

ALBANY PARKING AUTHORITY

POLICIES and PROCEDURES

OPERATIONS MANUAL

The Albany Parking Authority was created and operates under The Albany Parking Authority Act enacted by the New York State Legislature pursuant to Chapter 874 of the Laws of 1982.

These Policies and Procedures are adopted under Article IV, Section 7, of the Albany Parking Authority By-Laws.

REVISED DECEMBER 18, 2006

MISSION STATEMENT

The Albany Parking Authority has responsibility in the management of municipal parking facilities to provide leadership in:

- assisting in economic development for the City of Albany,
- achieving improved solutions to parking problems,
- enhancing traffic flow and pedestrian safety,
- elevating service and convenience for parkers,
- improving transportation alternatives,
- promoting internal accountability and maximizing revenue.

INTRODUCTION

This Policies and Procedures Operations Manual is published by the Board of Directors of the Authority to provide workplace directions for the benefit of employees. All employees shall receive a copy of this manual and all subsequent amendments, which may be adopted from time to time. It is the responsibility of all employees to read and understand this manual, and to efficiently carry out it's requirements.

REVISED DECEMBER 18, 2006.

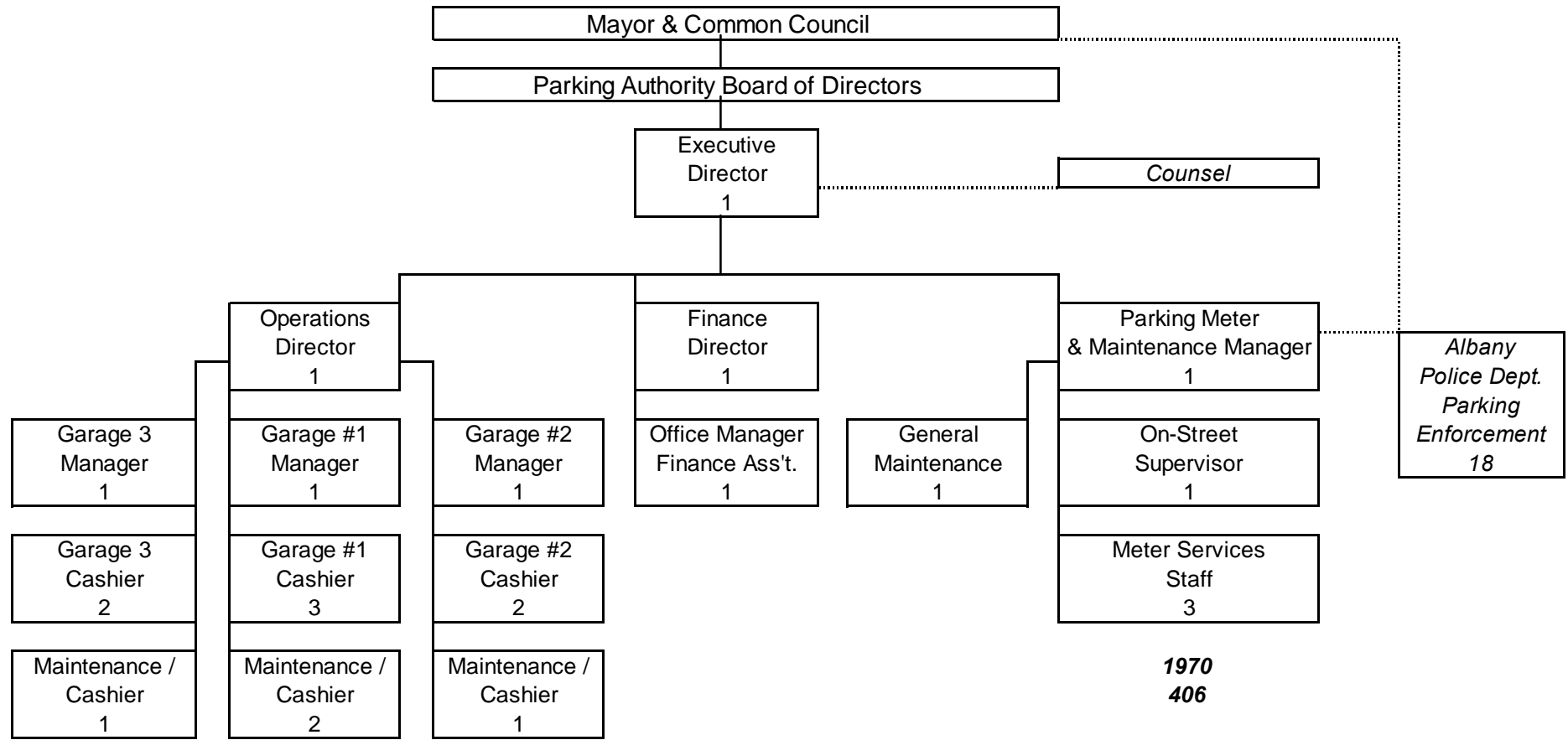
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ALBANY PARKING AUTHORITY ORGANIZATION CHART



Total Employees = 24

870 Spaces

850 Spaces

900 Spaces

Total Spaces = 4906

**ALBANY PARKING AUTHORITY
POLICIES and PROCEDURES OPERATIONS MANUAL**

1. EMPLOYMENT

1.1 Appointment - Appointment of employees shall be based on the needs of the Parking Authority, and on the qualifications and experience of job candidates *in accordance with New York State Civil Service Law*.

1.2 Promotion - Promotion of employees shall be based on the *personnel* needs of the Parking Authority, on the qualifications and experience of candidates and on individual merit.

1.3 Equal Opportunity - Parking Authority policy is to promote equal opportunity and to prohibit discrimination based on age, race, creed, religion, color, national origin, sex, marital status, or disability.

1.4 Vacancies - Vacancies will only be filled in accordance with annual budget provisions and scheduling coverage requirements.

1.5 Probationary Period - Employees appointed on a permanent or provisional basis will be informed of the specific terms of the appointment by the Operations Director at the time of hire or promotion. All employees are subject to a ninety-day (90-day) probationary period upon original appointment or upon promotion to a new position. During the probationary period, work performance will be evaluated by the immediate supervisor who will advise the employee of progress. The supervisor will, prior to expiration of the probationary period, recommend retention or termination of a new employee to the Operations Director. The Operations Director will, prior to expiration of the probationary period, recommend retention or demotion of a promoted employee to the Executive Director. Probationary periods may be extended for absences during the time allowed.

1.6 Layoffs - The Executive Director, in consultation with the Parking Authority Board of Directors, may terminate an employee(s) for financial/budgetary reasons. All layoffs will be made in accordance with Civil Service Law and rules.

1.7 Discipline - The Executive Director, in consultation with the Parking Authority Board of Directors, may discipline employee(s) for cause, in accordance with Civil Service Law and rules.

1.8 Insubordination - Insubordination to a supervisor providing work instructions will not be tolerated and may be cause for disciplinary action, including termination.

1.9 Full Time and Part Time Employment - Full time employees are those who have a regular work schedule of at least thirty (30) hours per week. All other employees are considered part time employees.

1.10 Courtesy - The Parking Authority is a public corporation and sets a high standard for greeting and dealing with the patrons of its facilities. Customers are always to be treated with courtesy and respect. Failure to be courteous in public transactions *may be cause for* disciplinary action, including termination.

1.11 Supervision - Supervisors are responsible for assigning and directing work of employees. It is the responsibility of the supervisor to observe that work is performed correctly and that *all operating* procedures are followed.

1.12 Employee Grievances - Employee questions, complaints, grievances and problems must first be brought to the attention of, and discussed with, the immediate supervisor. Unresolved matters may be submitted in writing to the next level supervisor.

**ALBANY PARKING AUTHORITY
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2. POSITION DESCRIPTIONS

2.1 Positions Defined - Descriptions on the following pages list each position along with responsibilities and duties, qualifications and special requirements, if any. An Organization Chart, which follows the Introduction at the front of this Manual, shows the chain of command for Parking Authority positions. The positions include: Executive Director, Operations Director, Finance Director, Parking Meter Manager, Garage Manager, Cashier I & II, Maintenance Supervisor, and Maintenance Worker I & II.

