

Memorandum

MIAMI-DADE
COUNTY

Date: November 20, 2013

To: Airside, Landside, Terminal & Security Operational Employees

From: K.A. Pyatt
Deputy Aviation Director *K.A. Pyatt*

Subject: Attendance Policy

Attached is a Standard Operating Procedure which has been developed to establish a uniform policy and procedure to address hourly employee absenteeism and tardiness. This policy does not apply to those divisions that fall under the umbrella of Facilities Management at this time. Please read and review as the policy will be effective January of 2014.

Should you have questions regarding the policy please contact Bobbie Jones-Wilfork at 305-876-0939 or Wallace Madry, Jr. at 305-876-0856.

C: Assistant Directors
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SOP No. 14 - 02

SUBJECT: Miami-Dade County Aviation Department Attendance Policy

PURPOSE and SCOPE: *The purpose of this Standard Operating Procedure (SOP) is to establish a uniform policy and procedure to establish reasonable and necessary controls to address hourly employee absenteeism and tardiness problems that impact the operational divisions. This policy is intended to establish requirements and guidelines for reporting absences and tardiness as well as the handling of excessive unscheduled absences and tardiness. Facilities Management divisions are excluded from this policy at this time.*

Employees are expected to adhere to established work schedules in order to maintain efficient and effective operations. Excessive unscheduled absenteeism and/or tardiness has an adverse impact on divisions and will be reflected in employee evaluations and may result in leave without pay and/or disciplinary action up to and including dismissal.

I. AUTHORITY:

- A. Chapter 25 of the Miami-Dade County Code, Miami-Dade Aviation Department Rules and Regulations.
- B. Miami Dade County Leave Manual
- C. Fair Labor Standards Act (FLSA)
- D. Family Medical Leave Act (FMLA)

II. DEFINITIONS:

- A. Job Basis – Job classifications that are not eligible for overtime compensation.
- B. Non-Job Basis/Hourly Employees – Job classifications that are eligible for overtime compensation.
- C. Unscheduled Leave – employee absence not previously approved by employee supervisor at least 8 hours prior to the start of the employee's shift that absence is to occur.
- D. Unauthorized Leave Without Pay – An unauthorized absence without pay is considered leave that is unexcused and without pay. Designated by Division Director or above only. (See page 4 of 7).

- E. Unexcused absence – an employee absence that has not received prior approval and for which subsequent approval is denied based on the circumstances surrounding the absence.
- F. MDAD – Miami-Dade Aviation Department
- G. FMLA – Family Medical Leave Act, absences due to illness or injury which qualify under FMLA will not be counted against an employee's attendance record.
- H. Fair Labor Standards Act (FLSA) – The federal law that establishes minimum wage and overtime standards for employees.
- I. Absenteeism - Failure to report to work or remain at work as scheduled.
- J. Mandatory Overtime – Overtime required in case of emergency situation or due to operational necessity where the reasonable efforts to seek volunteers has failed. Mandatory overtime is to be assigned in reverse seniority order.

III. POLICY:

- A. *All MDAD employees are expected to report for duty as scheduled and to be ready for work at their assigned starting time, possessing any required tools, materials, documents, identification, etc. Failure to do so may result in employee being sent home on their own time. Any employee that does not report back to duty without approval may be subject to the time being considered unauthorized.*
- B. *Employee work activities are expected to commence at their assigned starting time and continue until the normal stopping times for breaks, lunch or the end of the work day.*
- C. *Employee absences are expected to be approved at least 8 hours prior to the start of their scheduled shift in order to be considered as scheduled.*
- D. *Non-Job basis employees time is captured utilizing the department's Time-Trak System and employees are expected to swipe in and out in order to maintain an accurate reflection of their time and attendance. Employees that swipe in or for another employee or allow another employee to swipe in or out for them is considered an infraction which will result in disciplinary action, up to and including dismissal.*
- E. *If an employee has a concern as to whether a swipe was properly accepted they are to review swipe and promptly notify supervisor of any discrepancies.*

IV. Application

This policy applies to all Non-Job Basis employees within the operations divisions of Miami-Dade Aviation Department, excluding the Maintenance Divisions at this time.

IV. PROCEDURES:

Each Division Director/Manager/Supervisor is responsible for informing their division employees of the Aviation Department's Attendance Policy and for insuring that the policy is enforced and adhered to in their area. All employee communication is to be documented in the employee Personnel Record Summary.

A. Employee Responsibilities

1. Scheduled Leave - for planned absences employees must submit and have an approved Request for Leave Form.
2. Unscheduled Leave - employees are required to notify their immediate supervisor or designee whenever they will incur an unscheduled absence, arrive late or need to leave early.
3. Report to work on time and be ready to perform assigned duties. Eight (8) hour advance notice is required in order for an absence to not be considered as unscheduled.
4. Utilize time clocks designated by division management.
5. Notify supervisor when they have received notification that they have use if or lose if time reflected on their pay stub.

