



# **AGENDA**

## **Meeting of the Connect Transit Board of Trustees**

**August 27, 2019**

**4:30 P.M.**

**Connect Transit Board Room  
351 Wylie Drive, Normal, Illinois 61761**

- A. Call to Order
- B. Roll Call
- C. Public Comments
- D. Consent Agenda
  - 1. Approval of Minutes of July 23, 2019 Board Meeting
  - 2. Disbursements for the month of July 2019
  - 3. Capital and Self Insurance Reserve Fund Balances for month of July 2019
  - 4. Monthly Statistical Report for month of July 2019
  - 5. Cardinal Infrastructure Federal Report
- E. Old Business
  - 1. Recommendation for Marketing and Communications Plan FY2020
- F. New Business
  - 1. Recommendation of Vice-Chairman Ryan Whitehouse Travel Expenses (Roll call vote)
  - 2. Recommendation of Human Resource Policy
  - 3. Recommendation of Heartland Community College Universal Access Agreement 6-Month Contract
  - 4. Recommendation of Strategic Plan Goals FY2020
- G. General Manager's Report
  - 1. Approved Contract for A&E on Customer Service Center
  - 2. Update on Better Bus Stops FY2020
- H. Trustee's Comments
- I. Executive Session (cite) – No Executive Session.
- J. Adjournment



June 2019

# Financial and Statistical Reports

**Bloomington Normal Public Transit**  
**Balance Sheet**

Division: 99 Board Reports

As of: 6/30/2019

Fiscal Year: 2019    Period: 12    Jun-2019

**Assets**

**Current Assets**

Checking and Savings	\$6,695,359.75
Accounts Receivable	\$929,600.17
Inventory Asset - Fuel	\$53,543.35
Inventory Asset - Parts	\$162,855.05
Inventory Asset - Tires	\$0.00
Other Current Assets	\$286,592.68

**Total Current Assets** **\$8,127,951.00**

Fixed Assets \$20,059,740.70

**Total Assets** **\$28,187,691.70**

**Liabilities & Equity**

**Liabilities**

Accounts Payable	\$191,577.17
Payroll Liabilities	\$1,268,165.05
Contracts	\$0.00
Due to Illinois Funds Account	\$0.00
Deferred Revenue	\$165,234.20
Deficit Funding Advance	\$0.00

**Total Liabilities** **\$1,624,976.42**

**EQUITY**

Fixed Asset Equity	\$12,483,532.77
Unreserved Fund Equity	\$6,750,412.62
Underground Petroleum Storage	\$20,000.00

**Total Equity** **\$19,253,945.39**

Retained Earnings \$7,308,769.89

**Total Liabilities & Equity** **\$28,187,691.70**

# Bloomington Normal Public Transit Income Statement With Approved Budget

From Fiscal Year: 2019	From Period 12	Division: 98 Operating Profit/Loss		As of: 6/30/2019
Thru Fiscal Year: 2019	Thru Period 12	Jun-2019	Jul-2018	Approved Budget
		Jun-2019	Jun-2019	Approved Budget
<b>Operating Revenue</b>				
Passenger Fares		\$62,140.04	\$688,935.25	\$654,000.00
ISU Contract Fare		\$44,606.66	\$544,189.92	\$545,000.00
Other Contract Fares		\$9,263.93	\$118,543.48	\$190,000.00
Advertising Revenue		\$11,837.66	\$99,101.26	\$172,500.00
Miscellaneous Revenue		\$12,145.88	\$28,705.15	\$3,500.00
<b>Total Operating Revenue</b>		<b>\$139,994.17</b>	<b>\$1,479,475.06</b>	<b>\$1,565,000.00</b>
<b>Operating Expenses</b>				
Operators Wages		\$528,472.42	\$5,622,371.62	\$5,512,000.00
Maintenance Wages		\$68,082.40	\$1,021,436.46	\$1,191,000.00
Administration Wages		\$135,288.54	\$902,995.70	\$1,024,000.00
Employer Payroll Tax Expense		\$47,602.13	\$588,017.50	\$633,000.00
Retirement Plan		\$25,445.74	\$297,246.06	\$368,000.00
Group Insurance		\$112,373.22	\$1,392,509.13	\$1,657,000.00
Uniform Expense		\$7,557.36	\$28,982.33	\$36,000.00
Professional Services		\$6,125.68	\$250,742.93	\$325,000.00
Outside Repair-Labor		\$396.91	\$63,298.26	\$112,000.00
Contract Maintenance Services		\$9,200.99	\$118,643.71	\$117,000.00
Custodial Services		\$566.41	\$12,008.41	\$16,000.00
Employee Recruiting/Testing/Temp Help		\$1,959.01	\$10,145.40	\$12,000.00
Fuel		\$70,588.06	\$772,271.92	\$897,000.00
Lubricants		\$8,998.91	\$32,807.83	\$44,000.00
Tires		(\$74,503.35)	(\$30,047.59)	\$91,000.00
Bus Repair Parts		\$15,761.09	\$217,846.29	\$195,000.00
Other Materials & Supplies		\$6,157.17	\$42,592.38	\$57,000.00
Shelters/Signs/Shop Tools		\$657.88	\$9,973.85	\$10,000.00
Computer and Office Supplies		\$5,174.92	\$205,374.47	\$159,000.00
Utilities		\$12,398.55	\$116,963.95	\$139,000.00
Corporate Insurance		\$23,315.24	\$335,623.83	\$268,000.00
Dues/Subscriptions/Fees		\$580.00	\$46,011.18	\$50,000.00
Printing/Marketing/Training		\$18,894.58	\$191,730.68	\$268,000.00
<b>Total Operating Expenses</b>		<b>\$1,031,093.86</b>	<b>\$12,249,546.30</b>	<b>\$13,181,000.00</b>
<b>Operating Assistance</b>				
Operating Deficit Before Subsidies and Grants		(\$891,099.69)	(\$10,770,071.24)	(\$11,616,000.00)
City of Bloomington Operating Assistance		\$50,833.33	\$609,999.96	\$610,000.00
Town of Normal Operating Assistance		\$32,500.00	\$390,000.00	\$390,000.00
Illinois Downstate Operating Assistance		\$663,930.00	\$7,886,760.00	\$8,482,000.00
FTA 5307 Operating Assistance		\$133,258.00	\$1,738,011.00	\$2,002,000.00
<b>Total Operating Assistance</b>		<b>\$880,521.33</b>	<b>\$10,624,770.96</b>	<b>\$11,484,000.00</b>



July 2019

# Financial and Statistical Reports



## Connect Transit Cash Disbursement Report July 2019

Name	Check Number	Date	Amount	Description
1st Ayd Corporation	00050563	12-Jul-19	\$176.10	Materials & Supplies
A.T.U. - C.O.P.E.	50537	03-Jul-19	\$137.90	Payroll Deduction
ABC Bus Companies	00050564	12-Jul-19	\$449.97	Bus Parts
ABC Bus Companies	00050643	26-Jul-19	\$219.36	Bus Parts
Advance Auto Parts	00050565	12-Jul-19	\$259.98	Maintenance Supplies
Advance Auto Parts	00050600	19-Jul-19	\$183.55	Maintenance Supplies
Advance Auto Parts	50538	03-Jul-19	\$43.04	Maintenance Supplies
Airgas USA, LLC	00050601	19-Jul-19	\$146.80	Welding Supplies
Ally Financial	50539	03-Jul-19	\$196.08	Lease
Amalgamated Transit Union Local 752	00050602	19-Jul-19	\$150.00	Payroll Deduction
Amalgamated Transit Union Local 752	50540	03-Jul-19	\$6,450.30	Payroll Deduction
Amazon Capital Service	00050603	19-Jul-19	\$207.98	Garage Maintenance Equip., Grease & Bus Parts
Amazon Capital Service	00050644	26-Jul-19	\$193.99	Office Supplies
Amazon Capital Service	50541	03-Jul-19	\$212.76	Office Supplies & Garage Maintenance Equipment
Ancel, Glink, Diamond, Bush, DiCianni &	00050604	19-Jul-19	\$300.00	Legal Service
Aramark Uniform Services	50542	03-Jul-19	\$223.22	Maintenance Uniforms and Towels & Rags
Avail Technologies	50543	03-Jul-19	\$1,405.00	Software & Tech Support
Birkey's Farm Store, Inc	00050605	19-Jul-19	\$723.84	Bus Parts
Bloomington Radiology SC	00050606	19-Jul-19	\$38.00	Misc Medical Expense
Brasco International, Inc	00050607	19-Jul-19	\$200.00	Bus Shelters
Brett Knisley	00050566	12-Jul-19	\$475.00	Tool Reimbursement
Brink's Incorporated	00050567	12-Jul-19	\$51.99	Consulting
Brink's Incorporated	00050645	26-Jul-19	\$368.98	Consulting
Cardinal Infrastructure	00050608	19-Jul-19	\$12,000.00	Consulting
Central Illinois Trucks Inc.	00050610	19-Jul-19	\$2,797.90	Bus Parts
Central Illinois Trucks Inc.	00050646	26-Jul-19	\$2,350.61	Bus Parts
Central Illinois Trucks Inc.	50544	03-Jul-19	\$1,271.89	Bus Parts
Champaign-Urbana Mass Transit District	00050647	26-Jul-19	\$7.34	Bus Parts
CHEMSEARCH H2O SOLUTIONS	00050648	26-Jul-19	\$675.00	Water Treatment
CIRBN, LLC	00050611	19-Jul-19	\$347.84	Internet
City of Bloomington	00050568	12-Jul-19	\$122.85	Utilities
Clark Baird Smith, LLP	00050569	12-Jul-19	\$680.00	Legal Service
Commerce Bank HSA	00050570	12-Jul-19	\$1,256.00	Employee Health Savings Accounts
Corn Belt Energy Corp.	00050612	19-Jul-19	\$3,717.05	Utilities
Cornerstone Government Affairs	00050613	19-Jul-19	\$3,333.33	Consulting
Cummins Crosspoint	00050571	12-Jul-19	\$625.00	Bus Parts
Cummins Crosspoint	50545	03-Jul-19	\$1,405.90	Bus Parts
Cumulus Media	00050572	12-Jul-19	\$750.00	Radio Advertising
David Calhoon	00050573	12-Jul-19	\$141.38	Uniform Reimbursement
David Colclasure	00050574	12-Jul-19	\$475.00	Tool Reimbursement
David Steinhoff	00050614	19-Jul-19	\$475.00	Tool Reimbursement
Devon Lashbrook	00050575	12-Jul-19	\$475.00	Tool Reimbursement
Dish Network	00050649	26-Jul-19	\$102.03	Television Service
Don Owen Tire Service, Inc.	00050650	26-Jul-19	\$959.31	Bus Parts
DON SMITH PAINT COMPANY	00050651	26-Jul-19	\$215.43	Safety Equipment & Materials & Supplies
Drollinger Tools LLC	50546	03-Jul-19	\$106.90	Shop Tools
Evergreen FS	00050615	19-Jul-19	\$66,977.27	Fuel
Fastenal Company	00050576	12-Jul-19	\$99.90	Bus Parts
Fasteners Etc.	00050577	12-Jul-19	\$336.24	Maintenance Supplies



## Connect Transit Cash Disbursement Report July 2019

Name	Check Number	Date	Amount	Description
Fasteners Etc.	00050616	19-Jul-19	\$335.20	Maintenance Supplies
Fred Schmidt	00050578	12-Jul-19	\$118.74	Uniform Reimbursement
Frontier	00050617	19-Jul-19	\$912.80	Telephone
Genfare	00050652	26-Jul-19	\$274.24	Software and Hardware
Gillig LLC	00050618	19-Jul-19	\$980.45	Bus Parts
Gillig LLC	00050653	26-Jul-19	\$67.70	Bus Parts
Gillig LLC	50547	03-Jul-19	\$257.88	Bus Parts
Great Plains Media	00050579	12-Jul-19	\$1,399.70	Radio Advertising
Heritage Machine & Welding, Inc.	00050619	19-Jul-19	\$120.00	Bus Parts
ICMA 457 Retirement Trust	ACH	03-Jul-19	\$26,917.38	Payroll Deduction
ICMA 457 Retirement Trust	ACH	18-Jul-19	\$29,200.45	Payroll Deduction
Illinois Department of Revenue	00050620	19-Jul-19	\$13,793.83	Payroll Deduction
Illinois Department of Revenue	50548	03-Jul-19	\$12,324.96	Payroll Deduction
Illinois Department of Unemployment	ACH	22-Jul-19	\$1,933.98	Unemployment Tax
Illinois Oil Marketing Equipment, Inc.	00050580	12-Jul-19	\$846.39	Materials & Supplies
Illinois State Disbursement Unit	00050621	19-Jul-19	\$707.79	Payroll Deduction
Illinois State Disbursement Unit	50549	03-Jul-19	\$707.79	Payroll Deduction
Interstate Batteries of Mid-Illinois	00050581	12-Jul-19	\$149.90	Support Vehicles
IWIN	00050582	12-Jul-19	\$698.00	Employee Physicals
IWIN	50550	03-Jul-19	\$518.00	Employee Physicals
Jessup Fogle	50551	03-Jul-19	\$475.00	Tool Reimbursement
Jill Bower	00050583	12-Jul-19	\$33.87	Travel & Meetings
John A. Dash & Associates, Inc	00050584	12-Jul-19	\$200.00	Subscriptions
Joseph Isaia	00050622	19-Jul-19	\$32.61	Uniform Reimbursement
Judd Fink	00050623	19-Jul-19	\$475.00	Tool Reimbursement
Kashia d/b/a Inbox Loan	00050624	19-Jul-19	\$110.00	Payroll Deduction
Kashia d/b/a Inbox Loan	50552	03-Jul-19	\$110.00	Payroll Deduction
Ken's Oil Service, Inc	00050585	12-Jul-19	\$2,299.33	Oil, Antifreeze
Ken's Oil Service, Inc	00050654	26-Jul-19	\$552.66	Oil, Antifreeze
Ken's Oil Service, Inc	50553	03-Jul-19	\$385.11	Oil, Antifreeze
Kirby Risk Corporation	00050625	19-Jul-19	\$44.67	Bus Parts
Latney Brooks	00050586	12-Jul-19	\$38.99	Uniform Reimbursement
Latney Brooks	00050626	19-Jul-19	\$34.99	Uniform Reimbursement
Leman Chevy City	00050655	26-Jul-19	\$21.40	Bus Parts
Lewis, Yockey & Brown, Inc	00050587	12-Jul-19	\$31,831.88	Better Bus Stop Engineering
Matco Tools	00050627	19-Jul-19	\$295.04	Shop Tools
McLean County Chamber of Commerce	00050628	19-Jul-19	\$475.00	Advertising- Promotions
Michelin North America, Inc	00050629	19-Jul-19	\$3,507.75	Tires
Miller Janitor Supply	00050588	12-Jul-19	\$38.45	Maintenance Supplies
Miller Janitor Supply	00050656	26-Jul-19	\$324.92	Maintenance Supplies
Minerva Promotions	00050630	19-Jul-19	\$754.75	Uniforms
Napa Auto Parts	00050631	19-Jul-19	\$666.00	Bus Parts
National Business Furniture, LLC	00050632	19-Jul-19	\$1,142.00	Office Equipment
Neuhoff Media	00050589	12-Jul-19	\$1,272.00	Advertising
Orkin Pest Control	00050590	12-Jul-19	\$566.41	Pest Control
OSF Occupational Health	00050591	12-Jul-19	\$243.00	Drug Testing
Payroll	ACH	03-Jul-19	\$192,380.38	
Payroll	ACH	18-Jul-19	\$220,123.05	
Personal Finance Company LLC	00050633	19-Jul-19	\$80.00	Payroll Deduction



## Connect Transit Cash Disbursement Report July 2019

Name	Check Number	Date	Amount	Description
Personal Finance Company LLC	50554	03-Jul-19	\$80.00	Payroll Deduction
Prairie Signs	00050634	19-Jul-19	\$421.89	Advertising and Maps & Schedules
Premier Print Group	00050635	19-Jul-19	\$1,858.00	Printing
Quantum Radiators, Inc	50555	03-Jul-19	\$3,650.00	Bus Parts
Republic Services # 368	00050592	12-Jul-19	\$150.96	Garbage Disposal
Ryan Wheeler	00050636	19-Jul-19	\$475.00	Tool Reimbursement
Sam Leman	00050593	12-Jul-19	\$144.04	Outside Repair
Social Security Administration	00050637	19-Jul-19	\$60.00	Payroll Deduction
Social Security Administration	50556	03-Jul-19	\$60.00	Payroll Deduction
The Aftermarket Parts Company LLC	00050594	12-Jul-19	\$1,428.77	Bus Parts
The Aftermarket Parts Company LLC	00050638	19-Jul-19	\$181.81	Bus Parts
The Aftermarket Parts Company LLC	00050657	26-Jul-19	\$107.15	Bus Parts
The Aftermarket Parts Company LLC	50557	03-Jul-19	\$341.05	Bus Parts
The Copy Shop	00050658	26-Jul-19	\$166.50	Printing
The Event Experience Company	00050639	19-Jul-19	\$302.50	Rental
Thermo King Quad Cities, Inc.	00050640	19-Jul-19	\$1,263.21	Bus Parts
Thermo King Quad Cities, Inc.	00050659	26-Jul-19	\$516.49	Bus Parts
Thermo King Quad Cities, Inc.	50558	03-Jul-19	\$566.81	Bus Parts
Tonto Apache d/b/a Comet Loans	00050641	19-Jul-19	\$55.00	Payroll Deduction
Tonto Apache d/b/a Comet Loans	50559	03-Jul-19	\$55.00	Payroll Deduction
Town of Normal	00050595	12-Jul-19	\$381.80	Utilities
Uline	00050596	12-Jul-19	\$510.92	Office Supplies
UniFirst Corporation	00050597	12-Jul-19	\$3,042.09	Cleaning Uniforms & Rugs
United Parcel Service	00050660	26-Jul-19	\$18.54	Shipping
United Parcel Service	50560	03-Jul-19	\$19.47	Shipping
United States Department of Treasury	ACH	09-Jul-19	\$67,243.40	Federal Tax Payment
United States Department of Treasury	ACH	23-Jul-19	\$77,116.45	Federal Tax Payment
USSC Group	00050642	19-Jul-19	\$78.28	Bus Parts
Verizon Wireless	00050598	12-Jul-19	\$2,519.06	Mobile Data Terminals for SS
Verizon Wireless	50561	03-Jul-19	\$1,691.74	Mobile Data Terminals for SS
Visa - Commerce Bank	50562	03-Jul-19	\$75.41	Wellness
Visa - Commerce Bank	50562	03-Jul-19	\$14.95	Legal
Visa - Commerce Bank	50562	03-Jul-19	\$8.00	Support Vehicles
Visa - Commerce Bank	50562	03-Jul-19	\$119.13	Building Maintenance
Visa - Commerce Bank	50562	03-Jul-19	\$378.66	Advertising- Employment
Visa - Commerce Bank	50562	03-Jul-19	\$107.62	Materials & Supplies
Visa - Commerce Bank	50562	03-Jul-19	\$580.00	Postage
Visa - Commerce Bank	50562	03-Jul-19	\$22.18	Shop Tools
Visa - Commerce Bank	50562	03-Jul-19	\$238.65	Office Equipment
Visa - Commerce Bank	50562	03-Jul-19	\$464.05	Office Supplies
Visa - Commerce Bank	50562	03-Jul-19	\$35.74	Computer Hardware
Visa - Commerce Bank	50562	03-Jul-19	\$319.96	Software Licensing
Visa - Commerce Bank	50562	03-Jul-19	\$4,316.96	Travel & Meetings
Visa - Commerce Bank	50562	03-Jul-19	\$814.08	Employee Recognition
Visa - Commerce Bank	50562	03-Jul-19	\$220.18	Safety & Training
Watts Copy Systems, Inc	00050661	26-Jul-19	\$993.44	Lease
William Masters, Inc	00050662	26-Jul-19	\$326.50	HVAC
Zeller Electric	00050599	12-Jul-19	\$903.50	Building Maintenance

Grand Total      **\$839,742.39**



# Bloomington Normal Public Transit Balance Sheet

Division: 99 Board Reports

As of: 7/31/2019

Fiscal Year: 2020 Period: 1 Jul-2019

## Assets

### Current Assets

Checking and Savings	\$6,285,761.58
Accounts Receivable	\$1,588,169.37
Inventory Asset - Fuel	\$60,294.51
Inventory Asset - Parts	\$166,148.09
Inventory Asset - Tires	\$0.00
Other Current Assets	\$379,793.07

**Total Current Assets** **\$8,480,166.62**

Fixed Assets \$20,089,071.35

**Total Assets** **\$28,569,237.97**

## Liabilities & Equity

### Liabilities

Accounts Payable	\$451,232.66
Payroll Liabilities	\$1,310,223.17
Contracts	\$0.00
Due to Illinois Funds Account	\$0.00
Deferred Revenue	\$161,260.54
Deficit Funding Advance	\$0.00

**Total Liabilities** **\$1,922,716.37**

### EQUITY

Fixed Asset Equity	\$12,483,532.77
Unreserved Fund Equity	\$6,750,412.62
Underground Petroleum Storage	\$20,000.00

**Total Equity** **\$19,253,945.39**

Retained Earnings \$7,392,576.21

**Total Liabilities & Equity** **\$28,569,237.97**

# Bloomington Normal Public Transit Income Statement With Approved Budget

From Fiscal Year: 2020 From Period 1 Division: 98 Operating Profit/Loss As of: 7/31/2019  
 Thru Fiscal Year: 2020 Thru Period 1 Jul-2019 Approved Budget

	Jul-2019	7.96%	\$62,397.54	7.96%	\$62,397.54	7.96%	\$784,000.00
<b>Operating Revenue</b>							
Passenger Fares	\$62,397.54	7.96%	\$62,397.54	7.96%	\$62,397.54	7.96%	\$784,000.00
ISU Contract Fare	\$45,416.66	8.12%	\$45,416.66	8.12%	\$45,416.66	8.12%	\$559,000.00
Other Contract Fares	\$10,715.50	7.60%	\$10,715.50	7.60%	\$10,715.50	7.60%	\$141,000.00
Advertising Revenue	\$7,282.66	4.86%	\$7,282.66	4.86%	\$7,282.66	4.86%	\$150,000.00
Miscellaneous Revenue	\$2,387.66	79.59%	\$2,387.66	79.59%	\$2,387.66	79.59%	\$3,000.00
<b>Total Operating Revenue</b>	<b>\$128,200.02</b>	<b>7.83%</b>	<b>\$128,200.02</b>	<b>7.83%</b>	<b>\$128,200.02</b>	<b>7.83%</b>	<b>\$1,637,000.00</b>
<b>Operating Expenses</b>							
Operators Wages	\$490,829.06	8.50%	\$490,829.06	8.50%	\$490,829.06	8.50%	\$5,772,000.00
Maintenance Wages	\$75,420.08	6.73%	\$75,420.08	6.73%	\$75,420.08	6.73%	\$1,120,000.00
Administration Wages	\$80,910.56	7.94%	\$80,910.56	7.94%	\$80,910.56	7.94%	\$1,019,000.00
Employer Payroll Tax Expense	\$49,123.66	7.58%	\$49,123.66	7.58%	\$49,123.66	7.58%	\$648,000.00
Retirement Plan	\$25,607.56	6.70%	\$25,607.56	6.70%	\$25,607.56	6.70%	\$382,000.00
Group Insurance	\$124,597.63	7.10%	\$124,597.63	7.10%	\$124,597.63	7.10%	\$1,756,000.00
Uniform Expense	\$1,803.41	4.87%	\$1,803.41	4.87%	\$1,803.41	4.87%	\$37,000.00
Professional Services	\$18,730.83	6.04%	\$18,730.83	6.04%	\$18,730.83	6.04%	\$310,000.00
Outside Repair-Labor	\$1,833.99	2.66%	\$1,833.99	2.66%	\$1,833.99	2.66%	\$69,000.00
Contract Maintenance Services	\$4,754.08	4.32%	\$4,754.08	4.32%	\$4,754.08	4.32%	\$110,000.00
Custodial Services	\$1,086.33	6.79%	\$1,086.33	6.79%	\$1,086.33	6.79%	\$16,000.00
Employee Recruiting/Testing/Temp Help	\$512.00	3.20%	\$512.00	3.20%	\$512.00	3.20%	\$16,000.00
Fuel	\$65,688.60	6.32%	\$65,688.60	6.32%	\$65,688.60	6.32%	\$1,039,000.00
Lubricants	\$2,053.23	4.67%	\$2,053.23	4.67%	\$2,053.23	4.67%	\$44,000.00
Tires	\$4,400.00	4.89%	\$4,400.00	4.89%	\$4,400.00	4.89%	\$90,000.00
Bus Repair Parts	\$9,072.82	5.31%	\$9,072.82	5.31%	\$9,072.82	5.31%	\$171,000.00
Other Materials & Supplies	\$2,311.36	5.78%	\$2,311.36	5.78%	\$2,311.36	5.78%	\$40,000.00
Shelters/Signs/Shop Tools	\$686.29	6.86%	\$686.29	6.86%	\$686.29	6.86%	\$10,000.00
Computer and Office Supplies	\$4,463.47	2.24%	\$4,463.47	2.24%	\$4,463.47	2.24%	\$199,000.00
Utilities	\$10,248.66	7.37%	\$10,248.66	7.37%	\$10,248.66	7.37%	\$139,000.00
Corporate Insurance	\$25,339.75	6.33%	\$25,339.75	6.33%	\$25,339.75	6.33%	\$400,000.00
Dues/Subscriptions/Fees	\$676.00	1.30%	\$676.00	1.30%	\$676.00	1.30%	\$52,000.00
Printing/Marketing/Training	\$7,870.24	2.83%	\$7,870.24	2.83%	\$7,870.24	2.83%	\$278,000.00
<b>Total Operating Expenses</b>	<b>\$1,008,019.61</b>	<b>7.35%</b>	<b>\$1,008,019.61</b>	<b>7.35%</b>	<b>\$1,008,019.61</b>	<b>7.35%</b>	<b>\$13,717,000.00</b>
<b>Operating Assistance</b>							
Operating Deficit Before Subsidies and Grants	(\$879,819.59)	7.28%	(\$879,819.59)	7.28%	(\$879,819.59)	7.28%	(\$12,080,000.00)
City of Bloomington Operating Assistance	\$50,833.33	8.33%	\$50,833.33	8.33%	\$50,833.33	8.33%	\$610,000.00
Town of Normal Operating Assistance	\$32,500.00	8.33%	\$32,500.00	8.33%	\$32,500.00	8.33%	\$390,000.00
Illinois Downstate Operating Assistance	\$648,898.00	7.35%	\$648,898.00	7.35%	\$648,898.00	7.35%	\$8,830,000.00
FTA 5307 Operating Assistance	\$136,455.00	6.44%	\$136,455.00	6.44%	\$136,455.00	6.44%	\$2,118,000.00
<b>Total Operating Assistance</b>	<b>\$868,686.33</b>	<b>7.27%</b>	<b>\$868,686.33</b>	<b>7.27%</b>	<b>\$868,686.33</b>	<b>7.27%</b>	<b>\$11,948,000.00</b>

**Federal Update for Connect Transit**  
**Prepared by Cardinal Infrastructure**  
**August 27, 2019 Board Meeting**

**FAST Act Reauthorization**

The Senate Environment and Public Works (EPW) Committee released its portion of the surface transportation reauthorization bill on July 29. The bill would increase spending by 27% over five years, from Fiscal Year (FY) 2021 through 2025.

