

Collective Agreement Activity:

Collective Agreements	Status	Term	Wages	Action Date
Negotiated Settlements				
CUPE 5167 Inside/Outside (including Housing)	Active	January 1, 2015 – December 31, 2018	2015 – 1.5% 2016 – 2.0% 2017 – 2.0% 2018 – 2.0%	Expires 2018
ATU 107	Active	January 1, 2015 – December 31, 2018	2015 – 1.0% 2016 – 2.0% 2017 – 2.0% 2018 – 2.0%	Expires 2018
ONA Public Health	Active	January 1, 2015 – December 31, 2018	2015 – 1.5% 2016 – 2.0% 2017 – 2.0% 2018 – 2.0%	Expires 2018
IUOE 772	Active	January 1, 2015 – December 31, 2018	2015 – 1.5% 2016 – 2.0% 2017 – 2.0% 2018 – 2.0%	Expires 2018
CUPE 5167 Lodges	Active	April 1, 2013 – March 31, 2019	2013 – 1.9% 2014 – 1.9% 2015 – 1.25% 2016 – 2.0% 2017 – 2.0% 2018 – 2.0%	Expires 2019
ONA Lodges	Active	April 1, 2015 – March 31, 2019	2015 – 1.4% 2016 – 1.24% 2017 – 1.0% <i>2018-2019 – Central Participating Hospital Rates</i>	Expires 2019
OPSEU 256	Active	April 1, 2016 – March 31, 2020	2016 – 1.5% 2017 – 2.0% 2018 – 2.0% 2019 – 2.0%	Expires 2020
HOWEA	Active	January 1, 2017 – December 31, 2020	2017 – 1.0% 2018 – 2.0% 2019 – 2.0% 2020 – 2.0% <i>INC Technician – will receive 0.5% each year</i>	Expires 2020
Interest Arbitration Awards				
HPFFA 288	Active	January 1, 2013 – December 31, 2017	2013 – 1.6% & 1.24% 2014 – 1.5% & 1.3% 2015 – 1.5% & 1.21% 2016 – TBD / 2017 – TBD	Expires 2017
GHVFFA 911	Active	January 1, 2016 – December 31, 2019	2016 – \$1.00 + 1.5% 2017 – \$1.00 + 2.0% 2018 – 2.0% 2019 – 1.5%	Expires 2019
CUPE 1041	Active	January 1, 2015 – December 31, 2018	2015 – 1.5% 2016 – 2.0% 2017 – 2.0% 2018 – 2.0%	Expires 2018

Percentage of Overall Grievance Submission per Department (2017):

Department	2017 Headcount	Non-Unionized Headcount	Unionized Headcount	% of Union Employee within Dept.	% of Union Employee within COH	Number of Grievances*	% of Overall Grievances	Grievance Rate per 100 Unionized Employees
CityHousing Hamilton	196	86	110	56.12%	1.35%	8	2%	7
City Manager's Office	135	131	4	2.96%	0.05%	0	0%	0
Community & Emergency Services	3660	697	2963	80.96%	36.41%	195	41%	7
Corporate Services	492	213	279	56.71%	3.43%	16	3%	6
Planning & Economic Development	838	371	467	55.73%	5.74%	32	7%	7
Public Health	469	91	378	80.60%	4.65%	14	3%	4
Public Works	2347	219	2128	90.67%	26.15%	205	43%	10
<i>City Wide Policy Grievances</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	5	1%	<i>n/a</i>
*Total	8137	1808	6329	<i>n/a</i>	78%	475	100%	8

*5 Employees who have been elected to CUPE 5167 Executive are not included

* City Council staff and crossing guards are not included

*Totals may not reflect exact numbers in the second and third column due to effects of rounding