2.2 Pay Period and Frequency - All employees of the Parking Authority are paid weekly in arrears. *Hourly* employees are required to personally validate their work hours via time clock (see 3.5). The pay period is from Saturday through Friday, and paychecks are distributed by supervisors on Wednesday for the previous week.

2.3 Lost or Stolen Checks - Whenever an employee misplaces or loses a pay check, or has a pay check stolen, the event relating to the check must be immediately reported to the supervisor, who will notify the Finance Director.

2.4 Check Cashing - Checks may be cashed during lunch or break periods. Employees are not entitled to time off to cash paychecks.

2.5 Expenses - Employees who incur expenses in the pursuit of official duties will be reimbursed upon presentation of an Employee Expense Report with appropriate receipts. Mileage will be paid at the official Federal mileage reimbursement rate.

**ALBANY PARKING AUTHORITY
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EXECUTIVE DIRECTOR

The Executive Director works under guidance and direction of the Parking Authority Board of Directors, and has overall responsibility for implementing parking system policies approved by the Board to effectively manage facilities and to plan development of parking choices and opportunities for the public.

Responsibilities and Duties

1. Recommends policy improvements, and prepares and develops plans for responsible growth and maintenance of the parking system for consideration by the Parking Authority Board.
2. Selects managers and supervisors to administer the daily activities of the parking system.
3. Has responsibility to maximize revenue and minimize expense.
4. Prepares and administers Parking Authority contracts and agreements
5. Supervises preparation of annual budgets, operating plans and periodic financial reports to measure operating performance.
6. Coordinates the parking meter enforcement program with the Police Department.
7. Meets and confers with City officials to participate in and assist in economic development.
8. Coordinates activities of the parking system with other transportation-related entities of the City, State, and private interests.
9. Performs as the Parking Authority's chief executive officer, providing leadership in the absence of the Parking Authority Board Chairman.

Qualifications

1. Ability to effectively manage a municipal parking system.
2. Ability to plan for responsible growth and maintenance of the parking program.
3. Ability to establish and maintain satisfactory relationships with employees and the public.
4. Ability to issue clear verbal and written instructions.
5. Ability to understand and explain the parking program to the public.

Special Requirements

Must have at least ten years successful experience in managing municipal parking systems.

**ALBANY PARKING AUTHORITY
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DIRECTOR OF OPERATIONS

The Director of Operations is responsible to the Executive Director for effectively managing daily activities of authority operating staff. The Director of Operations regularly receives financial reports to analyze operating performance, to schedule work assignments and to measure the productivity of operations employees.

Responsibilities and Duties

1. Works with the advice and guidance of the Executive Director.
2. Manages all day-to-day activities of parking facility operations.
3. Recruits and recommends employment and termination of all operations employees.
4. Coordinates training of all operations employees in accordance with the Operations Manual.
5. Reviews and coordinates performance activities of all operations employees.
6. Maintains inventory of operating supplies.
7. Recommends modifications to improve the parking system to the Executive Director.
8. Performs other tasks assigned by the Executive Director.
9. Provides leadership in the absence of the Executive Director.

Qualifications

1. Ability to supervise large numbers of operating employees.
2. Ability to issue clear verbal and written instructions.
3. Ability to deal effectively and cheerfully with the public.
4. Ability to understand and explain the parking program to the public.

Special Requirements

1. Must have at least five years supervisory experience in municipal parking operations.
2. Must have valid driver license and a good driving record.

**ALBANY PARKING AUTHORITY
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DIRECTOR OF FINANCE

The Director of Finance is responsible to the Executive Director for effectively managing daily activity of authority finances, accounts for daily deposit of revenue from authority facilities, and has responsibility for maintaining records relating to parking revenue and operating expenses. The Director of Finance also serves as the personnel manager, and keeps expense records relating to personnel, office and operating supplies, and government obligations.

Responsibilities and Duties

1. Works with the advice and guidance of the Executive Director.
2. Maintains records of all financial activities, including reconciliation of bank statements.
3. Initiates preparation of annual budgets.
4. Maintains computer systems to track revenue and expenses.
5. Prepares periodic reports and documents relating to financial matters.
6. Maintains all customer accounts.
7. Coordinates annual financial audit of authority records.
8. Processes employee payroll and vendor disbursements.
9. Assists in resolving personnel matters.
10. Performs other tasks assigned by the Executive Director
11. Provides leadership in the absence of the Director of Operations.

Qualifications

1. Ability to understand and practice basic accounting and auditing procedures
2. Ability to use computer systems for revenue control and reports
3. Ability to accurately prepare reports, to complete forms and records
4. Ability to deal effectively and cheerfully with the public.

Special Requirements

1. Must have at least two-year accounting degree and five years minimum experience in accounting for multi-million dollar business.
2. Must be familiar with accounting systems and computers.

**ALBANY PARKING AUTHORITY
POLICIES and PROCEDURES OPERATIONS MANUAL**

OFFICE MANAGER / FINANCE ASSISTANT

The Office Manager / Finance Assistant reports to the Finance Director, and is responsible for effectively managing daily activity of main office operations, including acting as primary customer service contact for the office, processing mail, and assisting with special projects as directed by the Executive Director and Finance Director. The Office Manager / Finance Assistant also oversees daily garage activity reporting, keeps inventory of office and operating supplies, and performs tasks assigned by the Finance Director to assist with bookkeeping functions.

Responsibilities and Duties

1. Works with the advice and guidance of the Finance Director.
2. Reconciles daily garage reports, and assists Garage Managers with resolving report preparation issues.
3. Prepares invoices for parking meter bagging, validations, and other miscellaneous items as necessary.
4. Prepares bills for payment, obtaining voucher signatures when necessary. Records accounts payable items in purchase journal / Quickbooks system.
5. Records customer payments in Quickbooks system.
6. Assists with CashKey customer purchases.
7. Monitors inventory of office and general supplies.
8. Assists Finance Director with maintaining garage customer accounts.
9. Maintains customer lists and payments for miscellaneous parking lots.
10. Performs other tasks assigned by the Finance Director.
11. Performs other tasks assigned by the Executive Director.

Qualifications

1. Ability to deal effectively and cheerfully with the public.
2. Ability to understand and explain the parking program to the public.
3. Ability to accurately prepare and analyze reports and records.
4. Ability to issue clear verbal and written instructions.
5. Ability to use computer systems for revenue control and reports.
6. Ability to accurately prepare reports, to complete forms and records.

Special Requirements

1. Must be familiar with computers, specifically Excel and Word programs.
2. Must be familiar with basic bookkeeping procedures.
3. Must be familiar with Quickbooks or other computerized accounting system.

**ALBANY PARKING AUTHORITY
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PARKING METER & MAINTENANCE MANAGER

The Parking Meter & Maintenance Manager reports to the Executive Director, and has responsibility for effectively managing maintenance and collections of the parking meter system. The Parking Meter & Maintenance Manager is responsible for the downloading of hand-held computers used in the collection and maintenance of the meter system and the preparation of parking meter reports. The Parking Meter & Maintenance Manager also assigns tasks, monitors performance, and maintains records relating to the Maintenance unit.

Responsibilities and Duties:

1. Works with the advice and guidance of the Executive Director.
2. Coordinates all activities related to collection and maintenance of the parking meter system.
3. Maintains performance of parking meters by analyzing daily, weekly, and monthly reports.
4. Maintains and prepares hand-held computers for collections and maintenance.
5. Performs downloading of hand-held computers, and assures accuracy of data input.
6. Monitors the parking meter system to track maintenance, revenue and occupancy.
7. Prepares feasibility studies for improving and modifying the parking meter system.
8. Supervises Maintenance including development of new methods, scheduling, and inventory control.
9. Performs other duties assigned by the Executive Director.

Qualifications:

1. Ability to understand and maintain parking meter systems.
2. Ability to accurately prepare and analyze reports and records.
3. Must be willing to work outdoors in all weather conditions.
4. Ability to deal effectively and cheerfully with the public.

Special Requirements

1. Must be knowledgeable in managing of parking meter systems. 2. Must have a valid driver license and good driving record.

