

OESPA-CBLT

Tuesday, December 6, 2016

8:30 a – 2:00 p

Wekiva High School

~AGENDA ~

8:30 INTRODUCTIONS & WELCOME

Name/Title/Work Location

9:00 UPDATE FROM CENTRAL SUPPORT

KEVIN BALLINGER

9:30 CLASSIFIED JOB DESCRIPTIONS & EVALUATIONS

PATRICIA WALKER

10:00 TOPICS FOR THE BARGAINING TABLE 2016-17 (UPDATE)

TOPICS:

Insurance Benefits

~~Addendum to Article XV (bonus language for retirees)~~

Layoff language – Article X, H

Rest Periods & Lunch – Article XVVV, B

Attendance Policy

Safe Driver Plan – Appendix D & E

Compensation for 2017-18

~~Employee concerted activity – prohibition on discussing investigations~~

Custodial Square Footage – Workloads

Paid FMLA

Personal Leave (Increase from 6 to ???)

COMMITTEE:

Fringe

Done

HR/Compensation

Done. In part

HR/Compensation

Safe Driver

Compensation

Done

CBLT/In Progress

Fringe

CBLT

SUB-COMMITTEE ASSIGNMENTS

SUB-COMMITTEE	TOPICS	MEMBERS	CO-CHAIRS
HR/Compensation	<ul style="list-style-type: none"> Article X, H – Layoff Language Article XIII, B – Rest Periods & Lunch (clarify) Attendance Policy (New Language) 		
Safe Driver	<ul style="list-style-type: none"> Appendix D 		

SUB-COMMITTEE	TOPICS	MEMBERS	CO-CHAIRS
Finance & Comp	▪ Compensation for 2017-18		
Fringe Benefits	▪ Insurance Benefits for 2016-17		

~~Break~~
10:45 – 11:05

11:05 DISCUSS COMBO BONUS (maybe an Agreement?)

DISCUSS ROUTE BID PROCESS

CINDY MENDEZ-TINDEL

11:45 REVIEW GAG LANGUAGE DOCUMENTS

MIKE GANIO

12:00 DISCUSS TRAINING PLAN THAT WOULD INCLUDE PROMOTION
TO NEXT POSITION LEVEL UPON COMPLETING AND PASSING COURSE

JIM SURGUINE

**** LUNCH ****

******* Wekiva HS Culinary Class *******

12:45 – 2:00

OESPA-CBLT Meeting Schedule for January – April, 2017

Date	Location	Time
Friday, January 6 th , 2017	OESPA Office	8:30 a – 4:00 p
Tuesday, February 7 th , 2017	OESPA Office (Millennia Mall Office no longer free)	8:30 a – 4:00 p
Tuesday, March 7 th , 2017	Pine Hills Compound	8:30 a – 4:00 p
Tuesday, April 4 th , 2017	Edgewater HS	8:30 a – 4:00 p

** This meeting date has to be rescheduled. Can be any time on/or after January 9th, 2017.*

**OESPA Bargaining
December 6, 2016
Wekiva HS**

Minutes

The following notes represent a summary of the discussions that took place during the OESPA-CBLT on December 6, 2016.

Caucus

- OESPA requested a caucus after the Introductions. They caucused from approximately 8:55 am until 9:30 am.

