



Motion No. M2025-12

Agreement with PROTEC17 for Passenger Information Coordinators

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience and Operations Committee	03/06/2025	Recommend to Board	Chris Elwell, Labor and Workforce Development Executive Director
Board	03/27/2025	Final action	John Boufford, Labor Director

Proposed action

Authorizes the chief executive officer to execute a three-year labor agreement with PROTEC17 covering Passenger Information Coordinators.

Key features summary

- This labor agreement will cover 8 existing Passenger Information Coordinators (PICs), 2 existing Senior Passenger Information Coordinators (Sr. PICs), and any new Passenger Information Coordinator positions created in the next three years.
- Sound Transit and PROTEC17 have negotiated this new labor agreement over the last ten months. PROTEC17 represents public sector professional and technical workers.
- The term of this agreement will begin on the date of full execution but no sooner than April 1, 2025 and expire December 31, 2027. The agreement will be renegotiated thereafter.
 - In the pay period following contract execution, six employees will see an average 11.7 percent wage increase to bring their current wage up to the current market rate.
- Four employees with wage rates above the rate according to the length of employment in their current role on the Rates of Pay table will not receive annual wage increases but will receive a Top of Scale Retention Award.
 - February 1, 2026, both classifications will receive a 3% annual wage increase.
 - February 1, 2027, both classifications will receive a 3% annual wage increase.
 - Employees will be enrolled in Sound Transit leave and benefit plans and will be subject to Sound Transit policies unless otherwise modified by the Agreement.

Background

The Passenger Information Coordinator group was established in October of 2022 to coordinate with IT, Communications, Service Planning staff, and Link Controllers to produce and post customer information and rider alerts for Sounder, ST Express, Link Light Rail, and all other Sound Transit services. PIC team coverage is 21 hours a day, 7 days a week.

The Passenger Information Coordinators elected to be represented by PROTEC17 in January of 2024. PROTEC17 represents public sector professional and technical workers. Sound Transit and PROTEC17 began bargaining a new Collective Bargaining Agreement for PICs on April 24, 2024.

This Agreement restructures wages to a tiered seven step scale based on years of employment in the role. Employees receive a 2% wage increase when they advance to the next step. Sr. PICs receive an equivalent 8% wage premium. The seven-tier scale begins at start of employment, with steps following at six months, one year, two years, three years, four years, and five years. Employees who are at the top of the scale receive retention rewards in lieu of annual wage increases, in the amount of \$4,000 for 2025, \$4,500 for 2026, and \$5,000 for 2027.

When employees reach 8 and 15 years of aggregate employment as a PIC or Sr. PIC, they will receive a one-time lump sum \$5,000.00 Retention Bonus. No employees will be eligible for the Retention Bonus during the term of this agreement.

During weeks with a holiday, if there is no operational ability to switch to an eight-hour five-day workweek, employees working a mandatory four-day ten-hour schedule will receive ten hours of holiday pay.

This three-year agreement was negotiated in good faith according to generally accepted labor relations principles. The wage increase was bargained based on sound financial management and the new wage progression is consistent with the agency's goal to attract and retain qualified employees.

Fiscal information

The labor agreement will be funded out of from the Passenger Experience department Salaries and Benefits budget. The 2025 annual budget for Passenger Experience department salaries and benefits is \$13,849,509 which includes the projected wage increase and bonus payouts associated with this agreement. After approval of this action, sufficient budget remains to cover remaining annual expenditures. Funding for the future years of the agreement will be included in future annual budget development in conformance with the labor agreement.

This action does not impact the affordability of the agency's Financial Plan, as the positions are already incorporated in the annual operating plan.

Disadvantaged and small business participation

Not applicable to this action.

Public involvement

Not applicable to this action.

Time constraints

A one-month delay in approval of this agreement would delay compensation increases included in the agreement for covered employees and would jeopardize the commitment to good faith bargaining with PROTEC17.

Environmental review – KH 2/18/25

Legal review – NW 2/24/2025



Motion No. M2025-12

A motion of the Board of the Central Puget Sound Regional Transit Authority authorizing the chief executive officer to execute a three-year labor agreement with PROTEC17 covering Passenger Information Coordinators.

Background

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The term of this agreement will begin on the date of full execution but no sooner than April 1, 2025 and expire December 31, 2027. The agreement will be renegotiated thereafter. In the pay period following contract execution, six employees will see an average 11.7 percent wage increase to bring their current wage up to the current market rate. Four employees with wage rates above the rate according to the length of employment in their current role on the Rates of Pay table will not receive annual wage increases but will receive a Top of Scale Retention Award.

On February 1, 2026, both classifications will receive a 3% annual wage increase. On February 1, 2027, both classifications will receive a 3% annual wage increase. Employees will be enrolled in Sound Transit leave and benefit plans and will be subject to Sound Transit policies unless otherwise modified by the Agreement.

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During weeks with a holiday, if there is no operational ability to switch to an eight-hour five-day workweek, employees working a mandatory four-day ten-hour schedule will receive ten hours of holiday pay.

This three-year agreement was negotiated in good faith according to generally accepted labor relations principles. The wage increase was bargained based on sound financial management and the new wage progression is consistent with the agency's goal to attract and retain qualified employees.

Motion

It is hereby moved by the Board of the Central Puget Sound Regional Transit Authority that the chief executive officer is authorized to execute a three-year labor agreement with PROTEC17 covering Passenger Information Coordinators.

APPROVED by the Board of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on _____.

Dave Somers
Board Chair

Attest:

Kathryn Flores
Board Administrator