

Agreement

Between



*The South Worcester County
Communications Center*

and



*SWCCC Dispatchers of
MassCOP Local 497, AFL-CIO*

July 1, 2024 – June 30, 2027

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ARTICLE 1 – RECOGNITION

South Worcester County Communications Center, hereinafter referred to as the Employer or the Center, recognizes Local 497, Massachusetts Coalition of Police (MassCOP), ALF-CIO hereinafter referred to as the Union, as the sole and exclusive bargaining agent for the purpose of establishing salaries, wages, hours, and all other conditions of employment for the following unit: all permanent full-time dispatchers and permanent part-time (at least twenty (20) hours per week) dispatchers.

ARTICLE 2 – MANAGEMENT RIGHTS

Nothing in this Agreement shall limit the Center in the exercise of its function of management and in the direction and supervision of the Center's business. This includes, but is not limited to, the right to: add or eliminate departments; require and assign overtime; increase or decrease the number of jobs; change process; assign work to be performed; schedule shifts and hours of work and lunch or break periods; hire, suspend, demote, discipline, or discharge for just cause; transfer or promote; lay off because of lack of work or other legitimate reasons; establish rules, regulations, job descriptions, policies and procedures; conduct orderly operations; establish new jobs, abolish or change existing jobs; determine where, when, how and by whom work will be done; determine standards of productivity and performance; except where such rights are specifically modified or abridged by the terms of this Agreement.

ARTICLE 3 – DUES DEDUCTION

During the term of this Agreement, the Employer shall deduct from the employee's pay an amount set by the union for union dues or agency fees from each member of the union who voluntarily executes an authorization form and upon request, any additional dues amounts specified by the Union and authorized by the employee.

When filed with the employer, the authorization form will be honored in accordance with its terms, Deductions will be promptly transmitted to the Union by electronic transfer (ACH). Along with the ACH payment, an employee payroll roster will be submitted within two business days via electronic means utilizing a CSV or Excel format, including any employee in a bargaining unit that is not having dues deducted.

This electronic employee payroll roster must include, employee id numbers, legal name, bargaining unit, deduction amount, deduction type, base pay amount (excluding overtime, shift differentials, bonuses, and longevity), pay ending date and check date.

Employee Rosters

Upon signing of this agreement, and monthly thereafter, the Employer shall supply to the Union a list of all employees covered by this agreement. The list shall include the employees legal name, home address, phone number, personal email, employee ID number, date of hire, annual salary, bargaining unit, department, job title, work site, work email address and work phone

number. Each month the Employer shall also electronically transmit a list of all new hires, any terminated, or transferred employees during the month.

ARTICLE 4 – AGENCY SERVICE FEE

Each employee who elects not to join or maintain membership in the Union may voluntarily pay a service fee to the Union in any amount that is proportionally commensurate with the cost of collective bargaining and contract administration, but not to exceed the amount of periodic dues paid by employees who are members of the Union.

The agency service fee shall be calculated in accordance with the provisions of G.L. c. 150E and the regulations adopted thereunder.

All members of the bargaining unit shall be entitled to representation and to all the rights and benefits provided under this Agreement without regard to their membership, non-membership, or agency fee status within the Union or its affiliates.

ARTICLE 5 – RESERVED FOR FUTURE USE

ARTICLE 6 – UNION ACTIVITIES

The Union shall be granted reasonable access for the purposes of: posting notices, attending negotiation meetings, transmitting communications, filing grievances, and administering the contract. Union stewards and officers will be granted up to two (2) days per year, without loss of pay, for the purpose of attending Union trainings, events, or conventions subject to standard time off requests under Policy 2.02.

ARTICLE 7 – LABOR/MANAGEMENT COMMITTEE

There shall be established a Labor/Management Committee whose purpose shall be to discuss and make recommendations concerning the efficient operation of the Center and the well-being of its employees. The committee shall consist of two (2) members of the Union, the Director of the Center, and two (2) members of the Center's Operations Board. This committee shall meet in January and July of each year.

ARTICLE 8 - PROBATIONARY PERIOD

All new employees shall serve a probationary period of twelve (12) months from their date of hire. Employees may be disciplined or discharged during this period without cause or notice, and they will have no recourse to the grievance arbitration procedure. An employee who voluntarily resigns or is dismissed prior to the completion of the probationary period will forfeit any accumulated benefits including but not limited to sick time, and personal time. Once the probationary period has been successfully completed, the employee shall be considered a permanent employee.

For purposes of this article, the twelve months of actual employment will exclude any period during which the employee is on unpaid leave of any kind.

ARTICLE 9 – SENIORITY

Seniority shall be the most determining factor in regard to layoff, vacation assignment and shift assignment.

Any employee who previously worked as a full time dispatcher in the Towns of Dudley or Webster, and had their positions accreted into the South Worcester County Communications Center bargaining unit will use their date of hire as a dispatcher in their respective Town as their seniority date for determining layoff, vacations assignment, shift assignment, wage step, longevity, and job bidding. For all others, the date of hire by the Center shall be their seniority date.

Supervisor seniority shall be based on the date of promotion for determining vacation assignments, shift assignments, and wage step. An employee who steps down as a supervisor, whether voluntary or not, shall revert to seniority as defined in paragraph one of this article.

Any employee who leaves full time employment with the SWCCC and later returns to full time employment shall have their date for seniority reset to their new full time hire date.

A seniority list as attached as Appendix C

ARTICLE 10 – WORK WEEK

All wages and compensation under this agreement shall be computed and paid on the basis of a forty (40) hour work week.

Employees and Supervisors will work a four (4) day on and two (2) day off schedule of eight (8) hours per day. Director will be responsible for posting shift bid that includes groups (as organized by Director) and shifts (to be bid on within each group). Employees and Supervisor will select shift based upon seniority (e.g., 7-3, 3-11, 11-7, a split shift/fill-in if deemed necessary by Director).

The Center, in its sole discretion, may implement bi-weekly payroll at any time during the duration of this agreement, provided however that the Union is provided written notice of such change not less than 90 days prior to the anticipated date of implementation. Should any bargaining unit in the Municipal Departments of the Town of Webster receive compensation in exchange for acceptance of the implementation of bi-weekly payroll, the parties will reopen negotiations over bi-weekly payroll for the purpose of compensating employees for acceptance of bi-weekly payroll.

ARTICLE 11 – HOLIDAYS

Holidays recognized and observed as paid holidays for employees:

New Year's Day	Independence Day
Martin Luther King Day	Labor Day
Washington's Birthday	Columbus Day
Easter	Veterans' Day
Patriots' Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Juneteenth	Christmas Day

And any other day declared a holiday by federal or state government and required to be observed by Municipal Government.

