

City of Amarillo Amarillo City Transit Equal Employment Opportunity (EEO) Program

Revised March 11, 2022

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Introduction

The City of Amarillo has a long standing commitment to a policy of equal employment opportunity for all City employees and applicants for employment. As a result of this commitment, the City adopted in March 2017 a new Equal Employment Opportunity Plan to meet specific EEO requirements for the Transit Department.

This Equal Employment Opportunity Plan reaffirms the City of Amarillo's commitment to the principles of equal employment opportunity and its policy of non-discrimination on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty or status as a covered veteran in accordance with applicable state and local laws governing non-discrimination in employment in every location in which the city has facilities.

Policy Statement

The City of Amarillo has a strong commitment to the community we serve and our employees. As an equal opportunity employer, we strive to have a workforce that reflects the community we serve. No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or other protected class.

The City of Amarillo Equal Employment Opportunity (EEO) policy applies to all employment actions, including but not limited to, recruitment, hiring, selection for training, promotion, transfer, demotion, layoff, termination, rates of pay or other forms of compensation.

All applicants and employees have the right to file complaints alleging discrimination. Retaliation against an individual who files a charge or complaint of discrimination, participates in an employment discrimination proceeding (such as an investigation or lawsuit), or otherwise engages in protected activity is strictly prohibited and will not be tolerated.

The City of Amarillo is committed to providing reasonable accommodations to applicants and employees who need them because of a disability or to practice or observe their religion, absent undue hardship.

As The City of Amarillo's City Manager, I maintain overall responsibility and accountability for the City of Amarillo's compliance with its EEO Policy and Program. To ensure day-to-day management, including program preparation, monitoring, and complaint investigation, I have appointed Andrew Freeman, Assistant City Manager as the City of Amarillo's EEO Officer. Mr. Freeman can be reached by phone at (806) 378-5285 or via email at andrew.freeman@amarillo.gov. He will report directly to me and acts with my authority with all levels of management, labor unions, and employees.

All City of Amarillo executives, management, and supervisory personnel, however, share in the responsibility for implementing and monitoring the City of Amarillo's EEO Policy and Program within their respective areas and will be assigned specific tasks to ensure compliance is achieved. The City of Amarillo will evaluate its managers' and supervisors' performance on their successful implementation of the City of Amarillo's policies and procedures, in the same way the City of Amarillo assesses their performance regarding other agency's goals.

The City of Amarillo is committed to undertaking and developing a written nondiscrimination program that sets forth the policies, practices and procedures, with goals and timetables, to which the agency is committed and make the EEO Program available for inspection by any employee or applicant for employment upon request.

I am personally committed to a workplace that acts upon its daily responsibility to treat all applicants and employees with dignity and respect, as well as equitably under the guidelines of our EEO Policy and Program.



Jared Miller, City Manager of Amarillo

03/29/2022

Date

Dissemination Plan

The City of Amarillo – Amarillo City Transit Equal Employment Opportunity Plan is available for review by employees and the public in the Human Resources Department. The Equal Employment Opportunity Policy will be disseminated as described below.

Internal Dissemination

- Each Transit Department employee will receive a memo from the City Manager regarding the revised EEO policy and personnel changes relating to the policy. Each employee will sign for the plan acknowledging they have received the revised information.
- The revised EEO Program and Policy will be included in the Transit Department Employee Handbook and included in new employee orientation conducted by the Transit Department.
- The Director of Human Resources, Transit Manager and the EEO Manager will meet semiannually to discuss the EEO program and its implementation.
- Nonsupervisory staff will be informed of the EEO policy and program actions with an EEO poster describing Amarillo City Transit's policy statement, contact person and other federal requirements on bulletin boards in the training room, Human Resources Department and near time clocks.
- The EEO policy will be included in Transit Department employee handbooks, reports and manuals.
- Meet with minority and female employees for suggestions in implementing and refining the EEO program.
- Conducting periodic EEO training for employees and for managers
- Conducting EEO training for all new supervisors or managers within 90 days of their appointment

External Dissemination

Amarillo City Transit shall disseminate its EEO policy and programs to regular recruiting sources such as:

- Regular recruiting sources (Panhandle Work Source, schools, colleges, community agencies, community leaders, Internship – High School program, etc.).
- To job applicants, on job applications and in recruiting materials. City job applications are reviewed periodically to determine compliance with the latest state and Federal EEO plan regulations.
- Area minority groups and women's organizations NAACP, Amarillo United Citizen's Forum, business and professional clubs, churches, Hispanic Chamber of Commerce, Los Barrios de Amarillo, Amarillo Women's Network, the American Association for University Women, Vocational rehabilitation agencies, etc.
- Public media sources – radio, television stations, newspapers, magazine, website or other electronic media.
- City of Amarillo applications, advertisements and vacancy announcements along with other city publications should contain EEO policy statements.

Designation of Personnel Responsibility

The City of Amarillo recognizes that there is a need to identify and attract members of minority groups and women to apply for positions within the Amarillo City Transit Department. The City of Amarillo has

appointed Andrew Freeman, Assistant City Manager to be the EEO officer whose purpose will be to ensure implementation of this program and will have direct access to the City Manager for EEO issues.

The EEO Officer will report semi-annually to the City Manager along with the Human Resources Director, Transit Director and the Assistant City Manager to discuss the programs progress. The team will discuss management, policy-level decisions and establish procedures and a vision for Amarillo City Transit.

The Amarillo City Organization Chart can be found in Attachment A, the Amarillo City Transit Organization Chart is included in Attachment B, and EEO Officer's job description is included in Attachment C.

EEO Officer Responsibilities

The City recognizes that there is a need to identify and attract members of minority groups. Encourage women and minorities to apply for positions within the City's Transit department. The EEO Officer will have direct access to the City Manager. Below you will find a list of the EEO Officer's responsibilities.

- Sensitivity to and an awareness of the varied ways in which discrimination occurs
- Total commitment to EEO program goals and objectives
- Knowledge of civil rights precepts, policies, rules, regulations and guidelines
- Authority and ability to work and communicate with others to achieve EEO goals and objectives
- Assist management in collecting and analyzing employment data, identifying problem areas, setting goals and timetable and developing programs to achieve goals
- Design, implement and monitor internal audit and reporting systems to measure program effectiveness and to determine where progress has been made and where further action is needed
- Report semi-annually to the City Manager on progress of the Transit Department's in relation to EEO goals
- Serve as a liaison between the agency, Federal, state and local governments, regulatory agencies, minority, persons with disabilities and women's organizations and other community groups
- Assuring that current legal information affecting affirmative action is disseminated to responsible officials
- Assist in recruiting minority, persons with disabilities and women applicants and establish outreach sources for use by hiring officials
- Concurring in all hires and promotions
- Processing employment discrimination complaints
- Providing EEO training for employees and managers

Agency EEO Responsibilities

Although the EEO Officer is primarily responsible for implementing an agency's EEO Program, all officials, managers, and supervisors are responsible for ensuring EEO and must not discriminate based on a protected class. All managers—from the supervisor of the smallest unit to the Board Chair or CEO/GM—bear responsibility for ensuring that agency EEO Program policies and programs are carried out.

EEO responsibilities for agency officials, supervisors and managers include:

- Participating actively in periodic audits of all aspects of employment to identify and remove barriers obstructing the achievement of specified goals and objectives

- Holding regular discussions with other managers, supervisors, employees, and affinity groups to ensure agency policies and procedures are being followed
- In conjunction with the EEO Officer, maintaining and updating the personnel database for generating reports required for the nondiscrimination program
- Cooperating with the EEO Officer in review of information and investigation of complaints
- Encouraging employee participation to support the advancement of the EEO Program (e.g., professional development and career growth opportunities, posting promotional opportunities, shadowing, mentoring)

Assessment of Employment Practices

The City of Amarillo affirms its commitment to the full realization of equal employment opportunity in its recruitment and employment selection procedures. The City of Amarillo's recruitment and merit system employment selection procedures are operated under the augmentation and clarification of Article VI of the City Charter and Section V of Chapter 325, Acts of the Texas Legislature Regular Session, 1947.

