness, emergency, or other unexpected circumstances are subject to the call-out and attendance requirements outlined in the Operator Attendance Policy and applicable leave provisions of the Employee Handbook.

Hours of Service

To promote safe operations for both Operators and passengers, Jaunt enforces the following hours-of-service limitations.

Operators may work either split-shift or single-shift schedules.

Split-Shift Operators

1. Maximum of 10 driving hours within a 15-consecutive-hour workday.
2. Minimum of 8 consecutive hours off duty before beginning the next shift.
3. Maximum of 60 hours on duty within 7 consecutive days, or 70 hours within 8 consecutive days, including work performed for other employers.

Single-Shift Operators

- Maximum of 10 driving hours within a 12-consecutive-hour workday.
- Minimum of 8 consecutive hours off duty before beginning the next shift.
- Maximum of 60 hours on duty within 7 consecutive days, or 70 hours within 8 consecutive days, including work performed for other employers.

Operators are responsible for accurately reporting all hours worked for other employers and complying with all applicable federal and state safety regulations.

Holidays

Jaunt provides service on most holidays, and Operators may be required to work holiday shifts based on operational needs, regardless of their regularly assigned route, schedule, or jurisdiction. Holiday eligibility and compensation are governed by the Holiday Policy in the Jaunt Employee Handbook. Operators remain subject to the scheduling, attendance, and call-out requirements contained in this Operator Handbook.

Inclement Weather

Inclement Weather Days are defined as days when Jaunt operates with reduced service or suspends operations due to weather or unsafe road conditions. During inclement weather, Operators are required to contact the office before reporting to duty to confirm operational status and determine whether they are needed. Operators should remain reachable by phone throughout the day in case service needs change. Operators should never assume Jaunt is closed or that they are excused from reporting to work without direct confirmation from a supervisor.

Some Jaunt services are considered essential and may continue operating during adverse weather conditions. Operators who are unable to safely travel to work after making reasonable efforts must notify Jaunt as soon as possible. Refer to the Employee Handbook for additional information regarding the Closing and Severe Weather Policy.

Performance Management

Jaunt is committed to maintaining high standards of safety, professionalism, and customer service. Operator performance is continuously evaluated to support operational excellence and passenger satisfaction.

In addition to required certifications and onboarding training, Operators may be required to participate in refresher training, mobility assistance retraining, skills development, and CPR recertification.

Supervisors and Safety personnel may conduct ride-alongs or route observations to evaluate performance and provide coaching.

Operators involved in incidents or safety-related concerns may be required to complete additional training or performance reviews. When necessary, corrective action and discipline will be administered in accordance with the Employee Handbook, applicable Jaunt policies, and the Safety Point System outlined in Appendix A.

Behind the Wheel Training

As part of the onboarding process, all newly hired Operators will participate in the Behind-the-Wheel (BTW) Training Program. BTW training may also be required for retraining, skills development, performance improvement, return-to-driving evaluation, or at any other time as determined by the Director of Safety & Training.

New Operators will be paired with a senior Operator who serves as a mentor throughout the training period. During the initial phase, trainees will observe the mentor's driving techniques, customer service practices, safety procedures, and route management. The trainee will then transition to operating the vehicle under the mentor's supervision, receiving coaching and feedback to build confidence and competence behind the wheel.

The seasoned operator is responsible for providing guidance, modeling company values, promoting safe and professional operations, and evaluating the trainee's progress throughout the program. Operators selected to serve as BTW mentors will receive an additional **\$5.00 per hour Behind-the-Wheel (BTW) Training Pay** for all approved training hours worked with a trainee.

Upon completion of BTW training, the Director of Safety & Training and/or Road Supervisor will evaluate the Operator's readiness for independent operation and determine whether additional training, mentoring, or other action is appropriate.

Premium Pay

Jaunt may provide Premium Pay to eligible Operators who accept qualifying work assignments outside of their regular schedule or under designated operational circumstances.