If an employee works on Thanksgiving, Christmas, New Year's Day, or Fourth of July, she/he will be paid time and a half for hours worked plus their regular daily rate for the holiday. If an employee works on any of the other above-listed holidays, he/she shall be paid the following premium rates: double time, i.e., he/she shall be entitled to their holiday pay plus their regular daily rate of pay for such days as are worked.

In lieu of receiving eight (8) hours of holiday pay under the preceding paragraph, up to three (3) times per year an employee may elect to receive an eight (8) hour floating holiday. The request to receive a floating holiday in lieu of pay must be made in writing to the Director prior to the holiday occurring. The floating holiday must be used within sixty (60) calendar days of the holiday for which it was awarded, and must be used within the fiscal year it was accrued, or payment will be made for the holiday in accordance with the preceding paragraph.

Dispatchers who are scheduled to work a super holiday but do not work due to swapping off with another dispatcher will be paid at straight time for their scheduled hours. Dispatchers who work as a swap on a super holiday will be paid a differential of 0.5 times their regular rate for the hours of swap. The payback of the super holiday swap plus the differential of 0.5 times the regular rate constitutes the time and one half for hours worked on a super holiday in the case of a shift swap.

When a holiday falls during an employee's regularly scheduled days off, the employee shall receive pay equal to eight (8) hours of regular pay at said employee's current rate of pay.

ARTICLE 12 – HOLIDAY ELIGIBILITY

Employees shall be eligible for holiday pay under the following conditions:

1. If a holiday is observed during an employee's vacation, he/she shall be paid for the unworked holiday and not charged a vacation day.
2. Permanent employees who are on an inactive status due to layoff or sick leave that commenced less than thirty (30) work days prior to the week in which the holiday occurs shall receive pay for such holiday. In addition, no employee shall be deducted any vacation or sick benefits.
3. Upon the second or subsequent occasion during a fiscal year of an employee calling out sick for their last scheduled shift prior to a holiday, the holiday itself, or their first scheduled shift after a holiday, the employee may be required to provide medical documentation. Failure to do so, if asked, shall result in loss of pay for the holiday.

ARTICLE 13 – VACATIONS

An employee who has completed six (6) months of service shall be granted two (2) weeks vacation with pay. Computation for vacation eligibility will be on the basis of the anniversary date of hire for all employees in the bargaining unit, provided however that the Board of Directors, upon recommendation of the Director may award vacation time consistent with prior dispatch experience to an employee upon successful completion of their probationary period.

An employee who has completed two (2) years of service shall be granted three (3) weeks vacation with pay.

An employee who has completed five (5) years of service shall be granted one (1) additional vacation day with pay for each additional year of service completed up to a maximum of five (5) weeks of vacation with pay (e.g. an employee who has completed 7 years of service as of July 1, 2018 would be awarded 17 days of vacation).

Vacation shall be taken in increments of one (1) hour.

Vacation time will be awarded annually on the first day of the fiscal year. Employees who are due additional vacation time at any point during the fiscal year will be awarded that time as of the first day of the fiscal year, provided however that a probationary employee will not receive their initial vacation time until completion of 6 months of service time.

Full-time dispatchers may carry over up to forty (40) hours of vacation time to the next fiscal year with the approval of the Communications Center Director. Full-time dispatchers, at their discretion and in lieu of carryover, may elect to be paid for up to 40 hours of vacation time that remains unused at the end of the fiscal year. Payout will occur by July 31 of the following fiscal year.

ARTICLE 14 – PERSONAL DAYS

All employees covered by this Agreement shall be entitled to four (4) personal days per year. Personal days can be used any time during the year, but cannot be carried from one fiscal year to another. Request will be made by an employee to the Communications Center Director and answered within twenty-four (24) hours.

Personal leave shall not be unreasonably denied.

All personal leave shall be accrued on an hourly basis.

Personal leave will be awarded on the first day of employment and thereafter annually on the first day of the fiscal year.

ARTICLE 15 – SICK LEAVE

Any permanent full-time employee will accrue sick leave at the rate of one and one-quarter (1 1/4) days per month cumulative to one hundred fifty (150) days.

Any permanent and/or full-time employee who uses three (3) or more consecutive sick days and/or more than eight (8) cumulative sick days on a fiscal year basis must, at the Center's request and the employee's expense, supply a doctor's certificate verifying illness for the period of time for which sick leave is sought. For purposes of this article, a sick day shall be considered to be a full 8 hour shift. Sick time usage of less than a full 8 hour shift shall accumulate and be counted as a cumulative sick day for each 8 hours of partial day usage of sick time per fiscal year. In the event an employee provides a doctor's certificate for an absence that is greater than one consecutive day, the absences covered by the doctor's certificate will be treated as one day for purposes of the cumulative fiscal year calculation.

Employees may use up to five (5) sick leave days each fiscal year from the same accrual as above to care for a member of their immediate family or another member of their household. Family sick leave shall not be counted towards the provisions of the preceding paragraph, provided however that on the 3rd and subsequent consecutive family sick days, the employee must, at the Center's request and the employee's expense, supply a doctor's certificate verifying the family member's illness for the period of time for which family sick leave is sought. Failure to provide such documentation will cause the sick leave to be counted towards the preceding paragraph.

Sick leave may not be used to extend vacation or personal leave unless the employee, at the Center's request and the employee's expense, supplies a doctor's certificate verifying illness for the period of time for which sick leave extends vacation or personal leave.

Any absences occurring under this article that are an approved FMLA absence shall be exempt from the calculations used for purposes of requiring a doctor's certificate.

Employees will begin accruing sick time on their first day of employment and will accrue through their probationary period, however employees will not be eligible to utilize sick time until they have completed 90 days of service.

After fifteen (15) years of service and upon an employee's retirement (whether voluntary or involuntary) or death, the employee or his/her estate, as the case may be, shall receive payment for not more than one hundred twenty (120) unused sick days at his/her regular hourly rate of pay.

Employees who utilize no sick time during the course of a shift bid period will be awarded one additional personal day upon completion of the shift bid period. A maximum of two additional personal days will be awarded per fiscal year to an employee who qualifies for this incentive. Pursuant to article 14, any additional personal days awarded to an employee under this paragraph must be used within the fiscal year in which it was earned.

ARTICLE 16 – BEREAVEMENT LEAVE

In case of death of a spouse, child, step-child, parent, step-parent, sibling, step-sibling, grandchild, or significant other living in the household, an employee shall be granted up to five (5) working days off without loss of pay.

In the case of the death of an employee's grandmother, grandfather, father-in-law, mother-in-law, significant other not living in the household, or any other person living in the immediate household, an employee shall be granted up to three (3) working days off without loss of pay.

