

3-Month Trial Protocol for Dispatch Backfill at RACC


Effective September 1, 2017 until December 1, 2017

1. If Fleet Dispatcher is off for their whole shift, their work shall be assigned, in priority order, to the Dispatch Assistant or a Dispatch team member with Fleet Dispatch training or SMER with Fleet Dispatch training or MER with Fleet Dispatch Training or Casual Team Member with Fleet Dispatch training.
2. Dispatch break coverage shall take into consideration the following:
 - Personal Development Planning
 - An employee covering dispatch receives a stipend, if they are covering for a full week or in a situation where an employee may be assigned work outside of their position description, the employee shall receive a salary adjustment calculated as if it were a promotion for the duration of time spent in the position of higher pay classification rounded up or down to the nearest fifteen (15) minutes; (See Article 11.08)
 - Decreasing disruption, while switching the existing dispatch with the incoming dispatch.
3. If there are no dispatch employees that are on shift when the needed Dispatch coverage window begins and that are able to be assigned the dispatch duties, they shall be assigned as follows:
 - Needed skill
 - e.g.: if dispatch breaks require Fleet Dispatch skill to ensure that all employees can take their break, the employer shall schedule the employee with this skill to handle all three dispatcher breaks.
 - 80%-20% Regular/Casual ratio for scheduling hours in dispatch
 - This ensures that Regular employees will get the majority of dispatching opportunities, while still ensuring that Casuals keep their skill sets current and up to date regarding dispatch processes and policies;
 - Within the respective classifications of Regular and Casual, efforts will be made to share available dispatch duty hours equally.
 - Training needs
 - There may be a need to have a Regular trained in dispatch. Should this need arise they'll be given priority for this training until they've developed the skill set to perform coverage in dispatch. After this point they will be considered as above for scheduling decisions.
4. If Service Levels are poor, the Employer shall backfill the call taking hours that the SMER would have been on the phones in the following order as per Article 12.07 (Distribution of Hours of Work):
 - a. Regular Part-time employees
 - b. Temporary employees
 - c. Casual employees
5. If the Fleet Dispatcher or Contract Partners Dispatcher leaves their shift early and it is after 8:00pm, the team member who is scheduled as the Night Dispatcher will be the first person asked to come up to cover the dispatch duties.

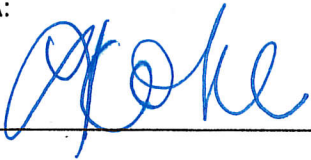
The parties agree to this 3-month trial protocol on a without prejudice or precedent basis to positions they make take on same or similar matters.

Signed in BURNABY, BC, this 30th day of AUGUST 2017.

For MoveUP:

A handwritten signature in black ink, appearing to read "Jennifer Hance", written over a horizontal line.

For BCAA:

A handwritten signature in blue ink, appearing to read "Proke", written over a horizontal line.