Eligible assignments include:

- **Call-Out/No-Show Coverage:** An Operator is called in to cover another Operator's shift or a last-minute call-out with less than 24 hours' notice.
- **Inclement Weather Operations:** An Operator reports for duty during a declared inclement weather event or emergency condition as determined by Jaunt.
- **Special Service Requests:** An Operator voluntarily accepts an additional assignment outside of their scheduled route or shift at the request of a supervisor to maintain service or meet an urgent operational need.

Qualifying assignments must be approved in advance or confirmed by a supervisor as eligible for Premium Pay. Operators must have completed all required training and hold any licenses or certifications necessary for the assignment.

Eligible hours will be paid at two times (2x) the Operator's base hourly rate. Premium Pay applies only to hours worked under the qualifying assignment and is not cumulative with other premium or overtime pay. If more than one premium rate applies, the Operator will receive the highest applicable rate.

Premium Pay eligibility and payment are subject to Jaunt's Premium Pay Policy and applicable payroll requirements.

Reminders

Operators are expected to:

1. Provide safe and reliable transportation at all times.
2. Maintain a courteous, respectful, and professional attitude.
3. Keep assigned vehicles clean and properly maintained.
4. Complete all required documentation accurately and on time.
5. Assist passengers when boarding and exiting vehicles.

6. Direct customer complaints to the Jaunt main office and notify a supervisor when concerns arise.
7. Conduct required vehicle inspections before and after each shift and report maintenance concerns promptly.
8. Encourage all occupants to wear seatbelts whenever the vehicle is in motion.

CUSTOMER SERVICE EXPECTATIONS

Jaunt Operators play a critical role in providing safe, courteous, reliable, and professional transportation services to the communities we serve. Operators are often the primary point of contact for passengers and are expected to represent Jaunt in a professional, respectful, and customer-focused manner at all times.

Operators are expected to demonstrate patience, professionalism, and effective communication skills when assisting passengers of all abilities and backgrounds. Training will include customer service, stress management, passenger assistance techniques, service animal accommodations, disability awareness, wheelchair securement procedures, and emergency response protocols.

Passenger Assistance

Jaunt Operators are expected to provide safe, courteous, and professional assistance to all passengers.

Operators must:

- Greet passengers upon arrival.
- Provide door-to-door service for all Demand Response trips.
- Exit the vehicle when necessary to assist passengers safely.
- Assist passengers with boarding and exiting the vehicle.
- Ensure seatbelts are properly secured when required.
- Provide appropriate assistance to passengers with mobility, cognitive, visible, or non-visible disabilities.
- Maintain visual contact with the vehicle entrance whenever possible while assisting passengers.

If operational conditions prevent the Operator from maintaining visual contact with the vehicle, the Operator must contact Dispatch for guidance or assistance.

Passengers who do not appear to have disabilities may still require assistance. Operators are expected to treat all passengers with dignity, patience, and respect.

Professional Conduct

Operators are expected to conduct themselves in a professional, respectful, and courteous manner at all times while representing Jaunt.

Operators must:

- Treat passengers, coworkers, and members of the public respectfully.

- Maintain composure during stressful situations.
- Avoid confrontational behavior. Refrain from profanity, harassment, discrimination, threats, fighting, gambling, or other inappropriate conduct.

Discrimination, harassment, or unprofessional behavior will not be tolerated and may result in disciplinary action, up to and including termination.

While in uniform, operating a Jaunt vehicle, or representing Jaunt in an official capacity, Operators are considered representatives of the organization and are expected to maintain professional behavior at all times.

Adult Day Care (ADC) Passenger Drop-Offs

All passengers transported to an Adult Day Care (ADC) facility must be treated as person-to-person drop-offs.

Operators must:

- Ensure passengers safely enter the facility.
- Confirm that a responsible adult is present before departing.
- Follow facility-specific procedures, including secured-entry requirements.

Operators must never leave an ADC passenger unattended at their destination.

Ridership Surveys

Jaunt periodically conducts passenger surveys to evaluate service quality, identify community transportation needs, and support operational planning and grant funding efforts.

Operators may be asked to assist with survey distribution or passenger communication during survey periods.

