

Transportation & Parking Services



Ohio University Transportation & Parking Services Employee Guidebook

FY25

Transportation & Parking Services



Welcome Aboard!

Our professional customer care, in-field, transit, and support service staff play a vital role in our operations, and we are so happy to have you as a part of the Ohio University Transportation & Parking Services (TPS) team.

As you embark upon this new adventure, we would like to take this opportunity to share expectations regarding professionalism within the workplace. As ambassadors for Ohio University, one of our core values is to ensure that we represent the department and university in a positive and professional manner.

Our interactions with fellow co-workers, staff, students, community members, & stakeholders should be courteous and professional as we seek to position ourselves as a model of exemplary service and provide customer-focused and solution-oriented service care to ensure a safe and respectful work environment. Discourteous language or behavior will not be tolerated, and should this behavior occur, it will be evaluated and subject to progressive discipline.

Through the hard work and dedication of our staff we provide valued transportation, parking, and fleet support resources to the campus community & guests. Your contributions will help to ensure that we are able to keep the “wheels rolling”.

We appreciate the input of our team and would encourage each of you to feel free to share feedback with any ideas, suggestions or concerns which might arise throughout your time with Ohio University TPS.

We look forward to a great year and all that our team can accomplish together.

Welcome to the TPS team and thank you for your service.

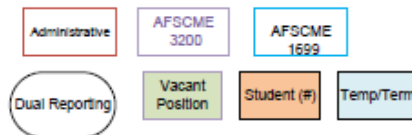
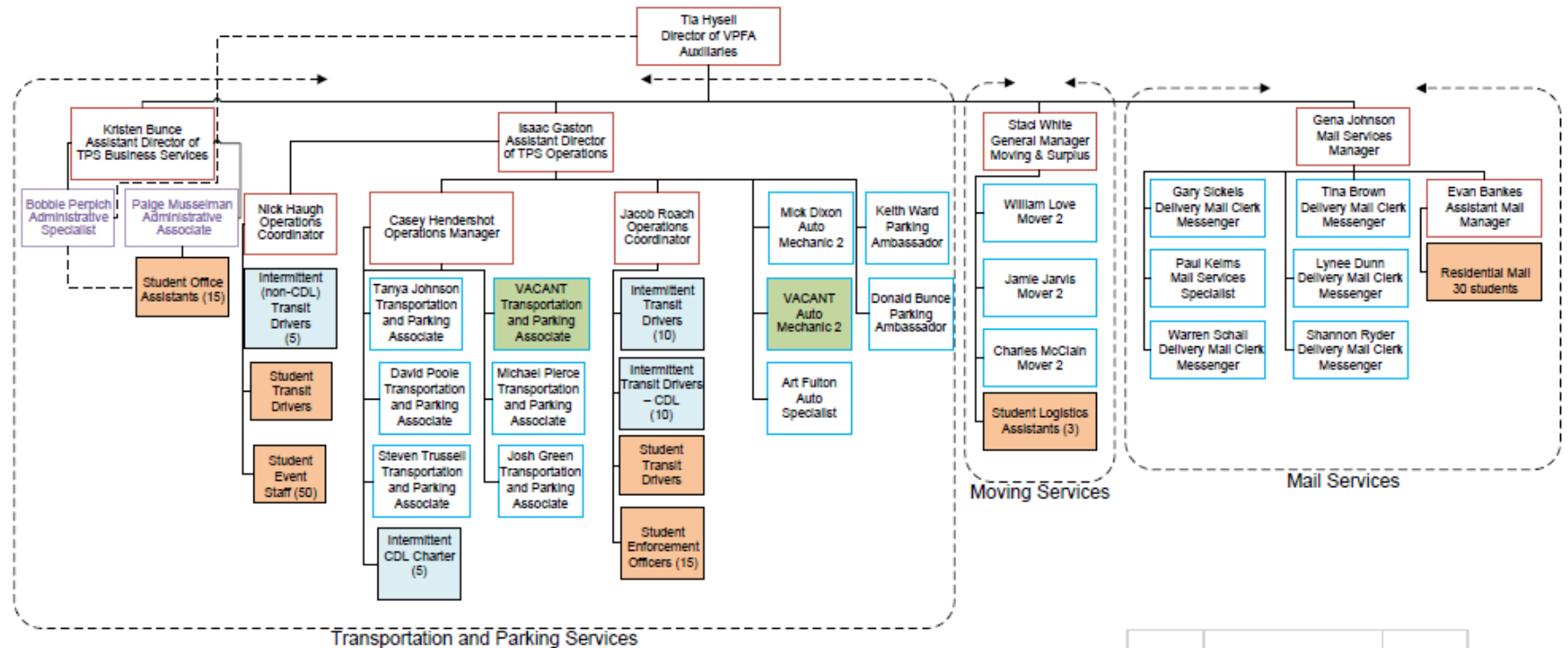
TPS Mission Statement:

Transportation & Parking Services supports the university's mission through providing safe, accessible, and customer-focused transportation & parking resources to Ohio University students, faculty, staff, and guests. The department's mission is to deliver professional & reliable services which align with evolving campus needs and promote alternative transportation opportunities.

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VPFA Auxiliaries

May 2024



| | FY24 Budgeted * | Headcount |
|--------------------|-----------------|-------------|
| Faculty | | |
| Administrative | | 9.0 |
| AFSCME 1699 | | 20.0 |
| AFSCME 3200 | | 2.0 |
| FOP | | |
| Total Count | | 31.0 |

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TPS Support Staff Contact Information:

Tia Hysell: Director of VPFA Auxiliaries

P: 740-597-3170

E: prattt@ohio.edu

Customer Care:

TPS Customer Care Center:

Monday-Friday 7:30 AM – 4:30 PM

P: 740-593-1917

T: 740-593-4040

E: tps@ohio.edu

Kristen Bunce, Assistant Director of TPS Business Services

P: 740-597-3169

E: mansfik1@ohio.edu

Bobbie Perpich, Business Services Coordinator

P: 740-593-1917

E: perpichb@ohio.edu

Paige Musselman, Administrative Services Associate

P: 740-593-1917

E: perpichb@ohio.edu

Operations:

Isaac Gaston: Assistant Director of TPS Operations

P: 740-597-1586

E: gaston@ohio.edu

Casey Hendershot: TPS Operations Manager

P: 740-593-1998

E: hendershot@ohio.edu

Nick Haugh: Operations Support Coordinator

P: 740-593-1917

E: haughn@ohio.edu

Emergency, After Hours Contact:

P: 740-566-8003

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Employment and Job Eligibility:

Students must be enrolled in classes at Ohio University (Undergraduate Minimum - six credit hours, Graduate Minimum – five credit hours), Hocking College (Minimum - six credit hours) or a local area high school or secondary school during the normal academic year.

Additionally, in accordance with federal law, all students must complete an I-9 form and all other hiring paperwork prior to beginning work. All staff which hold a transit component within their position are subject to annual background and driver qualification checks. A valid U.S. driver's license in good standing is required for all employees whose positions require operation of a university/fleet vehicle.

Student Employee Work Hour Requirements:

Student employees (**without** graduate appointments, or F or J visas) are permitted to work as follows:

- Fall & Spring Semester: Up to 25 Hours Per Week
- Summer Semester & Academic Breaks: Up to 36 Hours Per Week

Student employees (**with** graduate appointments, or with F or J visas) are permitted to work as follows:

- Fall & Spring Semester: Up to 20 Hours Per Week (per federal guidelines)
- Summer Semester: Students with a graduate appointment that includes ONLY a tuition scholarship may work up to 36 Hours Per Week

Graduating students are eligible to continue working with the following limitations:

| Graduating Semester | Continuation of work limited to: |
|---|---|
| Fall Semester | End of Winter Break |
| Spring Semester | End of 1 st Summer Session |
| 1 st Summer Session | End of 2 nd Summer Session |
| 2 nd Summer Session or Full Summer Session | September 30 |

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Intermittent Employee Work Hour Requirements:

As outlined in policy 40.106 Intermittent employees must abide by 1,000 hours per fiscal year work requirement and are subject to Affordable Care Act (ACA) work guidelines which stipulate an average of less than 30 work hours per week annually. For additional information regarding intermittent and ACA requirements please reference the Human Resources section of the OHIO website.