Union Demographics 2017

Union Group	Annualized 2017 Headcount	% of Union Employees within COH	Number of Grievances	% of Overall Grievances submitted by Union	Grievance Rate per 100 Unionized Employees
ATU 107	756	11.95%	50	11%	7
CUPE 1041	320	5.06%	62	13%	19
CUPE 5167	3230	51.03%	211	44%	7
CUPE 5167 Lodges	681	10.76%	18	4%	3
GHVFFA 911	223	3.52%	6	1%	3
HOWEA	45	0.71%	7	1%	16
HPFFA 288	526	8.31%	29	6%	6
IUOE	7	0.11%	0	0%	0
ONA 50 Lodges	54	0.85%	9	2%	17
ONA 50 Public Health	162	2.56%	2	0%	1
OPSEU 256	325	5.14%	81	17%	25
Total	6329	100%	475	100%	8

**5 Employees who have been elected to CUPE 5167 Executive are not included*

Grievance Analysis 2017

Total Grievances per Year (2013-2017):

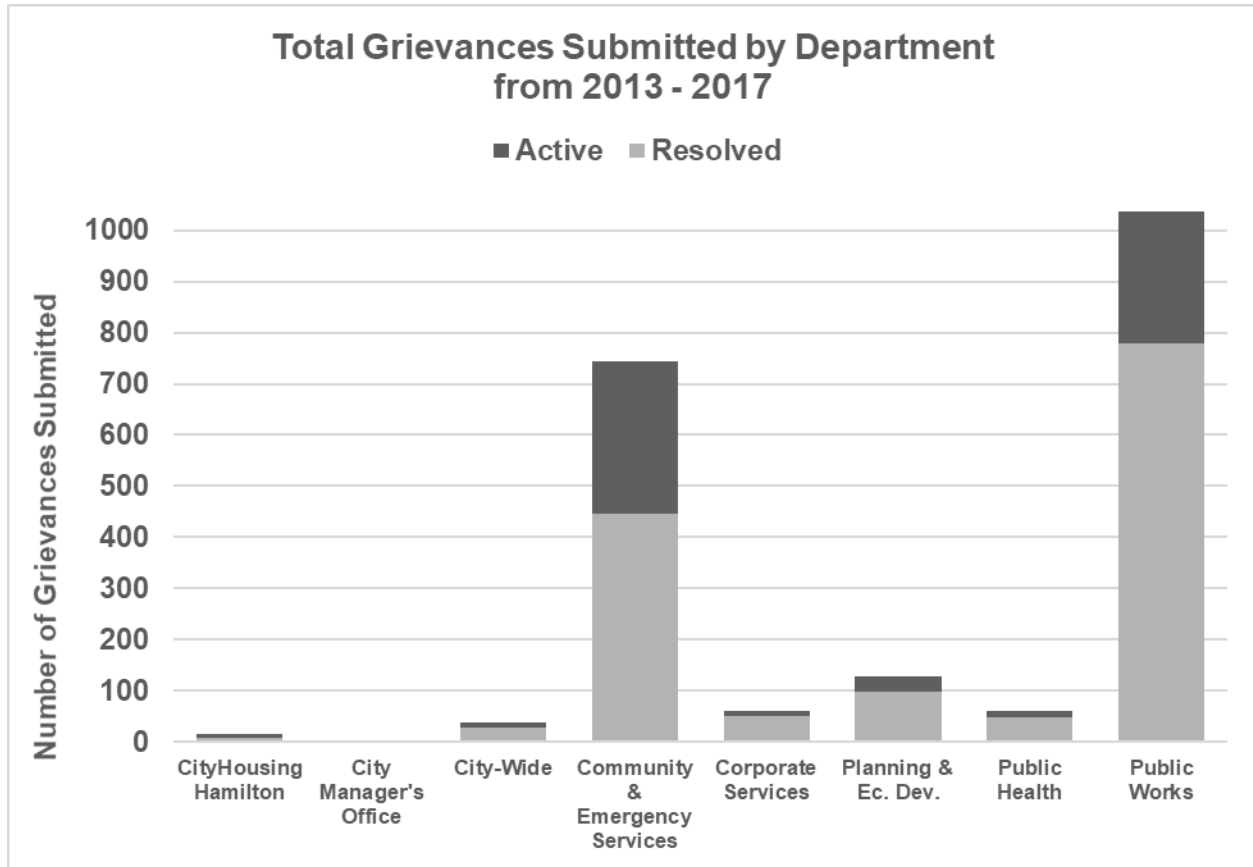


Total Grievances (2013-2017) - Active / Resolved

Year	Number of Grievances Filed	Total Number of Grievances Resolved*	Number of Active Grievances	Number of Grievances Resolved in 2017
2013	453	393	60	0
2014	355	291	64	1
2015	354	269	85	27
2016	453	304	149	130
2017	475	208	267	195
Total	2090	1465	625	353

*Chart above provides a breakdown of the number of active and resolved grievances of the grievances filed in their respective year

Total Grievances by Department



Total Grievances by Department Summary (2013-2017):

Department	2013	2014	2015	2016	2017	Total Grievances Submitted	Total Grievances Resolved	Total Active Grievances
CityHousing Hamilton	1	2	1	4	8	16	8	8
City Manager's Office	0	0	2	2	0	4	4	0
City-Wide	8	8	9	8	5	38	29	9
Community & Emergency Services	182	126	103	138	195	744	447	297
Corporate Services	18	12	6	9	16	61	50	11
Planning & Ec. Dev.	40	22	18	17	32	129	99	30
Public Health	11	14	12	10	14	61	48	13
Public Works	193	171	203	265	205	1037	780	257
Total	453	355	354	453	475	2090	1465	625

Total Grievances by Bargaining Unit

Union Grievance Activity (2013-2017):

