

ADMINISTRATIVE BULLETIN NO. 9

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SUBJECT: DEPARTMENT OPERATIONS MANUAL

Each department has its own internal requirements and methods of operation. As such, it is necessary that operating manuals be maintained by and for each department. The complexity of operating manuals will vary by department, depending on the scope and complexity of the work involved.

Suggested Contents of Operating Manual. Suggested contents for a typical departmental operating manual are shown below. These suggested contents have been revised to include procedures for operating County-owned and privately-owned vehicles in the course and scope of work.

I. Table of Contents

- A. Organization (Departmental Organization and Function)
 - 1. A functional description of department (purpose)
 - 2. Authority for department
 - 3. Organization or functional chart showing clear lines of authority
 - 4. Job description of each position
- B. Administration
 - 1. Correspondence procedures
 - a. Use of memoranda vs. letters
 - b. Authorized signatures
 - c. Mailing procedures
 - 2. Filing system and procedures
 - 3. Records disposition procedures
 - a. Legal authority
 - b. Designated storage areas
 - c. Designation of person(s) to authorize records destruction
 - 4. Departmental travel policy
 - a. Types of travel authorized
 - b. Procedures for monitoring validity of drivers licenses and insurance
 - c. Procedures for requesting travel authority
 - d. Preparation and filing of travel reports
 - e. Mileage claim procedure
 - f. Reporting mileage on county-owned vehicles
 - g. A guideline for hierarchical assignments of County vehicles, if applicable. It is envisioned that the department's allocation of County vehicles is finite. Many departments rely upon employees to use their own vehicles to perform work, yet it may to be to the department's advantage to encourage the

use of County vehicles. In order to reduce exposure to liability, departments are encouraged to establish priorities for determining which employees get to use the County-owned vehicles on a regular basis. Higher priority for using County vehicles should be given to employees that:

- (1) routinely are required to transport non-County employees in the course and scope of their work;
- (2) have higher incidents of transporting non-employees in comparison to other staff members;
- (3) do not have a private vehicle available for regular use;
- (4) have a private vehicle available but it is not mechanically sound; and
- (5) have an exemplary driving safety record (if such information is available).

By increasing the instances where employees use County vehicles to transport non-employees (clients/patients, etc.) the department is reducing the liability exposure to the County, the department and the individual employee. A conscious effort on the part of the departments to assign vehicles using this criteria, rather than strictly rank or seniority will ultimately benefit the department's operation.

- h. Department-specific home-retention guideline for County vehicles (which shall not be more permissive than current Countywide policy - *Chapter 11, Sections 1111, 1112 and 1113 of the Administrative Procedures Manual*), if applicable
 - i. Process for notification to prospective employees of the department's expectation that the employee may be required to use their private vehicle for work, if applicable
 - j. Notification to current employees of the employee's and the department's rights and responsibilities regarding the operation of a vehicle in the course and scope of work (see Figure 1.)
 - k. Training standards and requirements for defensive driving and dealing with irate people, if applicable
5. Departmental meetings
- C. Personnel
1. Office hours
 2. Rest periods
 3. Policy and procedures concerning:
 - a. vacations
 - b. sick leave
 - c. overtime, the recording thereof, and who may authorize
 - d. compensatory time, the recording thereof, and who may authorize
 4. Use of time cards
 5. Claims for loss of personal property
 6. Dissemination of conflict of interest ordinance information
- D. Physical Plant and Equipment
1. Security
 2. Maintenance to plant and equipment provided by department staff
 3. Inventory
 - a. records kept by departments

- 4.
 - b. persons responsible
- Storage
 - a. supplies
 - b. capital items
- E. Operations
 - 1. Include all internal operating procedures of a general nature:
 - a. departmental
 - b. divisional
 - 2. Each work station or division having a specialized operation should have a detailed set of procedures covering each task, thus insuring smooth workflow during vacations and illness. Such procedures should include operation of computer and/or work processing equipment in detail. Instructions or guides need not be placed in the manual, but should be readily available at the work station or division.
 - 3. Departmental Safety Program:
 - a. accident reporting
 - b. person(s) in department designated responsible for reviewing and recommending safety equipment or clothing.
 - c. designate person or position to perform as safety representative for department.

Employee Notification Rights and Responsibilities While Driving. Employees must be given notification of their and the County's rights and responsibilities while driving a county vehicle or private vehicle in the course and scope of work. Figure 1 is an example of a notification form departments may adapt for their use. Figure 1 contains the minimum information that an employee should be aware of if driving is a part of their work. Departments may add additional department-specific requirements/information, as needed.