

**LOCAL LAW NO. ___ OF 2019 OF THE
INCORPORATED TOWN OF ORANGETOWN, NEW YORK
TOWN BOARD TO AMEND CHAPTER 24 AND 26 OF THE TOWN CODE
ENTITLED "LOTS, MUNICIPAL" AND "PARKING METERS" RESPECTIVELY**

BE IT ENACTED BY THE TOWN BOARD OF THE TOWN OF ORANGETOWN AS FOLLOWS:

As amended, Additions are underlined, ~~Deletions are striken~~. Chapter 24- entitled "Parking Lots, Municipal" originally adopted by the Town Board on 10-16-1994 by LL No. 2-1964 and thereafter amended 5-10-2011 by LLNo. 6-2011 and Chapter 26 entitled "Parking Meters" originally adopted by the Town Board on 1-23-2006 by LL No. 3-2006 are hereby amended as follows:

Meters

Section 1. Chapter 24 is hereby renamed as follows: "Parking Lots, Municipal" to "Parking Lots & Meters"

Article I. Parking Lots, Municipal

§ 24-1 Permit parking in municipal parking lots.

- A. The Town shall permit use of its Town parking lots for parking of motor vehicles located in the downtown Pearl River area ~~for commuter parking, merchant parking, twenty-four/seven parking and overnight parking.~~
- B. The municipal parking lots to which this section shall apply are the following Town-owned lots: Parking Lot No. 1, located between East Washington Avenue and East Central Avenue; Parking Lot No. 2, located on the south side of William Street, south of Franklin Avenue; Parking Lot No. 3, located on the corner of East Washington Avenue and North William Street.
- C. A twenty-four/seven permit is a parking permit which allows for resident parking 24 hours ~~a~~per day, seven days ~~a~~per week, in certain designated spots within a Town parking lot. The hours, location and fees for said twenty-four/seven parking permit shall be designated by pursuant to resolution of the Town Board, ~~designated by the Town Board.~~
- D. An overnight parking permit is a parking permit which allows for~~shall permit~~ resident parking in a parking space within a Town parking lot, ~~designated by pursuant to resolution of the Superintendent of Highways Town Board~~ for off-street overnight parking for people who reside in the downtown Pearl River area as defined herein. Said permit shall be issued on an annual or seasonal basis. The hours and fees for said overnight parking permit shall be designated by pursuant to resolution of the Town Board. ~~, although all such overnight parking shall be restricted to parking between the hours of 8:00 p.m. and 8:00 a.m.~~
- E. A ~~commuter municipal~~ parking permit is a parking permit which allows ~~shall permit~~ parking in

a space within a Town parking lot, ~~designated by the Town Superintendent of Highways~~ for off-street commuter parking between the hours of 6:00 a.m. and 11:00 p.m. Said permit shall be available to purchase for either a one-year period or for a six-month period, however all permits shall expire as stated in Section 24-1 L(7) . The hours, duration and fees for said municipal parking permit shall be designated by pursuant to resolution of the Town Board.

- F. A merchant parking permit is a parking permit which allows merchants to park shall permit parking in a designated metered "merchant space" within a Town parking lot. The holder of said merchant parking permit shall pay the appropriate meter fees while parked in said lot. The hours and fees for said merchant parking permit shall be designated by pursuant to resolution of the Town Board. ~~at metered spaces (at appropriate meter fees) contained therein.~~
- G. Designation of spaces for use by holders of a twenty-four/seven permit, overnight parking permit (whether annual or seasonal permit), commuter-municipal parking permit and/or merchant permit holders shall be made pursuant to resolution of by the Superintendent of Highways in his sole discretion Town Board.
- H. Twenty-four/seven parking permits, overnight parking permits, ~~commuter-municipal~~ parking permits and merchant parking permits are to be issued by the Town Clerk on the basis of the criteria set forth herein.
- I. The Town Board, by separate resolution shall designate locations, hours of operation and fees, shall, in its sole discretion, set the permit fee for all parking permits as defined hereinabove.
- J. The twenty-four/seven parking and overnight parking permits shall be obtainable and made available to residents of the Town of Orangetown who reside primarily in a residence located in downtown Pearl River, and merchant parking permits shall be obtainable and made available to any owner or lessee of any real property used for commercial and/or business purposes located in downtown Pearl River, that being any real property (residence or business) located on and between the following streets: North Henry Street from its intersection with East Washington Avenue south to South Henry Street where it meets South Middletown Road; Franklin Avenue from its intersection with Henry Street west to South William Street; South William Street south to its intersection with Jefferson Avenue; Jefferson Street west to its intersection with NYS Route 304 (Pearl Street); NYS Route 304 (Pearl Street) north to its intersection with Washington Avenue; Washington Avenue from its intersection with Route 304 (Pearl Street) east to its terminus at Middletown Road. Every individual applying for one of these permits must submit proof that he/she is an individual so eligible to receive such a permit. Said proof shall consist of an original of any two of the following documents, or such other documentation acceptable to the Town Clerk.
- (1) A deed to real property located within boundaries set forth herein.
 - (2) A current lease to any real property located within the boundaries set forth herein.
 - (3) A current driver's license setting forth the residence within the boundaries set forth herein.
 - (4) A current motor vehicle registration certificate setting forth a residence within the boundaries set forth herein.
 - (5) A voter's registration card setting forth a residence within the boundaries set forth herein.
 - (6) A current utility bill setting forth a residence within the boundaries set forth herein.
 - (7) A signed, notarized letter from the owner or lessee of any real property located within the boundaries set forth herein certifying that the individual applying for such permit is an agent, servant and/or

employee of such owner or lessee, along with one of the above [Subsection J(1) through (6)] for such owner.

K. The ~~commuter~~ **municipal** parking permit shall be made available to residents of the Town of Orangetown. If space permits, residents of the County of Rockland may also be issued such permits.

L. Additional parking fee rules, requirements and responsibilities are:

- (1) Applications must be filled out completely and accurately.
- (2) A copy of the current vehicle registration, a valid New York State driver's license and proof of existing automobile liability insurance shall be required at the time of issuance of the permit.
- (3) You must notify the Town Clerk and the Superintendent of Highways immediately of any changes with respect to residency/ownership.
- (4) Stickers may not be transferred to another vehicle.
- (5) Every permit holder must provide for his or her own snow and ice removal, as needed.
- (6) Replacement permits will be issued only if original permit sticker is removed and returned. In no event, however, will permit refunds be issued.
- (7) Each permit shall expire ~~after a one-year period~~ **on December 31st of each year, except for the seasonal overnight parking permit, which will run in accordance with Section 39-3 of the Town Code, subject to renewal and/or reapplication with proof of continued residence (or merchant employment verification) and payment of appropriate annual fees to the Town Clerk as set by the Town Board.**
- (8) All vehicles receiving permits pursuant to this section and parked in the municipal parking lots must be currently registered, insured, have proper inspection certificates and be in operable condition.
- (9) The parking of commercial vehicles in the municipal lots is prohibited.
- (10) Parking in municipal parking lots shall be for personal parking use only and not for storage of vehicles. Permits are not transferable.
- (11) Holders of twenty-four/seven permits may be required to remove their vehicles from a particular parking spot, upon 48 hours' notice from the Town, for regular site maintenance and/or snow removal. Each such permit holder shall provide at least two forms of contact information (e.g., telephone number, e-mail address, postal address, third-party telephone number, etc.) on his or her application. Any vehicle not removed upon delivery of notice by the Town will be considered illegally parked and result in removal of the vehicle from the lot pursuant to the provisions of § 24-3C of this chapter.

M. The term "individual," as used herein, means a natural person.

N. The holder of any permit issued under this chapter acknowledges and expressly agrees that parking in any downtown municipal parking lot is at the permit holder's risk, and the permit holder further agrees to hold the Town of Orangetown and its Highway Department harmless for any claim of harm or damage to the permit holder's vehicle resulting from parking in said municipal lot.

O. Alternative procedure; money in lieu of parking spaces: Where the Planning Board and/or Town Board, depending upon which board has jurisdiction over a particular site development plan or permit for a project located within the CS Zoning District in downtown Pearl River, after consultation with the Superintendent of Highways, deems that said plan does not allot the requisite

number of parking spaces as required by the Orangetown Zoning Code, the Planning Board and/or Town Board, as the case may be, may modify or waive the requirement for such parking spaces, provided that the applicant deposit with the Town, prior to the signing of the site plan by the Clerk of the Boards or other designated individual, or if no site plan is required, prior to the issuance of any building permits, a cash payment in lieu of parking spaces. Such deposit shall be placed in a special fund, and each such deposit shall be separately identified to show the name and location of the site development plan for which the deposit was made. Such deposit shall be used by the Town for the maintenance, repair and upkeep of the municipal lots, the development of future parking, the rehabilitation or improvement of existing parking and/or any other parking needs within the boundaries set forth herein. The Planning Board and/or Town Board shall determine the amount to be deposited based on the formula established by resolution of the Town Board. Notwithstanding the foregoing, residents must still pay the appropriate permit fee in order to obtain a twenty-four/seven or overnight parking permit pursuant to this chapter.

- P. Nothing in this chapter shall be construed so as to guaranty any resident a parking permit or any permit holder a particular parking spot or the availability of a parking spot at any given time.