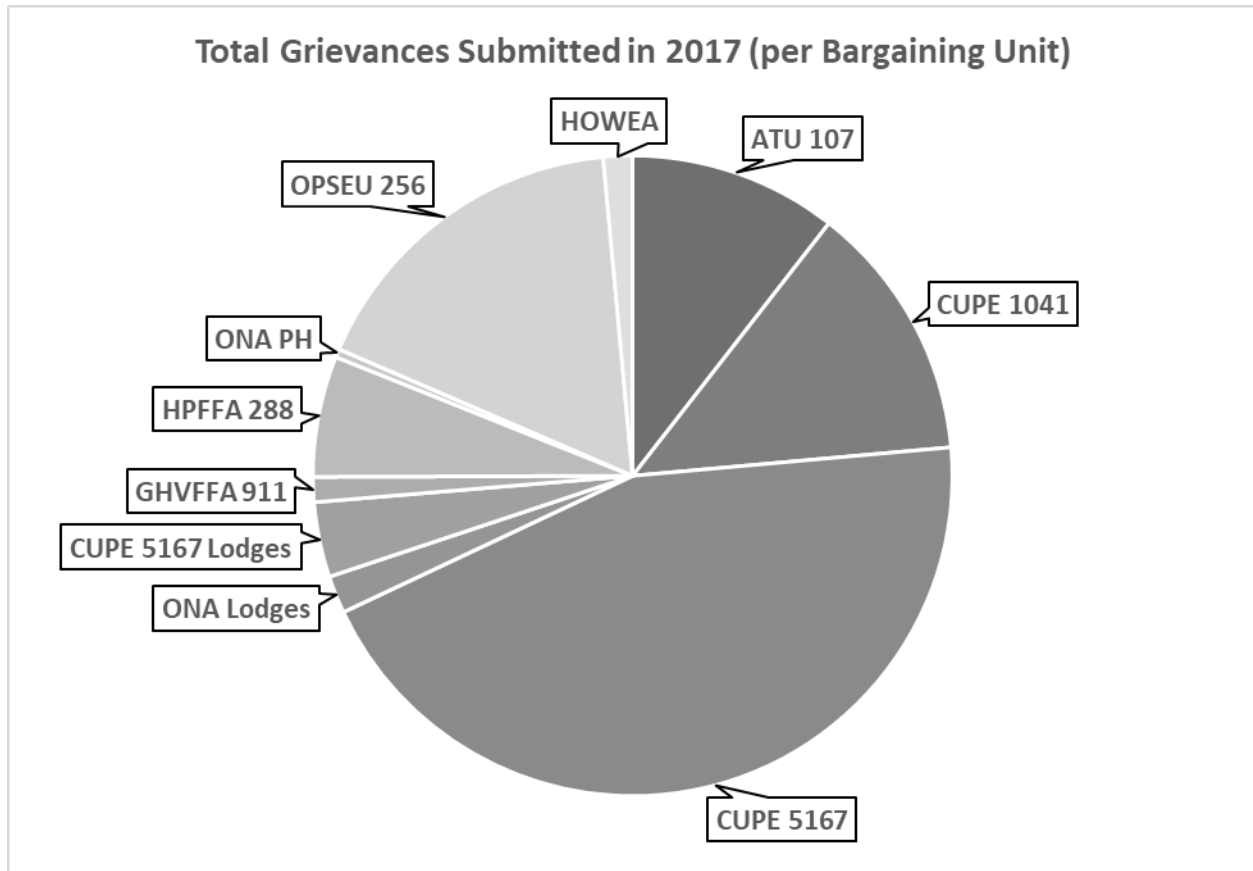


Chart Data:

<i>Bargaining Unit</i>	2013	2014	2015	2016	2017	2016/2017 Percentage Change
ATU 107	23	28	33	30	50	67%
CUPE 1041	29	36	33	35	62	77%
CUPE 5167	244	191	191	284	211	-26%
CUPE 5167 Lodges	33	15	11	9	18	100%
GHVFFA 911	3	2	3	11	6	-45%
HOWEA	10	15	14	14	7	-50%
HPFFA 288	82	33	19	19	29	53%
IUOE 772	1	0	0	0	0	0%
ONA Lodges	4	1	7	5	9	80%
ONA PH	3	8	3	3	2	-33%
OPSEU 256	21	26	40	43	81	88%
Total	453	355	354	453	475	5%

Grievance Categories

Attendance: Vacation, Stat Holidays, AWOL, Leave of Absence, Bereavement, ASP, Lieu Bank, Sick Bank, Flex Time

Benefits: Health Benefits, Life Insurance, OMERS, AD&D, Benefits

Compensation: Wages, Premium Pay, Shift Premiums, Meal Allowance, Compensation, Acting Pay, Job Evaluation, Retro Pay, Union Dues, Training Allowance, Payout Entitlements

Corporate Policy: DS&CM, Corporate Policy

Discipline: Verbal, Written, Suspension, Discipline

Harassment/Discrimination: Harassment, Discrimination, Human Rights, Toxic/Poisonous Workplace

Hours of Work: Overtime, Call-in, Call-out, Standby, Continuation of the work day, shift schedule, hours of work

Income Protection & RTW: STD, IPP, LTD, Work Accommodation, Return to Work, Doctors Note, Bridging

Job Assignment: Seniority, Conditions of Employment, Restructuring, Transfer, Job Location, Job Share, Shift Change

Job Security: Lay-off, Recall, Bumping,

Recruitment: Job postings & filling, Promotion, Demotion, Complement, Vacancies, Testing, temporary postings, HPSB-Secondary Duties

Termination: Termination, Severance

Work: Duties, Scope, Work of the Bargaining Unit, Contracting Out, Union Representation, Technological Change, Workplace Safety, Meal Breaks

Workplace Admin & Operations Parking, Mileage, City Vehicle, Bus Pass, Confidentiality, Tuition Reimbursement, Performance Appraisal, Admin-other, Clothing Allowance, Cleaning Allowance, Clothing/Uniform, Safety Wear, Training, Missed Page, Seniority

