SUBJECT	Article	Section	Subsection	Page(s)
Accidents	XVIII	3		81
Adoption	XVII	8		77
Aid to Education	X	19		53
Alcoholism & Chemical Dependency				
Employee Assistance Program Sick Leave	XVIII XIV	9	В	85 67
Sick Leave	AIV	13	Б	0 /
Agreement – Terms & Effectiveness				
Amendments	XIX	2		88
Effective Dates (Termination of)	XIX	1		88
Executive Authorization	XIX	5		88
Notices (Time Period, Mailings, Parties)	XIX	3		88
Successors; Assigns	XIX	4		88
Arbitration	V	3		
Binding	V	3	E	12
Briefs	V	3	G	12
Discharges	V	3		13
Expedited	V	3		13
Grievance Procedure Prior to	V	3		8
Step 1	V	3		8-9
Step 2	V	3		9-10
Step 3	V	3	A-J	11-13
Location	V	3	Ī	13
Pre-Arbitration Meeting	V	3	J	13
Scheduling	V	3		8
Transcripts	V	3	F	12
Arbitrators	V	3		
Expenses & Fees	V	3	Н	12
Panel	V	3	В	11
Removal & Replacement	V	3	С	11
Selection	V	3	D	12

SUBJECT	Article	Section	Subsection	Page(s)
Bidding				
Acceptance Period	VI	19		28
Anticipated Vacancies	VI	13		23-24
Bid Forms	VI	13		24
Bidder not qualified	VI	22	A-D	30-31
Conditional/Contingent	VI	14	A-H	25-26
Customer Service Department	XXII	2	D-E	95-96
Different Department	VI	21		29
Districts defined	VI	17	A-C	27
Failure to bid	VI	30		33
Failure to qualify	VI	21	C	30
Incumbents	VI	11		22-23
Interview	VI	25		32
Leaves job	VI	13		25
Multiple bids	VI	19		28
No successful bidders	VI	26		32
Part-time employees	VI	13		24
1 7		18		27
Permanent employees	VI	13		24
Posting	VI	13		23-24
		26		32
Probationary employees	VI	2,3		17-18
Refusal	VI	19		28
Rejection	VI	22	D	31
Seniority	VI	19		28
Successful bidder	VI	19, 22		28, 30-31
Suspension of Rights	VI	22	A-E	30-31
Temporary employees	VI	18		28
Temporary vacancies	VI	14-16		25-27
Withdrawal	VI	22	A-C	30-31
Board of Review	XVIII	3		81
Bonuses				
Customer Works Dispatcher	VI	9	F	21

SUBJECT	Article	Section	Subsection	Page(s)
Night Call Outs Overtime Rate of Pay Scheduled Days Off Sunday (6-2 shift)	XX XX XX XX XX	4 3 1-2 4 5		89 89 89 89
Bulletin Boards	XV	1		69
Bumping (see Job Appropriation)				
Central Cash Department	VI	28		32-33
Check-off – Union Security Agreement Authorizations (Dues) Membership  Civil Rights Committee	II II II	6 2-4-5 1		5 3-5 3
G				
Classification Changes – Posting	XVII	15		79-80
Corporate Incentive Plan	X	1	С	49
Customer Service Advancement Program Entry General Lunch Level Mileage/Travel Time Overtime Sr. Customer Service Representative Training Vacation	XXII XXII XXII XXII XXII XXII XXII XXI	2 7 5 3 11 9 8 6 4	A-F A-D A-E A-F A-D	95-96 99-100 98 96-97 107-108 104-106 100-103 98-99 97

Article	Section	Subsection	Page(s)
XXII	10	A-B	107
XVII	9		78
V	10		15-16
V	10		15-16
V	3		8-11
III	1		6
III	1		6
V, VI	9, 2		15, 17-18
V	8		15
V	10		15-16
V	7		15
VIII	24		45
reamble			1
II	1-3		3,4-5
XIX			88
XVII	17		80
V	2		8
Ex. 1			119
Ex. 2			120
			121
Ex. 4			122
XVII	4	A	74
	4	C	74
		В	74
XVII	4	Ğ	74-75
	XXII XVII  V V V III III V, VI V V VIII  reamble II XIX XVII V Ex. 1 Ex. 2 Ex. 3 Ex. 4  XVII XVII XVII	XXII 10 XVII 9  V 10 V 10 V 3 III 1 III 1 III 1 V, VI 9, 2 V 8 V 10 V 7 VIII 24  reamble II 1-3 XIX XVII 17 V 2  Ex. 1 Ex. 2 Ex. 3 Ex. 4  XVII 4 XVII 4 XVII 4	XXII 10 A-B  XVII 9  V 10 V 10 V 3 III 1 III 1 IV, VI 9, 2 V 8 V 10 V 7 VIII 24  reamble  II 1-3  XIX  XVII 17 V 2  Ex. 1 Ex. 2 Ex. 3 Ex. 4  XVII 4 XVII 4 C XVII 4 B

