

Manhattan Community Board 3

Staff and Office Procedures

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Staffing Key

Edwin Chan - Community Associate

Dendra Starks - Community Associate

Susan Stetzer - District Manager

Tabatha Renz - Asst. District Manager

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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 Susan before starting time. Email is preferable if possible.
3. All staff should check phone and email messages first thing. Derdra is responsible for checking the main phone line daily when the office opens.
4. All staff members should check the fax machine throughout the day.
5. 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.
6. 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.
7. 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.
8. For complaints or agenda items, ask callers to email request or write it down (unless there is a communication problem).
9. Every Friday, all staff must make sure that recycling is out. Do not leave food garbage in the office overnight.
10. Derdra 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. Ed places an order and prints out copy of order to pin to his bulletin board. When order is received, it must be checked against that order slip. If there are any discrepancies, whomever is receiving order should find out why (Derdra and Ed are 1 and 2 in line for receiving orders).
2. Derdra transmits delivery slip to Ed.
3. Derdra immediately empties the delivery carton, breaks down or places out of sight, and materials should be put away accordingly. Ed is back-up if Derdra 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 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 Susan 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 Assistant District Manager manages service-delivery complaints. Derdra should schedule "complaint review" meetings at a minimum of once per week to go over with Susan and Tabatha.
2. SLA noise complaints should immediately be checked for expiration dates (for renewal) and submitted for the SLA agenda 2 months before expiration. Place these agenda items with their complaints in yellow SLA folder on Susan's desk.
3. If someone other than Susan 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 District Manager 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 District Manager that approval is required in CityTime. The employee should then notify the Borough President's office via e-mail that the leave is ready for approval. This should happen as soon as the District Manager has done an initial approval. The

Borough President's office will send a confirmation back once the leave has been approved so that the District Manager 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 Borough President's office.

'Requests for Contact Info'

1. All media requests should be emailed to the District Manager.
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 Patronmail, use Firefox

For FMS, use Internet Explorer

For 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. Derdra is responsible for updating DSC attendees contact list.

3. Derdra 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.

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

As per the CB 3 Employee Handbook, the District Manager is responsible for all Freedom of Information Law (FOIL) determinations. Requests should be brought to the *immediate* attention of Susan. 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 a 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
- e. Businesses with complaints that are up for renewals or corporate change also automatically go on

* 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 District Manager. 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 that come in via email or mail must go in Susan'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 Susan or the ADM as soon as possible, and the name and contact information of any specific invitees.
2. Ed submits to Susan 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., Ed reviews all folders for changes and transfers materials to red folders.
6. Susan 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, Ed and Derdra can also add to the invite list.
7. Derdra is responsible for invites for block parties. Ed is responsible for sending invites to SLA applicants. The ADM sends invites to SLA complainants and others as requested by Susan. All attendance should be indicated on the invite list on shared drive.
8. Derdra 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.) Derdra should cc Susan and Tabatha 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 Ed 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. Ed schedules locations for meetings by beginning of preceeding month. Ed uses template for to give information for number of attendees, set up beginning and end time. Day of any Committee meeting, Ed confirms the meeting space and any room set up or special equipment needs.
11. Derdra keeps attendance chart updated as committee minutes are submitted.

Committee Packages

1. Ed creates agendas 12 months in advance on the shared drive. Items for the agenda are put in yellow committee folders on Susan'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, Ed goes through each green folder to see if there are any notes on the agenda or the agenda items in the folder. The ADM reviews and transmits all materials into red committee folders which go in Ed's file cabinet. The ADM returns the green files to Susan's desk.
4. Derdra is responsible for managing committee agenda on the website. One week before the meeting, Derdra 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 Derdra sends committee information to chairs, the text of the email should include the committee's invite list. Derdra is responsible for invites for block parties and the ADM for intercity buses, landmarks, and others as needed. These are noted on invite list on shared drive.
6. For committees in which office supplies paper copies of speaker and attendance forms, Derdra will check the agenda to consider how many forms are needed and discuss with DM if needed.