Work schedules will be coordinated by respective area supervisors. Employees are expected to work assigned schedules which will correlate to operational needs. Modifications to schedules must be coordinated/approved in advance with respective supervisors.

When volunteering for additional shifts please keep in mind while planning your work schedule to request only as many hours as you think you can handle (but no more than the maximum of 25 hours allowed per week). Deviations from this weekly hour requirement must be coordinated and approved in advance by the respective supervisor. If a student employee works multiple jobs at Ohio University, they must count the hours worked at the other job as part of their weekly hour maximum.

Intermittent employees must work a minimum of 10 hours per month during Fall & Spring Semester. Deviations from this schedule minimum must be coordinated and approved in advance by the respective supervisor. Schedule minimums are necessary to ensure adequate staffing levels for TPS operations and failure to meet these without prior approval may result in progressive discipline up to and including termination.

Full Time Employee Work Hour Requirements:

Full-time employees are required to work 40 hours per week. Work schedules will be coordinated by respective area supervisors. Employees are expected to work assigned schedules which will correlate to operational needs. Modifications to schedules must be coordinated/approved in advance with respective supervisors and follow guidelines established in the 3200 and 1699 Collective Bargaining Agreements

Overtime may be necessary in some cases to meet operational service needs. TPS will maintain overtime rosters for all respective areas. Guidelines established in the Collective Bargaining Agreements for Local 1699 & Local 3200 will be followed in addition to any MOU that has been established between Labor Relations and Human Resources.

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Driving Restriction Considerations:

CDL drivers must comply with all federal and state operating guidelines. CDL drivers are restricted to 10 hours of active driving time per day. They are permitted to be on duty for a maximum of 15 hours per day. No off-duty time is not included in the 15-hour period. After these maximums are met, the CDL driver must have 8 consecutive hours off before resuming work again. The 10-hour drive time and/or 15 hour on-duty limit can be extended by 2 hours when adverse driving conditions are encountered. Please refer to FMCSA Hours of Service Regulations for more information.

383.31 Notification of convictions for driver violations.

(a) Except as provided in [paragraph \(d\)](#) of this section, each person who operates a commercial motor vehicle, who has a commercial learner's permit or commercial driver's license issued by a State or jurisdiction, and who is convicted of violating, in any type of motor vehicle, a State or local law relating to motor vehicle traffic control (other than a parking violation) in a State or jurisdiction other than the one which issued his/her permit or license, shall notify an official designated by the State or jurisdiction which issued such permit or license, of such conviction. The notification must be made within 30 days after the date that the person has been convicted.

(b) Each person who operates a commercial motor vehicle, who has a commercial driver's license issued by a State or jurisdiction, and who is convicted of violating, in any type of motor vehicle, a State or local law relating to motor vehicle traffic control (other than a parking violation), shall notify his/her current employer of such conviction. The notification must be made within 30 days after the date that the person has been convicted. If the driver is not currently employed, he/she must notify the State or jurisdiction which issued the license according to [§ 383.31\(a\)](#).

(c) **Notification.** The notification to the State official and employer must be made in writing and contain the following information:

- (1) Driver's full name;
- (2) Driver's license number;
- (3) Date of conviction;
- (4) The specific criminal or other offense(s), serious traffic violation(s), and other violation(s) of State or local law relating to motor vehicle traffic control, for which the person was convicted and any suspension, revocation, or cancellation of certain driving privileges which resulted from such conviction(s);
- (5) Indication whether the violation was in a commercial motor vehicle;
- (6) Location of offense; and
- (7) Driver's signature.

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(d) A person is considered to be in compliance with the requirements of [paragraph \(a\)](#) of this section if the conviction occurs in a State or jurisdiction that is in substantial compliance with [49 CFR 384.209](#) and has not been de-certified in accordance with [49 CFR 384.405](#).