In the case of the death of an employee's brother-in-law, sister-in-law, aunt or uncle, an employee will be granted one (1) working day off without loss of pay.

At the employee's request and with the Director's recommendation, and by vote of the Board of Directors, an employee may be granted additional paid bereavement leave in addition to the paid bereavement leave listed above. In the event the Board of Directors are unable to vote in advance of the time being used and the employee utilizes vacation or personal time for additional bereavement, if the Board of Directors vote to award additional paid bereavement leave, any leave utilized beyond the above will be returned to the employee. If an employee simply chooses to utilize the above allowances, a subsequent request for additional time after returning from their approved bereavement leave will be denied.

ARTICLE 17 – WAGE SCALE

An employee shall advance from the Probation step to Step 1 upon successful completion of their probationary period. Employees advance subsequent steps annually on their Seniority Date. The Board of Directors, upon recommendation of the Director may award a pay rate at a step beyond step 1 consistent with prior dispatch experience to an employee upon successful completion of their probationary period.

Adjust wages in Appendix B as follows:

7/1/2024 – 3.5%

7/1/2025 – 3.5%

7/1/2026 – 3.5%

Add a Step 6 for that is 2% above Step 5.

Add a 10-year step for employees who have attained 10 years of service in grade that is 4% above Step 6.

Employees who are due a step increase will receive that increase at the beginning of the payroll period in which the increase is due.

The probation step shall apply to any employee hired on or after July 1, 2018. An employee who is employed as of June 30, 2018 will continue to advance steps based upon their step as of June 30, 2018.

Employees promoted from Dispatcher to Supervisor will be placed at Step 1 on the Supervisors scale; provided, however, that if their rate of pay on the Dispatchers pay scale was higher than the rate of pay for a Step 1 Supervisor, they will be placed on the lowest step of the Supervisors pay scale which is higher than their current rate of pay.

All dispatchers working 3:00 p.m. to 11:00 p.m. shall receive \$1.00 per hour shift differential and all dispatchers working 11:00 p.m. to 7:00 a.m. shall receive \$1.25 per hour shift differential.

Any dispatcher who volunteers to work an overtime shift, for which any of the hours worked are between 11:00 p.m. and 7:00 a.m., shall instead receive a \$5.00 per hour shift differential for all hours worked between 11:00 p.m. and 7:00 a.m., added onto their hourly wage after calculation of the overtime rate.

Trainer Stipend: Union members who are responsible for training new dispatchers shall receive a wage adjustment of \$2.00/hr for the direct time spent conducting training. Any indirect time spent on training, such as preparation must be approved by the Communications Center Director in advance.

Prisoner Watch Stipend: In consideration of the hazards incurred by employees with regards to supervision of prisoners at the Webster Police Department, an annual stipend of \$1,000.00 will be paid out to all employees in a lump-sum payment in the first pay period of December.

Meal Stipend: Any employee attending a department sanctioned training shall be entitled to a meal stipend of \$15.00 for each day of training. This provision shall not apply to online trainings or to trainings where a meal is provided.

ARTICLE 18 - CLOTHING ALLOWANCE

Each member of the bargaining unit shall be allotted an annual clothing allowance of five hundred fifty dollars (\$550.00) payable the first pay period in October.

ARTICLE 19 - LONGEVITY

Employees shall receive an annual longevity payment in the amount of \$100.00 multiplied by their number of years of service, starting on their fifth anniversary with the employer; provided, however, that such longevity payment shall not exceed \$2,000.00.

Please note: The following language shall be used to clarify the longevity process:

Continuous service: continued, uninterrupted service including approved leaves of absence of three (3) months or less.

Longevity payments shall be made in an annual lump-sum payment made by the Center in the pay period within which the employee's anniversary date with the SWCCC lands. This payment will reflect the amount of time the employee has worked, full time, for the SWCCC on that anniversary date. Employees and the Union will endeavor to remind the employer when an anniversary date is approaching.

With the exception of employees who were employed full-time by the SWCCC as of November 19, 2014, no employee shall receive service time under this article for any time served in any other department of any town served by the SWCCC.

ARTICLE 20 - JURY DUTY & MILITARY DUTY

The Center will pay the difference between jury pay and regular pay to any permanent full-time employee serving on a jury on a day they would normally be scheduled to work. No travel expenses will be paid. The employee shall provide the Communications Center Director with a copy of the court attendance slip.

Any permanent full-time dispatcher, including probationary, who is deployed on active military service or stateside deployments for any branch of the United States Armed Forces and/or the National Guard of any state, including reserves, and/or any employee who is participating in Military Inactive Duty Training (IDT) or Annual Training shall receive time off from work without loss of pay. Said employees shall also receive any other benefits or rights as required by state and/or federal law.

ARTICLE 21 - COURT APPEARANCES

Dispatchers who are required to appear in court by having been provided a witness summons shall appear in said court in business attire. Dispatchers shall arrive at the time noted on the summons and shall remain at the court until released by the District Attorney's office.

Dispatchers will be paid in one (1) hour increments for their time at court, which shall include travel time to and from court, if the summons is for a court case in which they were the working dispatcher. Full-time dispatchers will be paid at their overtime rate. Part-time dispatchers covered by this agreement will be paid at their regular rate.

Dispatchers who are working during the time they are required to be at court will be provided time away from their shift without loss of pay for court cases for which they were the working dispatcher. Additionally, dispatchers who are working during the time they are required to be at court will be paid a \$20 stipend, through payroll, per round trip for on-duty travel to and from any court other than Dudley District Court.

Dispatchers who are summonsed to court for a matter that occurred outside of working hours will not be compensated for the court appearance. Dispatchers who are working during the time they are required to be at court for a case that occurred outside of working hours must utilize accrued time, which will not be denied. Requests for time off due to court appearances shall be subject to the standard time off requests under Policy 2.02.

Any dispatcher requesting pay and/or time away from work to attend a court case, must provide the Communications Center Director with a copy of the court summons as soon as possible following being served. The Director may request a court time voucher, signed by a member of the District Attorney's office to confirm the court appearance.

ARTICLE 22 – OVERTIME

Employees will be compensated at a rate of 1.5 times their regular rate for all hours worked, other than swap hours, above and beyond their regularly scheduled shifts in any given week, unless otherwise provided in this article.

Forced overtime shall be made by utilizing a rotating seniority list, ordered from the least to most senior.

In the event a dispatcher is forced to work an overtime shift, the dispatcher shall receive double time for the hours for which they have been ordered to work.

Training, including training which may be considered mandatory, including but not limited to state mandated in-service training, shall not be considered forced overtime for purposes of this article. The Center will attempt to provide the employee with coverage for their regular shift on days in which they have training, however the employee may be required to work their regular shift in addition to training if coverage is unavailable.

