

# Erie Metropolitan Transit Authority Employee Handbook



## WELCOME to the Erie Metropolitan Transit Authority (EMTA)

We are very excited to have you on board our team of dedicated employees. We are pleased that you have chosen to work with us, and we hope that you will find your career with EMTA both fulfilling and rewarding.

EMTA is a growing organization. Our continued success is based on dedication and significant contributions that each one of you brings to your job. Our goal is to maintain our excellent reputation to provide safe, reliable and high-quality services to Erie County. We are confident that our collective efforts will enable us to achieve these goals.

This handbook contains procedures and other items related to the daily administration of EMTA. Its primary purpose is to promote consistency throughout EMTA. Each employee should be aware of the handbook's contents and adhere to all company policies and procedures. All employees are required to read this handbook and are encouraged to retain it in the event you have questions about your employment. The handbook is not all inclusive but provides an overview for new employees. Any questions regarding EMTA's insurance or other benefits should be directed to the Human Resources Department.

### **Mission:**

Provide integrated mobility solutions to safely connect people to places and contribute to the region's economic and environmental sustainability.

### **Vision:**

To provide a variety of safe, efficient and effective transportation services that are responsive to the mobility needs of Erie County.

### **Values: EMTA**

- Excellence
- Mobility
- Transparency
- Adaptability

## Table of Contents

3.....	Employment Basics
4.....	Policy Overview
5-6.....	Employee Code of Conduct
7-8.....	Code of Ethics
8.....	Compensation and Professional Development
9-10.....	Perks and Benefits
11-12.....	Working Hours, PTO, Holidays, and Other Leave
12.....	Resignation
12.....	Additional Resources

## Employment Basics

- **Employment contract types.** EMTA classifies all employees as either full-time or part-time status for purposes of payroll, benefits, and company service. Management reserves the right at any time to determine the continuation of the employment status of any part-time or full-time employee.
- **Departments:** The EMTA operates 2 divisions, Fixed Route (the e) and Paratransit (the LIFT) in addition to the administration staff and maintenance staff.
- **Employment At Will:** At all times during the tenure of your employment, your employment is at-will. As an at-will employee, you have the right to leave the employment of EMTA at any time and the EMTA has the right at all times to terminate your employment for any reason, without prior notice, whether with or without cause.
- **Equal Employment Opportunity (EEOC):** The US Equal Employment Opportunity Commission (EEOC) is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex, national origin, age, disability, or genetic information. It is also illegal to discriminate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.
- **Recruitment and selection process.** EMTA is an EEO employer. We hire safe and courteous drivers. Prospective candidates need to have a clean Motor Vehicle Record and must pass a DOT physical and drug screening. Candidates must also have criminal clearances as well as child abuse clearances. In return, EMTA offers competitive wages, excellent benefits, and flexible hours of work.
- **EMTA's Expectations.** Below is a list of the expectations you are expected to abide by while employed with EMTA:
  - **Prompt and regular attendance at work**
  - **A fair day's work, meaning both the quantity and quality of work**
  - **Cooperation – getting along with others**
  - **Loyalty, honesty and good character**
  - **Professional and courteous communications with colleagues, customers, vendors, and visitors to our company.**
  - **Following all human resources, operational, and safety procedures**

## Workplace Policies

All employees must review and sign acknowledgements for each of the policies listed below. Employees are expected to abide by all the policies outlined. Violation of any policy will result in progressive disciplinary action, up to and including termination.

All policies are required to be signed during onboarding. Policies can be found on Paycom or upon request from your supervisor or the Human Resources Department. Policies are subject to change, but employees will be notified if so.