SUBJECT	Article	Section	Subsection	Page(s)
Saturday/Sunday	XVII	4	E	74
Vacation	XVII	4	D	74
Grievance Procedure				
Arbitration	V	3		8
Detail Report to Union	V	10		15-16
Discharges	V	10		15-16
Filing, Timeliness	V	4-5, 11		15-16
Form	V	3		8
Legal, Court or Administrative Action	V	12		16
Lockouts, Strikes, Work Stoppages	V	1		8
Minutes	V	3		10
Monetary settlement	V	13-14		16
Scheduling Hearings	V	3		8
Settlement	V	6		15
Step 1	V	3		8
Step 2	V	3		9
Step 3	V	3	A-J	10,11
Union Representation	V	2	v	8
Health & Safety				
Accident Reviews (Board of Review)	XVIII	3		81
Disability (Pension & Social Security)	XVIII	8	A-C	84-85
Employee Assistance Program	XVIII	9		85
Insurance	XVIII	6-7		82-84
Joint Safety Committee & Meetings	XVIII	4		81
On the Job Injuries	XVIII	12		86
Pension Plans	XVIII	6, 8		82-84
Safety Equipment	XVIII	1		81
Safety Manual Revisions	XVIII	5		82
Safety Rules	XVIII	1-2		81
Technology Committee	XVIII	11		85-86
Hiring *See also Bidding Seniority				
Probationary Period	V, VI	9, 2		15, 17-18
Temporary Employee	XXI	,		90

SUBJECT	Article	Section	Subsection	Page(s)
Holidays				
Bonus Paid	VII	9-10		39
Death in Family	VII	4		37
Leave of Absence (During)	VII	5		38
New Employee	VII	6		38
Military	VII	5		38
Observed	VII	1		37
Part-time employees	VII	1		37
Rate of Pay	VII	1		37
Union business	VII	10		39
Work Schedule,				
Consecutive days determined	VII	3		37
Worked, Scheduled to work	VII	2		37
Hours of Work				
Overtime * See also Overtime				
Callouts	XI	9		57
Cancelled	XI	10		58
Defined	XI	5		56
Minimum Hours Paid	XI	7		56-57
Rate of Pay	XI	6		56
Travel Time Allowance	XI	7	С	57
Reporting Off - Notification	XI	12		58
Rest Period	XI	8		57
Schedule				
Alternative	XI	2	В	54
Change	XI	3		55-56
40 Hour Schedule	XI	2		54
Less than 8 Hour Day	XI	4		56
Traditional	XI	2	A	54
Time Change (Daylight Savings)	XI	11		58
Time Worked – Calculated	XI	13		58
Work Week Defined	XI	1		54
Inclement Weather	XVII	11		79

SUBJECT	Article	Section	Subsection	Page(s)
Incumbent				
Bidding	VI	11		22-23
Job Description and Job Evaluation	X	5, 6		49
Job Eliminated or Appropriated				
(Bumping Rights)	VI	10		21-22
Job Vacancies	VI	11		22-23
Rate Increases	VI	11		22-23
Recalls	VI	11		22-23
Insurance				
Continuation after Leave of Absence	XVIII	7		84
Disability Pension	XVIII	6	D	84
Life, Medical, Dental, Orthodontia,				
Vision	XVIII	6		82-83
Laid off Employees	XVIII	6	A-C	82-83
On-the-job injury (Pension)	XVIII	8		84-85
Sick Leave Benefits expired	XVIII	7		84
Injury on Job				
Job Appropriation	VI	12		23
Medical Treatment	VI	12		23
Notice to Union	XVIII	12		86
Pension & Social Security Benefits	XVIII	8		84-85
Seniority Computed	VI	1		17
Sick Leave	XIV	5		64-65
Workers' Compensation Benefits				
Calculation	XIV	6		65
Contested	XIV	7		65
Job Appropriation				
Customer Service Advancement Program	XXII	2	E	96
Injury on Job	VI	12		23
Loss of Aptitude or Abilities	VI	11	_	22-23
Part-time & Temporary Employees	VI	10	E	22
Recall Rights	VI	10	Α	22
Security Clause	VI	38		36