An employee who is recalled to work by the Director or his designee will receive a guaranteed three (3) hours pay, at the applicable overtime rate, provided however that the Director may, on a case by case basis, hold them for the guaranteed period of pay. The three (3) hour minimum shall not apply when an employee is held over following the completion of their shift or is called in prior to the start of their shift such that a three (3) hours minimum would overlap with their regular hours. In the event a shift is offered for overtime and is three (3) hours in length or greater, employees who elect to split said shift and/or work only a portion of said shift shall not be eligible for the three (3) hour minimum.

ARTICLE 23 - EMPLOYEE PERFORMANCE EVALUATIONS

Beginning July 1, 2016, employees shall receive formal written evaluations six months before their anniversary date each year. The evaluation shall provide the employee with feedback regarding strengths and weaknesses in order to help the employee improve their job skills, performance, and to encourage career development. Employees will have the opportunity to review formal evaluations and respond in writing. Such responses will be attached to the evaluation and placed in the employee's personnel file. Evaluation instruments will be created by the employer with active input from the Union.

In the event the employee receives an evaluation indicating unsatisfactory work performance, the employee and the supervisor shall jointly develop a performance improvement plan. Such employee will be reevaluated within one month of their anniversary date. Should that evaluation indicate unsatisfactory work performance, the employee may be denied a step increase on their anniversary date and will be subject to further review in six months.

Employees who have been denied a step increase due to an unsatisfactory review will receive the step increase upon receiving a future satisfactory review. Step increases that have been withheld in accordance with this article will not be retroactive and will be effective on the date of the satisfactory review.

The performance evaluation tool shall be included as an attachment to the collective bargaining agreement.

ARTICLE 24– DISCIPLINE AND DISCHARGE

Disciplinary actions or measures shall include only the following:

1. Oral Reprimand
2. Written reprimand
3. Suspension (can be immediate for one (1) day without pay)
4. Discharge (in writing)

Disciplinary action may be imposed on any employee only for failing to fulfill his/her responsibilities as an employee. Any disciplinary action imposed on an employee may be processed as a grievance through the regular grievance procedure.

The Employer shall not discharge any employee without just cause. The Union shall have the right to take up the suspension and/or discharge as a grievance at the second step of the grievance procedure. The matter shall be handled in accordance with this procedure through the arbitration step if deemed necessary by either party. Any employee found to be unjustly suspended or discharged, shall be reinstated with full compensation for lost time and receive full restoration of all other rights and conditions of employment, if found to have been unjustly suspended or discharged by an arbitrator.

Depending upon the severity of the action/inaction that requires disciplinary measures, the Center's Director may suspend for more than one (1) day without pay. Additionally, the disciplinary action being imposed may include all steps as enumerated in this Article.

The Employer and the Union will continue to work cooperatively for the purpose of developing a policy prohibiting involuntary investigatory interviews conducted by individuals or organizations outside of the chain of command.

ARTICLE 25 – GRIEVANCE PROCEDURE

The Union Steward, with or without the employee, shall take up the grievance with the Communication Center Director within fourteen (14) days of when the employee knew or should have known of the incident. The Communication Center Director shall attempt to resolve the matter and shall respond to the Union Steward within five (5) working days.

If the grievance has not been settled, it shall be forwarded in writing by the Union Steward or Union Representative to the Center's Operations Board within five (5) working days after the Director's response is due. The Operations Board shall respond in writing to the steward, within ten (10) working days.

If the grievance remains unsettled, it shall be presented to the Center's Board of Directors within seven (7) working days of the Operations Board's due date of response. The Board of Directors will answer the grievance within ten (10) working days following reception of the grievance.

If the grievance remains unsettled, the Union and/or the Center can request arbitration through the State Board of Conciliation and Arbitration. The arbitrator will be chosen from a list requested by either party from the State Board of Conciliation and Arbitration. The decision of the designated arbitrator shall be binding and final for both parties.

ARTICLE 26 – REDUCTION IN FORCE

The Center and the Union agree that in the event of the layoff of bargaining unit employees, the following reduction in force provision shall apply.

Definitions. For purposes of this Agreement, the following definitions shall apply:

Layoffs: Shall mean a reduction in the number of employees in the bargaining unit as a result of a lack of work or money, or abolition of position(s), and shall not apply to reductions in force brought about by termination for disciplinary reasons, by death or retirement, by attrition, or by any other cause

Seniority: Shall mean the length of continuous, permanent service from the first date of employment with the Center, or for accredited employees as defined in Article 9. Authorized military leave or authorized leaves of absence will not constitute a break in service. In the event that the length of service of two employees is equal, seniority will be determined between those employees by lottery.

Implementation: Seniority shall be the most determining factor in regard to layoff. An employee who is notified of his/her layoff will have the opportunity to bump an employee with less seniority in a lower or equivalent wage classification within his/her job unit if, after having been interviewed by the Department Head, the employee can reasonably be expected to perform the work in the new position efficiently and effectively within a reasonable period of time. If, within a trial period not to exceed two months, the Center makes a good faith determination that the employee cannot reasonably be expected to efficiently and effectively perform the duties of the position within such two month period, the employee shall thereupon be laid off; the Center's good faith determinations as to the employee's qualifications and ability shall not be subject to the grievance procedure of the collective bargaining agreement. The Center will make a good faith effort to provide reasonable on-the-job training and supervision to the employee during this period of time. Within three (3) working days of receipt of notice of layoff, the employee must notify the Center in writing that he/she intends to exercise his/her opportunity to bump. An employee shall have only one opportunity to bump. Anything to the contrary notwithstanding, an employee shall not have the right to bump into a position having a higher wage classification

Recall to Duty. Employees who are laid off will be placed on a recall list for a period of fifteen (15) months from the effective date of the respective layoffs. Employees on the recall list shall be recalled to the positions from which they were laid off in the inverse order of layoff.

An employee who is eligible for recall shall be given three (3) weeks' notice of recall, and notice of recall shall be sent to the employee by certified mail, with a copy by certified mail, to the Union's office. The location and address of the Union's office shall be given in writing to the Center's Director. The employee must notify the Department Head of his or her intention to return, within fourteen (14) days after the Center's mailing of notice of recall. The Center shall be deemed to have fulfilled its obligation by mailing the recall notice by certified mail, return receipt requested, to the mailing address provided by the employee, it being the obligation and responsibility of the employee to provide the Department Head with his latest mailing address. If the employee refuses the offer of recall or fails to respond to the Center within fourteen (14)

days of the Center's mailing of notice, the Center shall have no further obligation to such employee under this section.