Update from Central Support

Kevin Ballinger

- There will be a pilot/test run of the training program on December 13, 2016.
 - It's for internal staff only.
 - It will outline the structure of the training process.
 - Ron Pollard, Patricia Walker and Dr. Bridget Williams are invited to observe and provide feedback.
 - The pilot will be tweaked and ready for roll out on the go-live date of January 9, 2017.
 - There are approximately 40 persons signed up for the first training class.
 - These individuals are currently employed by the temp service OCPS uses for custodial support.
 - The first session will be held at the Orange Technical College, Orlando campus.
 - The training program spans over 5 days.
 - The work assignments for the individuals attending the class will be adjusted to accommodate their being away from their assigned site to attend the training.
 - The training hours are from 5:30 – 8:30 pm.
 - The classes will continue until Central Support has filled 90-100% of their vacancies.
 - An outline of the training program is as follows:
 - a) Day 1: orientation to include organizational structure of Central Services, how custodians fit into the overall structure of OCPS, the responsibilities of the custodian and a definition of what cleanliness really means.
 - b) Day 2, 3 & 4: cleaning modules that will teach, demonstrate and allow the attendee to practice the techniques demonstrated in each module. They will learn:
 - * Restroom cleaning and safety, personal protection, chemical use and proper use of equipment for restroom cleaning and using the correct equipment for restroom cleaning.
 - * Classroom cleaning, proper lifting and practicing safety in the workplace.
 - * Lobby area cleaning, working with floor machines and what chemicals to use
 - c) Day 5: evaluation, through demonstration and other assessments, of what the attendees learned during the week's training. Certificates will be awarded to all who successfully complete the program.
 - d) The goal is to have staffing at 90% fill rate by Spring Break.
 - e) We will never eliminate the need for temporary labor (short and long term LOAs, vacations, resignations/retirements, etc.) but the goal is to only bring in temporary labor as needed, and on occasion.

- The Industrial Physical Capability Screening (IPCS) test will be suspended for two years while this training pilot is in place.
- This proposal was presented and approved by Cabinet.
- The training program in lieu of the IPCS test was developed in collaboration with the Worker's Compensation (WC) office to ensure the safety component was incorporated in all modules.
- WC cases will be monitored during this 2 year pilot to ensure there are no spikes in WC claims.
- OESPA met and discussed the plans for this pilot on yesterday at the Custodial UMM, and OESPA is vested in the Success of this program and the suspension of the IPCS test.
- OESPA wants to have continued conversations about workload assigned each custodian, but will wait for this program to take hold.
- OESPA is very encouraged by the roll out of this program.
- OESPA would like to see this program rolled out for other areas currently using the IPCS test as a pre-employment screen.
- OESPA: We would like to see the results of this training become the standard of cleaning for all schools and crew leaders are on board with these standards
- Jim Surguine: This was the initial intent of bringing this into Central Support Services. This will be an ongoing training process.

Bid Route Process

Cindy Mendez-Tindel

- The bid route process was reviewed
 - Bid routes are posted 4 times through-out the year.
 - Routes are posted for 10 days.
 - Once the route is awarded it belongs to that driver unless there are extenuating circumstances that cause that driver to be removed or unless that driver bids on another route. When the route changes at no fault of the driver:
 - a) Cindy works with driver to keep the same TS-25 time
 - b) Or, if they want to go to the new time for the route that's ok
 - c) If they want another route they get the next available
 - Routes are assigned to a compound that will result in the least amount of deadhead time
 - The drivers are given a 60 day notice whenever their route is being moved to another compound.
 - Administrative moves of drivers are typically done in an effort to save a drivers job.
 - If, through an administrative move, a driver ends up with a route that has less duty hours than the route from which the driver was removed, the driver's paid hours does not change. The driver can make up the hours by picking up work at/around the compound to make of the difference.
 - Kenrick: You need to check out what is on your website with respect to the annual bid process.
 - a) <https://www.ocps.net/op/tran/Pages/Bid-Process.aspx>
 - b) When schools are added to a driver's route it impacts his/her work day and this can be problematic. If the driver does not want the extra school, we would like to see that route added to the bid process.
 - Cindy: we work with the driver to make sure the driver can handle the extra school.
 - Bus drivers can be placed on routes because of student's IEP
 - a) Some drivers have worked at specific schools for many years (i.e. Magnolia). They know this type of student they are serving.