383.33 Notification of driver's license suspensions.

Each employee who has a driver's license suspended, revoked, or canceled by a State or jurisdiction, who loses the right to operate a commercial motor vehicle in a State or jurisdiction for any period, or who is disqualified from operating a commercial motor vehicle for any period, shall notify his/her current employer of such suspension, revocation, cancellation, lost privilege, or disqualification. The notification must be made before the end of the business day following the day the employee received notice of the suspension, revocation, cancellation, lost privilege, or disqualification.

Reference: [eCFR :: 49 CFR Part 383 Subpart C -- Notification Requirements and Employer Responsibilities](#)

Per Diem / Meal Reimbursement:

Per diem is a daily allowance that employees are given to cover meal expenses while traveling. Drivers on *overnight* trips will qualify for this reimbursement if and only when a meal is not provided by the team/department they are traveling with.

Teams/departments will be asked to verify that a meal was not provided before per diem is awarded. Day trips do not qualify as per-diem. Per-diem rates are predetermined automatically by the city/state you are in during travel.

Clocking In and Out:

The Workforce system is Ohio University's paperless payroll system which allows employees to view their hours worked for each day for a given pay period online. It also features pay previews for the hours worked during a specific pay period. For instructions on accessing payroll information please see your respective supervisor.

To properly clock in and out of each shift, employees **must** bring their Ohio University ID and tap in/out using the time clock located in the breakroom hallway. Cards that are older and do not have the tap capability must be replaced at the Bobcat Depot, located on the first floor of Baker University Center. Employees are required to swipe in using ID for access to TPS building and areas within the building. Access will be coordinated through Access Controls on the first day of employment.

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Employees should clock in and out only at their designated times and designated locations, unless authorized by a manager. Employees are not permitted to enter their own hours on workforce or allow another employee to use their ID for clocking in/out. Staff should clock in no earlier than 3 minutes prior to the start of the shift and no later than 3 minutes following shift conclusion. If extenuating circumstances require you to clock in or out due to operational need beyond these time frames this must be reviewed and approved with your supervisor. If you have problems clocking in, please see your respective supervisor for further assistance. Only supervisors are authorized to approve time in workforce, falsification of time will result in progressive disciplinary action up to termination.

Attendance Policy

If an employee is unable to work due to illness or emergency reasons, the employee must notify their respective supervisor of the absence at least three hours prior to the scheduled shift by phone (one hour prior to shift start for 7am report times) – please verify best contact method with your respective supervisor. Calling off via e-mail is not considered acceptable and will result in progressive disciplinary action.

- **FT Employees:** including 3200/1699 should follow any HR & Collective Bargaining Agreement attendance policies.
- **Student/Intermittent Employees:** After two instances of unexcused or unplanned absences within a semester, the employee must provide documentation/Doctor's note to their supervisor at the start of their next shift. Failure to maintain good attendance or follow documentation requirements will result in progressive discipline up to termination.

Regular attendance and punctuality at work is crucial to maintaining the advertised level of continuous and efficient service. And to prevent hardships on other employees. Attendance, tardiness, or unauthorized shift deviation will be addressed by a supervisor and Human Resources (if applicable). Failure to adhere to policies set forth by Transportation & Parking Service or Ohio University are subject to progressive disciplinary action. Hourly staff are considered tardy when clocking in 4 minutes or more beyond scheduled clock-in time without prior authorization from supervisor.

Vacation and scheduled time off should be coordinated in advance. Vacation requests are subject to approval based on operational need.

Break/lunch times will be provided based on shift length and state/federal employment guidelines. The timing of breaks will coincide with operational schedules and supervisors will work directly with staff to identify schedules which address the required break periods and service needs.

Employees vacating their position within TPS are asked to provide TPS with a minimum of two weeks' written notice before departure.