**ALBANY PARKING AUTHORITY
POLICIES and PROCEDURES OPERATIONS MANUAL**

PARKING METER ON-STREET SUPERVISOR

The Parking Meter On-Street Supervisor reports to the Parking Meter Manager, and has responsibility for effectively supervising maintenance and collections of the parking meter system. The Parking Meter On-Street Supervisor is responsible for the collection of meter revenue, and the auditing of meter revenue and maintenance. Based on this information plus direct review of field conditions the On-Street Field Supervisor coordinates correction of any maintenance deficiencies associated with meters and associated signage, striping, and parking spaces.

Responsibilities and Duties:

1. Works with the advice and guidance of the Parking Meter Manager.
2. Coordinates daily collection and maintenance of the parking meter system.
3. Coordinates baggings.
4. Responds to meter malfunctions
5. Supervises and performs meter installs, modifications, and removals.
6. Performs other duties assigned by the Parking Meter Manager.

Qualifications:

1. Ability to understand and maintain parking meter systems.
2. Must be willing to work outdoors in all weather conditions.
3. Ability to deal effectively and cheerfully with the public.

Special Requirements

1. Must be knowledgeable in managing of parking meter systems.
2. Must have a valid driver license and good driving record.

**ALBANY PARKING AUTHORITY
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PARKING METER SERVICES STAFF

The Parking Meter Services Staff reports to the Parking Meter On-Street Supervisor, and performs daily maintenance, collections, meter audits, installations, and modifications for the parking meter system. Correction of any maintenance deficiencies associated with meters and associated signage, striping, and parking spaces is included in this job specification.

Responsibilities and Duties:

1. Works with the advice and guidance of the Parking Meter On-Street Supervisor.
2. Performs daily collection, maintenance, and auditing of the parking meter system.
3. Performs baggings.
4. Responds to meter malfunctions
5. Performs meter installs, modifications, and removals.
6. Performs snow removal as needed.
7. Performs other duties assigned by the Parking Meter On-Street Supervisor.

Qualifications:

1. Ability to understand and maintain parking meters.
2. Must be willing to work outdoors in all weather conditions.
3. Ability to deal effectively and cheerfully with the public.

Special Requirements

1. Must be capable of performing heavy physical labor under variable weather conditions.
2. Must have a valid driver license and good driving record.

**ALBANY PARKING AUTHORITY
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GARAGE MANAGER

The Garage Manager has responsibility for supervising cashiers in the facility to which assigned and reports to the Director of Operations for matters relating to garage operations and to the Director of Finance for matters relating to money handling.

Responsibilities and Duties:

1. Coordinates and supervises all daily activities of cashiers in the facility.
2. Verifies time and attendance of all garage cashiers.
3. Assures neat and clean appearance of facility and of employees.
4. Prepares daily reports of exit transactions and financial activities for the Finance Director, and makes daily bank deposits.
5. Inspects entire facility daily for maintenance and supplies, and reports needs to the Operations Director.
6. Maintains revenue control system and reports problems to Operations Director.
7. Monitors facility to assure maximum occupancy.
8. Reviews facility operations for improving and modifying staffing and money handling.
9. Substitutes for absent cashiers.
10. Performs other duties assigned by the Operations Director or the Finance Director .

Qualifications:

1. Ability to supervise a small group of operating employees.
2. Ability to issue clear verbal and written instructions.
3. Ability to accurately prepare and analyze reports and records.
4. Ability to deal effectively and cheerfully with the public.
5. Ability to understand and explain the parking program to the public.

Special Requirements

1. Must have extensive successful experience in parking garage operations
2. Must have a valid driver license and good driving record.

**ALBANY PARKING AUTHORITY
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GARAGE CASHIER I and II

Garage Cashiers I and II have responsibility for handling parker transactions in exit booths of the facility to which assigned, and for maintaining the appearance of the surrounding environment. Cashiers report to the Garage Manager and are responsible for accurate handling of money and tickets. A Garage Cashier II may have responsibilities for opening or closing a parking facility.

Responsibilities and Duties:

1. Maintains neat and clean appearance of self and uniform.
2. Keeps booth and surrounding area free of litter and debris.
3. Cheerfully greets parkers and accurately processes exit transactions.
4. Prepares shift report of booth activity and reconciles cash with register record.
5. Reports unusual occurrences to Garage Manager.
6. Performs other duties assigned by the Garage Manager

Qualifications:

1. Ability to accurately process facility exit transactions and make proper change.
2. Ability to accurately reconcile daily work and prepare reports.
3. Ability to deal effectively and cheerfully with the public.
4. Ability to understand and explain the parking program to the public.

Special Requirements

1. Must be experienced in cash handling activities.

**ALBANY PARKING AUTHORITY
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GENERAL MAINTENANCE

The General Maintenance employee has responsibility for the repair and upkeep of parking facilities and equipment, including performance of routine maintenance and housekeeping activities such as cleaning and trash removal activities, and reports to the Meter & Maintenance Manager.

Responsibilities and Duties:

1. Inspects parking facilities daily for maintenance conditions and advises the Meter & Maintenance Manager.
2. Performs routine maintenance activities, including, but not limited to equipment and lighting maintenance and repair, cleaning activities and trash removal, operated motorized garage sweeper, and performs snow plowing, melting and removal.
3. Maintains tools and equipment required for repair and maintenance work.
4. Keeps accurate records of inventory, maintenance and repairs.
5. Substitutes for absent cashiers.
6. Assists, when required, in meter collections and related activities.
7. Performs other duties assigned by the Meter & Maintenance Manager.
8. Maintains neat and clean appearance of self and uniform.

Qualifications:

1. Ability to understand verbal and written instructions.
2. Ability to deal effectively and cheerfully with the public and APA staff.

Special Requirements

1. Must be familiar with parking garage operations and maintenance requirements.
2. Must be familiar with and able to make minor repairs to mechanical equipment.
3. Must have a valid driver license and good driving record.
4. Must be able to operate motorized equipment.
5. Must be willing to work outdoors in all weather conditions.

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MAINTENANCE WORKER / CASHIER

The Maintenance Worker / Cashier is directed by the Garage Manager and has responsibility for performing routine maintenance and housekeeping activities. Maintenance Workers also assist in parking facility cashiering and parking meter collections.

Responsibilities and Duties:

1. Performs routine maintenance, including, but not limited to equipment maintenance and repair.
2. Assists in cleaning activities, including trash removal and snow removal.
3. Maintains neat and clean appearance of self and uniform.
4. Maintains required tools.
5. Operates motorized garage sweeper.
6. Substitutes for absent cashiers.
7. Assists, when required, in meter collections.
8. Performs other duties assigned by the Garage Manager.

Qualifications:

1. Ability to understand verbal and written instructions.
2. Ability to deal effectively and cheerfully with the public.

Special Requirements

1. Must be familiar with parking garage operations and maintenance requirements.
2. Must be familiar with and able to make minor repairs to mechanical equipment.
3. Must have a valid driver license and good driving record.
4. Must be able to operate motorized garage sweeper.
5. Must be willing to work outdoors in all weather conditions.

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ALBANY PARKING AUTHORITY
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3. OVERTIME COMPENSATION

3.1 Statement of Overtime Policy - It is the policy of the Parking Authority that overtime work be held to a minimum for budgetary purposes. Overtime, when required by emergency and extraordinary situations, must be authorized in advance by the Operations Director for all personnel. Employees are expected to accept overtime when it is in the interest of the Parking Authority. Employees may only be excused for acceptable reasons by the supervisor in coordination with the Operations Director.

3.2 Covered Employees - All employees of the Parking Authority are covered by this policy. Hourly employees of the Parking Authority are eligible to earn overtime pay. Salaried employees may only earn compensatory time.

3.3 Employee Classification - There are two classifications of employees as established under the United States Department of Labor standards: *Exempt* and *Non-Exempt*. *Exempt* employees are not expected to work overtime. Exempt employees include Executive Director, Operations Director and Finance Director. *Non-Exempt* employees are periodically expected to work overtime. Non-Exempt employees include all employees other than the Exempt employees listed above.

