

# Manhattan Community Board 3

## Staff and Office Procedures

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### Staffing Key

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## A. General Office Procedures

### *Basic*

1. If going to be out, such as sick or emergency, email DM before starting time. Copy everybody.
2. All staff should check phone and e-mail messages first thing upon arriving in office.
3. Staff takes lunch between 12-2pm. If somebody is out, staff should arrange that office is covered. Staff, Post-Exec, and Complaint Chart meetings must be scheduled before or after that time.
4. Make sure that front office is covered by at least 1 staff member at all times. Meals should not be eaten at front desks. Staff may sit at back table or the front office.
5. 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 allowing calls to go to voicemail. Try to assist the caller, and if unable, be sure to e-mail the message to the intended recipient. Always include name, contact info, and detailed subject of call (unless it is personal). Please try to find out what the call is about if it is not personal.
7. For complaints or proposed agenda items received by phone, always ask callers to e-mail request. Walk-ins are requested to write it down on green forms located on front desk.
8. Allow phone calls to the Community Board main line or general mailbox to ring once, then let the call go to the system directory. From there, callers will choose a specific extension which can be picked up by the appropriate staff member.
9. When mail comes in:
  - a. CA date stamps all SLA notices and places in SLA folder on SRCA's desk.
  - b. SLA renewal notices are an exception. CA places in renewal folder on front desk.
  - c. All other mail, place in yellow plastic "MAIL" folder and put on DM's desk.
10. Every Friday, all staff must make sure that recycling is out. Do not leave food garbage in the office overnight.
11. CA 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. (Always check with DM before posting events, such as job fairs, pet adoptions, etc.)
12. CA should open and close front window gate every day. All staff should check if gates are open in morning and closed at night.
13. All three front computers should be on and checked for important e-mails whenever a staff member is out.

### *Timesheets*

1. All staff members should try to submit timesheets via CityTime at close of business each Friday.
2. The DM is responsible for approving the timesheets by Tuesday of each week, but generally approves first thing Monday morning.
3. An employee who has a note from the doctor should input request for documented sick leave into CityTime and notify the DM and copy BP office that approval is required in CityTime.
4. Any staff member who is having trouble submitting their timesheet should immediately bring the issue to the attention of the Borough President's office. DM should be cc'd on all emails to Borough President's Office regarding timesheets.

### *Office Deliveries*

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

### *'Out of Office'*

1. When you plan to be out of the office, send an e-mail to entire staff the day before reminding of your absence and assign other staff any assignments or duties that may come up during that time.
2. If out for more than 1-2 hours or leaving early, send an e-mail to remind staff.
3. If you know you will be out of office more than 1 day, set up an 'out of office message' on your phone message. Check voice mailbox and e-mail 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. Be sure to put in leave request before you take leave. 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 barrier, or offer them the option of emailing the complaint after ascertaining it is an issue the CB can help with.

### *Complaints*

1. The ADM manages service-delivery complaints.
2. When complaints are received by any staff member, they should be entered onto the complaint chart on the shared drive within 24 hours.
  - a. Complaints are received by e-mail (including MN03@cb.nyc.gov), phone, and walk-ins.
  - b. Phone complaints should be instructed to e-mail and walk-ins must complete green complaint form. Please add your initials when adding a complaint to the chart.
3. CA schedules Complaint Chart meetings preferably twice per week to go over outstanding complaints with DM and ADM.
  - a. CA must schedule meeting by Friday the week before and send Outlook calendar invite for complaint chart meeting to DM and ADM.
4. Complaint Chart Meetings
  - a. After meeting, update chart.
  - b. Any items to discuss at the District Service Cabinet meeting should be added by the ADM to a list located on the shared drive and emailed to DM by the Friday before the upcoming District Service Cabinet meeting.

### *Media Requests and Requests for Contact Info*

1. All media requests should be e-mailed to the DM.
2. For general requests for contact information of Board Members e-mails can be sent in care of the office. Messages can also be emailed and forwarded.
3. The CB office does not give out personal contact information. Requests to communicate with Board Members or Chairs should be emailed to the office to be forwarded. Many calls for members or Chair can be handled by the office, so it is necessary to ascertain the issue before deciding to forward.
4. An exception is made for elected officials or similar officials who need to speak to a member or otherwise require their contact information.

### *Financial Management System (FMS)*

1. SRCA is the lead on FMS.
2. 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.

3. SRCA must notify CA, ADM, and DM by e-mail of any pending FMS approvals that are required.
4. CA, ADM, and DM must confirm completion of FMS approvals by e-mail.

#### ***District Service Cabinet (DSC) Meetings***

1. DSC meetings are held on the second Tuesday of every month at 2:30pm, except July and August.
2. CA is responsible for updating DSC attendees contact list on Shared Drive.
3. DM e-mails draft DSC agenda/invite to Cabinet members 5 working days before the meeting. All recipients must be on BCC line.
4. ADM should identify any outstanding complaints from Complaint Chart meetings that need to be addressed at DSC meeting by Friday before meeting and send to DM.
5. During-meeting: ADM types up minutes during meeting and saves on shared drive in the appropriate folder. ADM creates follow up list for items from DSC.

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

1. DM is responsible for all Freedom of Information Law (FOIL) determinations. Requests received by staff 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.
2. 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.
3. People are not to look through office files. Copies must be made with personal information redacted (blacked out).
4. 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.
5. Please see Appendix H for detailed FOIL procedures and information

## **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 Manhattan Borough President's Office)
- c. Block parties that have not been meeting for 2 years without complaint
- d. Items mandated by city charter under jurisdiction of a city agency, such as BSA or ULURP action

Most items get on the agenda through e-mail, such as through an organization that wants to present or is requesting a certain action or resolution from the Community Board. There are different ways for an item to get on an agenda but include discussion with office and committee chair.

If it is unclear which committee an item should be assigned to, it goes to the DM. The DM may discuss with Executive 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 Community Board office handles service delivery complaints. When complaints become a systemic problem within an agency, they may be referred to committee.

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

1. If a resolution is needed, ADM or DM asks for a draft resolution from applicant.
2. ADM checks if there are digital supporting materials to be posted to the website in advance.
3. SCRA posts supporting materials to website. If unavailable, ADM or CA posts.