All applications for employment are processed via the City of Amarillo's website. Applicants who do not own a computer may go to the Human Resources Department for assistance with the application process or can obtain assistance over the phone. Applicants may also go to any City of Amarillo Library and use a computer to submit an application or they may submit an application at a personal computer or at a kiosk located at City Hall and the City of Amarillo Service Center.

The City of Amarillo shall ensure that all personnel actions including promotions, compensation, benefits, transfers, training, education and tuition assistance, social and recreational programs, layoffs, and return from layoffs, will be administered without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty or status as a covered veteran in accordance with applicable state and local laws governing non-discrimination in employment in every location in which the city has facilities.

The policy obligates the City of Amarillo to ensure that all recruitment and employment activities are administered without gender considerations. In compliance with this policy, job descriptions, application forms, recruitment methods and sources, interview procedures, and test administration are all reviewed for job relatedness and have been deemed to be content valid for this purpose.

Recruitment and Selection

In addition to the City of Amarillo's website, notices may also be printed in local newspapers, trade journals and other employment recruiting websites. Members of the Transit Department participate in as many recruitment opportunities as possible. Some of the local recruitment opportunities have included: Veterans Job Fairs, local Job Fair hosted by the Panhandle Work Source, targeted Job Fair for the Transit Department hosted at the Panhandle Work Source, and at Amarillo College.

The notices for postings may also be sent to local community service groups which include and are not limited to community service agencies, minority and religious groups. The Director of Human Resources develops and prepares job postings that are distributed without charge on request by persons desiring to make application with the City of Amarillo.

Application Procedures

The City of Amarillo will accept applications for employment in the Human Resources Department any time during normal business hours, over the City of Amarillo website and at Job Fairs. Any qualified person shall be considered for appointment to a vacancy who has filed an application with the Director of Human Resources in the manner specified in the City of Amarillo Personnel Rules.

Whenever a vacancy occurs in the classified service for which there is no eligibility list, an official notice is posted for at least seven (7) consecutive days prior to the date of examination inviting the filing of applications. The notice of the vacancy is posted on the City of Amarillo's website and in the office of the Civil Service Commission.

Interview Procedures

A supervisor checks each application to ensure the application contains all necessary information to check the applicant's references and employment history. If information is missing, the supervisor will contact the person and ask them to provide additional information. After the application is complete, the applicant's references and employment history is checked. If the information is satisfactory, a supervisor will call the applicant to set up an interview. If the applicant accepts the interview, the applicant comes to the office and meets with two (or more) individuals who conduct the interview. The applicant is asked a series of job related questions that are developed in coordination with the City of Amarillo Human Resources Department.

Selection Standards and Procedures

As part of the City of Amarillo's Local Civil Service Rules, the selection process is structured. Rule XI - Eligibility Lists for New Hires and Promotions outlines the process for hiring for all classified employees. Rule XI is included in the attached City of Amarillo Personnel Rules

Testing

All examinations shall be of such nature that they will fairly test the relative capacity and fitness of the persons examined to discharge the duties of the particular position to which they seek appointment. Such examinations shall, in addition to questions of general knowledge, provide for a thorough inquiry into the applicant's knowledge of and qualifications for the position for which he or she is applying.

Examination for entrance into the service and for promotion within the service shall consist of one or more of the following parts as considered appropriate for the various classifications of positions:

(a) *Written Test:* This part, when required, shall be designed to show the familiarity of the applicants with the knowledge needed in the position to which they seek appointment.

(b) *Oral Interview:* This part, when required, shall include a personal interview with applicants for positions where ability to deal with others, to meet the public, or personal qualifications are to be determined. An oral examination may also be used in examinations where a written test is unnecessary or impracticable.

(c) Performance Test: This part, when required, shall include such tests of performance as will determine the ability and skill of applicants to perform the work involved in the position to which they seek employment.

(d) Physical and Health Tests: This part shall consist of the furnishing of information by the applicant regarding his health and physical condition. It shall also consist of an examination of the applicant by the City Physician or a Physician designated by the City Physician or the Board where special expertise is needed, any such examination to be reported on an approved form.

(e) Adaptability and Aptitude Tests: This part, when required, shall include tests designed to determine general adaptability or to ascertain special traits and aptitudes.