Committee Minutes

1. Committee chairs send minutes to Ed (refer to "Committee Chair Responsibilities") as soon as possible after Committee meeting, but before the Exec. Com. meeting. As Ed 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. The ADM proofreads committee minutes for resolutions and 'housekeeping' when they're submitted to the office. Any questions about resolutions should be sent to the DM in advance of the Exec. Com. Meeting.
3. Ed archives the minutes by month and year on his computer. Minutes form is also archived for attendance, and it should be submitted, both for attendance even if no votes are necessary, to inform the office that there are no resolutions. The Committee minutes are also archived on the shared drive. 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. Ed 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, Ed sends the completed vote sheet 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 vote sheet and makes any changes to resolutions as voted on by the Board.
5. Ed brings all materials to Full Board meeting (see Ed 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. Ed sends flash drive materials to all office staff.
8. Ed posts Vote Sheet to the website, which is the first priority the day after the Full Board meeting. The ADM fills in when Ed is not in the office. Ed creates a copy of the Committee Reports with resolutions, strips out the discussion notes and then posts on website.
9. Ed returns to the original minutes and fills in attendance.
10. Ed emails original minutes within 10 days of the Full Board meeting to the Board Assistant Secretary for revision and editing. Ed gives Assistant Secretary one week deadline to return minutes. Ed then sends the minutes to Chair and DM to review, and to edit the Chair and DM reports.
11. One copy of the minutes from the last two months are made available for reference at the Full Board.
12. 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. Derdra 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. Any new, corporate change, or alterations applications are put in SLA yellow folder on DM desk. Possible administrative approval applications are flagged by the ADM – either the SLA Associate or Ed follows up with applicant/representative (see #10).
3. Applications may also come by email, fax 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.
4. The ADM ensures DM reviews all RENEWAL applications as soon as they are received so they can be checked in time to include on current month agenda if appropriate.
5. The DM marks off all the known non-complaint renewals. Non-complaint renewals go to the folder on Derdra's desk and she files them in their appropriate SLA address folder – no further action is taken.
6. If indicated, Derdra checks RENEWALS for complaints within the last year. Derdra should also check complaint chart for expiration dates coming up in the next two or three months for problem bars to put on the calendar in advance.
7. Derdra puts RENEWALS with complaints in the yellow folder on the DM's desk or gives to Ed if he has already started making up the agenda.
8. Tabatha will immediately contact complainants to confirm if they will be able to attend the meeting. (If complainants cannot appear, DM will decide if it should go on the agenda as a 'Renewal with Complaints').

9. Derdra will attach complaints to renewal agenda item.
10. The ADM 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 Ed to contact applicants/representatives to see if they will close at or before midnight all nights. If they are, then SLA Associate/Ed 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.
11. At least one week before Exec. Com., Ed posts SLA items on agenda and sends invites to applicants. Ed 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, Ed forwards original e-mail for confirmation.
12. Most alterations are put on the agenda; SLA Associate or Ed 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, Ed must note what kind of alteration it is on bottom of notice form.
13. Before Ed types agenda, he creates a questionnaire due date for the month, and updates cover letter and poster for questionnaire package. Ed sends out invites to applicants.
14. For the Exec. Com., Ed 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.
15. 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.
16. After Exec. Com. meeting, Ed reviews green folder for any changes or questions.
17. 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 Ed 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.
18. After invites are complete, Ed should check to make sure that every item has an agenda and an invite mark. (green and orange marks)

19. Ed 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. Ed must inform the DM by email of any email responses (from legal representatives or applicants) that ask to be withdrawn from the agenda. Ed must keep website agenda updated daily.
20. Day of meeting, Derdra prepares minutes form on laptop, speaker and attendance forms, notices and stipulation forms. Staff sets up office for SLA Com. meeting before 5pm.
21. Morning after SLA Com. meeting, Derdra sends draft minutes to SLA/DCA Com. Chair and herself for attendance. The DM or ADM takes all agenda items that are withdrawn from meeting (the yellow sheets) and reviews them to see what needs to be put on next month's agenda WITH ALL ATTACHED MATERIALS. Other materials go to ADM for use in sending out resolutions.
22. 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.
23. At Full Board Meeting, resolutions may be changed. All changes will have been incorporated into the minutes submitted by the Board secretary.
24. 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 subcommittee and full board meeting dates. ADM inputs item on agenda and sends invite package. Package should have Landmarks Subcommittee 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 Subcommittee: "Please see website for all landmark agenda items. Please check website to confirm meeting."