Manhattan Community Board 3

Staff and Office Procedures

Updated March 2018

Staffing Key

Edwin Chan – CA 1
Derdra Starkes – CA 2
Susan Stetzer – DM
Vicente Arellano – ADM

Contents

Therefore, under FOIL you must disclose any content of emails that fall under one of the four exemptions listed above. There are also other categories of information that may be withheld such as personal information and trade secrets.

A. General Office Procedures

Basic

1. It is essential that people be on time.
2. If going to be out, such as sick or emergency, email or phone DM before starting time. Email is preferable if possible.
3. All staff should check phone and email messages first thing. CA2 is responsible for checking the main phone line daily when the office opens.
4. Staff takes lunch between 12-2pm. Make sure that front office is supervised at all times. Meals should not be eaten at front desk. Staff may sit at back table or the front office.
5. If away from office during lunch, be sure that front office is covered. Do not leave office unattended or leave visitors alone in the office.
6. Be alert for phone calls; please pick up phone calls rather than going to voicemail. Try to assist the caller, and if not, be sure to email the message to the intended recipient: name, contact info, content (unless it is personal). Please try to find out what the call is about if it is not personal.
7. For complaints or agenda items, ask callers to email request or write it down (unless there is a communication problem).
8. Every Friday, all staff must make sure that recycling is out. Do not leave food garbage in the office overnight.
9. CA2 should post notices and check that front windows, front shelf and bulletin board have current materials. Materials posted in windows must be free and based in CD 3.

Office Deliveries

1. CA1 checks packing slip against that order. If there are any discrepancies, whomever is receiving order should find out why (CA2 and CA1 are 1 and 2 in line for receiving orders).
2. CA1 will file invoice in designated folder.
3. CA2 immediately empties the delivery carton, breaks down or places out of sight, and materials should be put away accordingly or delegates to other staff member. CA1 is back-up if CA2 is not available or needs assistance.

'Out of Office'

1. When you plan to be out of the office, send an email reminder to staff the day before reminding of your absence and assign other staff any assignments or duties that may come up in that time.
2. If out for more than an hour or two or leaving early, send an email to remind staff.

3. If know you will be out of office more than 1 day, set up an 'out of office message' on your phone message. Check phone messages and email first thing upon return to office.
4. Receive e-mail approval from DM prior to making any leave requests in CityTime. When leave is granted, make sure that all planned annual leave is marked on the office calendar. This includes leave totaling a half day or more for planned vacation or doctor appointments.

Walk-Ins
1. Please ask visitors to the office, other than people here for a meeting, to sign in.
2. Any walk-ins should be greeted and offered help immediately. Please go to them—do not yell or talk loudly across the office.
3. If they have a service delivery complaint, please have them fill out the green complaint form, unless there is language or a writing problem, or offer them the option of emailing the complaint after ascertaining it is an issue the CB can help with.

Complaints
When received, complaints should be entered onto the complaint chart (on shared drive) within 24 hours.
1. The ADM manages service-delivery complaints. CA2 should schedule "complaint review" meetings at a minimum of once per week to go over with DM and ADM.
2. If someone other than DM adds a complaint to the chart, include initials.

Timesheets
Employees are responsible for their own electronic timesheets within CityTime. Timesheets should be submitted via CityTime at close of business each Friday. The DM is responsible for approving the timesheets by Tuesday of each week, but generally approves first thing Monday morning.

An employee who has a note from the doctor should input request for documented sick leave into CityTime and notify the DM that approval is required in CityTime. The employee should then notify the BP office via e-mail that the leave is ready for approval. This should happen as soon as the DM has done an initial approval. The BP office will send a confirmation back once the leave has been approved so that the DM can approve the timesheet with the documented sick leave.

Additionally, an employee who is having trouble submitting their timesheet should immediately bring the issue to the attention of the BP office. DM should be Cc'd on all emails to BP Office regarding timesheets.

