

# RAMSEY COUNTY LABOR MANAGEMENT COMMITTEE

SEPTEMBER 07, 2023 – 1500 hours

*The LMC is intended to be a collaborative effort for open discussion and idea sharing. It is not a policy making committee, although through these sessions changes may be initiated and/or considered.*

## **Attendance:**

ECC Leadership: Nancie Pass, Joe Dillenburg, Laura Espy, Lindsay O'Donnell, Dan Palmer, Erin Quinn  
LELS #349: Cindy Barnes, Amber Guettler, Bao Moua, Natalie Simonet  
St. Paul Federation: Chris Kurr  
RC Labor Relations: Cassy Fogale  
Scribe: Shar Whebbe

## **REVIEW OF AGENDA and PREVIOUS MEETING ACTION ITEMS (06.12.23)**

Agenda and meeting notes were accepted without edits.

- Action Item: Hue Life Survey results – Nancie will follow up on getting something out to the floor. **Completed.**
- Action Item: Mandates – J. Mikulak was working on several mandate questions. Those items remain on the agenda for this meeting.
- Action Item: Special Assignments – C. Barnes will follow up with membership on the misconception that special assignments are limited to one year. **Completed.**

## **QA (Leadership)**

There are 2 software programs being implemented (Frontline and CORTI) that will help track QA. Frontline will utilize APCO/NENA forms. Frontline also includes a DOR module to help better track training strengths and areas that need improvement. There are other agencies in the metro that use this software with success. Employees will get a report emailed to them from Frontline, and then supervisors will follow up. CORTI works with our audio log and will use a type of AI to pick up on annotations within each call. CORTI will be doing a 3-month pilot with the ECC on all calls. The QA Supervisor will be responsible for monitoring these programs to start off. Monthly supervisor/employee meetings would still be the standard. These programs are anticipated to be active in mid-fall.

## **MANDATES (LELS 349)**

4 employees from the unions have or will sit with 4 supervisors monitoring and learning the mandate process for greater understanding. This is a trial process for the next month, and leadership would like some feedback once everyone has had a chance to go through a mandate cycle. Early feedback is that this is very helpful for union leaders to be able to communicate with membership on how/why some mandates are being assigned.

- Action Item – The four union members will meet together to compare notes once they have all had a chance to go through a mandate cycle.
- Action Item – S. Whebbe will keep this on the agenda for the next meeting.

At the beginning of 2023, it was agreed on that there would be a temporary process of letting people change voluntary overtime to a mandate. Now that we are closer to fully staffed, and the VOT stipend is sunsetting, leadership would like this process to revert as well. LELS 349 polled membership, and most agree that this process should sunset as well. As of 9/15, overtime signed up for will NOT be converted to a mandate by request.

- Action Item – N. Pass will send out a follow-up email notifying all employees that this process will, indeed, be sunsetting.

In the past, any overtime signed up for within 7 days would be counted as a mandate – even if it was a do not mandate spot. Now, because we are doing the mandates 14 days out, there is a question on if this practice should continue. Going forward, a mandate will ONLY be credited if a supervisor assigns the shift to you, or if it's within 24 hours. When sending out those spots, supervisors will indicate in the page out or the CAD message that a mandatable spot is being filled.

- Action Item – N. Pass will include this information in her email to the floor.

Short day mandates were discussed. Based on equitability, there is no process in place to automatically mandate (or not mandate) someone on their short day.

Mandates surrounding bid vacations were discussed.

→ Action Item – S. Whebbe will keep this on the agenda for the next meeting.

There was discussion surrounding special assignment and supervisors sitting for mandates. It was acknowledged that there was a lot of help from all during the state fair, and it's understood there's not a great solution or common understanding of why this is not a solution for mandates. This has been discussed in the past, and, at this time, there are no action items at this time.

Law/Fire promotions are upcoming and that will be pulling more TCs from the shifts. There are currently 6 TCs in training, and another class of 10 starting in October. There are many considerations given to why/when to offer promotional opportunities. There are a lot of moving parts with personnel that may not be open knowledge.

### **REFRIGERATOR CLEANING (LELS 349)**

Employees are upset because good condiments and other things such as lunchboxes were cleaned out and tossed. The Clean Environment pillar will be reviewing this feedback at their October meeting.

→ Action Item – N. Pass will communicate with the Clean Environment pillar on some suggestions regarding bigger signs on the refrigerators and putting a clean-out date on the freezer.

### **FLOOR REFRESH (Leadership)**

We are about 30 days away from really estimating the length of this project. At this time, the estimate is 4 months and is scheduled to begin on 1//9/24. The floor refresh committee, along with feedback from the employees, has finalized the layout and the design choices for furniture/flooring. The floor will not be carpeted, but there will be mats laid out especially during the winter months. During the refresh, operations will be moving to the 1411 and 1425 buildings in Arden Hills. There were hundreds of scenarios discussed and explored, and at this time, the TCs will be utilizing the backup center and dispatch will be utilizing the 1425 building. The tech team will be working on setting up all of the consoles in those spaces, and everything is being considered including where to store personal items and how to prepare food, etc. The floor refresh will be discussed at the all-staff meetings in October. The floor refresh committee members are Erin Quinn, Rachel Eberhard, Jenna Hatch, Micaela Denning, Dan Palmer, Mike Mihelich, Amber Guettler, Cindy Bircherm, Lisa Cardinal, Kelly Skalsky, and Jen Schmitt.

### **CRISIS FLOWCHARTS (LELS 349)**

There are inconsistencies on how the crisis flowcharts are being used. Anything confusing or any issues should be referred to Tianna May (Training Team supervisor).

→ Action Item – A. Guettler will follow up with N. Diamond on some specifics and will bring forth the questions to T. May.

### **NEW BUSINESS/OPEN DISCUSSION**

Nothing further was discussed.

### **NEXT MEETING(S):**

Tuesday, October 17, 2023

1500 hrs – 1700 hrs

- LELS will be running the agenda.
- Shar Whebbe will send a calendar invite to all members and reserve the room.
- The October agenda will be sent out on 10.10.23 – all agenda items due by that date.

Meeting adjourned at 1650 hrs.

Respectfully submitted,  
Shar Whebbe