(f) Training and Experience: This part shall consist of questions on education and experience in the application form and of such supplementary data as may be needed for certification and proof of statements made in the application, or it may consist of questions on training and experience asked at the time the written tests are given.

Promotion and Transfers

The City of Amarillo has an established local Civil Service procedure for administration of its personnel program for all employees. The personnel rules are an augmentation and clarification of Article VI of the City Charter and Section V of Chapter 325, Acts of the Texas Legislature, Regular Session, 1947 and Local Government Code Chapter 143 (formerly VACS Art. 1269m) and the City's intention of establishing a merit system of personnel administration. The attached City of Amarillo Personnel Rules spells out in detail the process that must be followed for all promotion opportunities within the City. The specific rules outlining the promotion process are as follows: Rule VII, Rule VIII, Rule IX, Rule X, Rule XI, Rule XII and Rule XIII. All persons and employees applying for employment or promotion receive fair equitable treatment in all aspects of personnel selection without regard to race, color, religion, gender,

Transfers

Any employee may apply for a job in another Department, if they are selected for an interview and are the selected candidate – the two Departments will work together to transfer the successful candidate. You will find additional information relating to this subject in Attachment I (City of Amarillo Personnel Rules - Rule XIX - Promotional Probation, Leaves of Absence, Resignations, and Grievances).

Seniority Practices, Promotions and Open Jobs

The City of Amarillo follows Recruitment and Selection practices outlined in the City of Amarillo Personnel Rules. You will find in Attachment I a document that outlines Amarillo's rules regarding recruitment, selection and open positions. The job descriptions for all Amarillo City Transit positions are found in Attachment F. Each time a position comes open, the Transit and Human Resources Department's review/update the job descriptions in order to ensure the job description applies strictly to the job. There are no problem areas in the job descriptions and procedures that would contribute to underutilization.

Training

The City of Amarillo provides new employee training to each employee when they begin work for the City. The Transit Department provides additional training to new employees. You will find the Training list in Attachment G. The list outlines training activities each person participates in when they come to work for the City/Department. The subjects range from policies and procedures, safety and security to teaching a person how to safely operate a vehicle.

The Department also obtains training by partnering with Amarillo agencies to teach staff members' valuable skills. When these training opportunities are available, all persons are scheduled time to participate. The Amarillo Police Department hosted a training seminar designed to instruct staff members how to calm angry customers. The Amarillo Emergency Management Department hosts training that provided information relating to inclement weather – what to do and where to seek shelter.

Compensation and Benefits

Wage and Salary Structure:

The City of Amarillo compensation plan is based upon a performance pay system. The system is designed to compensate and reward employee job performance. New and promoted employees receive initial performance evaluations after six (6) months of employment and a second review at the end of twelve (12) months of continuous employment. Subsequent performance evaluations are scheduled every twelve (12) months during the anniversary month of original employment or promotion. The employee's individual overall performance rating will determine the amount of the salary increase. Section 400 - Compensation Plan of the City of Amarillo Human Resource Policies and Procedures provides guidance on the City's compensation plan and performance pay system.

All regular employees of the City of Amarillo are eligible to accrue vacation time, sick leave time and injury leave. Full-time employees also participate in the Texas Municipal Retirement System.

In Attachment G, you will find the City of Amarillo Human Resource Policies and Procedures. This document contains information relating to the Merit System, Classification Plan, Leaves of Absence, Family Medical Leave Act, etc

Disciplinary Procedures and Termination Practices

Disciplinary Actions

Amarillo Transit Department employees are employees of the City of Amarillo and are subject to disciplinary action, termination and suspension policies of all City of Amarillo employees. Attached to this plan is a copy of Rule XV - Disciplinary Suspensions, Terminations, and Demotions of the City of Amarillo's Personnel Rules regarding these policies. You will find in Attachment G the City of Amarillo Human Resources Policies and Procedures, in Attachment H, the City of Amarillo Personnel Rules and in Attachment I, the City of Amarillo Disciplinary Action Report.

Layoff

Whenever it becomes necessary within any major operational division, with the exception of the Fire and Police departments, as set forth in the organizational chart within the annual budget and as amended, to reduce the work force by specific classification within that division, lay-offs shall be based on records of efficiency, job-related knowledge and experience, job performance, character, conduct, seniority and other appropriate consideration within the classification. Preferential consideration shall be given to employees affected by lay-offs in the filling of vacancies.