B. Management Responsibilities and Guidelines

1. Each Manager/Supervisor shall communicate the Attendance Policy to all Aviation Department employees under their supervision.
2. Provide positive reinforcement for good attendance.
3. Maintain good working relationship with employees in order to help identify situations before they become problems.
4. Uniformly enforce the Attendance Policy in order to maximize efficiency and effectiveness of operations, including timely documentation and action taken.
5. Ensure that absences are properly recorded in the employee records.
6. Review and respond to employee requests for time off within 72 hours if request is made at least 30 days prior to leave dates requested.
7. Take time as part of staff meetings and employee discussions to recognize and motivate employees for the effort employees invest in their work.
8. Support/Recognize improvement in regular attendance.

9. Review individual employee absence records no less than quarterly. For employees that have displayed an attendance problem, monthly reviews are required until the employee shows signs of improvement.
10. Any supervisory or management staff found to have inappropriately disclosed confidential/medical information relating to an employee may be subject to disciplinary action, up to and including dismissal. Supervisory and management staff are expected to seek the guidance of Human Resources if there are any questions in this area.
11. Division management is required to inform staff of which time clocks specific employees are required to utilize.

C. Unauthorized Leave

1. An unauthorized absence is considered leave that is unexcused and without pay. Designated by Division Director or above only.
2. If an employee volunteers for overtime and does not report for duty, the time will be considered as an infraction.
3. Divisions intending to charge an employee with unauthorized leave are required to submit to the Aviation Department Human Resources Division Director written justification no later than the close of the next business day the unauthorized leave is to be posted.

D. Sick/FMLA Leave

1. Sick leave may be authorized consistent with Miami-Dade County Leave Manual.
2. Proof of illness or disability may be required by the employee's supervisor with any such requests made and coordinated through Aviation Department Human Resources Division.
3. Only Aviation Department Human Resources Division is authorized to maintain employee medical files or medical documentation.
4. Maintaining originals or copies of employee's medical information at the division level is strictly prohibited.

E. TimeTrak time reporting

1. Non-Job basis employees reporting time via the TimeTrak System are required to swipe in and out consistent with their assigned schedule.
2. Time reporting elements are as follows:
 - i. Time is captured in 15 minute increments, represented such as .25, .50, .75, and 1.00.
 - ii. A 7 minute or less variance from the quarter hour when clocking in on the TimeTrak System will result in the time being rolled back or forward to the closest quarter hour in the PeopleSoft System.

- iii. A(n) 8 minute or more variance from the quarter hour when clocking in on the TimeTrak System will result in the time being rolled forward to the closest quarter hour in the PeopleSoft System.

F. Employee work schedules

1. Employee work schedules are determined by the employee's division management. Schedule changes are required to comply with Article 15 Hours of Work, of the collective bargaining agreement.
2. For the purpose of time keeping employees attending department approved meetings, training, and seminars time is considered as time worked and employees are to be compensated.
3. Non-Job basis employees will be compensated for time worked in excess of their normal work schedule at an overtime rate.
4. Overtime may be assigned by division management and must be approved by division management.

The following chart is intended to establish a standard for attendance policy infractions and the points to be assessed for each infraction:

<u>Infraction</u>	<u>Points</u>
Late or early departure	.50
Unscheduled absence	1.00
Unauthorized leave without pay	1.50
Failure to report for overtime	2.00
Failure to report on a Scheduled County Holiday	2.50

First Tier Corrective Action:

<u>Corrective Action</u>	<u>Cumulative Points</u>
Verbal	10.0
Record of Counseling	20.0
Written Reprimand	30.0

Second Tier Corrective Action:

Benchmark after Written Reprimand and within 6 months

Up to a maximum of 5 - Day Suspension	10.0
Up to a maximum of 10 - Day Suspension	20.0
A Recommendation to the Director for Dismissal	30.0

Note: Employees in the first tier that continue to incur infractions may advance to second tier corrective action, based on the accumulated points after they have been issued a Written Reprimand. First tier will date back from present to within 12 months (1 rolling year).

Note: Employees currently in the second tier of corrective action will need to display a minimum of six months without added attendance infractions in order to return to the first tier. Employees returning to the first tier from the second tier will start with 10.0 cumulative points.

Note: Management reserves the right to bypass this policy and impose appropriate disciplinary action based on the nature of an infraction committed and in accordance with Administrative Order No.: 7-3, Disciplinary Action.

Other comments:

- Employees with any questions concerning the Attendance Policy are to direct the questions to their immediate supervisor or their division management.
- As soon as employees are aware of problems swiping in or out are to immediately notify their immediate supervisor or division management and contact extension 5900 to report any problems not resulting from human error. ut.
- Employees that have not received at least a Written Reprimand within one year of the implementation of this policy will be considered to have a clean slate and will only accumulate points based on infractions moving forward from the implementation of this policy. All other employees will need to avoid receiving any other infractions within a six month period in order to be afforded an opportunity to have their infraction slate cleared.
- The policy of black-out periods is revoked with the implementation of this policy, "Management will approve leave according to their SOP and minimum staffing for each shift and only after that is done is all other leave request given or denied on operation's needs". However, division management continues to reserve the right to approve or deny leave requests based on operational needs.
- Multiple days absent based on the same ailment, injury or incident is considered one infraction if a violation.

IV. REVOCATION: *(Terms under which this SOP can be revoked)* **None.**

V. CROSS REFERENCES: *(To other correlating operational directives as applicable)*

K. A. Pyatt

K. A. Pyatt, Deputy Aviation Director

Date: 11/19/2013