Health Insurance. During the layoff period, employees will be allowed to continue their health insurance coverage, at their expense, for a period of time as required by the Comprehensive Omnibus Budget Reconciliation Action (COBRA). Notice of an employee's rights under COBRA will be provided to the employee with his/her layoff notice.

Notice. The Center will provide the Union with a list of employees, including seniority and present wage classification and job unit. No employee will be laid off unless he/she receives a notice, in writing, at least seven (7) calendar days in advance of the layoff date. The Union shall be sent a copy of the layoff notice. The Center is required to provide only the initial layoff notice; such layoff notice, shall also serve notice to all other employees who may be laid off as a result of the exercise of bumping opportunities under this Agreement. The Union shall notify all employees who may be potentially laid off as a result of the exercise of bumping opportunities by other employees. The Union will use its best efforts to meet with all employees potentially impacted by an initial layoff notice in order to determine, as soon as possible, how bumping opportunities will be exercised and implemented and will discuss such implementation with the Center without delay.

Benefits. Employees shall be paid, subject to appropriation, for all vacation and sick leave accrued at the time of layoff in accordance with the Collective Bargaining Agreement.

ARTICLE 27 – RECALL AFTER LAYOFF

Employees who are laid-off will be placed on a recall list for a period of fifteen (15) months from the effective date of the respective layoff. Employees on the recall list shall be recalled to the positions from which they were laid-off in the inverse order of layoff.

An employee who is eligible for recall shall be given three (3) weeks' notice of recall, and notice of recall shall be sent to the employee by certified mail with a copy, by certified mail, to the Union's office. The employee must notify the Communications Center Director of his or her intention to return, within fourteen (14) days after the Center's mailing of notice and recall. The Center shall be deemed to have fulfilled its obligation by mailing the recall notice by certified mail, return receipt requested, to the mailing address provided by the employee, it being the obligation and responsibility of the employee to provide the Department Head with his or her latest mailing address. If the employee refuses the offer of recall or fails to respond to the Center within fourteen (14) days of the Center's mailing notice, the Center shall have no further obligations to such employee under this Article.

A recalled employee must be qualified for the position he or she is being recalled to perform. The Center may require a physical exam (including drug and alcohol testing) for a recalled employee.

ARTICLE 28 – HEALTH INSURANCE

CONTRIBUTION

Employees who are enrolled in a Center medical insurance plan shall contribute 25% of the premium cost.

RIGHT TO SELECT CARRIER

The benefits provided by the Center may be provided in conjunction with one of the member communities and may be provided through a self-insured plan or a group insurance policy or policies issued by an insurance company or companies selected by the Center or the partner community. Sixty (60) days prior to the implementation of any change in carrier, the Center shall submit to the Union the new coverage so that the Union can ascertain that the new carrier will provide a comparable level of coverage and benefits.

DENTAL / OPTICAL PLANS

As of the ratification of the contract, or as immediately feasible thereafter, the Center agrees to offer employees dental and optical coverage at the sole cost of the employee and providing a carrier will provide said option(s).

PREMIUM CONVERSION PLAN

In order to shelter the employees' contribution to medical insurance or an HMO plan from income tax, the Center agrees to the extent permitted by law to implement a premium conversion plan for health insurance for employees.

Waiver of Coverage

Notwithstanding the above, employees may voluntarily elect to waive, in writing, all medical insurance coverage as outlined above, and in lieu thereof, shall receive an annual payment in cash of \$2,000.00. Payment to those employees waiving or reducing coverage shall be made in equal payments in February and June. Proof of change in insurance status may be required by the Town Treasurer.

Where a change in an employee's status prompts the employee to resume Town-provided insurance coverage, the written waiver shall, upon written notice to the Town, be revoked. Upon receipt of revocation of the waiver, insurance coverage shall be reinstated as soon as possible, subject, however, to any regulations or restrictions including waiting periods, which may then be prescribed by the appropriate insurance carriers. Depending upon the effective date of such reinstated coverage, appropriate financial adjustment shall be made between the employer and the Town to ensure that the employee has been compensated but not overcompensated, for any waiver elected in this section.

Notice of the intent to waive insurance coverage must be sent to the Town Treasurer not later than October 1, to be effective on January 1 of each contract year. The election to waive coverage shall be approved after the employee has provided the Town with proof of alternative insurance coverage. Waiver of insurance coverage procedures must be acceptable to the applicable insurance carrier.

This section shall not apply if the employee receives insurance coverage through a plan provided through any of the following entities, whether as their own plan or a family member's plan: The Town of Webster, The Town of Dudley, or the South Worcester County Communications Center

ARTICLE 29 – FAMILY MEDICAL LEAVE ACT

The Center agrees to abide by the provisions of the Family and Medical Leave Act of 1993 and the Town of Webster Family Medical Leave Policy, as may from time to time be amended; however any claim under the provision of the Act is not subject to the grievance procedure. The current revision of the Town of Webster FMLA Policy will be kept on file at the Webster Town Administrator's Office.

ARTICLE 30 – ACCRUAL OF TIME DURING LEAVE

Employees who are on an unpaid leave of absence under the Family Medical Leave Act or while being covered under any type of disability insurance to include worker's compensation will not accrue sick, personal, or vacation time for the duration of the leave.

Employees also will not be paid for holidays during an unpaid leave under FMLA, disability, or worker's compensation.

ARTICLE 31 - NO STRIKE

It is understood and agreed that the service performed by the employees covered by this agreement are essential to the public health, safety, and welfare of the Towns serviced by the Center. Therefore, the Union agrees on behalf of itself and its members that it will not authorize, instigate, aid, condone, or engage in any strike, work stoppage, or other action including sick-out, withholding of service, withholding of overtime, refusal to perform duties, however established, including by Center rules and regulations and the refusal to cross a picket line, at any time including upon termination of this agreement. No employee shall cause or take part in any strike, work stoppage, slowdown, or other action including so-called work to rule, refusal to perform duties, however established, including the Center rules and regulations, and the refusal to cross a picket line.

In the event of a violation of this section, the union agrees to take positive affirmative steps with the employees concerned and to hold employee meetings to bring about an immediate resumption of normal work.

The center agrees not to lock out employees during the term of this agreement.

ARTICLE 32 – MISCELLANEOUS PROVISIONS

When there are at least three dispatchers working any particular shift, each employee working greater than 4 hours shall be entitled to a paid 30-minute break period and employees working 4 hours or less shall be entitled to a paid 15-minute break period. Employees on a break must keep their communication device on their person and return to the Center as soon as possible if there is a significant incident or call volume greater than which can be safely handled by the remaining two dispatchers.

ARTICLE 33 – TERMINATION

This contract shall take effect on July 1, 2024 and shall remain in effect up to and including June 30, 2027. The contract shall renew itself from year to year thereafter, unless either party to the Agreement gives written notice to the other party at least sixty (60) days prior to the expiration of this Agreement. Pending renegotiating, this contract will remain in effect.