3.4 Rate of Compensation and Compensatory Time - Non-Exempt hourly employees shall receive overtime compensation for work performed in excess of forty (40) hours per week at a rate equal to one and one-half (1½) times their hourly rate of pay. Non-Exempt salaried employees who are required to work beyond their regularly scheduled work day shall receive compensatory time off for work performed in excess of 40 hours per week at a rate equal to one and one-half (1½) hours for each hour worked. Exempt employees who are required to work beyond their regularly scheduled 35 hour work week shall be entitled to compensatory time on a straight-time basis for the time worked in excess of 35 hours.

3.5 Emergency Overtime and Call Back - Any hourly employee called back for emergency duty, such as snow removal, equipment malfunction or similar events, following completion of regularly scheduled shift hours, will be paid for a minimum of two (2) hours at the rate of one and one-half (1½) times regular hourly rate of pay. If the call back time assignment and the employee's regular shift overlap, the employee will be paid call back rate of one and one-half (1½) times regular hourly rate of pay until completion of at least two (2) hours work. The employee will then be paid for the balance of regular work shift at straight time. Under no circumstance will an employee be sent home during regular schedule shift hours for the purpose of avoiding payment of recall time. The two (2) hour minimum recall pay does not apply for pre-planned or scheduled overtime, such as annual garage wash-down.

3.6 Determination of Overtime Earned - *Hourly* employees must validate all hours worked via time clock. Total weekly hours shall exclude all absences from work and all time allowed for meals. For purposes of computing total weekly hours worked in a given week, time during which an employee is excused from work for holidays, vacation, personal leave, sick leave, compensatory time off, or other time at full pay, shall not be considered as time worked in determining overtime earned. Salaried employees, in order to properly account for compensatory time, must validate all hours worked via time clock.

3.7 Use of Compensatory Time - Non-exempt, salaried employees' compensatory time must be used in the calendar year in which it is earned. Time remaining unused by June 30th will be compensated in cash by July 15th, and time remaining unused by December 15th will be compensated in cash by December 31st. The Executive Director is not eligible for cash compensation.

3.8 Special Cases - Cases not specifically covered by this section or unusual cases shall be resolved by the Executive Director with assistance of the Operations or Finance Director.

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4. ATTENDANCE

4.1 Record of Attendance - A record of hours worked and leave used will be maintained for all employees. Falsifying attendance records or signing another employee's time card shall be cause for disciplinary action up to, and including, termination.

4.2 Tardiness - All employees are expected to arrive at work on time as scheduled and expected to remain at work until scheduled departure time. Unauthorized absences will be charged to the employee and may be cause for disciplinary action, including termination.

4.3 Notification When Unable to Report for Work - An employee who is unable to report for work, or unable to report on time, must notify the supervisor, or the person designated by the supervisor, as soon as possible, but not later than one-half hour prior to the start of the employee's scheduled shift. Failure to report absence or tardiness within the time frame specified is considered as an absence or tardiness without approval, and is subject to disciplinary action, including forfeiture of pay. Repeated failure to properly notify the supervisor may result in termination.

4.4 Leave Request Form - Any absence from work must be requested on a Leave Request Form, submitted at least three days (72 hours) in advance of such requested absence from work. The only exceptions to this directive are unexpected sickness or emergency family needs. Leave Request Forms are available at both garages and at the main office.

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5. HOLIDAYS

5.1 The Parking Authority observes the following holidays:

| <u>Holiday</u> | <u>Date</u> | <u>Staffing Requirements</u> |
|-----------------------------|----------------------------------|------------------------------|
| New Year's Day | January 1 | Garage 1, 2 & 3 Closed |
| Martin Luther King Birthday | 3 rd Monday in Jan. | All Garages one-half staff |
| President's Day | 3 rd Monday in Feb. | All Garages one-half staff |
| Memorial Day | Last Monday in May | Garage 1, 2 & 3 Closed |
| Independence Day | July 4 | Garage 1, 2 & 3 Closed |
| Labor Day | 1 st Monday in Sept. | Garage 1, 2 & 3 Closed |
| Columbus Day | 2 nd Monday in Oct. | All Garages one-half staff |
| Veteran's Day | November 11 | All Garages one-half staff |
| Thanksgiving Day | 4 th Thursday in Nov. | Garage 1, 2 & 3 Closed |
| Friday After Thanksgiving | 4 th Friday in Nov. | All Garages one-half staff |
| Christmas Day | December 25 | Garage 1, 2 & 3 Closed |

5.2 Weekend Holidays - Holidays falling on a Saturday will be observed on the Friday immediately before the holiday. Sunday holidays will be observed on the Monday immediately after.

5.3 Holiday Work Schedules - In order to meet goals of providing satisfactory service to the users of Parking Authority facilities, it is necessary that some facilities remain open twenty-four (24) hours per day, seven (7) days per week. This impacts the holiday schedule when certain facilities are required to be open for business on a holiday. Those employees required to work on a holiday will be compensated for the normal amount of scheduled hours worked as if the day was not a holiday, and for additional hours worked as described in the following examples.

A) If an employee would normally be scheduled to work eight (8) hours on a day that falls on a holiday, and that employee actually works eight (8) hours on the holiday, the employee will receive eight (8) hours regular pay and eight (8) hours holiday pay.

B) If an employee would normally be scheduled to work four (4) hours on a day that falls on a holiday, and that employee actually works eight (8) hours on the holiday, the employee will receive eight (8) hours regular pay and four (4) hours holiday pay.

C) If an employee works on a holiday that falls on a day of the week, which is not one of the employee's regular work days, the employee will receive compensation for whatever hours are actually worked on the holiday.

5.4 Employee Holiday Rotation - Employees who are trained for a particular position will rotate holidays where needed, allowing employees alternate opportunities for holidays. The supervisor may approved scheduling changes when one employee, who is trained for and volunteers to fill in for another employee's holiday shift, arranges scheduling with the affected employee. The Operations Director is authorized to ultimately resolve all such schedule changes.

5.5 Holiday Pay Eligibility - In order to be eligible for holiday pay, an employee must have worked his/her last scheduled work day prior to the holiday and his/her next scheduled work day following the holiday, or have received prior advance approval for absence on either or both of these scheduled work days.

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6. VACATION LEAVE

6.1 Vacation Eligibility - Employees qualify for paid annual vacation if they: A) are regular full time or part time annual employees, B) have a minimum of six (6) months continuous service, C) make a request for vacation leave reasonably in advance of dates desired. Emergency requests for vacation leave will be considered under certain circumstances. Vacations will be apportioned throughout the year, subject to reasonable staffing needs as determined by supervisor and Operations Director.

6.2 Vacation Credits - Eligible employees shall earn vacation credits at the rates listed below. The credits accrue on a monthly basis.

| <u>Years of Service</u> | <u>Accrual Rate</u> | <u>Days per Year</u> |
|---|------------------------------------|----------------------|
| 1 st through 4 th | Five-sixth of a day per month | Ten (10) |
| 5 th through 9 th | One and one-quarter days per month | Fifteen (15) |
| 10 th and beyond | One and two-thirds days per month | Twenty (20) |

New employees may be allowed to take up to five (5) earned vacation days after six (6) months of continuous service.

6.3 Accumulation of Vacation Credits - Employees may accumulate a maximum of thirty (30) days of unused vacation leave. Upon separation or termination, for reasons other than criminal conduct, an employee will be paid for unused vacation leave.

7. SICK LEAVE

7.1 Purpose of Sick Leave - The purpose of sick leave is to provide employees with protection against loss of income because of illness. Leave during illness in the employee's immediate family may be charged against sick leave credits if approval is obtained from the supervisor and the Operations Director. Sick leave credits should be considered as a type of insurance, and are only to be used when necessary. Employees with insufficient sick leave credits will not be paid for sick days, except as provided in 7.4 below.

7.2 Accumulation of Credits - Full time or part time annual employees earn one (1) day of sick leave for each month in full pay status. Sick leave may be accumulated up to a maximum of one hundred, sixty-five (165) days. Employees who work less than full time may be eligible to earn sick leave on a prorated basis.