Termination

Amarillo Transit Department employees are employees of the City of Amarillo and are subject to disciplinary action, termination and suspension policies of all City of Amarillo employees. Attached to this plan is a copy of Rule XV - Disciplinary Suspensions, Terminations, and Demotions of the City of Amarillo's Personnel Rules regarding these policies. Terminations and demotions may be imposed for cause by a Division Director upon subordinate classified employees. The Civil Service Commission, at its option, may or may not investigate or hear an appeal from any temporary disciplinary suspension. A termination or demotion may be appealed to the Civil Service Commission by presenting a written notice of appeal within ten (10) calendar days after such written notice of demotion or indefinite suspension has been given to the employee.

Monitoring and Reporting System

Amarillo City Transit conducts the following monitoring activities:

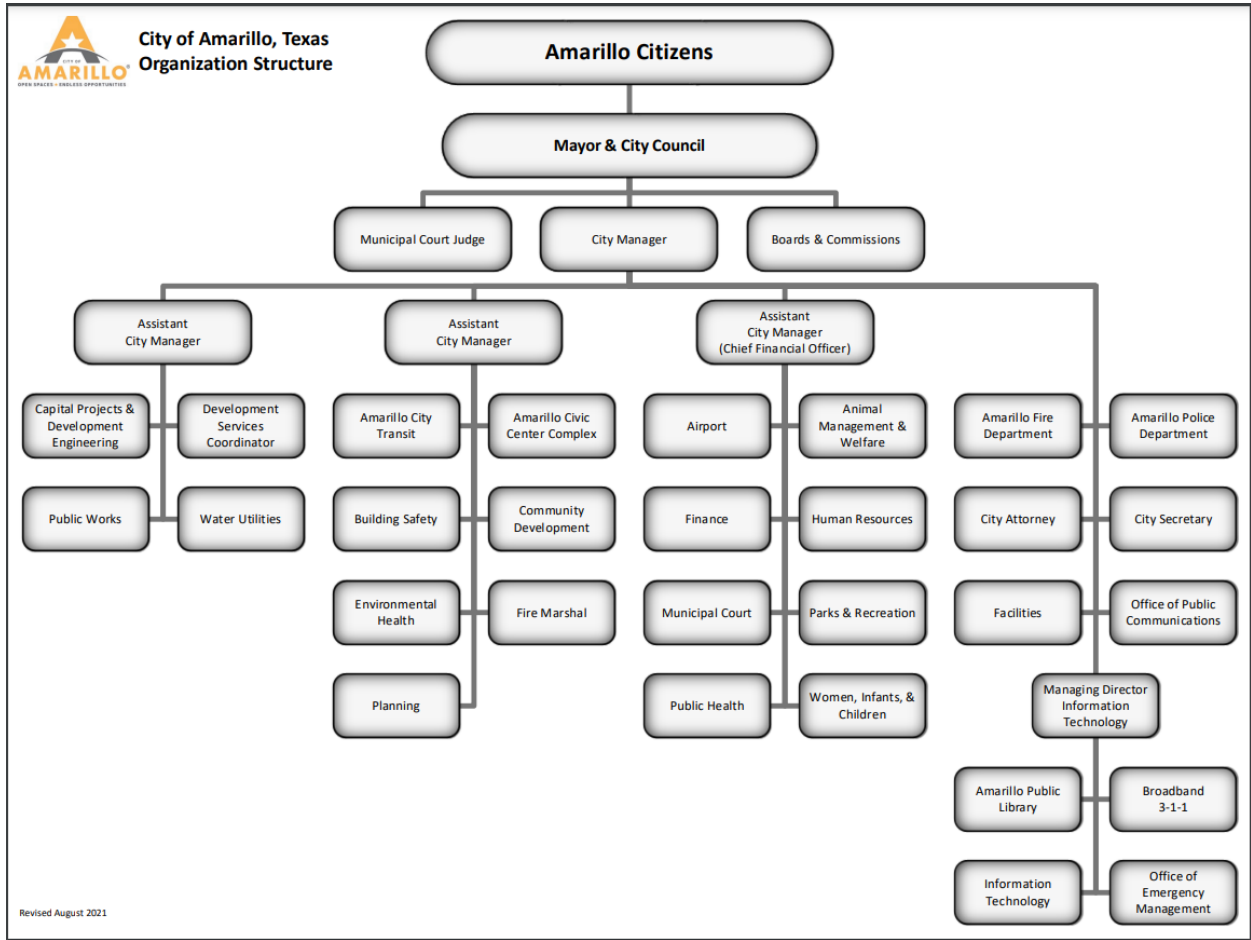
Monitoring

- The EEO Officer produces the Workforce Analysis Chart and discusses the findings and Amarillo City Transit's EEO goals with the Transit Director and Human Resource Director.
- The EEO Officer updates the Workforce Analysis Charts semi-annually and discipline/hiring data annually to determine if progress is being made toward the goals. The Transit Director, Human Resource Director or Human Resource Manager and EEO Officer discuss the status report along with a discussion regarding opportunities to meet the goal.
- The EEO Officer reviews applicant and hiring pool and results at the time of recruitment and compares these to the goal.
- In the year of 2021, Amarillo City Transit (ACT) had one EEO complaint. Human Resources investigated the complaint and there were no findings against ACT for discrimination.

Reporting

The EEO Officer will report monitoring efforts to the City Manager on a semiannual basis. The Transit Department typically hires about 20 persons each year; therefore, sufficient hiring and discipline will be developed in a six month period to review and determine if additional actions are necessary to meet the goals. Through this report and meeting, if goals are not met, the Transit Manager, Human Resources Director and the EEO Officer will meet and develop specific actions to meet the goals.

Attachment A
Amarillo City – Organizational Chart



Attachment B
Amarillo City Transit – Organizational Chart

Amarillo City Transit Department – Organizational Chart			
Transit Director (1)			
			Assistant Transit Director (1)
Safety/Training Operations Supervisor (1)	Operations Supervisor (1)	Administrative Technician (1)	Transportation Planner (1)
	Dispatcher/Route Supervisors (6)	Management Analyst (1)	Shop Supervisor (1)
	Fixed Route Operators (31)		Mechanics (5)
	Spec-Trans Operators (13)		Utility Workers (5)

Attachment C

EEO Officer Job Description

