

LONG BEACH TRANSIT/AFSCME-GENERAL UNIT — CUSTOMER SERVICE UNIT
ARTICLE 23
TENTATIVE AGREEMENT

23.1 Salary Setting

As of the pay period following July 1, 2021, 2022, Customer Service Unit Members will retroactively be placed into one of the following salary ranges:

Customer Service Unit 1: \$38,020 to \$49,059

Customer Service Unit 2: \$44,013 to \$56,791

22.1.1 The position in Customer Service Unit 1 is Customer Care Agents

22.1.2 The position in Customer Service Unit 2 is: Customer Care Escalation Agents

23.2 Ten-Step Progression

23.2.1 Effective July 1, 2021, 2022, COMPANY will first establish a ten-step progression wage scale based on the defined salary ranges as set forth in section 22.1. There shall be a two and one-half percent (2.5%) differential between each step. Employees shall be placed in the progression step that is closest to their June 30, 2021 base salary and that provides a salary increase.

23.2.2 Employees shall be eligible to move to the next step of the progression, effective September 1, 2022, and each subsequent September 1 thereafter, only if they meet the following requirements:

23.2.2.1 He/She has worked a minimum of one thousand, five hundred and sixty (1,560) hours in the preceding twelve (12) month period. Worker's Compensation leaves and cash outs of vacation, holiday or any other leave shall not be counted as hours worked; and

23.2.2.2 He/She has achieved a "satisfactory" or above performance evaluation.

23.2.2.3 COMPANY shall issue performance evaluations to employees no later than September 1, of each year. If an evaluation is not issued by September 1, the Employee will be deemed to have received a "satisfactory" review and be eligible for movement to the next step in the progression.

23.2.2.4 An Employee is not eligible to move to the next step on the progression until he/she has been employed with COMPANY for at least twelve (12) months.

23.3 Increase in Salary Scale

23.3.1 Subsequent to the placement of an employee in the Salary Scale as set forth in Article 23.2.1, effective July 1, 2021, 2022, the Salary Scales for Customer Service Unit 1, Customer Service Unit 2 shall be increased by Three and One-Half Percent (3.5%).

23.3.2 Effective July 1, 2022, the Salary Scales for Customer Service Unit 1, Customer Service Unit 2 shall be increased by Three and One-Half Percent (3.5%).

The applicable salary scales are attached as Appendix CS

23.4 COMPANY retains the discretion to place newly hired Employees into any salary step.

23.5 An employee who promotes from a position in Customer Service Unit 1 to Customer Service Unit 2 shall be placed at the salary step in Customer Service Unit 2 that provides for at least a three percent (3%) increase.

23.6 Higher Class Pay: Effective the first day of the first full pay period after ratification of the Agreement by COMPANY, a Customer Care Agent who is assigned to perform the duties of the Customer Care Escalation Agent, shall be paid at three percent (3%) above their regular pay for time worked in the Customer Care Escalation Agent position. Employees assigned to higher class pay shall be guaranteed at least one hour of higher class pay. After one hour of work at the higher class, employees shall be paid for actual time worked in the higher class assignment, rounded to the closest quarter hour.

23.7 Call Back Pay: Effective the first day of the first full pay period after ratification of the Agreement by COMPANY, an employee who is called back to work will be paid at their overtime rate for all called back hours worked.

23.8 Work Assignments, Regular Days Off, and Work Location: COMPANY shall have discretion to assign employees to assignments, work shifts and work locations.

23.9 Uniforms and Shoes: COMPANY shall reimburse Unit employees up to Five Hundred Dollars (\$500) per calendar year for the purchase of uniforms, including pants, and shoes. As part of the reimbursement, COMPANY shall provide a voucher (at COMPANY-selected vendors) for uniform items with an LBT emblem which shall be purchased from LBT-approved vendors. The amount available for reimbursement/voucher is a combined maximum of \$500 total.

23.10 All employees in the Customer Service 1 and 2 Units shall work a 5/8 schedule.

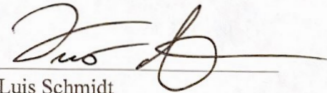
23.11 AFSCME will be provided a bulletin board for AFSCME-related postings in the Customer Service work area and TVIC.

