



**For Action
with Confidential Attachment**

Customer Service Centre Interest Arbitration Award

Date: April 14, 2021
To: TTC Board
From: Executive Director – Human Resources

Reason for Confidential Information

This report is about labour relations or employee negotiations.

Summary

The Amalgamated Transit Union (ATU) Local 113 – Customer Service Centre (CSC) bargaining unit is comprised of approximately 50 employees.

This report will provide the TTC Board with details regarding the outcome of interest arbitration following collective bargaining between the TTC and the ATU Local 113 CSC bargaining unit.

The award was issued on December 21, 2020.

Recommendations

It is recommended that the TTC Board:

1. Approve the recommendations contained in the confidential attachment;
2. Authorize that the information provided in Confidential Attachment 1 remain confidential in its entirety as it contains information about ongoing labour relations or employee negotiations.

Financial Summary

The recommendations in this report do not result in a financial impact. The financial details are contained within the confidential attachment.

The Interim Chief Financial Officer has reviewed this report and agrees with the financial summary information.

Equity/Accessibility Matters

This award and the resulting amendment to terms and conditions of employment is applied equitably to all employees who are represented by the bargaining unit of the subject Collective Agreement and does not have any identified impact on accessibility or equity matters.

Decision History

[July 10, 2019 – Collective Bargaining Mandate – Amalgamated Transit Union Local 113 Customer Service Centre](http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2019/July_10/Reports/Decisions/3_Collective_Bargaining_ATU_113_CSC_Mandate_Decision.pdf) –

http://www.ttc.ca/About_the_TTC/Commission_reports_and_information/Commission_meetings/2019/July_10/Reports/Decisions/3_Collective_Bargaining_ATU_113_CSC_Mandate_Decision.pdf

At the July 10, 2019 TTC Board Meeting, the TTC Board adopted staff recommendations with the commitment that staff would report to the TTC Board with the outcome of any interest arbitration.

Issue Background

The TTC issued the notice to bargain on May 31, 2019, in advance of the Customer Service Centre's (CSC) contract expiry of July 31, 2019. Collective bargaining formally began on July 11, 2019. Continued negotiations between the parties were unsuccessful and the Ministry of Labour issued a no-board report on September 9, 2019, referring the matter to interest arbitration in accordance with the TTC Labour Disputes Resolution Act, 2011.

Interest arbitration commenced on June 3, 2020 and concluded on November 26, 2020.

On December 21, 2020, Arbitrator Robert Herman issued an award resolving all remaining matters in dispute and settling the terms of the 2019 Collective Agreement between the Toronto Transit Commission (TTC) and the Amalgamated Transit Union (ATU) Local 113.

Comments

This award forms the second Collective Agreement between the TTC and ATU Local 113 – Customer Service Centre bargaining unit since certification in 2017.

Award Highlights:

- Term of the new agreement is effective August 1, 2019 to July 31, 2021.
- Across the board wage increases of 2% retroactive to August 1, 2019 and August 1, 2020. Wage uplifts were harmonized with the main ATU Local 113 bargaining unit.

- No major changes to work rules and working conditions awarded.
- Improvements to the benefits plan, including:
 - Increase of combined chiropractic, physiotherapy and massage coverage to \$2,000 per year from \$1,000.
 - Increase of psychological coverage to \$1,500 per year from \$1,000.
 - Increase in vision coverage to \$500 per year from \$450.
- Job vacancies are required to be posted to internal candidates first, for at least 14 days.
- Additional minor changes to floater days, Long Term Disability, benefits and vacations.

Since issuance of the award, TTC staff have implemented all items in accordance with the prescribed timelines in the award.

Contact

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Signature

Megan MacRae
Executive Director – Human Resources

Attachments

Confidential Attachment 1 – Customer Service Centre Interest Arbitration Award