



Ready to Work Shuttle Policy and Procedures Driver Agreement

When driving the Ready to Work (RTW) shuttle, you must understand the following information:

1. All pick-ups and drop-offs will take place at the Hope House Parking Lot (112 W. 10th Avenue, Bowling Green, KY, 42101).
 - a. Transportation to/from the riders home or any other location **will not** be permitted
 - b. While riders are in the shuttle, the shuttle is not permitted to stop for any personal errands for ride
 - c. New Leaf and Hope House staff are not permitted to use the van for personal errands. Lunches and breaks should be taken on Hope House property unless specific exceptions are made by the Transportation Coordinator
2. Basic Guidelines and operations of the RTW shuttle are printed on the back of the tickets.
3. The first 2 tickets will be free; then the ticket price will be \$35.
 - a. For participants/graduates of the Jobs for Life class, ticket price will be \$25.
 - b. Hope House reserves the right to change the ticket price at any time
 - c. Each ticket has 5 punches to ride to work and 5 punches to ride back to Hope House
 - d. Tickets have an expiration time of 2 weeks from the date of purchase. Riders are not allowed to carry rides over past the expiration date.
 - e. Riders are responsible for purchasing and planning the purchase of tickets ahead of time to ensure that they are able to ride when the current ticket expires or runs out of punches.
 - f. **No ticket or no punches = no ride**
 - g. Drivers are not allowed to take cash or issue tickets. Riders who need tickets should be referred to the transportation coordinator or front office. They can also call Hope House for a credit/debit card purchase **during office hours. (M-F 9am-4pm)**
4. At any date or time that the shuttle does not operate or cannot accommodate a pick up for any reason, riders will be responsible for finding their own alternate transportation.

When driving the RTW Shuttle, drivers must comply with the following behavioral standards:

1. All drivers are expected to be respectful to riders in the shuttle at all times. This involves not participating in the following behaviors on the shuttle:
 - a. Smoking or chewing tobacco or vaping
 - b. Possessing or being under the influence of illegal drugs
 - c. Drinking, possessing, or being under the influence of alcohol
 - d. Profanity or discussing inappropriate or offensive subject matter
 - e. Playing music out loud or having conversations out loud over the phone
2. If a problem arises with a rider(s), you are to calmly de-escalate the situation and immediately inform the transportation coordinator.
 - a. Drivers are to **never** threaten or act out any form of violence in the shuttle or with any other shuttle rider(s).
3. Use of the shuttle phone is for shuttle purposes only.
 - a. No music or gaming apps are allowed
 - b. Drivers are not to use the phone to contact anyone not involved with Hope Hope Ministries via call or text. No personal calls or text messages.
 - c. The shuttle phone is to stay in the shuttle after drivers are finished driving.

4. Transportation standard for new leaf drivers involving program living:
 - a. New Leaf drivers are not permitted to transport any individual(s) in Program Living with the RTW shuttle for any reason unless otherwise given permission by the transportation coordinator.
 - b. There should not be two New Leaf drivers in the RTW shuttle at the same time for any reason unless given permission by the transportation coordinator.
 - c. During a driver's route break and picking up riders, the shuttle should be parked by the front door of the main office. It should only be parked at the program living house when there is a change of new leaf drivers and for overnight stay.
 - d. Drivers are to lock the shuttle whenever it is left unoccupied.
5. Proper conduct with time sheets for New Leaf drivers:
 - a. Only one driver can earn hours from the RTW shuttle at any given time (no doubling up on routes). The only exception is one day of training ride-along for new drivers that have been approved by the transportation coordinator
 - b. Drivers are to only account for hours in which they are on an active route. If there is a period of time between routes in which drivers are no longer driving that is not to be included in the route time.
 - c. If a single driver drives for 5 hours or longer in a day, a 30 minute lunch break is to be deducted from the logged hours on the driver timesheet.
6. Dress code:
 - a. Drivers are expected to wear professional clothing while driving the shuttle.
 - b. Clothes should not:
 - i. Be excessively dirty
 - ii. Have holes or tears in them
 - iii. Have cut-off or ripped sleeves (including tanktops)
 - iv. Have any vulgar or inappropriate words and pictures printed on them
 - c. Must wear closed-toed shoes

As a driver on the Ready to Work shuttle, I _____ understand and will comply with the RTW shuttle Driver Agreement. I _____ understand that if I do not comply with any of these rules, that Hope House holds the right to suspend me from driving or to terminate my eligibility to drive permanently.

Driver name: _____ Driver Signature: _____ Date: _____