§ 24-2 Metered parking in municipal lots.

It shall be unlawful for any vehicle to be parked in Pearl River Municipal Parking Lot No. 1, No. 2 or No. 3 or any other off-street municipal parking lot in Pearl River, except in compliance with the terms and provisions of this chapter.

- A. Metered areas. In all metered portions of the Pearl River municipal parking lots, no vehicle shall be parked without payment of the parking meters installed therein. Rates and hours shall, ~~at rates which are to~~ be set by Town Board resolution.
- B. **Meters in the Pearl River municipal lots shall be in operation between the hours of 6:00 a.m. and 6:00 p.m., Monday through Saturday; Sundays and holidays are excepted.**
- C. Holders of permits for ~~commuter~~municipal, overnight and twenty-four/seven parking do not have to pay for parking at metered spots designated as available for parking by such permit holders. Merchant parking permit holders must pay the meters as directed.
- D. No parking is permitted in nonmetered parking spots in Pearl River municipal parking lots, except by appropriate permit.

§ 24-3 Penalties for offenses.

- A. For all parking violations within Pearl River Municipal Lot Nos. 1, 2 and 3 or any other off-street municipal parking lot located in Pearl River, including violations regarding permit and/or metered parking, the registered owner of a vehicle who incurs a first violation within a one-year period shall be assessed a fine of \$15; a registered owner of a vehicle who incurs a second violation within a one-year period shall be assessed a fine of \$25; and a registered owner of a vehicle who incurs a third, or more, violation within a one-year period shall be assessed a fine of \$50 per violation. However, for each registered owner of a vehicle ticketed for a lot meter violation, he/she must complete one full year without being convicted of a lot parking meter violation before his/her fine status shall revert to "first violation within a one-year period" status. For convenience, the aforesaid fine schedule is set forth in Table 1 below.
- (1) For all Pearl River municipal lot violations, the following fine schedule is applicable to the registered owner of the vehicle:

A **TABLE 1**

	Number of Violations	Fine
E	(per year)	(per violation)
C	One	\$15
L	Two	\$25
E	Three or more	\$50

(2) Fines revert to the beginning of the schedule only after one full year with no violations.

- B. A violation of any provision of this chapter shall constitute an offense against this chapter.
- C. Except as otherwise authorized by valid permit issued pursuant to this chapter, in the event that any automobile, motorcycle or other vehicle has been left illegally parked in any metered or other parking space in violation of the provisions of this chapter for a period of five continuous hours, or if the vehicle has five or more unpaid parking violations against it, then the vehicle shall be and is hereby declared to be a public nuisance. In any case where a vehicle is declared a public nuisance, the Town may have such vehicle removed from that metered or other parking space at the expense of the registered owner thereof and tow such vehicle to a designated lot or yard, or the Town may have a boot attached to the vehicle's wheel(s). Any vehicle that has been removed from a metered or other parking space pursuant to this section shall be released to the registered owner thereof upon payment by the registered owner of the fines and other costs and expenses levied against such vehicle, including towing and storage costs.

~~§ 24-4 Severability.~~

~~If any provision, paragraph, word, section or article of this chapter is invalidated by any court of competent jurisdiction, the remaining provisions, paragraphs, words, sections and articles shall not be affected and shall continue in full force and effect.~~

~~§ 24-5 When effective.~~

~~This chapter shall become effective immediately upon filing with the Secretary of State.~~

~~As amended, Additions are underlined, Deletions are stricken. Chapter 26—Parking Meters—originally adopted by the Town Board on _____ by LL No. _____ is hereby amended as follows:~~

Section 2.

Chapter 26 is hereby re-numbered in its entirety and added to become a part of Chapter 24, with all other additions underlined and deletions stricken.

Article II. Parking Meters

§ 24-4-4 26-1 Definitions.

As used in this chapter, the following terms shall have the meanings indicated:

BATTERY ELECTRIC VEHICLE

Any vehicle that operates exclusively on electrical energy from an off-board source that is stored in the vehicle's battery(ies) and produces zero tailpipe emissions or pollution when stationary or operating.

~~{Added 9-25-2018 by L.L. No. 12-2018}~~

CHARGING

When an electric vehicle is connected to electric vehicle supply equipment (or standard outlet) for the purpose of recharging motive batteries on board the electric vehicle.

~~{Added 9-25-2018 by L.L. No. 12-2018}~~

ELECTRIC VEHICLE

Any motor vehicle that is registered with New York State Department of Motor Vehicles (DMV) and is authorized to operate on public and private highways, roads and streets, and operates, either partially or exclusively, on electrical energy from the grid, or an off-board source that is stored on board for motive purpose. "Electric vehicle" includes:

~~{Added 9-25-2018 by L.L. No. 12-2018}~~

- A. A battery electric vehicle;
- B. A plug-in hybrid electric vehicle;
- C. A neighborhood electric vehicle; and
- D. A medium-speed electric vehicle.

ELECTRIC VEHICLE CHARGING STATION - PUBLIC USE

An area that is publicly owned and publicly available (e.g., parking spaces on a public street or municipal parking lot), that is served by electric vehicle supply equipment or battery charging station equipment that has as its primary purpose the transfer of electric energy (by conductive or inductive means) to a battery or other energy storage device in an electric vehicle.

~~{Added 9-25-2018 by L.L. No. 12-2018}~~

ELECTRIC VEHICLE PARKING SPACE

Any marked parking space that is equipped with an electric vehicle charging station.

~~{Added 9-25-2018 by L.L. No. 12-2018}~~

MEDIUM-SPEED ELECTRIC VEHICLE

A self-propelled, electrically powered four-wheeled motor vehicle, equipped with a roll cage or crushproof body design, whose speed attainable in one mile is more than 25 miles per hour but not more than 35 miles per hour and otherwise meets or exceeds the federal regulations set forth in 49 CFR 571.500.

~~{Added 9-25-2018 by L.L. No. 12-2018}~~

NEIGHBORHOOD ELECTRIC VEHICLE

A self-propelled, electrically powered four-wheeled motor vehicle whose speed attainable in one mile is more than 20 miles per hour and not more than 25 miles per hour and conforms to federal regulations set forth in 49 CFR 571.500.

~~{Added 9-25-2018 by L.L. No. 12-2018}~~

PARKING-METER ZONES

Such highways or parts of highways in the Town of Orangetown where, pursuant to this or any other ordinance of the Town, parking meters are installed, operated, maintained, policed and supervised and where the payment of a fee for the privilege of parking where such meters are in operation is fixed and required.

PLUG-IN HYBRID ELECTRIC VEHICLE (PHEV)

An electric vehicle that:

~~{Added 9-25-2018 by L.L. No. 12-2018}~~

- A. Contains an internal combustion engine and also allows power to be delivered to drive wheels by an electric motor;
- B. Charges its battery primarily by connecting to the grid or other off-board electrical source;
- C. May additionally be able to sustain battery charge using an on-board internal combustion-driven generator; and
- D. Has electricity-powered travel capability.

VEHICLE, PARK, PARKING AND PARKED

Shall have the meanings as defined in the Vehicle and Traffic Law of the State of New York.

§ 24-5 26-2 Meter zones, hours and time limits.

- A. In the parts of the highways in the Town of Orangetown described in § 26-13 of this chapter and established as parking zones, and in said zones and in such other parking meter zones as hereafter may be created by ordinance of the Town of Orangetown, parking meters shall be installed, operated, maintained, policed and supervised.

- B. Cost of parking at said meters shall be set by pursuant to resolution of the Town Board Resolution.

~~All on-street meters and lot meters shall require payment of \$0.25 for each hour of parking.~~

- ~~C. Designated merchant parking spaces shall require permits to be issued to merchants by the Town of Orangetown, upon the Town's receipt of appropriate proof that a merchant is engaging in commercial business within the Hamlet of Pearl River.~~

- ~~DC.~~ Each parking meter shall have a ten-minute grace period after the expiration of the designated allowable parking time before indicating meter expiration.

- ~~ED.~~ Appropriate signs shall be placed in prominent locations to direct individuals to commuter-municipal parking and extended parking and overnight parking zones.

- F. All ~~on-street~~ parking zones shall be enforced at times to be set daily from Monday through Saturday, excluding designated holidays, from 9:00 a.m. to 6:00 p.m. by pursuant to resolution of the Town Board resolution.

- G. ~~All lot parking zones shall be enforced daily from Monday through Saturday, excluding designated holidays, from 6:00 a.m. to 6:00 p.m.~~

- H. Irrespective of any fee, charge, fine, amount, limitation on time, day and location of meter heretofore provided in § 26-2, or as provided for in §§ 26-3, 26-6, 26-10, 26-12 and 26-13 herein. the Town Board, by duly adopted resolution, may promulgate or provide for such other fee, charge, fine,

amount, limitation or time, day or location of meter as it in its discretion shall deem necessary and proper to further the purposes of this chapter for the parking areas heretofore provided or for such other parking areas as may hereafter be designated.

§ 26-324-6 Installation and maintenance.