- b) The IEP team may requests a specific driver because of their skill in this area.
 - c) Drivers have agreed to do this.
- OESPA wants clarity with respect to the bid process. Drivers distrust the process because they don't understand it. The contract only speaks to seniority with respect to the bid process. Seniority controls the process and OESPA believes it causes conflict when a driver says they have more seniority and they either do or don't. Contract is too vague on this issue. (Appendix B, Section B)
- OESPA would like the bid process that's outlined on the website to be put in the contract.
- The bid process is in the Standard Operating Procedures (SOP) Manual for Transportation but OEPSA wants the process to be added to the contract.
- Patricia: The bid process must have some discretion for management. Once it is in the contract, there is no deviation and could cause an impediment to efficient operations. However, I am happy to have the discussion. Let's bring Bill Wen, Senior Director of Transportation, to the next meeting to discuss this possibility.
 - a) Kenrick: the draft language could give management the flexibility they need
 - b) The district believes the SOP outlines the process.
 - c) Melissa: we haven't aggressively pursued this conflict and we would be much better off to work this out rather than an arbitrator.
 - d) Cindy: The bid process on line is not the most up to date. She will send the correct process to all members of the CBLT.
 - e) Kenrick: The website being different from the most current version of the bid process speaks to the confusion.
 - f) Cindy: It's in the Operations Handbook and that document is always current.
 - g) Patricia: Mentioning arbitration at this juncture feels like a threat.
 - h) Melissa and Kenrick: not a threat, but arbitration is the final decision.
- **Attendance Policy**
 - Memo from Facilities Services regarding punching in and out (See attached)
 - a) Kenrick: yesterday we learned that Kronos time clocks were put into Central Support services. We want to impact bargain this. "Failure to clock in and out 3 or more times in a 14 day period, shall be considered excessive and may be subject to discipline." This is arbitrary for one department within OCPS. Was it negotiated? Calling it fraud...it is very concerning to us.
 - b) Lindsay: potentially receiving pay in error is the fraud. Record keeping for time and attendance is a federal law.
 - c) Patricia: This was not on the agenda, it's the first time I've heard it and we are not prepared to speak to it.
 - d) Kenrick: my concern is that a number of these things are going forward without negotiation. Whenever these things are going to happen, it should be brought to the bargaining table for input.
 - e) Jim: a few clarifications. This is not new; this communication came out in the summer. UniServ director Temika Hampton received a copy of this. Kronos clocks are not in all work locations, it is computerized. This language was discussed at UMMs and mirrors what is used in SOP handbook in Transportation. Management directive is referenced in the memo. No new information is there.
 - f) Kenrick: this was brought to UMMs but not to this table.

- g) Lindsay: I cannot understand why there is a problem with tracking time. There has to be some accountability for the employee when they sign a time sheet and the time they are signing for is not correct. Many employees do not clock in and out and the district doesn't have a record. The district gets an audit ding if we pay an employee when they didn't work and they didn't have leave for their time away from work on an assigned duty day. We have to make sure employees are not overpaid.
- h) Universal Studios has a way for employees to go on line and check their clocking in and out times. It's a great idea and we would like to pursue it.
- i) Melissa: We need to have this conversation. We need to discuss this impact. We realize time has to be recorded correctly. We need to discuss the discipline and consequences for missed punching, etc.
- j) We need to look at the word fraud in this communication and its connotations.
- An attendance policy is intended to incentivize employees to come to work. It is a topic for the HR committee to work on, and we need to get the committee organized so they can get started on this.
- **Combo Bonus for drivers**
 - This discussion was tabled for next meeting.

Sub Committee Assignments & Topics

- **HR/Compensation to discuss:**
 - Layoff language
 - Rest periods and lunch (clarification)
 - Develop an attendance policy
 - Members of this committee are:
 - a) Stephanie Heron is co-chair for the district
 - b) Almeda Jefferson and Caesar Molina from Food Service
 - c) Steve Huckaba and Cindy Mendez-Tindal
 - d) Elizabeth Silva – Compensation
 - e) Lindsay Bowlin – Payroll
 - f) We need a co-chair from OESPA and an equal number of members
- **Safe Driver to revise:**
 - The Safe Driver Plan:
 - a. Patricia Walker is co-chair for the district
 - b. Bill Wen, Mike Barnett, Steve Huckaba from Transportation
 - c. Maybe 2 more from other departments impacted by the Safe Driver Plan
 - d. We need co-chair from OESPA and an equal number of members
- **Finance & Comp:**
 - Judith Padas
 - a) Almeda Jefferson, Food Service
 - b) Jim Surguine, Facilities
 - c) Lindsay Bowlin, Payroll
 - d) Elizabeth Silva, Compensation
 - e) We need a co-chair from OESPA and an equal number of members