- **Substance Abuse Policy**
- **Family Medical Leave Act Policy**
- **Smoking Policy**
- **Environmental Health Policy**
- **Cell Phone and Electrical Device Policy**
- **Workers Compensation and Modified Duty Policy**
- **Accident Reporting Policy**
- **Whistleblower Policy**
- **ID Badge Policy**

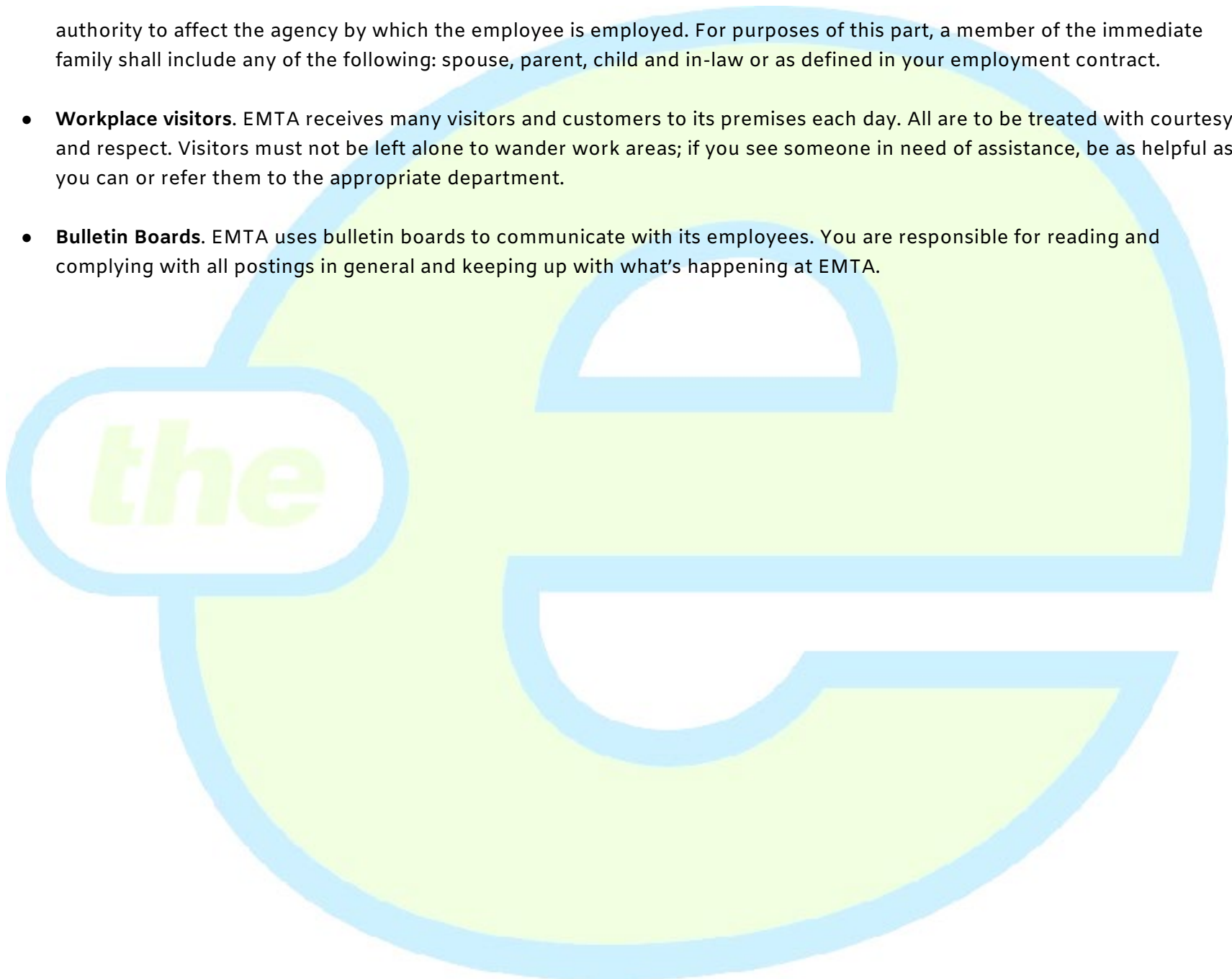
## Employee Code of Conduct

EMTA expects employees to conduct themselves in a professional manner at all times.