'Requests for Contact Info'

1. All media requests should be emailed to the DM.
2. For general requests for contact information of Board Members, can send letters to them in care of the office. Messages can also be emailed and forwarded. We do not give out personal contact information. However, if an elected official or similar official needs to speak to a member, you should make sure that person has necessary information. Many calls for members or Chair can be handled by the office, so it is necessary to ascertain the issue before deciding to forward.
3. Direct SLA applicants/representatives to the website.
4. Requests to communicate with Board Members or Chairs should be emailed to the office to be forwarded.

Technology Procedures

For website updates, use Firefox

For Constant Contact use Chrome

For FMS, use Internet Explorer

For Office of Citywide Purchase (OCP), use Internet Explorer (with compatibility mode on)

Financial Management System (FMS)

FMS work will be done on Fridays only for efficiency reasons, unless there is a pressing need. Everyone should make this a priority early in the day so there is time to check and deal with problems.

District Service Cabinet (DSC)

1. DSC meetings are held on the Second Tuesday of every month at 2:30pm, except July and August.
2. CA2 is responsible for updating DSC attendees contact list.
3. CA2 emails draft DSC agenda to Cabinet members five working days before the meeting. (Tuesday before the Tuesday meeting.)
4. ADM types up minutes during meeting and saves on shared drive in the appropriate folder. ADM should create follow up list for items from DSC.

"Freedom of Information Law" (FOIL) Procedures Regarding Office Documents/Records

As per the CB 3 Employee Handbook, the DM is responsible for all Freedom of Information Law (FOIL) determinations. Requests should be brought to the *immediate* attention of DM. Requests must be responded to in 5 days and material must be ready in 20 days after that response. FOIL requests are managed by the DM or the ADM. Everyone must make FOIL request for any information so that we treat everyone in fair and equal manner. This is done by emailing or otherwise putting the request in writing.

1. A person can only receive files that they have requested. If they ask for files that cover a period of time, such as what applications have been filed for liquor licenses, they must state for what time period. People are not to look through office files. Copies must be made with personal information redacted (blacked out).

2. Written requests:

     • The Board always requires a written request before releasing any information.

3. Email requests:

   a. Request can be made by e-mail.

   b. We always want to be sure that confidential and/or personal information is not released in the email, i.e. names, addresses personal data, and any other information that may be not be foilable.

   c. Information can be sent to requestor by e-mail if that is satisfactory and if we have it available electronically.

Questions and Answers

a. If residents write a letter - or many of them sign a petition - and send to CB office complaining about an establishment-can the establishment request by FOIL to see these names?

     (a) Complaint letter complaining about an establishment need not be released since it may present a certain risk to the writer;

b.   If resident appears at a meeting to complain about an establishment, can the establishment request name by FOIL request?

     (b) If a person willingly gives their name at a public meeting, there would not seem to be any expectation of privacy by that person and the information could be released;

c.   If a resident wants to see ULURP or BSA notice of request for variance, must this information be FOILed or is this held by CB office as public repository?

> (c) First, refer them to the website. If it is not on the website, then the information should be FOILED by written request. (Since we now have electronic files attached to agenda—this should no longer be an issue)

FOIL Information Regarding Inter-Agency or Intra-agency Materials

The Freedom of Information Law requires that all agency records, including email correspondence, are subject to disclosure.

1. Emails between and among CB members using solely their personal, non-CB email addresses (Yahoo, Gmail, etc.) are withheld mainly because they are NOT RECORDS IN THE POSSESSION OF THE CITY.

2. Emails between CB employees and CB members, regardless of whether a personal, non-CB email address is used should be disclosed only if they meet one of the four categories below. In other words, if the email is deliberative, then it should be withheld. Deliberative emails include email communications where there are expressions of opinion and recommendations for actions and policies to be considered. However, an email that simply states a fact, and this can include emails that are purely for logistical scheduling, could potentially be disclosable. You would need to print all the emails that pertain to the application and determine which ones should be disclosed and which should be withheld.

3. Emails between CB employees only are subject to the same disclosure requirements as in #2.

4. Emails between CB employees and other government staff are subject to the same disclosure requirements as in #2.

5. Emails between CB members (even on their personal, non CB emails) and non-CB government staff (e.g., MBPO staff) are subject to the same disclosure requirements as in #2.