- A. The Town Board is hereby authorized to have parking meters installed in such parking meter zones as are created by this chapter or shall be created by any other ordinance of the Town of Orangetown. Such parking meters shall be placed upon or at the curb alongside of or next to individual parking places to be designated as hereinafter provided. Each said parking meter shall be so set as to show or display a signal that the parking space alongside of the same is or is not in use.
- B. The Chief of Police of the Town of Orangetown shall provide for the operation, maintenance, policing and supervision of such parking meters and shall see that the meters are kept in good working order and condition. Each parking meter shall be so set as to display a signal showing legal parking upon the deposit of the appropriate monies or a valid meter time-card (to be available for purchase) for the appropriate designated time period. Each meter shall by its device clearly set out and continue operation from the time of depositing such coins until the expiration of the parking limit. Each meter shall also be arranged that 10 minutes after the expiration of said parking limit it will indicate that the lawful parking period as fixed by this chapter or any other ordinance of the Town of Orangetown has expired.
- C. At the sole discretion of the Town Board, a parking enforcement manager shall oversee the maintenance of all meters and parking equipment, as well as all collection and enforcement issues with respect to the Pearl River Parking Plan; he/she shall perform said duties for the Town of Orangetown for 20 hours per week, or additional or less time as mandated by the Town Board at its discretion.
- D. At the sole discretion of the Town Board, two enforcement agents shall assist the aforesaid manager with all maintenance, collection and/or enforcement issues with respect to the Pearl River Parking Plan; they shall each perform said duties for the Town of Orangetown for 20 hours per week, or additional or less time as mandated by the Town Board at its discretion.

§ 26-424-7 Spaces designated.

- A. The Town Board shall have lines or markings painted or placed upon the curb and/or upon the street adjacent to each parking meter for the purpose of designating the parking space for which said meter is to be used, and each vehicle parking adjacent to or next to a parking meter shall park within the lines or markings so established. It shall be unlawful and a violation of this chapter to park any vehicle across any such line or marking, or to park said vehicle in such a position that the same shall not be entirely within the area so designated by such lines or markings.
- B. All parking spaces shall be so marked that no vehicle shall be parked on any state highway other than parallel to the curb, and so that no vehicle shall be required to park in violation of Section 86, Subdivision 7, of the Vehicle and Traffic Law, or orders of the State Traffic Commission dated August 24, 1950, and December 23, 1953, which pertain to parking regulations on Route 304, and Central Avenue in the Hamlet of Pearl River, Town of Orangetown, Rockland County.
- C. Certain parking zones (i.e., on Franklin Street and William Street and in the municipal lot on North William Street) shall be designated as "Merchant and Extended Parking Zones" and shall be so marked by yellow meters.
- D. Certain parking zones shall be designated as "Handicapped Parking Zones" and shall be so marked by blue meters.
- E. Certain parking zones shall be designated as "15 Minute Parking Zones" and shall be so marked by red meters (these meters will require payment of \$0.25 per fifteen-minute period).

- F. Certain parking zones shall be designated as "Thirty Minute Parking Zones" and shall be so marked by green meters (these meters will require payment of \$0.25 per thirty-minute period). ~~[Added 2-13-2018 by L.L. No. 1-2018]~~
- G. Certain parking spaces on public streets or in Town-owned municipal parking lots shall be designated as electric vehicle parking spaces by the Town. The Town Board shall establish and may amend the fees, limitations of time and occupancy for the use of the electric vehicle parking spaces and electric vehicle charging stations - public use by Town Board resolution. Notwithstanding anything to the contrary contained within this chapter regarding parking meters, fees shall be based upon kilowatt-hours per charge, plus an applicable surcharge, in addition to a fee for the use of the parking space as determined by the Town Board. ~~[Added 9-25-2018 by L.L. No. 12-2018]~~

§ 24-8 26-5 Vehicle position at meter.

When a parking space in a parking meter zone is parallel with the adjacent curb or sidewalk, any vehicle parked in such parking space shall be parked with the foremost part of such vehicle nearest to such meter.

§ 24-926-6 Legal parking.

When a vehicle shall be parked in any space adjacent to which a parking meter is located, in accordance with the provisions of this chapter, the operator of said vehicle shall, upon entering the parking space, immediately deposit or cause to be deposited the required United States coins and/or meter time-card in such parking meter, and put such meter in operation, and failure to deposit such coin or coins or meter time-card and put the meter in operation shall constitute a breach of this chapter and shall subject such person to the penalty prescribed in § 26-15 hereof. Upon the deposit of such coin, or coins, or meter time-card, and placing said meter in operation, the parking space may be lawfully occupied by such vehicle during the period of parking time which has been prescribed for the part of the street in which said parking space is located. If said vehicle shall remain parked in any such parking space beyond the parking time limit fixed for such space, the meter shall by its dial and pointer indicate such illegal parking, and, in that event, such vehicle shall be considered as parked overtime and beyond the period of legal parking time, and the parking of a vehicle overtime or beyond the period of legal parking time in any such part of a street where any such meter is located shall be a violation of this chapter punishable as hereinafter set forth.

§ 24-1026-7 Overtime parking.

It shall be unlawful and a violation of the provisions of this chapter for any person to cause, allow, permit or suffer any vehicle registered in the name of or operated by such person to be parked overtime or beyond the period of legal parking time established for any parking meter zone as herein described, as designated for all particular parking zones.

§ 24-1126-8 Signal indicating illegal use of space.

It shall be unlawful and a violation of the provisions of this chapter for any person to permit any vehicle to remain or be placed in any parking space adjacent to any parking meter while said meter is displaying a signal indicating that the vehicle occupying such parking space has already been parked beyond the period of time prescribed for such parking space.

§ 24-1226-9 Record made by police officer.

It shall be the duty of each patrolman, or such other officer as shall be so instructed by the Chief of Police in his beat or district, to take the number of any meter at which any vehicle is parked overtime, as defined in this chapter, and the state vehicle tag number of such vehicle and report the same to the Police Department and make complaint for any violation in the Justice Court of said Town.

§ 24-1326-10 Coin substitutes prohibited.

It shall be unlawful and an offense to deposit or cause to be deposited in any parking meter any slug, device or substitute for any coin of the United States.

§ 24-1426-11 Tampering with meters.

It shall be unlawful and an offense for any unauthorized person to deface, injure, tamper with, open or

willfully break, destroy or impair the usefulness of any parking meter installed under the provisions of this chapter or under any ordinance of the Town of Orangetown.

§ ~~24-15~~²⁶⁻¹² Use of revenue derived from meter use.

The coins required to be deposited as provided herein are levied as police regulation and inspection fees to cover the cost of installation, operation, maintenance, policing and supervision of parking meters and the enforcement of the provisions of this chapter.

§ ~~24-16~~²⁶⁻¹³ Parking meter zones designated.

The following described parts of streets in the Town of Orangetown are hereby established as parking meter zones.

- A. Both sides of East Central Avenue from the westerly termini of the parking and standing prohibition established by the State Traffic Commissioner, adjacent to John Street, under date of February 4, 1958, to Railroad Avenue.
- B. Both sides of North and South Main Street from the intersection of North Main Street with Washington Avenue south to Fehsal's warehouse, except the area on the west side of South Main Street between the post office driveway and the curbing along the Station Plaza's southerly border.
- C. Both sides of William Street from the intersection of William Street and East Washington Avenue south to the intersection of William Street and Franklin Avenue.
- D. Both sides of Franklin Avenue from South Main Street to William Street.
- E. The island north of the post office to be metered when improved.
- F. South Railroad Avenue from Central Avenue south to the post office or such part thereof as would not encroach upon the railroad property.
- G. Such other parking meter zones as may be hereafter created by ordinances of the Town of Orangetown.

§ ~~24-17~~²⁶⁻¹⁴ Repeal of inconsistent ordinances.

Any ordinance heretofore adopted by the Town of Orangetown inconsistent with any of the terms and provisions of this chapter is hereby repealed; provided, however, that such repeal shall be only to the extent of such inconsistency, and in all respects this chapter shall be cumulative of other ordinances heretofore or hereafter adopted by the Town Board regulating and governing the subject matter covered by this chapter.

§ ~~24-18~~²⁶⁻¹⁵ Violations and penalties; removal of illegally parked vehicles.

- A. For all on-street meter violations, a registered owner of a vehicle who incurs a first violation within a one-year period shall be assessed a fine of \$12; a registered owner of a vehicle who incurs a second violation within a one-year period shall be assessed a fine of \$15; and a registered owner of a vehicle who incurs a third, or more, violation within a one-year period shall be assessed a fine of \$25 per violation. However, for each registered owner of a vehicle ticketed for an on-street meter violation, he/she must complete one full year without being convicted of an on-street parking meter violation before his/her fine status shall revert to "first violation within a one-year period" status. [By way of example, if a registered owner of a vehicle incurs a non-street meter violation on March 1, 2006, his fine shall be \$12; if he incurs a second violation on November 1, 2006, his fine shall be \$15; if he incurs a third violation on October 1, 2007, his fine shall be \$25; if he incurs a fourth violation on September 1, 2008, his fine shall remain \$25; if he incurs a fifth violation on December 1, 2009 (more than one year after the most recent fine), the fine shall revert to \$12.] For convenience, the aforesaid fine schedule is set forth in Table 1 below:

TABLE 1

For all on-street meter violations, the following fine schedule is applicable to the registered owner of the vehicle:

No. of Lot	Meter Violations Per Year	Fine per Violation
	One	\$12
	Two	\$15
	Three or more	\$25

Fines revert to the beginning of the schedule ONLY after one full year with no violations.