Grievance Categories

Grievance Category Comparison (2016-2017):

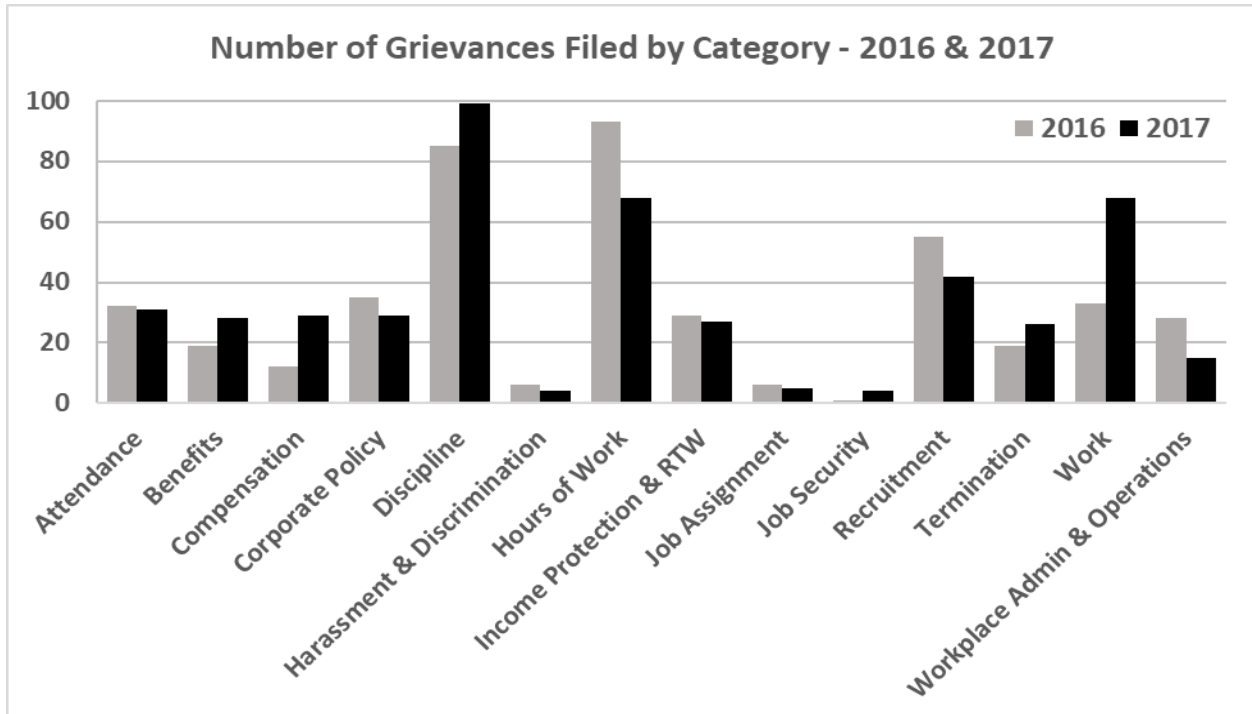


Chart Data:

Grievance Category	Number of Grievances (2016)	Number of Grievances (2017)	% change from 2016 - 2017
Attendance	32	31	-3%
Benefits	19	28	47%
Compensation	12	29	142%
Corporate Policy	35	29	-17%
Discipline	85	99	16%
Harassment & Discrimination	6	4	-33%
Hours of Work	93	68	-27%
Income Protection & RTW	29	27	-7%
Job Assignment	6	5	-17%
Job Security	1	4	300%
Recruitment	55	42	-24%
Termination	19	26	37%
Work	33	68	106%
Workplace Admin & Operations	28	15	-46%
TOTAL	453	475	5%

Grievance Categories, by Union (2013-2017):

Top five grieved issues in 2017:

1. **Discipline** - Verbal, Written, Suspension, Discipline

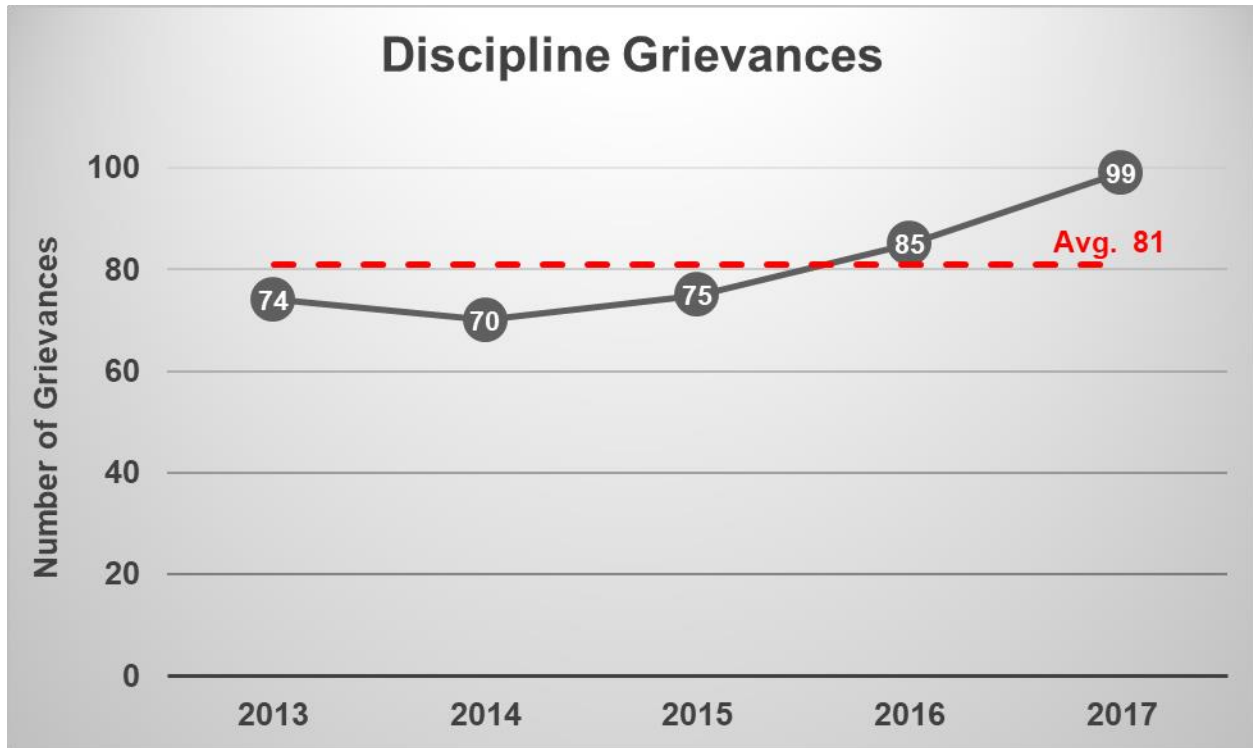


Chart Data:

Discipline	2013	2014	2015	2016	2017
ATU Local 107	4	10	11	9	14
CUPE Local 1041	9	1	5	5	7
CUPE Local 5167	49	55	56	65	68
CUPE Local 5167 Lodges	7	1	2	1	6
GHVFFA Local 911 Vol Fire	1	1	0	0	0
HOWEA Water Treatment Plant	0	0	1	3	0
HPFFA Local 288 Fire	0	1	0	1	0
ONA Local 50 Health	2	0	0	0	0
ONA Local 50 Lodges	1	1	0	1	4
OPSEU Local 256 EMS	1	0	0	0	0
Total	74	70	75	85	99