### *General Procedures*

1. Agenda items from Committee Chairs that come in via email must go on the Draft Agenda for the appropriate month, located in the "Future Agendas" folder 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.
  - Agenda information should be put in yellow agency folders on DM's desk in preparation for Exec. Committee.
2. SRCA submits to DM updated operating budget by morning of Exec. Committee meeting.
3. The ADM reviews all resolutions in vote sheet on shared drive 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 Executive Committee meeting. 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., SRCA reviews all draft agendas in folders for changes and transfers materials to red folders.
6. DM or ADM copies the calendar on agenda in shared drive and labels it as "invite (month)" for next month's agenda. Anywhere it says "invited," those people must be confirmed, and then written as "confirmed" prior to final agenda approval at Executive Committee meeting.
7. The ADM, SRCA and CA can also add to the invite list to confirm or remove items.
8. CA is responsible for invites for block parties and buses.
9. SRCA is responsible for sending invites to SLA applicants.
10. ADM is responsible for sending invites to Landmarks applicants and any others as requested by DM.
11. All RSVPs should be indicated on the invite list on shared drive.
12. CA e-mails the committee forms, invite list and materials to each committee chair and committee officers one week before their meeting. The invite list should not go out to Chair with any office notes. CA must cc DM and ADM on this e-mail.
  - See Appendix E for detailed instructions on sending out committee meeting packages. SRCA posts the final agenda to the website after Full Board meetings.
13. Any supplemental materials should be added to the website as external links or downloads.
14. SRCA schedules locations for meetings by beginning of preceding month. SRCA uses template to give information for number of attendees, set up, beginning and end time.
15. The day of any committee meeting, SRCA must confirm the meeting space and any room set up or special equipment needs.
16. When a full board member or public member joins or leaves the Community Board, CA updates their name on the CB 3 website.
  - Name updates occur in two places:
    - i. Update in "Committees, Task Forces, and Community Advisory Boards" section on website home page. Note that members may belong to several committees.
    - ii. Update in "About CB 3" → "Members."

### *Committee Packages*

1. SRCA creates agendas 12 months in advance on the Shared Drive.



2. Agenda items go directly on Shared Drive calendar in appropriate month and in print in the yellow committee folder on DM's desk upon arrival.
  - Indicate whether a future agenda item is tentative.
3. Green folders go to Committee 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.

### *Committee Minutes*

1. Committee chairs send minutes to SRCA (refer to "Committee Chair Responsibilities") as soon as possible after Committee meeting, but before the Exec. Com. meeting. As SRCA receives minutes, they must be archived on shared drive and then used to create the vote sheet.
2. Any questions about resolutions should be sent to the DM in advance of the Exec. Com. Meeting.
3. SRCA 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. Com. meeting for completeness, 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.
3. SRCA reviews the vote sheet the morning after Exec. Com. meeting 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.
4. SRCA makes copies of vote sheet for the Full Board Meeting.
5. By noon day of Full Board meeting, SRCA sends the completed minutes template to the Board's Assistant Secretary. Board's Secretary takes minutes of discussions on the minutes template and makes any changes to resolutions as voted on by the Board.
6. SRCA brings all materials to Full Board meeting.
  - See SRCA check off list on the shared drive

7. At end of Full Board meeting, materials are collected to be returned to office. One set of elected officials' reports/materials is kept.
8. Morning after the Full Board meeting, board secretary emails minutes to the office. DM brings paper copy of vote tallies and attendance to office.
9. SRCA posts Vote Sheet to the website, which is the first priority the day after the Full Board meeting. The ADM fills in when SRCA is not in the office. SRCA creates a copy of the Committee Reports with resolutions, strips out the discussion notes and then posts on website.
10. SRCA fills in attendance on original minutes and requests DM report approval. SRCA emails original minutes within 10 days of the Full Board meeting to the board assistant secretary for revision and editing. SRCA gives assistant secretary one week deadline to return minutes.
11. 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.
12. If a committee does not meet, SRCA creates a document that says "DID NOT MEET" along with name of committee, month, and year. (Ex. "Landmarks Minutes Dec 2018 DID NOT MEET.") Include the document in Committee Minutes folder on shared drive.

#### ***Board Member Attendance***

1. The board member attendance spreadsheet is kept on the shared drive. CA is responsible for keeping attendance sheet updated from the committee and board meeting minutes.
2. Board member attendance should also be taken from the committee meeting attendance and Full Board vote sheet.
3. The board member attendance sheet should be kept up to date, preferably updated within 48 hours.
4. CA keeps attendance chart updated as committee minutes are submitted. CA checks shared drive for attendance. If missing, CA notifies SRCA and DM.
  - After a committee meeting, the committee chair will send minutes to SRCA, who will file in the Shared Drive "COMMITTEE MINUTES" folder.

#### **C. SLA Committee Procedures**

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.
3. SRCA 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) and sends email to applicant to determine eligibility. Administrative approvals 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 same time as the SLA resolutions.
4. At least one week before Exec. Com. meeting, SRCA posts SLA items on agenda and sends invites to applicants. SRCA 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, SRCA forwards original e-mail for confirmation.
5. Most alterations are put on the agenda; SRCA 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, SRCA must note what kind of alteration on the agenda.
6. Before SRCA types agenda, they create a questionnaire due date for the month, and updates cover letter and poster for questionnaire package. SRCA sends out invites to applicants.
7. Before the Exec. Com. meeting, SLA agenda items are proofread (including spelling, type of license, addresses, possible administrative approvals, and duplicate applications for one address).
8. After Exec. Com. meeting, SRCA reviews green folder for any changes or questions.
9. Day after Exec., SLA agenda is closed after mail delivery.
  - CORPORATE CHANGE applicants get a one-page questionnaire, which SRCA posts on the website, and it is noted on the agenda, but not heard at the meeting. No-objection letter is sent to SLA with original stipulations.
10. After invites are complete, SRCA should check to make sure that every item has an agenda and an invite mark (green and orange marks).
11. SRCA follows up with any applicants who do not confirm receipt of invite (within two days) or who do not send questionnaire by due date. SRCA must keep website agenda updated daily.
12. Day of meeting, CA sends minutes form to committee chair and vice-chair.