7.3 Medical Documentation - An employee may be required to produce proof of illness in the form of a doctor's certificate. Fraudulent or excessive use of sick leave may result in disciplinary action. Under certain circumstances, use of sick leave may be considered excessive even when an employee has sufficient sick leave credits.

7.4 Catastrophic Illness - In cases of catastrophic illness, the Executive Director with the assistance of the Operations and Finance Directors may extend additional sick leave credits up to a maximum of one (1) year, at full or reduced rates. The award of sick leave credits under this benefit will be based on all relevant circumstances which shall include, but not be limited to, length of service, past work performance, attendance records, nature of the illness or injury and the personal and financial situation of the employee. A periodic review of the sick leave shall be made by the Executive Director.

7.5 Sick Leave Pay Eligibility - Calling in for sick leave on the day immediately before scheduled time off or the day immediately following scheduled time off is an inappropriate use of sick leave, and will be considered ineligible for sick leave pay.

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8. MISCELLANEOUS LEAVE

8.1 Jury Duty - Employees called for jury duty are entitled to paid leave without charge to leave credits. Leave granted will only cover the time required for court appearance and necessary travel. When an employee is not required to be present for jury duty, the employee is expected to report for work. An employee is required to file a notice with the supervisor for all periods of absence for jury duty.

8.2 Time Off to Vote - Employees who are required to work on an election day and who do not have sufficient time to vote before or after their regular shift may be granted time off to vote.

8.3 Workers Compensation Leave - Employees may be eligible to receive Workers Compensation Leave when absent because of occupational injury or disease.

8.4 Maternity Leave - A permanent employee shall be granted maternity leave upon request. The employee shall be allowed to perform duties and responsibilities of her position for so long as she is medically able. Upon request and upon filing appropriate medical evidence that the employee is unable to perform duties or responsibilities due to pregnancy, the employee shall be granted a leave of absence without pay for a period of up to six (6) months, which may be extended by the Executive Director for up to one (1) year. During the period of absence, the employee may use, at full pay, all accrued sick leave and vacation leave credits to reduce the period of leave without pay.

8.5 Bereavement Leave - Paid leave for a death in the immediate family, which is defined as spouse, parents, children, sister or brother, will be allowed up to a maximum of three (3) days. Beyond that period, time may be charged against an employee's accrued sick leave or vacation leave credits.

8.6 Personal Leave - All employees earn personal leave at the rate of one (1) day for each four (4) months of service. This non-cumulative leave may be used for personal matters which cannot be attended to outside an employee's regular work schedule. Personal leave can only accrue to a maximum of three (3) days, however credits may be used in one-half (½) hour units. An employee must make the request to the supervisor in advance of the need for personal leave.

8.7 Military Service Leave - An employee who is required to serve in the military forces of the United States shall be granted military leave not to exceed thirty (30) days with no loss of time or compensation, pursuant to Military Law, Sections 242 and 243. Relevant documentation must be submitted to the supervisor for transmission to the Parking Authority office.

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9. BENEFITS AND SERVICES

9.1 Health Insurance - A health insurance program is available to full time employees who regularly work a minimum of thirty (30) hours per week. The Authority program provides employees and their families with comprehensive health insurance protection. Eligible employees at the time of appointment may enroll for health insurance provided by the Parking Authority. Employees appointed after April 1, 1994, are required to contribute to the cost of health insurance programs at the rate of twenty-five (25) percent for family coverage, twenty (20) percent for employee and spouse coverage, and ten (10) percent for individual coverage. Payments are made through payroll deduction.

9.2 Separate Health Coverage - An employee who has or is eligible for health insurance coverage, and who can show evidence of adequate coverage on an alternate insurance program, with, for example, a spouse employed elsewhere, may elect no coverage. Employees who exercise this option may be reimbursed annually up to five hundred dollars (\$500) for family coverage, and up to two hundred and fifty (\$250) for individual coverage. If, at any time, an employee elects to exercise the no-coverage option, then later chooses reinstatement, the employee will be required to pay back a prorated share of buyout moneys received during the year. Requests for reimbursement when the no-coverage option is selected must be made in writing not later than December 31 of the year in which the employee is eligible for reimbursement. Additionally, proof of alternate coverage must be submitted with the request.

9.3 Health Insurance During Leave of Absence - If an employee is on leave of absence without pay, not covered by the Family and Medical Leave Act, the Parking Authority will provide health insurance coverage for twenty-eight (28) days after commencement of leave. Employees desiring to maintain coverage past that twenty-eight (28) day period will be required to pay their entire health insurance premium through arrangement with the Finance Director.

9.4 New York State Employee's Retirement System - Employees are enrolled in the New York State Employee's Retirement System at the time of appointment. Employees are provided with information and a briefing on the program at the time of enrollment.

9.5 Workers Compensation - Workers compensation insurance provides protection for medical expenses and loss of wages resulting from an occupational injury or illness. An employee injured as a result of an on-the-job accident should seek first-aid treatment, and, if necessary, however minor, consult a physician. An injured employee should report any accident to the supervisor as soon as practical in order that an accident report can be filed with the Parking Authority office. Failure by an employee or supervisor to promptly report an accident may result in a denial of any later claim for Workers Compensation.

9.6 Credit Union - The State Employees Federal Credit Union (SEFCU) is available for membership by Parking Authority employees. A range of savings and loan services are available at the Credit Union.

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10. DISCIPLINARY ACTION

10.1 Disciplinary Action - All discipline will be imposed in accordance with Civil Service Law and Rules. All discipline imposed will be documented in writing with a copy placed in the employee's personnel folder and a copy provided to the employee.

10.2 Progressive Discipline - It is the Parking Authority's policy to apply progressive discipline for the purpose of correcting minor shortcomings in employee conduct, performance and attendance as specified in this Operations Manual. To the extent possible, this policy will be applied with the goal of improving performance and allowing employees to retain their positions.

- a) For a first infraction the penalty shall be an oral warning.
- b) For a second infraction the penalty shall be an oral warning or a written warning.
- c) For a third infraction the penalty shall be an oral warning, a written warning, demotion in pay and/or grade or a suspension without pay of between one (1) and thirty (30) days.
- d) For subsequent infractions the penalty shall be an oral warning, a written warning, demotion in pay and/or grade, a suspension without pay of between one (1) and thirty (30) days or termination of employment.

Serious infractions do not require the imposition of corrective discipline and will be addressed on a case-by-case basis. Serious infractions, including criminal conduct, may result in termination of employment without progressive discipline.

10.3 Money Shortages - All employees accept, as a condition of employment, responsibility for cash and other monetary instruments in their immediate control and care. Except for extraordinary events beyond the employee's control, (fire, robbery etc.) supervisors, cashiers and others who handle money are expected to accurately account for all transactions in which they are involved. All employees who directly handle cash are responsible for making up any shortages, which may occur while they are on duty. Reimbursement must be made from personal funds by the next succeeding pay day. During any ninety (90) day period, shortages of one (1) dollar or more will be disciplined as specified in 10.2 above.

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11. GRIEVANCES

11.1 Statement of Purpose - It is the Parking Authority's policy and obligation to cooperate with employees to resolve questions, problems or grievances related to conditions of employment. Employees should expect to receive prompt and fair consideration of complaints and grievances.

11.2 Declaration of Policy - In order to establish a harmonious and cooperative relationship among the Parking Authority and employees, it is the purpose of this grievance procedure to provide for the amicable settlement of differences between the Parking Authority and employees through a process by which employees may present grievances, free from concern, interference, restraint, discrimination or reprisal. Provisions of this procedure shall be liberally construed to accomplish this purpose. The following definition of grievance shall apply: "grievance" shall mean any claimed violation, misrepresentation or inequitable application of existing rules, procedures, regulations, administrative orders or work rules of the Authority which relate to or involve an individual employee or supervisor.

11.3 Basic Standards and Principles - Every employee shall have the right to present a grievance in accordance with the provisions of this section. At all three steps of the grievance procedure an employee has the right to be represented. It shall be a fundamental responsibility of supervisors at all levels, commensurate with authority delegated to them, to promptly take appropriate action upon presented grievances presented by employees under their supervision. It shall be the responsibility of the Executive Director to take steps as may be necessary to give effect to the provisions of this section. Excessive submission of grievances by an individual may be considered as unreasonable and an intolerance to supervision on the part of an employee, resulting in termination of employment for the good of the Authority.