From the Committee's bill summary, the bill:

- Provides \$287 billion in contract authority from the highway account of the Highway Trust Fund.
- Maintains the FY 2020 amount of surface transportation block grant program funding sub-allocated to metropolitan areas.
- Authorizes \$5.5 billion for FY 20-25 for the Infrastructure for Rebuilding America (INFRA) grant program.
- Broadens the Federal Lands Transportation Program eligibility and requirements.
- Establishes a \$3.3 billion competitive grant program for structurally deficient bridges.
- Expands the Safe Routes to School Program to apply the program through 12th grade to enable and encourage high school students to walk and bike to school safely.
- Provides supplemental funding for investments in transportation safety.
- Codified the Administration's One Federal Decision Executive Order to streamline environmental review.
- Provides supplemental funds to invest in transportation improvements to reduce carbon emissions.
- Establishes a new \$1 billion discretionary grant program for charging and fueling infrastructure along designated alternative fuel corridors (language from the Clean Corridors Act).
- Provides for a study on vehicle-to-infrastructure communication technology, studying immediate and long-term safety benefits.
- Establishes a pilot program to conduct emerging technology research.

In the Senate, three other committees must provide their portions to make up the surface transportation reauthorization bill - the Senate Committee on Finance, Senate Banking Committee and Senate Committee on Commerce, Science, and Transportation (Commerce). The Senate Committee on Finance has the responsibility of coming up with revenues to pay for the authorized funding levels provided in the Senate Banking Committee's transit portion, Senate EPW Committee's highway portion, and Senate Commerce Committee's safety and interstate commerce portion. There is disagreement on how to pay for the bill and maintain the solvency of the Highway Trust Fund. Though not a revenue source, the Senate EPW Committee bill "provides funding to test the feasibility of a road usage fee or other user-based alternative revenue mechanisms that preserve a user fee structure to maintain the long-term solvency of the Highway Trust Fund."

**Senate EPW Markup**

The Senate EPW Committee considered S. 2302, America's Transportation Infrastructure Act - the Committee's highway portion of the surface transportation reauthorization bill, addressed above. The bill passed unanimously on a 21-0 vote. The Committee also passed S. 1992, "A bill to amend the FAST Act to repeal a rescission of funds." The bill repeals Section 1438 of the FAST Act which would rescind a

total of \$7.5 billion of unobligated balances of funds apportioned to states on July 1, 2020. The language of S. 1992 is included in S. 2302.

Senator Duckworth (D-IL) offered an autonomous vehicle (AV) impact study amendment that would require relevant federal agencies, led by the Federal Highway Administration (FHWA), to study the impacts of AVs on current and future transportation infrastructure.

Senator Braun (R-IN) indicated he would offer a Buy American amendment to “make sure transportation infrastructure is not built with steel imported from China.” The amendment tightens requirements by codifying the Buy American Hire American Executive Order, eliminates blanket Buy American waivers, and instructs the Secretary of Transportation to review federally funded infrastructure programs to see where Buy American can be strengthened.

Senator Rounds (R-SD) offered an amendment, but it was not voted on yet, that would add biofuel and propane powered vehicles to eligible alternative fuels in the Section 1401 grant program for charging and fueling infrastructure.

### **CIG Program Hearing**

The House Transportation and Infrastructure Committee’s Subcommittee on Highways and Transit held a hearing titled, “Oversight of the Federal Transit Administration’s Implementation of the Capital Investment Grant (CIG) Program.” Federal Transit Administration (FTA) Acting Administrator Jane Williams testified. The second witness panel included Bob Alger, President and CEO, Lane Construction Corporation, on behalf of American Road & Transportation Builders Association; Tom Gerend, Executive Director, The Kansas City Streetcar Authority; and Paul Skoutelas, President and CEO, American Public Transportation Association.

The majority's staff memo to the subcommittee provided information discovered during the Transportation and Infrastructure Committee's investigation into the CIG program. The graphs illustrate, according to majority staff, that “transit agencies face significantly longer timeframes for decision-making by FTA under this Administration...FTA actions have resulted in at least \$845 million in extra costs for transit agencies...The federal cost share for New Starts projects is shrinking...Project sponsors are waiting longer for approval to use streamlining tools [such as a Letter of No Prejudice (LONP)]...Transit agencies and FTA are working from different timelines.”

Subcommittee Chairwoman Norton (D-DC) opened the hearing by mentioning comments made by mayors and transit agencies, frustrated with the pace of FTA, its lack of timely communication, and slow approval of project milestones. Furthermore, Norton emphasized the negative reaction stemming from the FTA's Dear Colleague letter (which announced a new policy on TIFIA loans in financial plans treating them as part of the federal, not local, share even though the loan is repaid with local dollars), stating concern over the Administration's attempt at decreasing its share in projects, and penalizing metro-areas under the guise of geographic diversity. Norton said she is interested in reviewing the program and potentially making changes during reauthorization of the surface transportation bill.

Committee Chairman DeFazio voiced his disappointment in the Administration's attempt to cut or under-fund the CIG program and other critical infrastructure programs. He noted that FTA's written testimony "paints a rosy picture" of its actions, remarking how it's taken 44% longer to obtain approval for LONPs.

Acting Administrator Williams, in her oral testimony, responded to a number of these comments by saying, "FTA is moving projects through the CIG program in accordance with the statutory requirements. The timing of construction grant awards depends heavily on project sponsors completing necessary work to meet those statutory requirements." Williams added, "Frequently, we see proposed CIG projects delayed by challenges at the local level."

In defense of the LONP process, Williams indicated this FTA action is being communicated at the local level as the commitment of funds to the project, when that is not the case. Williams also said that the project must meet the high scrutiny of the program before an LONP is signed.

Williams later responded to another question on the CIG Dear Colleague letter, noting it was "FTA's attempt to be transparent about discretionary decisions about grants" and that the letter was not in conflict with the current law. Williams said that project funds are treated as CIG funds versus non-CIG funds and "repayment doesn't factor in"; however, she emphasized that it is a discretionary program, "so when the Department looks at funding, they look at the totality of the federal investment, and so they look at everything that's being asked for from the federal government."

Chairman DeFazio challenged FTA's apparent practice and internal policy of requesting project sponsors to decrease the federal share to less than 40%, while the current share is 50%. In a heated exchange, DeFazio asked Williams to say whether sponsors are "being bullied" into increasing their local match and if FTA is willing to approve a project that has a federal share above 40%. While first attempting not to say yes, Williams noted the practice in the Bush and Obama Administrations and the position of using a blend of funds for projects; however, she then answered in the affirmative when pressed by DeFazio.

Neither Norton nor DeFazio appeared satisfied with the Acting Administrator's testimony or responses to questions. Republicans mostly steered clear of the committee's investigative report and focused more on working together on a surface transportation reauthorization bill, and asking the Administrator to provide ways in which the committee could further assist FTA on CIG or other programs.

In the second panel, APTA CEO Paul Skoutelas testified that "Unfortunately, over the past two decades, both Congress and FTA have repeatedly layered additional requirements on the CIG program, resulting in a bureaucratic maze." He noted APTA's concern that "many New Start project sponsors believe that FTA is strongly encouraging significant "local overmatch" of the federal CIG share." Skoutelas urged Congress to "establish a fixed CIG share for New Start, Core Capacity, and Small Start projects."

### **Budget and Debt Limit**

On August 2<sup>nd</sup>, President Trump signed a \$2.7 trillion budget agreement that increases the discretionary budget caps for FYs 2020 and 2021, as well as suspends the debt ceiling until July 31, 2021. This agreement prevents cuts in non-defense discretionary spending, which otherwise would have been cut by approximately \$54 billion; instead, the new agreement increases the non-defense budget cap by \$24.5 billion to \$621.5 billion in FY 2020, and by \$5 billion to \$626.5 billion for FY 2021.

The House has marked up all 12 appropriations measures, passing 10 before the budget agreement was reached. According to Congressional Quarterly, due to the House levels used by the appropriators, the House will "need to cut about \$15 billion in spending from nondefense accounts and increase defense discretionary spending in their bills by \$5 billion." This will be done in conference with the Senate passed spending bills.

### **White House Veto Threat**

The White House issued a Statement of Administration Policy (SAP) with respect to the House FY 2020 minibus which includes the Transportation-HUD spending measure. The veto threat identifies a number of the Administration's provisions of concern with respect to all bills in the package. With respect to the Transportation-HUD appropriations bill, the SAP identifies the CIG program; it provides:

*The Administration opposes policy provisions, as well as overly prescriptive administrative provisions, that contravene the current law, regulations, and guidance of the CIG program. The Administration believes that funding allocations should be made based on defined criteria and that the directives in the bill that affect local cost share, contingency funding requirements, and pre-determination of project award selection would cause taxpayers to assume more risk for complicated, multiyear projects.*

### **FAST Electricity Act**

Senator Cantwell (D-WA) is working on introducing the FAST Electricity Act next month, once a Republican cosponsor is on board. The goal of the legislation is to "accelerate electrification of the entire U.S. transportation system" and "boost pioneering U.S. companies." The bill creates a 30% tax credit for electric vehicles that are not passenger vehicles (e.g., trucks, buses); provides a 30% federal tax credit for recharging and hydrogen refueling stations; and provides loan guarantees to support capital investment in domestic manufacturing capacity.

### **GAO Report**

The Government Accountability Office issued a report titled, "Federal Transit Administration Could Improve Information on Estimating Project Costs." The report examines stakeholders' views on factors that affect rail transit project costs; including, project design decisions, legal requirements, community and political environment, general and local market conditions, site characteristics, and project execution. The report also examines approaches used to manage costs. Though tailored to rail projects, much of this information can be used for bus and road projects.

### **Low-No Grant Program**

The U.S. DOT and FTA announced \$84.9 million in grant selections under the Low or No Emission Vehicle (Low-No) grant program; awarding funding to 38 projects across 38 states. Among the awardees, the Greater Peoria Mass Transit District received \$2.3 million "to purchase electric vehicles to replace vehicles at the end of their useful life."

### **Bus Coalition**

On July 17<sup>th</sup> the Bus Coalition held an event on Capitol Hill with the bipartisan Congressional Bus Caucus to highlight the technology and innovations now used in transit buses, including battery electric buses. The event was intended to showcase new bus technology and emphasize the necessary funding for the Buses and Bus Facilities and Low-No grant programs. The press conference included remarks from Bus Coalition President Bill Carpenter, Bus Caucus Co-Chairs Congressman Larsen (D-WA) and Congressman LaHood (R-IL), APTA President and CEO Paul Skoutelas, CTAA Executive Director Scott Bogren and representatives from New Flyer and Complete Coach Works.

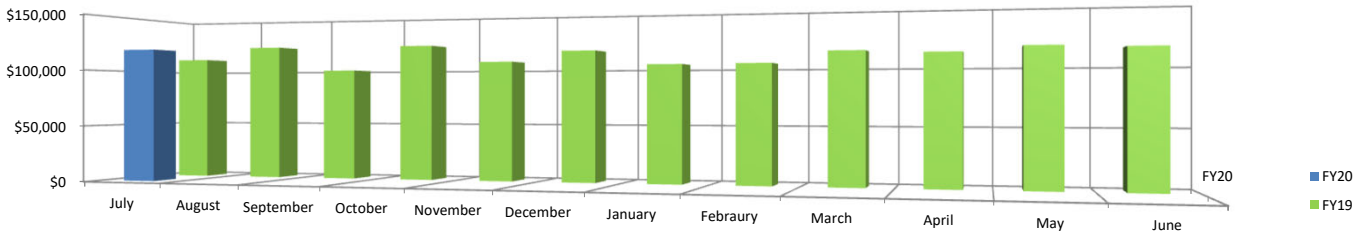
### **Personnel**

Derek Kan, Under Secretary for Policy at U.S. Department of Transportation, is now Executive Associate Director at the White House Office of Management and Budget. Joel Szabat, Assistant Secretary for Aviation and International Affairs, is acting in Kan's role.

Felicia James is now Associate Administrator for FTA's Office of Planning and Environment, overseeing transit and transportation planning and environmental activities and the CIG program, among other responsibilities. Ms. James previously worked as the Leader of the Program and Policy Development Team and Manager in the Office of Project Development and Environmental Review at FHWA.

# Financial Reports

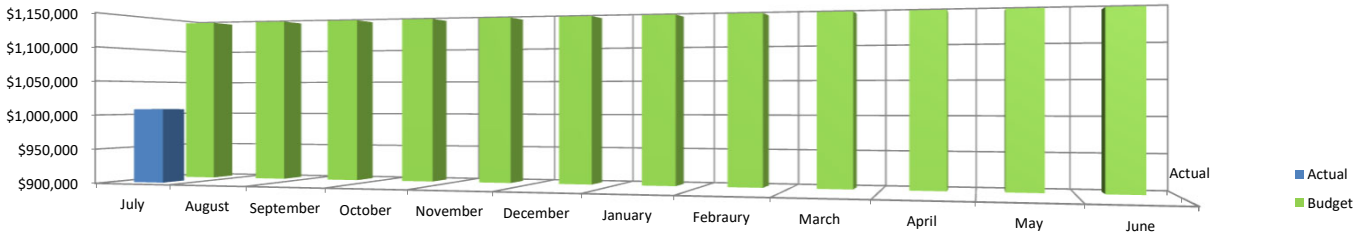
## Transit Fare



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$118,530											
FY19	\$111,416	\$122,580	\$100,493	\$122,655	\$107,501	\$116,816	\$104,334	\$104,767	\$114,752	\$112,897	\$117,447	\$116,011

Notes: Other Contract Fares revenue decreased \$728 in July 2019 from July 2018 due to Heartland Community College and Eastview Church. Total Cash Fares increased \$7,389 in July 2019 from July 2018. Total Pass Fares increased \$865 in July 2019 from July 2018.

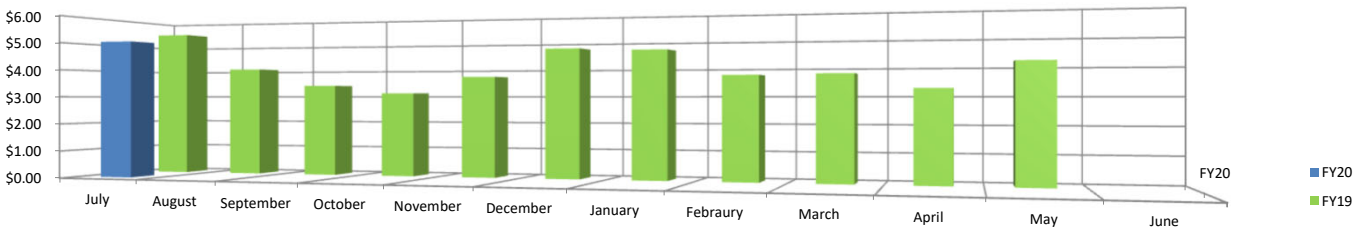
## Operating Expenses



	July	August	September	October	November	December	January	February	March	April	May	June
Actual	\$1,008,020											
Budget	\$1,143,083	\$1,143,083	\$1,143,084	\$1,143,083	\$1,143,083	\$1,143,084	\$1,143,083	\$1,143,083	\$1,143,084	\$1,143,083	\$1,143,083	\$1,143,084

Notes:

## Fixed Route Cost Per Unlinked Passenger Trip

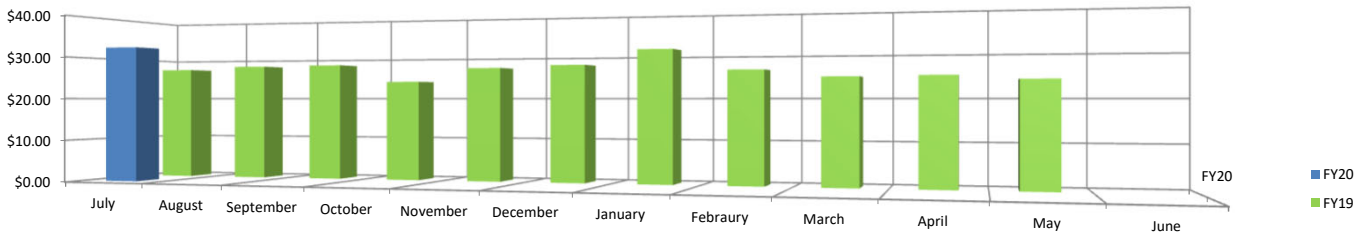


	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$5.06											
FY19	\$5.46	\$4.07	\$3.42	\$3.13	\$3.74	\$4.76	\$4.69	\$3.77	\$3.81	\$3.30	\$4.21	

Notes: Expenses decreased \$22,663 in July 2019 from July 2018. Trips increased 6,710 in July 2019 from July 2018.



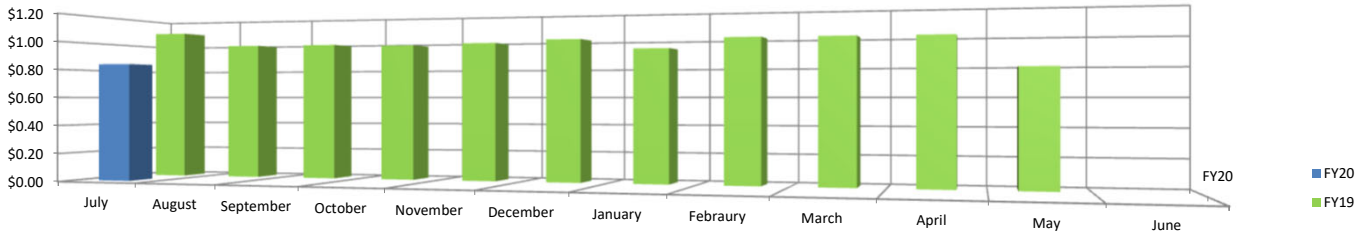
### Connect Mobility Cost Per Unlinked Passenger Trip



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$32.40											
FY19	\$27.37	\$28.11	\$28.31	\$24.12	\$27.38	\$27.98	\$31.52	\$26.64	\$24.98	\$25.21	\$24.29	

Notes: Expenses increased \$30,820 in July 2019 from July 2018. Trips decreased by 175 in July 2019 from July 2018.

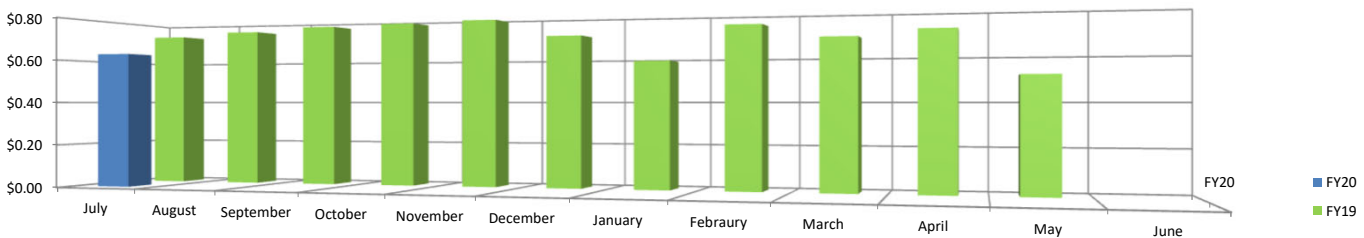
### Fixed Route Cost Per Maintenance Mile (Excluding Fuel) Unaudited



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$0.84											
FY19	\$1.09	\$0.99	\$0.99	\$0.98	\$0.99	\$1.01	\$0.94	\$1.01	\$1.01	\$1.01	\$0.80	

Notes: Fixed Route maintenance expense decreased \$27,330 in July 2019 from July 2018. Fixed Route miles decreased 519 in July 2019 from July 2018.

### Connect Mobility Cost Per Maintenance Mile (Excluding Fuel) Unaudited

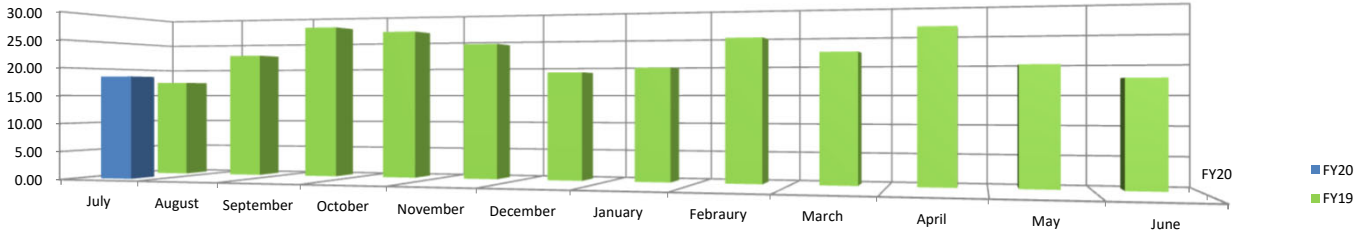


	July	August	September	October	November	December	January	February	March	April	May	June
FY20	\$0.63											
FY19	\$0.73	\$0.75	\$0.77	\$0.78	\$0.79	\$0.71	\$0.59	\$0.75	\$0.69	\$0.72	\$0.52	

Notes: Connect Mobility maintenance expense decreased \$3,920 in July 2019 from July 2018. Mobility miles decreased 414 in July 2019 from July 2018.

# Operations Reports

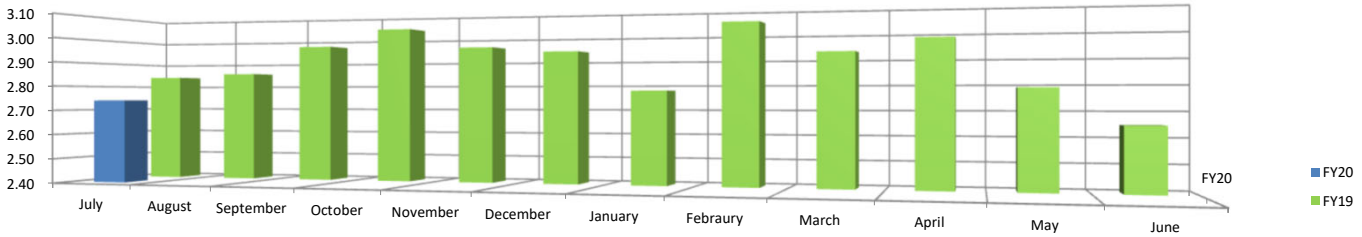
## Fixed Route Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	18.44											
FY19	17.44	22.54	27.68	26.69	24.25	19.08	19.83	24.83	22.30	26.31	20.01	17.80

Notes: Fixed route boardings per revenue hour increased 5.7% or 1 boarding PRH in July 2019 over July 2018. This is the average boardings per revenue hour for all fixed route service in July.

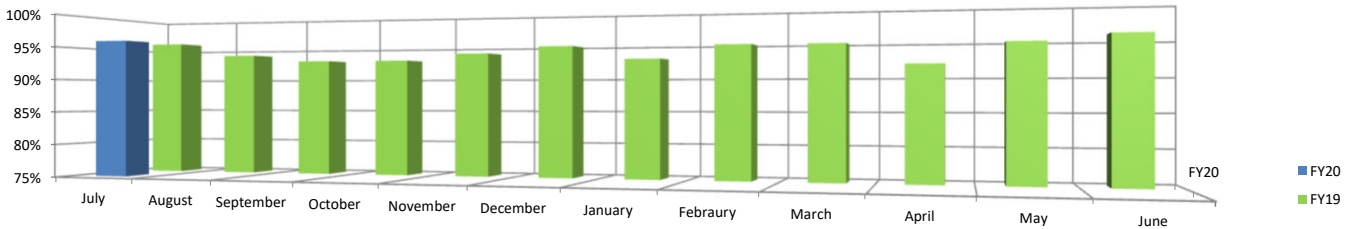
## Connect Mobility Passengers Per Hour



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	2.74											
FY19	2.84	2.85	2.97	3.04	2.96	2.94	2.78	3.05	2.93	2.98	2.79	2.65

Notes: Mobility boardings per revenue hour in July 2019 decreased 3.8%, mileage increased .4%, and passenger trips decreased by 175 trips.