The EEO Officer develops and recommends EEO policy, a written EEO program and internal and external communication procedures. Assists management in collecting and analyzing employment data, identifying problem areas, setting goals and timetables and developing programs to achieve goals. Designs, implements and monitors internal audit and reporting systems to measure EEO program effectiveness, determine where progress has been made and where further action is needed; reports periodically to the City Manager on progress of Amarillo City Transit's goals. Serves as liaison between the agency, Federal, State and local governments, regulatory agencies, minority, persons with disabilities and women's organizations and other community groups. Assures that current legal information affecting affirmative action is disseminated to responsible officials; assists in recruiting minority, person with disabilities and women applicants and establishes outreach sources for use by hiring officials; concurs in all hires and promotions; processes employment discrimination complaints.

These responsibilities shall include, but not be limited to:

- Developing the EEO policy statement and a written EEO Program
- Assisting management in collecting and analyzing employment data, identifying problem areas, setting goals and timetables, and developing programs to achieve goals
- Designing, implementing, and monitoring internal audit and reporting systems to measure program effectiveness and to determine where progress has been made and where proactive action is needed
- Reviewing the agency's nondiscrimination plan with all managers and supervisors to ensure that the policy is understood
- Concurring in the hiring and promotion process
- In conjunction with human resources, periodically reviewing employment practices policies (e.g., hiring, promotions, training), complaint policies, reasonable accommodation policies, performance evaluations, grievance procedures, and union agreements
- Reporting at least semiannually to the CEO/GM on each department's progress in relation to the agency's goals and on contractor and vendor compliance
- Serving as liaison between the agency; Federal, state, county, and local governments; regulatory agencies; and community groups representing minorities, women, and persons with disabilities, and others
- Maintaining awareness of current EEO laws and regulations, and ensuring the laws and regulations affecting nondiscrimination are disseminated to responsible officials
- Investigating complaints of EEO discrimination
- Providing EEO training for employees and managers
- In conjunction with human resources, advising employees and applicants of available training programs and professional development opportunities and the entrance requirements
- Auditing postings of the EEO policy statement to ensure compliance information is posted and up to date