11.4 Grievance Procedure -

Step 1 - An employee must present a grievance to the immediate supervisor. The grievance must be presented within fifteen (15) days of its occurrence. The supervisor shall, to the extent deemed appropriate, consult with the Operations Director. The discussion and resolution of the grievance at the first step shall be on a verbal and informal basis. The informal Step 1 decision shall be made within five (5) working days of the initial presentation. If the grievance is not satisfactorily resolved at Step 1, the employee may proceed to Step 2.

Step 2 - The aggrieved employee may request a review of the grievance by the Executive Director within five (5) working days of either receiving the Step 1 decision or when the decision was due. The aggrieved employee and the immediate supervisor shall each submit to the Executive Director a written statement setting forth the specific nature of the grievance and the relevant facts. The Executive Director shall, at the request of the employee, hold an informal meeting at which the employee or representative may appear and present written statements or arguments. The Step 2 decision shall be rendered in writing within five (5) working days of its presentation.

Step 3 - (A) An employee may appeal a determination by the Executive Director to the Board of Directors of the Parking Authority. The employee shall be granted a hearing by the Board at which the employee has the right to be represented. The grievance must be submitted to the Board within ten (10) work days of the date the Step 2 decision was received or should have been received. The Board hearing will be scheduled within a reasonable time frame.

(B) The decision of the Board shall contain a statement of the Board's findings and its conclusions. This decision shall be final and shall be rendered within ten (10) work days of the hearing. The Secretary of the Board shall send a copy of the Board decision to each employee involved, to the representatives, if any, to the supervisor and to the Executive Director.

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12. PERSONAL HISTORY

12.1 Employee Folder - The Parking Authority office maintains for each employee a personal history folder which contains, beginning from the time of appointment, copies of personnel transactions, performance appraisals and other official employee correspondence and information. Except for routine personnel transactions and certain letters of recommendation obtained in connection with the employee's initial appointment, a copy of any document placed in the folder will be provided to the employee at the time the material is placed in the folder. Employees may review the materials in the personal folder upon written request and are entitled to reply in writing to anything contained in the file considered unfavorable, and the reply will become part of the folder.

12.2 Personal Data - Employees are obligated to promptly advise supervisors of current address and phone number, and name, address and telephone number of a person to be contacted in the event of an emergency involving the employee. Supervisors will advise the main office of changes.

12.3 Personal Property - The Authority is not responsible for the loss or theft of employee personal property at work sites.

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13. DRUG-FREE WORKPLACE POLICY

13.1 Purpose of Policy - The Parking Authority policy complies with the Federal Drug-Free Workplace Act of 1988, and recognizes the importance of maintaining a safe, efficient and healthful workplace, as well as public confidence in the integrity of the Authority. The use and abuse of controlled substances places employees and the public at risk. The Parking Authority recognizes that addiction can pose serious risk to an individual's health and safety, and can be detrimental to co-workers, it also considers that drug addiction is treatable and that those suffering from drug addiction should be encouraged to seek treatment before disciplinary action becomes necessary, whenever possible.

13.2 Drug-Free Workplace Policy - The Parking Authority absolutely prohibits the use, consumption, sale, purchase, transfer and/or possession of any controlled substance by any employee during working hours, or while representing the Parking Authority, or while on any Parking Authority premises. Because the misuse of controlled substances is always illegal, its use outside the workplace reflects adversely on the high standards attending public service. Accordingly, the Parking Authority will, to the extent possible, work with employees suffering from drug abuse and/or addiction to assure that they receive all available medical assistance under the health insurance plan selected by the employee.

13.3 Definition - "Controlled Substance" shall include those substances currently listed in Public Health Law, and amendments which may from time to time be adopted. This definition is not intended to include prescription drugs being used by the prescription holder for prescribed purposes. This definition shall also be applied to the word "drug" wherever it appears in this section.

13.4 Sanctions - Violations of this drug-free workplace policy may result in disciplinary action, including dismissal for the first offense.

(A) Voluntary Acknowledgment - The Parking Authority office will work with any employee, who voluntarily acknowledges that he or she has a drug problem, to obtain necessary treatment available under the employee's health insurance plan. In the case of part time or seasonal employees who are not covered by health insurance, the Parking Authority office will work with the employee to assist in making contact with appropriate community-based substance abuse services.

(B) Involuntary Acknowledgment - All disciplinary action will be taken in accordance with Operations Manual procedures. Disciplinary action may be suspended to allow for drug treatment. If treatment is refused or unsuccessful, disciplinary action will be resumed.

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14. SEXUAL HARASSMENT POLICY

14.1 Definition - Sexual harassment is a form of sex discrimination, and it is a violation of Title VII of the Civil Rights Act, the New York State Human Rights Law, and this policy. The Parking Authority prohibits sexual harassment in the workplace and will, consistent with applicable Civil Service Law, initiate disciplinary action up to and including dismissal for anyone who violates this policy.

14.2 Prohibited Behavior - Sexual harassment includes such prohibited behavior as unwelcome sexual advances, requests for sexual favors or other verbal and physical conduct of a sexual nature when:

- A) submission to the conduct is either explicitly or implicitly a term or condition of employment, or
- B) submission to, or rejection of, the conduct is used as a basis for an employment decision affecting the person rejecting or submitting to the conduct, or
- C) the conduct has the purpose or effect of unreasonably interfering with an employee's work performance, or creating an intimidating, hostile or offensive work environment.

14.3 Complaint Procedure - Sexual harassment complaints and reports should be promptly brought to the attention of the Parking Authority office. An employee, male or female, who participates in this procedure as a complainant or witness, may do so without fear or retaliation. Retaliation against someone who has filed a complaint will not be permitted and will result in strong disciplinary action. A confidential investigation will be immediately commenced as follows.

- A) Any person with a complaint of sexual harassment should contact the Parking Authority within thirty (30) workdays of the occurrence or last incident.
- B) The Executive Director will meet with the complainant to explain the procedure designed to investigate a complaint and will outline other options available, such as filing a complaint with State and/or Federal compliance agencies.
- C) If requested to do so, the Executive Director will investigate the complaint by:
 - 1. interviewing complainant and witnesses, if any, and reviewing pertinent documents, if any,
 - 2. interviewing the employee whose behavior has been subject of the complaint, informing said employee of the allegations brought forth and providing an opportunity to respond to the allegations,
 - 3. determining any other courses of action necessary to fully understand the circumstances.
- D) Upon completion of this investigation, and within thirty (30) days, the Executive Director shall submit a written report with recommendations to the Parking Authority Board of Directors. Within the same time frame a copy of the report shall be transmitted to the supervisor of the affected employee about whom the complaint was first made.
- E) The Parking Authority Board of Directors shall render a decision and make a recommendation in writing within thirty (30) days of receiving the report of the Executive Director. The decision of the Board of Directors will be final.

14.4 Sanctions - Sanctions will be enforced against any employee who is found to have sexually harassed another employee as outlined in this section. Sanctions will be enforced against managers or supervisors who fail to consult the Parking Authority office after having received a complaint in any form from an employee who claims to have been sexually harassed. Sanctions will be enforced against an employee who knowingly makes false allegations of sexual harassment.

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15. WORKPLACE SMOKING POLICY

15.1 New York State Law - In accordance with Article XII E, Section 1399N et seq., of the Public Health Law of the State of New York, the Parking Authority has adopted the following policy on the smoking of tobacco products in the workplace.

15.2 Purpose - The purpose of this policy is to accommodate the needs of both smoking and non-smoking employees in accordance with New State law in areas not generally accessible to the public. Non-smoking employees are entitled to work in an area which is smoke free.

- A) Non-smoking areas are smoke-free areas where no smoking is permitted and where the drift of smoke from smoking areas is negligible. These areas will be clearly designated and separate from areas where smoking is allowed.
- B) Smoking is prohibited in rest rooms and in elevators.
- C) Smoking areas include an employee's enclosed private office.
- D) Work areas or enclosed rooms may be designated as smoking areas if all employees who work in the area agree to the designation.