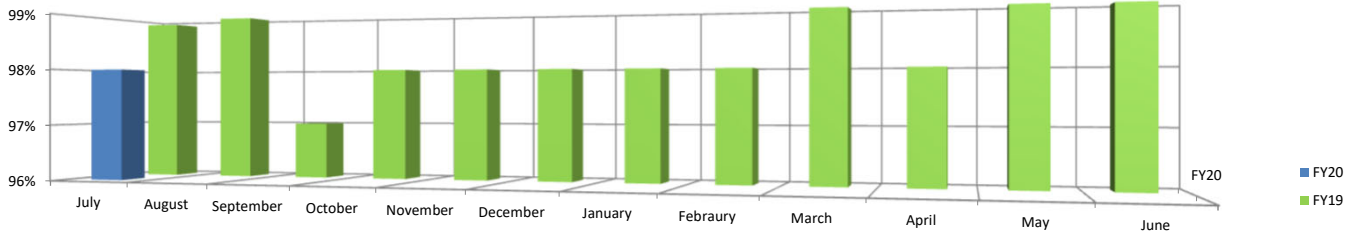
## Fixed Route On Time Performance



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	96%											
FY19	96%	94%	93%	93%	94%	95%	93%	95%	95%	92%	95%	96%

Notes:

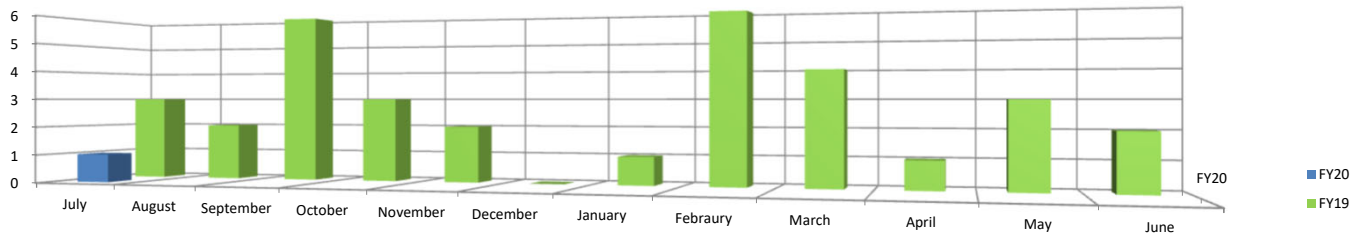
### Connect Mobility On Time Performance



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	98%											
FY19	99%	99%	97%	98%	98%	98%	98%	98%	99%	98%	99%	99%

Notes:

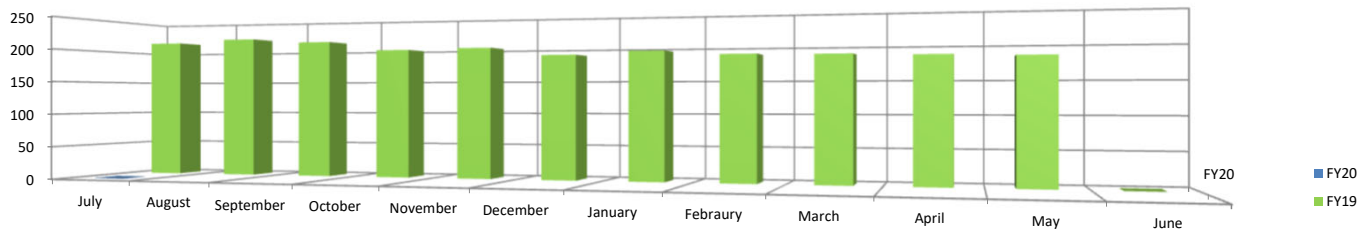
### Validated Complaints Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	1											
FY19	3	2	6	3	2	0	1	6	4	1	3	2

Notes:

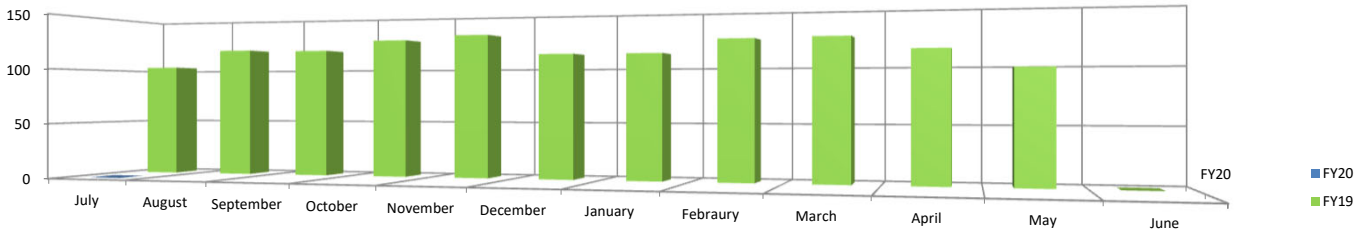
### Fixed Route Average Daily Phone Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	0											
FY19	215	220	214	200	202	190	195	189	188	186	184	0

Notes:

### Connect Mobility Average Daily Phone Calls

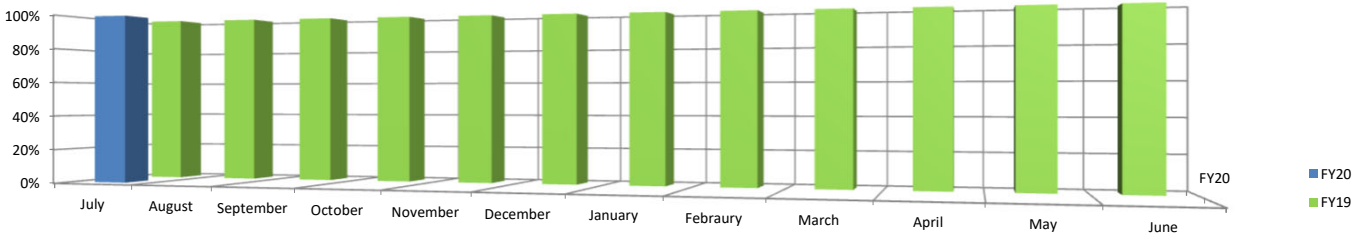


	July	August	September	October	November	December	January	February	March	April	May	June
FY20	0											
FY19	103	119	118	127	131	113	113	125	126	115	99	0

Notes:

### Maintenance Reports

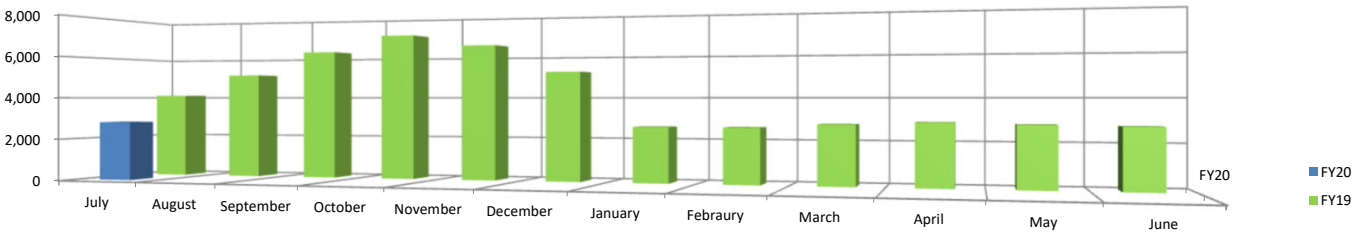
#### Percent Preventative Maintenance Performed On Time



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	100%											
FY19	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Notes:

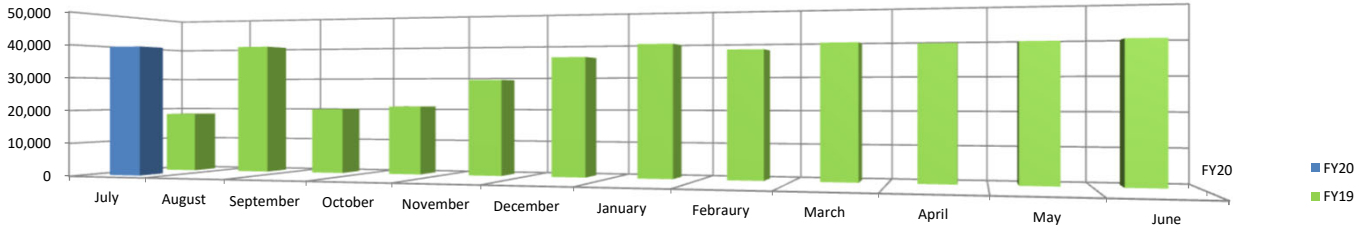
#### Fixed Route Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	2,802											
FY19	4,098	5,139	6,281	7,067	6,541	5,238	2,623	2,625	2,796	2,905	2,827	2,772

Notes:

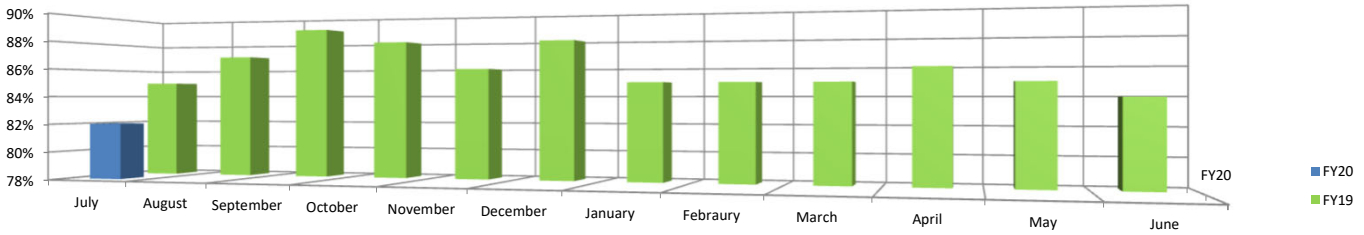
### Connect Mobility Vehicle Miles Between Trouble Calls



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	39,585											
FY19	18,403	40,270	20,135	21,038	29,299	36,081	39,760	37,900	39,591	39,116	39,412	39,879

Notes:

### Average Interior Cleanliness Inspection Score

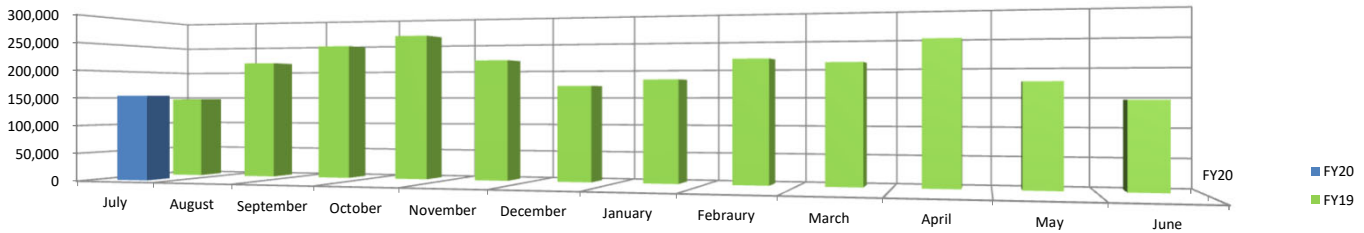


	July	August	September	October	November	December	January	February	March	April	May	June
FY20	82%											
FY19	85%	87%	89%	88%	86%	88%	85%	85%	85%	86%	85%	84%

Notes:

## Ridership Reports

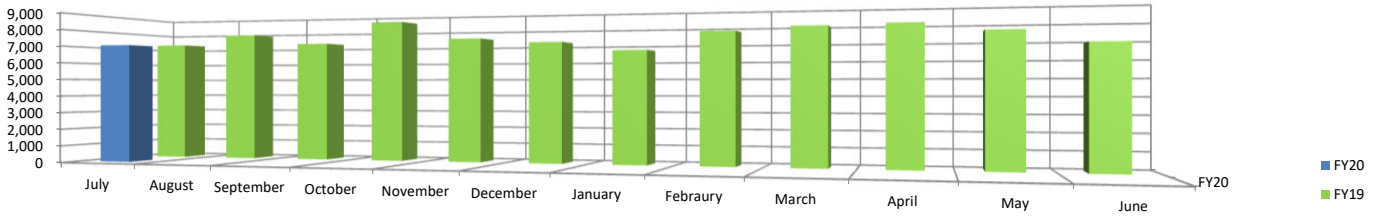
### Fixed Route Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	153,754											
FY19	147,044	216,235	247,067	264,670	218,148	171,450	182,241	217,324	210,221	248,258	176,834	147,035

Notes: Fixed route trips increased 4.6% or 6,710 in July 2019 and 4.6% YTD. National peer agency ridership decreased 1.88% and regional transit agency ridership has decreased 2.14% (July-June).

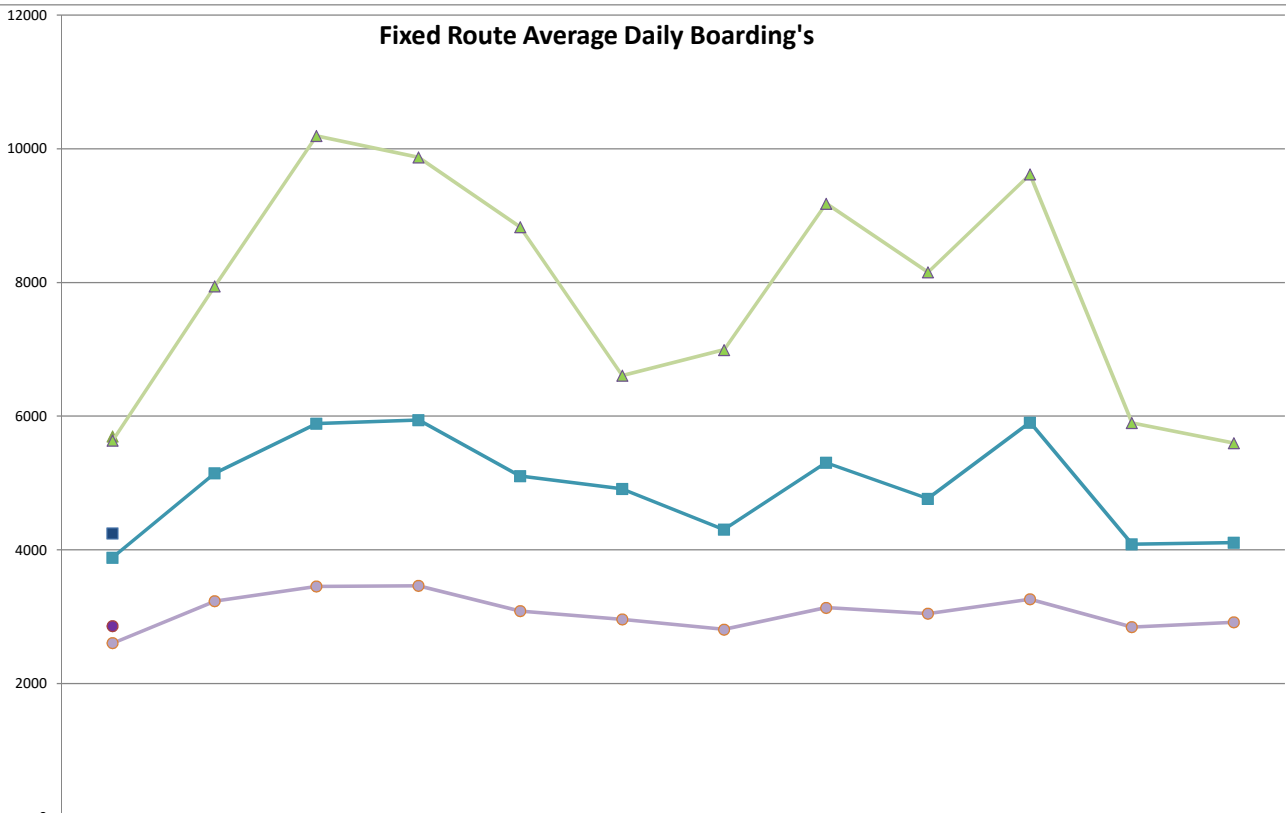
### Connect Mobility Monthly Ridership



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	7,078											
FY19	7,253	7,842	7,253	8,540	7,465	7,203	6,688	7,733	7,958	8,054	7,609	6,917

Notes:

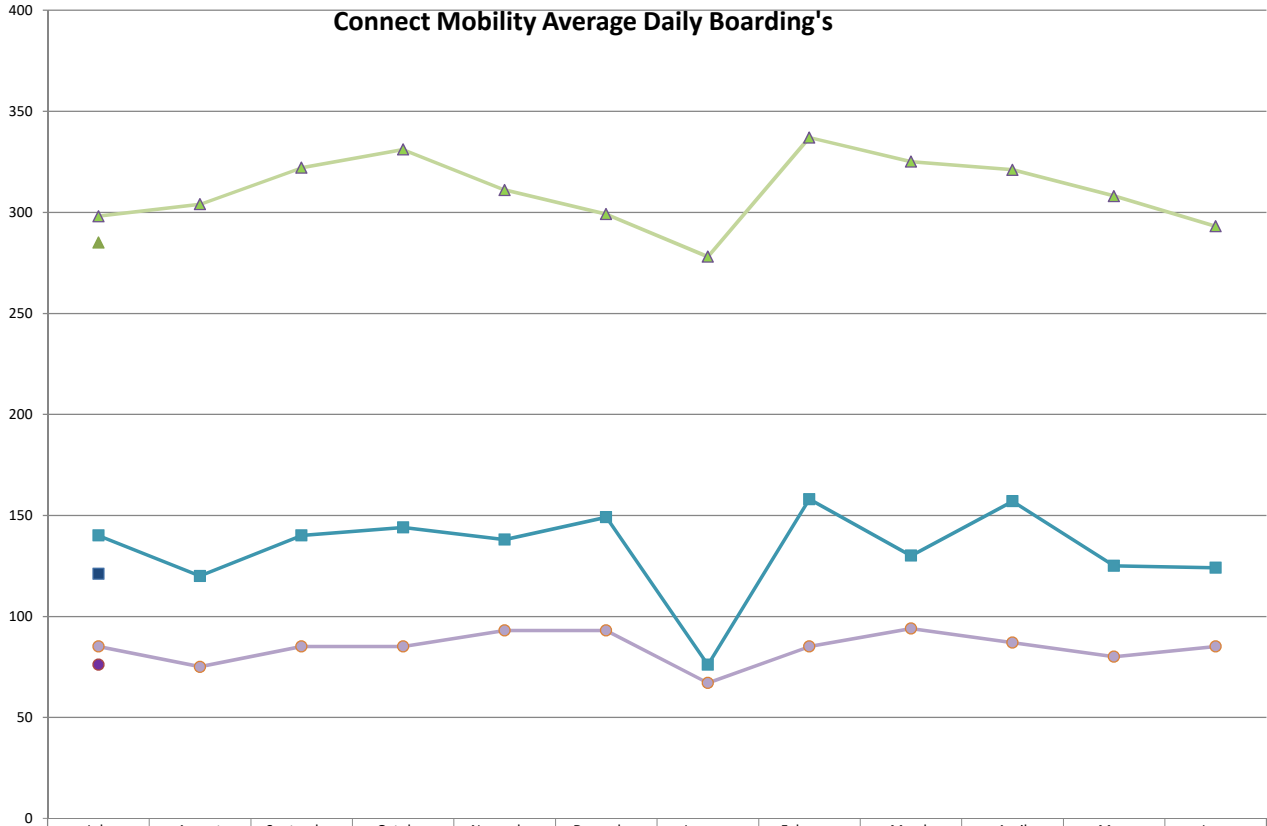
### Fixed Route Average Daily Boardings



	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY20	2858											
Sunday FY19	2603	3231	3452	3463	3084	2958	2807	3132	3044	3261	2843	2916
Saturday FY20	4247											
Saturday FY19	3885	5147	5889	5943	5102	4912	4304	5303	4765	5905	4084	4107
Weekday FY20	5697											
Weekday FY19	5635	7943	10191	9872	8829	6605	6991	9179	8151	9618	5896	5596

Notes: Average weekday boardings in July 2019 increased 1.1%. Sunday average boardings increased 9.79% in July.

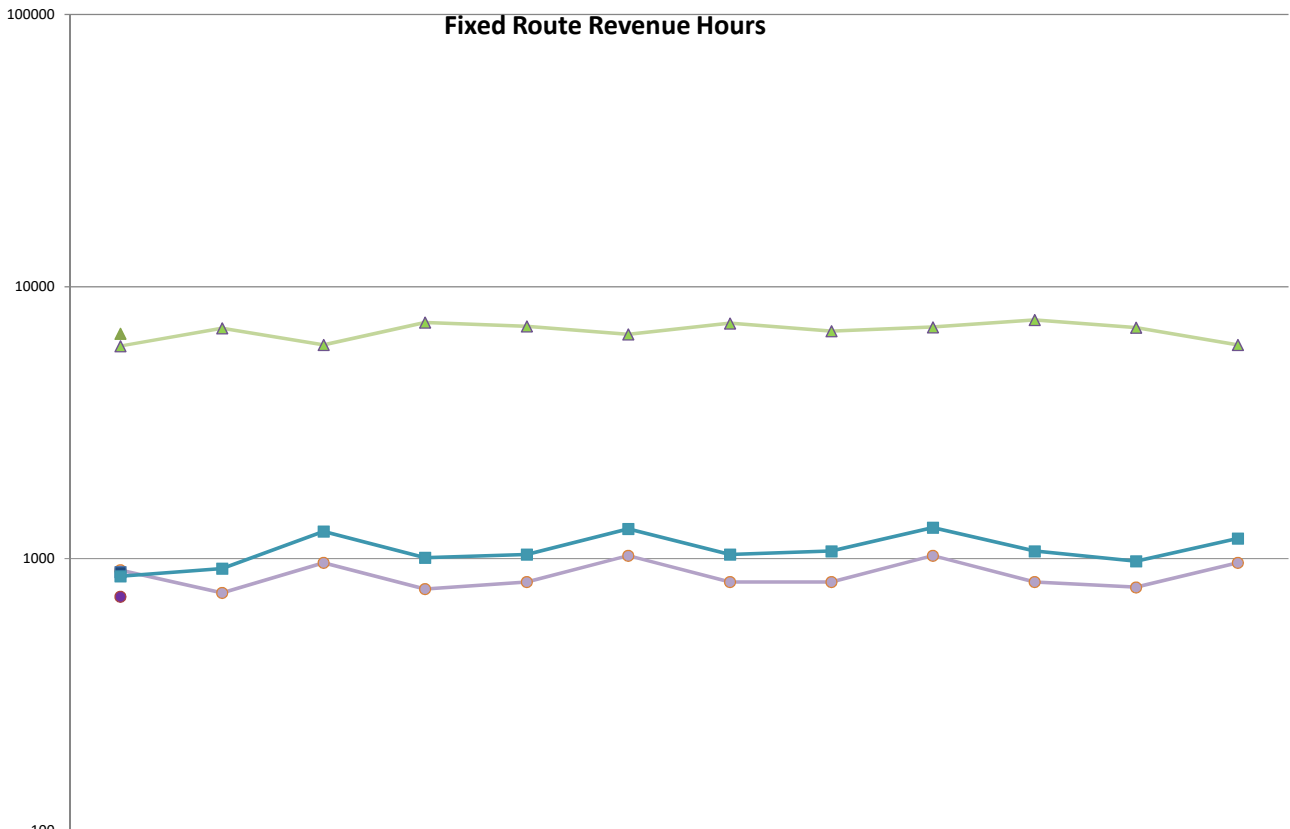
### Connect Mobility Average Daily Boarding's



	July	August	September	October	November	December	January	February	March	April	May	June
● Sunday FY20	76											
○ Sunday FY19	85	75	85	85	93	93	67	85	94	87	80	85
■ Saturday FY20	121											
■ Saturday FY19	140	120	140	144	138	149	76	158	130	157	125	124
▲ Weekday FY20	285											
▲ Weekday FY19	298	304	322	331	311	299	278	337	325	321	308	293

Notes: Average Connect Mobility weekday boarding in July decreased 4.56%.

### Fixed Route Revenue Hours

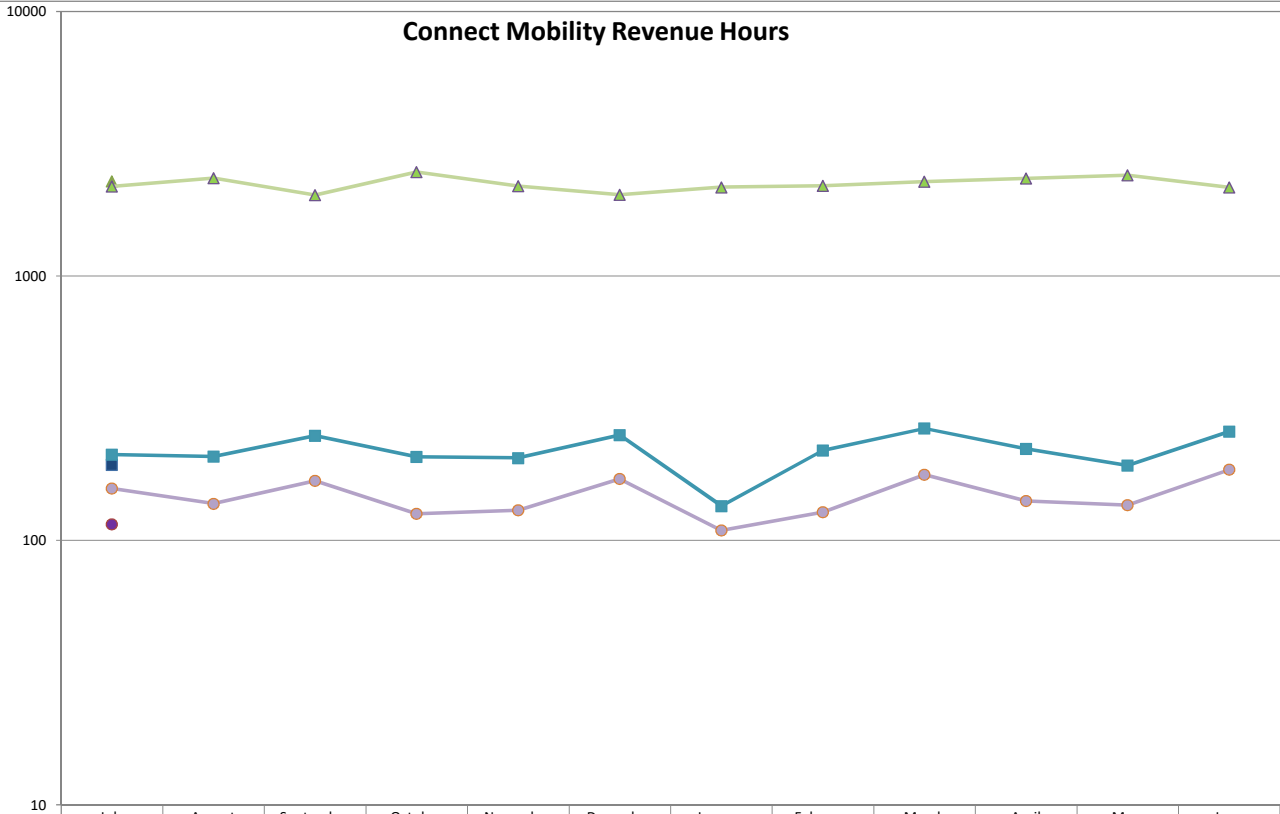


	July	August	September	October	November	December	January	February	March	April	May	June
● Sunday FY20	726											
● Sunday FY19	907	750	967	774	822	1027	822	822	1027	822	786	967
■ Saturday FY20	894											
■ Saturday FY19	864	920	1261	1009	1036	1288	1036	1067	1303	1067	979	1187
▲ Weekday FY20	6717											
▲ Weekday FY19	6050	7034	6108	7380	7139	6673	7332	6866	7098	7546	7074	6107

Notes:



### Connect Mobility Revenue Hours

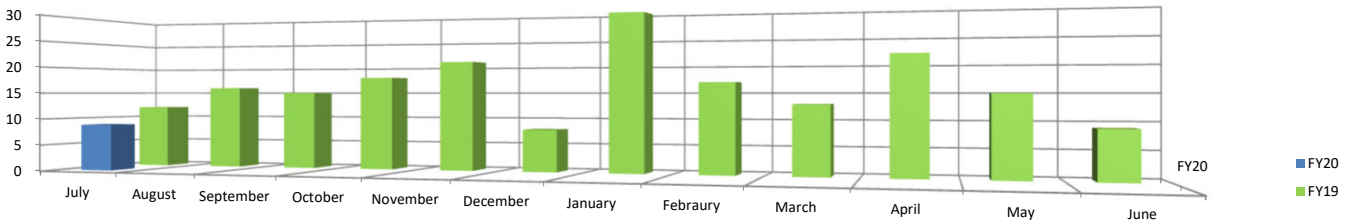


	July	August	September	October	November	December	January	February	March	April	May	June
Sunday FY20	115	138	168	126	130	171	109	128	177	141	136	185
Sunday FY19	157	208	249	207	205	250	135	219	265	222	192	258
Saturday FY20	193	211	249	207	205	250	135	219	265	222	192	258
Saturday FY19	211	208	249	207	205	250	135	219	265	222	192	258
Weekday FY20	2278	2346	2024	2473	2184	2029	2165	2191	2271	2340	2402	2162
Weekday FY19	2181	2346	2024	2473	2184	2029	2165	2191	2271	2340	2402	2162

Notes:

### Safety Reports

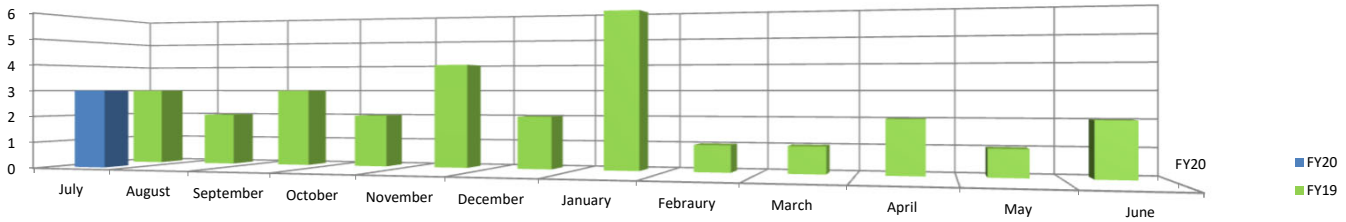
#### Safety Related Incidents Per 100,000 Miles



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	9											
FY19	12	16	15	18	21	8	30	17	13	22	15	9

Notes: The numbers in this category show the total number of reports received for the calendar month. This number does not indicate whether an incident or accident was determined to be "Preventable". All submitted reports are reviewed and categorized by the Safety and Training Director.

