

## 518 Workplace Monitoring

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*Effective Date: 4/1/2010*

*Revision Date:*

It is the policy of the Authority to monitor the workplace through telephone, video surveillance, Global Positioning Systems (GPS), Automated Vehicle Location technology and other devices and technology for the sake of quality control, employee safety, security, and customer satisfaction.

Employees who regularly speak with customers will have their telephone conversations monitored or recorded for quality assurance purposes to help us identify training needs and performance problems.

We reserve the right to monitor computer activities and data that are stored on Authority computer systems, and to find, read or print any data that is written or electronically sent and received.

The Authority also uses video surveillance in public, non-private workplace areas. We use video monitoring to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage and prevent harassment and workplace violence.

GPS and other tracking devices installed on Authority vehicles is used to measure on-time performance, productivity, customer service, and efficiency.