13. Immediately after SLA committee meeting, SLA chair sends stipulations to the office. CA sends stipulations to be notarized and signed and returned to the office by a due date. CA informs committee chair if all stipulations have been received.
14. At Full Board Meeting, resolutions may be changed. All changes will have been incorporated into the minutes submitted by the Board secretary.
15. The consultant or ADM emails resolutions with attached stipulations, as appropriate, to SLA with copies to lawyers/applicants. ADM ensures a copy of every resolution is filed with the attached submitted material in the individual business' folder. This is generally done by consultant, but ADM oversees.
  - See Appendix F for Letters of No Objection preparation instructions.
16. After Full Board meeting, consultant files all SLA paperwork in front office, including: 30-day notices, stipulations, resolutions, speaker forms, written testimony & e-mail complaints, petitions for/against establishment, and throws out duplicates and SLA chair's notes.

#### **D. Landmarks Committee Procedures**

1. The Landmarks Preservation Commission asks applicants to email ADM to be on agenda.
2. Upon receipt, ADM puts item on agenda and sends invite package to applicant. Package should have Landmarks Subcommittee meeting date and location, and the deadline for completing the package materials and repeated in email text.
3. Applicant materials are posted to the website within 24 hours of receipt.
4. Applicant materials must be received in CB 3 office no later than the Monday of the week preceding the scheduled Landmarks Committee meeting.

## Appendix

### *Appendix A. Technology Procedures*

Default browser: use Chrome

### *Appendix B. Website Update Instructions*

#### **To update website**

- Log in to the web VPN (Virtual Private Network)
- Open Teamsite - Content Center Professional – the content management system for the website

**Adding a file to the website or calendar is a two-step process: uploading the file to Teamsite and updating the HTML**

#### **Upload a file**

- Open the “Downloads” folder on Teamsite
- Click folder you want the file uploaded to
- On top of page, click on “Import”
- Locate file you want to upload from appropriate folder on your local computer
- Click “Add” to add file
- Click “Import” to import file
- Return to page directory
- Click item you are updating, then go to “Actions” and click “Unlock”
- Return to page directory
- Click item you are updating, then “Submit”

#### **Update the content on the website**

- Open the “HTML” folder on Teamsite
- Click on folder for the page you want to update to open directory of items on that page
- Click on item you want to update
- Under the “Actions” column, click “Edit”
- A new window will open. Click on “Expand All Items” to see all items on page
- Scroll down to “Primary Feature Text” and edit as necessary
- To link to a recently uploaded file, highlight text and click the “chain” icon
- In the new window, locate your file with the “Browse” button to link and click “OK”
- Click “Finish” to submit your edited work
- Return to page directory
- Click item you are updating, then go to “Actions” and click “Unlock”

- Return to page directory
- Click item you are updating, then “Submit”

### *Appendix C. Updating website for SLA withdrawals*

When an SLA applicant withdraws their application for a current meeting, it needs be reflected on the CB 3 website in two sections:

1. On the current Calendar of Meetings (“calendar” in the “html” directory)
2. In the SLA 30-Day Notices and Questionnaires section  
 (“SLA” → “sla\_questionnaires.shtml” in the “html” directory”)

Withdrawn SLA items are noted by their red text and strikethrough. To do this in either location:

- Scroll down to “Visual Format Blurb”
- Highlight item to edit
- Click on “styles”
- In the dropdown menu, scroll down to “redstrike” to strikeout item
- Click “Finish” to submit your edited work
- Return to page directory
- Click item you are updating, then go to “Actions” and click “Unlock”
- Return to page directory
- Click item you are updating, then “Submit”

### *Appendix D. CA Set-up and Clean-up Procedures for In-Person District Service Cabinet Meetings*

#### **Friday before meeting:**

- Order one box of coffee with milk and extras
- Request that they bring receipt with coffee delivery
- Note when ordering that CB 3 is tax exempt
- Get total (before tip) and email amount to DM when you place order

#### **Day before meeting, before 5:00 pm:**

- Print out sign-in sheets with current date of meeting and put on back table
- Print 30 copies of CB 3’s current monthly Calendar of Meetings and put on back table
- Print 30 copies of meeting agendas and put on back table
- Set up chairs around table and include additional chairs on outside of table

#### **Day of meeting:**

- Confirm coffee will be delivered at 2:00 pm

- At 1:00 pm, set up table next to copy machine with cookies, cups, sugar, stirrers
- Place “Sign In” sheet at front desk face down so attendees do not sign in at front of office
- Get cash from petty cash file behind DM’s desk
- Provide copy of CB 3’s tax exempt status form to delivery person when coffee arrives (on CA’s bulletin board, **Form ST-119-1**)
- When coffee is delivered, fill out petty cash log sheet and attach receipt with tip amount added in to log sheet in petty cash file

**Post-meeting:**

- Clean back office
- Give DM sign-in sheets

*Appendix E. CA Instructions for Distributing Committee Meeting Packages*

- Committee meeting packages must be sent **one week** before committee meetings
  - Exceptions are:
    - SLA Committee because last-minute changes are always coming in
      - SRCA keeps agenda and invite list up to date
- To prepare Committee Meeting Package:
  - Go to “My Computer” → “Data” → “Public” → “Committee Meeting Material” → locate folder for specific committee
- On “Minutes Form,” update the month of meeting on file name and the date of meeting , meeting location, and agenda items in the form itself
- To prepare Committee Meeting Package e-mail:
  - Go to “My Computer” → “Data” → “Public” → “invite (month)” (with month) Word document and cut and paste agenda into an e-mail. Include date, time and address in email.
- Invited speakers will be confirmed in **red** by DM and ADM.
  - Check with DM and ADM if any invitees are not confirmed.
- Make sure the agenda items on the invite list match the wording and language the published agenda on website in the Calendar of Meetings
- Email the cut and pasted information to the appropriate committee chair and vice chair with the following files attached:
  - Updated minutes form
  - Sign-in sheet
  - Speaker Form

### ***Appendix F. Preparation of Letters of No Objection and administrative approval packages for SLA***

- Using the Letter of No Objection template file, prepare a letter for each application by filling in pertinent information (corporate name, trade name, location, type of license they are seeking).
- Make sure the language in each letter matches the stipulations that were signed for that application.
- Save the updated letter as a PDF file
- Combine the letter PDF with the 30-day notice, stipulations, and questionnaire into a single PDF. These materials can be downloaded from the CB 3 website.
- These are stored on ADM's computer and sent directly to the SLA with applicants' representatives included on the CC line.