Classified Job Descriptions and Evaluations

- Changes to the job descriptions and the evaluation forms
 - Contract says we must not make changes to the evaluation form unless it is brought to OESPA. We have had several discussions over the past two years regarding the district's intent to add the customer service component to both the job descriptions and the evaluation form.
 - This topic has been discussed at the following CBLT meetings:
 - a) September 18, 2014
 - b) February 18, 2014
 - c) March 9, 2015
 - d) March 14, 2015
 - e) June 4 2015
 - f) The original date was pushed back from July 1, 2015 to July 1, 2016.
 - It has already been added to the job descriptions of all OCPS employees. It reads "Responds to external and internal customers in a timely, accurate, courteous and empathetic manner representing OCPS in a positive light."
 - This change will be added to the April, 2017 evaluation process.
 - Customer service will be added to the evaluation form under Interpersonal Skills in B.
 - A mandatory training will be released to all managers regarding conducting evaluations and this update will be included.
 - a) OESPA would love to help edit the training slides
 - Melissa had an objection to empathetic, especially for some autism spectrum employees. There cannot be an ADA accommodation for an essential function.
 - Kenrick: how do you quantify empathetic? Not quite concrete. Alternative words to empathetic could be:
 - a) Concern, understanding instead of empathetic?
 - b) Or leave off empathetic---CBLT agreed unanimously
 - Need to find out where the CS initiative wording came from. Empathetic is on all of the administrative job descriptions
 - OESPA: Would like to invite Carianne Reggio to discuss any ADA accommodations

Next bargaining sessions

- **8:30 to 1 PM - January 19, 2017 - OESPA office**

Concerted Employee Action during an Investigation: Tabled for another meeting

- This is the prohibition language in the Employee Relations (ER) documents regarding an employee's behavior during an investigation.
 - OESPA has concern about the language in both the PDM letter and in the script used by Employee Relations (ER) manager's areas.
 - This language needs to be removed.
 - ER confirms this language has been removed from all ER documents
 - OESPA would like to have something added to the contract.

Training Plan in Maintenance: Tabled for another meeting

Positives about today's meeting

- We all have compassion, excited to be on the team
- We all remained respectful, nice to see that people want to come together to make things better
- Heard ideas for solutions, making good progress, although we were passionate, we listened to each other and worked on solutions.

DELTAs about today's meeting

- We need to do a better job of respecting the gatekeeper



ORANGE COUNTY PUBLIC SCHOOLS

Facilities Services

6501 Magic Way, Building 600, Orlando, Florida 32809

Tel.: (407) 317-3704 Fax: (407) 317-3756

Date: June 23, 2016

To: All Maintenance, Grounds and Custodial Employees

From: Jim Surguine 
Senior Facilities Director

Subject: Leave Requests

Employee Self Service (ESS) has been in place for over 2 years. I am proud to report that employees have adapted well to the process and have exceeded expectations. There is however one area that we need your help with, upon returning from being absent employees must enter leave requests into the ESS system within 48 hours per Management Directive A-14, failure to do so will result in an entry by the payroll clerks of **Personal Leave Without Pay**. Requests for absences due to extenuating circumstances may be entered upon approval of management.

Failure to clock "in" or "out" three or more times in a 14-day period will be considered "excessive" and may be subject to disciplinary procedures. Since payroll occurs daily, exception reports must be completed during the current pay-period. Failure to submit, within the pay-period could be considered fraud and appropriate disciplinary action may be taken.

Thank you in advance for your understanding and cooperation in this important matter.

Reminder: Annual Leave requests require prior approval from your supervisor.

My signature indicates that I have received a copy of this memo.

Date

C: John T. Morris

"The Orange County School Board is an equal opportunity agency."

SAMPLE EVALUATION

ORANGE COUNTY PUBLIC SCHOOLS EVALUATION FORM FOR CLASSIFIED EMPLOYEES SCHOOL YEAR 2015-2016

PERNR: 00000000
NAME: [REDACTED]
WORK LOCATION: HUMAN RESOURCES
POSITION: [REDACTED]

NA = Not Applicable U = Unsatisfactory NI = Needs Improvement ER = Effective with Recommendations E = Effective

I. PERFORMANCE: Supports the Vision of Student Success

E A. Knowledge/Skills - Applies knowledge and skills to complete assigned duties and responsibilities.

Supervisor recommendations:

Final appraisal:

[REDACTED] performance continues to be at a high level. She is always willing to take on additional duties within the office and is always working to support the vision and mission of the district and goals of our department.