Clean Bus Criteria

One particularly important Jaunt standard is to portray a professional image to our customers and the public. Keeping our entire fleet well-maintained inside and out is a crucial factor in that goal. All Operators will be responsible for adhering to the clean bus criteria that describe minimum standards for vehicle cleanliness and safety. The Road Supervisor will review this expectation during onboarding.

Typically, to thoroughly clean a bus, attention must be made weekly to high traffic areas, such as the passenger steps, passenger-assist handrails, main floor of the vehicle, lift platform and handles, and seats. All Operators are responsible for adhering to the following criteria that describe minimum standards for vehicle cleanliness:

- All trash and debris will be removed daily at the end of the shift.
- The floor will be swept or vacuumed daily at the end of the shift.

- All spills (anywhere in the vehicle) will be cleaned up immediately.
- The dashboard, console, and seats will be wiped off* daily at the end of shift.
- The taillights and headlights will be clean.
- The wheelchair restraint straps will be stored off the floor and seats.
- The outside will be washed at least once a week.
- The inside windows will be cleaned* once a week (or as needed).
- The interior panels will be cleaned* once a week (or as needed).
- The interior handrails and lift hand grips will be wiped off* once a week.
- The interior walls need to be wiped down* once a week.
- The floor will be mopped once a week. *
- Operator's overhead area will remain free of objects that could fall and interfere with the safe operation of the vehicle.
- Personal items must be safely stored so as not to create a safety hazard on the vehicle.
- Fire extinguishers, first aid kits, and biohazard spill kits will be checked, cleaned, and restocked as required.

* Use a disinfectant cleaner or cleaning solution to clean these areas. Cleaning supplies and tools are available at the Jaunt Garage.

Uniform & Appearance Policy

Jaunt operators are expected to maintain a clean, professional, and safe appearance while on duty, attending training, or representing Jaunt in an official capacity. Uniforms must be worn properly and maintained in good condition at all times.

General Requirements

Operators must:

- Wear approved Jaunt-issued uniforms while on duty.
- Maintain uniforms in clean and serviceable condition.
- Practice good personal hygiene and professional grooming.
- Always wear identification badges visibly.
- Present a professional appearance that reflects positively on Jaunt.

Uniforms and identification badges are intended for work use only and are not for personal use.

Shirts

Only approved Jaunt-issued shirts displaying the current company logo and branding may be worn while on duty.

Monday–Thursday

- Jaunt-issued polo shirts are required.
- Legacy-branded or non-approved shirts are prohibited.

Friday–Sunday

- Approved Jaunt-issued T-shirts with current Jaunt branding may be worn.
- Legacy-branded or non-approved shirts are prohibited.

Pants & Shorts

Acceptable Colors

- ✓ Black
- ✓ Navy blue
- ✓ Khaki

Acceptable Styles

- ✓ Slacks
- ✓ Jeans
- ✓ Professional shorts of appropriate length

Prohibited Clothing

- ✗ Leggings
- ✗ Jogging pants or athletic wear
- ✗ Excessively worn, torn, frayed, or faded clothing
- ✗ Clothing with offensive language, graphics, or slogans

Shoes & Footwear

Operators must wear:

- Closed-toe and closed-heel shoes
- Non-slip or non-skid rubber soles
- Heel height no greater than one-half inch
- Clean and well-maintained footwear appropriate for safe job performance

Outerwear & Accessories

- Jaunt-issued safety vests are required and must remain visible while operating a vehicle or performing roadway duties.
- Jaunt-issued hats may be worn.
- Jackets, coats, and rain gear should be Jaunt-issued or neutral in appearance.
- Gloves and weather-related accessories may be used as needed.

Grooming & Appearance

- Hair, facial hair, nails, and overall appearance must be neat and professional.
- Jewelry and accessories must not create a safety hazard or interfere with assigned duties.

Compliance & Enforcement

Operators who report to work out of uniform or otherwise fail to comply with this policy may be required to correct the issue before beginning or continuing work and may be subject to corrective action, up to and including termination. Time not worked by a non-

exempt employee will generally be unpaid unless otherwise required by law or Jaunt policy.