### ***Appendix G. How to order materials for front shelves***

**Recycling decals** - blue and green, 8 1/2 X 12" Order online on the Dept. of Sanitation website through this link: <http://materials.bwpronline.org/home/235>

**Bike maps** – current year. Order online through the Dept. of Sanitation website via this link: <http://www.nyc.gov/html/dot/html/bicyclists/bikemaps.shtml>

**GreenThumb Program Guide (published quarterly)** Order from the Dept. of Parks.

Email Elena Dubas, Communications Coordinator [Elena.Dubas@parks.nyc.gov](mailto:Elena.Dubas@parks.nyc.gov)

**Tax season literature and posters** – Order at the beginning of January, from the Dept. of Consumer Affairs, fill out form, scan, and email - instructions via this link: <https://www1.nyc.gov/assets/dca/downloads/pdf/media/TaxSeason-LiteratureRequestForm.pdf>

### ***Appendix H. FOIL Procedures and Information***

#### **General**

1. Written requests:
  - a. The Board always requires a written request before releasing any information.
2. 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 foil-able.
  - c. Information can be sent to requestor by e-mail if that is satisfactory and if we have it available electronically.

#### **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.

### **FOIL Questions and Answers**

Q: 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;

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

A: 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;

Q: 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?

A: 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)

### ***Appendix I. Procedures for preparing and emailing out board resolutions.***

The SLA administrative approvals can be prepared earlier (and mailed after the full Board meeting), and current consultant usually prepares and emails these out.

Board resolutions are prepared and mailed AFTER the full Board meeting from the final vote sheet.

- Note: If current consultant prepares these, you can find them on the shared drive, in folder titled “Francine,” then look in “Resolutions.”

#### **Board Resolutions, prepare, email out and archive:**

- **Final** vote sheet is received from SRCA or DM (in Word doc).
- Agency and elected official contact information is in **resocontactlist** on shared drive. DM can be consulted for information for sending out resolutions.
  - Note: For Transportation Committee, bus stop applications, you will find the applicant’s name and email in their application, posted in the Calendar of Meetings on CB3 website.
- Look at prior months for file naming (exp. Support for Bus Stop 100 Delancey St Monroe Bus Lines), and save it in a Word and pdf, but email the pdf.
- Save in folder for committee on ADM hard drive in Documents – Parks, Transportation, Health, etc.

#### **SLA Board Resolutions**

- Create digital folders for each license in the SLA folder, for a particular month in the ADM Documents folder on the C: Drive, **Documents\SLA & DCA Licensing Committee\NYS Liquor Authority (SLA)**
- Place the following in each folder:
  - Word and PDF document for resolution and stipulations
- Combine resolution with stipulations PDF, save it as follows: **CB3 Resolution-business name type of resolution (op, something else)-business-address** – Exp. CB3 Resolution Balsamic LLC op 351 E 12th St
- Email to [community@sla.ny.gov](mailto:community@sla.ny.gov) and cc the rep/attorney for that business.
  - **Subject of email:** CB 3 Resolution for liquor, wine, beer and cider (op) application, with stipulations, stipulations attached re: name of business and address
  - Note: If the application is denied, it will not have a stipulation.
  - After resolutions are emailed, consultant prints and files in front office.

#### **SLA admin approvals, prepare and email out (consultant prepares and sends):**

- Administrative approvals are found on the website, “Calendar of Meetings,” in the “SLA & DCA Licensing Committee section.
- From the website’s home page right-hand column, in the CB3 Resources section, “SLA 30-Day Notices and Questionnaires”:
  - Download each application and questionnaire/stipulations

- Use template “letter of no objection” and fill in pertinent information from application and stipulations. Application has the type of establishment (restaurant, café, tavern, etc), name of the establishment (business name and the d/b/a name) and name and email of the representative you will need to cc.
  - The letter needs to be dated *after* the full board meets.
  - Be sure letter reflects stipulations of this application.
- Completed letter should be saved in the folder in ADM’s C: Drive, as a Word doc and as a PDF.
- Combine the PDF resolution with the stipulations to send to SLA. It should be ordered as follows: letter, application, and stipulations.
  - Exp: Letter of No Objection to-WineBeerCider Appl with Stips 124 E 14<sup>th</sup> St
- Email each letter to [community@sla.ny.gov](mailto:community@sla.ny.gov) and cc the rep/attorney for that business.
  - Subject of email should be: No objection to wine, beer, and cider application, with stipulations, stipulations attached— **business name, address**
  - Body of email should be:  
Please see the attached letter from CB 3 Manhattan stating no objection to the type of application, (exp - wine, beer, and cider) application for business name and address, so long as the signed and notarized stipulations attached are included in the license agreement.

Please contact the Community Board office with any questions.

Thank you.

Your signature

- VERY IMPORTANT: For the resolution letter, make sure the information in the letter matches the stipulation.
- NOTE that the letter of no objection will be slightly different for an amendment (change of method of operation), a corporate change, expansion onto municipal property.
  - For a **corporate change**, the business is agreeing to abide by the stipulations it signed when the business first opened.
  - For a **method of operation change**, the business is changing the way in which it is run.
  - For an **expansion onto municipal property**, the business is asking to use municipal property (ie. sidewalks and curb lanes) as part of their operation.
  - You can find those original stipulations on ADM C: drive in “Documents” folder; click in Documents\SLA & DCA Licensing Committee\NYS Liquor Authority (SLA). Do a search by name of business or address of business. When you see the file, open it to find the date and year the application

was approved. Download it to the current folder you're working with and be sure to combine it with the letter for that corporate change. Also attach original stipulations.