- **Dress code.** All uniformed staff must be wearing the company uniform while on duty. Uniforms must be clean and unwrinkled so as to demonstrate the professional image of EMTA. Non-uniformed staff are expected to dress in business casual attire to uphold the professional image of EMTA. Uniforms are defined in your employment contract.
  
- **Cyber security and digital devices.** Any misuse, mishandling or deletion of EMTA's owned software, hardware, or information from any desktop PC or Service is strictly prohibited. Internet access will only be permitted via EMTA's connection and must be used for company purposes only. Any misuse of either the internet or any software/hardware will include disciplinary action up to and including termination.
  
- **Employee relationships and fraternization.** Dating between employees, while not prohibited, is often perceived as unprofessional behavior by co-workers and can lead to awkward situations in the workplace. In the interest of avoiding actual or potential conflicts of interest, complaints of favoritism, possible sexual harassment, and potential dissension caused by romantic relationships between employees, and especially between Supervisors and other employees, EMTA has the following policy provisions:
  - Employees are prohibited from engaging in physical contact that would in anyway be deemed inappropriate by a reasonable person while anywhere on company premises, whether during work hours or not.
  - Employee off-duty conduct is generally deemed private, as long as it is not detrimental to employee performance or the workplace environment.
  - Exceptions to this are romantic or close personal relationships between Supervisors and subordinates, which may constitute a conflict of interest. If a romantic or close relationship between a Supervisor and any employee within the Supervisor's area of responsibility should develop, the Supervisor must promptly bring the matter to the attention of the Human Resources Department. EMTA reserves the right to take any appropriate action it deems necessary to resolve any conflicts of this nature, including reassignment.
  
- **Employment of relatives.** No person shall hold a job under which a member of their immediate family exercises supervisor authority. No person shall hold a job while either the employee or a member of their immediate family serves on a Board or Committee which either by rule or by practice regularly nominates, recommends, or screens candidates or otherwise has

authority to affect the agency by which the employee is employed. For purposes of this part, a member of the immediate family shall include any of the following: spouse, parent, child and in-law or as defined in your employment contract.

- **Workplace visitors.** EMTA receives many visitors and customers to its premises each day. All are to be treated with courtesy and respect. Visitors must not be left alone to wander work areas; if you see someone in need of assistance, be as helpful as you can or refer them to the appropriate department.
- **Bulletin Boards.** EMTA uses bulletin boards to communicate with its employees. You are responsible for reading and complying with all postings in general and keeping up with what's happening at EMTA.



## EMTA Code of Ethics

It is the general responsibility of EMTA employees to perform their duties with integrity and impartiality and to avoid situations in which bias, prejudice, or personal gain could influence decisions. The overall success of EMTA depends on all employees adhering to these standards. The following code of ethics is established.

All EMTA employees shall uphold the Constitution, laws, and regulations of the State of Pennsylvania and federal laws and regulations.

All EMTA employees must adhere to the guidelines and rules established in the EMTA employee handbook and code of conduct and align day to day views with EMTA Mission, Vision and Values statements.

All EMTA employee and Board members shall not disclose confidential information acquired in the course of their association or employment with EMTA for the purpose of personal benefit or gain.

All EMTA employees shall not, for personal gain or for the gain of others, use information not available to the general public, or divulge confidential information without its authorized release; nor shall any employees receive compensation for consultation which substantially draws upon official ideas or data which are not disclosed to the general public.

All EMTA employees and Board members are prohibited from holding financial interests that conflict with the performance of EMTA's duty.

All EMTA employees are required to act impartially and report fraud, abuse, and corruption to appropriate authorities, satisfy in good faith their obligations as citizens, and adhere to all laws and regulations that provide equal opportunity to all passengers regardless of race, religion, sex, national origin, age, or disability.

All EMTA employees are to conduct themselves in a professional manner both on and off-duty hours to demonstrate the public's trust and confidence in their position as a community leader with EMTA.