16. WORKPLACE CONDUCT POLICY

16.1 Purpose and Explanation of Policy - To successfully carry out the mission of the Parking Authority it is necessary that employees diligently conduct themselves at all times in a manner which places service to the public in uppermost priority.

- A) All directions from supervisors should be fulfilled as promptly as possible.
- B) Employees should act with professional demeanor at all times, and they should avoid loud talking or laughing particularly when visitors are present or the supervisor is using the telephone. Disagreements should be quiet and private.
- C) Employees should work in a cooperative spirit and provide assistance to fellow employees when requested and to the public when practicable.
- D) Employees are expected to be clean and well-groomed at all times.
- E) Employees are expected to maintain an orderly work space, which should be left in a neat and clean condition for the subsequent shift.
- F) Employees shall always present and conduct themselves in a manner so as to deserve public respect and approval.

16.2 Disciplinary Action - Failure to conduct oneself in an appropriate manner may result in disciplinary action which, upon repeated incidence, could lead to suspension or dismissal.

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17. CODE OF CONDUCT

17.1 General Provisions - Employee conduct must appropriately represent the Parking Authority Board of Directors. Conduct indirectly represents the City of Albany, its citizens and elected officials, as well.

17.2 Prohibited Conduct - Violations of prohibited conduct may be considered justification for disciplinary action or dismissal. Prohibited conduct includes, but is not limited to, the following:

- A) failure to perform duties as required or directed,
- B) failure to use common courtesy, even during difficult circumstances, in all dealings with the public,
- C) acceptance of a gratuity or gift of any kind in connection with official duties,
- D) acceptance of employment elsewhere which interferes with, or adversely affects, duties and performance as an employee of the Parking Authority,
- E) failure to report an unusual event or accident,
- F) possession or use of intoxicants or non-prescribed drugs while on duty or immediately prior to reporting for duty,
- G) failure to report within reasonable time a change in address or telephone number,
- H) failure to refer news media inquiries to the Parking Authority office,
- I) reporting to work without a complete and presentable uniform,
- J) knowingly associate, fraternize, transact business with or have dealings with criminals or persons engaged in unlawful activities, or with groups advocating or creating strife, disunity or hatred,
- K) failing to report to the supervisor observed wrong doing by another employee, and/or performing any dishonest activity related to Parking Authority moneys.

17.3 Integrity -Employees shall never engage in conduct which adversely affects the Parking Authority or the public. Any violation of these rules may be considered justification for disciplinary action or termination. It is inappropriate and a violation of integrity to:

- A) grant any unauthorized privileges or favors in connection with official duties,
- B) make any false entry or false claim on any official record, report, or form,
- C) disclose to any unauthorized person information relating to records, operations or activities of the Parking Authority unless so delegated by the supervisor,
- D) fail to report immediately any arrest either while on duty or off duty,
- E) clock in or out, or sign the time card for any other employee,
- F) observe a violation of rules without reporting the violation to a supervisor.

17.4 Behavior - With regard to behavior, it is inappropriate to:

- A) use indecent or profane language towards the public or colleague, or fail to give prompt, polite and efficient treatment to the public,
- B) create or induce any breach of peace while on duty,
- C) be insubordinate, insolent or impudent to superiors,
- D) sleep or malingering while on duty,
- E) commit any illegal act,
- F) gamble in any form while on duty,
- G) carry on your person or have on Parking Authority premises or vehicle any unauthorized firearm, knife or other weapon.

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17. CODE OF CONDUCT (continued)

17.5 Attendance - With regard to attendance, it is a violation to:

- A) engage in other vocations or employment which interfere or conflict with the regular hours or terms and conditions of employment, or which impair the employee's efficiency,
- B) be absent from work or assignment without the specific approval of a Supervisor,
- C) fail to supply, upon request from the supervisor, documentation or doctor's certificate to verify reasons given for any duration of absence,
- D) work while ill, or fail to report sickness or injury to the supervisor immediately,
- E) engage in activities during working hours not connected with official business,
- F) be excessively or habitually late or absent from work or assigned duties,
- G) be absent without authorized leave or without calling in sick according to established procedure,
- H) refuse to work overtime when, in the opinion of the supervisor, such overtime work is necessary,
(An employee may be excused from such overtime work upon presentation of a reason acceptable to the supervisor.)

17.6 Appearance - Uniformed employees must wear all provided seasonal uniform apparel as specified by the supervisor. Employees are responsible for keeping uniforms clean and presentable. With regard to uniforms, it is prohibited to:

- A) report for duty without proper uniform,
- B) fail to maintain neat and clean appearance,
- C) fail to wear uniform while on duty unless authorized by supervisor,
- D) wear inappropriate or excess jewelry,
- E) fail to keep facial hair neatly groomed at all times.

17.7 Property - The following acts are prohibited

- A) use or permit the use of vehicles, materials or equipment belonging to the Parking Authority for unauthorized purposes,
- B) use Parking Authority telephone, fax, or office supplies for unauthorized activity,
- C) permit property to be damaged, lost or used improperly,
- D) fail to report any accidents, resulting in injury or property damage, however slight,
- E) without authorization operate, use, or ride in a Parking Authority vehicle, or permit any person to operate, use, or ride in such vehicle,
- F) use gasoline or oil purchased for Parking Authority use for any unauthorized purpose or for any vehicle other than Parking Authority equipment, or fail to have proper amounts of gasoline, oil and water in vehicle before starting tour of duty,
- G) fail to inspect vehicles or equipment for safety, or repair or fluids before use,
- H) fail to exercise care in preventing an accident while operating an assigned vehicle or other equipment,
- I) leave, or permit to be left, any assigned vehicle or equipment unattended, on any public thoroughfare without proper authorization, or leave it running unattended,
- J) fail to report to the supervisor observed damage to Parking Authority property.

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18. PUBLIC COMMUNICATIONS

18.1 Media Communications - As a public corporation, the Parking Authority has on occasion an obligation to answer inquiries from newspapers, radio and television journalists. Responses to media questions must always be forthright and honest. When an immediate answer is impractical because complete information is not at hand, it is appropriate for an authorized spokesperson to reply upon obtaining accurate and complete information.

18.2 Authorized Spokespersons - It is an infraction of protocol and the provisions of this Operations Manual for an unauthorized employee to respond to journalists' questions regarding Parking Authority activities. The Chairman and Board of Directors of the Parking Authority and the Executive Director are the only authorized spokespersons. An authorized spokesperson only responds to questions insofar as they affect the Parking Authority, and recommends that questions affecting other City agencies be referred to the appropriate party.

18.3 Telephone and Messages - It is important that employees who answer telephone inquiries respond promptly in referring questions and messages to the Parking Authority office. It is appropriate to refer callers to the office by providing them with the correct telephone number.

18.4 Emergencies - In cases of emergencies and during times when the Parking Authority office is closed or inactive because all office employees are out, it is appropriate to call the Executive Director at home (after hours) or to page the Operations Director, depending on the nature of the emergency, and when, in the judgment of the employee observing the emergency, it is relevant that management staff be immediately alerted.

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19. REVENUE CONTROL POLICY

19.1 Purpose - The primary purpose of this revenue control policy is to emphasize the importance of understanding that all income produced in Parking Authority operations gets safely to the bank. Each parking facility may have different requirements for revenue control procedures, however the goal is always to collect all funds due and to keep all funds safe.

19.2 Process - The money handling process begins at the time cash is received for the purchase of time used at parking facilities. The process includes accurate and complete handling of money and tickets where applicable, security of cash registers, keys and locks, parking meters and safes.

19.3 Responsibility - All employees directly involved in the handling of cash collection and processing are responsible for accuracy in their accounting of Parking Authority moneys and are required to be cautious in their procedures for transferring funds. Severe disciplinary action will be applied for improper handling of money. Each cashier is responsible for initial accurate handling of tickets and cash on their shift. The supervisor, usually a Garage Manager, is responsible for accurate reconciliation of cashier activity at shift end, and for accurately making up deposit packages and for safekeeping until funds are transferred to the bank. Each parking meter collector is responsible for properly collecting, auditing and re-locking meters upon collection. The supervisor, usually the Parking Meter Manager, is responsible for delivery of coins to the bank and for safekeeping of all parking meter keys.