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Blackout Dates:

Certain dates have been identified that all or a specific selection of staff are required to work to meet the operational needs of the department. During these times any requests to PTO will not be approved.

| Functional Area | Dates Impacted | Reason | Staff Impacted |
|-----------------|---------------------|---|---|
| Customer Care | July 8-9, 2025 | RA Permit Sales | All FTE, no more than one student staff off |
| Customer Care | July 14-15, 2025 | Upper Classmen permit sales | All FTE, no more than one student staff off |
| Customer Care | July 22, 2025 | Freshman Permit Sales | All FTE, no more than one student staff off |
| Customer Care | August 4, 2025 | Commuter Permit Sales | All FTE, no more than one student staff off |
| Customer Care | August 25-29, 2025 | Fall Semester Start | All FTE, no more than one student staff off |
| Customer Care | December 13, 2025 | Fall Commencement | All student Staff, all FTE |
| Customer Care | May 1-2, 2025 | Spring Commencement | All student Staff, all FTE |
| Operations | Various | Home Football Games | All OPS FTE, Student Event Staff, EVMS |
| Operations | October 28, 2023 | Halloween Weekend | CLN Staff, Enforcement, 2 Ops FT |
| Operations | Various | Home Basketball Games | Event Staff EVMS 1 FT Ops |
| Operations | December 2024 | Fall Commencement | Event Staff, EVMS, 1 FT Ops |
| Operations | February/March 2025 | High School Tournaments | Event Staff, EVMS, 1 FT Operations |
| Operations | August 23-25, 2024 | Move In | 3 Student Enforcement, FT Enforcement, 1 FT Ops |
| Operations | April/May 2025 | Spring Graduate Commencement & Move Out | All Event Staff, EVMS, FT Enforcement, Ops Enforcement. |
| Operations | May 2025 | Undergraduate Commencement | ALL STAFF |
| Operations | Saturday, 9/6/2025 | OU vs WVU Football | ALL STAFF |

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Training Expectations:

All TPS staff are expected to complete required training programs and necessary federal, state, and university compliance requirements. All training and compliance requirements will be communicated by respective supervisors. TPS encourages professional development opportunities and skillset refinement among staff.

Ethics, Harassment & Duty to Report:

All employees of Ohio University Transportation & Parking Services have an obligation and responsibility to be honest and conduct themselves with professionalism, integrity, and a customer-focused care approach. Dishonest acts by employees such as stealing or lying will not be tolerated. Just as important, employees who have knowledge that a dishonest act has been committed have a responsibility to report the act to their supervisor.

All employees are expected to treat other employees, students, and guests with courtesy and respect. Harassment, discrimination, or misconduct will not be tolerated in any area of TPS operations. Please reference Ohio University's Harassment Policy (03.004) for additional information and resources.

Staff Expectations & Policy Adherence:

TPS strives to provide a clean, courteous, & professional service image and protect employees and customers from workplace incidents. Management will enforce expectations as outlined below. Failure to abide by outlined expectations will result in progressive disciplinary action.

Proper Appearance & Uniform:

All employees are expected to maintain personal hygiene that is appropriate for transportation & parking operations. Some helpful tips include:

- **Over the road charter trips & Airport Trips:**
 - Employees are required to wear khakis or black dress slacks; denim is not permitted to be worn at any time. Employees are also required to wear a collared shirt designated with an Ohio University or TPS logo and closed toed shoes.
- **CATS Loops, CatCab, & Cats Late Night:**
 - Shirt designating Ohio University or TPS must be worn for each shift. Closed toed shoes are preferred. Any open toed shoes must have an ankle strap. Shorts of appropriate length may be worn.
- **Maintenance, Enforcement, Fleet Cleaning/Garage:**
 - Shirt designating Ohio University or TPS must be worn for each shift. Closed toe shoes must always be worn. Shorts of appropriate length may be worn.

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- Uniform requirements may vary by position and event so please consult with the respective supervisor. Credentials may be required for transit operations and should be clearly displayed during performance of work duties.
- Parking Field Ambassadors and Employees working in the field for special event parking are required to always wear a reflective safety vest.
- Practice good hygiene: regular bathing or showering, clean hair, use of deodorant or antiperspirant, clean clothes in good repair, wear appropriate footwear for position requirements.
- Employees should avoid wearing skirts or shorts of inadequate length, cut-off shirts, patches, badges or other campaign materials, clothing containing profanity or offensive language, cropped shirts that expose navel or otherwise revealing clothing, clothing that promotes the use of tobacco products, alcohol or illegal drugs, and loose-fitting clothing which reveals undergarments.
- Use of alcohol, tobacco, or drugs are always prohibited.