All EMTA employees shall not discriminate unfairly by the dispensing of special favors or privileges to anyone, whether for enumeration or not.

All EMTA employees shall not engage in or accept private employment or render private services when such employment or service is in direct conflict with EMTA's official operations and duties.

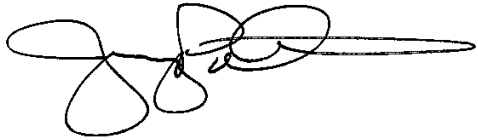
All EMTA Employees shall never falsify, forge, or improperly alter any Company document to ensure all transactions are recorded in their proper account. All EMTA reports to regulatory authorities must be full, fair, accurate, timely and understandable.

All EMTA employees shall not ask for or receive any additional compensation, gift, favor, or reward from any source for service or work for which the officer or employee received compensation from EMTA, with exception to offerings customary in scale and expense, in an appropriate setting, and/or an offering not intended, or does not appear to improperly influence a business decision.

It is illegal for all EMTA employees to engage in bribery. Bribery, including, but not limited to, offering, giving, soliciting or receiving of any item of value as a means of influencing the actions of another in the form of a gift, money, property, privilege or favor is a form of corruption.

An ethical culture is an integral part of EMTA's core values. Should you have any questions, concerns, require additional clarification, or, if you would like to report an Ethics Infraction, please contact your direct supervisor. You may also contact HR Director, Theresa Croll, with any inquiries pertaining to the Code of Ethics.

Jeremy Peterson, EMTA Chief Executive Officer

A handwritten signature in black ink, appearing to read 'Jeremy Peterson', is placed over a white rectangular background.

## Compensation and Professional Development

- **Payroll.** Paychecks or direct deposits are distributed every other Thursday for work performed the previous two weeks.
- **Performance management.** SAFTI members will document at least one (1) onboard evaluation annually for each driver. Supervisors will have a face-to-face meeting annually with each driver to review his/her performance. The evaluation will result in remedial training where appropriate.
- **Employee training and development.** Reasonable standards for driving experience, driving record, and criminal record following a SAFTI-approved Driver Management policy. All employees are expected to comply with all mandatory trainings which are subject to change.

## Benefits and Perks

- **Health Benefits (Medical/Dental/Vision/Prescriptions).** EMTA has developed a comprehensive set of employee benefits to supplement our employees' regular wages. Employees working 32 hours or more each week are eligible for benefits. Employees must enroll in benefits within 30 days of hire or wait until the annual open enrollment period. Consolidated Omnibus Reconciliation Act (COBRA) provides certain former employees, retirees, spouses, former spouses, and dependent children who lose their health benefits, the right to temporarily continue group health coverage at group rates for a limited time under specific circumstances. Please contact your supervisor or Human Resources for enrollment forms.
- **Life Insurance:** EMTA provides employees with basic life insurance protection at no cost. Each full-time employee is provided with a term life insurance policy in the amount currently designated by job category. Employees are strongly encouraged to ensure beneficiary information is always up to date with the Payroll Department. Beneficiary changes can be made through Paycom.
- **Short-Term Disability:** Employees who meet enrollment, eligibility and waiting period requirements will receive disability income benefits when absent from work due to a non-occupational illness or injury. The weekly sick and accident benefits

shall be payable for a maximum period of 26 weeks under the provisions of the insurance policy, with a waiting period of seven (7) days in the event of sickness and no waiting period in the event of an accident.