Error! Not a valid link. **Grievance Categories, by Union (2013-2017):**

2. Hours of Work - Overtime, Call-in, Call-out, Standby, Continuation of the work day, shift schedule, hours of work

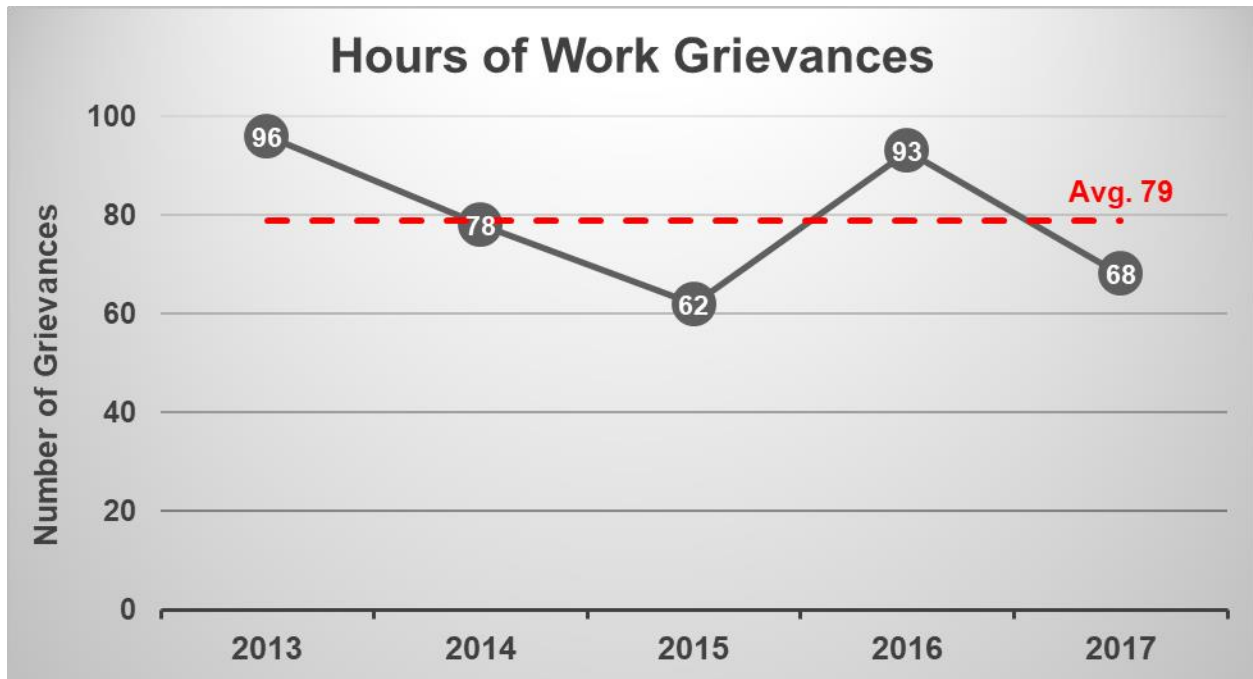


Chart Data:

Hours of Work	2013	2014	2015	2016	2017
ATU Local 107	2	10	2	2	9
CUPE Local 1041	3	9	5	5	2
CUPE Local 5167	74	43	35	65	22
CUPE Local 5167 Lodges	7	2	1	3	3
GHVFFA Local 911 Vol Fire	0	0	0	0	1
HOWEA Water Treatment Plant	2	5	1	4	1
HPFFA Local 288 Fire	2	0	2	1	1
ONA Local 50 Health	0	0	0	0	0
ONA Local 50 Lodges	3	0	0	0	3
OPSEU Local 256 EMS	3	9	16	13	26
Total	96	78	62	93	68

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Grievance Categories, by Union (2013-2017):

3. Work - Duties, Scope, Work of the Bargaining Unit, Contracting Out, Union Representation, Technological Change, Workplace Safety, Meal Breaks

