

Letter of Agreement

The Parties to this Letter of Agreement (Agreement) are the City of Portland (the City), on behalf of the Bureau of Emergency Communications (BOEC) and the Portland Police Association (PPA or Union), collectively the Parties.

Background

- A. The City and the Union are parties to a collective bargaining agreement effective July 1, 2019 to June 30, 2023 (CBA).
- B. The Union is the sole collective bargaining representative on behalf of employees working in classifications listed in Schedule A of the CBA.
- C. The Parties entered into a letter of agreement in September 2022 regarding the Emergency Communications Dispatch Trainee Certification Pilot Project and wish to extend the pilot for an additional fiscal year.

Agreement

1. The Parties agree to implement the Emergency Communications Dispatch Trainee Certification Pilot Project, as described in Exhibit A, effective July 1, 2023. Exhibit A is incorporated by reference in this Agreement.
2. The Parties agree this Agreement and Exhibit A will be implemented as a pilot policy.
3. Either Party may terminate this Agreement with thirty (30) calendar days written notice to the other Party, with such notice including the reasons for terminating this Agreement.
4. The Parties agree that if the Parties modify the coaching pay provisions of the CBA in successor negotiations, that those modified coaching pay provisions will replace the coaching pay provisions in Exhibit A effective upon ratification of the new successor collective bargaining agreement. If no modifications to the coaching pay provisions in the CBA are made, the Parties agree that, unless mutually agreed, this Agreement as it relates to coaching pay as set forth in Exhibit A will expire on June 30, 2024, and the current terms of the CBA shall thereafter apply.
5. The Parties agree that, unless mutually agreed, this Agreement as it relates to double time as set forth in Exhibit A will expire on June 30, 2024, and the current terms of the CBA shall thereafter apply.

For the City:

Robert C. Cozzie, Jr. 6/14/23

Bob Cozzie, Date
Bureau Director BOEC

For Portland Police Association:

Aaron Schmutz 6/16/23

Aaron Schmutz, Date
Union President

Approved as to Form:

Alan Yoder June 9, 2023

Alan Yoder, Date
Deputy City Attorney

Cathy L. Bless 6/12/2023

Cathy Bless, Date
Chief Human Resources Officer

Police Dispatch Trainee Certification Pilot Project

Ensuring consistent training is a vital component in the Bureau of Emergency Communications (BOEC)'s ability to provide an acceptable level of service to our community. Over the past year, due to multiple contributing factors, the number of certified Emergency Communications operating staff at BOEC has declined while call workload has increased. This has led to long call-hold times, and to the chronic cancellation of training as filling necessary roles (dispatching police and fire) on the operations floor must take priority over training.

BOEC recognizes that the larger the staffing deficit, the more likely training will continue to be cancelled and that this will lead to an even greater staffing deficit, creating a cyclical pattern that is very difficult to emerge from.

BOEC recognizes that there is a key answer to increasing our staffing: moving the training pipeline forward to get our folks trained and certified.

What is needed: sufficient staff on duty at all hours to support consistent training.

To do this, BOEC agrees as part of a Pilot Project that:

- All Operational (call taking, police dispatching and fire dispatching) overtime worked, both voluntary and forced, will be paid at double time.
- This Pilot Project will be introduced to the staff with the understanding that there is an end result expected: sufficient staff to allow for training.
- BOEC will periodically measure the effectiveness of this program to determine if it is having the desired impact of increased training hours being provided. BOEC will communicate such measurements to the PPA. Evaluation measures shall include, but not be limited to:
 - Training hours provided
 - Voluntary overtime hours worked
 - Number of full-time coaches willing to train in all disciplines
- BOEC will continue to pay double for the remainder of the fiscal year, provided established metrics demonstrate this pilot is working.

Additionally,

- To address the need for additional coaches, BOEC will increase the full-time coach premium to 14% provided they are willing to coach at all disciplines, including call taking, police dispatch and fire dispatch, with no restrictions on how many hours per day is spent coaching (i.e., can coach a full shift; have no restrictions on which trainees will be coached.)
- To address the need to move our current trainees through the training program, BOEC will continue to pay this increased premium for the remainder of this fiscal year provided established metrics demonstrate this pilot is working.