- B. A violation of any provision of this chapter shall constitute an offense against the Parking Meter Ordinance of the Town of Orangetown.
- C. Removal of illegally parked vehicles. Except as otherwise authorized by valid permit issued pursuant to this chapter, in the event that any automobile, motorcycle or other vehicle has been left illegally parked in any metered or other parking space in violation of the provisions of this chapter, for a period in excess of five continuous hours, or if the vehicle is parked between the hours of 4:00 a.m. and 7:00 a.m. in violation of posted restrictions, or if the vehicle has five or more unpaid parking violations against it, then the vehicle shall be and is hereby declared to be a public nuisance. In any case where a vehicle is declared a public nuisance, the Town may have such vehicle removed from that metered or other parking space at the expense of the registered owner thereof and tow such vehicle to a designated lot or yard, or the Town may have a boot attached to the vehicle's wheel(s). Any vehicle that has been removed from a metered or other parking space pursuant to this section shall be released to the registered owner thereof upon payment by the registered owner of the fines and other costs and expenses levied against such vehicle, including towing and storage costs. ~~[Added 4-12-2011 by L.L. No. 2-2011]~~
- D. In addition to any other penalties set forth in this chapter, vehicles parked in an electric vehicle parking space in violation of this section or as posted with signage installed in accordance with the fees, limitations of time and occupancy established in accordance with this section may be towed. Any costs associated with towing and storage of a vehicle that is towed pursuant to this section shall be at the vehicle owner's expense. ~~[Added 9-25-2018 by L.L. No. 12-2018]~~

~~§ 24-20-26-16 Severability.~~

~~If any section, provision or part of this chapter shall be adjudged invalid or unconstitutional by a court of competent jurisdiction, such adjudication shall not affect the validity of the chapter as a whole or any section, provision or part thereof not adjudged invalid or unconstitutional.~~

Section 3

Chapter 26 is hereby deleted in its entirety.

Section 4. Severability Clause

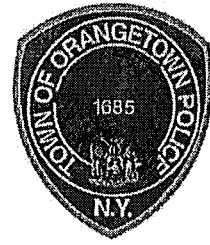
The invalidity of any word, section, clause, paragraph, sentence, part or provision of this local law shall not affect the validity of any other part of this local law that can be given effect without such invalid parts.

Section 5. Effective Date.

This Local Law shall become effective immediately upon being filed with the Secretary of State.



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26 Orangeburg Road
Orangeburg, NY 10962
Phone: (845) 359-7395 X 3509 Fax: (845) 359-4563
E-Mail: hjohnson@orangetown.com



December 6, 2018

Chief Nulty,

Please accept this letter as notice of my intention to retire.


I have submitted my paperwork to the New York State and Local Retirement System indicating my Effective Retirement Date will be on Wednesday January 16, 2019.

My last date of service will be on Tuesday January 15, 2019.

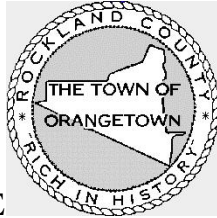
I will take the seven (7) Personal Days owed to me as terminal leave.

This will result in my last working day on Friday January 4, 2019.

Respectfully,



PO Harold G. Johnson II



TOWN ATTORNEY'S OFFICE

INTER-OFFICE MEMORANDUM

DATE: January 22, 2019

TO: Rosanna Sfraga, Town Clerk (with originals)

cc: Town Board Members (w/o encl.)
Kimberly Allen, Administrative Secretary to the Supervisor (w/o encl.)
Ellie Fordham, Secretarial Assistant II, DEME (w/o encl.)

FROM: Dennis D. Michaels, Deputy Town Attorney

RE: Certificate of Plumbing Registration (Sewer Work) 2019

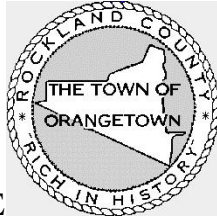
The following applicant is qualified, pursuant to the qualification certificate received from Eamon Reilly, Commissioner of the Department of Environmental Management and Engineering (original attached), and the bond and insurance certificates having been reviewed and approved (originals attached), from a legal standpoint, by the Office of the Town Attorney.

Bertussi Contracting, Inc.
60-70 Dexter Place
Pearl River, NY 10965
845-735-5588

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Ellie Fordham, Secretarial Assistant II, DEME (w/o encl.)

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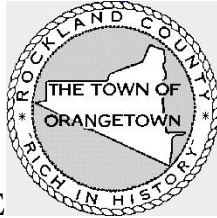
The following applicant is qualified, pursuant to the qualification certificate received from Eamon Reilly, Commissioner of the Department of Environmental Management and Engineering (original attached), and the bond and insurance certificates having been reviewed and approved (originals attached), from a legal standpoint, by the Office of the Town Attorney.

Coppola Services, Inc.
28 Executive Parkway
Ringwood, NJ 07456
Tel.: (973) 962-1890

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Ellie Fordham, Secretarial Assistant II, DEME (w/o encl.)

FROM: Dennis D. Michaels, Deputy Town Attorney

RE: Certificate of Plumbing Registration (Sewer Work) 2019

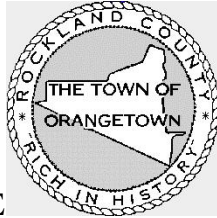
The following applicant is qualified, pursuant to the qualification certificate received from Eamon Reilly, Commissioner of the Department of Environmental Management and Engineering (original attached), and the bond and insurance certificates having been reviewed and approved (originals attached), from a legal standpoint, by the Office of the Town Attorney.

First Rate Landscaping & Construction
P.O. Box 1212
New City, NY 10956
Tel.: (845) 406-5264

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Kimberly Allen, Administrative Secretary to the Supervisor (w/o encl.)
Ellie Fordham, Secretarial Assistant II, DEME (w/o encl.)

FROM: Dennis D. Michaels, Deputy Town Attorney

RE: Certificate of Plumbing Registration (Sewer Work) 2019

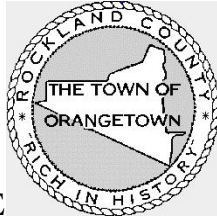
The following applicant is qualified, pursuant to the qualification certificate received from Eamon Reilly, Commissioner of the Department of Environmental Management and Engineering (original attached), and the bond and insurance certificates having been reviewed and approved (originals attached), from a legal standpoint, by the Office of the Town Attorney.

Hewitt Excavating, LLC
18 Broad Street
Norwood, NJ 07648
201-767-1510

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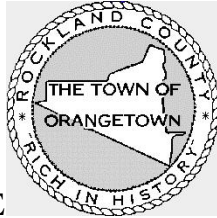
The following applicant is qualified, pursuant to the qualification certificate received from Eamon Reilly, Commissioner of the Department of Environmental Management and Engineering (original attached), and the bond and insurance certificates having been reviewed and approved (originals attached), from a legal standpoint, by the Office of the Town Attorney.

JD Backhoe Services, Inc.
3 Route 340
Orangeburg, NY 10962
Tel.: 845-359-4984

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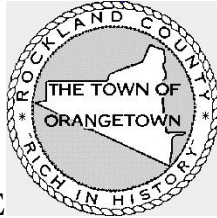
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Paving Solutions, Inc.
548 Route 17M
Monroe, NY 10950
845-782-1775

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RE: Certificate of Plumbing Registration (Sewer Work) 2019

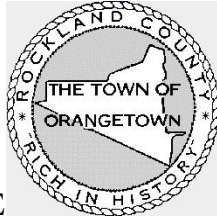
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Petillo, Inc.
167 Flanders Netcong Road
Flanders, NJ 07836
973-347-6166

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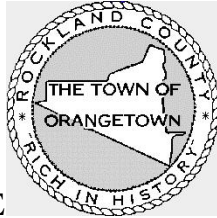
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Rooter Plumbing d/b/a Call Clint Plumbing & Septic
P.O. Box 1740
Pleasant Valley, NY 12569
Tel.: 845-635-2102

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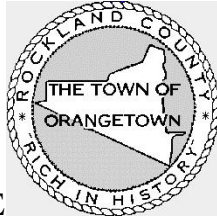
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TAL Services, LLC
176 West Erie Street
Blauvelt, NY 10913
Tel.: 914-403-2758

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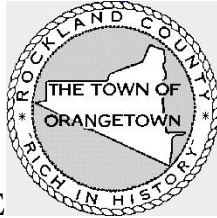
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Tobar Excavating, Inc.
385 High Street
Norwood, NJ 07648
201-784-1716

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Victor P. Zugibe, Inc.
66 West Railroad Avenue
Garnerville, NY 10923
845-947-2255