### Preventable Accidents Per 100,000 Miles

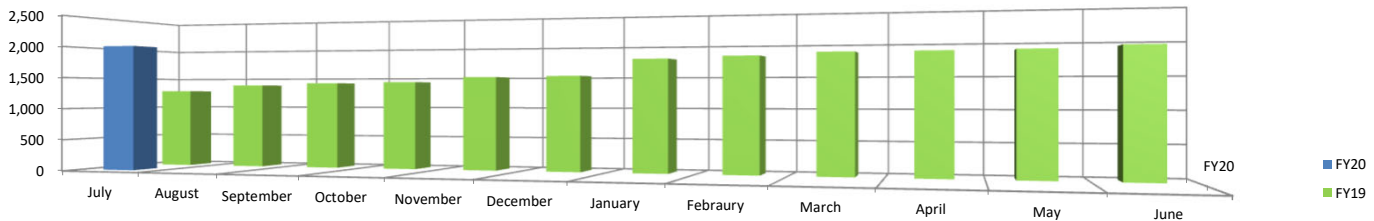


	July	August	September	October	November	December	January	February	March	April	May	June
FY20	3											
FY19	3	2	3	2	4	2	6	1	1	2	1	2

Notes: **Accident:** An unplanned event that may or may not have resulted in personal injury or property damage, but in which the employee failed to exercise reasonable precautions to prevent the event. This consists of events such as a collision with another vehicle, a collision with a fixed object, closing a vehicle entry/exit door on a customer, etc.

### Social Media Reports

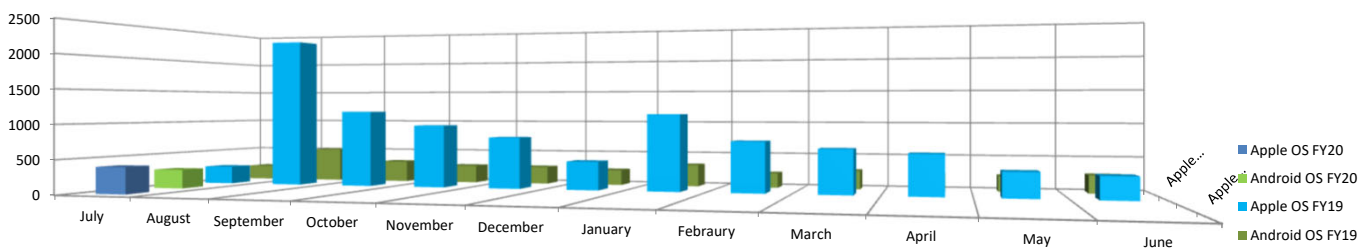
#### Facebook



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	2,015											
FY19	1,282	1,382	1,416	1,431	1,509	1,524	1,785	1,821	1,869	1,873	1,886	1,933

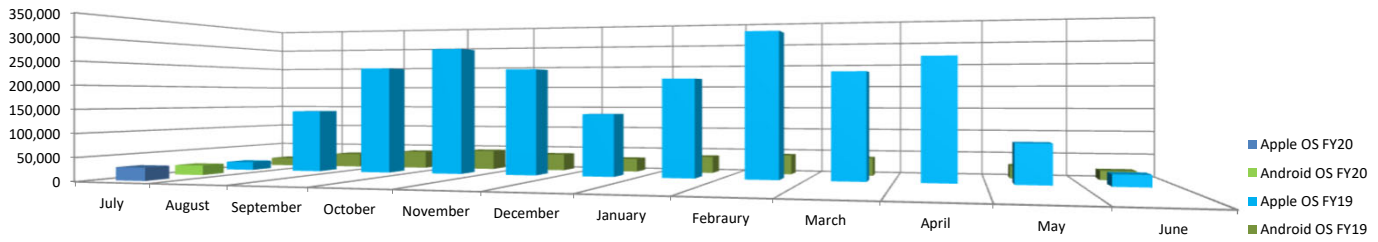
Notes:

#### App Downloads



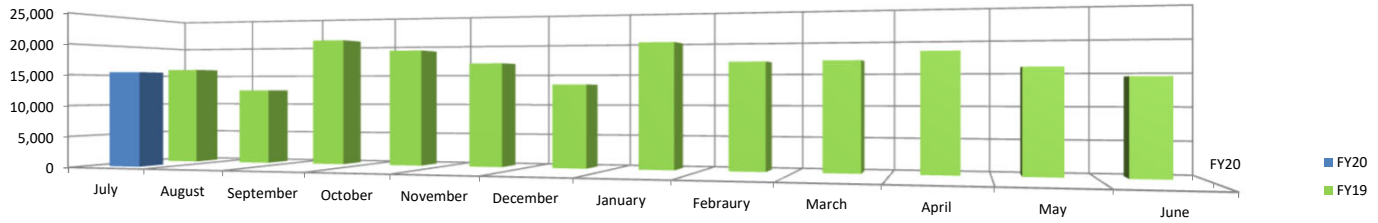
	July	August	September	October	November	December	January	February	March	April	May	June
Apple OS FY20	387											
Android OS FY20	282											
Apple OS FY19	267	2,281	1,167	954	776	425	1,137	747	650	595	365	326
Android OS FY19	222	517	325	271	265	233	332	220	276	237	229	262

### App Sessions



	July	August	September	October	November	December	January	February	March	April	May	June
Apple OS FY20	27,919											
Android OS FY20	21,407											
Apple OS FY19	18,444	141,402	242,104	285,400	237,834	137,368	215,292	315,378	228,913	259,562	83,283	24,503
Android OS FY19	18,293	31,203	38,928	43,518	37,134	29,309	36,785	42,730	38,655	39,564	26,926	19,577

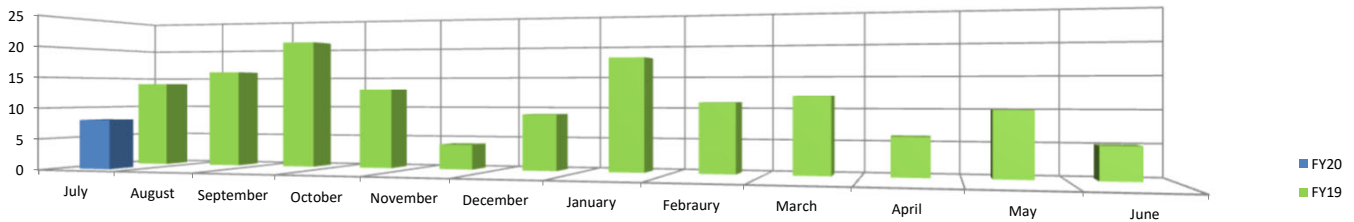
### Website Traffic



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	15,429											
FY19	16,048	12,457	20,916	19,059	16,859	13,387	19,993	16,867	16,962	18,275	15,879	14,462

Notes:

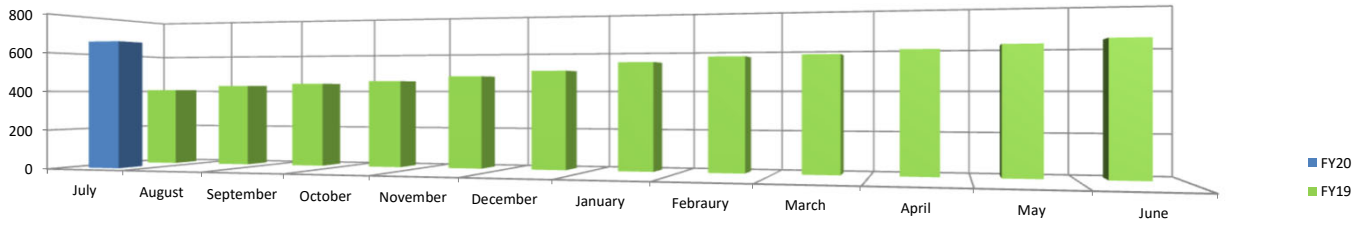
### Twitter



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	8											
FY19	14	16	21	13	4	9	18	11	12	6	10	5

Notes:

## Instagram



	July	August	September	October	November	December	January	February	March	April	May	June
FY20	661											
FY19	407	430	441	454	478	505	546	571	578	598	618	641

Notes:



Statistics	Jul 19				Jul 18				% Change			
	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour
<b>Connect Transit</b>												
Green	22,968	7,974	812	28.29	19,492	7,326	746	26.13	17.8%	8.8%	8.8%	8.3%
Red	27,914	14,812	1,380	20.23	25,832	13,858	1,293	19.98	8.1%	6.9%	6.7%	1.2%
Lime	27,212	17,398	1,420	19.16	27,807	16,305	1,332	20.87	-2.1%	6.7%	6.6%	-8.2%
Aqua	7,566	2,829	202	37.39	7,712	2,783	199	38.75	-1.9%	1.7%	1.7%	-3.5%
Orange	4,924	4,970	380	12.96	4,235	4,916	374	11.32	16.3%	1.1%	1.6%	14.4%
Gold	5,608	4,932	406	13.81	6,760	4,896	403	16.77	-17.0%	0.7%	0.7%	-17.7%
Purple	12,444	11,219	769	16.18	12,714	11,034	757	16.80	-2.1%	1.7%	1.7%	-3.7%
Blue	4,648	4,510	395	11.78	3,946	4,438	388	10.16	17.8%	1.6%	1.6%	15.9%
Brown	4,532	4,149	362	12.53	4,918	5,223	455	10.80	-7.8%	-20.6%	-20.6%	16.0%
Tan	4,488	6,074	492	9.12	5,280	8,155	661	7.99	-15.0%	-25.5%	-25.5%	14.1%
Pink	9,466	4,925	388	24.40	6,150	4,346	380	16.18	53.9%	13.3%	2.1%	50.7%
Yellow	10,454	5,879	410	25.50	10,332	5,742	401	25.77	1.2%	2.4%	2.2%	-1.0%
Olive	-	-	-		4,217	4,357	431	9.78	-100.0%	-100.0%	-100.0%	
Redbird	-	-	-		-	-	-					
Silver	7,108	7,475	590	12.05	7,495	7,258	580	12.92	-5.2%	3.0%	1.7%	-6.8%
Eastview	-	-	-		154	313	30	5.13	-100.0%	-100.0%	-100.0%	
Red Express	1,936	2,256	176	11.00	-	-	-					
Lime Express	2,486	2,162	154	16.14	-	-	-					
<b>Total Fixed Route</b>	<b>153,754</b>	<b>101,566</b>	<b>8,337</b>	<b>18.44</b>	<b>147,044</b>	<b>100,950</b>	<b>8,431</b>	<b>17.44</b>	<b>4.6%</b>	<b>0.6%</b>	<b>-1.1%</b>	<b>5.7%</b>
<b>Demand Response</b>												
Connect Mobility	7,078	30,805	2,586	2.74	7,253	30,678	2,550	2.84	-2.4%	0.4%	1.4%	-3.8%
<b>Total Demand Response</b>	<b>7,078</b>	<b>30,805</b>	<b>2,586</b>	<b>2.74</b>	<b>7,253</b>	<b>30,678</b>	<b>2,550</b>	<b>2.84</b>	<b>-2.4%</b>	<b>0.4%</b>	<b>1.4%</b>	<b>-3.8%</b>
<b>SYSTEM TOTALS</b>	<b>160,832</b>	<b>132,371</b>	<b>10,923</b>	<b>14.72</b>	<b>154,297</b>	<b>131,628</b>	<b>10,981</b>	<b>14.05</b>	<b>4.2%</b>	<b>0.6%</b>	<b>-0.5%</b>	<b>4.8%</b>



Statistics	YTD 20				YTD 19				% Change			
	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour	Customers	Revenue Miles	Revenue Hours	Boardings per Revenue Hour
<b>Connect Transit</b>												
Green	22,968	7,974	812	28.29	19,492	7,326	746	26.13	17.8%	8.8%	8.8%	8.3%
Red	27,914	14,812	1,380	20.23	25,832	13,858	1,293	19.98	8.1%	6.9%	6.7%	1.2%
Lime	27,212	17,398	1,420	19.16	27,807	16,305	1,332	20.87	-2.1%	6.7%	6.6%	-8.2%
Aqua	7,566	2,829	202	37.39	7,712	2,783	199	38.75	-1.9%	1.7%	1.7%	-3.5%
Orange	4,924	4,970	380	12.96	4,235	4,916	374	11.32	16.3%	1.1%	1.6%	14.4%
Gold	5,608	4,932	406	13.81	6,760	4,896	403	16.77	-17.0%	0.7%	0.7%	-17.7%
Purple	12,444	11,219	769	16.18	12,714	11,034	757	16.80	-2.1%	1.7%	1.7%	-3.7%
Blue	4,648	4,510	395	11.78	3,946	4,438	388	10.16	17.8%	1.6%	1.6%	15.9%
Brown	4,532	4,149	362	12.53	4,918	5,223	455	10.80	-7.8%	-20.6%	-20.6%	16.0%
Tan	4,488	6,074	492	9.12	5,280	8,155	661	7.99	-15.0%	-25.5%	-25.5%	14.1%
Pink	9,466	4,925	388	24.40	6,150	4,346	380	16.18	53.9%	13.3%	2.1%	50.7%
Yellow	10,454	5,879	410	25.50	10,332	5,742	401	25.77	1.2%	2.4%	2.2%	-1.0%
Olive	-	-	-	-	4,217	4,357	431	9.78	-100.0%	-100.0%	-100.0%	-
Redbird	-	-	-	-	-	-	-	-	-	-	-	-
Silver	7,108	7,475	590	12.05	7,495	7,258	580	12.92	-5.2%	3.0%	1.7%	-6.8%
Eastview	-	-	-	-	154	313	30	5.13	-100.0%	-100.0%	-100.0%	-
Red Express	1,936	2,256	176	11.00	-	-	-	-	-	-	-	-
Lime Express	2,486	2,162	154	16.14	-	-	-	-	-	-	-	-
<b>Total Fixed Route</b>	<b>153,754</b>	<b>101,566</b>	<b>8,337</b>	<b>18.44</b>	<b>147,044</b>	<b>100,950</b>	<b>8,431</b>	<b>17.44</b>	<b>4.6%</b>	<b>0.6%</b>	<b>-1.1%</b>	<b>5.7%</b>
<b>Demand Response</b>												
Connect Mobility	7,078	30,805	2,586	2.74	7,253	30,678	2,550	2.84	-2.4%	0.4%	1.4%	-3.8%
<b>Total Demand Response</b>	<b>7,078</b>	<b>30,805</b>	<b>2,586</b>	<b>2.74</b>	<b>7,253</b>	<b>30,678</b>	<b>2,550</b>	<b>2.84</b>	<b>-2.4%</b>	<b>0.4%</b>	<b>1.4%</b>	<b>-3.8%</b>
<b>SYSTEM TOTALS</b>	<b>160,832</b>	<b>132,371</b>	<b>10,923</b>	<b>14.72</b>	<b>154,297</b>	<b>131,628</b>	<b>10,981</b>	<b>14.05</b>	<b>4.2%</b>	<b>0.6%</b>	<b>-0.5%</b>	<b>4.8%</b>



## MEMO

**DATE:** August 27, 2019  
**TO:** Board of Trustees  
**FROM:** Jeff Holtke, Marketing and Business Development Manager  
**SUBJECT:** Recommendation for Marketing and Communications Plan FY2020

**RECOMMENDATION:** That the Board approve the Marketing and Communications Plan for FY2020.

**BACKGROUND:** A major objective in Connect Transit's Strategic Plan is to continue building a marketing and communication plan. As in years past, there have been several different ways of promoting the Connect Transit message; however, it was not consistent until FY2018. In FY2018 we began the *#GetConnected With Connect Transit* campaign and used across all platforms. In FY2020 staff will continue to promote the *#GetConnected* tagline throughout our campaigns.

Over the last few years, Connect has advertised with various outlets from previews at movie theatres to radio and television. This year staff will focus on following a similar path on radio as has been done in the past.

Connect will continue to promote a consistent message through all marketing efforts in FY2020. The *#GetConnected* tagline will be used again in our marketing message. Staff will work with our advertising partners to help increase ridership and app downloads. Overall, this plan follows a very similar path to what has been done in the last several years while mixing in a few new elements to help raise brand awareness in new areas that have not been explored.

**DISCUSSION:** Connect Transit received proposals from each of the major radio groups, one (1) local television station and many smaller entities. This Marketing Plan will allow Connect to gauge the effectiveness of prior plans along with mixing in new components. Multiple radio stations have begun focusing on digital advertising and exhibiting a presence on several of Connect's partners' websites will help drive more traffic to Connect's website, in addition to helping current riders and potential riders find more information on riding. After laying out the FY2020 Marketing Plan, funding remains for other opportunities that may arise for Connect Transit to consider throughout the remainder of the year.



Company	Type of Media (Print/Radio/Etc.)	Number of Total Spots	Total Investment
Cumulus Bloomington	WBNQ Community Calendar	20 radio spots (Month) 20 online spots (Month) 21 Name Mentions (Month) Banner Ad on Community Cal	\$7,800
Neuhoff Media Hot 100 / Bob FM / Rock 96.7	Radio	3,600 Spots across all 3 stations 3,600 Streaming Spots 1 Banner Ad on all 3 stations \$500 Certificate for Charity (\$250x2)	\$19,800
Grossinger Motors Arena	Signage	Scoreboard Sign Concourse Sign Two Digital Marquees Static Sign Promoting Total Rides Website Links	\$6,700
WGLT	Radio/Website	19 Spots Per Month 14,000 Web Impressions per Month	\$7,200
Great Plains Media	Radio (107.7 The Bull)	50 radio spots (First 2 Weeks Each Month) 60 online spots (Month)	\$18,000
WEEK TV 25	Digital Ads	25,000 Impressions/Month WEEK.COM	\$1,200
Comcast	Television Ads	900 :30 Commercials (4 Weeks Each Qtr.)	\$4,950
		<b>Total</b>	<b>\$65,650</b>

#### KEY FEATURES

- Continue to push forward growing online presence. Connect recently hit 2,000 LIKES on Facebook and continue to grow Twitter and Instagram as well. Additional funding will be used on Facebook campaigns as they have been very effective when done properly
- Digital Ads – Reaches customers who use smart phones throughout the day with various companies such as WGLT, WEEK-TV and Great Plains Media
- Continue to brand our marketing with #GetConnected and continue to push the message of ease of access when using Connect Transit in everyday life





**MEMO**

**DATE:** August 27, 2019

**TO:** Board of Trustees

**FROM:** Isaac Thorne, General Manager

**SUBJECT:** Recommendation for Approval of Vice-Chairman Ryan Whitehouse's Travel Expenses

Expenses associated with a Washington, D.C. trip for Legislation and Federal Transportation Administration visit.

Flight - \$788.00

Hotel - \$534.90

Meals - \$19.99

**Total: \$1,342.89**



**MEMO**

**DATE:** August 27, 2019  
**TO:** Board of Trustees  
**FROM:** Julie Dockham, Human Resources Director  
**SUBJECT:** Connect Transit Human Resource Policy

**RECOMMENDATION:** That the Board of Trustees approve the Human Resource Policy.

**BACKGROUND:** The Board of Trustees approved the Human Resource Policy in February of 2015.

**DISCUSSION:** The Human Resource Policy has been updated with three (3) changes to Military Leave, Pregnancy, and anti-harassment sections. These changes were made to reflect State of Illinois Statutes. Connect Transit legal counsel has reviewed the Human Resource Policy.

The Human Resource Policy does not supersede rights established under Connect Transit Collective Bargaining Agreement. In the event of a conflict between the policies in the Human Resource Policy and the terms of any applicable collective bargaining agreement, the terms of the Collective Bargaining Agreement shall govern as to that conflict.



# HR POLICY MANUAL

Effective September 1, 2019

# TABLE OF CONTENTS

## Table of Contents

- INTRODUCTION ..... 5**
  - WELCOME TO CONNECT TRANSIT! ..... 5
  - ABOUT YOUR HR POLICY MANUAL ..... 6
  - CONNECT TRANSIT PROFILE ..... 7
  - CONNECT TRANSIT’S MISSION, VISION AND VALUES STATEMENT ..... 7
  - COMMITMENT TO EQUAL EMPLOYMENT OPPORTUNITY ..... 8
  - OPEN DOOR PHILOSOPHY ..... 8
  
- BUSINESS PRACTICES ..... 9**
  - AMERICANS WITH DISABILITIES ACT ..... 9
  - PREGNANCY ..... 9
  - HARASSMENT POLICY ..... 9
  - CODE OF ETHICS ..... 11
  - CONFLICT OF INTEREST ..... 12
  - GENERAL RULES OF CONDUCT ..... 13
  - DISCIPLINE ..... 14
  - DRUG AND ALCOHOL-FREE WORKPLACE POLICY STATEMENT ..... 15
  - STATEMENT OF CONFIDENTIALITY ..... 18
  - TEAM WORK POLICY ..... 19
  
- PAYROLL AND TIMEKEEPING INFORMATION ..... 20**
  - ACCESS TO PERSONNEL FILES ..... 20
  - ATTENDANCE AND PUNCTUALITY ..... 20
  - BREAKS AND MEAL PERIODS ..... 21
  - CLASSIFIED WAGE ADMINISTRATION ..... 21
  - EMERGENCY CONTACT INFORMATION ..... 22
  - EMPLOYEE PERSONAL INFORMATION ..... 22
  - EMPLOYMENT STATUS ..... 22
  - OVERTIME ..... 23
  - PAYROLL DEDUCTIONS ..... 24
  - REGULAR PAY PROCEDURES ..... 24
  - TIMEKEEPING ..... 24
  - WORK SCHEDULES ..... 24

TELEWORK.....	25
<b>BENEFITS &amp; ADDITIONAL OFFERINGS .....</b>	<b>27</b>
BENEFITS INFORMATION .....	27
COBRA .....	27
HIPAA .....	27
EDUCATION, TRAINING AND DEVELOPMENT .....	27
EMPLOYEE ASSISTANCE PROGRAM (EAP).....	28
EMPLOYEE SUGGESTIONS.....	29
LOGO WEAR .....	29
PARKING.....	29
RETIREMENT PLANS .....	29
TUITION REIMBURSEMENT POLICY.....	30
EXPENSE REIMBURSEMENT .....	30
WORKPLACE WELLNESS POLICY.....	31
<b>LEAVE AND APPROVED ABSENCES.....</b>	<b>33</b>
BEREAVEMENT .....	33
COURT APPEARANCES.....	33
EXTENDED LEAVE OF ABSENCE POLICIES.....	34
HOLIDAYS .....	40
JURY DUTY.....	41
PERSONAL LEAVE DAYS.....	42
SICK LEAVE.....	42
VACATION .....	44
VOTING TIME .....	45
<b>TECHNOLOGY .....</b>	<b>47</b>
COMPUTER, ELECTRONIC COMMUNICATION SYSTEMS & REOURCES POLICY.....	47
SOCIAL MEDIA USE POLICY .....	48
MOBILE DEVICE ACCEPTABLE USE POLICY .....	48
TELEPHONE LINES .....	49
<b>WORKPLACE INFORMATION.....</b>	<b>50</b>
AGE REQUIREMENTS.....	50
EXIT INTERVIEW .....	50
FREEDOM OF INFORMATION ACT (FOIA).....	50
INTERIM ASSIGNMENTS.....	50
JOB ABANDONMENT.....	51

NURSING MOTHERS POLICY .....	51
ORIENTATION PERIOD .....	51
PERFORMANCE EVALUATIONS.....	51
PROMOTIONS AND JOB VACANCIES .....	52
TRANSFER AND PROMOTIONS.....	52
REFERENCE CHECKS AND BACKGROUND CHECKS .....	52
RELATIONSHIPS AND FRATERNIZATION IN THE WORKPLACE.....	52
RESIGNATION / RETIREMENT.....	53
RETURN OF COMPANY PROPERTY .....	53
SEPARATION FROM EMPLOYMENT .....	53
WORKPLACE SEARCHES.....	55
<b>PROFESSIONAL CONDUCT.....</b>	<b>56</b>
DRESS CODE/PERSONAL APPEARANCE .....	56
INSUBORDINATION .....	57
FALSIFICATION OF DOCUMENTATION .....	57
NON-RETALIATION POLICY.....	57
OUTSIDE EMPLOYMENT AND ACTIVITIES .....	58
SMOKE-FREE/TOBACCO-FREE/NICOTINE-FREE ENVIRONMENT.....	59
SOLICITATION AND DISTRIBUTION.....	60
WHISTLEBLOWER POLICY.....	60
WORKPLACE ANTI-BULLYING POLICY.....	61
WORKPLACE VIOLENCE POLICY.....	61
WEAPONS POLICY .....	61
<b>SAFETY .....</b>	<b>62</b>
CONFIDENTIALITY OF MEDICAL INFORMATION .....	62
MEDICAL EXAMINATIONS .....	62
RETURN TO WORK / LIGHT DUTY POLICY .....	62
SAFE DRIVING PRACTICES WHILE ON DUTY .....	63
WORKPLACE SAFETY AND HEALTH .....	63

# INTRODUCTION

---

## WELCOME TO CONNECT TRANSIT!

We at Connect Transit are proud to have you join our operation. It is our sincere hope you will personally benefit from your experience at Connect Transit, as our combined efforts to continually improve both the service to our customers and the benefits to each of us.

Public transportation is a critical component to building social and economic growth in the Bloomington-Normal area. Connect Transit transports people to work, school, healthcare, shopping and recreation and it is Connect Transit's employees that provide these services that our customers and community rely upon. Take pride in knowing that you are joining a team that drives growth and success for Connect Transit and the community.

Your employment at Connect Transit will be challenging and enjoyable. We wish you the best of luck and success in your position and know that your employment relationship with Connect Transit will be a rewarding experience.

This manual is not designed to cover every question; but should be helpful as you become acquainted with our company. Should you have a question regarding interpretation or if you are unable to find an answer to a question regarding company policy, we encourage you to discuss your question with your immediate supervisor or manager. We want your employment with us to be safe and productive. Once again, welcome to Connect Transit.

Sincerely,

Isaac Thorne  
General Manager

## **ABOUT YOUR HR POLICY MANUAL**

This manual is intended as direction for current Connect Transit policies. Every employee is expected to read, understand and follow the provisions of the manual and will be held responsible for knowing its contents. For purposes of this manual, at some point you may see references to Connect Transit as the “Company.” Connect Transit reserves the right to change this information at any time. Violations of the policies contained here may result in discipline up to and including termination of employment.

Nothing in this manual or any material distributed to employees, is intended or should be construed as an agreement or contract, expressed or implied. Connect Transit reserves the right, at all times, to take any action deemed to be in its best interests. Connect Transit reserves the right to make changes to policies, rules, regulations, and procedures at any time and without notice.

There are other related publications for employees’ use as well. The HR Policy Manual, available in Human Resources, contains detailed information about benefits offered to all full-time employees.

Employees are encouraged to familiarize themselves with the contents of these publications. Questions about the material contained in them may be directed to the Human Resources Department.

Every effort has been made to ensure that the information is accurate and up to date and in compliance with state and federal laws and regulations. However, some of the information may have changed since publication.

This manual and the policies contained here apply to all Connect Transit employees as a condition of their employment. Policies in this manual do not supersede rights established under Connect Transit collective bargaining agreements. In the event of a conflict between the policies in this Personnel Manual and the terms of any applicable collective bargaining agreement, the terms of the collective bargaining agreement shall govern as to that conflict.