However, under Section 87(2)(g) of FOIL, City agencies, including Community Boards, may withhold from disclosure records that are inter-agency or intra-agency materials which are not:
1. statistical or factual tabulations or data;
2. instructions to staff that affect the public;
3. final agency policy or determinations or; and,

4. external audits, including but not limited to audits performed by the comptroller and the federal government.

The purpose of these exemptions from disclosure is to protect the deliberative process of the government by ensuring that persons in an advisory role will be able to express their opinions freely to agency decision makers. However, these exempted categories from disclosure must be construed narrowly when applied.

Under FOIL, agencies have an obligation to review records requested, in their entirety, to determine which portions, if any, might properly be withheld or deleted prior to disclosing the remainder. "Factual data" means objective information, in contrast to opinions, ideas, or advice exchanged as part of the consultative or deliberative process of government decision making.

Therefore, under FOIL you must disclose any content of emails that fall under one of the four exemptions listed above. There are also other categories of information that may be withheld such as personal information and trade secrets.

B. Committee Procedures

Creating the Agenda

Items mandated to be on agenda include but are not limited to:

a. SLA

b. Government resolutions (like from MBP)

c. Block parties that have not been meeting for 2 years without complaint

d. A city agency may also mandate an agenda item, such as a BSA or ULURP action

* Most things get on the agenda through email, like through an organization that wants to present or is requesting a certain action or resolution from the Community Board. The process varies by Committee Chairs and communication "styles."

**If a request does come through to be placed on the agenda, and it is unclear if or which committee it should go to, it goes to the DM. The DM may discuss with Exec. Committee.

An "Agenda Item" vs. a Service Delivery

- Service delivery is when the law/agency is not being enforced. It is often precipitated by a complaint from the community. The office handles service delivery complaints.

-An agenda item may require a resolution, or an "ask," or may be informational presentation. This should be clarified when placed on the agenda:

- If a resolution is needed, ask for a draft resolution.
- Check if there are digital supporting materials to be posted to the website in advance.

General Procedures

1. Agenda items from Committee Chairs that come in via email or mail must go in DM's yellow committee folders and should be immediately input on agenda in "future agendas" on shared drive. As per the "CB 3 Manhattan Committee Chair Responsibilities Handbook (2011)," agenda items should be emailed to DM or the ADM as soon as possible, and the name and contact information of any specific invitees.
2. CA1 submits to DM updated operating budget by morning of Exec. Committee meeting.
3. The ADM reviews all resolutions prior to the Exec. Com. meeting in case of any questions or corrections needed by Committee chairs for Vote Sheet. Any content changes are made in "track changes" so the committee chair can see and approve. The ADM also reviews draft agenda for the next month.

4. Committee agendas are finalized at the Exec. When the Executive Committee meets, each Committee Chair reviews the draft agenda. Each Executive Committee green folder gets a draft agenda, which is marked with the Committee Chairs' signature showing that they have reviewed and approved it. Chairs make any changes on the draft agendas provided.

5. The morning after the Exec. Com., CA1 reviews all folders for changes and transfers materials to red folders.

6. DM copies the calendar and labels it as "invite list" for that month, and puts it on the shared drive. Anywhere it says "invited," those people must be confirmed, and then written as "confirmed." The ADM, CA1 and CA2 can also add to the invite list.

7. CA2 is responsible for invites for block parties and intercity buses. CA1 is responsible for sending invites to SLA applicants. The ADM sends invites to C of A Applicants and others as requested by DM. All attendance should be indicated on the invite list on shared drive.

8. CA2 emails the committee forms, invite list and materials to each committee chair one week before their meeting (Note: The invite list should not go out to Chair with office notes, only invites.) CA2 should cc DM and ADM on this e-mail as a reminder for them to provide an electronic copy of any printed electronic information or scan any relevant supporting information.

9. After CA1 has posted the agenda to the website, any supplemental materials should be added to the website as external links or downloads (Note: Discuss at post-Executive Committee staff meetings which agenda items should be hyperlinked or attached to the Vote Sheet).

10. CA1 schedules locations for meetings by beginning of preceding month. CA1 uses template for to give information for number of attendees, set up beginning and end time. Day of any Committee meeting, CA1 confirms the meeting space and any room set up or special equipment needs.