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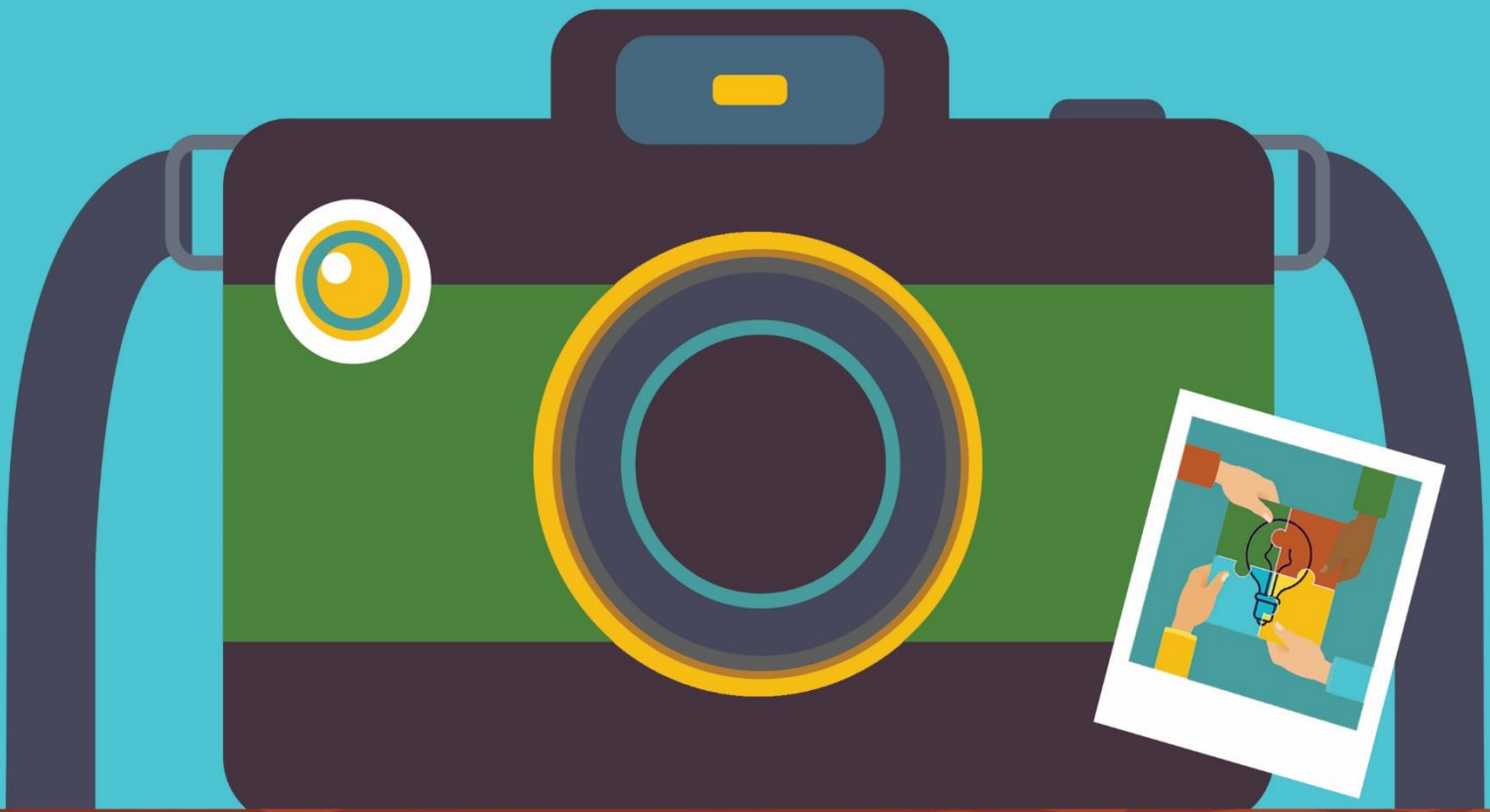
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encl.



2018

Services Snapshot and Pricing Guide



INSPIRE . ENERGIZE . LEARN

Company Snapshot

Business Training Works is a US-based, talent-development firm specializing in facilitator-led soft-skills training and employee education. We opened our doors in 2000 with nothing more than a passion for learning and development, a cell phone, and a laptop. Since then, our company has grown to include a dedicated group of experienced facilitators with strong knowledge of diverse industries ranging from healthcare and hospitality to energy and automotive manufacturing, sales, and service.

We regularly work with the Fortune 500 and other large businesses, governments, educational institutions, associations, non-profit groups, religious organizations, professional-service firms, hospitals, and small businesses.

Services

- ✔ Facilitator-Led Onsite Training
- ✔ Web-Based Facilitator-Led Virtual Classroom Training
- ✔ Self-Paced Online Courses
- ✔ Executive Coaching
- ✔ Meeting and Retreat Facilitation
- ✔ Keynote Speaking
- ✔ Organizational Consulting
- ✔ Curriculum Development

Pricing

Our prices vary depending on the complexity of a project or the time required to prepare and deliver a program.

For basic onsite training programs and instructor-led virtual sessions, you can determine the price of a course by referencing the charts in this guide.

We set executive coaching fees based on the length and format of the engagement. You will find baseline pricing for live and virtual coaching under the section in this guide labeled “Executive Coaching Fees.”

We price keynotes and meeting facilitation by the event, and consulting projects by project stage.

Transparency is a cornerstone of our philosophy. We will always tell you how we calculate what we charge.



Onsite Training Pricing Schedule Notes

- ✔ Onsite training is training delivered to a private group at their location.
- ✔ Courses are priced per group, not per person.
- ✔ Fees charged for onsite training do not include facilities or catering services.
- ✔ All prices are quoted in United States dollars.
- ✔ Prices quoted on the chart are for training delivered in the continental United States.
- ✔ For Alaska, Hawaii, Puerto Rico, and Canada, the cost is the daily rate plus \$1,500. For all other locations, please contact us.
- ✔ From time to time, our fees include the facilitator's travel. Please contact us about your locations. Where travel is not included, please plan on a travel allowance of approximately \$750 for programs lasting up to one day. For longer programs, add an additional \$250 per day.



Onsite Training Fees

Number of Participants	Half-Day Session	Full-Day Session	One-and-a-Half-Day Session	Two-Day Session
Up to 6	\$3,500	\$4,500	\$7,200	\$8,100
Up to 12	\$3,900	\$4,900	\$7,900	\$8,800
Up to 18*	\$4,300	\$5,300	\$8,600	\$9,500
Up to 24*	\$4,700	\$5,700	\$9,300	\$10,200
Up to 30* **	\$5,100	\$6,100	\$10,000	\$10,900
Up to 36* **	\$5,500	\$6,500	\$10,700	\$11,600

* We limit most presentation skills workshops to 12 or fewer participants.

** We limit most writing programs to 24 or fewer participants.

FOR MORE THAN 36 PARTICIPANTS, PLEASE CALL US.

Answers to Questions About Onsite Training

General Questions

1. How long are your onsite sessions?

Our half-day programs run three hours (e.g. 9 am – 12 pm) and our full-day courses seven (e.g. 9 am – 4 pm). We will work with your scheduling requirements to determine the exact timing for your program.

2. Our workday is 8 am – 5 pm. Can you extend your session to fill that time?

Only in the rarest of circumstances will we accommodate this request. Experience has taught us that longer days do not equal more effective training sessions.

3. What is the maximum number of participants I can put in each class?

Over the years, we have learned what size group works best for each of the courses we offer. If you have a large group, please call us so we can learn more about your needs. On a case-by-case basis, we will work with groups larger than those for which we have listed prices.

4. I want to train one group in the morning and another in the afternoon on the same topic. Do I pay for two half-day sessions?

No. We charge you the full-day rate for the total number of people in attendance.

5. I'm interested in one of your two-day programs. However, my group can only devote a half day to training. What can you do for us?

A microwaved cake doesn't taste the same as one that has spent time in a traditional oven. Along those same lines, forcing a two-day course into a half-day time slot reduces the likelihood that the program will work as designed.

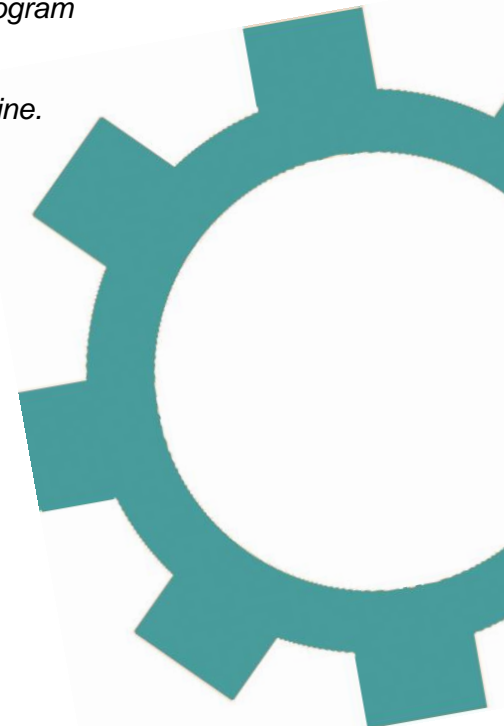
That said, please contact us to discuss your objectives and timeline. We may be able to modify a course to accommodate you.

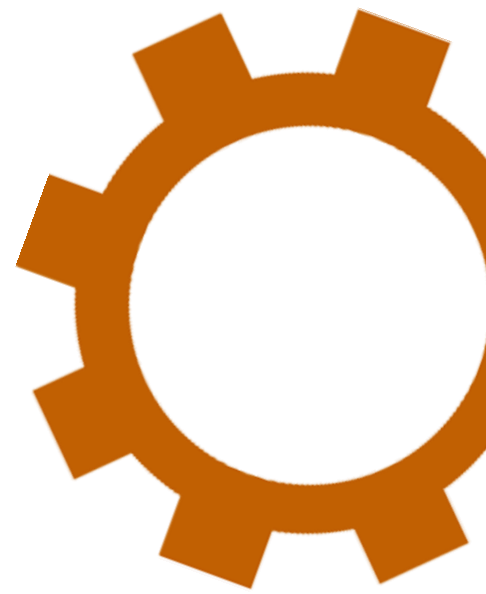
6. What do you provide, and what are our responsibilities?