Attachment D
Transit Department Training List

TAPTCO Driver Training Videos

Federal Regulations

- Introduction to Professional Driving
- Federal Regulations

Safety & Defensive Driving

- Safety Best Practices
- ILLC Defensive Driving
- Hazard Identification & Mitigation

About the Bus

- Introduction To The Bus
- Pre & Post Trip Inspections
- Mirror Adjustments & Reference Points

Driving Situations

- Prevent Rear End Collisions
- Preventing Intersection Accidents
- Railroad Crossings
- Pedestrian & Bicycle Awareness
- Preventing Backing Accidents
- Merging, Lane Changing & Passing
- Adverse Driving Conditions
- Operating Electric Powered Buses

About the Driver

- Prevent Driver Fatigue
- Preventing Driver Distractions
- Hazards Communication
- Injury Prevention – Slips, Trips & Falls
- Using Maps & GPS
- Employee Safety Reporting System
- Health & Wellness

About the Passengers

- Professionalism and Customer Service
- Conflict and Aggression Management

Americans with Disabilities

- ADA Compliance & Sensitivity
- Mobility Devices

Additional Programs

- Whistleblower
- Preventing Harassment
- Drug & Alcohol Awareness
- Bloodborne Pathogens

Emergency & Accident Procedures

- Emergency Evacuations
- What To Do In The Event of An Accident

Topics added to TAPTCO Driver Training Videos

- Square Your Turns
- Pedestrian Awareness
- Traffic Circle
- Distracted Driving Awareness
- The Hazards of Driving Distracted
- Monkey Business
- Q-Straints
- Human Trafficking
- NTI The Mark
- NTI Warning Signs

Operator Study Guide – ELDT Supplement

- Introductions
- Regulations
- Cargo & Baggage Handling
- Hazardous Material Rules
- Fueling & Idling
- How & When to Shift Gears
- Skid & Jackknife Correction
- Security & Theft Prevention
- Miscellaneous Subjects

Attachment F
City of Amarillo Disciplinary Action Report
CITY OF AMARILLO

EMPLOYEE DISCIPLINARY ACTION REPORT

Employee Name :		Title:	
Department:		Shift:	
Date/Time of Violation:		Location:	
Date of Action Taken:		Date(s) of Disciplinary Action:	
TYPE OF VIOLATION: (please check all that apply)			
Substandard Performance:	Uncooperative:	Tardiness:	
Conduct:	Carelessness:	Unauthorized Absence:	
Disobedience:	Safety Violation:	Other:	
Violation Personnel or Department Rules & Policies:			
DESCRIPTION OF VIOLATION: (insert as many lines as needed)			
ACTION TAKEN: (insert as many lines as needed)			
PREVIOUS COUNSELING OF EMPLOYEE: (circle one)			
	YES	NO	INITIAL VIOLATION
	1 st Incident Give Specific Details (insert as many lines as needed)	2 nd Incident Give Specific Details (insert as many lines as needed)	3 rd Incident Give Specific Details (insert as many lines as needed)
Date			
Type of Violation			
Oral			
Written			
Who Counseled			
EMPLOYEE SIGNATURE / DATE		PERSON RECOMMENDING ACTION / DATE	
By my signature I acknowledge only the receipt and understanding of the disciplinary action addressed above and my rights. I understand my signature is not an admission of guilt. I have been informed of my rights under the grievance procedures under Section 900 of the Policies & Procedures manual or appeals to the Civil Service commission under Section 88 of the Personnel Rules manual, whichever applies.		I Acknowledge said employee has been counseled orally and/or in writing concerning this behavior and said counseling occurred prior to the implementation of the disciplinary action recommended above	
DEPARTMENT HEAD APPROVAL / DATE		DIVISION DIRECTOR APPROVAL / DATE	

The following attachments will be provided upon request:

Attachment G Transit Department Job Descriptions

Attachment H City of Amarillo Human Resource Policies and Procedures

Attachment I City of Amarillo Personnel Rules