Supervisors reserve the right to determine whether attire or appearance meets Jaunt's professional and safety standards.

Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Jaunt is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you believe you have been discriminated against, please contact Jaunt's Chief Financial & Administrative Officer (CFAO) at 104 Keystone Place, Charlottesville, VA 22902, by phone at 434-296-3184, or by email at hr@ridejaunt.org.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against individuals with disabilities and ensures equal access to public transportation services.

Jaunt is committed to providing safe, accessible, and respectful transportation services to all passengers. Operators are expected to assist passengers with disabilities in a professional, courteous, and respectful manner while complying with all ADA requirements and Jaunt accessibility policies.

Operators must:

- Treat all passengers with dignity, patience, and respect.
- Provide appropriate assistance to passengers with disabilities when requested or when assistance is reasonably necessary.
- Safely operate wheelchair lifts, ramps, securement systems, and other accessibility equipment.
- Properly secure wheelchairs and mobility devices in accordance with training and safety procedures.
- Permit service animals on vehicles in accordance with ADA requirements.
- Ask passengers what type of assistance they may need without making assumptions about their abilities or limitations.
- Maintain awareness that some disabilities may not be visible.

Service Animals

Jaunt permits service animals to accompany individuals with disabilities in accordance with applicable ADA requirements. Operators should not refuse transportation because a passenger is traveling with a service animal. When it is not apparent that an animal is a service animal, Operators should follow Jaunt's established procedures for determining whether the animal qualifies for transportation. Service animals must remain under the control of their handler and may be refused or removed only when permitted by applicable ADA requirements. Operators should contact a supervisor when assistance is needed.

Operators are required to know how to safely operate all accessible vehicle features and equipment before transporting passengers. Failure to properly use accessibility equipment or provide required assistance may result in disciplinary action.

Accessibility procedures, passenger assistance techniques, wheelchair securement procedures, service animal guidance, and ADA compliance expectations will be reviewed during onboarding and ongoing training. Jaunt prohibits discrimination on the basis of disability in all transportation services and programs. Any questions regarding ADA compliance or accessibility procedures should be directed to a supervisor or the Safety Department.

OPERATOR PERFORMANCE REQUIREMENTS

Vehicle Operations

Jaunt vehicles are to be used for authorized business purposes only and are not available for personal use or overnight travel unless specifically approved by the CEO, CFAO, or COO.

Operators are responsible for:

- Accurately tracking mileage for all trips.
- Ensuring the vehicle gas card is present before departing from base.
- Entering the correct odometer reading and employee identification number during fueling.
- Fueling vehicles with regular gasoline only unless otherwise designated.
- Maintaining possession of a valid Virginia driver's license while on duty.

Operators are expected to always practice safe and defensive driving, particularly in school zones, residential areas, neighborhoods, and high pedestrian traffic areas.

Safe Driving Requirements

Operators must comply with all traffic laws and Jaunt safety procedures while operating a vehicle.

Backing Procedures

Before backing up a vehicle, Operators must:

- Activate four-way flashers.
- Sound the horn.
- Exit the vehicle and perform a complete walk-around inspection.
- Back slowly while monitoring surroundings using mirrors.
- Stop immediately if conditions change and restart the backing procedure, as necessary.

Backing accidents are considered preventable and may result in disciplinary action.

Seatbelt Requirements

All occupants are encouraged to wear seatbelts whenever the vehicle is in motion. Operators are responsible for ensuring passengers are properly secured before operating the vehicle.

Children under four years of age or weighing less than forty pounds must be transported in an appropriate child safety seat or restraint system provided by the passenger, parent, or guardian. Jaunt does not provide child safety seats or restraint systems.

Parking Procedures

When loading or unloading passengers, Operators must:

- Place the vehicle in "Park."
- Activate four-way flashers.
- Set the parking brake.

Operators must ensure the parking brake is released before placing the vehicle in motion.

School Bus Safety

Operators are required to stop for all school buses displaying active warning lights and stop signals, including in parking lots and loading areas.