Depending on the program, we will either ship handouts or send you a short PDF to you to duplicate for your group.

To run interactive sessions, we prefer seating configurations that allow for team interaction and problem solving.

We also ask that you provide us with flipchart paper, easels, and markers. Your facilitator will work with you to confirm the specifics of your session.





7. Do you sell products in class?

We are happy to recommend a resource if asked, but we never sell products during classroom time.

8. May I speak with the facilitator before the session?

A big part of this business is fit. We strongly encourage you to speak with your facilitator before your session.

9. I found a course I like, but I only have one person I need to train. Do you offer public programs?

We specialize in onsite training for groups and do not offer public courses.

10. May I join another organization's group?

You are welcome to form your own group comprising members from different organizations. However, we do not make this request of our clients.

Tailoring

1. I've reviewed your outlines, and I want certain elements from a few of them. Can you create something for me?

Usually. Your facilitator will work with you to determine your course agenda.

2. I want something you don't offer. Can you create a program for me?

Please contact us about custom course crafting.

3. We refer to our customers as "guests" and our employees as "associates." Will you change your materials to reflect our preferred vocabulary?

We can accommodate this type of request for an additional fee.

Materials

1. Where do you get your training materials?

We design the bulk of our courses from the ground up. Occasionally, we will use external resources to supplement our offerings.

2. I am a consultant, and I would like to purchase your materials to use with my own programs. Do you sell your content?

We do not sell our content to other training providers.

3. Do you offer a train-the-trainer model to corporate clients?

On a case-by-case basis, we offer a train-the-trainer model. For example, a hospital wants to improve its customer service and hires us to develop a solution. As part of that process, we deliver the initial sessions and then turn the delivery over to the organization's internal trainers.

Pricing

1. Will you work with me on pricing?

As with any professional service firm, we do not run specials or discount our services.

For less expensive options, consider our online training courses or virtual-classroom programs.

2. Another company offered to do the same kind of work for half of what you charge. Why is this?

We can't comment on why others charge less or charge more. We can tell you our facilitators are highly experienced and command fees beyond those paid to beginners.

3. Do you offer a discount if we purchase several courses from you?

Yes. If you schedule and pay for multiple courses in advance, we offer a 5% discount.

4. We are a federal or state government organization. Do you have a GSA schedule?

We are a registered vendor with the System for Award Management (SAM), but we no longer maintain GSA schedule. We offer our government clients competitive rates and are happy to reply to your RFQ, RFP or market research inquiry.

5. We are an existing client, and your prices have gone up. Will you honor the rate quoted to us last year?

Usually. Our goal is to maintain relationships with our clients. Please contact us.

Ownership

1. Once you've delivered a program for our organization, do we have the right to continue using your content to deliver our own training sessions?

No. The fees shown on the pricing chart are for course delivery. They do not cover content ownership. Without prior permission, it is not okay to hire us for the purpose of copying our work. Please ask about our train-the-trainer models.

Virtual Classroom Training Pricing Schedule Notes

- ✔ Virtual classroom courses are facilitator-led programs delivered via Adobe Connect.
- ✔ We price our web-based training courses by the segment.
- ✔ A segment runs between 90 minutes and two hours.
- ✔ While most of our virtual classroom courses consist of one segment, some include as many as six. Please reference specific course outlines to determine a program's length.
- ✔ All virtual classroom programs must be paid for in advance of delivery.

Virtual Classroom Training Fees

Number of Participants	Virtual Training Segment
Up to 6	\$1,500
Up to 12	\$1,625
Up to 18	\$1,750
Up to 24	\$1,875

Answers to Questions About Virtual Classroom Training

1. How long are your virtual training sessions?

Virtual session segments run between 90 minutes and two hours. While most courses are single-segment offerings, a few of our programs comprise multiple segments.

2. What are the technology requirements?

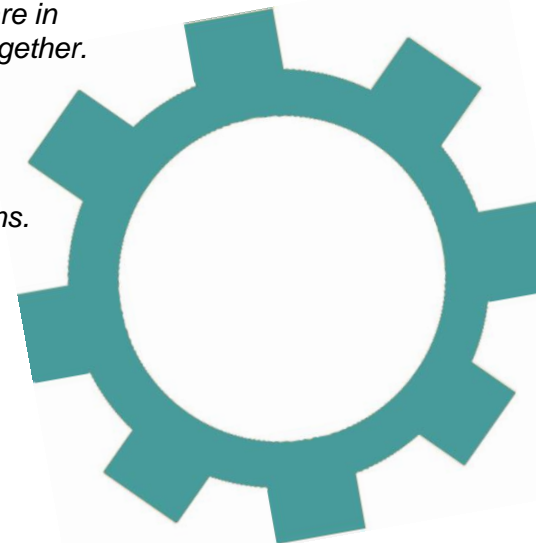
For optimal results, each participant needs a computer with a high-speed internet connection and speakers. Ideally, those computers will also have a microphone and webcam. For groups located in the same office, we find the experience works best when people are in the same room, have individual laptops, and are on camera together.

3. I do not have a group. May I join a scheduled session?

As with our onsite training programs, we do not ask our clients to open their sessions to people from other organizations.

4. Am I able to download a recording to use in the future?

We will provide you with 30-day access to a recording of your program. Please note, due to the interactive nature of our sessions, a recording is not interchangeable with live training.



Online Courses

For learners seeking a self-paced solution, we offer several training programs online. They range in price from \$50 to \$250. To determine the cost of a particular course, please refer to the course's page on our website.

Volume Discount Table

Number of Learners	Discount from List Price
25 - 50	5%
51 - 75	10%
76 - 100	15%
101 - 200	20%
201 - 300	25%
301 - 400	30%
401 - 500	35%
501 Plus	40%

Answers to Questions About Online Training

- 1. I have multiple people who want to take the same course. Are they able to share a registration?**

Online courses are priced per seat. Each participant should have his or her own seat in an online course.

- 2. How long do I have to take a course after I pay for it?**

Most of our courses have a 30-day access period. If you need additional time, you can purchase an extension. Please reference our individual course registration page to confirm the access period for the program in which you are interested.

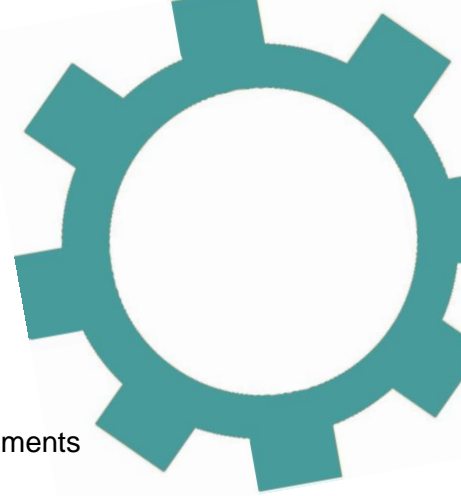
- 3. Will I receive a certificate?**

After successfully completing a course assessment and earning a passing score, you can download a certificate.

Executive Coaching

We conduct our coaching programs either virtually or in a combined format of in-person and virtual meetings. Pricing depends on the format you choose and the length of the program.

- ✔ The fees quoted below do not include travel expenses or the assessments your coach may recommend.



Basic Executive Coaching Fees

Length	Virtual Coaching	In-Person and Virtual Coaching
Three Months (Scheduled Monthly Calls)	\$3,200	\$4,800
Six Months (Scheduled Monthly Calls)	\$4,500	\$ 6,000
Twelve Months (Scheduled Monthly Calls)	\$8,500	\$10,000
Twelve Weeks (Scheduled Weekly Calls)	\$8,500	\$10,000
Twenty-Six Weeks (Scheduled Weekly Calls)	\$15,000	\$16,500
Fifty-Two Weeks (Scheduled Weekly Calls)	\$24,000	\$25,500

Facilitation

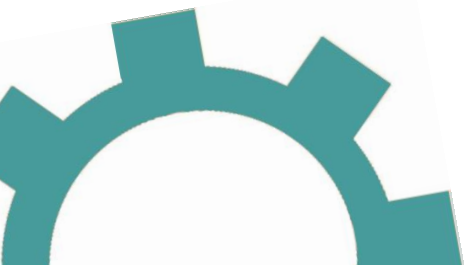
Executive retreats, strategic-planning meetings, and gatherings to address workplace change often require a skilled facilitator to craft a framework and guide discussions. We provide this service at a rate of \$5,000 per day.

Keynote Speaking

If you are looking for a keynote speaker for your next event, we can pair you with someone who will engage, entertain, and educate your group. Keynote presentations range from 45 minutes to an hour. We provide keynote speakers at a rate of \$7,500 per event.

Consulting

Sometimes clients have needs not addressed by training, coaching, facilitation, or keynote speaking. For those clients, we offer a broad range of consulting services. Fees for consulting depend entirely on the complexity of the project and are handled on a case-by-case basis.