- **Retirement Plan:** Union covered employees are covered under a defined pension plan and must contribute to that plan. Non-union members are eligible to contribute to a retirement plan that has a 3% company match or as defined in your employment contract. AIG administers these plans for EMTA.
- **Workers' compensation.** All employees are responsible for their own safety as well as protecting the safety of their fellow colleagues and passengers. Employees are expected to participate in the safety and health program, which includes immediately reporting accidents, hazards, and unsafe work acts and conditions to their supervisor. Failure to follow any safety procedure or guideline will result in disciplinary action, up to and including termination.
- **Parking.** A parking area is provided for all employees. For everyone's protection, employees must park correctly and observe rules governing entering and leaving the parking area. If you are involved in an accident on EMTA property, report it to your Supervisor immediately.
- **Company Vehicles:** Use of company vehicles for personal purposes is prohibited. If you have been assigned a company car, it should be strictly used for company business. Any misuse of company vehicles will be subject to appropriate disciplinary action, up to and including termination.
- **Company-issued equipment.** Computer hardware consists of all computer-related components, including monitor, mouse, keyboard, docking station, and CPU. VPN Access allows employees to work from home and must be approved in writing by the department head. Any misuse, mishandling, or deletion of EMTA's owned software, hardware, or information from any desktop PC or Service is strictly prohibited. Internet access will only be permitted via EMTA's connection and will be issued for company use only. Log files of sites viewed will be kept and may be reviewed as needed. Inter-office email is for business use. Personal use, either inter-office or outside the office must not be abused, excessive, and must be always professional. Use of email can and may be reviewed by an employee's Supervisor as needed. Action for violating the above points will include disciplinary action up to and including severance of employment.

## Working Hours, PTO, Holidays, and Other Leave

- **Working hours.** The office hours are Monday through Friday, with core work hours from 8:00am to 4:30pm. Your breaks and lunch break are outlined in the union contract. Office employees (non-driver positions) will be given a 30- or 60-minute unpaid lunch break. Please discuss with your supervisor.
- **Paid Time Off (PTO):** Refer to the designated union contract for information on Paid Time Off (PTO).
- **Holidays.** Except for coverage in departments as business needs require, EMTA observes the following scheduled holidays:
  - **New Year's Day**
  - **Easter**
  - **Memorial Day**
  - **Independence Day**
  - **Labor Day**
  - **Thanksgiving Day**
  - **Christmas Day** (special consideration will be given for one alternate religious holiday for employees of another faith upon submission of Religious Request Accommodation form)
  - **Employee Birthday** (Fixed Route)
  - **Two Floating holidays** (Fixed Route) -or- **1 Personal Day** (LIFT)
- **Sick leave.** Refer to the designated union contract for information on paid sick leave.
- **Bereavement leave.** In the event of the death of an employee's family member, as defined by their employment contract, and upon managerial approval; the employee, on request will be excused up to a maximum of four (4) consecutive days with pay. The additional fourth (4<sup>th</sup>) day will be granted by management if out of town travel is required in excess of a 50-mile radius.
- **Jury duty.** Employees are encouraged to serve on jury duty and fulfill their civic regulations. All full-time employees will be compensated at their base rate of pay for hours worked of up to ten (10) working days per year. Employees must present Jury Summons and court documentation validating their time serving at the court in order to be eligible for this benefit. All Jury Duty requests must be approved in advance by the employee's supervisor.

- **Family Medical Leave Act.** Employees with one (1) year or more of continuous employment and have worked 1250 hours may be eligible for Family Medical Leave Act benefits (FMLA). If eligible, an employee may take up to 12 weeks (480 hours) of unpaid leave for an approved medical reason as outlined under the Family Medical Leave Act. Leave may be taken in one block or on an intermittent basis depending on the circumstances for medical treatment. Appropriate medical documentation is required for all FMLA requests.

## Employee Resignation

- **Progressive discipline.** EMTA uses progressive discipline when addressing work rule violations. Employees should refer to their respective bargaining agreement.
- **Resignation.** Employees should provide a minimum of a two (2) week notice for their resignation.
- **References.** EMTA will not release employment information to other prospective employers or any entity without signed, written consent. This includes, but is not limited to, financial institutions and educational facilities.

## Additional Employee Resources

- Wellness packages
- Mental health counseling
- PayCom info

**For more information on any of the items discussed or offered in this Handbook, please contact your direct supervisor or the Human Resources department.**