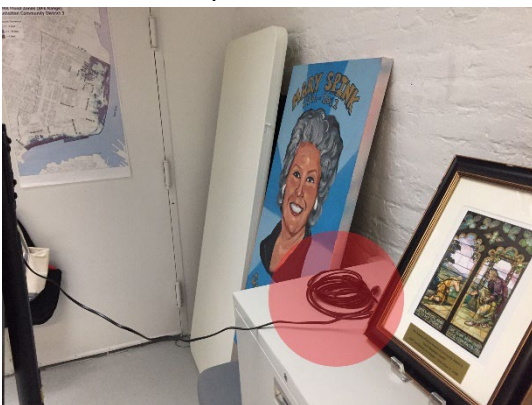
- NOTE: If you can't find it (sometimes the business is older), look for the hard copy files in the front office – filed by address. If it's there, scan it and download to the current folder you're working with. If it's not there, check with DM. Most likely you'll just need to adapt the letter to leave out the phrase about stipulations or not send a letter—consult with DM.

### *Appendix J. Hybrid Meeting Setup Instructions*

1. The TV remote and 2 handheld microphones are stored in the drawer directly beneath the Asus laptop and hybrid meeting audio equipment. The location is highlighted with a yellow arrow in the image below.



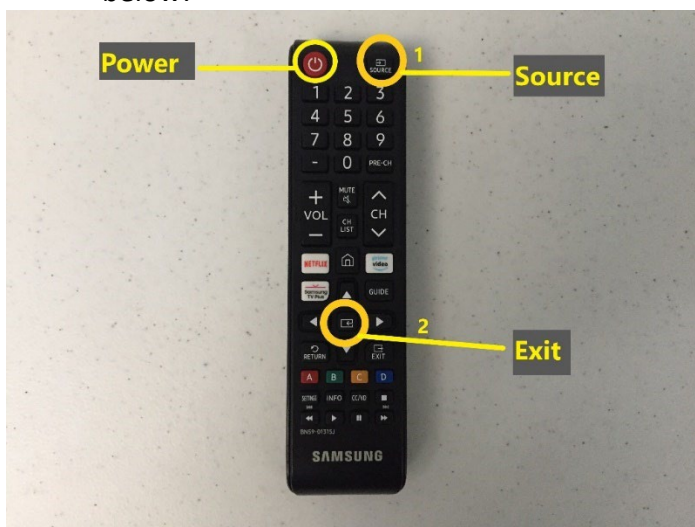
2. Connect the HDMI cable located in the back of the office to the TV. The cable is located on a file cabinet at the very far back end of the office. Make sure this HDMI cable is connected to the 'HDMI IN 1' port on the back of the TV (See photos below).



3. Turn on the laptop. No password is necessary to log in. If windows will not load without entering a Microsoft or other password, restart the computer.
4. Confirm that an HDMI cable is connected from the HDMI port on the wall to the HDMI port on the left side of the black Asus laptop (See photo below).



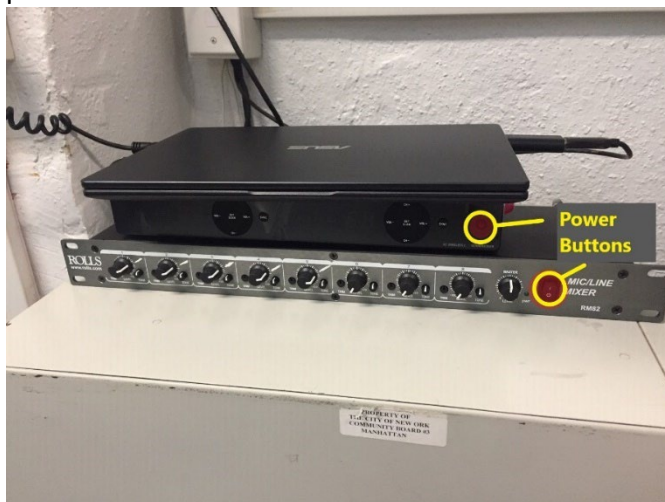
5. Confirm the TV is plugged in, then **turn on the TV** (power button on the remote control OR the power button in the center of the TV along the bottom edge). The TV will connect with the black Asus laptop and then will mirror the laptop screen once fully connected and loaded.
6. If the laptop screen is not mirrored on the TV, you will need to set the source on the TV using the remote. See the image and instructions below.
  - o Press the 'Source' button (1) on the upper right-hand side of the remote.
  - o Use the left/right arrows on the remote to select the HDMI connection. This will likely be displayed as 'unknown' in the menu.
  - o Press the exit button (2) in the center of the remote, circled in yellow in the image below:



7. If the TV menu is on the screen use the 'exit' button on the remote to clear it. The exit button's location on the remote control is shown in the image below.

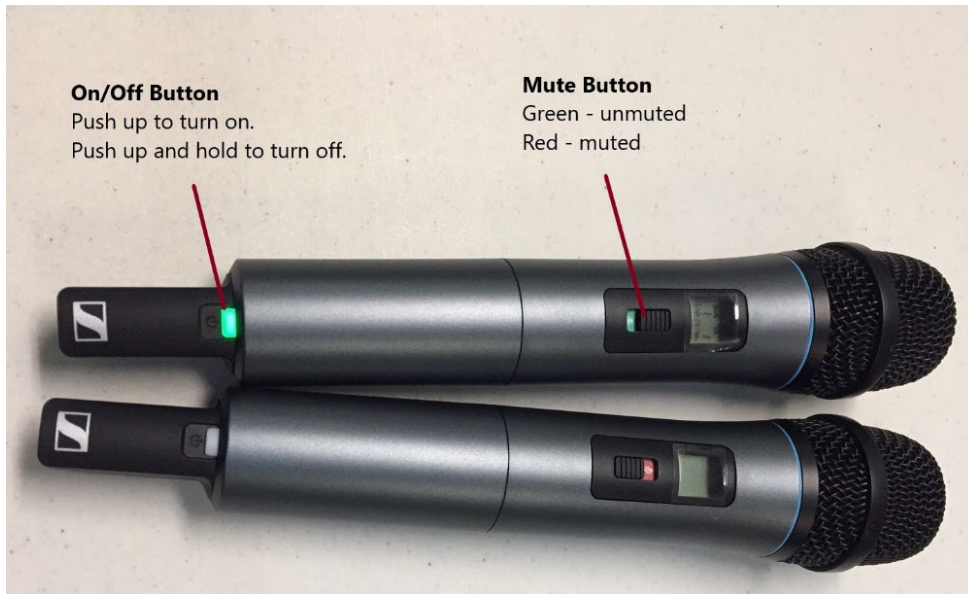


8. **Raise volume on television to 75.** This will allow the room to hear Zoom participants.
9. **Turn on two audio components** that sit under the black laptop (Audio mixer and Digital Audio Interface). The power buttons are on the front right of these devices as shown in the photo below:






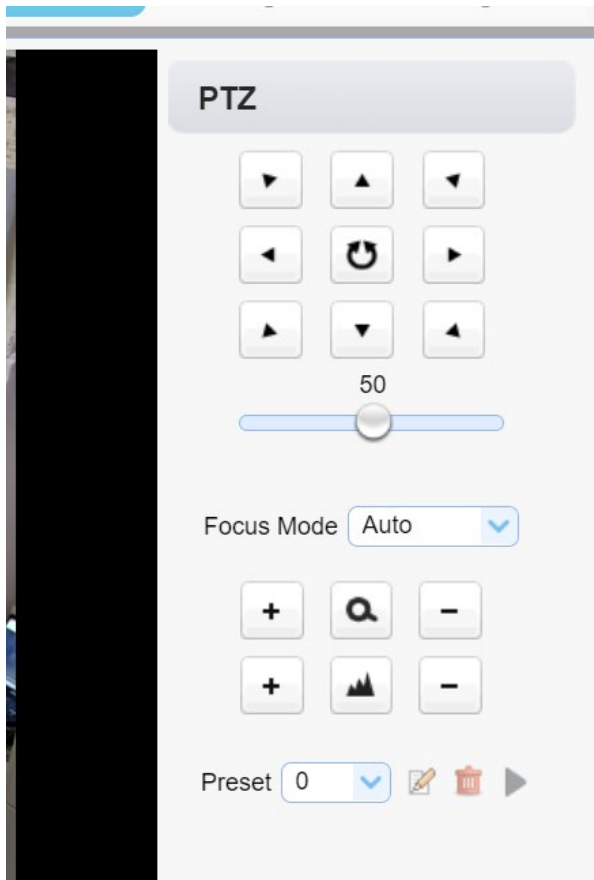
10. Turn on the two wireless Sennheiser microphones by pushing the buttons up at the bottom front of each microphone. These also have a mute button on the shaft of the microphone.



### Camera Feed Setup

11. Open **Microsoft Edge** browser.
12. Log into the Camera Control browser application by **clicking on the "Camera IP" bookmark on the Bookmarks Bar**. Alternatively, you can type in the IP address into the address bar: **192.168.1.251**. A login page should pop up:
  - Username: admin
  - Password: admin
13. To begin with the camera pointed at the entire room, **select Preset 0** by choosing 0 in the dropdown and pressing the  icon. See picture below for other options to change camera angle.





← Arrows move camera

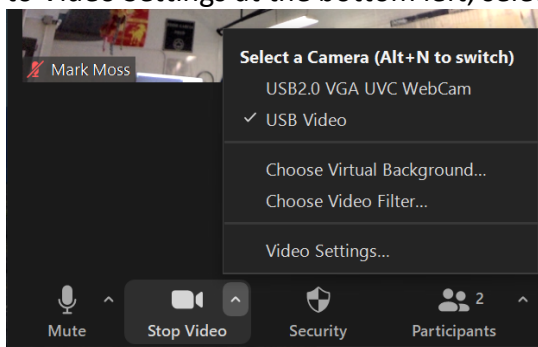
← Zoom in / out

← Adjust brightness

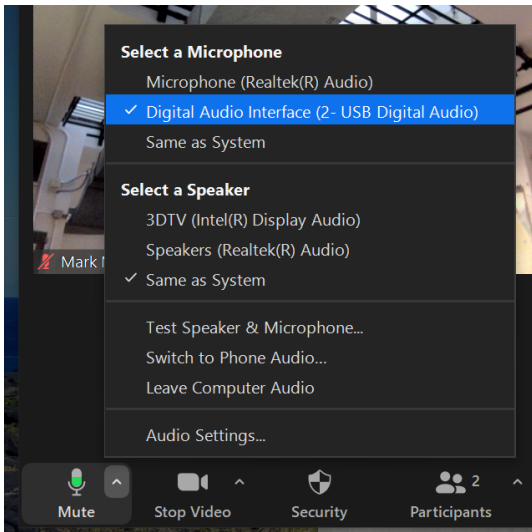
← Select / create presets

### Zoom Meeting Setup

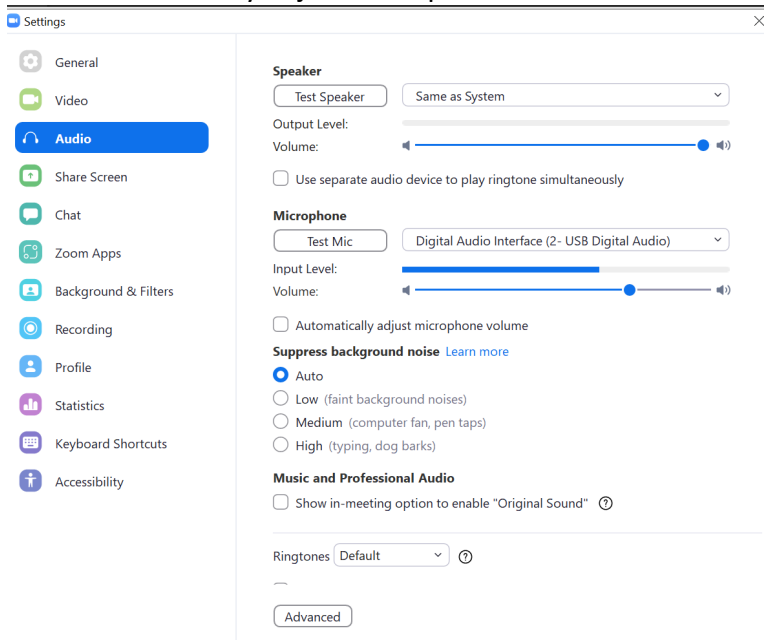
14. Log into the Community Board 3 Zoom account
15. When ready, start the meeting.
16. **Select Join with Video.** If you do not see the camera feed as it shows in Camera Control, go to Video Settings at the bottom left, select 'USB Video'.