Appendix A
Employee Evaluation Tool

MASTER SCORE SHEET JOB PERFORMANCE REVIEW

Employee: _____

Date: _____

PERFORMANCE AREA	POSSIBLE SCORE	SCORES EARNED
A. Job Knowledge/Skills	5	
B. Specific Job Skills: Radio	5	
C. Specific Job Skills: Telephone	5	
D. Professionalism/Interpersonal Skills	5	
E. Team Work	5	
Total Employee Score		

The Performance Levels score the employee's level of competency in each of the five performance areas.

Performance Levels	
5 Distinguished	Exceeds expectations on consistent basis. Performs at highest level. May not receive a "5" if performance does not reflect all of behavior listed in descriptive summary
4 Commendable	Performance above satisfactory and expected level of performance. A rating of "4" means employee exhibits some, but not all of the behaviors listed in descriptive summary
3 Meets Standards	Performance meets job requirements, demonstrates productivity, effectiveness and competency. A rate of "3" means all of the behaviors listed in the descriptive summary are characteristic of the individual.
2 Needs Improvement	Performance does not consistently meet all job requirements; improvement is necessary to attain expected level of performance. A rating of "2" means that some, but not all, of the performance listed in descriptive summary are below standards
1 Below Standards	Performance is consistently below job requirements; does not demonstrate necessary skills and abilities. This rating indicates that all of the performance listed in the descriptive summary are below standards

The Performance Rating is the overall score of the Employee's job performance evaluation.

Performance Rating	
20-25 Exceeding Expectations	<ul style="list-style-type: none"> • Job performance over a sustained period of time is clearly and consistently exceptional. • Continually exceeds all expectations. • Demonstrates the very best and serves as a model to other employees.
15 - 19 Meeting Expectations/Satisfactory	<ul style="list-style-type: none"> • Fully meets and sometimes exceeds expectations. • Demonstrates full understanding of all required functions. • Provides thorough attention to accomplish all of the assigned responsibilities with limited direction.
0 - 14 Not meeting Expectations	<ul style="list-style-type: none"> • Has difficulties accomplishing duties and position responsibilities. • May require more than minimal help from supervisor and others to perform effectively. • Goals to achieve performance improvement are in the Career Development & Summary Evaluation form.

Documentation to Support Rating Communications Operator Evaluation

Documentation for Employee:

Submitted by Supervisor:

Evaluation Period:

Date evaluation completed:

Performance Areas	Score
1. Job Knowledge/Skills:	
2. Specific Job Skills-Radio:	
3. Specific Job Skills-Telephone:	
4. Professionalism/ Interpersonal Skills:	
5. Teamwork:	

Summary Evaluation

Employee: _____ Date: _____

Commendations or Noteworthy Events:

Accomplishments:

Strengths:

Documented Counseling or Areas of Concern:

Overall Performance Comments:

Career Growth & Development

The Supervisor and Employee shall work together to develop goals for the planning period.

- List personal/professional long and short-term goals/objectives and time frame to accomplish.
- Assess special assignment opportunities
 - Identify work activities, special projects, courses, certifications, workshops, etc. to pursue during the next year that will improve the employee's skills or develop the employee professionally.
 - Indicate a plan for achieving the activities (specific dates/locations of training activities; detailed plan of special project & date of completion)

GOALS

PREVIOUS GOALS

Performance Review Signatures

For Employee: _____ Evaluation Period: _____

Employee Comments (Optional):

Employee: _____ Date: _____
Indicates only that the appraisal has been reviewed with the Employee.

Supervisor: _____ Date: _____

Director: _____ Date: _____

A. Job Knowledge/Skills

A Communications Operator shall be accountable to know her/his job well and apply acquired skills to assigned duties and tasks.

<i>Distinguished/Commendable</i> 4.5	<ul style="list-style-type: none"> • Always offers and is confident and proficient on all medical calls. Consistently obtains an average of 93-100 % on all EMD calls reviewed during the evaluation period • During random reviews, obtains an average of 96-100 % for verification of location by repeating it back to caller • During random reviews, obtains an average of 96-100 % for acquiring callers name and number with verification of phone number • Is able to enter, modify, or clear any NCIC/CJIS/NLETS entries requested by agencies • Navigation and knowledge of computer equipment - Very proficient in operation of <ul style="list-style-type: none"> ▪ CAD (Perform IMC) ▪ Vesta 911 including no TTY Failures ▪ Motorola Radio Control ▪ CJIS Applications <p style="margin-left: 20px;">Consistently uses the software and has the ability to use the equipment outside the realm of normal operations to problem solve during unusual circumstances</p> <p style="margin-left: 20px;">Has the ability to troubleshoot basic, but uncommon equipment problems</p> <ul style="list-style-type: none"> • Possesses comprehensive knowledge of regional geography and response zones for all areas served by SWCCC and well versed in surrounding jurisdictions. Completely understands 911 addressing and able to find any location with ease • Is routinely consulted by peers for advice/help with call taking/dispatch situation, geographical, technical and policy questions
<i>Meets Standards</i> 3	<ul style="list-style-type: none"> • Normally offers and is comfortable providing EMD instructions. Obtains an average of 85-92 % on all EMD calls reviewed during this evaluation period. • During random reviews, obtains an average of 90-95 % for verification of location by repeating it back to caller • During random reviews, obtains an average of 90-95 % for acquiring callers name and number with verification of phone number • Is able to enter, modify, or clear common NCIC/CJIS/NLETS entries requested by agencies • Navigation and knowledge of computer equipment - Generally familiar with most common operations of <ul style="list-style-type: none"> ▪ CAD (Perform IMC) ▪ Vesta 911 including no TTY Failures ▪ Motorola Radio Control ▪ CJIS Applications <p style="margin-left: 20px;">Has the ability to troubleshoot on common equipment problems</p> <ul style="list-style-type: none"> • Has working knowledge of regional geography and response zones for all areas served by SWCCC. Understands 911 addressing and able to find location on maps based on addressing
<i>Needs Improvement/Below Standards</i> 1.2	<ul style="list-style-type: none"> • Is unfamiliar or timid in offering or providing basic EMD instructions. Obtains an average of below 85 % on all EMD calls reviewed during the evaluation period. • During random reviews, obtains an average of below 90 % for verification of location by repeating it back to caller • During random reviews, obtains an average of below 90 % for acquiring callers name and number with verification of phone number • Requires assistance or makes errors when entering, modifying or clearing common NCIC/CJIS/NLETS entries requested by agencies • Navigation and knowledge of computer equipment - Limited knowledge and application of <ul style="list-style-type: none"> ▪ CAD (Perform IMC) ▪ Vesta 911 including no TTY Failures ▪ Motorola Radio Control ▪ CJIS Applications <p style="margin-left: 20px;">Needs assistance with troubleshooting on common equipment</p> <ul style="list-style-type: none"> • Has restricted knowledge of regional geography and response zones for all areas served by SWCCC. Has limited understanding of 911 addressing. Requires assistance when using maps for some emergent calls if caller is not familiar with where they are calling from. Makes little to no effort to further geography knowledge • Routinely asks peers for assistance with common call taking/dispatch situation, geographical, technical and policy questions

B. Specific Job Skills: Radio

A Communications Operator must be able to effectively dispatch appropriate responders in an efficient manner in the face of changing circumstances.