Passenger Pickup & Drop-Off Procedures

Operators are expected to safely assist passengers during all pickups and drop-offs.

Fire Lane Procedures

Operators may temporarily stop in a fire lane during passenger drop-offs when necessary. Operators may not wait in a fire lane for passenger pickups unless the passenger is visibly present and prepared to board.

If an Operator must leave the vehicle to locate a passenger:

- The vehicle must be parked legally and safely.
- The vehicle must be turned off.
- All exits must be secured.

- Dispatch should be contacted if passengers remain onboard.

No Show Procedures

Before reporting a passenger as a “No Show,” Operators must make reasonable efforts to locate the passenger, including:

- Going to the door when appropriate,
- Honking the horn,
- Requesting Dispatch assistance to contact the passenger,
- Leaving a door tag when required.

Pickup Window

Operators may arrive up to fifteen minutes prior to a passenger’s scheduled reservation time unless operational circumstances require otherwise. Operators should avoid arriving excessively early when doing so may inconvenience the passenger.

If a passenger is not present upon arrival, the Operator must wait until five minutes after the scheduled reservation time before departing and marking the trip as a “No Show.” The waiting period does not begin until the scheduled reservation time, regardless of how early the Operator arrives.

Operators are expected to follow Jaunt’s No Show procedures and make reasonable efforts to locate the passenger before departing the pickup location.

Electronic Device & Cell Phone Policy

Jaunt maintains a zero-tolerance policy regarding the use of electronic devices while operating a Jaunt vehicle.

Operators are prohibited from:

- Using handheld or hands-free cell phones while operating a vehicle.
- Texting, emailing, or using messaging applications.
- Using smart watches, earbuds, smart glasses, or similar electronic devices while on duty.
- Programming or manipulating GPS devices while the vehicle is in operation.
- Wearing earbuds or headphones while on duty.

If use of a phone or GPS device becomes necessary, Operators must safely pull off the roadway, secure the vehicle, and place the vehicle in park before use.

This policy applies whenever a Jaunt vehicle is in operation, including while stopped in traffic, at stoplights, or at stop signs.

Violation of this policy may result in disciplinary action, up to and including immediate termination.

Social Media & Technology Use

Jaunt technology systems, including computers, tablets, phones, radios, internet access, and other electronic equipment, are intended for authorized business purposes only.

Personal social media use while operating a Jaunt vehicle, performing work duties, or using Jaunt-owned technology is prohibited.

Operators are prohibited from:

- Using Jaunt-owned devices or systems for unauthorized personal use
- Streaming media, downloading unauthorized applications, excessive personal data usage, or personal use unrelated to business operations on company equipment
- Using personal devices to access, store, transmit, or photograph confidential company or passenger information unless specifically authorized
- Connecting unauthorized devices to Jaunt systems or equipment

Jaunt reserves the right to monitor the use of company-owned equipment, systems, internet usage, and data activity in accordance with applicable laws and policies.

Lunch Breaks

Dispatch will make reasonable efforts to schedule meal breaks in practical locations throughout the service area.

Operators are responsible for taking meal breaks near their next scheduled pickup location whenever possible. Meal breaks are unpaid.

Food and beverages may only be consumed while the vehicle is safely parked and not in operation. Drinks must be stored securely in spill-resistant containers and may not interfere with the safe operation of the vehicle.

No Smoking or Vaping

Smoking and vaping are prohibited:

- Inside Jaunt vehicles
- Within 25 feet of Jaunt vehicles
- Inside Jaunt facilities

This policy applies to Operators, passengers, and visitors.

Emergency & Harmful Situations

Operators who experience or observe violent, threatening, disruptive, or unsafe behavior while on duty must immediately notify Dispatch using approved emergency communication procedures.

Operators should remain calm, communicate discreetly when possible, and follow Dispatch and emergency personnel instructions.

Emergency communication procedures and emergency codes will be reviewed during onboarding and ongoing training.

Radio & Communication Procedures

Operators are expected to use radios and communication equipment professionally and only for authorized business purposes.