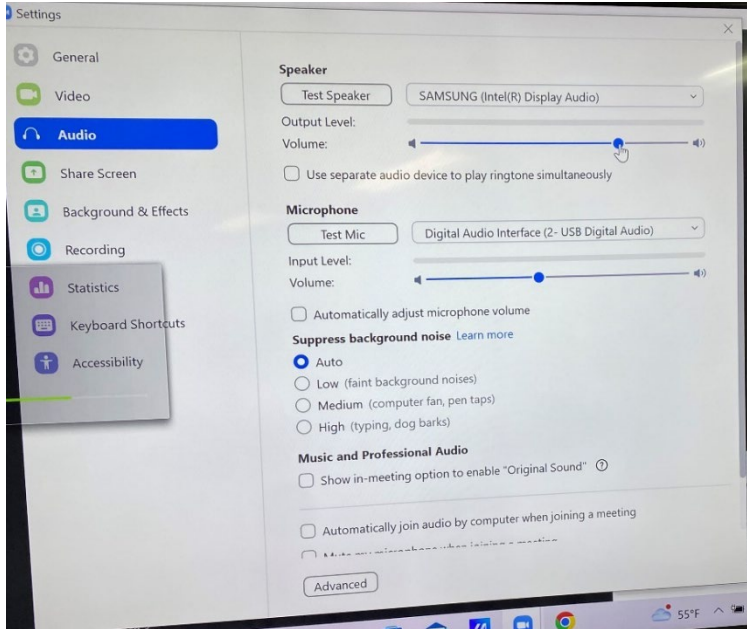
17. **Select Join with Computer Audio.** To verify that you are connected properly, go to Microphone Settings at the bottom left, and select 'Digital Audio Interface'.



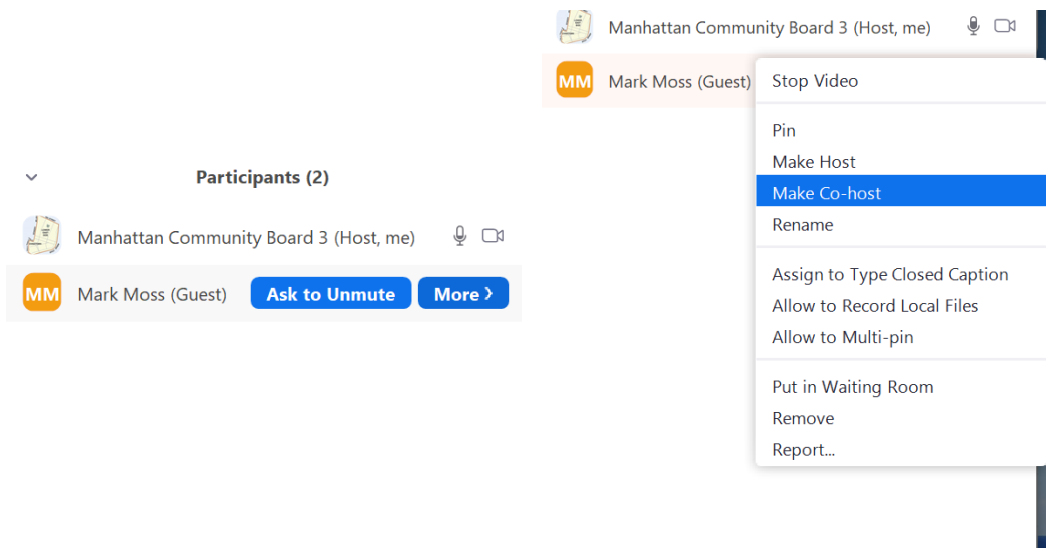
18. If there are complaints about garbled noise, go to Settings at top left of window and make sure 'Automatically adjust microphone volume' is NOT checked, see below



19. To avoid feedback, ensure Speaker volume (~75%) and Microphone volume (~50%) are balanced. See below:



20. To operate the meeting as a host from a separate user/device, the person who started the meeting must make the new person or device “co-host” while on the black Asus laptop. This can be done by clicking on ‘Participants’ (bottom of Zoom window), and then clicking on “More” next to the desired user’s name. Finally, select ‘Make Co-host’ from the drop down that appears. See the images below:



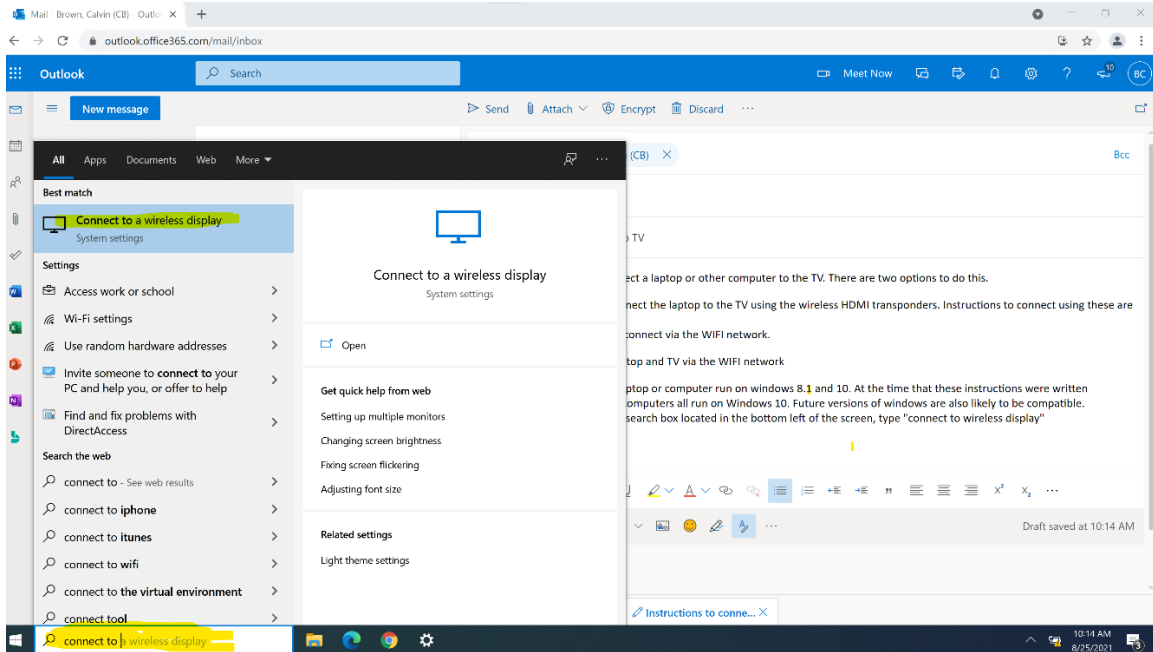
21. When making a second laptop in the back office a cohost, or if someone in the back office joins the meeting with a second device, their computer speakers must be turned off, otherwise there will be feedback and echoing in the audio.
22. The Image below shows the default audio mixer settings. Notice the White-Out used to mark the appropriate positions of volume knobs.