Employee comments:

E B. Work Standards - Meets work goals or standards.

Supervisor recommendations:

Final appraisal:

[REDACTED] meets all work goals and standards.

Employee comments:

E C. Dependability - Performs assignments with minimum supervision.

Supervisor recommendations:

Final appraisal:

[REDACTED] is always very dependable.

Employee comments:

E D. Initiative - Assumes responsibility; goes beyond what is necessary; demonstrates self-starter behavior.

Supervisor recommendations:

Final appraisal:

[REDACTED] assumes responsibility for her work, always goes beyond what is necessary and is a self-starter.

Employee comments:

E E. Adaptability - Maintains effectiveness in different situations.

Supervisor recommendations:

Final appraisal:

[REDACTED] maintains effectiveness in various situations throughout her work.

Employee comments:

II. INTERPERSONAL SKILLS: Supports the Vision of Student Success

E A. Communication - Demonstrates listening, verbal, non-verbal, and writing skills appropriate to the job.

Supervisor recommendations:

Final appraisal:

[REDACTED] demonstrates appropriate communication skills.

Employee comments:

E ~~B. Cooperation~~ Cooperates with coworker-workers and managers in daily work relationships.

Supervisor recommendations:

Final appraisal:

[REDACTED] cooperates with coworkers and managers.

Employee comments:

E C. Teamwork Skills - Promotes high morale; sets a good example; demonstrates sensitivity toward coworkers.

Supervisor recommendations:

Final appraisal:

[REDACTED] promotes teamwork with her coworkers.

Employee comments:

III. PERSONAL: Supports the Vision of Success

E A. Attendance - Regularly present; follows appropriate leave policies.

Supervisor recommendations:

Final appraisal:

[REDACTED] follows appropriate leave policies.

Employee comments:

E B. Punctuality - Consistently arrives to work or to assigned task(s) promptly.

Supervisor recommendations:

Final appraisal:

[REDACTED] is always punctual.

Employee comments:

E C. Safety - Exercise safe work habits.

Supervisor recommendations:

Final appraisal:

[REDACTED] exercises safe work habits.

Employee comments:

E D. Appearance - Meets appearance and grooming standards for the job.

Supervisor recommendations:

Final appraisal:

[REDACTED] meets all appearance and grooming standards.

Employee comments:

The evaluator and evaluatee electronically signed this document.

↑ Change goes here

CUSTOMER SERVICE

TRAINING POWER POINT

12/14/2016

Orange County Public Schools

New for 2016-17

A new customer service responsibility was added to all classified job descriptions:

"Responds to external and internal customers in a timely, accurate, courteous and empathetic manner representing OCPS in a positive light."

Orange County Public Schools

New for 2016-17

**How does OCPS define
External / internal customers?**

Orange County Public Schools

New for 2016-17

OCPS defines "customer" as anyone receiving either information or a service from an OCPS employee, whether the recipient is another OCPS employee, or someone not employed by OCPS.

Orange County Public Schools

New for 2016-17

What does a "Customer Service" response look like?

Orange County Public Schools

New for 2016-17

It's **timely**: Every effort should be made to respond to customers within 24 – 48 hours after the request is received. The response can:

- ☐ Provide the customer with the information requested,
- ☐ Make the customer aware of your progress in securing an answer, or
- ☐ Provide the customer with who/where they can secure their answer

Orange County Public Schools

New for 2016-17

It's **accurate**: Information provided customers must be accurate. Accuracy ensures

- ☐ The information is correct.
- ☐ The customer can rely on the information provided them.
- ☐ The information will be consistent, without regard to who the customer speaks

Orange County Public Schools

New for 2016-17

It's **courteous**: The interaction with the customer should be

- ☐ Polite.
- ☐ Considerate.
- ☐ Civil.

Orange County Public Schools

New for 2016-17

It's **empathetic**: OCPS defines empathetic as "the ability to convey an understanding of the customer's request."

Orange County Public Schools

New for 2016-17

These four components

- ☐ Timely
- ☐ Accurate
- ☐ Courteous
- ☐ Empathetic

Define OCPS's definition of Customer Service.