19.4 Procedures - Basic money handling procedures are a constantly evolving process, which may be amended from time to time when improvements can be made to tighten operations or when more sophisticated equipment is installed. Daily, weekly and monthly audits of daily activities are required both for review of accuracy and to obtain management information relating to occupancy and budget. Change funds are to be kept in a safe place until needed for cashiering activities. Basic procedures for opening, operating and closing of parking facilities also relate to revenue control, so that all parkers are accounted for in overnight inventories and logging of plate numbers. These procedures are developed by the Garage Manager in cooperation with the Operations Director, and approved by the Executive Director, who ultimately has responsibility that all Parking Authority facilities function properly and successfully meet budget requirements while serving the public. Procedures for revenue control relating to parking meters are developed by the Parking Meter Manager in consultation with the Finance Director, and approved by the Executive Director.

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20. SECURITY

20.1 Purpose - The investment made by the Parking Authority in parking facilities and parking meters mandates that care be taken by all employees to make sure the investment is protected against loss, negligence and mismanagement. Employees and supervisors should be alert at all times for suspicious-looking persons in parking facilities, and should report the presence of anyone believed not to be a parker. Anyone who seems to be wandering through a facility should be approached and asked if they need assistance. If they have no business in the facility, courteously ask them to leave, and report the circumstances immediately to the Operations Director.

20.2 Responsibilities - Employees are responsible for locking cash drawers and booths when they are out of the vicinity for rest room visits or other absences. Cash drawers of registers are only to be left hanging open when there is no shift scheduled in a booth so that any observer can see through the window that there is no cash present. Supervisors are responsible for monitoring cashier absences and for locking facility offices and store rooms during their own absences, and closing down facilities at closing time or securing unneeded openings during partial shutdown periods. The Parking Meter Manager is responsible for the safekeeping and security of parking meter keys, supplies, meter parts and meter collection equipment during closed hours.

20.3 Key Control - A record is kept of every key issued to employees by supervisors. A Key Log is maintained in the Parking Authority office. When an employee terminates employment, all keys issued to the employee must be returned before receiving a final paycheck.

20.4 Key Issuance - Keys for revenue control equipment, such as barrier gates, are issued only for the duration of a repair-related work assignment. Keys for meter collections are issued only for the duration of the collection period. Such keys are required to be kept in a safe place between issue times. Parking meter collection and maintenance keys are only issued simultaneously to the Parking Meter Manager. Collection personnel carry only collection keys. Collection keys for a specific route are issued at the beginning of collections and returned at the end of collections. Collection keys are never retained by an employee overnight. Collection receptacles (bins), when returned empty by the bank, should always be returned with the bank's padlock already secure.

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21. CARE AND USE OF PROPERTY

21.1 Motor Vehicles Log- A maintenance log shall be kept for each Parking Authority vehicle and for its daily use by the appropriate supervisor, who is responsible for assuring assigned drivers are capable of properly operating vehicles before making assignments and that employees record specified information each time a vehicle is checked out.

21.2 Operation of Vehicles - Before an employee is authorized to operate a Parking Authority vehicle, the appropriate supervisor will conduct a test drive to review the employee's ability to drive competently and safely. Motor vehicles shall not be taken outside of assigned areas without permission of the appropriate supervisor, except while traveling directly to or returning from the assigned area. Every employee who operates a Parking Authority motor vehicle must possess a valid New York State operator's license, the number of which shall be on record with the Parking Authority office. Driving a Parking Authority vehicle without a valid license will result in severe disciplinary action.

21.3 Maintenance - Employees shall be held strictly accountable for the serviceability and general condition of motor vehicles assigned to them. Vehicles shall be simultaneously inspected from time to time by the Operations Director and the appropriate supervisor. An operator shall promptly report to the appropriate supervisor the loss or damage of any tire, accessory, or part of a motor vehicle in their care. When reporting for duty, the operator of a vehicle shall carefully inspect the assigned vehicle for serviceable condition. When making the inspection, the operator will determine that:

A) sufficient fuel is in the tank and the proper amount of fluids are in the vehicle; if fuel or fluids are needed, or if repairs or other service is needed, the operator will have the vehicle properly serviced before starting his duties,

B) brakes, lights, windshield wipers and warning devices are working properly, tires are properly inflated, and all equipment assigned to the vehicle is in serviceable condition.

21.4 Safe Driving Policy - When operating a Parking Authority motor vehicle, an employee must show every courtesy to other drivers, obey all traffic signs and traffic regulations, obey all other lawful authority, and handle the vehicle in a manner which will foster driving safety in others and create a favorable impression of the Parking Authority. The operator must pull to the curb to avoid impeding traffic during business activities. Employees are liable for any traffic violations and fines incurred during duty hours. The Parking Authority has no exemption from traffic or parking regulations that apply to non-emergency vehicles.

21.5 Other Equipment and Tools - Except for license requirements, the Maintenance Supervisor is responsible for similar logs, check-out, maintenance and safe use of all other Parking Authority maintenance equipment and tools. The Maintenance Supervisor is responsible for issuing all tools and equipment needed for an employee's assignment. Employees shall check tools and equipment for proper working condition before starting the assignment. Employees are responsible for exercising care in the use of all tools and equipment. Repair or replacement costs resulting from loss or damage due to neglectful or reckless use or behavior may be deducted from pay. Any loss, breakage or malfunctioning shall be reported immediately to the supervisor.

21.6 Care of Facilities - Under guidance from the Operations Director, the Garage Managers and Maintenance Supervisor have responsibility for satisfactory and timely cleaning and repair of parking facilities. Suspected structural repairs or failures are to be immediately brought to the attention of the Executive Director.

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22. UNIFORMS

22.1 Uniform and Appearance - The term "uniform" shall include the following articles: shirts, trousers, hats, sweaters, light jackets, winter coats and name plates. The term "personal clothing" shall mean: undergarments, socks/stockings, belts, shoes, thermal underwear, gloves and scarves. Uniforms and official equipment will be furnished by the Parking Authority. Personal accessories will be furnished by each employee. Employees will wear the approved uniform, and necessary personal clothing and accessories at all times while on duty. No part of the uniform may be worn for off-duty activities except when traveling to or from work. Uniforms shall be kept clean and in good repair at all times. Uniform items with buttons shall be kept buttoned. Alterations, variations or additions to the uniform, without the approval of the Supervisor are prohibited.

22.2 Accountability for Uniforms - Each employee shall report for duty as scheduled with the prescribed uniform for the current seasonal period in which the duty is being performed and as prescribed in advance by the supervisor. Employees will be held strictly accountable for the proper care, use and maintenance of all articles of uniform and official equipment furnished. After initial issuance for the articles of uniform, all items will be replaced by the Parking Authority on an as needed basis. An old item being replaced must be returned. Any employee who loses or damages a uniform or any official equipment shall immediately report such damage or loss, in writing, to the Supervisor. Where it is shown that such loss or damage was caused by employee negligence, the employee shall be required to replace such property at their own expense. All uniforms and equipment are the property of the Parking Authority, and must be returned upon resignation or termination. The Parking Authority may withhold an employee's final pay pending return of uniform items.

22.3 Identification Name Plate - The identification name plate shall be worn in a visible place (such as over the left breast) at all times by employees while on duty and in uniform. The name plate assists the public in identifying the employee to whom they are speaking when seeking information, and it helps the public identify a discourteous or rude employee. Absence of the identification name plate in a visible location on the uniform of an employee will result in disciplinary action.

23. CHAIN OF COMMAND

23.1 Purpose - The Parking Authority manages a multi-million dollar business for the City of Albany. It is important that all employees understand and respect the delegation of duties and responsibilities in a chain of command where some have greater responsibilities and others have less. The Organization Chart at the front of this Operations Manual displays the chain of command. It shows how certain positions report to supervisory positions, and supervisors and managers report to the Board of Directors of the Parking Authority. The Board of Directors adopts the policies and procedures to best serve the public. Employees faithfully implement the policies and procedures to the best of their ability.