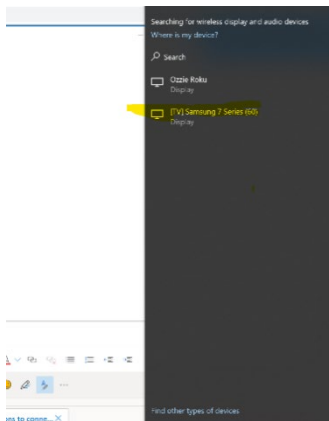
23. Once meeting is over, please make sure all equipment is turned off. The following must be turned off:
  - Press the power button on the remote to turn off the TV
  - Press the power buttons to turn off the audio mixers under the black Asus laptopWireless Sennheiser microphones – Make sure the lights on the bottom of the microphones are completely off.

### *Appendix K. TV Wireless Display Setup Instructions*

1. This requires that the laptop or computer run on windows 8.1 and 10. At the time that these instructions were written (2023), our office computers all run on Windows 10. Future versions of windows are also likely to be compatible.
2. In the Windows taskbar search box located in the bottom left of the screen, type "connect to wireless display"
3. Click on 'Connect to a wireless display in the results above the search bar.



4. This will open the Display settings menu. Under the 'Multiple displays' section of this menu, click on 'Connect to a wireless display'.
5. A menu of wireless devices should appear on the right side of the screen. Click on the '[TV] Samsung 7 Series (60)' option.



6. The laptop will try to connect to the TV. On the TV, a menu to allow the connection will appear (pictured below). Select 'Allow' Using the remote control. To do this push the 'Select' button on the remote control, which is in the center of the four menu arrows (pictured below)



7. Sometimes the first connection attempt fails. In this case simply hit connect again.
8. The computer monitor should now be duplicated on the TV.
9. If the connection is successful but there are issues with what is being displayed, go to the Display settings menu (As shown in step 2), and make sure this is set to 'duplicate', not 'extend' as pictured below.

### Multiple displays

Multiple displays

## *Appendix L. Website Procedures*

### **Creating Vote Sheet**

- Minutes are sent to Ed's computer
  - Put in minutes folder in inbox
- File is put in Minutes-Committee folder in shared drive in appropriate year/month folder
- If No votes necessary (nothing to vote on) then
- Go to Fullboard meeting materials
  - 2023-06 Vote Sheet
- Minutes + vote to adjourned generally always approved
- Discussion part of committee meetings deleted before copying votes into Vote Sheet document
- For SLA, discussion + motion: deleted
- On Ed's computer, highlight resolutions and hit alt+a for formatting macro (refer to screenshot)
  - WHEREAS clauses have to be indented

### **For anything without votes:**

- Start with Minutes word document (helps to save a copy first in case you mess up)
- Delete (minutes are deemed approved)
- Delete discussion + everything else between title and "no votes necessary"
- Make sure numbering is correct
- Open vote sheet document, copy + paste "approved by committee" (expanded by 1 pt) and paste under #1 (approval of previous months) and last # (vote to adjourn)
- The other items use the same formatting, and say "no vote necessary"
- Select all, and paste under appropriate committee section in Vote Sheets

### **Updating Vote sheet after Full Board**

- Vote sheet emailed out day after full board
  - Copy (not move) vote sheet from Full Board Materials to Minutes – Full Board
- Delete cover page from copied vote sheet
- Delete vote sheet except for letterhead/heading part
- Insert votes into the Minutes
  - Format should be: **0 YES            0 NO   0 ABS   0 PNV   MOTION PASSED**
  - Fill in number with correct vote numbers
- Once finished, save a copy as a PDF to post on the website (this can be saved locally then deleted later)

### **Updating website following full board**

- During full board, Minutes from 2 months ago gets voted on and approved (usually)

- Remove “to approve”
- Minutes PDF gets uploaded to: <https://www.nyc.gov/site/manhattancb3/minutes/meeting-vote-records.page>
  - Under “Vote Sheet from the Last Two Months,” add most recent Vote Sheet
  - Delete oldest Vote Sheet (there can only be two shown)

### **Appendix M. SLA Website Procedures**

#### Questionnaires/Applications/Petitions

- When uploading files to website on Teamsite, import folder can be found:
  - Downloads > SLA > 2023 > Corresponding month (numbered, so August would be “8”)
  - Questionnaires/Applications/Petitions can be saved on local desktop then deleted afterwards
- **NOTE:** *if updating a questionnaire (if the applicant sends in a new one to fix mistakes in the previous, etc), make sure to name it EXACTLY how the first one uploaded was name. This will override the original so you won’t have to re-attach the hyperlink*

#### **naming format for sla items**

- xx-123-East-4th-Street-Application
- xx-123-East-4th-Street-Questionnaire
- xx-123-East-4th-Street-Petitions
  
- xx-123-Avenue-A-Application
- xx-123-Avenue-A-Questionnaire
- xx-123-Avenue-A-Petitions

#### example:

- 01-123-East-4th-Street-Application
- 02-123-Avenue-A-Application

#### use full address

- 123 East 4th Street
- 123 Avenue A
- 123 3rd Avenue
- 123 St Marks Place
- 123 East Broadway