Partial List of Clients

- ✔ AAA
- ✔ Accenture
- ✔ Adobe
- ✔ Aetna
- ✔ Air France
- ✔ Alstom Power
- ✔ American Bar Association
- ✔ American Electric Power
- ✔ Analytic Partners
- ✔ Annapolis Yacht Club
- ✔ AREVA Med
- ✔ Arizona State University
- ✔ ARRI
- ✔ Atlantis Hotel and Casino
- ✔ Aultman Hospital
- ✔ Avaya
- ✔ BAE Systems
- ✔ Bain & Company
- ✔ Baltimore County Revenue Authority
- ✔ Bank of Oklahoma
- ✔ Blue Cross Blue Shield
- ✔ BMW
- ✔ BNP Paribas
- ✔ Boehringer Ingelheim
- ✔ Bon Secours Richmond Health System
- ✔ Books-A-Million
- ✔ Boulder Community Hospital
- ✔ BP
- ✔ Broward County Public Schools
- ✔ Bucknell University
- ✔ Cancer Treatment Centers of America
- ✔ Cantex Senior Communities
- ✔ Cedars-Sinai Medical Network Services
- ✔ Chevron
- ✔ City of Hialeah
- ✔ City of Hope
- ✔ City of San Jose
- ✔ Clarion Corporation of America
- ✔ Comcast
- ✔ Consumer Product Safety Commission
- ✔ Crane Pacific Valves
- ✔ Cushman & Wakefield
- ✔ CSL Behring
- ✔ Cutanea Life Sciences
- ✔ Daiwa Capital Markets America
- ✔ Deloitte
- ✔ Department of Agriculture
- ✔ Department of Homeland Security
- ✔ Department of Justice
- ✔ Disney
- ✔ Duke University
- ✔ Dupont
- ✔ Erie Insurance Group
- ✔ EPA
- ✔ Equifax
- ✔ Fashion Institute of Technology
- ✔ FBI
- ✔ FDIC
- ✔ Federal Home Loan Bank of Des Moines
- ✔ Federal Retirement Thrift Investment Board
- ✔ First American Title Insurance Co.
- ✔ First Republic Bank
- ✔ Fitch Ratings
- ✔ Flushing Bank
- ✔ Food and Drug Administration
- ✔ Franklin Templeton Investments
- ✔ Georgia State Lottery Corporation
- ✔ General Dynamics
- ✔ General Electric
- ✔ George Mason University
- ✔ Georgetown University
- ✔ Grand Bahama Shipyard Limited
- ✔ Grand Prairie Casino
- ✔ Grow Financial
- ✔ Gulf University for Science and Technology
- ✔ Gulfstream Casino
- ✔ Hamburg Sud North America

- ✔ Hilton Hotels
- ✔ Hospice of San Joaquin
- ✔ Hostess
- ✔ Hyatt Hotels
- ✔ InformedDNA
- ✔ Investcorp Bank
- ✔ Johnson & Johnson
- ✔ Kaiser Permanente
- ✔ KMG Chemicals
- ✔ LA Law Library
- ✔ LifeLink Foundation
- ✔ Lincoln Center
- ✔ Lockheed Martin
- ✔ L'Oreal
- ✔ Marriott International
- ✔ MedImmune
- ✔ Mercedes
- ✔ Milliman
- ✔ MTV
- ✔ Murphy Oil Corporation
- ✔ NASA
- ✔ National 4-H Council
- ✔ National Kitchen & Bath Association
- ✔ National Park Service
- ✔ New Haven Housing Authority
- ✔ New York City Economic Development Corporation
- ✔ New York Presbyterian Hospital
- ✔ Noble Hospital
- ✔ North Brevard Charities
- ✔ Northrup Grumman
- ✔ Nuclear Regulatory Commission
- ✔ Nurture Nature Foundation
- ✔ Outward Bound
- ✔ Oxfam
- ✔ Paramount Group
- ✔ Patterson UTI
- ✔ PayPal
- ✔ Proskauer Rose
- ✔ Rohde & Schwarz USA
- ✔ Russell Stover
- ✔ Sandia National Labs
- ✔ Santee Cooper
- ✔ Simon-Kucher & Partners
- ✔ Singapore Tourism Board
- ✔ Social Security Administration
- ✔ Society for Human Resources Management
- ✔ Sony
- ✔ South Florida Water Management District
- ✔ Southern Maryland Electric Cooperative
- ✔ SSM Health Care
- ✔ Synergy Flavors
- ✔ Tarsadia Hotels
- ✔ Texas Tech Law Library
- ✔ The Brookings Institution
- ✔ The George Washington University
- ✔ The Ladders
- ✔ The Richard Nixon Presidential Library
- ✔ Toyota
- ✔ U.S. Tsubaki Power Transmission
- ✔ UHY Advisors, Inc.
- ✔ United Educators
- ✔ United States Air Force
- ✔ United States Army
- ✔ United States Coast Guard
- ✔ United States Marines
- ✔ United States Navy
- ✔ University of Maryland
- ✔ University of Wisconsin
- ✔ UPS
- ✔ USPTO
- ✔ Verizon
- ✔ Viacom
- ✔ Volkswagen Credit
- ✔ Waste Management
- ✔ Watson Wyatt
- ✔ WeddingWire
- ✔ Wells Fargo
- ✔ Westhampton Free Library
- ✔ Yakima Casino
- ✔ Yum! Brands

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Public-Sector Customer Service Training

Citizen Service: Customer Service and Communication Skills for Government Employees

Course Outcomes

This customer service course targeted to public-sector employees will:

- Address challenges specific to providing customer service on behalf of a government.
- Review best practices for communicating with customers in person and over the telephone.
- Suggest techniques for helping citizens navigate bureaucracy.
- Offer guidance for dealing with unhappy customers.

Course Overview

This customer service training program is designed for those who work for government agencies and routinely interact with both internal and external customers. Taught in an interactive workshop format, the course covers all aspects of professional communication and customer service for working with members of the public, coworkers, and elected officials.

Program Objectives

At this program's conclusion, participants should be able to:

- Identify how government service differs from private-sector customer service.
- Explain customer service and professionalism.
- Demonstrate good phone etiquette.
- Write professional email.
- Lead customers through complicated rules and regulations.
- Communicate with elected officials.
- Interact with difficult customers.

The following outline highlights some of the course's key learning points. As part of your training program, we will modify content as needed to meet your business objectives. Upon request, we will provide you with a copy of the participant materials prior to the session(s).

Workshop Outline

In You We Trust: Articulating How Government Service Is Different

Unlike business service providers, government service providers are often the only game in town. This opening discussion addresses the opportunities and challenges government organizations and their employees face when providing service to citizens.

The Currency of Communication: Are You Meeting the Mark?

During this part of the program, we will review the basics of service: factual accuracy, tone of voice, body language, written communication, personal appearance, and responsiveness. Participants will grade their performance and identify areas for improvement.

Fulfilling Promises: Serving for Elected Officials

Government service providers either directly or indirectly represent people who are elected to office. Managing relationships with those officials is an important part of providing accurate information from the front line and ensuring quality service to the public. This segment of the course explores methods for creating that dialogue.

Busting Through Bureaucracy and Reducing Red Tape: Helping Customers Navigate

From completing simple forms to helping customers understand complicated rules, regulations, codes, and ordinances, a customer service provider's role is often one of paperwork tour guide. During this portion of the workshop, we will look at ways to make the navigation process move more smoothly, identify words to choose when working with customers, and discuss body language to both adopt and avoid.

“My Taxes Pay Your Salary”: Working with the Frustrated and Unhappy

As much as they may try to please everyone, from time to time government service provider will encounter rude, disgruntled, and difficult customers. This segment addresses techniques for addressing challenging people, difficult situations, and managing stress.

At the conclusion of this public-sector customer service training course, participants should have a renewed sense of purpose, they should understand techniques for delivering professional service, and they should be engaged and ready to go back to work.

Available Formats

- Full-Day Training Course

Onsite Training Course Reminders

Our instructor-led training courses are available to private groups. These workshops are not offered in a public seminar format. Please contact us to speak with a facilitator about your needs and bringing training to your organization.

We offer training in the following US states: Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, and Wyoming.

We also travel to Africa, Australia and New Zealand, Asia, Canada, Central America, Continental Europe, the Middle East, and the United Kingdom.

Please contact us about your location.

- For information about pricing, please see our fee schedule.
- For instructor-led webinars, take a look at our virtual classroom programs.
- For information about self-paced courses available to anyone, see online courses catalog.
- For free resources, check out our resources pages.

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Business Training Works Service Fees

Pricing

- Our prices vary depending on the complexity of a project or the time required to prepare and deliver a program.
- For basic onsite training programs and instructor-led virtual sessions, you can determine the price of a course by referencing the charts in this guide.
- We set executive coaching fees based on the length and format of the engagement. You will find baseline pricing for live and virtual coaching under the section in this guide labeled “Executive Coaching Fees.”
- We price keynotes and meeting facilitation by the event, and consulting projects by project stage.
- Transparency is a cornerstone of our philosophy. We will always tell you how we calculate what we charge.