Any questions regarding the scope of the manual should be addressed to the Human Resource Director.



## CONNECT TRANSIT PROFILE

Connect Transit is located in Normal, IL just off of I-55 and in the heart of Central Illinois, approximately 125 miles southwest of Chicago, 155 miles northeast of St. Louis, and 64 miles northeast of Springfield, the State Capital. The Town of Normal is the County Seat of McLean County, the largest county in Illinois (approximately 762,240 acres). Normal (pop 52,497) is a twin City with the City of Bloomington (pop. 76,610). Interstates 39, 55 and 74 converge on Bloomington-Normal, as well as US Route 51 and State Route 9.

The twin cities are also serviced by two major railroad lines and Amtrak, as well as air transportation at the Central Illinois Regional Airport, one of the fastest growing airports in the country, which services commuter, corporate, and private aircraft.

Bloomington-Normal is located in one of the most productive agricultural areas in the nation, but the economy is diverse and well-balanced. In addition to the major manufacturers and industries, there are two universities, two hospitals, a convention center, one indoor mall, one outdoor mall, and many banks and Savings & Loan Associations located in Bloomington-Normal.

## CONNECT TRANSIT'S MISSION, VISION AND VALUES STATEMENT

### **Mission**

Connect Transit provides safe, reliable transportation and access to opportunity to strengthen and enrich individual lives, our community, the economy and the environment.

### **Vision**

Connect Transit is a robust system of undeniable social, economic and environmental value to its stakeholders and the community.

### **Values**

These core values guide our conduct and behavior and apply to everyone without exception. At Connect Transit, we are:

- Respectful of all persons and perspectives
- Customer and safety focused
- Dedicated to public service
- Accountable stewards of public resources
- Trusting and trustworthy
- Open-minded and eager to learn
- Positive in attitude
- Focused on the good of the whole

## **COMMITMENT TO EQUAL EMPLOYMENT OPPORTUNITY**

We value diversity and the many contributions that are made to our company by people from all walks of life. Therefore, it is our policy not to discriminate against any employee or applicant for employment because of race, color, religion, age, sex, sexual orientation, national origin, pregnancy, disability or any other attribute or characteristic protected by law. The policy not to discriminate in employment includes, but is not limited to, the following:

- Connect Transit will employ those applicants who possess necessary skills, education, and experience, without regard to race, color, religion, age, sex, sexual orientation, national origin, pregnancy, disability or any other attribute or characteristic protected by law.
- Connect Transit will promote, upgrade, transfer, demote, recruit, advertise, and solicit for employment without regard to race, color, religion, age, sex, sexual orientation, national origin, pregnancy, disability or any other attribute or characteristic protected by law.
- Connect Transit will provide for training during employment, and select for training and apprenticeship programs, without regard to race, color, religion, age, sex, sexual orientation, national origin, pregnancy, disability or any other attribute or characteristic protected by law.
- No employee will aid, abet, compel, coerce, or conspire to discharge or cause another employee to resign because of race, color, religion, age, sex, sexual orientation, national origin, pregnancy, disability or any other attribute or characteristic protected by law.
- Connect Transit will establish rates of pay and terms, conditions, and privileges of employment without regard to race, color, religion, age, sex, sexual orientation, national origin, pregnancy, disability or any other attribute or characteristic protected by law.

## **OPEN DOOR PHILOSOPHY**

Connect Transit strives to maintain an informal environment with an “open-door” policy so that, should employees have suggestions as to ways to improve our company, or should a problem arise, employees can feel free to openly discuss these problems with management. This is an atmosphere where each employee can go directly to management to discuss any question or concern which may arise. Management believes that any problem, whether large or small, can best be resolved by open and direct discussion.

Management is unable to address employee suggestions or concerns unless employees voice them, so management encourages employees to pass concerns and suggestions along to the supervisor. Suggestions for ways to improve the company are always encouraged.

Each employee who has a problem or concern with the company should feel free to address these concerns with their supervisor(s). If, however, due to the circumstances you are unable to address your concerns with your supervisor, please speak with your department manager or General Manager.

Likewise, employees who have reason to believe the employee has experience or witnessed conduct that is inconsistent with Connect Transit policy or that the Connect Transit has committed any violation of a policy, rule, or regulation, or other improper or unlawful conduct shall immediately report information concerning the alleged violation to General Manager.

Connect Transit will not retaliate against an employee for making complaints under this policy or for an employee's decision to by-pass his/her immediate supervisor.

## **BUSINESS PRACTICES**

### **AMERICANS WITH DISABILITIES ACT**

Consistent with the Americans with Disabilities Act (ADA), Connect Transit will not discriminate against applicants and individuals with disabilities and is committed to providing reasonable accommodations to applicants and employees who are qualified for a job so that they may perform the essential job duties of the position. Employees shall make requests to Human Resources for reasonable accommodations.

Connect Transit will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to Connect Transit. Any questions or requests for accommodation should be directed to Human Resources.

### **PREGNANCY**

An employee who is pregnant, recovering from childbirth, or has a condition related to pregnancy has the right to ask for a reasonable accommodation. This includes bathroom breaks, assistance with heavy lifting, a private space for expressing milk, or time off to recover from pregnancy. Connect Transit may request medical documentation supporting the need for a workplace accommodation and will provide an accommodation to the extent such accommodation does not pose an undue hardship on the ordinary operation of the business of the company.

### **HARASSMENT POLICY**

#### **Definition of Harassment / Sexual Harassment**

Consistent with its policies of equal employment opportunity, Connect Transit prohibits any type of harassment by and of its employees. This policy forbids any employee, supervisor, elected official, appointed official, vendor, client, customer or other person to harass any Connect Transit employee. Connect Transit shall take appropriate action, up to and including dismissal, for violations of this policy by employees.

In general, harassment means persistent and unwelcome conduct or actions directed at one or

more individuals based on an employee's protected status under state and federal law. The conduct forbidden by this policy specifically includes, but is not limited to:

- Epithets, slurs, negative stereotyping, or intimidating acts that are based on a person's protected status; and
- Written or graphic material circulated, available on the computer system, or posted or distributed within the workplace that shows hostility toward a person or persons because of their protected status.

Sexual harassment is one type of harassment and includes any harassing conduct based on gender, regardless of whether the conduct is sexual in nature. Any unwelcome conduct based on gender is also forbidden by this policy regardless of whether the individual engaged in harassment and the individual being harassed are of the same or different genders.

Unwelcome sexual advances, requests for sexual favors, or other verbal, physical, or visual conduct based on sex constitute sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

It is the responsibility of all employees to promote and maintain a professional workplace and which treats all of those who work here with dignity and respect. In accordance with this objection, **CONNECT TRANSIT WILL NOT TOLERATE ANY VERBAL OR PHYSICAL MISCONDUCT, GESTURES OR ANY TYPE OF COMMUNICATION CONSTITUTING HARASSMENT.**

### **Reporting Procedure**

Any employee who believes he or she is being harassed or any employee who comes aware of harassment, is required to promptly notify the Human Resources Department either in person or by phone at 309-829-1122. Supervisors should make reasonable attempts to ensure an environment is consistent with this policy including reporting any suspected violations directly to the Human Resources Department.

Upon notification of a harassment complaint, every step will be taken to conduct a confidential and impartial investigation which may include direct interviews with involved parties and, where necessary, with employees who may be witnesses or have knowledge of matters relating to the complaint. The parties of the complaint will be notified of the findings.

**CONNECT TRANSIT REQUIRES ALL OF ITS EMPLOYEES TO IMMEDIATELY REPORT ANY VIOLATION OF THIS POLICY OR ANY INSTANCE OF SUSPECTED WORKPLACE HARASSMENT. THOSE EMPLOYEES WHO MAY NOT PERSONALLY EXPERIENCE HARASSMENT BUT WHO KNOW OR**

**BELIEVE THAT SUCH BEHAVIOR HAS OCCURRED SHOULD IMMEDIATELY BRING THIS TO THE ATTENTION OF THE COMPANY AS WELL. THIS INCLUDES REPORTING INAPPROPRIATE ACTIONS OF NON-EMPLOYEES WHILE ON COMPANY PROPERTY OR SUCH CONDUCT OFF-SITE IF IT OCCURS IN A BUSINESS CONTEXT.**

This reporting process is important to the Company. At the same time, the purposes of this policy are not furthered where a complaint is found to be false and frivolous and made to accomplish some other end than stopping harassment. A complaint that is determined to be false and frivolous can result in a severe level of discipline or discharge. A false or frivolous complaint does not refer to complaints made in good faith that cannot be proven.

Any employee who is found to have violated this policy, or a supervisor who has failed to report a violation of this policy, will be subject to disciplinary action, up to and including immediate termination from employment with Connect Transit.

Regardless of the means an associate may select for resolving the problem, the initiation of a complaint of harassment will not adversely reflect on the complainant nor will it affect his or her employment, compensation or work assignments. Nothing in this policy should be interpreted to prohibit a supervisor or manager from insisting on satisfactory work performance from an employee.

Employees are encouraged to use the above reporting process in this policy to report and resolve their complaints of harassment or retaliation. The filing of a complaint under the procedures described above shall not limit, extend, replace or delay the right of any person to file a similar complaint or charge with any appropriate local, State, or federal agency or court. These include:

Illinois Department of Human Rights  
100 W. Randolph St., Suite 10-100  
Chicago, IL 60601  
(312) 814-6200

United States Equal Employment Opportunity Commission  
Chicago District Office  
500 W. Madison Street, Suite 2800  
Chicago, IL 60661  
(312) 353-2713

## **CODE OF ETHICS**

Connect Transit and its employees are committed to the attainment of the highest standards of ethical conduct in its dealings with the public, co-workers and third-party providers. Connect Transit employees are expected to accept certain responsibilities, adhere to acceptable business principles, and exhibit a high degree of personal integrity at all times. A primary purpose of Connect Transit's Code of Ethics is to increase the level of sensitivity of all employees to the

existence of any questionable actions and to encourage them to not only raise questions about such actions but to report them to their superiors or to the Human Resources Director.

### **Quality of Service**

We will treat all members of the public with respect, provide them with the highest level of attention and quality of service and strive to achieve excellence in everything we do for them.

### **Conflict of Interest**

We will refrain from and avoid all conflicts or appearance of conflicts between our own private interests and our responsibilities and performance of our duties on behalf of Connect Transit.

### **Compliance with Laws and Regulations**

We will strictly follow all State of Illinois and Federal Government laws, standards and regulations respecting the service of the public.

### **Employee Relations**

We shall treat all people with respect, dignity and courtesy.

### **Safeguarding the Property of Connect Transit**

We shall protect the property of Connect Transit against loss, theft, destruction, misappropriation and misuse.

### **Communications**

Connect Transit and its employees are committed to encouraging honest and open communication among all employees, citizens and other members of the public.

## **CONFLICT OF INTEREST**

Connect Transit expects that all employees will conduct themselves with the highest degree of personal and professional integrity. Interactions with Connect Transit vendors, contractors and the public must be conducted in a manner consistent with Connect Transit's obligations to the public. Connect Transit employees may not offer, solicit or accept bribes, gratuities, product bonuses, special fringe benefits, discounts, unusual price breaks, or other windfalls in Connect Transition with their duties. Promotional plans that could give rise to the appearance of a conflict of interest require written approval from General Manager and must be within the guidelines of the state Gift Ban Act.

Except as otherwise authorized or provided by the *Illinois Compiled Statutes*, a Board Resolution or action of the Board, employees are expected to develop and maintain constructive working relationships with co-workers, the public, vendors and contractors. However, if employees have any personal interest in Connect Transit transactions, contracts or other business over which they have any influence as a result of their employment with Connect Transit, it is imperative that they disclose such interests to the Human Resources Director as soon as possible. Connect Transit can establish safeguards to protect all parties from the existence of any actual or potential conflicts of

interest.

Situations that may pose a conflict of interest must be reported to the Department Head by the employee immediately. However, honoraria or expenses paid for papers, talks, demonstrations or appearances made by employees on their own time shall not be deemed as a violation of this section provided such activity is approved by the General Manager.

## **GENERAL RULES OF CONDUCT**

It is the purpose of this policy to provide a framework for the proper conduct of Connect Transit employees while on the job. Employees are expected to maintain reasonable standards of conduct, behavior and performance, display a proper regard for the welfare and rights of other employees, customers, businesses, and the public. When employees fail to meet these standards of performance or violate the reasonable rules of conduct, they may be dismissed, demoted, suspended, reprimanded or otherwise disciplined as the circumstances warrant. It is further intended that discipline, where justified, be meted out in an equitable manner. Finally, it is intended that within very broad and general guidelines, the Department Head and authorized supervisors are responsible for the implementation of this policy within their specific jurisdictional work areas.

- A) Supervisors provide new employees with information regarding existing work rules and expectations during the employee's initial orientation and at the end of the evaluation period. In addition, supervisors will discuss departmental rules with new employees and periodically with all employees as the need arises.
- B) To ensure orderly operations and provide the best possible work environment, Connect Transit expects employees to follow rules of conduct that will protect the interests and safety of all employees and the company. All active employees are covered under this policy. It is not possible to list all forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment. The list is not intended to be exhaustive.
- Theft, loss, misappropriation, destruction/damage or inappropriate removal or possession of Connect Transit funds, equipment or property
  - Violation of the attendance policy or unauthorized absences; including repeated tardiness and leaving duty prior to fulfilling shift obligations
  - Fighting or threatening violence while on duty or in the workplace
  - Sexual or other harassment in violation of Connect Transit policy
  - Failure to request leave in an authorized manner or abusing an approved leave
  - Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
  - Unauthorized use of telephones, mail system, internet or other employer-owned

equipment

- Unauthorized disclosure of confidential information
- Failure to complete work duties as assigned including proper bus operation, dispatch and service procedures and protocols; including unauthorized exchange of work assignments
- Insubordination, including refusal or failure to follow a supervisor's work orders
- Discourtesy or disrespect to a member of the public, a co-worker or a Connect Transit supervisor or manager
- Falsifying or altering any Connect Transit record or report
- Violation of the dress code policy
- Willful misrepresentation or concealment of any fact requested during the hiring or investigatory process
- Violation of Connect Transit Smoking Policy
- Violation of any Safety procedure or policy, including Drug Free Workplace and Substance Abuse Policy
- Disruptive behavior which causes negativity in the workplace, interruption in operations, or effects workplace morale
- Gambling while on duty or on Connect Transit property
- Conduct tending to bring disrepute on Connect Transit, its board, or management personnel
- Improper use of equipment; including but not limited to, computers, cell phones and the internet
- Solicitation of passengers of the public for any purpose while on duty, in uniform or any other situation where it may be construed that the employee is representing Connect Transit
- Upon conviction of a felony impairing employment; or suspension or revocation of your driver's license or receiving traffic violations while operating a Connect Transit owned vehicle
- Holding other employment or engaging in activities that interfere with or adversely affect the performance of your job duties
- Sleeping while on duty
- Violation of any Connect Transit policy or procedure not listed

C) While this listing is not comprehensive, it is sufficient to demonstrate the types of behavior that may indicate an improper attitude toward the job.

## DISCIPLINE

Discipline may include the following actions:

- **Coaching**—Primary method to improve work performance and develop employees for potential advancement within the company. Goal is to clarify needs, expectations and roles and offer additional assistance to employees so they can be successful in the work



environment. It may also include a review of the employee's job description.

- **Oral Reprimand/Warning**—Formal discussion in which the employee is verbally advised regarding some act(s) of improper conduct, performance deficiencies or violation of a regulation, rule, etc. The documentation is noted in the supervisor's file on that employee as well as the employee's personnel file.
- **Written Warning**—Formal written statement completed by the employee's supervisor or his/her designee containing a description of an offense or performance deficiency. Where appropriate, the report should also contain written objectives for performance improvement including a timetable for attaining these objectives.
- **Disciplinary Suspension**—For (potentially) serious infractions of policies, procedures, values, mission and/or vision of Connect Transit, an unpaid suspension may be invoked by Connect Transit's General Manager/designee. An employee may be placed on an interim paid or unpaid suspension while the investigation is carried out, which shall not be considered disciplinary action.
- **Discharge**—Taken after previous discipline and expected improvement has not resulted and/or an employee commits an offense that impacts their continued employment cannot be tolerated regardless of previous work history. Discharge results in complete separation from further employment.

Connect Transit generally follows a progressive discipline policy. The supervisor, the Department Head and/or the General Manager have the discretion to select the appropriate level of correction for unacceptable employee behavior based on the issues being considered for discipline.

A formal Employee Performance Improvement Plan may be suggested/or mandated depending on the issues/behaviors surrounding the (potential) disciplinary action. The Department Head will coordinate with Human Resources to implement a Performance Improvement Plan.

Documentation concerning written disciplinary actions shall be placed in the employee's personnel files. Employees shall also be required to acknowledge receipt of any written reprimand or warnings by signing the Disciplinary Action Form. Signing the Disciplinary Action Form is not, however, considered an acceptance of or agreement to the action taken, only receipt of said discipline.

Employees who feel that they have been disciplined unfairly are encouraged to first discuss the matter with their supervisor or Department Head. If this does not result in a satisfactory resolution, employees may discuss the matter with Human Resources.

## **DRUG AND ALCOHOL-FREE WORKPLACE POLICY STATEMENT**

Connect Transit believes that the use of illegal drugs and the use of alcohol are not appropriate in the workplace and is committed to maintaining a drug-free workplace as required by the Drug-Free Workplace Act of 1988. All Connect Transit employees will receive a copy of the company's Drug and Alcohol-Free Workplace Policy, acknowledge receipt and will receive annual re-training.

Employees must abide by all of the provisions of this Policy (except that this Policy does not supersede rights established under any collective bargaining agreement). The following conduct is strictly prohibited:

- Use, possession, manufacture, distribution, dispensation, or sale of any illegal drugs or alcohol on Connect Transit premises, while engaged in company business, in company supplied vehicles, or during work hours.
- The distribution, dispensation or sale of prescription drugs on company premises while engaged in company business, in company supplied vehicles, or during work hours.
- Possession of illegal drugs or alcohol in a locker, desk, vehicle, or other repository on company premises, or in company supplied vehicles.
- Being under the influence of illegal drugs, or a legal drug without a valid prescription or contrary to the valid prescription on company premises, while engaged in company business, in company supplied vehicles, or during work hours.
- Testing positive for illegal drugs or illegal drug masking agent.
- Switching or adulterating any sample submitted for testing or submitting a false sample for testing.
- Use, possession, sale or distribution of alcohol, or being under the influence of alcohol, as defined in the substance abuse testing procedure, on company premises, while engaged in company business, in company supplied vehicles, or during work hours.
- Refusing to consent to testing or refusing to submit a sample for testing when required by a company representative.
- Being convicted under any Federal or State drug statute for a violation occurring in the workplace.
- Failing to comply with rules and regulations promulgated under any testing policy or procedure maintained by Connect Transit. The abuse or misuse of legal drugs on company premises, while engaged in company business, in company supplied vehicles, or during work hours.
- Employees who believe or have been informed that their use of legally obtained drugs may impair their ability to perform their job and/or present a safety risk have the obligation to report such potential impairment to their supervisor to ensure the safety of themselves, other employees, company property, and company vehicles.
- Any employee under the influence of alcohol or illegal drugs during work hours, on company premises, while engaged in company business, in company supplied vehicles, and/or at any company sponsored activity, is in violation of company policy and is subject to disciplinary action, up to and including termination.

Connect Transit reserves the right to authorize the use of alcohol at company sponsored employee events, which may be on or off company premises. Only General Manager can authorize the use of alcohol under this policy.

Employees may be authorized to entertain company business contacts on behalf of Connect Transit under certain circumstances and are allowed to use alcohol while traveling on company

business when appropriate.

Employees are expected to exercise reasonable judgment at all times including authorized use of alcohol and recognize they represent Connect Transit. Connect Transit accepts no responsibility for employees' use of alcohol.

Notification of Convictions: Employees must notify Human Resources in writing as soon as possible, but no later than three business days, of any criminal drug or alcohol conviction (including pleas of nolo contendere) for a violation occurring in the workplace. Connect Transit will review the situation and will take appropriate disciplinary action, up to and including termination. Connect Transit may require the employee to participate in a substance abuse program.

Connect Transit recognizes that a successful approach to problems related to substance abuse requires an interaction of treatment, education, counseling, assistance and discipline. Connect Transit maintains an Employee Assistance Program (EAP) which provides counseling and referral to appropriate treatment for employees who seek assistance for substance abuse and other personal/emotional problems. Employees are encouraged to request assistance through EAP. The following conditions apply to EAP assistance:

- Participation in the EAP is confidential.
- Coverage of treatment costs will be subject to individual employee medical benefit plans.
- Participation in the EAP does not relieve the employee from job requirements.
- Employees must request assistance through the EAP prior to being asked to submit for testing to avoid discipline.
- Using the EAP will not be a defense to avoid disciplinary action for violations of this policy.

Where there is reasonable suspicion to believe that an employee is impaired due to being under the influence of drugs or alcohol while on duty, that employee may be required to report for drug/alcohol testing. When reasonable suspicion to believe that an employee is impaired due to being under the influence exists, Human Resources shall be contacted to confirm that suspicion prior to any order to submit to drug/alcohol testing. Refusal of an employee to comply with the order for a drug/alcohol screening will be considered as a refusal of a direct order and will be cause for disciplinary action up to and including termination.

It is understood that drug or alcohol tests may be required under the following conditions:

- When an employee has been arrested or indicted for conduct involving illegal drug related activity on or off duty.
- When an employee is involved in an on-the-job injury causing reasonable suspicion of illegal drug use or alcohol abuse.
- When an employee is involved in an on-duty accident where there is reasonable suspicion of illegal drug use or alcohol abuse.
- Where an employee has experienced excessive absenteeism or tardiness under circumstances giving rise to a suspicion of off-duty drug or alcohol abuse.

The above examples do not provide an exclusive list of circumstances which may give rise to testing. Other circumstances may give rise to reasonable suspicion for testing.

Reasonable suspicion exists if the facts and circumstances warrant a rational inference that a person is impaired by alcohol or controlled substances. Reasonable suspicion will be based upon the following:

- Observable phenomena, such as direct observation of use and/or the physical symptoms of impairment by alcohol or controlled substances.
- Information provided by an identifiable third party which is independently corroborated.

Connect Transit strives to maintain confidentiality with respect to employee programs involving alcohol or drug use, consistent with legal, safety and security considerations and obligations.

### **STATEMENT OF CONFIDENTIALITY**

You are required at all times while an employee of Connect Transit and thereafter, to protect confidential information. Confidential information cannot be given to anyone without express prior approval of an authorized member of Connect Transit management. As it is important that this confidentiality policy be coordinated with applicable legal obligations, including Connect Transit's obligation to provide public records in response to requests under the Illinois Freedom of Information Act, employees should not respond to any requests for information unless expressly authorized.

Further, all employees are prohibited from directly or indirectly using or allowing the use of official information obtained through, or in connection with, employment with Connect Transit which has not been made available to the general public, for the furtherance of any private interest. Violation of this principle is a serious matter and will result in immediate disciplinary action. Additionally, disclosure of any information discussed and recorded in closed session held by the Board is strictly prohibited. Violation of this provision by any employee of Connect Transit shall result in disciplinary action taken pursuant to those of this policy, collective bargaining agreement and/or other provision that may be required under state law.

During your employment you may receive or have access to varying types of confidential information. Connect Transit places a high value on confidential information. Confidential information encompasses information about citizens and non-public information about operations and employees. Such confidential information includes personal or private information of employees, customers, citizens, and vendors, such as personal telephone numbers, personal email addresses, home addresses, personal license plates or other unique identifiers, personal financial information, medical information, information about minors, and other sensitive information. Other confidential information includes trade secrets, reports and analysis prepared by the Company or third parties that have not been released to the public, information provided for audit purposes that has not been released to the public, information related to other actions that

remain under review or in a preliminary or draft state, attorney-client communications, or other information that is not subject to disclosure under state or federal law.

Information is confidential regardless of its form. Your confidentiality obligations extend to confidential information included in memos, emails, computer files and other electronic formats.

Employees who knowingly or unknowingly violate this policy will be subject to appropriate disciplinary action, up to and including termination. Additionally, any unauthorized disclosure of information may result in civil and/or criminal liability under the Federal or State laws.

## **TEAM WORK POLICY**

We believe that our success depends upon the strength of our teamwork. Connect Transit expects that all employees will always make a concerted effort to ensure a harmonious work environment that promotes a teamwork mentality. All employees will avoid disruptive behavior, insubordination, or intentionally sabotaging co-workers or other departments.

The key to teamwork is that all employees look to their manager or supervisor and respect their authority. The employee should follow the directions of their manager, unless deemed to be unlawful. If an employee becomes aware that another employee has intentions to harm or sabotage another employee or supervisor, this information should be reported to a supervisor immediately. In the event the employee has concerns with their supervisor, a report shall be made to their Department Head or Human Resources Director.

# **PAYROLL AND TIMEKEEPING INFORMATION**

## **ACCESS TO PERSONNEL FILES**

The Human Resources Department maintains a personnel file on each employee. Personnel files contain documentation regarding all aspects of the employee's employment with Connect Transit, such as the employee's employment application, records of training, documentation of performance appraisals, salary increases, disciplinary action and other employment records. Personnel files are company property.

Employees who wish to review their own personnel file should schedule an appointment with the Human Resources Department. The employee will review their personnel file in the presence of a Human Resources staff member. No documents may be altered or removed from the file. Copies of documents will be provided at the employee's request for a nominal fee.

## **ATTENDANCE AND PUNCTUALITY**

To maintain a productive work environment, Connect Transit expects employees to be reliable and punctual in reporting to work. This means employees are expected to come to work each day, to arrive on time, and to work their full shift as scheduled. Regular and timely attendance is an expected and essential part of every position at Connect Transit. Absenteeism and tardiness place a burden on other employees and on the Company and can have a negative impact on the quality of service. Without prior authorization from a supervisor for an approved absence such as a prearranged vacation day, personal day or leave of absence, employees are expected to be at their workstation on time and ready to work at the start of every scheduled shift. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they must notify their supervisor one hour in advance of the start of the employee's shift. Employees who are considered tardy or fail to notify their supervisor of their absence are considered in violation of this policy.

Employees who are bargaining unit members can find more details in their respective collective bargaining agreement.

Employees are expected to speak directly with their supervisor whenever possible. Employees should follow established department protocols. Any employee who is absent from work without contacting their supervisor will be regarded as job abandonment (reference Job Abandonment Section).

Employees are expected to contact their supervisor each and every day of an absence, unless advised otherwise by Human Resources or the employee's supervisor.

Each work area will have specific guidelines for attendance, including starting and ending times for the standard work day.

## **BREAKS AND MEAL PERIODS**

Employees may be provided with a duty-free, unpaid meal period each work day and may be relieved of all work-related responsibilities. Meal periods will be scheduled to accommodate department needs. Employees eligible for overtime are not permitted to continue work during meal periods or skip their meal period to shorten their work day unless pre-approved by the supervisor.

Department Heads have the authority to grant meal periods from one-half (1/2) hour to one (1) hour in a normal work day. Employees who are granted from one-half (1/2) hour to one (1) hour meal periods are not paid for them and they may or may not leave their work facility or duty area, depending upon job function and where sufficient accommodations are provided. Such time is to be considered the employee's time and they should not perform work tasks during their meal period.