SUBJECT	Article	Section	Subsection	Page(s)
Job Description & Evaluation				
Consultant Services	X	13		50
Duties & Qualifications	X	5-9		49-50
Evaluation	X	12		50
Examinations	X	17		51
New Job & Description	X	9-11		50
Testing	X	17		51
Tuition Reimbursement	X	19		53
Job Vacancies				
Bidding, Incumbents, Posting, Recalls	VI	13		23-25
Not Filled	VI	26-27		32
Temporarily Filled	VI	29		33
Jury Duty, Court Service	XVII	3		73
Lay-off				
Recalls - Eligibility, Incumbent Rate	VI	32		34
Security Clause	VI	38		36
Seniority	VI	33-34		35
Severance Pay	VI	37		36
Leave of Absence				
Adoption	XVII	8		77-78
Disability – Illness or Injury	XVII	7		76-77
Eligibility	XVII	6		76
Expiration of Sick Leave	XVII	7		76-77
Holidays	VII	5		38
Military	VII	5		38
Pregnancy, Childbirth	XVII	7		76-77
Union business	IV	1-4		7
Valid reason	XVII	6		76

SUBJECT	Article	Section	Subsection	Page(s)
Labor/Management Relations Neutrality Successorship				134-137 134
Lockouts, Strikes, Work Stoppages	V	1		8
Management Rights	III	1		6
Meal Money Maximum Reimbursement Definition of a Meal Delayed Meal Working Outside District HQ Pay in lieu of meal	XIII XIII XIII XIII XIII	1-5 1 1 4 5		62 62 62 62 62 62
Memorandum of Agreement Builder/Developer Service Department Emergency Clerical Call-out Employment Option for Laid-off Employees Medical Benefits – Self-funding Pension, Early Retirement, 85 Points Movement of Bill and Notice Insertion Work, Part-Time CSR Limit/Call Ctr Calculation of OT/FLSA Rate Dental Related Sick Leave Benefits	Memo Memo Memo Memo Memo Memo Memo Memo			130-133 123 124-128 129 130 138-139 140 140-141

SUBJECT	Article	Section	Subsection	Page(s)
Military Service	IX	1		47
Optical Reimbursement	XVIII	1		81
Overtime				
Absence	XII	4		59
Assignment	XII	1		59
Cancellation-Scheduled	XI	10		58
Charging	XII	4, 8-9		59-61
Commencement	XI	7		56-57
Distribution	XII	1-10		59-61
Eligibility	XII	4		59
Extension of Workday	XXII	9		106
Hardship or inconvenience	XII	3		59
Minimum callout	XI	7		56-57
New classification	XII	5		59
Posting	XII	6		60
Refusal	XII	8		60-61
Responsibility of employee	XII	10		61
Single Day Vacation	XII	4		59
Union Officers	XII	9		61
Part-time Employee				
Bidding	VI	13		23-25
Holiday	VII	1		37
Job Appropriation/Bumping Rights	VI	10	E	22
Seniority	VI	36		35
Vacations	VIII	29		45-46
Payday – Biweekly	X	3		49
Pay Calculations	XI	13		58

SUBJECT	Article	Section	Subsection	Page(s)
Pension Plan Disability Vacations	Memo XVIII VIII	8 28		130 84-85 45
Premium Pay	XI	3-7		55-57
Probationary Period Grievances	VI V	2-3 9		17-18 15
Progression - Normal	VI	9		19-20
Promotion				
Seniority Trial Basis	VI VI	5 7		18 19
Reasonable Length of Time Defined	VI	4		18
Recall				
After Layoff	VI	32		34
Incumbent Rates & Bidding	VI	11		22-23
Job Elimination	VI	11	D	22-23
Mandatory	VI	11	В	23
Refusal	VI VI	32	D D	34
Rights Seniority	VI	10 32	B-D	22 34
Recognition – Union Exclusive				
Representative	I	1-2		2
Reporting Off - Notification Requireme	nt XI	12		58
Reprimand/Warning Letters	V	8		15
Rest Period				
Breaks	XVII	2		73
Overtime	XXII	9	С	105
Sleep time	XI	8		57
12-hour shifts	XVII	2		73

SUBJECT	Article	Section	Subsection	Page(s)
Retirement Accounts				
IRA	XVII	16		80
401(k)	XVII	19-20		80
Return to Bargaining Unit	VI	34		35
Return to Regular Job	VI	22	В	31
		31	В	33
Safety				
Devices & Equipment	XVIII	1-2		81
Optical Reimbursement	XVIII	1		81
Rules	XVIII	2		81
Schedules				
Alternative	XI	2	В	54
Traditional	XI	2	A	54
Changes	XI	3		55
Seniority	VI	1-39		17-36
Breaks in service	VI	33		35
Change of Classification-Monthly Report	XVII	15		79-80
Computation	VI	1		17
Identical Dates	VI	6		18-19
Incumbency	VI	11		22-23
Job Appropriation	VI	10		21-22
Lay-offs	VI	34		35
Leave of absence-Union officers	IV	4		7
List – Posting	XVII	13	D	79
Mandatory Recall	VI	11	В	23
Overtime List Hours	XII	6		60
Part-time employees	VI	13		23-25
Part-time Seniority dates	VI VI	36 2		35 17-18
Probationary period Promotions	VI VI			17-18
Promotions Recall	VI VI	5, 7 32		
	VI VI	34		34 35
Return to bargaining unit	V I	34		33