Onsite Training Pricing Schedule Notes

- Onsite training is training delivered to a private group at their location.
- Courses are priced per group, not per person.
- Fees charged for onsite training do not include facilities or catering services.
- All prices are quoted in United States dollars.
- Prices quoted on the chart are for training delivered in the continental United States.
- For Alaska, Hawaii, Puerto Rico, and Canada, the cost is the daily rate plus \$1,500. For all other locations, please contact us.

From time to time, our fees include the facilitator’s travel. Please contact us about your locations. Where travel is not included, please plan on a travel allowance of approximately \$750 for programs lasting up to one day. For longer programs, add an additional \$250 per day.

Onsite Training Fees

Number of Participants	Half-Day Session	Full-Day Session	One-and-a-Half-Day Session	Two-Day Session
Up to 6	\$3,500	\$4,500	\$7,200	\$8,100
Up to 12	\$3,900	\$4,900	\$7,900	\$8,800
Up to 18*	\$4,300	\$5,300	\$8,600	\$9,500
Up to 24*	\$4,700	\$5,700	\$9,300	\$10,200
Up to 30* **	\$5,100	\$6,100	\$10,000	\$10,900

Number of Participants	Half-Day Session	Full-Day Session	One-and-a-Half-Day Session	Two-Day Session
Up to 36* **	\$5,500	\$6,500	\$10,700	\$11,600

* We limit most presentation skills workshops to 12 or fewer participants.

** We limit most writing programs to 24 or fewer participants.

FOR MORE THAN 36 PARTICIPANTS, PLEASE CALL US.

Answers to Questions About Onsite Training

GENERAL QUESTIONS

How long are your onsite sessions?

Our half-day programs run three hours (e.g. 9 am – 12 pm) and our full-day courses seven (e.g. 9 am – 4 pm). We will work with your scheduling requirements to determine the exact timing for your program.

Our workday is 8 am – 5 pm. Can you extend your session to fill that time?

Only in the rarest of circumstances will we accommodate this request. Experience has taught us that longer days do not equal more effective training sessions.

What is the maximum number of participants I can put in each class?

Over the years, we have learned what size group works best for each of the courses we offer. If you have a large group, please call us so we can learn more about your needs.

On a case-by-case basis, we will work with groups larger than those for which we have listed prices.

I want to train one group in the morning and another in the afternoon on the same topic. Do I pay for two half-day sessions?

No. We charge you the full-day rate for the total number of people in attendance.

I'm interested in one of your two-day programs. However, my group can only devote a half day to training. What can you do for us?

A microwaved cake doesn't taste the same as one that has spent time in a traditional oven. Along those same lines, forcing a two-day course into a half-day time slot reduces the likelihood that the program will work as designed.

That said, please contact us to discuss your objectives and timeline. We may be able to modify a course to accommodate you.

What do you provide, and what are our responsibilities?

Depending on the program, we will either ship handouts or send you a short PDF to you to duplicate for your group.

To run interactive sessions, we prefer seating configurations that allow for team interaction and problem solving.

We also ask that you provide us with flipchart paper, easels, and markers. Your facilitator will work with you to confirm the specifics of your session.

Do you sell products in class?

We are happy to recommend a resource if asked, but we never sell products during classroom time.

May I speak with the facilitator before the session?

A big part of this business is fit. We strongly encourage you to speak with your facilitator before your session.

I found a course I like, but I only have one person I need to train. Do you offer public programs?

We specialize in onsite training for groups and do not offer public courses.

May I join another organization's group?

You are welcome to form your own group comprising members from different organizations. However, we do not make this request of our clients.

TAILORING**I've reviewed your outlines, and I want certain elements from a few of them. Can you create something for me?**

Usually. Your facilitator will work with you to determine your course agenda.

I want something you don't offer. Can you create a program for me?

Please contact us about custom course crafting.

We refer to our customers as "guests" and our employees as "associates." Will you change your materials to reflect our preferred vocabulary?

We can accommodate this type of request for an additional fee.

MATERIALS**Where do you get your training materials?**

We design the bulk of our courses from the ground up. Occasionally, we will use external resources to supplement our offerings.

I am a consultant, and I would like to purchase your materials to use with my own programs. Do you sell your content?

We do not sell our content to other training providers.

Do you offer a train-the-trainer model to corporate clients?

On a case-by-case basis, we offer a train-the-trainer model. For example, a hospital wants to improve its customer service and hires us to develop a solution. As part of that process, we deliver the initial sessions and then turn the delivery over to the organization's internal trainers.

PRICING**Will you work with me on pricing?**

As with any professional service firm, we do not run specials or discount our services.

For less expensive options, consider our online training courses or virtual-classroom programs.

Another company offered to do the same kind of work for half of what you charge. Why is this?

We can't comment on why others charge less or charge more. We can tell you our facilitators are highly experienced and command fees beyond those paid to beginners.

Do you offer a discount if we purchase several courses from you?

Yes. If you schedule and pay for multiple courses in advance, we offer a 5% discount.

We are a federal or state government organization. Do you have a GSA schedule?

We are a registered vendor with the System for Award Management (SAM), but we no longer maintain GSA schedule. We offer our government clients competitive rates and are happy to reply to your RFQ, RFP or market research inquiry.

We are an existing client, and your prices have gone up. Will you honor the rate quoted to us last year?

Usually. Our goal is to maintain relationships with our clients. Please contact us.

OWNERSHIP

Once you've delivered a program for our organization, do we have the right to continue using your content to deliver our own training sessions?

No. The fees shown on the pricing chart are for course delivery. They do not cover content ownership. Without prior permission, it is not okay to hire us for the purpose of copying our work. Please ask about our train-the-trainer models.

Virtual Classroom Training Pricing Schedule Notes

- Virtual classroom courses are facilitator-led programs delivered via Adobe Connect.
- We price our web-based training courses by the segment.
- A segment runs between 90 minutes and two hours.
- While most of our virtual classroom courses consist of one segment, some include as many as six. Please reference specific course outlines to determine a program's length.
- All virtual classroom programs must be paid for in advance of delivery.

Virtual Classroom Training Fees

Number of Participants	Virtual Training Segment
Up to 6	\$1,500
Up to 12	\$1,625
Up to 18*	\$1,750
Up to 24*	\$1,875

Answers to Questions About Virtual Classroom Training

How long are your virtual training sessions?

Virtual session segments run between 90 minutes and two hours. While most courses are single-segment offerings, a few of our programs comprise multiple segments.

What are the technology requirements?

For optimal results, each participant needs a computer with a high-speed internet connection and speakers. Ideally, those computers will also have a microphone and webcam. For groups located in the same office, we find the experience works best when people are in the same room, have individual laptops, and are on camera together.

I do not have a group. May I join a scheduled session?

As with our onsite training programs, we do not ask our clients to open their sessions to people from other organizations.

Am I able to download a recording to use in the future?

We will provide you with 30-day access to a recording of your program. Please note, due to the interactive nature of our sessions, a recording is not interchangeable with live training.

Online Courses

For learners seeking a self-paced solution, we offer several training programs online. They range in price from \$50 to \$250. To determine the cost of a particular course, please refer to the course's page on our website.

Volume Discount Table

Number of Learners	Discount from List Price
25-50	5%
51-75	10%
76-100	15%
101-200	20%
201-300	25%
301-400	30%
401-500	35%
501+	40%

Answers to Questions About Online Training

I have multiple people who want to take the same course. Are they able to share a registration?

Online courses are priced per seat. Each participant should have his or her own seat in an online course.

How long do I have to take a course after I pay for it?

Most of our courses have a 30-day access period. If you need additional time, you can purchase an extension. Please reference our individual course registration page to confirm the access period for the program in which you are interested.

Will I receive a certificate?

After successfully completing a course assessment and earning a passing score, you can download a certificate.

Executive Coaching

We conduct our coaching programs either virtually or in a combined format of in-person and virtual meetings. Pricing depends on the format you choose and the length of the program.

Basic Executive Coaching Fees

Length	Virtual Coaching	In-Person and Virtual Coaching
Three Months (Scheduled Monthly Calls)	\$3,200	\$4,800
Six Months (Scheduled Monthly Calls)	\$4,500	\$ 6,000

Length	Virtual Coaching	In-Person and Virtual Coaching
Twelve Months (Scheduled Monthly Calls)	\$8,500	\$10,000
Twelve Weeks (Scheduled Weekly Calls)	\$8,500	\$10,000
Twenty-Six Weeks (Scheduled Weekly Calls)	\$15,000	\$16,500
Fifty-Two Weeks (Scheduled Weekly Calls)	\$24,000	\$25,500

Facilitation

Executive retreats, strategic-planning meetings, and gatherings to address workplace change often require a skilled facilitator to craft a framework and guide discussions. We provide this service at a rate of \$5,000 per day.

Keynote Speaking

If you are looking for a keynote speaker for your next event, we can pair you with someone who will engage, entertain, and educate your group. Keynote presentations range from 45 minutes to an hour. We provide keynote speakers at a rate of \$7,500 per event.

Consulting

Sometimes clients have needs not addressed by training, coaching, facilitation, or keynote speaking. For those clients, we offer a broad range of consulting services. Fees for consulting depend entirely on the complexity of the project and are handled on a case-by-case basis.

BUSINESS TRAINING WORKS SERVICES OVERVIEW AND FEE SCHEDULE

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