11. CA2 keeps attendance chart updated as committee minutes are submitted. CA2 checks shared drive for attendance. If missing, CA2 notifies CA1 and DM.

Committee Preparation

1. CA1 creates agendas 12 months in advance on the shared drive. Items for the agenda are put in yellow committee folders on DM's desk. Agenda items go directly on shared drive calendar and in print in the yellow committee folder.

2. Green folders go to Com. Chairs at Exec. Com. meeting with draft agenda to mark for any changes. *Chairs can decide to move or take something off the agenda at the Exec. Com. meeting.
3. After the Exec Com. Meeting, CA1 goes through each green folder to see if there are any notes on the agenda or the agenda items in the folder.
4. CA2 is responsible for managing committee agenda on the website. One week before the meeting, CA2 will send one email to each Committee Chair with attachments that include the minutes form, the attendance sheet, the speaker form and any documents related to agenda items. Office will try and get draft resolutions in advance for as many agenda items as possible. Office will also try to get as many electronic files as possible that can be linked to the agenda on website.
5. Invite list is created from a copy of final agenda. When CA2 sends committee information to chairs, the text of the email should include the committee's invite list. CA2 is responsible for invites for block parties and intercity buses, and the ADM for landmarks, and others as needed. These are noted on invite list on shared drive.

Committee Minutes

1. Committee chairs send minutes to CA1 (refer to "Committee Chair Responsibilities") as soon as possible after Committee meeting, but before the Exec. Com. meeting. As CA1 receives minutes, he archives on shared drive and uses them to create the vote sheet, which is available for the Exec. Com. to review.
2. Any questions about resolutions should be sent to the DM in advance of the Exec. Com. Meeting.
3. CA1 archives the minutes by month and year on shared drive. Minutes form is also archived for attendance, and it should be submitted for attendance even if no votes are necessary, to inform the office that there are no resolutions. Any missing minutes are noted on vote sheet as "not yet submitted."

Vote Sheet

1. The ADM reviews the vote sheet's resolutions before the exec committee for completeness and clarity and compliance with style sheet and to make sure all have titles. Substance/content changes are shown with track changes.
2. Committee Chairs sign off on the vote sheet at the Exec. Com. meeting and make any changes. CA1 reviews the vote sheet the next morning and makes any requested changes, and then posts the vote sheet to the website and sends to members. This must be posted Friday before full board meeting. The draft Full Board minutes do not get

posted to the website because they are not approved and therefore not ready for public viewing.

3. Copies of vote sheet are made for the Full Board Meeting.
4. By noon day of Full Board meeting, CA1 sends the completed minutes template to the Board's Secretary and Assistant Secretary. It is also put on a flash drive for the Full Board Meeting. Board's Secretary takes minutes of discussions on the minutes template and makes any changes to resolutions as voted on by the Board.
5. CA1 brings all materials to Full Board meeting (see CA1 check off list on the shared drive).
6. At end of meeting, materials are collected to be returned to office. One set of elected officials' reports/materials is kept.
7. Morning after the Full Board meeting, the DM or ADM returns flashdrive, vote tallys along with other materials. DM files and/or discards remaining papers. CA1 sends flash drive materials to all office staff.
8. CA1 posts Vote Sheet to the website, which is the first priority the day after the Full Board meeting. The ADM fills in when CA1 is not in the office. CA1 creates a copy of the Committee Reports with resolutions, strips out the discussion notes and then posts on website.
9. CA1 fills in attendance on original minutes and requests DM report approval. CA1 emails original minutes within 10 days of the Full Board meeting to the Board Assistant Secretary for revision and editing. CA1 gives Assistant Secretary one week deadline to return minutes.
10. The approved minutes from the Full Board will be posted to the website after the Full Board meeting under the meetings and vote records page.

Board Member Attendance
1. The board member attendance spreadsheet is kept on the shared drive. CA2 is responsible for keeping attendance sheet updated from the committee and board meeting minutes.
2. Board member attendance should also be taken from the attendance and Full Board vote sheet.
3. The board member attendance sheet should be kept up to date, preferably the day after a meeting or within 48 hours.