- A) Meal periods for employees scheduled for five hours or longer on a single shift: Employees must complete their meal period by the beginning of the fifth hour of work.
- B) Department Heads have the authority to grant rest periods to their employees. Such periods of rest, in general, should not exceed fifteen (15) minutes and the employee may not leave the work facility during such periods of rest and can be called back to work at any time. Typically, the rest periods are one in the early part of the shift and one in the latter part of the shift. Either/both can be cancelled at any time based on business needs. The rest period(s) may not be combined with the meal period under any circumstances.

Employees who are bargaining unit members can find more details in their respective collective bargaining agreement.

## **CLASSIFIED WAGE ADMINISTRATION**

Connect Transit strives to pay salaries competitive with those paid by other employers in our industry and in the applicable labor markets.

Employees who are bargaining unit members can find more details in their respective collective bargaining agreement.

Each classified position at Connect Transit has been studied and assigned a pay grade. Each grade has been assigned a corresponding wage range. Periodically, Connect Transit may revise its job descriptions, evaluate individual jobs to ensure that they are rated and paid appropriately and review job specifications to ensure that they are directly job related.

Pay for Performance: To ensure that employees perform their job to the best of their abilities, it is important to be recognized for good performance and receive appropriate suggestions for

improvement when necessary. Consistent with this goal, performance will be evaluated on an on-going basis. Employees may be given a merit pay increase based on performance in March. Employees who have not yet reached a year of service, may be eligible for a pro-rated merit increase. Completed performance evaluations are due in Human Resources thirty (30) calendar days prior to March. The timely submittal of performance evaluations are the responsibility of the manager who will be held accountable for such submittals.

Total compensation with Connect Transit consists not only of the wage employees are paid, but also the various benefits offered.

Human Resources will answer any questions regarding pay structure.

### **EMERGENCY CONTACT INFORMATION**

All employees must provide emergency contact information to Human Resources for persons to be contacted in the event of a personal emergency. Emergency contact information will be treated confidentially.

It is each employee's personal decision as to whom he or she chooses to have as the emergency contact. In an effort to keep information current should an emergency arise, employees are asked to update emergency contact information when there are changes or at least every two years.

### **EMPLOYEE PERSONAL INFORMATION**

Employees must notify Connect Transit within three (3) business days of any changes in personal mailing addresses, telephone numbers, etc.

Employees should promptly notify Human Resources of any changes in dependents, beneficiary, or any other information required to keep their benefits current. It is the employee's responsibility to ensure that personal data is accurate and current at all times.

### **EMPLOYMENT STATUS**

It is the policy of Connect Transit to maintain a classification of employees for the purposes of benefit administration and payroll record keeping. Every effort will be made to inform all employees of their classification status at the time of employment and/or at the time of a change in status.

#### **FULL-TIME EMPLOYEE**

A full-time employee is regularly scheduled to work at least 30 hours per week. Generally, they are eligible for Connect Transit's benefit package, subject to the terms, conditions and limitations of each benefit program, and the terms of any applicable collective bargaining agreement.



## **PART-TIME EMPLOYEE**

A part-time employee is regularly scheduled to work less than 30 hours per week. Generally, they are not eligible for Connect Transit's benefit package, subject to the terms, conditions and limitations of each benefit program, and the terms of any applicable collective bargaining agreement.

## **SEASONAL EMPLOYEE**

A seasonal employee generally is an individual who is hired either for a specified program or limited period-of-time. Seasonal employment lasts less than two consecutive calendar quarters and seasonal personnel are not guaranteed of being rehired and must reapply for employment following the regular employment application procedures for each season. These employees are not eligible to receive benefits unless required under the federal Affordable Care Act (ACA). A seasonal employee who goes to a full-time position is eligible to enroll in benefit plans.

## **NON-EMPLOYEE PERSONNEL**

Individuals excluded from the definition of "employee" under the Fair Labor Standards Act, include elected officials, policy-making appointees, unpaid interns and independent contractors.

In accordance with the Fair Labor Standards Act (FLSA), an employee may be classified as an exempt employee if his/her duties and responsibilities meet the eligibility as set forth under the Act. The FLSA governing exempt classifications specifies in detail the restrictive guidelines for making such determinations. An exempt employee is paid a salary commensurate with his/her responsibilities without consideration of hours worked. As a result, an exempt employee is not paid overtime or paid for compensatory time off.

A non-exempt employee is paid for each hour worked and is paid overtime at the rate of one and one-half (1 ½) times his/her hourly rate. Unless addressed by individual collective bargaining agreements, employees will not be eligible for comp time.

The employment status of an employee shall be the determining factor as to the eligibility for most employee benefits. If an employee changes from full-time regular status to part-time or seasonal status, s/he will no longer be eligible for full-time regular employee benefits. Employment status changes are initiated by Human Resources in coordination with Department Head in compliance with established procedures.

## **OVERTIME**

In order to best serve our community, overtime work may be required. Connect Transit attempts to provide as much advance notice as possible for overtime work. However, in some instances overtime work may be required without notice.

Employees who are classified as non-exempt are eligible for overtime. Work in excess of forty (40) hours per work week will be paid at the rate of one and one-half times the employee's regular rate of pay. All overtime must be pre-approved by the employee's immediate supervisor before it is

performed.

As required by law, overtime pay is based on actual hours worked. Time off for holidays, sick leave, vacation leave, personal leave or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

## **PAYROLL DEDUCTIONS**

It is the policy of Connect Transit to pay employees correctly. It is the employee's responsibility to notify Human Resources immediately of any improper pay or deductions. The complaint will be promptly investigated, and the results of the investigation will be reported to the employee. If an error is discovered, steps will be taken to correct any overpayment or underpayment in a timely manner.

## **REGULAR PAY PROCEDURES**

Connect Transit's workweek begins on a Sunday and ends on a Saturday. Employees are paid on a bi-weekly basis. Employees are paid by direct deposit. Otherwise, a paycheck will be placed in US postal service to the home address on file on the actual pay date. Employees are responsible for providing accurate and up-to-date mailing addresses. Employees will be emailed their pay stubs 1-2 days prior to actual pay date.

Employees who receive paper checks via the US postal service need to allow at least 5-7 business days to receive the check. Employees who believe their payroll check has been lost in the mail, need to contact Payroll to start the process of possibly reissuing a check. Once it has been verified that the check is truly lost, the check can be reissued. The entire process may take up to 2 weeks.

## **TIMEKEEPING**

It is the responsibility of every employee to accurately record and report the time s/he worked using the method directed to you by your Supervisor. Federal and state laws require Connect Transit to keep an accurate record of time worked in order to calculate employees' pay and benefits.

Intentionally altering, falsifying, or tampering with time records, or recording time on another employee's time record is strictly prohibited and will result in discipline up to and including termination.

## **WORK SCHEDULES**

The official business hours for Connect Transit of Bloomington are 8:00 a.m. to 5:00 p.m., Monday through Friday. Because we provide a wide range of services on a seven day a week basis, some employees may be scheduled to work on days and times outside the official business hours. Work

schedules may vary by department or position. Most employees work a forty (40) hour work week although this may vary by individual job and department needs. Connect Transit reserves the right to change work schedules based upon operational need.

## **TELEWORK**

Connect Transit confirms its commitment to recruit, develop, and retain a diverse and skilled workforce. To assist in this, the Company will support Teleworking where it is reasonable and practical to do so for senior management team members and where operational needs will not be adversely affected.

### **Definition of Teleworking:**

Telework is defined as working at home or at other off-site locations that are linked electronically (via computer, fax, etc.) to a central office or principal place of employment. Teleworking is a cooperative arrangement between Connect Transit and senior management staff, based upon the needs of the job and the Company.

Teleworking is not a formal, universal employee benefit. Rather it is an alternative method of meeting the needs of the company. Connect Transit has the right to refuse to make teleworking available to an employee and to terminate a teleworking arrangement at any time.

### **Eligibility:**

To be eligible for consideration of a telework arrangement, a senior management employee must have no record of performance problems or disciplinary actions within the preceding two (2) years or term of employment. In the case of a new hire, the Company will conduct a thorough reference check with past employers to determine whether s/he meets the requirement.

The senior management employee must have demonstrated the following prior to approval of telework: proven ability to perform, high job knowledge, ability to establish clear objectives, flexibility, ability to work independently and dependability.

In addition, the senior management employee must hold a position that will allow for the employee to work alone or with equipment that can be transported or kept at the alternate work site and have clearly defined tasks and objectives, does not require a regular direct face to face contact either with a client or team members, has measurable work activities, and does not require a high degree of supervision.

### **Job Responsibilities:**

Senior Management job responsibilities will not change due to teleworking. Professionalism in terms of job responsibilities, work output, and customer orientation will continue to follow the standards set by the Company. The amount of time an employee is expected to work will not change due to teleworking. In the event that business conditions require the teleworking employee's presence at a central work location function, meeting, or other event, the employee is expected to report to the central work location, even if such occurs during normally scheduled

home-work area hours.

**Contact with the Central Work Location:**

Once a teleworking arrangement has been approved, the teleworking employee is responsible for maintaining contact with his or her Supervisor and other senior management team members. It is expected that the Supervisor, senior management team members and the teleworker will act together to keep each other apprised of events or information obtained during the working day.

**Alternate Work Area:**

Connect Transit shall provide workers' compensation and liability protection as obligated by State statues for the employee while in the course of employment within the agreed upon location and defined work schedule. The Company assumes no responsibility for any activity, damages, or injury which is not directly associated or resulting from the official job duties for which the Company has no ability to exercise control. The Company assumes no responsibility for the employee's personal property.

In addition, the following must be adhered to:

- A) A designated workspace should be maintained by the employee in a clean, professional, and safe condition.
- B) Any change in the approved job assignment, location or defined work schedule must be reviewed and approved by the supervisor in advance.
- C) As liability may extend to accidents which could occur in the alternative work location, the Company retains the right to make on-site inspections of this work area, at a mutually agreed upon time, to ensure that safe work conditions exist.
- D) Employee tax implications related to alternate work locations are the responsibility of the employee.
- E) Employee expenses not specifically covered in this policy will be dealt with on a case-by-case basis between the employee and his/her supervisor.
- F) Employees who work at home will manage dependent care and personal responsibilities in a way that allows them to successfully meet job responsibilities.

**Equipment**

- A) Any hardware or software purchased by Connect Transit remains the property of the Company and will be returned to the Company should the alternative work arrangement be terminated.
- B) Software owned by the Company may not be duplicated except as formally authorized by policy.
- C) Employees using Company software must adhere to the manufacturer's licensing agreements.
- D) Restricted access materials (such as payroll, personnel files, etc.) may not be taken out of the office, copied, or compromised in any way. Employees working at alternate sites will take all precautions necessary to secure sensitive information and prevent unauthorized access to the Company.
- E) Connect Transit equipment located at an alternative work location may not be used for personal activities.

# **BENEFITS & ADDITIONAL OFFERINGS**

## **BENEFITS INFORMATION**

A manual outlining benefits related to group health, dental, vision, life insurance and short and long-term disability is available in Human Resources and contains detailed information about benefits offered to full-time employees. Please contact Human Resources with any additional questions. Benefits are available to full-time active employees.

### **COBRA**

Under the Consolidated Omnibus Budget Reconciliation Act of 1985, better known as COBRA, if an employee terminates employment with Connect Transit or has any other qualifying event, the employee is entitled to continue participating in the Company's group health plan for a prescribed period of time, usually 18 months, at his or her own expense. COBRA coverage may not be extended to employees terminated for gross misconduct.

For detailed information or questions on COBRA, employees should contact the Human Resources Director.

### **HIPAA**

As required by the Health Insurance Portability and Accountability Act (HIPAA), Connect has adopted a policy that protects the privacy and confidentiality of protected health information (PHI) whenever it is used by Company representatives. The private and confidential use of such information will be the responsibility of all individuals with job duties requiring access to PHI in the course of the jobs.

Connect Transit has designated the Director of Human Resources as the HIPAA Compliance Officer (HCO). Any questions or issues regarding PHI should be presented to the HCO for resolution.

## **EDUCATION, TRAINING AND DEVELOPMENT**

The education and personal career development of Connect Transit employees is important to the operation and success of Connect Transit. Such training affords each employee the opportunity to become more proficient in his/her present job and prepares him/her for possible future advancement.

### **TRAINING, CONFERENCES AND SEMINARS**

Registration fees or similar expenses for approved training courses, conferences, seminars and conventions are reimbursable if approved in advance by the General Manager.

## **MEETINGS, LECTURES AND TRAINING PROGRAMS**

Generally, attendance at meetings, lectures and training programs are presumed to be hours of work. Exceptions to this presumption may apply under the following conditions:

- A) Involuntary and Voluntary attendance - Where attendance is required at such events, they are to be considered work hours. Where attendance is not required, meetings, lectures and training programs may not be considered hours worked.
- B) Related Training - Only training directly related to the employee's job is to be considered as hours worked. Programs conducted for the personal edification and/or entertainment of employees may not be considered as time worked.
- C) Independent Training - Training in which the employee participates on their own, even though it may be job related, is not to be considered as hours worked.

## **LICENSURE AND CERTIFICATION**

Certain positions require an employee to hold current licenses and/or certifications. It is the responsibility of the employee to maintain these required basic documents for their job.

Employees are responsible to provide documentation validating current licensure, or certification at each renewal. Employees who allow required licensure or certification to lapse or have such suspended or revoked, or who have actions taken against their license are responsible to report this immediately to their supervisor. Individuals allowing required licensure or certification to lapse or who have had such revoked will be removed from their position.

Termination of employment may occur at management discretion in instances where the revocation or lapse of required licensure and/or certification has occurred.

## **DUES OF PROFESSIONAL OR TECHNICAL COMPANYS**

Dues paid by divisional managers/department heads for approved memberships in professional or technical companies are reimbursable. Dues paid by all other employees are limited to two such approved memberships per employee per calendar year unless approved in advance by the General Manager. Amounts claimed for reimbursement should be itemized on the expense report and substantiated by receipts.

## **EMPLOYEE ASSISTANCE PROGRAM (EAP)**

Connect Transit has established an Employee Assistance Program (EAP) to ensure that employees encountering problems in their personal or professional lives receive the constructive, confidential and professional consultation or counseling they need. The EAP is designed to deal with the employee's personal problems up to and including marriage and family difficulties, financial or legal troubles, alcoholism, drug abuse, and emotional or psychological problems, and is open to all employees and their family members.

The EAP policy is as follows:

1. The policy applies to all regular full-time employees, regardless of job title or level, or their job responsibilities.

2. Employees are encouraged to seek assistance before personal problems deteriorate job performance. Employees participating in the EAP will be expected to meet job performance standards; the EAP is not a substitute for normal disciplinary action.
3. Complete confidentiality will be preserved in all discussions or written records concerning the employee. EAP reports given by the EAP contractor will be statistical in nature and does not contain specific individual employee information.
4. If an employee's job performance or attendance is not satisfactory or is marginal, the Department Head or Human Resources may refer the employee to use the EAP resources. In the case of supervisory referrals, the employee's employment may be contingent upon his/her attendance at and cooperation with the EAP. The EAP will report to the employee's Human Resources only the following specific information: (1) If the employee kept the appointment with the EAP counselor, as scheduled and (2) if the employee cooperated with the counselor's recommendations. Results are never reported, unless the employee authorizes it in writing. It remains the employee's responsibility to correct his/her performance problem.
5. There is no cost to you for utilizing EAP services. If additional resources are needed, your EAP professional can assist by locating affordable solutions in your area.
6. The EAP can be contacted by calling 800-316-2796, 24 hours a day, seven days a week, or login to their website at <http://www.mutualofomaha.com/eap>, Group Number: G0000AQ9F for more detail.

## **EMPLOYEE SUGGESTIONS**

Employees are encouraged to bring any suggestions regarding methods of work, work routines or any other aspect of the work situation to their respective Supervisors, Department Heads or to the Human Resources Department. Employee suggestions regarding the improvement of Connect Transit service will be given thoughtful consideration.

## **LOGO WEAR**

Connect Transit contracts with a uniform vendor for employees to purchase approved logo wear for work. Please see Human Resources for details.

## **PARKING**

It is very important that our citizens, family members and visitors have the ability to park in the most convenient areas possible. In order to help assure that such parking is available, all employees should park in employee-designated parking areas only. Violators may be disciplined if warranted.

## **RETIREMENT PLANS**

Connect Transit offers a tax deferred 457 Plan that full-time employees may use to supplement their retirement. More details are available in the Human Resources Department. Connect Transit

also contributes to social security and Medicare, as required for most employees.

## **TUITION REIMBURSEMENT POLICY**

Connect Transit believes that dollars spent on approved programs of study which increase an employee's overall value to our customers and performance of the job, are dollars well spent. Because of this belief, Connect Transit encourages employees to further their education in work related areas and may provide employees with the financial support to do so. Please see Human Resources for details.

## **EXPENSE REIMBURSEMENT**

This policy is designed to assist employees in reporting expenses incurred while conducting Connect Transit business activities.

Connect Transit expects employees to act responsibly and professionally when incurring and submitting costs. The company will reimburse employees for reasonable expenses on pre-approved business. This includes, for example: travel fares, accommodations, meals, tips, internet service and purchases made on behalf of the company.

Non-travel related expenses must follow procurement policy guidelines. Connect Transit does not pay for local travel to and from the office. If employees use their vehicles for business travel, mileage, and appropriate parking fees will be reimbursed as per Internal Revenue Service Guidelines. Connect Transit will not be responsible for fuel, maintenance, traffic or parking violations.

### **General Guidelines**

- Original receipts are required for reimbursement of expenses greater than \$25.00. These expenses include:
  - Original boarding passes for airplane / train travel
  - Credit card receipts
  - Detailed merchant receipts
- Receipts must be accompanied by a summary which outlines:
  - The nature of the expense
  - The name and titles of the individuals involved
  - The purpose for the expense
- Expense summaries must be submitted with receipts and approved by your immediate supervisor.
- All expenses and summaries must be submitted within 30 days to the Director of Finance for payment.

### **Travel Guidelines**



- Employees are encouraged to fly coach class with the lowest available airfare for non-stop travel.
- All employees are expected to utilize the most cost-efficient ground transportation option available. Including bus, rail or taxi. If a car rental is required, prior supervisor authorization is necessary. Employees are requested to rent mid-sized or compact vehicles. Employees will be reimbursed for the fuel costs associated with renting a vehicle.
- Employees will be reimbursed for reasonable hotel accommodations. Discounted room rates should be requested at the time of room booking.
- The following list includes examples of non-reimbursable expenses:
  - Personal travel insurance
  - First Class Tickets or upgrades
  - Personal reading materials
  - Childcare
  - Toiletries, cosmetics, or grooming products
  - Expenses occurred by spouses, children, or relatives
  - In-room movies or video games
  - Alcoholic beverages
  - Sporting activities, shows, etc.

Any questions related to the content of this policy or its interpretation should be directed to the Finance Director.

## **WORKPLACE WELLNESS POLICY**

This policy reflects Connect Transit’s commitment to a safe, positive, and healthy workplace. Connect Transit encourages, supports, and offers healthy-related programs that will assist employees in achieving ownership for their physical, mental, and emotional well-being, resulting in improving the overall health and well-being for all employees. The partnership between Connect Transit and its employees will improve the health and well-being of all staff. A healthy workplace leads to improved satisfaction and morale, which contribute to a more effective company.

A healthy workplace requires participation. Employee participation can include developing, implementing, and reviewing healthy actions and policies, involvement in planning lifestyle health promotion programs at work, identifying problems, devising solutions and then implementing and evaluating these solutions. Employees are encouraged to participate in any or all programs that are made available to them.

Connect Transit employees may be surveyed to determine which wellness initiatives are important to them. These results will be compiled and analyzed by the Wellness Committee to develop sessions and initiatives for the coming year. Monthly workplace wellness initiatives may take place before work hours, over lunch breaks or after work hours to provide flexibility for all employees. Details regarding sessions may be communicated through bulletins, word of mouth, email,

Connect Transit newsletter and/or mail.

# LEAVE AND APPROVED ABSENCES

## BEREAVEMENT

Any eligible employee may be absent from work for a period of up to three (3) working days due to a death in the immediate family. Department Heads, after consultation with Human Resources, may grant additional unpaid time for unusual circumstances as it relates to the death of an immediate family member.

Employees who are bargaining unit members can find more details in their respective collective bargaining agreement.

For purposes of this policy, immediate family is defined as mother, father (which includes stepparents or legal guardians), mother-in-law, father-in-law, husband, wife, domestic partner, sister, brother, sister-in-law, brother-in-law, child or stepchild, aunt, uncle, niece, nephew, grandchild or step grandchild, or grandparents (on both sides).

In the event of the death of a child, Illinois state law entitles employees to an additional 2 weeks (10 work days) of unpaid bereavement leave to:

- (1) attend the funeral or alternative to a funeral of a child;
- (2) make arrangements necessitated by the death of the child; or
- (3) grieve the death of the child.

"Child" is defined as an employee's son or daughter who is a biological, adopted, foster child, a stepchild, a legal ward or a child of a person standing in loco parentis. Under the law, the child bereavement leave must be completed within 60 days after the date on which the employee receives notice of the death of the child. An employee shall provide the employer with at least 48 hours' advance notice of the employee's intention to take bereavement leave, unless providing such notice is not reasonable and practicable. Connect Transit may require reasonable documentation which may include a death certificate, a published obituary, written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or government agency.

In the event of the death of more than one child in a 12-month period, an employee is entitled to up to a total of 6 weeks of bereavement leave during the 12-month period. Bereavement does not create a right for an employee to take unpaid leave that exceeds the unpaid leave time allowed under or is in addition to the unpaid leave time permitted by, the federal Family and Medical Leave Act of 1993.

## COURT APPEARANCES

Employees are sometimes called upon to make court appearances in connection with their job.

These appearances may relate to proceedings instituted by Connect Transit. Employees may also be required to give testimony in litigation between private parties where information regarding Connect Transit policies or practices is relevant. Employees who must attend court proceedings as part of their job duties will be considered to be at work during such appearances. Employees are expected to turn over any witness fees or similar payment they receive to the Human Resources Department.

Employees absent for court appearances that are not required as part of their job duties or related to actions that employees have initiated are required to charge any resulting absences to their available vacation or personal time. For example, employees attending workers' compensation court proceedings as a result of their own claim, may need to use their personal time to do so. Employees may retain any pay they receive for court appearances not required as part of their job duties.

## **EXTENDED LEAVE OF ABSENCE POLICIES**

An extended leave of absence is authorized time away from work (paid or unpaid) in the event of an extended personal illness, family illness, death, educational need, personal need, military need, etc. Connect Transit classifies their extended leaves of absence into five main categories:

- FMLA leave (in accordance with the provisions of the Family Medical Leave Act of 1993);
- "VESSA" leave (in accordance with the provisions of the Victims Economic Security and Safety Act of 2003);
- Military leave (in accordance with the Uniformed Services Employment Reemployment Right Act or Illinois Servicemember Employment and Reemployment Rights Act, better known as "ISERRA"); or
- Personal Leave

Any questions regarding Leave of Absence Policies, please contact your Human Resource Director.

### **FAMILY MEDICAL LEAVE OF ABSENSE**

The Family Medical Leave (FMLA) allows employees up to twelve (12) weeks in a rolling 12-month period of job-protected leave, for the following:

1. To care for the employee's son or daughter after birth or a new placement for adoption or foster care.
  - FMLA leave must be taken within twelve (12) months of the birth or placement.
  - FMLA leave is available to both female and male employees.
  - If both employee and spouse work for Connect Transit, a total of twelve weeks is available to both of them. They are not entitled to twelve weeks each.
  - If two of our employees are unmarried parents of a newborn together, each employee is entitled to twelve (12) weeks of FMLA.

2. Serious health conditions (illness or injury) of the employee, as properly documented by a health care provider that makes the employee unable to perform the functions of the employee's position.

A serious health condition must be serious enough that it entails an absence of more than three consecutive calendar days in conjunction with treatment from a health care provider at least two times, or an absence of one day followed by a regiment of continuing treatment. In rare situations, the employee could be required to provide a second or third medical opinion (at the expense of Connect Transit).

3. Serious health condition of an employee's immediate family member (spouse, child or parents) which requires the employee to care for such person. This also requires proper documentation of medical necessity from a health care provider. FMLA does not extend beyond the death of the family member.
4. Qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call up or service. The qualifying exigency includes: 1) short-notice deployment, 2) military events and activities, 3) child care and school activities, 4) financial and legal arrangements, 5) counseling, 6) rest and recuperation, 7) post-deployment activities and 8) additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

"Covered active duty" means:

- (a) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and
- (b) in the case of a member of a reserve component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country under a call or order to active duty under a provision of law referred to in Section 1010 (a) (13)(B) of Title 10, United States Code.

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor). This type of leave would be counted towards the employee's 12-week maximum of FMLA leave in a 12-month period.

5. Military caregiver leave (also known as covered service member leave) to care for an injured or ill service member or veteran.

An employee whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks in a single 12-month period to care for that service member.

Next of kin is defined as the closest blood relative of the injured or recovering service member.

The term “covered service member” means:

- (a) a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or
- (b) a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation or therapy.

The term “serious injury or illness”:

- (a) in the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the members active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member’s office, grade, rank or rating; and
- (b) in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, means a qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the member in the line of duty on an active duty in the Armed Forces (or existed before the beginning of the member’s active duty and was aggravated by service in the line of duty on active duty in the Armed Forces) and that manifested itself before or after the member became a veteran.

To be eligible for FMLA, an employee:

- must have worked for Connect Transit for a total of twelve months, although the twelve months need not necessarily be consecutive (i.e., rehired) AND
- must have worked at least 1,250 hours over the twelve-month period preceding start of leave (does not include paid leave used during that period).
- Additionally, the employee:
  - Must give the employer at least thirty (30) days’ notice (if foreseeable). If not foreseeable, employee must contact employer as soon as reasonably possible.
  - Must give employer written physician certification for medical necessity of leave.
  - Must complete the proper form for approval. The facility should explain the conditions of the leave of absence and ask the employee to sign the form in the two places

indicated.

Failure to return the necessary FMLA request paperwork including healthcare certification forms within fifteen days from the start of the leave may result in ineligibility for FMLA leave and therefore no rights under FMLA concerning job protection. The Family Medical Leave Act provides job protection to a maximum of twelve weeks every twelve months. The employee must be returned to her same position, or a similar job, with equivalent pay and benefits. After twelve weeks, an employee who is unable to return to work may be granted an additional personal leave or terminated.

The “year” is defined as the twelve-month period beginning with the first day of the employee’s first FMLA leave. The employee must also be restored to the same worksite and is entitled to be returned to the same shift. If the employee cannot be restored to her same position, an equivalent position must offer the same pay, benefits and working conditions. It must also involve the same or substantially similar duties and responsibilities. The employee’s benefits must be resumed at the end of the FMLA leave in the same manner and at the same levels as when the leave began.

An employee off work due to a work-related injury or illness (workers’ compensation) will have time off counted against the twelve weeks of FMLA leave available, and will automatically be designated as FMLA, if the employee is eligible.

Under the FMLA leave, the employee will be allowed to continue his/her health and dental insurance coverage at the same cost that normally comes out of his/her paycheck.