Operators must:

- Follow all FCC regulations and Jaunt communication procedures.
- Keep radio communications brief and professional.
- Avoid transmitting confidential passenger information.
- Refrain from profanity, inappropriate language, or personal conversations over the radio.
- Give priority to emergency communications.

Additional communication procedures, radio codes, and dispatch expectations will be reviewed during onboarding and training.

Daily Vehicle Procedures

Before Starting Your Shift

Operators are responsible for:

- Checking in with the appropriate supervisor when required.
- Printing or confirming the daily manifest is loaded onto the assigned tablet or device.
- Retrieving assigned vehicle keys.
- Completing required pre-trip inspections.
- Checking tires, lights, fluids, safety equipment, and accessibility equipment.
- Obtaining required equipment such as wheelchair securements, restraints, cleaning supplies, maps, and trip documentation.
- Restocking first aid and cleaning supplies, as necessary.

End of Shift Responsibilities

Before finishing a shift, Operators must:

- Fuel the vehicle and return it with no less than one-half tank of fuel.
- Properly park and secure the vehicle.
- Remove valuables and secure all exits.
- Properly store wheelchair securements and restraint systems.
- Remove trash and debris from the vehicle.
- Sweep the vehicle and wipe down commonly touched surfaces using approved disinfectant cleaner.
- Report excessive cleanliness or maintenance concerns to a supervisor.
- Turn in lost and found items promptly.
- Complete required post-trip inspections and documentation.
- Return vehicle keys and assigned equipment.

SAFETY & SECURITY

Commercial Driver's License (CDL) Requirements

Operators are responsible for obtaining and maintaining all licenses, endorsements, certifications, and medical qualifications required for their assigned position and vehicle classification.

Operators assigned to CDL-regulated vehicles must maintain:

- A valid Commercial Driver's License (CDL) with appropriate endorsements
- A current DOT medical certification
- Compliance with all applicable federal and state licensing requirements

Operators are also responsible for reporting required self-certification information to the DMV and maintaining compliance with all applicable licensing requirements. Failure to maintain required qualifications may result in reassignment, removal from driving duties, or disciplinary action, up to and including termination.

Safety & Security Awareness

Operators are expected to always remain alert and safety-conscious while performing work duties.

Operators must:

- Wear identification badges while on duty.
- Conduct required pre-trip and post-trip inspections.
- Report safety or security concerns immediately.
- Secure vehicles whenever unattended.
- Park in safe and well-lit locations whenever possible.
- Maintain professional radio discipline.
- Protect confidential passenger information.

Vehicles must never be left running and unattended. Operators are responsible for ensuring that passengers are not inadvertently left unattended on vehicles.

Drug & Alcohol Policy

Jaunt maintains a drug- and alcohol-free workplace and complies with all applicable DOT and FTA drug and alcohol testing regulations.

Operators are subject to:

- Pre-employment testing,
- Random testing,
- Post-accident testing,
- Reasonable suspicion testing,
- Return-to-duty testing,
- And follow-up testing as required by law and policy.

The use of illegal drugs, alcohol misuse, refusal to submit to testing, or misuse of prescription medications that impair safe job performance is prohibited and may result in disciplinary action, up to and including termination, in accordance with applicable law and Jaunt policy.

The use of marijuana, including medical marijuana, remains prohibited for employees in safety-sensitive positions to the extent permitted by applicable law and federal regulations. Refer to the Jaunt Drug & Alcohol Safety Plan and Employee Handbook for complete policy requirements.

Any Operator who tests positive for a prohibited substance or refuses to submit to a required drug or alcohol test will be immediately removed from safety-sensitive duties in accordance with applicable DOT and FTA regulations. Such violations may result in disciplinary action, up to and including termination, consistent with Jaunt policy and applicable law.

Security & Access Control

Operators must immediately report lost or stolen:

- Identification badges,
- Vehicle keys,
- Tablets,
- Fuel cards,
- Or other Jaunt property.

Identification badges must always be worn and remain visible while on duty.