Orange County Public Schools

Customer Service

The Customer Service responsibility has also been added to the employee's evaluation form. Under:

II. Interpersonal Skills; B. Cooperation

Orange County Public Schools

Customer Service

It now reads:

Cooperates with coworkers, managers, internal and external customers in relationships and daily operations; supports the District's customer service initiative.

Orange County Public Schools

Customer Service

Guidelines:

You should treat the customer service component the same as you've treated all the other components under the broad umbrella of Interpersonal Skills (i.e. Communication, Cooperation, Teamwork Skills).

Customer Service

The essential difference is that now, Cooperation has been expanded to include the elements of customer service.

Customer Service

What does this mean?
As the evaluating manager, you should first model the customer service behavior you're expecting from your staff.

Customer Service

Where this behavior is **not** being practiced within your staff, you should coach your employee for improvement.

Customer Service

Where this behavior **is** being practiced by your employees, you should recognize and encourage its continuance.

Customer Service

If you have questions, you should contact your Employee Relations Manager or the Labor Relations Office at (407) 317-3337, option 1.

Customer Service

Incorporating the customer service responsibility in every employee's job description and evaluation reiterates the value the District places on our customers and our commitment to Stellar Customer Service to everyone we serve.

OESPA-CBLT MEETING

Tuesday, December 6, 2016

8:30 AM - 2:00 PM

WEKIVA HIGH SCHOOL

SIGN-IN SHEET

PIN	NAME	POSITION TITLE	WL NAME	SUPERVISOR NAME	CONTACT PHONE#
99876	Tony Smyrock	Refrigeration Tech	N/W Maintenance	Mike Laughran	407-692-4464
8649	Norwood Wilkinson	B. S. T. #	N/W Maintenance	Michael Kumpken	(407) 694-7408
24316	Solito Yaquez	Custodial Tech	Central Support Services	Kevin Ballinger	381-945-2403
8481	Stefen Sykes	School Secretary	Columb 9th Gr.	BETHANN Kussow	603-222-3
100445	Florina Mitchell	Para-educator	Kocklata Ele.	Robin Brewer	407 245-1880
13726	Volanda Anderson	Sr Finance Specialist	FMS Magelway	Solita Hamilton	407 377-3200
	Melissa Pfeiffer-Herrmann	UNISD	DESPA		
	Henrik Kraft	—/—	—/—		
10081	Tanya J. Allen	Transportation	Transportation	Adam Zbarsky	407-317.3800
95463	Ren Pelland	DESPA President			
16112	Cynthia Mendez	SP, Admin	Transportation	Bill Wain	407-377-3807
	Debra Albrecht	Sr Admin	Food Retention		
	Warren Davis	Driver		Jeff Gnie	407-558-1165
33301	Shandel Williams	ICTS TR	ICTS	Pat Boyke	

OESPA-CBLT MEETING

Tuesday, December 6, 2016

8:30 AM - 2:00 PM

WEKIVA HIGH SCHOOL

SIGN-IN SHEET

PIN	NAME	POSITION TITLE	WL NAME	SUPERVISOR NAME	CONTACT PHONE#
92541	Stephanie Heron	Director	Employment Svcs.	Ron Pilgrum	ext. 200-2132
98512	Elizabeth Silva	Sr. Manager	Compensation	Theresa Harter-Mills	200-2172
13475	James Saguine	Sr. Director	Facilities	John Morris	202-5011
91498	Kevin Ballinger	Dep. HCSS	CS	Jim Saguine	202-3705
7521	Michelle Erickson	Principal	Wekiva HS	Dr. Border	6194901
18371	Krista Russell				
57152	Almeda Jefferson	Sr. Administrator	FWS	Lola Gilbert	202-5160
22526	Undsay Baldwin	Director	Payroll	Doreen Comolingo	202-481
99914	Judith Padres	Director	Budget	Doreen Comolingo	2002482
605127	Jennifer Fowler	Director	Env. Compliance	Mike Eugene	20339394
11738	Steve Mucke	Sr. Admin	TRHS	Bill Wren	407-858-3240
51436	Glennell Jean-Hardy	TC	IGTS	Pat Boyler	4107-2322-3000
	Ron Pilgrum	HR	HR	Bridgefalling	2002353
18283	William Hender	Director of Facilities	Facilities	Scott Meach	407-7617883