23.12 The parties agree that employees in the Customer Service 1 and 2 Units shall be subject to the attached Attendance Policy and TVIC Transaction Error Policy.

23.13 Employees in these bargaining units shall be converted to 26 pay periods effective in September 2022, or as soon thereafter as practicable.

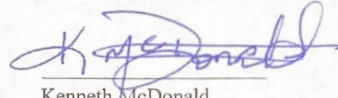
IT IS SO AGREED

DATE: 8/16/2022



Luis Schmidt
AFSCME

DATE: 8/15/2022



Kenneth McDonald
Long Beach Transit

Attendance Policy

This policy outlines the process for addressing patterns of timeliness and attendance issues for the Customer Care team. All team members will be held to the same standard.

Late Punches

- All team members are expected to clock-in within 1 minute of their scheduled start time. Late punches will be addressed as follows:
 - Six (6) times in a rolling 12-month period*, team member will receive a verbal warning and coaching.
 - Seven (7) times in a rolling 12-month period*, team member will receive a written reprimand to be placed in their personnel file.
 - Eight (8) times in a rolling 12-month period*, team member will receive a one-day suspension.
 - Nine (9) times in a rolling 12-month period*, team member will receive a one-week (40 hour) suspension.
 - Ten (10) times in a rolling 12-month period*, team member will be subject to additional discipline, including termination.

No-Call/No-Show

- Team members are expected to notify their supervisor within two (2) hours of the start of their shift of not being able to come to work, failure to do so will result in a no-call/no-show:
 - Barring extenuating circumstances where communication was not feasible, team members will receive documentation in their personnel file on first occurrence.
 - A second no-call/no show in a rolling 12-month period* will result in a Written Reprimand
 - A third no-call/no-show in a rolling 12-month period* will result in a week (40 hours) suspension.
 - A fourth no-call/no show in a rolling 12-month period* will result in termination.

*12-month period begins from date of first attendance infraction that started the cycle.

TVIC Transaction Error Policy

This policy outlines expectations of staffing the TVIC and the process for addressing patterns of out-of-balance drawers and other incorrect transactional processes at the Transit & Visitor Information Center. All team members will be held to the same standard.

Staff Expectations

- Arrive on time, have the gate open and be ready for transactions at opening.
- Barring extenuating circumstances that are communicated and approved by the Customer Care Supervisor, Customer and Community Relations Manager, or the Finance Supervisor, team members are expected to have their drawers within \$1 +/- of \$250 when closed at the end of every shift.
- Execute POS transactions in an accurate manner.
- Handle cash, lost and found items and anything of monetary value with honesty and integrity.
 - Send out lost and found letters to customers within 48 hours of receiving of item.
- Ensure that all equipment is in working order and charging, if necessary, and communicate if any issues arise.

Balancing Drawers and other transactional Issues

- Transactional errors will be addressed as follows:
 - Up to **four (4)** transactional errors in a rolling 12-month period* will result in coaching and a verbal warning.
 - A **fifth** transactional error within a rolling 12-month period* will result in written reprimand
 - Anywhere between **six (6)** and **nine (9)** transactional errors within a rolling 12-month period* will result in a one-day suspension each.
 - Anywhere between **ten (10)** and **12 (twelve)** transactional errors within a rolling 12-month period* will result in a week (40 hours) suspension each.
 - If there are more than 12 transactional errors cumulatively in a rolling 12-month period*, it may result in termination.

*12-month period begins from date of first transactional error that started the cycle.

Examples of Transactional Issues

- Patterns of transactional errors include examples such as (but not limited to):
 - Not recording TAP numbers in transactions
 - Not dropping receipts for Finance
 - Using the RPOS under someone else's login
 - Not recording the sales transactions in the POS
 - Incorrect payment recorded in the POS

- o Incorrect drawer being used

Theft

Team members caught stealing any property in any amount from LBT, customers, or co-workers will have their position terminated. Theft for any reason is unacceptable.