C. SLA & DCA Committee Procedures

Shorthand:

SLA = State Liquor Authority

Exec Com. = Executive Committee

Applications = new liquor/sidewalk cafe licenses

1. SLA Notifications that come in by return receipt must be date stamped.
2. Applications may also come by email or hand. The office does not stamp and make copies for Applicant. Applicant must send by return receipt to have proof of delivery. The ADM reviews any questionable items.
3. SLA Associate reviews mailed 30-day notices for new wine-beer applications, alterations and other applications that may be eligible for administrative approval (see Administrative Approval Policy on website). The notice forms are given to SLA Associate or CA1 to contact applicants/representatives to see if they will close at or before midnight all nights. If they are, then SLA Associate/CA1 emails the AA questionnaire and stipulations form with instructions. If they agree (in writing) to sign, then they are listed as 'not heard at committee' on the SLA agenda. After the completed questionnaire, signed and notarized stipulations are received, then 'letters of no objection' are sent the day after the SLA Committee meeting. If they do not agree to the AA stipulations, then they are added to the agenda.
4. At least one week before Exec. Com., CA1 posts SLA items on agenda and sends invites to applicants. CA1 puts a green mark on the top of the "30-Day Notice" form to note posted to agenda and orange mark when applicant is invited. Invite requests confirmation of receipt. If confirmation is not received within 2 days, CA1 forwards original e-mail for confirmation.
5. Most alterations are put on the agenda; SLA Associate or CA1 will quickly contact the applicant to find out the nature of the alteration. The DM will email the SLA Committee Chair about it if in question for the agenda, and if it is a small alteration, it will be the Committee Chair's decision whether to keep it on the agenda. If the item is kept on the agenda, CA1 must note what kind of alteration it is on bottom of notice form.
6. Before CA1 types agenda, he creates a questionnaire due date for the month, and updates cover letter and poster for questionnaire package. CA1 sends out invites to applicants.
7. For the Exec. Com., CA1 puts all notices in numerical order (based on the draft agenda) in the green folder) for the SLA Com. Chair to review at Exec Committee meeting.

8. Before the Exec. Com. meeting, agenda items are proof read (including spelling, type of license, addresses, possible administrative approvals, duplicate applications for one address, and for any unresolved notes) by the ADM and SLA Associate.
9. After Exec. Com. meeting, CA1 reviews green folder for any changes or questions.
10. Day after Exec., SLA/DCA agenda is closed after mail delivery. The package of originals goes to the SLA/DCA Committee Chair at full board meeting.
    - *CORPORATE CHANGE applicants get a one-page questionnaire, which CA1 posts on the website, and it is noted on the agenda, but not heard at the meeting unless there have been complaints in the last year.
11. After invites are complete, CA1 should check to make sure that every item has an agenda and an invite mark. (green and orange marks)
12. CA1 or SLA Associate follows up with any applicants who do not confirm receipt of invite (within two days) or do not send questionnaire by due date. CA1 must inform the DM by email of any email responses (from legal representatives or applicants) that ask to be withdrawn from the agenda. CA1 must keep website agenda updated daily.
13. Day of meeting, CA2 sends minutes form to committee chair and vice-chair.
14. The ADM uses yellow stipulation form to ensure all stipulations are received and contacts non-compliant applicant. Morning of full board ADM emails DM/SLA chair of any missing or refused stipulations.
15. At Full Board Meeting, resolutions may be changed. All changes will have been incorporated into the minutes submitted by the Board secretary.
16. The ADM emails resolutions with attached stipulations, as appropriate, to SLA or DCA with copies to lawyers/applicants. ADM files a copy of every resolution with the attached submitted material in the individual business' folder.

D. Landmarks Committee Procedures
1. Landmarks Preservation Commission asks applicants to email ADM to be on agenda and for the committee and full board meeting dates. ADM inputs item on agenda and sends invite package. Package should have Landmarks Committee meeting date and location, and the deadline for completing the package materials.
2. Received materials are posted to the website within 24 hours.
3. Applicant is added to the calendar/agenda on the website with their submitted materials. No items are added to the printed agenda, only the following under the Landmarks Committee: "Please see website for all landmark agenda items. Please check website to confirm meeting."