

# Winter Operations Labor and Management – Oil and Water or the Perfect Blend

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## Operations and Maintenance Road's Division



- Currently composed of 3 Union Bodies
  - A. F. S. M. E. Local 2629
  - Teamsters Local 783
  - I. B. E. W

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## Operational Hurdles

- Communication
  - how to communicate with employees outside of the work week.
  - Rotating overtime
- Changes in Snow Operations
- Changes within Collective Bargaining Agreements

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## **Snow Operations**

- In years past:
  - Operated on a call-out basis only
  - Strictly Snow removal (No Pretreatment)
  - Pushed through long extended hours pushing D.O.T. regulations to the max.
- New Operations:
  - Created a Night Shift during the Snow Season
  - 12 - hour Shift Rotations
  - Pretreatment Operations established and Growing

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## **Night Shift**

- Union and Management discussions started 6 months before night shift was implemented.
- Shifts were posted for Bidding with in the Roads districts.
- Seniority set the precedence for final shift decisions
- Employees received notification via letters for changes in work hours and dates for the start and completion of the night shift

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## **Other Effects of Shift Work**

- Changes in call-out procedures for weekends.
  - Call outs were maintained to the shift being worked. (Allowed employees proper rest and structured 12 hour shifts)
  - Overtime rotations by seniority within shift
  - Union Language still dictated the handling of call-outs and overtime.

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## Supporting Union Articles

- Section 42 of Supplement Agreement: Call Outs and Pagers/Cell Phones

When management needs to call out employees, the following procedures will be used:

- a. Employee's home telephone numbers will be called in an effort to reach the needed number of employees required to accomplish the task
- b. If enough employees are reached by telephone, then no other action will be taken.
- c. If there are not enough employees reached by telephone, then employee's pagers will be called in the same order as letter a above, excluding employees reached by phone. The first employees to return the page will be given the work. Call backs will be accepted until the proper number of employees to do the work is obtained.

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## Louisville Metro's Work Rules

Although Union provides proper direction for handling call-outs, Metro has Work rules for those who fail to comply with set procedures.

- Code II Offenses:
- 5. Improper use of failure to respond to radio equipment. (pagers included)
- 6. Failure to Report to Work
- 8. Tardy for any Reason

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## Pretreatment Operation

- Metro started the Brining operation 3 years ago.
- Tanker Endorsements were first optional to employees.
- Pretreatment Operation expanded from 5 units in 2005 to 15 in 2008.
- With expansion of operation Tanker Endorsements were added to Job description.
- Union has set articles which guide Management in handling such changes.

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## Collective Bargaining Agreement

- Article 19. Job Descriptions: The County shall provide to the Union current job descriptions for all jobs upon request. The County shall provide all new employees with a current job description. When a job description changes, the County shall provide all affected employees with an updated job description within 30 days.
- Article 60. Employee Development and Training: The County and the Union recognize the need for the training and development of employees in order to assure that services are efficiently and effectively provided and that employees are afforded the opportunity to develop their skills to their highest potential. In recognition of such principle, the County shall endeavor to provide employees with reasonable orientation with respect to current procedures, forms, methods, techniques, materials and equipment normally used in the employee's work assignments and for periodic changes therein, including where available and relevant to such work, procedural manuals.

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## Keys to Success

- Open Channels of Communication between Management and Union Heads
- Thorough planning and discussion of issues/conflicts
- Proper Notification to Union Body
- Labor Management Meetings to address adjustments within operation.
- Both parties focusing on providing the best/most economic service to the Public.

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