

Motor Vehicle Division Administrative Memo # 17-01
Vacation Request and Approval Process – DIS

DATE: September 14, 2017

FROM: Melissa Spiegel, Director, Motor Vehicle Division

TO: All Driver & Identification Service Center staff

SUBJECT

This administrative memo explains the vacation request and approval process for Driver and Identification Services (DIS) staff who work in a customer-facing service center.

EXPLANATION

We want to ensure that all team members have an opportunity to utilize vacation at a time best suited to their personal needs. However, we also need to make certain that we maintain well-staffed areas for operational needs. With this in mind, we have established the following procedures outlined below to offer a fair and consistent opportunity for scheduling vacation time within our customer service centers. **This policy is effective September 14, 2017.**

VACATION REQUEST AND APPROVAL PROCESS PROCEDURES

ADVANCE NOTICE

Our general policy will be that you may submit vacation requests to your supervisor no sooner than 90 calendar days prior to the requested time off. It is up to the supervisor in each service center to decide how many individuals may be allowed to be off for vacation on any particular day, according to business needs. Please note that the number of individuals permitted to be off for vacation will vary from day to day, according to business demands, trends, and operational needs, and will be at the discretion of your supervisor.

Vacation requests will generally be granted in the order they are received. However, please note that advanced vacation requests submitted at any time on a given work day will be treated with the same consideration regardless of the time of day they were received. In other words, a request for future vacation that is received by a supervisor at 8:00 AM will be considered equally to a request that is received on the same day at 5:00 PM. Requests that are received on a Sunday or Monday will be considered with requests received through Tuesday. See *“Methods of Approval – When Identical Requests are Received at the same time”* for information on how we will handle multiple requests that are received on the same day for a specific day or days in the future.

SPECIAL VACATION REQUESTS

For special circumstances that require you to make travel arrangements more than 90 days in advance, you may work directly with your supervisor to coordinate the special request. Examples of special vacation requests might include a planned vacation that requires booking a flight in advance, or an immediate family member's wedding or special event. Your supervisor will determine if your request may be approved sooner than 90 days from the requested date. Keep in mind that special vacation requests that fall on or near a holiday may or may not be approved sooner than 90 days in advance depending on the circumstance.

METHOD OF APPROVAL – WHEN IDENTICAL REQUESTS ARE RECEIVED AT THE SAME TIME

If you and another teammate(s) request the same day off and submit the requests on the same day, you will be expected to work with each other and with your supervisors to discuss the requests and decide if there is an opportunity to develop a compromise or agreement to arrange who will be approved for time off. If it is not possible to reach a consensus or if you and your teammate would rather use a "lottery system", the supervisor will implement a lottery system to determine which team member will be approved for the requested time. (For example, the supervisor may draw a number out of a hat, draw shortest straw, flip a coin, etc. Be creative – this is often the only impartial way to go about handling multiple requests for the same time off.)

ACCRUED VACATION (TIME IN BANK)

You are not required to have the full amount of time in your vacation bank at the time of your vacation request. *However*, the appropriate amount of time **must** be accrued prior to the vacation occurring. If you are approved for a vacation request but do not yet have all the time accrued in your bank, your supervisor may deny any additional requests for vacation time prior to the original time you requested to help assure that you have enough time in your bank to take the future vacation you requested. You may decide to reduce the previously requested vacation time in order to take a newly requested day (if approved by your supervisor), but you will need to communicate this to your supervisor. In situations where you have requested a future vacation time but do not yet have enough time in your bank, it will be imperative to work with your supervisor to ensure you have enough time in your vacation bank or to adjust as necessary beforehand. Please keep in mind that while your supervisor will help you understand your vacation bank and accrual rate, it is ultimately your responsibility to remain accountable for your requested time off. **You will not be allowed to take leave without pay to accommodate your vacation request if you do not accumulate enough vacation time in your bank to cover your request, and you will only be allowed to take the vacation up to the amount of time you have available.** If this occurs, your supervisor will ask you to cancel the rest of your vacation request and work your regularly scheduled shift for the remaining time that your vacation hours cannot cover.

To avoid unnecessary conflicts, we urge you to not elect vacation unless you really intend to take the time and can reasonably expect to have enough vacation time to cover the vacation when it arrives. Please keep in mind that cancelling or changing a vacation request last minute may result in a fellow team member not being able to make vacation plans and utilize their own earned vacation. For these reasons, last minute or frequent changes to vacation requests may be denied by your supervisor.

Finally, we recognize the importance of a healthy work-life balance and want to make sure everyone has the opportunity to make the most out of this benefit. In the customer-facing environments we work in, it is not always easy to balance scheduling requests with operational needs, but we look forward to our teams maintaining a professional approach to vacation requests and working through any conflicting requests with maturity and respect. To the extent possible, we want your vacation time to be stress-free and rejuvenating, so when in doubt, double-check and communicate with your supervisor and your team!

QUESTIONS ABOUT THIS MEMO

Please make sure to visit with your supervisor if you have any questions about this policy.