


Memorandum

TO: Steven Neal, City of Ocala Transit Manager
FROM: Steve Sherrer, Regional Vice President 
DATE: February 15, 2022
SUBJECT: Incentive Structure Recommendation

Please find attached for your consideration RATP Dev's recommended incentive structure developed to reward employee performance based on criteria as described within the attached 'SunTran Performance Incentive Program'.

We believe that this incentive structure will boost morale, enhance retention, and reward those employees who provide safe, professional, and high-quality transit service to the Ocala's riding public.

Please do not hesitate to reach out should you have any questions.

Thank you in advance for your consideration.

Cc: Deborah Miller, General Manager
Ola Adelekan, Incoming General Manager

SunTran Performance Incentive Program

Payout – Full Time Employees (when appropriate eligibility criteria have been met):

- A. \$500.00 payout after first full quarter of employment.
- B. \$500.00 payout after each quarter of the calendar year.
- C. Additional \$500.00 payout if all four quarters in a calendar year are achieved.
- D. Maximum payout of \$2,500.00 per calendar year (when bonus is achieved all four quarters).

Payout – Part Time Employees (when appropriate eligibility criteria have been met):

- A. \$300.00 payout after first full quarter of employment.
- B. \$300.00 payout after each quarter of the calendar year.
- C. Additional \$300.00 payout if all four quarters in a calendar year are achieved.
- D. Maximum payout of \$1,500.00 per calendar year (when bonus is achieved all four quarters).

Bus Operators (FT and PT working an average of at least 24 hours per week):

- A. No Miss-Outs*
- B. Sick Time – No more than one (1) occurrence** per quarter
- C. No preventable safety infractions (i.e. speeding, seatbelt violation, preventable collision, cell phone use, and any other safety infraction as determined by management)
- D. No more than one (1) valid customer complaint***in the quarter

Supervisors/Dispatchers:

- A. No Miss-Outs*
- B. Sick Time – No more than one (1) occurrence** per quarter
- C. No preventable safety infractions (i.e. speeding, seatbelt violation, preventable collision, cell phone use, and any other safety infraction as determined by management)
- D. No more than one (1) valid customer complaint*** in the quarter

Maintenance Team Members:

- A. No Miss-Outs*
- B. Sick Time – No more than one (1) occurrence** per quarter
- E. No preventable safety infractions (i.e. proper PPE usage, proper shop housekeeping – spills cleaned up immediately, no trip hazards etc., proper jack stand usage, and any other safety infraction as determined by management)
- C. Zero failures to complete administrative paperwork related to RTA recordkeeping

Administrative:

- A. No Miss-Outs*
- B. Sick Time – No more than 1 occurrence** per quarter
- C. On-time performance of administrative duties such as monthly performance reporting and all other administrative tasks as delegated by the General Manager.
- D. No more than one (1) valid customer complaint*** in the quarter

***Miss-Out** (as defined by SunTran Policy) – Failure to report on time for work assigned

****Occurrence** (as defined by SunTran Policy) – Any reason for not reporting to work other than vacation, holiday, jury duty, funeral leave, military leave, company business and approved leave of absence.

*****Valid Customer Complaint** – Any customer complaint determined to be valid following review of all applicable information to include: first-hand witness, onboard video surveillance, interview of involved parties and any other means available.

This Performance Incentive Program is subject to ongoing funding commitment from the City of Ocala.

Job	Status
1 Admin Asst	
2 Admin Hourly	
3 Cleaner/Fueler	
4 Maintenance Manager	
5 Mechanic	
6 Mechanic	Vacant
7 Operations Manager	
8 Operator FT	
9 Operator FT	
10 Operator FT	
11 Operator FT	
12 Operator FT	Vacant
13 Operator FT	
14 Operator FT	
15 Operator FT	
16 Operator FT	Vacant
17 Operator FT	
18 Operator FT	
19 Operator FT	
20 Operator FT	
21 Operator FT	
22 Operator FT	Vacant
23 Operator FT	Vacant
24 Supv/Dispatcher	Vacant
25 Supv/Dispatcher	
26 Supv/Dispatcher	
27 Supv/Dispatcher	
28 Operator PT	
29 Operator PT	
30 Operator PT	
31 Operator PT	
32 Operator PT	

**Maximum Payout if all employees achieve all eligible
incentives -- \$75,000**