

TriMet contract proposal  
Article 6 Customer Information Services  
November 21, 2019

1. Subject to TriMet Board Approval - Field Outreach Community Representative positions will be budgeted full time July of 2020.
2. The February 23, 2018 Tentative Agreement on Field Outreach & Community Relations Representative Negotiations, Signed by Shirley Block and Britney Colton to be amended as follows:
  - a. Uniform pants will become part of the Field Outreach Community Representative uniform policy list. TriMet will issue two pair to all current and future employees.
  - b. Section 4.c. will be amended as follows:

Scheduling/Sign-ups. A schedule sign up will take place twice a year. The ATU will be given appropriate advance notification. All Field Outreach Representatives will sign for RDO' only. Management will prepare a schedule for hours of daily work, which will be available at least ~~three~~two weeks in advance. Without regard to the foregoing, management reserves the right to revise work schedules based on business need.

3. The uniform allowance for Information Development Specialists will be discontinued because they do not wear uniforms; the shoe allowance will continue
4. Customer Service Representatives designated by management to perform Customer Service Supervisor duties will receive three dollars (\$3)/ per hour for all hours assigned.

## ARTICLE 6 – CUSTOMER INFORMATION SERVICES

### Section 1 - CUSTOMER SERVICE DEPARTMENT STAFFING

#### Par. 1. ~~Trip Planners~~ Customer Service Experience Agents

The principal functions of the Trip Planner position will include telephone trip planning assistance and other telephone customer services.

#### Par. 2 ~~Customer Service Specialists~~

~~a. Lead Customer Service Specialists will be appointed by the Supervisor as required. The Lead Customer Service Specialists shall receive fifty cents (\$.50) per hour over the employee's regular rate for each shift so worked.~~

~~b. Employees called and reporting for special work and who work less than two (2) hours shall nevertheless receive two (2) hours pay.~~

~~c. All Customer Service Specialists shall receive a thirty (30) minute paid lunch period within their shift.~~

#### Par. 3. Customer Service Representatives

a. The principle functions of the Customer Service Representatives will be to provide intake processing of customer comments, commendations and complaints pursuant to administrative processes described in the District's Customer Service Policy.

b. Employees called and reporting for special work and who work less than two (2) hours shall nevertheless receive two (2) hours pay.

c. All Customer Service Representatives shall receive a thirty-minute paid lunch period within their shift.

d. Customer Service Representatives will be filled by appointment, not by seniority bid.

#### ~~Par. 4. Pioneer Courthouse Square Assistant Supervisor~~

~~The principle functions of this position will be to perform Special Needs Information Coordinator duties. The position will be filled by appointment not by seniority bid.~~

#### Par. 5. Employees in Training

All customer services ~~specialist~~ representatives shall receive fifty cents (\$.50) per hour for training of students ~~with the exception of the Lead Operator when on duty.~~

#### Par. 6. Overtime

a. All working time above eight (8) hours in any twenty-four (24) hour period shall be paid for at the rate of time and one-half.

b. All employees shall, insofar as conditions permit, be entitled to two (2) days off in seven; it is understood, however, that under emergency conditions extra employees may be called for work on their assigned days off.

#### Par. 7. Off Duty

a. The District shall place in the Customer Services Office and the Customer Assistance Office separate off-duty books in which employees can register in ink or indelible pencil for the particular day or days they wish to be off duty, and the right to be off duty shall be

governed by the list as the names appear thereon; the name at the top of the list to be the first one off duty for such day or days, excepting holidays. Said names shall be placed in the book at least one (1) day previous to the date the employee wishes to be off duty, with the understanding that the privilege is not to be abused by anyone. No employee will be permitted to register his/her name in said book more than one (1) month in advance.

- b. The first employees off on any day shall be those who have that particular day as a regular day off. On all other days, after this class of employees has been exhausted, others may be let off according to their position in the book.
- c. To determine which Customer Service Specialists, those on leave of absence excepted, will be off duty on holidays, the following procedure will apply:
  - 1. Customer Service Specialists who have volunteered to work on the holiday will be assigned work in the order in which they signed. If there are insufficient volunteers, Customer Service Specialists will be selected in order from the bottom of the seniority list. Employees whose regular day off is the day of the holiday will be bypassed in selection.
- d. Once Employees have used 40 hours of paid sick leave in any 12-month calendar period beginning January 1 and thereafter mark off sick one (1) or two (2) days before the seven (7) national holidays, they must produce a doctor's certificate showing that sickness was real at the time of the sickness.
- e. ~~Employees taking off sick shall be required to report back not later than 10:00 a.m. the day before returning to work.~~ All employees on extended sick leave shall report to the supervisor at least once every thirty (30) days and be under the care of a registered physician at all times.
- f. No employee shall be permitted to work for another employee by individual bargaining on holidays.
- g. Employees will not be required to report for work after having worked twelve (12) or more hours until and unless they shall have had eight (8) hours off duty up to next reporting time.

#### **Par. 8. Sign-Ups**

A new sign-up shall take place: 1) in case of a major schedule change, or 2) at the request of a majority of the employees in the Department. New shifts shall be posted five (5) working days before the sign-up day.

#### **Par. 9. Vacation**

Vacation may be taken one (1) day at a time, to a maximum of:

1. ~~Two~~ (2) employees per day, among the Customer Service Experience Agents
2. One (1) among the Customer Service Representatives
- ~~3.~~ Two (2) among the Field Outreach Community Representatives with the prior approval of the Department Manager and his/her designee.

**Par. 10. Aprons/Coveralls/Uniforms**

- a. ~~The District will provide aprons or coveralls for employees when working with schedules.~~
- b. ~~Employees in the Customer Assistance Office and Information Development Specialists, as well as any employee~~ **Field Outreach Community Relations Representatives will be** provided an initial uniform issue, **and** will be eligible for a uniform allowance provided other uniformed employees.

**Par. 11. Training**

The District will provide training on all existing or new equipment pertaining to an employee's assigned job function.

**Section 2 TRANSIT ADVERTISING**

~~Par. 1. In the event the District contracts for or leases the right to or otherwise agrees with a third party for the installation, servicing, or removal of transit advertising on buses of the District, such third party must recognize the Union as the representative of any of its employees who install, service, or remove such advertising from District buses.~~

Location to be determined: May have a proposal as well.

**Customer Service Fare Revenue Specialists**

- a. Lead Customer Service Specialists will be appointed by the Supervisor as required. The Lead Customer Service Specialists shall receive fifty cents (\$.50) per hour over the employee's regular rate for each shift so worked.
- b. Employees called and reporting for special work and who work less than two (2) hours shall nevertheless receive two (2) hours pay.
- c. All Customer Service Specialists shall receive a thirty (30) minute paid lunch period within their shift.

**Par. 4. Pioneer Courthouse Square Assistant Supervisor**

The principle functions of this position will be to perform Special Needs Information Coordinator duties. The position will be filled by appointment not by seniority bid.