

All customers, including belligerent customers whether on the telephone or at the front desk, are to be handled according to SWCAA's Customer Service Policy. If additional assistance is needed, these individuals should be referred to speak with the Operations Manager, Chief Engineer or Executive Director.

y. Travel Claims

Staff is to use one expense voucher per program. For example, all expenses charged to work at the County Fairs would be one page (Program 414), while training expenses for issuance of air operating permits would be on a second page (Program 411).

SWCAA's policy is that only when working outside of the five county jurisdiction of the agency can meals be claimed for reimbursement. Working at a County Fair is a special circumstance and warrants special consideration. On an employee's assigned days at the County Fair, the individual will be entitled to be reimbursed for the meals purchased while on duty.

z. Equipment Inventory

An inventory of all agency equipment having a value greater than \$1,000.00 is to be maintained by the Office Administrator. This inventory list is to be updated when equipment has been surplus.

aa. Vacation Requests

1. Vacation requests should be turned in as early as possible (i.e., one month or more in advance when possible to aid in assigning the complaint duty roster).
2. Requests for vacation time during the holidays and other high request time periods will be approved so long as at least 50% of the agency's employees will be in the office to serve the general public.
3. Approval of vacation requests will be on a first-come, first-served basis when agency workload or other priorities does not permit that all vacation requests can be approved.

bb. Vehicle Use and Maintenance

1. Agency cars are not to be returned to the parking lot with a tank of gasoline at ¼ or less. Please take the time to keep the cars filled.
2. Do not take keys from the board and hold at your desk. The only exception might be the complaint on-duty person for that particular day or dedicated vehicles (e.g., Suburban for monitoring).
3. Staff is to monitor the oil change sticker in each car and report to the Operations Manager when an oil change is due to occur.
4. Staff is to take the agency's vehicles to the Car Wash when dirty. The Office Administrator has discount car wash tickets at her desk.