Distinguished/ Commandable 4.5	<ul style="list-style-type: none"> • Follows policies 3.02, 3.03, 3.05, 3.06, and 3.10 without fail on all calls. Has the ability to handle unusual PD/FIRE/EMS situations with speed and in the best interest of SWCCC and agencies served • Superb multi-tasking capability displayed during peak work periods on all radio tasks • Under extreme workload demands, consistently demonstrates the ability to prioritize calls for service on any given situation. Always redirects units where and when necessary, rapidly adjusts to changing workload demands, and coordinates responses from other dispatch consoles when needed • Is constantly aware of scene safety to include Officer/Fire/EMS personnel and/or callers. Anticipates need for back-up units. Always advises responders of potential safety issues • Radio transmissions are clear, concise even in the most stressful situations. Completely controls transmissions with voice tone, word choice, inflection and rate. • Has <u>complete knowledge</u> of field unit activity during times of demanding work load activity and records same. Maintains total control of situations and anticipates needs of responding units. Exhibits control during times of stress, accurately monitors activity. Minimal delay in alerting field units • Has superb listening skills on radio; is alert to radio traffic on all channels primarily utilized by the SWCCC and attentive to radio traffic on additional mutual aid channels monitored by SWCCC
Meets Standards 3	<ul style="list-style-type: none"> • Adheres to policies 3.02, 3.03, 3.05, 3.06, and 3.10 with minimal failures • Ability to provide radio dispatching to any agency in any town served by the SWCCC with ease and confidence • Demonstrates the ability to prioritize calls for service on any given situation and redirects units where and when necessary • Aware of scene safety to include Officer/Fire/EMS personnel and/or callers. Advises responders of cautions and warnings • Radio transmissions are generally clear, calm and concise. Uses proper radio procedures • Maintains adequate knowledge of field unit activity in order to track changing locations and situations • Monitors SWCCC radio channels well and is typically aware of radio traffic directed to SWCCC on mutual aid channels. Only occasionally misses transmissions.
Needs Improvement/ Below Standards 1.2	<ul style="list-style-type: none"> • Regularly fails to follow policies 3.02, 3.03. 3.05, 3.06, and 3.10 without direction from supervisor or co-worker • Unable to multi-task sufficiently during peak work periods. • Fails to prioritize calls for service and allows priority calls to stack in call waiting. • Indecisive, unable to distinguish problems or make an independent decision • Overlooks scene safety issues. Fails to dispatch proper back-up units. Does not relay cautions and warnings • Does not pre-plan transmissions on radio before broadcasting; Uses improper radio procedures • Loses track of unit activity. Unable to maintain composure or control of situation • Repeatedly misses radio traffic on primary channels and is unaware of radio traffic directed to SWCCC on mutual aid channels

C. Specific Job Skills: Telephone

A Communications Operator must be able to gather the required information from each caller in a minimum amount of time while maintaining an acceptable rapport with the caller.

Distinguished/ Commendable 4.5	<ul style="list-style-type: none"> • Follows policy 3.01, 3.05, and 3.06 without fail on all calls. Has the ability to handle unusual PD/FIRE/EMS situations with speed and in the best interest of SWCCC and agencies served • CAD entries are quickly condensed into a concise synopsis when caller gives information in a disorganized or rambling manner • "Actively" listens and rapidly obtains pertinent information in a minimum period of time. Always keeps the caller focused and provides them with direction. Uses persistent questioning if necessary to obtain needed information • Completely controls phone call with voice tone, word choice, inflection and rate. Never becomes defensive or uses defensive statements. Consistently and exceptionally courteous, friendly and empathetic • Quickly establishes rapport and leaves the caller with the feeling that the operator was interested in serving them. Is service oriented. Ability to gather information in a conversational style. Views the situation from the caller's perspective • Superior judgment when dealing with citizens and agency personnel. Exceptional knowledge of outside resources. Ability to think outside the box
Meets Standards 3	<ul style="list-style-type: none"> • Adheres to policies 3.01, 3.05, and 3.06 with minimal fails • Refers callers to the appropriate resource. Works within their role as communications officer. Uses sound judgment • CAD entries are well organized and easily understood by co-workers and field units. Avoids superficial information • Listens and understands callers. Obtains pertinent information in a minimum period of time with little superfluous questioning • Exhibits calm telephone demeanor. Uses acceptable caller management techniques • Adjusts questioning style based upon cultural, age and mental capacity differences • Refers callers to the appropriate resource. Works within their role as communications officer. Uses sound judgment
Needs Improvement/ Below Standards 1.2	<ul style="list-style-type: none"> • Fails to policies 3.01, 3.05, and 3.06 • CAD entries are disorganized and/or lengthy; contain inaccurate or superficial information • Exceeds his/her authority. Attempts to resolve problems/complaints over the phone that are outside the scope of a communications officer. Gives legal or medical (other than as directed by EMD resource) advice to callers. Minimizes citizen complaints and fails to take appropriate action. Judgment is not always sound • Speaks too softly or loudly, confuses or angers citizens by what they say or how they say it. At times is curt, argumentative, overbearing, sarcastic, or short-tempered • Fails to listen to the caller's words. Does not understand what the caller means and fails to make clarifications. Fails to control call in order to gather needed information

D. Professionalism/Interpersonal Skills

A Communications Operator shall perform and display a sense of professionalism to citizens and SWCCC contacts. A Communications Operator must effectively communicate with co-workers, supervisors, administrators, field personnel and the general public.