Incident, Accident, & Injury Reporting

Operators must immediately notify Dispatch and a supervisor regarding:

- Vehicle accidents,
- Passenger injuries or illnesses,
- Security threats,
- Passenger incidents,
- Near-miss incidents,
- Vehicle damage,
- Or other safety-related concerns.

Operators involved in an accident or incident must:

- Remain at the scene until released by supervisory or emergency personnel.
- Cooperate fully with investigations, including post-accident drug and alcohol testing when required by policy or law.
- Complete all required reports before the end of the workday unless otherwise directed.

Employees may be required to seek treatment from an approved panel physician in accordance with workers' compensation requirements and Jaunt policy.

Failure to report accidents, incidents, injuries, or vehicle damage may result in disciplinary action.

Moving Violations

Operators are required to report all moving violations, whether they occur on or off duty, as well as any license suspension, restriction, or revocation, within 24 hours. Failure to report moving violations may result in disciplinary action. Jaunt may periodically review driving records to ensure continued eligibility for vehicle operation.

Employee Injury Reporting

All employee injuries, accidents, exposures, or work-related illnesses must be reported immediately to a supervisor, regardless of severity.

Employees may be required to complete incident reports, medical documentation, return-to-work evaluations, or other required paperwork in accordance with Jaunt policy and workers' compensation procedures. Refer to the Employee Handbook and applicable safety procedures for additional guidance.

Biohazard Exposure

Operators must immediately report any suspected exposure to hazardous chemicals, bodily fluids, or infectious materials.

Appropriate protective equipment, cleaning supplies, and exposure-response procedures will be reviewed during onboarding and ongoing safety training. Refer to the Jaunt Exposure Control Plan and Employee Handbook for additional information.

Transporting Unaccompanied Minors

Jaunt permits unaccompanied minors to use transportation services in accordance with Jaunt procedures.

Unaccompanied minors:

- Must be 12 years of age or older when using general demand-response or CONNECT services. ADA paratransit eligibility and service requirements may allow a passenger under age 12 to travel without an accompanying adult.
- Must remain seated in designated seating areas within Operator visibility.
- May not be left unattended on a vehicle at any time.

Operators should contact Dispatch or a supervisor if there is a question about whether a minor may travel independently.

Additional procedures regarding the transportation of minors will be reviewed during onboarding and training.

APPENDIX A: SAFETY & INCIDENT POLICY

Safety Point System

Jaunt is committed to maintaining a safe work environment for employees, passengers, and the public. All Operators are subject to the Safety Point System, which is designed to address unsafe behaviors, prevent incidents, and promote accountability.

Work-related incidents, unsafe actions, or violations of safety procedures may result in safety points, retraining, disciplinary action, or termination.

A preventable incident is one in which the Operator failed to take reasonable actions to avoid the occurrence. The Director of Safety & Training determines preventability. Safety point assessments may be reviewed through the Safety Point Review Process below, with final determinations regarding the assessment made by executive leadership.

Vehicle damage that is not properly reported during inspections or at the time of occurrence may result in safety point assessment or disciplinary review.

Safety Point Assessments

Violation	Points
Failure to cycle wheelchair lift	1
Failure to complete a proper Driver Vehicle Inspection (DVI)	1
Driver unbelted or improperly belted when legally required	1
Failure to stop at a railroad crossing	1
Unsafe maneuver or unsafe act	2
Conviction of a minor traffic violation	2
Backing incident or collision	3
Rear-end collision	3
Failure to provide required door-to-door service or proper lift assistance	3
Preventable incident involving up to \$15,000 in damages or injuries	4
Preventable incident involving up to \$20,000 in damages or injuries	5
Preventable incident involving more than \$20,000 in damages or injuries	6
Preventable roll-away incident or collision	6
Failure to properly secure or transport a mobility device	6
Failure to properly secure or transport a passenger	6
Failure to immediately report a citation or incident while operating Jaunt vehicle	6
Tampering with or interfering with electronic equipment	6
Use of a cellular phone or electronic device while operating a company vehicle	6
Conviction of a major traffic violation*	6

*A major traffic violation includes, but is not limited to:

- Driving under the influence of drugs or alcohol
- Leaving the scene of an accident
- Reckless driving
- Driving with a suspended or revoked license
- Homicide, manslaughter, or assault involving a motor vehicle
- Open container violations
- Speed contests, drag racing, or attempting to flee law enforcement

Employees will not receive safety points or disciplinary action solely because an incident results in an injury or workers' compensation claim.