SUBJECT	Article	Section	Subsection	Page(s)
Supervisory, Professional or				
Exempt Positions	VI	34		35
Temporary employees	XXI	12		93
Workers' Compensation Injuries	VI	12		23
Severance Pay	VI	37		36
Sick Leave	XIV	1-14		63-68
Alcohol and Chemical Dependency	XIV	13	В	67
Eligibility	XIV	1-3		63
Holiday during	XIV	8		65
Leave of Absence	XVII	7		76-77
Medical Release Form	XIV	11		66
		Exh. 3		121
Part-time employee	XIV	4		64
Seniority	VI	1		17
Sick Leave documentation	XIV	11		66
		Exh. 2		122
Successive disabilities	XIV	10		66
Third Doctor	XIV	14		67
Vacation During	VIII	18		43
Wellness Day Form	XVIII	13		86
·		Exh. 4		122
Workers' Compensation	XIV	5-7		64-65
Subpoena – Court Service	XVII	3		73-74
Supervisor Working	XVII	1		73
Technology Committee	XVIII	10-11		85-86
Temporary Workforce Employee	XXI	1-16		90-94
Definition	XXI	1-2		90
Assignments	XXI	3-6		90-92
Bidding	XXI	13-14, 16		93, 94
Holidays	XXI	9		92
Insurance	XXI	10		92
Limitations	XXI	5, 8		91, 92

SUBJECT	Article	Section	Subsection	Page(s)
Part-time Relief	XXI	11		92-93
Seniority	XXI	12		93
Vacation	XXI	7		92
Wages	XXI	15		93
Testing				
Ability to Absorb	X	17		51
Qualifying Exams	X	17		52
Typing/Keyboard	X	18		52-53
Time Change – Daylight Savings	XI	11		58
Training Center				
Expense Allowance	XVI	9		71-72
Housing	XVI	9		71-72
Transportation - Travel Allowance	XVI	4, 6-7		70-71
Training Time Frames	VI	21, 23-24		29, 32
CSR	XXII	3, 6		96, 98-99
Transfer				
To Exempt Status	VI	34		35
To Higher Classification	VI	9		19-21
Vacation	VIII	29		45-46
Transportation				
Personal	XVI	4		70
Travel Time				
Personal Vehicles	XVI	4		70
Training Center	XVI	6-9		70-72
Union Business	IV	1-5		7
Employees in One Department Expiration of Term, Resumption of	IV	2		7
	IV	3		7
Employment Holidays	VII	10		39
Leave of Absence	IV	1-2		39 7
Leave Of Absence	1 V	1-2		/

SUBJECT	Article	Section	n Subsection	Page(s)
Meetings, Committees	XVII	5		75-76
		10		78-79
Office space	XVII	18		80
Officers and Delegates	IV	1		7
Overtime	XII	9		61
Seniority Rights	IV	5		7
Union Recognition	I	1-2		2
Exclusive Representative	I	1-2		2
Vacancies				
Not to be filled	VI	27		32
Posting	VI	13		23-25
Vacation				
Accumulation – Carry Over	VIII	14		42-43
Death of Employee	VIII	26		45
Discharge for Cause	VIII	24		45
Future Vacations	VIII	10		42
Holiday Adjustment	VIII	20		43-44
Hospital Confinement	VIII	18		43
Illness or Injury During	VIII	18		43
Military Service	VIII	25		45
Part-time employee	VIII	6-9, 29	40	-42, 45-46
Pay for Working	VIII	16		43
Pension	VIII	27		45
Posting Schedule	VIII	13		42
Rate of Pay	VIII	23		44-45
Rescheduling	VIII	15-17		43
Resignation	VIII	22		44
Scheduling	VIII	11, 13		42
Sick Leave Benefits Terminated	VIII	19		43
Single Days	VIII	8		41
Splitting	VIII	12		42
Vacation Year Defined	VIII	Preamble		40

SUBJECT	Article	Section	Subsection	Page(s)
Wage Rates				
Corporate Incentive Plan	X	1	С	49
Customer Service Advancement Program	XXII	3	A	96-97
Ratification Bonus	X	1	A	48
Effective Rates	X	1	В	48
Schedule A	XXIII			109-118
Temporary Workforce Rates	XXI	15		93
Withdrawal Provisions	VI	22		30-31

Workers' Compensation Injuries (see Injury on Job)