Medical certifications: The employee must provide documentation from a health care provider every thirty days, restating the medical necessity for the employee to be off work for his/her own serious illness or for a family member’s illness and the anticipated date of return, if known. An employee who is on leave for his/her own illness must provide medical documentation that he/she is released to full duty (with or without restrictions), before he/she can be allowed to return to work. An employee out on leave longer than 30 days for the employee’s own serious health condition will be required to see company physician for a fit for duty evaluation before s/he can be allowed to resume performing duties.

FMLA leave may be taken intermittently (in blocks of time or by reducing their normal weekly or daily work schedule). This might apply to an employee’s own health condition (i.e. needing time off for treatments, etc.), the care of a seriously ill family member, or time used in preparing for the adoption of a child.

Employees eligible for FMLA will be required to run available paid leave time (sick leave and personal time) concurrent with FMLA. During any unpaid FMLA leave, no paid leave benefits shall accrue if the unpaid leave extends beyond thirty (30) days.

## **VICTIM’S ECONOMIC SECURITY AND SAFETY ACT (VESSA)**

The Victim's Economic Security and Safety Act (known as "VESSA") provides an employee who is a victim of domestic violence, or who has a family or household member who is a victim of domestic violence, with up to twelve (12) weeks of unpaid leave per any twelve (12) month period to address issues arising from domestic or sexual violence.

An employee may take "VESSA" leave to:

6. Seek medical attention for, or recovery from, physical or psychological injuries caused by domestic or sexual violence to the employee or employee's family or household member;
7. Obtain victim services for the employee or employee's family or household member;
8. Obtain psychological or other counseling for the employee or the employee's family or household member;
9. Participate in safety planning, including temporary or permanent relocation or other actions to increase the safety of the victim from future domestic or sexual violence; or
10. Seek legal assistance to ensure the health and safety of the victim, including participating in court proceedings related to the violence.

**"VESSA" leave may be taken intermittently or on a reduced work schedule.**

**Notice and Certification Requirements for "VESSA":**

The employee shall provide the employer with at least 48 hours advance notice of the employee's intention to take leave, except in such cases where it is not practical to provide such notice. If an unscheduled absence occurs, the employer may not take action against the employee if the employee provides certification within a reasonable period after the absence.

Employers may require certification that "VESSA" leave is to be taken for one of the purposes listed above and that the employee or employee's family or household member is a victim of domestic or sexual violence. An employee may satisfy such Certification requirements by providing a sworn statement and:

- Documentation from a victim services company, attorney, member of the clergy; or
- Medical or other professional from whom the employee or the employee's family or household member has sought assistance; or
- A police or court record; or
- Other corroborating evidence.

Employers must maintain the confidentiality of all information pertaining to the use of "VESSA" leave, notice of an employee's intention to take "VESSA" leave, and certification provided by the employee.

**MILITARY LEAVE**

A military leave of absence is available for anyone who voluntarily or involuntarily leaves employment positions to undertake military service or certain types of service in the National



Disaster Medical System for a period of up to five (5) years or less of cumulative military service while with this employer. Military services include the U.S. Army, Navy, Marine Corps, Air Force, Coast Guard, Public Health Service commissioned corps, and the reserve components of each of these services. Rights are also extended to employees who receive federal training or perform service in the Army or Illinois National Guard and Air National Guard.

An employee who provides notice of active military service will be granted a military leave of absence to participate in the required military service. Employees will be required to provide a copy of military orders and any additional requested documentation to facilitate the proper administration of differential pay and benefits.

### Compensation

Employees who are members of a reserve component shall continue to receive their full Connect Transit compensation during their annual training commitment for up to 30 days per calendar year. Employees who exhaust their concurrent compensation for annual training may be eligible for differential compensation.

An employee on military leave will be eligible for continuing differential pay as authorized by law:

- An employee who is a member of a reserve component and performs qualifying voluntary active service is eligible for up to 30 work days of differential compensation in a calendar year.
- An employee who is a member of a reserve component and is ordered to perform involuntary active service is eligible to receive additional differential compensation.
- Differential compensation is only paid for those work days where the employee would otherwise have been scheduled to work. Work hours extending over two calendar days counts as two work days when calculating differential compensation.

An employee may elect the use of accrued vacation, annual or similar leave with pay in lieu of differential compensation during any period of military leave or during any period of unpaid military leave.

Employer-provided health insurance plan benefits will be provided for members of a reserve component during leave in accordance with federal and state law, except that Connect Transit will continue to pay its share of the insurance premium and administrative costs during the employee's "active duty" as defined by Illinois law.

### **Re-employment under Military Leave**

An employee is entitled to be reemployed in his or her civilian job, with the same seniority, status, and pay as s/he would have attained if he/she would have remained continuously employed, generally without exception, based on the following conditions:

1. The employee provides the employer advanced notice, either written or verbal, of his or her military service;
2. The employee has five (5) years or less of cumulative service in the uniformed services while with current employer;
3. The employee returns to work or applies for reemployment in a timely manner after conclusion of service, based on the following schedule of military service;
  - a. *Fewer than 31 days*: Employee must return to work on the first full day of release, taking into account safe travel home, plus an 8-hour rest period.
  - b. *Between 31-180 days*: Employee must submit application for reemployment within 14 days of release from service.
  - c. *More than 180 days*: Employee must submit application for reemployment within 90 days of release.

As a general rule, the employer will reinstate a returning service member, based on the above conditions, within two (2) weeks after he/she applies for reemployment, absent unusual circumstances.

Connect Transit will make reasonable efforts to accommodate a disability incurred during military service if it limits the service member's ability to perform the job.

## **PERSONAL LEAVE**

When paid leave time is not available or the reason for the absence is not a permissible use of the employee's available leave time, Connect Transit General Manager may permit an employee to take leave without pay, on a very limited basis. An unpaid leave of absence of under thirty (30) days will be permissible at the discretion of the Department Head in consultation with Human Resources.

An unpaid leave of absence in excess of thirty (30) days will require approval of the General Manager. The General Manager may grant a leave of absence to an employee for such a period as he sees fit, not to exceed one (1) year. Employees on an extended unpaid leave of absence will not accrue sick leave, vacation leave or personal days for the duration of their leave. Employees not covered by FMLA may opt to continue health insurance coverage, including dependent coverage, by paying the total cost of such coverage for the duration of their leave. Continuation of other benefits will be governed in accordance with the terms of each benefit plan. The employee's anniversary date will be adjusted accordingly if the extended unpaid leave of absence is a non-qualifying FMLA leave. In order to apply, an employee must submit a letter requesting such leave to Human Resources.

## **HOLIDAYS**

Employees are eligible for Holiday pay upon hire in accordance with this policy. Connect Transit observes the following holidays:

- New Year's Day

- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas Day

Employees who are bargaining unit members can find more details in their respective collective bargaining agreement.

Connect Transit will designate the specific dates holidays will be observed each calendar year.

Most employees, who would ordinarily be scheduled to work, but for the holiday, will have the day off, will receive pay at their regular rate of pay.

For the purpose of administration, the following shall be observed:

1. To qualify for holiday pay, an employee shall work at least six (6) hours on the scheduled day prior to and the scheduled day following the holiday. Part-time employees shall work their work assignment the scheduled day prior to and the scheduled day following the holiday to qualify for holiday pay.
2. If a recognized holiday falls during an employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit.
3. Part-time regular employees shall be compensated for four (4) hours for holidays according to their normal scheduled workday. The holiday must fall on a day normally scheduled as a workday for part-time employees to be eligible for compensation.
4. Employees must be in an active status the work day before and after the designated holiday in order to be eligible for holiday pay. Employees on unpaid leave or inactive status will not receive holiday pay.

Some employees may be required to work on holidays. While every effort will be made to notify employees of the need for holiday work in advance, in some instances holiday work may be required without notice. When a holiday falls on a non-working day, the nearest adjacent workday shall be granted as the holiday.

## **JURY DUTY**

Connect Transit recognizes jury duty as a civic responsibility. If an employee is summoned for jury duty, the employee should present a jury summons to the Department Head, so that staffing adjustments can be made. Jury summons should be presented as soon as the employee receives notification.

If an employee is called for jury duty, Connect Transit will allow him/her the necessary time off for to fulfill the civic responsibility.

When an employee is called to be selected to serve on a jury, Connect Transit will pay for the employee's normal scheduled working hours, provided the employee returns any jury pay to Connect Transit.

When the employee has completed a jury duty obligation, the employee is required to produce authorized documentation justifying the absence to the Department Head. This written verification of jury service must include dates of service and the date and time of their release from service. No jury pay will be paid without written verification submitted to Human Resources.

Any time that the employee is excused from reporting to jury duty for a day or excused early from jury duty and has time left on their shift, the employee should contact their supervisor for reporting instructions.

Employees are expected to sign over any jury duty payments they receive to the Human Resources Department.

Employees who are bargaining unit members can find more details in their respective collective bargaining agreement.

## **PERSONAL LEAVE DAYS**

Connect Transit provides eligible full-time non-represented employees with six (6) days of paid personal leave per calendar year on January 1 of each year. During the first year of employment, employees hired after January 1 will accrue the appropriate pro-rata portion based on the employees hire date. Personal leave not used on/before December 31 is forfeited. Employees will not receive payment for any unused personal leave. Personal leave days should be scheduled in enough advance to not interrupt the department needs. Supervisors may deny personal leave requests if the request cannot be accommodated.

Employees who are bargaining unit members can find more details in their respective collective bargaining agreement.

## **SICK LEAVE**

Connect Transit provides protection for its full-time non-represented employees against loss of income because of illness. All eligible employees are encouraged to save as much sick leave as possible to meet serious illness situations. It is a self-insured program provided by Connect Transit and earned by employees.

Employees who are bargaining unit members can find more details in their respective collective bargaining agreement.

All regular full-time non-represented employees receive twelve (12) days sick leave credit on

January 1 of the calendar year. A pro-rated amount will be granted to all newly hired employees based on their individual date of hire. At the end of the calendar year, an employee may carry over any unused sick days from the prior year. Sick leave may be accumulated to the maximum of forty-five (45) days.

When an employee is eligible to begin receiving payments from Connect Transit's Section 457 Deferred Compensation Plan without any penalty and the employee files official notice of intent to retire and/or resign in good standing from Connect Transit, the employee may elect to have their accumulated sick leave balance paid to the Section 457 Deferred Compensation Plan. Employees must meet all requirements set forth within Connect Transit's retirement policy.

No employee will be permitted to take sick leave not yet earned. Sick leave shall be paid at the employee's current rate of compensation.

Employees may utilize sick leave when they are too ill to report to work, in the event of injury, or for routine medical and dental appointments. Employees may also use sick leave to care for other ill persons within the employee's immediate family. The immediate family shall be defined as an employee's spouse, children, child, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or stepparent. All foreseeable leave for such purposes shall require specific prior approval of the Department Head. In the event of sick leave usage for any purpose, the Department Head may require certification of a medical doctor confirming validity of the illness/injury.

An employee must contact their direct supervisor at least one hour prior to their scheduled start time to request the use of sick leave. During authorized sick leave, an employee must notify the Department Head periodically so that the Department Head may plan on the return. This may be waived in the event of confinement or illness for a specific period of time as indicated in a physician's statement. The standard procedure for use of sick leave benefits is as follows:

- A) An employee on sick leave shall inform the Department Head or designated supervisor of the facts and the reason for the absence as soon as possible. Failure to do so on the first (1<sup>st</sup>) day of illness may be cause for denial of the sick leave pay for the period of absence.
- B) Absence for part of a day that is chargeable to sick leave shall be charged proportionately in an amount not less than one (1) hour per day.
- C) An employee returning to work after an extended illness of longer than three (3) consecutive days may be required to provide a physician's statement substantiating that the employee may return to work.
- D) Failure to apply for a leave of absence for extended illness upon expiration of all such benefits will result in automatic termination.
- E) Notice of an employee's desire to return to work after an illness of one week or more must be given to the Department Head no later than 5:00 p.m., Monday through Friday, on the workday prior to the date for return to work. The employer may request a physician's note to verify propriety of returning to work and noting

any restrictions which the employer will consider and accommodate when appropriate.

The General Manager and/or the Department Head may direct an employee who appears ill to leave work. In such instances, this time off shall be charged to available sick leave.

Sick pay for hours not worked will be excluded when computing overtime for the workweek in which it was taken.

An employee who uses sick leave for purposes other than those authorized by this policy or who otherwise use sick leave in a manner inconsistent with this policy or a Department Head who falsely certified sick leave allowance for absence from work may be subject to disciplinary action, up to and including immediate dismissal.

Employees who are injured on the job and have lost time from the job because of their injury may not receive sick leave payments once Worker's Compensation Insurance payments begin.

Upon termination from Connect Transit, accumulated but unused sick leave benefits will not be paid, except in the case of an employee who is eligible to receive benefits without penalty under Connect Transit's Section 457 Deferred Compensation Plan and who files notice of intent to retire from Connect Transit.

Connect Transit retains the right to take corrective steps to deal with the perceived abuse of sick leave or if an employee has prolonged and/or frequent and regular absences which hinder the carrying out of the employee's responsibilities. Please contact Human Resources with any additional questions.

## VACATION

All full-time non-represented employees shall accrue vacation leave with pay, according to the following schedule. Application for vacation leave shall be in accordance with Connect Transit policy.

Employees who are bargaining unit members can find more details in their respective collective bargaining agreement.

The following table shows the annual accrual of vacation days for eligible employees:

<b>Years of Service</b>	<b>Vacation Days</b>
Date of Hire to 1 Year	5 Days
2-4 Years	10 Days
5-9 Years	15 Days
10-16 Years	20 Days
17-29 Years	25 Days
30+	30 Days

All vacation will be prorated based on an individual's hire date. Vacation time is not considered time worked when calculating overtime.

Vacation time is granted January 1st annually for all full-time non-represented employees. Part-time employees do not accrue vacation leave credit.

No employee shall accumulate more than one and one-half times (1 ½) the annual accumulation rate. Employees will resume accruing vacation time when levels drop below the maximum accumulation. Only for the purpose of determining when accrual ceases, the maximum annual accumulation for full-time non-represented employees shall be based on an eighty (80) hour biweekly work schedule. The only exception shall be in the instance of an employee who has already been granted scheduled vacation time off, adequate to avoid forfeiting any accruals, and the Department Head or a circumstance beyond the employee's control prevents the taking of the scheduled vacation.

In such cases, it shall be the Department Head's responsibility to document the circumstances in writing to the Human Resources Director and consult with the employee to reschedule the vacation.

Since vacation leave is perceived to be a benefit for both the employee and Connect Transit, employees should be encouraged to use such leave. The Department Head will support this policy by preparing a schedule of appropriate times for taking of such leave and indicating, where known, the dates during which the department work load precludes employee scheduled absences. Vacation time may be used in four-hour increments. All employee's must complete a vacation time off request form and have it approved by their immediate supervisor prior to utilizing vacation time.

An employee who is terminated/resigns is entitled to full payment for any unused vacation accrual. Vacation time shall not accrue during any approved leave of absence, except for military leave, FMLA leave, medical leave of absence resulting from illness or compensated injury.

Connect Transit encourages eligible employees to use all of their vacation time each year. Employees should follow their department approval guidelines and request time off as far in advance as possible, not to exceed one (1) year. Supervisors may deny and/or cancel vacation requests, if the request cannot be accommodated.

Please contact Human Resources with any additional questions.

## **VOTING TIME**

Connect Transit grants eligible employees up to two hours of paid time off for the purpose of voting in a general or special election within the State of Illinois if their working hours on the day of the election begin less than two hours after the opening of the polls and end less than two

hours before the closing of the polls.

State of Illinois law (10 ILCS 5/1-3) defines a general election as the “biennial election at which members of the General Assembly are elected” and a special election as “an election not regularly recurring at fixed intervals, irrespective of whether it is held at the same time and place and by the same election officers as a regular election.”

To be eligible for paid time to vote on the day of an election, an employee must be:

- Entitled to vote at a general or special election or at any election at which propositions are submitted to a popular vote in the State of Illinois.
- Scheduled to work on the day of such election, with working hours beginning less than two hours after the opening of the polls and ending less than two hours before the closing of the polls. For example, if the polls are open from 6:00 a.m. to 7:00 p.m. and the employee’s scheduled work hours are from 7:00 a.m. to 7:00 p.m., the employee may be granted two hours of paid time to vote during the day of the election.

Eligible employees are encouraged to vote during their non-working hours. However, if they are unable to do so based on the working hours criteria described above, they may be granted up to two hours paid time to vote on the day of the election between the time of opening and closing of the polls. Supervisors may specify the hours during which employees may be absent to vote.



# TECHNOLOGY

## COMPUTER, ELECTRONIC COMMUNICATION SYSTEMS & RECOURCES POLICY

Connect Transit has developed a variety of computer and electronic communication systems and resources (“Communication Systems”) to facilitate company business. Company employees will be authorized to use these systems and resources as required by their job. For purposes of this policy, computer and electronic communication systems and resources shall be defined as the equipment, systems and software that is licensed, owned, developed, stored or provided by Connect Transit, including, but not limited to:

- Any computer devices and peripheral equipment
- Office, portable, cellular and/or digital telephones
- Facsimile (fax) machines
- Voicemail or answering systems
- Computer networks
- Document scanners
- Modems
- CD or DVD ROM players and disks
- Intranet and Internet access
- Telephone lines
- Computer software
- Electronic files and storage media such as floppy disks, hard drives, backup tapes and removable storage media
- Information created, contained on, or accessible through any of the above

Employee access to any and all Communications Systems **must be authorized by appropriate supervisory personnel** in each department, consistent with prior approval by Connect Transit.

Connect Transit provides some or all of these Communication Systems to employees to facilitate company business communication and to enhance productivity. There may be an occasion to use these Communication Systems for personal communication. Personal use is permitted so long as it does not interfere with job performance, consume significant company resources or interfere with the activities of other employees. Employees who make personal use of company Communication Systems should not assume that any personal communication over company Communication Systems are private or confidential.

This policy is intended to assist and protect Connect Transit and its employees in the course of their work. All employees are required to comply with this policy. Use of any Company Communication Systems shall constitute the employee’s consent to this policy.

Supervisors shall consult with Human Resources on any suspected violations of this policy.

Violations are strictly prohibited and will result in discipline up to and including termination.

## **SOCIAL MEDIA USE POLICY**

Connect Transit recognizes the importance of participating in conversations on social networking sites. We realize many of our associates and contractors participate in social networking, and we support your use of social media for personal and professional use. Connect Transit trusts you to do the right thing and exercise personal responsibility and sound judgment when participating in social networking.

This policy applies to the use of any social networking site, whether on or off duty. Similarly, this policy applies to the use of all computers and mobile devices when used to access or otherwise use any social networking site, including but not limited to: Facebook, Twitter, LinkedIn, Instagram, Flickr, Tumblr, WordPress, Typepad, Blogger, YouTube, Google+, and others.

## **MOBILE DEVICE ACCEPTABLE USE POLICY**

Connect Transit recognizes that access to mobile devices can improve work productivity and facilitate communication. The purpose of this policy is to define standards, procedures, and restrictions for Company employees, contractors and related constituents (hereinafter referred to as “users”) who have legitimate business uses for connecting a mobile device to Connect Transit’s corporate network and data. Such access to this confidential data is a privilege, not a right. Consequently, employment at Connect Transit does not automatically guarantee the granting of mobile device privileges. This policy supplements Connect Transit’s “Computer, Electronic Communication Systems and Resource” policy, also included in this manual.

This policy applies, but is not limited to, all devices and accompanying media that fit the following classifications, whether the device is owned by the user (Bring Your Own Device – BYOD) or by Connect Transit:

- Smartphones
- Other mobile/cellular phones
- Tablets
- E-readers
- PDAs
- Laptop/notebook/ultrabook computers
- Any other mobile device capable of storing company data and connecting to a network

The goal of this policy is to protect the integrity of the confidential data that resides within Connect Transit’s technology infrastructure. This policy intends to prevent this data from being deliberately or inadvertently stored insecurely on a mobile device or carried over an insecure network where it could potentially be accessed by unsanctioned resources. A breach of this type could result in loss of information, damage to critical applications, exposure to virus or other

malware threats, and damage to Connect Transit's public image. Therefore, all users employing a mobile device connected to Connect Transit's network, and/or capable of backing up, storing, or otherwise accessing data of any type, must adhere to Company-defined processes for doing so.

Connectivity of all Company-issued mobile devices will be managed by Connect Transit's IT Department and will utilize encryption and strong authentication measures. IT will not directly manage BYOD devices.

## **TELEPHONE LINES**

The incoming telephone land lines must be kept open for business and emergency use. Employees using Connect Transit business telephones are required to limit personal telephone calls to those of an urgent nature and may use only with his/her Supervisor's permission. Excessive personal calls during the workday, regardless of the phone used, can interfere with employee productivity and be distracting to others.

When employees answer the telephone, they need to remember the importance of good telephone habits, including the following:

- Answer promptly in a pleasant, courteous, professional manner.
- Use the appropriate volume and tone of voice.
- State department and name.
- Announce and transfer calls tactfully.
- Give accurate and careful answers.

# **WORKPLACE INFORMATION**

## **AGE REQUIREMENTS**

It is the policy of Connect Transit not to employ any individual under the age of 16 years old. Employees must be 18 years old to be able to use power driven machinery and any other equipment that is deemed to be hazardous by state and federal regulations.

## **EXIT INTERVIEW**

Connect Transit may schedule an exit interview at the time of separation. The exit interview will provide an opportunity to discuss such issues as employee benefits, company privileges and repayment of outstanding debts to Connect Transit or return of Company owned property. Suggestions, complaints, and questions can also be expressed. A Human Resources staff member will be available to answer any questions and provide required separation paperwork.

## **FREEDOM OF INFORMATION ACT (FOIA)**

The Illinois Freedom of Information Act (FOIA) regulates and sets requirements for the disclosure of public records by all public bodies in the State of Illinois. As a public institution in the State, Connect Transit is subject to provisions of the FOIA. Under the FOIA, all persons have the right to inspect and/or receive copies of public records maintained by Connect Transit. A request must be made in writing, which includes e-mail or fax. Connect Transit Safety and Human Resource office is responsible for handling all FOIA requests made to Connect Transit. Any department or employee at Connect Transit who receives a FOIA request must promptly forward the request to either department.

Individuals should be encouraged to submit their requests directly to the Safety or Human Resources office to avoid inadvertent delays.

## **INTERIM ASSIGNMENTS**

An employee may be asked to take over the full job responsibilities of a higher-level position for an extended period of time. This may require the employee to assume greater responsibilities and to work in a position with a higher pay classification than their current position. Connect Transit believes such employees should be paid commensurate with the position they assume and will temporarily increase the pay of employees working under such conditions. Each situation will be reviewed separately on its own merit and the amount of the increase to be paid will be determined by Connect Transit, in its sole discretion, to fairly compensate for the additional duties assumed.

## **JOB ABANDONMENT**

Any employee who is absent from work for three (3) consecutive days without contacting their Supervisor may be regarded as having resigned their position and will be terminated.

## **NURSING MOTHERS POLICY**

Connect Transit will provide a “reasonable break time for an employee to express breast milk for her nursing child for one (1) year after the child’s birth each time the employee has the need to express the milk.” This is pursuant to the Patient Protection and Affordable Care Act (PPACA) and 820 ILCS 260/1 et seq. Connect Transit will provide a place, other than a bathroom, that is shielded from view and free from intrusion from co-workers and the public, in reasonable proximity to the work area of the employee, which may be used by the employee to express breast milk.

Please contact the Human Resource Department for additional details.

## **ORIENTATION PERIOD**

An orientation period exists to make an employee’s transition into a new job and Connect Transit’s environment easier and more productive. The employee orientation period may include a departmental orientation, as well as a new employee orientation which will explain Connect Transit’s policies and fulfill mandatory requirements. The first sixty (60) days of employment are considered an orientation period. During this time, employees have the opportunity to learn about their job and to be sure they are going to be satisfied with their position. It also gives supervisors the opportunity to determine whether employees have the ability to do the job assigned.

If at any time during this period the employee decides that they are unhappy with their position or cannot adjust properly to their work assignment, they may resign. Similarly, an employee may be terminated without advance notice during the orientation period. However, the completion of the orientation period by the employer and employee in no way alters or modifies the employee-at-will status and relationship that exists between the parties.

## **PERFORMANCE EVALUATIONS**

Performance Evaluations are designed to encourage the discussion of performance and goals on an informational, day-to-day basis. Performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss tasks, identify areas of improvement, recognize areas of strength and discuss positive approaches for meeting goals.

Performance evaluations are an ongoing two-way process. It is a joint responsibility of the employee and the employee’s supervisor. In addition to regular discussions, written performance evaluations are conducted on an annual basis, coinciding with, if any, merit increase each calendar year. New hires will be given goals after their orientation period. Supervisors may be held

accountable for not completing these on a timely basis.

## **PROMOTIONS AND JOB VACANCIES**

Full-time, part-time and seasonal vacancies may be posted internally on bulletin boards located throughout Company buildings or electronically via Connect Transit's website. Positions are posted for three (3) business days, unless indicated otherwise in a collective bargaining agreement. During this period, employees interested in bidding on a vacant position should submit an application to Human Resources via Internal Job Posting Process before the posted deadline.

## **TRANSFER AND PROMOTIONS**

It is the policy of Connect Transit to transfer and promote from within consistent with the interests of Connect Transit. Employees are urged to obtain the necessary skills, training, education, professional registration or licenses necessary in order to be eligible candidates for transfer or promotion.

Criteria for Promotion to be considered - Employees seeking promotion to an open position must also apply to the Human Resources Director. They may be required to re-submit an application and they will also be interviewed by the hiring authority. In the selection of an employee to fill a higher job, the following will be considered:

- A. Aptitude, skills, ability and past performance, where applicable;
- B. Prior or newly acquired credentials which may qualify the employee for consideration in another classification;
- C. You are a current employee with 12 months of continuous service.
- D. You have been in your current position for at least six months. (Exceptions to this six-month requirement can be made by human resources consistent with company business needs.)
- E. You meet the qualifications listed for the position on the job posting.

## **REFERENCE CHECKS AND BACKGROUND CHECKS**

All requests from outside third parties for information on current and former employees should be forwarded to the Human Resources Department and should not be responded to directly by departments or supervisors.

## **RELATIONSHIPS AND FRATERNIZATION IN THE WORKPLACE**

Connect Transit strives to maintain a professional work environment where employees treat each other with respect and courtesy. Connect Transit reminds employees that sometimes situations arise when they are unaware that their behavior in the workplace may be disruptive to others, and that many issues can be addressed by politely talking with co-workers to bring the perceived

problem to their attention. Employees are encouraged to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

To reduce perceived or actual conflicts from occurring (such as favoritism or personal conflicts being carried into the workplace), certain restrictions apply to the hiring of relatives. Family members of current employees may not be hired.

A family member is defined as one of the following: parent, child, husband, wife, grandparent, grandchild, brother, sister, uncle, aunt, nephew, niece, first cousin, step-parent, stepchild, brother-in-law, sister-in-law, father-in-law, mother-in-law, son-in-law, daughter-in-law, half-brother, half-sister, cohabitating couple/significant other, or those who are dating.

At no time will employees in a familial or dating relationship be allowed in the workplace. If this situation occurs, a change may be instituted at the sole discretion of the company as deemed appropriate. This may include transferring one of the employees in the relationship or, if necessary, terminating one of the employees in the relationship if another satisfactory arrangement cannot be determined.