Maximum Allowable Safety Points

Introductory Employees

During the first three months of employment:

- Any preventable incident may result in termination.
- Accumulation of three or more safety points may result in termination.
- Receipt of two separate safety point assessments may result in termination regardless of total points accrued.

Non-Introductory Employees

Within any rolling twelve-month period:

- Accumulation of six or more safety points may result in termination.
- Receipt of three separate safety point assessments may result in termination regardless of total points accrued.

Safety point assessments older than twelve months will no longer be included in the active point total.

Safety Point Review Process

Employees who believe safety points were assigned improperly may request a review hearing within five business days of the assessment.

Designated management and safety personnel will conduct hearings. Final determinations regarding safety point assessments will be made by executive leadership.

Retraining

Jaunt may require retraining following:

- Preventable incidents
- Customer service concerns
- Unsafe driving behaviors
- Failed inspections
- Operational or safety concerns

Required retraining may include:

- Defensive driving
- Customer service training
- PASS training
- Safety procedures
- Equipment operation
- Other operational training as determined by management

Failure to complete required retraining may result in disciplinary action, up to and including termination.

Motor Vehicle Record (MVR) Requirements

Employees operating company vehicles must maintain an acceptable driving record and valid driver's license throughout employment.

Operators must report any moving violation, license suspension, restriction, or revocation within 24 hours.

Jaunt reserves the right to review employee Motor Vehicle Records (MVRs) during employment to ensure continued eligibility for vehicle operation.

Failure to report citations or changes to driving status may result in disciplinary action, up to and including termination.

Incident Reporting & Scene Procedures

Operators involved in an incident must:

- Immediately notify Dispatch or a supervisor.
- Remain at the scene until authorized to leave.
- Provide required information to involved parties and law enforcement.
- Obtain information from involved parties when appropriate.
- Take photographs of the scene and vehicles when safe to do so.
- Complete all required incident documentation.

Operators should not discuss fault or liability at the scene and should refer questions to management or authorized personnel. Leaving the scene of an incident without authorization may result in disciplinary action, up to and including termination.

Safety Inspections

Operators and vehicles may be subject to scheduled or random:

- Field inspections
- Onboard evaluations
- Vehicle inspection audits
- Facility inspections
- Ride-alongs or operational evaluations

Inspections are conducted to ensure safe operations, compliance, and quality service.

Safety Meetings

All operations employees are required to attend mandatory safety meetings and refresher training sessions as scheduled. Failure to attend required meetings may result in disciplinary action.

Safety & Attendance Bonus

Jaunt recognizes employees who demonstrate a strong commitment to workplace safety and dependable attendance through quarterly bonus incentives.

Eligibility Period

Employees become eligible to participate in the Safety and Attendance Bonus Program upon successful completion of their three-month probationary period. Eligibility begins with the first full calendar quarter following completion of the probationary period.

Employees must be actively employed and in an eligible position on the date the bonus is paid.

Safety Bonus (Operators and Mechanics Only)

Operators and Mechanics are eligible to receive a **\$100 quarterly safety bonus** based on successful completion of required safety assessments and compliance with company safety standards.

Attendance Bonus (All Non-Exempt Staff)

All non-exempt employees are eligible to receive a **\$50 quarterly attendance bonus** based on attendance occurrences and compliance with company attendance policies and attendance requirements.

To qualify for quarterly bonus payments, employees must:

- Remain actively employed through the applicable payout date
- Maintain satisfactory job performance
- Have zero attendance occurrences or meet applicable attendance standards for their position during the applicable quarter
- Remain in good standing with Jaunt

Management reserves the right to review and determine bonus eligibility based on policy compliance and employment status. Jaunt reserves the right to modify, suspend, or discontinue bonus programs at any time.