Safety & Security:

The safety of our staff and customers is the number one priority for TPS operations. We strive to provide and maintain a safe and productive working environment and ensure all services aligned with federal, state and university guidelines and that all recommended safety protocols are adhered to with a daily goal of zero workplace injuries. The safety of everyone depends upon staff awareness and adherence to the following basic safety guidelines:

- Be always aware of your surroundings.
- Know the locations of fire extinguishers.
- Learn and follow all the safety work rules posted in your area.
- Learn the safe and proper operation of equipment.
- Report all faulty equipment.
- Report all incidents to the manager, regardless of how minor they may seem.
- Report any unattended belongings to a supervisor and return them to the TPS facility for lost and found at the earliest time available when the items are discovered.
- Wipe up any spills as soon as you see them. Place appropriate signage as necessary.
- Become familiar with all chemicals and how to use them properly. Improper use of chemicals could result in harm to equipment or yourself.
- Individuals involved in a safety incident must report the incident immediately to the supervisor and complete an incident report – incident reporting packets are available with your respective supervisor.

Use of University Property, Vehicles & Equipment:

TPS employees may be required to utilize equipment or operate motor vehicles on city, township, county, and state roadways. Vehicle and equipment operators are expected to observe all equipment procedures and traffic laws governing these jurisdictions. Any violation of these laws or penalties issued for such violations are the responsibility of the vehicle operator.

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- **All vehicular accidents must follow appropriate accident reporting guidelines. Accident reports are in the glove box of all university vehicles. If an accident kit is not available at the time of the incident one must be filled out immediately upon return to TPS.**
 - **Regardless of severity or location, all accidents must be reported to your supervisor immediately and the accident report completed. Additional directions will be provided at the time of the event.**
- When university vehicles are not in use, they should be fully secured with keys always removed from the vehicle and kept with the driver of the vehicle during shift or returned to the appropriate key bank.
- Driver switch outs should occur between shifts at the TPS office. Vehicles should be brought to the front of TPS and be switched with the next scheduled driver. Vehicles should not be left without a confirmed driver taking over assignment.
- The use of headphones, earbuds, facetimeing, or video chat activities, while operating a university vehicle is strictly prohibited.
- Texting while driving is not permitted, drivers must be at a designated stop location if utilizing texting services.
- The use of university property to include vehicles for personal use or personal gain is strictly prohibited.
- Employees are responsible for all tickets, fines, or citations issued while operating a university or state vehicle. The university will not pay for or reimburse an employee for these expenses. Any traffic violation should be reported to your supervisor.
- Staff are expected to abide by all traffic and vehicular laws including but not limited to signaling, speed limits, and seatbelt use.
- Drivers are responsible for ensuring that passengers are not utilizing alcohol, tobacco, or drugs, or participating in any inappropriate behavior while onboard a transit vehicle. All incidents must be reported to the appropriate contact as applicable to the situation. All situations need to be reported to the supervisor.
- Drivers are prohibited from deviating off their assigned routes of travel unless authorized to do so by a supervisor.
- Only authorized passengers and university employees may be transported in TPS vehicles.
- Radio levels in transit vehicles should be adjusted to a minimum level that will allow employees to safely operate vehicles and address emergency issues and customer needs. Music or recordings which have inappropriate language, racial, political, or sexual connotations are prohibited.
- Shop and work areas are restricted to employees, customers and those conducting business only.
- TPS work areas and equipment should always be properly secured.
- Work areas and university vehicles should always be kept clean and used with respect. Vehicles should be fueled and cleaned inside, and any personal items should be removed prior to shift completion.
- Noise levels within working locations should be kept at a minimum to ensure no impact on service operations, other employees, or customers.

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To be signed, printed, and submitted to respective manager for TPS records.

The purpose of this guidebook is to provide an explanation of the rules, responsibilities, and expectations of your employment with Ohio University Transportation & Parking Services (TPS). Please complete below to acknowledge your reading and receipt of the TPS staff guidebook and understanding of responsibility to ensure that service expectations as outlined are adhered to appropriately.

Employee's Printed Name

Date

Employee's Signature