## **RESIGNATION / RETIREMENT**

We realize that opportunities may present themselves to employees in which they may elect to resign their position. Connect Transit would appreciate a minimum of two weeks' notice from employees resigning their position, although Connect Transit reserves the right to waive the notice where deemed appropriate. Employees retiring from Connect Transit should contact Human Resources up to thirty (30) days prior to their anticipated retirement date to discuss retirement benefits and payouts. A written resignation statement should be submitted to the supervisor or Human Resources in both cases.

## **RETURN OF COMPANY PROPERTY**

Employees must return all Company issued equipment, cell phones, laptops, tablets, tools, keys and other Company property to their Supervisor or to Human Resources prior to their departure. Employees who fail to return Company property may be billed for any unreturned items and/or face criminal charges.

## **SEPARATION FROM EMPLOYMENT**

Employment is at-will unless otherwise specified under a collective bargaining agreement. Under at-will employment, the employee and Connect Transit have the right to terminate employment with or without cause, at any time, with or without notice.

ICMA-RC Section 457 Deferred Compensation Program - Separation Benefit and Retirement Pension Application: Employees of Connect Transit may be eligible for certain benefits available

from the ICMA-RC Section 457 Deferred Compensation program upon retirement or separation from Connect Transit. Employees should refer to the ICMA-RC website or contact the Finance Director for special information regarding their benefit status.

### **Resignation – Voluntary**

An employee may resign from Connect Transit employment by presenting a resignation, in writing, to the immediate supervisor or the Human Resources Director.

To resign in good standing, an employee must give at least fourteen (14) calendar days' notice. The immediate supervisor and/or the General Manager may choose to set the date for actual termination prior to the end of fourteen (14) calendar days. In order to establish a uniform policy regarding resignation, the following procedure will be used:

- A) When an employee notifies the immediate supervisor or Department Head of the intent to resign, an exit interview should be conducted with the Human Resources Director.
- B) The Department Head should make sure that all Connect Transit property and equipment in the possession of the employee, including keys, tools, uniforms, insurance cards, etc., are returned prior to the employee's departure.
- C) An employee leaving in good standing is eligible for re-employment at a later date provided that the last performance evaluation was satisfactory or better and notice was appropriately fulfilled.

Unless a release form is signed by employee allowing additional information to be given out, only dates of hire, termination date and last position held may be released to reference calls.

### **Resignation – Involuntary**

An employee shall be regarded as having resigned a position if able to notify the immediate supervisor of the reason for an absence but fails to do so for three (3) consecutive working days. Involuntary Resignation shall also apply to employees who have notified their immediate supervisor within the necessary time-period but have exhausted all available leave time. Compensation owed to the employee during the pay period including the resignation will be paid on the appropriate payday.

### **Dismissal**

An employee may be dismissed at the discretion of the Department Head consistent with applicable policies and any collective bargaining agreement provisions. An employee who has been dismissed shall not be deemed to have severed employment in good standing. The employee shall be furnished with a statement, in writing, from the Department Head setting forth the reason(s).

### **Reduction-In-Work Force**

Connect Transit may reduce the work force by terminating an employee, or group of employees, by reason of abolition of a position(s), shortage of work or funds, or other reasons outside the employee's control and which do not reflect discredit on the work performance of the employee. The duties formerly performed by the terminated employee(s) may be assigned, in whole or in



part, to other employees. To insure employees are given adequate notice and are treated in a fair and consistent manner:

- A) The order of the terminations shall be established by the General Manager on the basis of the needs of Connect Transit and are subject to the provisions of any applicable collective bargaining agreements.
- B) Factors such as relative merit and seniority of the persons may be considered for termination.
- C) Employees who have not completed the evaluation period shall be terminated before other persons in the class are terminated. Also, consideration may be given to full-time employees before part-time and temporary employees.
- D) The affected employees shall be notified as quickly as possible, and in no event less than seven (7) days before the action takes place.
- E) Employees terminated under this section have the same rights and privileges to re-employment as employees on a granted leave of absence without pay.
- F) Employees affected by action under this section are eligible for all compensation due in the same manner as an employee resigning under favorable conditions.
- G) A copy of the circumstances shall be retained in the employee's personnel file.

#### **REHIRE OF FORMER EMPLOYEES**

Former employees of Connect Transit may be considered for reemployment with Connect Transit under the following conditions:

- A) The employee gave satisfactory advance-notice upon resignation and fulfilled that notice appropriately. Notice is defined as two-weeks for non-exempt staff and four-weeks for exempt staff.
- B) The employee was in good standing prior to their departure.

#### **WORKPLACE SEARCHES**

Connect Transit reserves the right to conduct searches of Company property and items on Company premises. There is no general or specific expectation of privacy in the workplace either on Company premises, in Company facilities or in Company vehicles. All employees and all areas of Connect Transit's facilities, vehicles and premises are subject to search at any time. If an employee uses a locker or other storage area at work, including a locking desk combination locker, locking file drawer or cabinet, Connect Transit will be given a master key or combination to the lock. If an employee fails or refuses to provide the requisite key or combination, Connect Transit may remove the lock by whatever means necessary to conduct the search. Connect Transit shall not be responsible for damage done to said locking devices. The area may be searched at any time, with or without the employee present. All employees of Connect Transit are subject to this policy.

Inspections may occur at the discretion of Connect Transit. Employees are expected to cooperate with Connect Transit's workplace searches. At all times, Company items remain the property of Connect Transit.

# PROFESSIONAL CONDUCT

## DRESS CODE/PERSONAL APPEARANCE

The intention of this dress code policy is to present a positive, professional image of Connect Transit. During business hours, employees are expected to present a clean, neat and professional appearance, which includes good personal hygiene. Employees must dress according to the requirements of their position. Business casual clothing is acceptable for our work environment.

Generally, proper work attire includes garments that completely cover the back, shoulders and midriff. No profanity, offensive slogans or graphics or advertisement for alcohol, tobacco or illegal substances will be permitted.

Additionally, perfumes or other body sprays shall be worn minimally as to not become offensive to other employees.

Below are common examples of approved professional attire in an office setting:

- Blazer/Jacket/sports coat
- Sweater/cardigans
- Blouse/Top/Polo of a professional nature - Long or short sleeves
- Skirt/Dress (at or below the knee in length)
- Dress slacks /Chinos
- Capri pants (business attire)
- Hosiery (socks/tights/stockings)
- Proper undergarments
- Denim jeans (Friday's only)

Below are clothing articles considered not appropriate office attire for employment within Connect Transit (this is not an all-inclusive list):

- Short dresses, mini dress, short skirts, or skorts that are above the knee in length.
- Yoga pants or similar knit pants, leggings that are skin fitting
- T-shirts with any logo that is not a Connect Transit logo
- Spaghetti strapped dresses or tops
- Sheer or see-through material
- Denim jeans with holes, worn below waist or tethered at the bottom
- Jogging pants or similar exercise / lounge pants / pajama pants
- Ill-fitting clothing (too loose or too tight)
- Bermuda shorts that are above the knee in a standing position.
- Hats of any kind
- Sunglasses/sun shades
- Crop tops, halter tops, or abdomen revealing tops, blouses or T-shirts

- Excessively worn articles of clothing showing signs of wear and tear.
- Casual flip-flops or athletic shoes of any type.
- Hair must be neat, clean and worn in such a manner as not to present a safety hazard.
- Employees are expected to be clean shaven or wear neatly trimmed mustaches, sideburns, and beards no greater than two (2) inches in length. Beards may not be appropriate for jobs requiring Personal Protective Equipment.
- Employees should attempt to cover tattoos and remove body piercings (with the exception of earrings) at all times while at work.
- Jewelry should be conservative in design and safe for performing job duties.

When an employee arrives to work and is not appropriately dressed, the employee may be subjected to progressive and corrective discipline. Depending on the situation, and work assignment, some employees may not be able, and/or allowed, to work until the dress code violation is corrected.

Consult with supervisors or Department Head for additional detail as to what constitutes appropriate attire. Exceptions to this policy may be made for validated medical reasons and verified religious reasons provided that no exception will be made in cases where a legitimate safety or security concern exists.

## **INSUBORDINATION**

Insubordination can be the unwillingness to carry out a directive from a manager or supervisor and disrespectful behavior toward a manager or supervisor. Unwillingness to carry out a directive from a manager or supervisor can manifest itself as a verbal refusal, a nonverbal refusal or an unreasonable delay in completing work. Disrespectful behavior toward a manager or supervisor can include cursing at a supervisor, verbally or physically intimidating a manager or supervisor, or speaking loudly or argumentatively to or about a supervisor. Connect Transit at its discretion may determine that disrespectful behavior has risen to the level of an insubordinate act.

## **FALSIFICATION OF DOCUMENTATION**

Connect Transit relies upon the accuracy of information contained in all official Company documentation, including but not limited to employment applications and other new hire documentation, leave and time sheet records, as well as the accuracy of other data presented throughout the hiring and employment process. Any misrepresentations, omissions of facts, or falsification of information on any official Company documentation may lead to refusal to hire, or if hired, termination.

## **NON-RETALIATION POLICY**

Positive relations among Company employees can best be achieved by encouraging a working environment that promotes open communication between and among all employees.

Supervisors and Department Heads have established an “open door” policy for employees so that they may report problems and concerns to them. Employees who, in good faith, report a possible violation of law, regulation, policy, procedure or Connect Transit’s Code of Ethics will not be subjected to retaliation, retribution or harassment against an employee for reporting a compliance related concern.

Any supervisor, Department Head or employee who conducts or condones retaliation, retribution, or harassment of any kind or nature shall be subject to disciplinary action, up to and including termination.

Employees cannot exempt themselves from consequences of their wrongdoing by reporting their own wrongdoing. However, self-reporting may be considered by management in determining the appropriate course of action to take in connection with the specific employee.

Employees with a concern about possible retaliation should bring it to the attention of Human Resources, who has primary responsibility for resolving employee concerns. Employee questions or problems will always receive immediate attention and be resolved as soon as possible.

## **OUTSIDE EMPLOYMENT AND ACTIVITIES**

Employees should be aware that certain activities outside of work can affect an employees’ performance, reflect negatively upon Connect Transit, and perhaps even subject Connect Transit to financial liability. Employees who become involved in additional employment, business ventures, or participate on boards or in other civic activities that require their expertise must ensure that such activities do not interfere with their Company work or give rise to any conflict of interest. Employees who fail to maintain a high standard of work or who create a conflict of interest as a result of their outside activities may be asked to discontinue their involvement in such activities.

Employees who publicly identify themselves as Connect Transit employees outside of work (verbally, by wearing a Company uniform, by driving a Company vehicle, or identifying themselves as a Company employee) should act in a lawful, respectful and appropriate manner at all times. Employees may not claim to speak or act on behalf of Connect Transit, except as required and authorized in the course of their job duties.

Where appropriate, employees who engage in criminal acts outside of work may be subject to discipline, up to and including termination. Connect Transit may take such action if it has reason, other than record of an arrest, to believe that the employee actually committed an illegal or improper act, even if the employee has not been convicted of a crime.

If problems arise with outside employment or other activities, it may be necessary for Connect Transit to take disciplinary or other action, up to and including termination, to protect Connect Transit, its employees and the public.

Outside employment that constitutes an actual or potential conflict of interest may be prohibited.

All employees shall refrain from outside employment that conflicts with his or her Company employment. If said outside employment may have a potential or actual conflict of interest this potential or actual conflict must be addressed with an immediate supervisor and Human Resources within a timely fashion.

Any questions regarding a possible conflict of interest should be discussed with supervisors or Human Resources.

### **SMOKE-FREE/TOBACCO-FREE/NICOTINE-FREE ENVIRONMENT**

Connect Transit is committed to providing a safe and healthy environment. It is the policy of the Company to prohibit the smoking or use of tobacco products within the company buildings and outside visitor or vendor entrances at any time.

Employees are prohibited from smoking/using tobacco products in the following areas:

- Inside company buildings.
- Inside any entry way/vestibule.
- Outside the company's main visitor/vendor entrances.
- In all company fleet vehicles.

Smoking and/or use of tobacco products is permitted only in designated areas during authorized lunch periods, before or after employees' scheduled work hours, or at scheduled break times. Employees are allowed to smoke/use tobacco products in the following areas:

- The north employee parking lot
- At the east-most parking space under the overhang located on the north end of the Administration Building (indicated by a red pavement marking and cigarette butt receptacle)
- Northwest of the north entrance/exit of the Maintenance Building (indicated by a red pavement marking and cigarette butt receptacle)

Smoking waste disposal receptacles have been placed in the designated smoking areas for employees' convenience and must be used for proper disposal.

This policy applies to all nicotine products including but not limited to cigarettes, electronic cigarettes (e-cigs), cigars, pipes, herbal tobacco products, chewing tobacco, none of which will be permitted to be used or distributed on any Company owned, leased or operated property, except in designated areas.

## **SOLICITATION AND DISTRIBUTION**

While Connect Transit does not prohibit solicitation or distribution of literature, merchandise or other materials by employees while at work, employees who engage in such activities are reminded to use common sense and to show respect for co-workers when doing so. Employees will not be permitted to disrupt Company business or their co-workers or to put undue pressure on co-workers to contribute to their cause. Reductions in the quality or quantity of an employee's work related to the employee's solicitation or distribution activities will not be tolerated.

## **WHISTLEBLOWER POLICY**

Connect Transit requires officers, directors, other volunteers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities on behalf of Connect Transit. Connect Transit prides itself on its adherence to all federal, state, and local laws/regulations, including ethics laws and sound accounting principles. Therefore, the Company asks that any violation of federal, state, or local law or regulation witnessed or learned of by an employee or any other individual conducting business with or on behalf of the Company be reported immediately to Human Resources to allow the Company to investigate and, if applicable, correct the situation or condition. This includes reports of: (a) questionable or improper accounting or auditing matters and (b) violations and suspected violations of state or federal law (hereinafter collectively referred to as concerns).

This Whistleblower Policy is intended to encourage and enable officers, directors, volunteers and employees to raise good faith concerns to the Human Resources Department of reasonable grounds of improper accounting, misuse of funds, or a violation of state or federal law for investigation and appropriate action. With this goal in mind, no officer, director, volunteer or employee who, in good faith, reports a concern shall be subject to retaliation or, in the case of an employee, adverse employment consequences. Moreover, an officer, director, volunteer or employee who retaliates against someone who has reported a concern in good faith is subject to discipline up to and including dismissal from the officer, director or volunteer position or termination of employment.

The Human Resources Department shall address all reported concerns. All reports will be promptly investigated, and appropriate corrective action will be recommended to the Human Resource Director and General Manager, if warranted by the investigation. The Human Resources Department has the authority to retain legal counsel, accountants, private investigators, or any other resource deemed necessary to conduct a full and complete investigation of the allegations. The Human Resources Department also has the ability to refer the concern to the Normal Police Department for criminal investigation into the allegation.

Reports of concerns, and investigations pertaining thereto, shall be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

## **WORKPLACE ANTI-BULLYING POLICY**

Connect Transit is committed to providing a safe and positive environment for all employees free from harassment, intimidation or bullying. Connect Transit desires to promote respect, tolerance and acceptance as well as strive to protect all staff from physical and emotional harm. Therefore, Connect Transit will not tolerate any form of bullying, harassment and other forms of aggression and violence of any kind in the workplace and prohibits bullying at every level of the company.

If incidents do occur, they will be dealt with promptly and effectively. This policy applies not only to the staff who directly engage in an act of bullying, but also to staff who, by their indirect behavior, condone or support another individual's act of bullying. No employee, supervisor, guest, customer or any individual with whom we do business shall condone or tolerate bullying. It is important for all employees to model respectful and civil behavior in order to promote a culture of positive behavior.

This policy prohibits every form of bullying, harassment, and cyber bullying/harassment, whether in a Company employee program, on the premises where an employee program is held, or at a sponsored employee event, whether or not held on Company premises.

## **WORKPLACE VIOLENCE POLICY**

There will be zero tolerance for violence in the workplace amongst employees at Connect Transit. Our workplace is committed to maintaining a workplace that is free from violence or threats of violence.

All employees have the right to expect a place of employment that is free from behavior that can be considered harassing, abusive, disorderly, or disruptive. Any violent behavior or behavior that creates a climate of violence, hostility, or intimidation will not be tolerated, regardless of origin. Each and every act or threat of violence will result in an immediate and firm response that could, depending on the severity of the incident and/or other relevant considerations, include termination from employment with Connect Transit.

## **WEAPONS POLICY**

Connect Transit's policy is that no weapons of any kind are permitted on company premises, worksites, or subcontractor facilities at any time, except as is allowed by state law. Weapons may not be brought onto Connect Transit's premises, worksites, or subcontractor facilities or carried by an employees, visitor, customer or supplier.

Weapons are defined as any item readily capable of causing harm including any type of firearm, explosive weapon or knife with a blade longer than 3 inches. This policy applies to all employees, including persons who are licensed to carry concealed handguns under Illinois State Law. Employees violating this policy are subject to disciplinary action up to and including termination.

# **SAFETY**

## **CONFIDENTIALITY OF MEDICAL INFORMATION**

Medical information on employees is treated confidentially. No employee may disclose medical information relating to another employee except as necessary in the course of Company business or as required by law.

## **MEDICAL EXAMINATIONS**

If an employee becomes ill or injured, he/she may be sent by Human Resources to a licensed medical provider, Occupational Health or the Emergency Room for examination and immediate first aid treatment. A decision will be made by Human Resources as to whether the employee shall return to work or be excused for the rest of the assigned shift on available leave time.

An employee injured while on duty may be covered under the provisions of the Workers' Compensation Law. Employees are required to immediately report any on the job injury to their immediate Supervisor and contact the Safety Director.

A fitness for duty examination may be requested by the Company because of observed changes in the worker's performance, restrictions established by the employee's physician, excessive absences for illness, personality changes, repeated injury, any altered work behavior that may have a medical basis, or other job-related reasons. The employee will not be billed for this examination. The physician will make a recommendation as to the employee's ability to carry out the tasks detailed in his/her job description, with or without limitations.

Employees returning from an approved medical absence shall be required to provide a physician certification regarding their medical status or have a medical examination prior to returning to work.

## **RETURN TO WORK / LIGHT DUTY POLICY**

It is the policy of Connect Transit to return injured employees, whenever possible, to modified light duty when an injury or illness temporarily prevents those employees from returning to their regular job. *Light duty is defined as temporary jobs which allow the injured employee to continue functioning in a meaningful capacity.* Light duty assignments may entail modified duties in their existing departments or temporary reassignment to another department.

To ensure the employee will not exceed the physical restrictions assigned by the treating physician, nor cause further aggravation or harm to the existing injury, the employee must have certification from the treating physician to return to work under the light duty restrictions.

An initial light duty assignment will be made for a maximum two (2) week period and must be



approved by the Human Resources Department. Any such assignment beyond the initial two (2) week period will be considered only upon receipt of updated medical evidence which will substantiate the need for continuance. However, such light duty assignments will not be made for a period greater than 90 days, without review.

All light duty assignments for an injury or illness will be made on a case by case basis by the Human Resources Department in coordination with the Department Head and/or Safety Director.

### **SAFE DRIVING PRACTICES WHILE ON DUTY**

Any employee who has regular driving responsibilities for Connect Transit, be it their own vehicle, or motor vehicle owned by Connect Transit, shall adhere to the following requirements:

- Must have a current valid driver's license that is appropriate for the type of motor vehicle being driven. A current copy of the employee's driver's license must be maintained in his/her personnel file.
- Before being placed in a position with driving responsibilities, the employee must provide a clean Driving Abstract from the Department of Motor Vehicles.
- The employee must keep his/her Supervisor informed of any changes in the status of his/her driver's license, including expiration, suspension or revocations.
- All motor vehicle accidents which occur while an employee is carrying out the duties of their position must be reported immediately to the employee's Supervisor.
- Any employee who drives a motor vehicle while carrying out the duties of his/her position shall not pick up passengers unless authorized by the employee's Supervisor.
- Any employee who drives a motor vehicle while carrying out the duties of his/her job description shall abide by all the current state's motor vehicle operation rules.
- Any employee who has regular driving responsibilities for Connect Transit as indicated in his/her job description and whose license has become invalid will be prohibited from driving a motor vehicle owned by Connect Transit or his/her own motor vehicle on behalf of Connect Transit.
- Employees should notify their supervisor if placed on a medication that will impair their driving ability. Employees should only inform their supervisor of the restriction, not the underlying medical condition.

If driving a motor vehicle constitutes an essential portion of the employee's duties and responsibilities as set forth in his/her job description, the employee may be subject to termination, as the employee cannot perform his/her essential job duties.

### **WORKPLACE SAFETY AND HEALTH**

Connect Transit is vitally committed to the safety, health and well-being of all of its employees. It is the responsibility of Connect Transit to provide safe working conditions, equipment and facilities.

Supervisors are required to ensure that employees receive all necessary training, instructions and personal protective equipment to perform their jobs in the safest manner possible. It is the goal of Connect Transit to prevent an injury from occurring in the first place and to have a healthy, safe environment for our employees. It is the employee's responsibility to notify us immediately of any unsafe working condition that exists, or any injury to his/herself or co-workers. All employees are required to work diligently to maintain safe working conditions as a condition of employment. This includes, but is not limited to:

- Exercising maximum care and good judgment at all times.
- Adhering to all operating procedures.
- Immediately reporting all job injuries, incidents and near misses to the Supervisor.
- Immediately reporting all unsafe conditions, equipment and behaviors to the Supervisor.
- Using safety equipment provided by Connect Transit at all times.
- Observing all safety rules and regulations at all times.
- Notifying the work area supervisor before the beginning of the shift of any medication being taken that may cause drowsiness or other side effects that could lead to injury.

If an employee becomes injured or ill on the job, he/she must report immediately, and in not instance later than the end of the employee's shift, to the direct supervisor, Safety Director or the Human Resources Department, no matter how slight the injury may be. Employees will be asked to complete a written accident report. Follow-up action concerning all incidents will be the immediate responsibility of the employee's Supervisor.

In the event a work-related injury occurs, following is a list of what to expect:

- The injured employee and their supervisor will contact the Safety Director.
- The employee's Supervisor and Safety Director will begin an immediate investigation of the accident/injury, including interviews with any witnesses and an examination of the incident site.
- If the employee needs medical attention, a health care provider will be recommended for treatment. In the event an employee is unable to drive, other arrangements need to be made.
- Upon completion of medical treatment, the employee is expected to return the completed physician's medical report form to the Safety Director immediately and receive direction on when to return to the work site.
- Connect Transit has a "light duty" policy. We have transitional duties available. If the doctor releases the injured employee to light duty, the restrictions will be evaluated and the injured employee will be expected to be at work if scheduled and placed on light duty. We believe that it is better for the recovery of the employee to return to work.
- The injured employee may receive a phone call from Worker's Compensation, who will ask several questions regarding the injury. Questions should be answered honestly and

to the best of the employee's ability.

- If the doctor feels it is medically necessary to take the injured employee off work, the first three days off work (scheduled days) are not compensable (in accordance with Illinois Workers' Compensation law). The injured employee may use sick leave or, if sick leave is not available, those days will be unpaid. If the injured employee misses more than three full workdays, he/she will receive a check from the workers' compensation carrier until he/she is released to return to work on transitional or full duty. An employee off of work due to workers' compensation must stay in communication with the Safety Director regarding work status.
- Workers' compensation fraud is illegal and may be a felony. The law prohibits giving false statements to obtain workers' compensation benefits and may be punishable by imprisonment and/or fines. Connect Transit and the workers' compensation insurance carrier will not tolerate work comp fraud and will aggressively prosecute any known fraud.

Most medical providers will bill Connect Transit directly for medical treatment. However, if an injured employee receives any bills at home, these need to be submitted to the Safety Director immediately.



## MEMO

**DATE:** August 27, 2019

**TO:** Board of Trustees

**FROM:** Martin Glaze, Chief Operating Officer

**SUBJECT:** Recommendation of Universal Access Agreement - Heartland Community College

**RECOMMENDATION:** That the Universal Access Agreement with Heartland Community College be renewed by the Board of Trustees for a period of 6-months commencing June 1, 2019 – December 31, 2019.

**BACKGROUND:** The Universal Access Agreement allows students and employees of Heartland Community College to ride Connect Transit fixed route buses free of charge upon displaying their valid school ID.

**DISCUSSION:** Heartland Community College is in the process of providing more separation of student fees from HCC funds. Connect has discussed the recent increase of fares with HCC staff and students and are expecting a substantial monetary increase in the Universal Access Agreement.

**FINANCIAL:** Heartland Community College will pay an estimated \$43,125.00 to Connect Transit based on an estimate of 57,500 rides at a cost of \$.75, provided from June 1, 2019 through December 31, 2019.



## MEMO

**DATE:** August 27, 2019  
**TO:** Board of Trustees  
**FROM:** Isaac Thorne, General Manager  
**RE:** FY2020 Strategic Plan Goals Recommendation

### YEAR THREE OBJECTIVES (not in order of importance):

- Provide customer education on the use of various route planning aids, including improved rider guides. (Strategic Plan Goal 2, Strategy 4, Action 2)

Connect Transit has created the ConnectU training program, that provides educational opportunities to the general public, customers, and future customers on how to ride Connect Transit. This training program also provides education on the real-time tracking app, rider guide, and planning trips.

Connect staff has provided seven (7) ConnectU training sessions in the community since June and have several upcoming training sessions in September.

- Build a Downtown Transfer Center (Strategic Plan Goal 2, Strategy 1, Action 1)

Connect has secured Federal and State funding to invest in building a \$10-\$14 million-dollar Downtown Transfer Center. Staff has issued a procurement for the Downtown Transfer Center Study and recommendation will be brought to the Board of Trustees in September. The study has sixteen specific tasks to be completed including review of location sites, financial, economic, and operational impacts.

- Identify private sector benefactors and public sector partners for amenities, universal access and marketing collaboration (Strategic Plan Goal 4, Strategy 2, Action 3)

Staff will continue to collaborate with the Mclean County Chamber and businesses to expand the universal access program. The current universal access program is under review, staff is comparing the program to other transit agency universal access models for businesses and non-profit organizations. Additionally, staff will explore partnerships linking transit access to businesses. These partnerships will require private funding to provide transportation.



- **Articulate and advocate for the benefits of transit-oriented development (and transit supportive development) toward achievement of environmental and quality of life objectives (Goal 5, Strategy 3, Action 4)**

**Connect will continue our collaboration with Town, City, IDOT, and stakeholders to improve sidewalks and walkways. Staff is working to incorporating transit improvements into the application process for new developments and potentially permitting process. Strengthen our partnership with Town and City to promote multi-modal commuting to improve the first and last mile issues.**

- **Vividly portray the way transit benefits sales and commerce. Transports our workforces, facilitates individual's livelihoods and can diversify the region's employer/employee base (Goal 5, Strategy 2, Action 2)**

**Connect has contracted with the with Illinois State University Stevenson Center to conduct an economic impact study. The economic impact study would focus on the following:**

- **Travel Time/Cost Impacts: Both Connect Transit riders and car travelers save time and cost because of the existence of transit services**
- **Access Impacts: Worker's income and business productivity are increased by the expanded job market access and business clusters that public transit enables**
- **Spending Impacts: Transit capital investment and operations spending stimulates the economy**
- **Other Economic Impacts: Transit service can affect property values**