Distinguished/ Commemorable 5	<ul style="list-style-type: none"> • Understands Center supervisors' responsibilities; unfailingly supports SWCCC administrators and their decisions • Utilizes off-duty time to further his/her professional knowledge • Maintains a high level of dedication towards the professional responsibilities of the position. Promotes or speaks on behalf of SWCCC with citizens or agency groups • Requests to participate in remedial training • Solicits feedback in order to improve performance; never argues or blames other for errors • Is constantly aware of the responsibility of the positions and he/she is a role-model to other operators while on or off duty. Remains calm and in control in even the most extreme situations • Recognizes the need and responds positively to change; can readily adjust to policy and procedural changes; sees change as a personal and organizational challenge • Is trusted with confidential or sensitive information • No violations of SOP, call guides or employee policies have been made during this evaluation period • Demeanor is composed and professional when confronting difficult or excited callers. Superior usage of caller management techniques. • Is objective with all citizen contacts. Understands cultural, age and mental capacity differences in callers and reacts with superior diplomacy and proficiency.
Meets Standards 3	<ul style="list-style-type: none"> • Adheres to the chain of command and accepts his/her role in the SWCCC; understands and accepts role as a group member • Uses down time at console to further his/her professional knowledge • Accepts criticism in a positive manner and applies it to improve performance and further learning • Will complete remedial training if assigned. • Does not engage in negative on-duty behavior. Remains calm and in control • Given reasonable amount of time, can accept changes in job responsibilities/duties • Generally able to respect confidential or sensitive information entrusted to him/her • Violations of SOP, call guides or employee policies have been made during this evaluation period and were addressed with no reoccurrences • Properly chooses words; has the knowledge of when and how to use them. Polite and respectful. • Adjusts questioning style bases upon cultural, age and mental capacity differences.
Needs Improvement/ Below Standards 1 2	<ul style="list-style-type: none"> • Challenges, confrontational, or negative to SWCCC administration; fails to support administrative decisions or administrators • Makes little or no effort to further his/her professional knowledge • Accepts criticism but makes superficial or no attempt to correct behavior. Rationalizes mistakes and denies errors when made. Considers criticism as a personal attack • Avoids responsibility of training opportunities. Will verbalize why the training is inadequate • Downgrades Center, co-workers, position to peers, agency personnel and/or public • Engages in negative on-duty behavior which may affect co-workers or others. Loses control • Makes little or superficial attempt to accept changes in job responsibilities/duties • Gossips and cannot be trusted with confidential or sensitive information • Violation of SOP, call guides or employee policies made during this evaluation period resulted in sustained inquiries, or informal/formal complaints • Is outwardly emotional and unable to keep control when dealing with excited or difficult callers. • Overlooks or avoids the "service" aspects of the job. Insensitive or uncaring to citizens complaints. Makes no attempt to establish rapport with caller. • Fails to understand cultural, age and mental capacity differences in callers. Condescending to callers.

E. Team Work

A Communications Operator must create an environment which encourages everyone to work together.

<i>Distinguished/ Commandable</i> 4.5	<ul style="list-style-type: none"> • Maintains an <u>excellent</u> working relationship with other dispatchers, field units and supervisory staff • Takes the initiative to actively support co-workers by assisting with responsibilities or job duties • Follows through with all commitments and obligations; goes beyond what is asked • Actively volunteers during staffing shortages and can be counted on to assist with short notice overtime on days off or shift extensions • Identifies a problem, documents it, contributes positive ideas and suggestions and follows through to administration to resolve it with well thought out plans for implementation • Rarely uses unscheduled time off; gives more than minimum required notice • Never tardy; always arrives at SWCCC early and is available to relieve a console or assist if requested by shift supervisor • A self-starter, plans and organizes additional duties without close supervision • Requests to participate in new employee training, and mentoring projects. Follows through with exceptional documentation, goes above and beyond to assist the new employee.
<i>Acceptable</i> 3	<ul style="list-style-type: none"> • Maintains an acceptable working relationship with other dispatchers, field units and supervisory staff • Will support co-workers by assisting with console responsibilities or job duties when requested • Completes tasks asked of them • If requested, will assist during staffing shortages without complaining • Identifies a problem, contributes positive ideas and suggestions • Moderate acceptable use of unscheduled time off; gives adequate required notice • Is not tardy; arrives with adequate time to be briefed and relieve co-worker at beginning of shift. If going to be tardy, notifies administration promptly • Completes planned and organized duties if assigned • Will complete new employee training or mentoring projects if assigned. Completes required documentation adequately
<i>Needs Improvement/ Below Standards</i> 1.2	<ul style="list-style-type: none"> • Maintains poor working relationship with other dispatchers, field units and supervisory staff. Gossips to belittle others or to "play" one person against another • Is not alert to co-workers workload and need for assistance • Does not follow through with commitment and obligations. • Avoids helping out during staffing shortages unless ordered. Continuously avoids returning supervisors phone calls requesting overtime assistance • Does not contribute positive ideas and suggestions; merely complains about problems • Excessive use of unscheduled time off; does not give the required notice and shows pattern of abuse • Excessive tardiness; does not arrive in time to be briefed and relieve co-worker at beginning of shift. If going to be tardy, does not notify administration • Does not seek or suggest additional work responsibilities • Avoids responsibility of training new employees or mentoring challenges. Will verbalize why their abilities or the training/mentoring program is inadequate. Fails to complete required documentation adequately and/or in a timely manner

Appendix B
Wage Chart

Dispatchers								
	Probation	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	10-Year
7/1/24 (3.5%)	\$25.00	\$26.34	\$26.88	\$27.43	\$27.99	\$28.55	\$29.12	\$30.28
7/1/25 (3.5%)	\$25.87	\$27.26	\$27.82	\$28.39	\$28.97	\$29.54	\$30.14	\$31.34
7/1/26 (3.5%)	\$26.78	\$28.22	\$28.79	\$29.38	\$29.98	\$30.58	\$31.19	\$32.44

Supervisors							
	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	10-Year
7/1/24 (3.5%)	\$29.36	\$29.97	\$30.55	\$31.17	\$31.77	\$32.42	\$33.71
7/1/25 (3.5%)	\$30.39	\$31.02	\$31.62	\$32.27	\$32.89	\$33.55	\$34.89
7/1/26 (3.5%)	\$31.45	\$32.11	\$32.73	\$33.39	\$34.04	\$34.73	\$36.11

Appendix C

Seniority List

Supervisors

Name	Supervisor Promotion Date	SWCCC FT Appointment
Prefontaine, Rebecca	12/17/2017	9/23/2012
Oleszewski, Veronica	9/23/2018	12/13/2015

Dispatchers

Name	SWCCC FT Appointment
Munger, Kristin	7/15/2002
Pearl, Bonnie	7/8/2005
Laplante, Joan	11/19/2014
Putis, Samantha	7/1/2019
Fournier, Abagayle	10/31/2021
Bouchard, Stephen	3/21/2022
Wieloch, Connor	9/25/2022
Lopez, Neva	5/19/2024

FOR THE UNION:

John O'Brien

FOR THE CENTER:

Andrew A. M. Halli

Executed on this 24th day of June, 2024