

Memorandum of Understanding
Between the
Amalgamated Transit Union
&
The Greater Cleveland Regional Transit Authority

Trolley Bus Services

Effective upon execution, this memorandum of understanding will confirm the continuance of the Trolley Bus Service and its special provisions. The Greater Cleveland Regional Transit Authority and the Amalgamated Transit Union, having met and conferred, agree to the wages, hours and conditions of employment outlined herein. Except as outlined in this agreement, no other terms and conditions of Part II for the Trolley Bus Service shall be provided for in the Collective Bargaining Agreement between the GCRTA and the ATU effective August 1, 2006 through July 31, 2009.

1. Harvard District Operators will provide the Trolley Bus Service. Operators that work the Trolley Bus Service will be referred to as Ambassadors. The Harvard District will also maintain the vehicles.
2. Harvard District Operators will volunteer to pick the work based on seniority. Management will select the necessary number of operators for this service based on a jointly agreed upon customer service selection process. The Union will be a part of the interview process but the final selections will be at management's discretion. Operators that are trained as Ambassadors but are unable or choose not to work Trolley Bus work will pick and work other big bus assignments. They will also be utilized as an extra board for the Trolley Bus Service. Regular extra board operators may also be required to operate this service from time to time.
3. When extra board Ambassadors, who hold regular runs, hold down Trolley Bus work, their regular work will be sent to the regular extra-board for hold down. After the extra board Ambassadors are exhausted, management will offer the Trolley Bus service fill-in work to the regular extra board.
4. Operators that are pulled from their regular run to perform Trolley Bus Service will be guaranteed at least what their regular run would have paid.
5. Trolley Bus Service will be provided Monday through Friday. Management reserves the right to expand the Trolley Bus Service to weekends should a service demand arise. Management will meet with the ATU to discuss expansion prior to the service change.
6. Operators that pick work, as Ambassadors will work as Ambassadors for two pick periods. Management may allow Ambassadors to pick work after the first pick period if management has significantly changed the runs.
7. Management will first offer Trolley Bus overtime to those Operators that are currently working as Ambassadors. If management is unable to cover the overtime with Ambassadors it will then offer the overtime to the Operators that are on the extra board and certified as Ambassadors. If management is unable to cover the overtime with extra board operators certified as Ambassadors, they will offer the overtime to any other certified Ambassadors and finally, if necessary, to the other extra board Operators.

8. Management will also offer Ambassador training to part-time Operators at the Harvard District to qualify as Ambassador Operators.
9. Ambassadors that work the Trolley Bus Service will receive additional customer service and communication training. Ambassadors will be expected to provide more information than just calling stops. Ambassadors will identify things like downtown landmarks and events that may be occurring in the area.
10. Management reserves the right to remove an Operator as an Ambassador if he/she is not providing the communication and services as expected as an Ambassador. If an operator is removed as an Ambassador, the operator will be placed on the regular extra board until the next pick. The Ambassadors will also be subject to all other work rules and polices regarding performance and behavior.
11. The Miss Rule will apply.
12. Daily, weekly and day off overtime applies.
13. Management will provide Trolley Bus Ambassadors with uniforms items that will identify them as a Trolley Bus Ambassador. Operators that are a part of the Trolley Bus Service extra board will be required to maintain the Trolley Bus uniform items in their District locker.
14. Management and the Union will review, as needed, the Trolley Bus Service during its monthly Labor/Management Policy Committee meetings.

The GCRTA and the ATU acknowledge that they have had ample opportunity to confer and bargain over all negotiable matters affecting wages, hours and, terms and conditions of employment for Ambassadors. This agreement represents a complete and final understanding between the GCRTA and the ATU on all bargaining issues regarding the Ambassadors.

Executed in Cleveland, Cuyahoga County, Ohio, this 2nd day of May 2007.

For the Amalgamated Transit Union



A handwritten signature in cursive script, appearing to read "Gary Jal-ke", written over a horizontal line.

For the Greater Cleveland
Regional Transit Authority



A handwritten signature in cursive script, appearing to read "Scott Fenwick", written over a horizontal line.