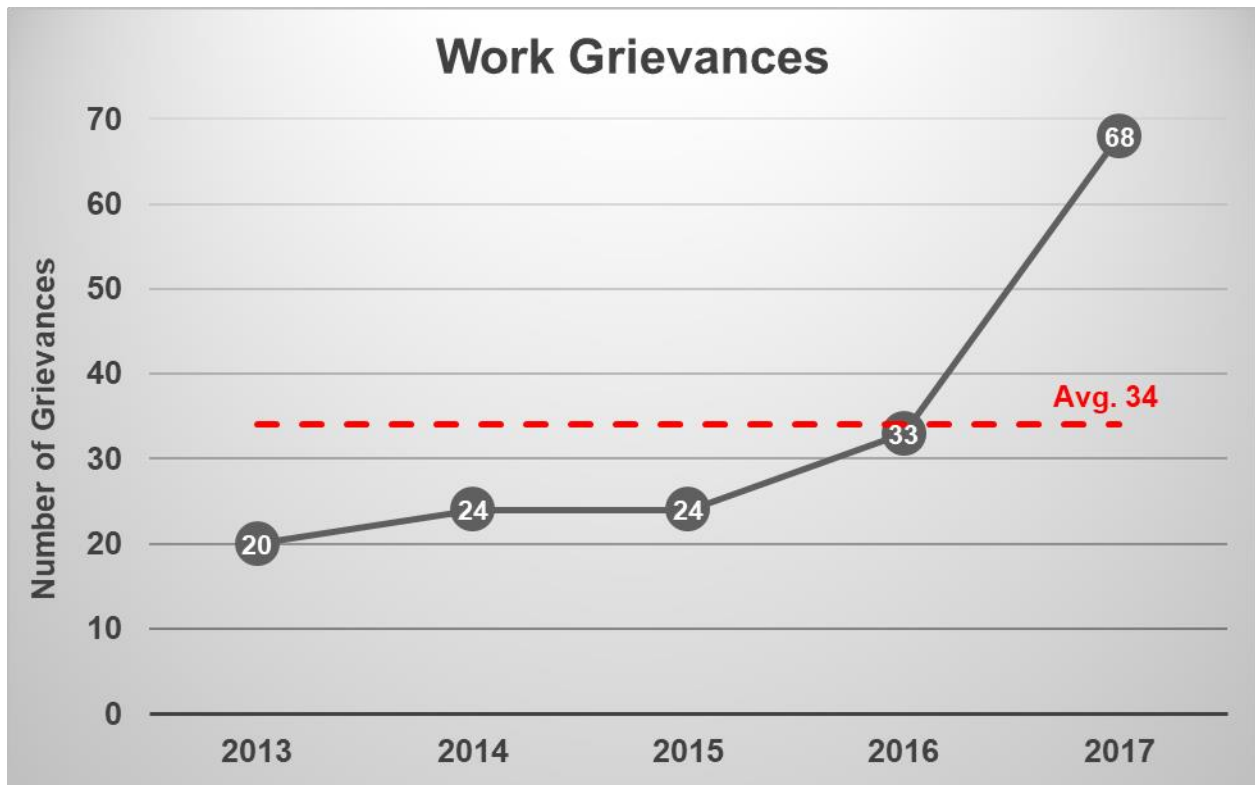


Chart Data:

Work	2013	2014	2015	2016	2017
ATU Local 107	1	0	0	5	7
CUPE Local 1041	1	5	2	3	36
CUPE Local 5167	5	9	6	5	4
CUPE Local 5167 Lodges	4	0	1	0	3
GHVFFA Local 911 Vol Fire	0	0	0	6	3
HOWEA Water Treatment Plant	3	7	12	3	3
HPFFA Local 288 Fire	5	2	1	4	5
ONA Local 50 Health	0	0	0	0	0
ONA Local 50 Lodges	0	0	2	3	0
OPSEU Local 256 EMS	1	1	0	4	7
Total	20	24	24	33	68

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4. Recruitment - Job postings & filling, Promotion, Demotion, Complement, Vacancies, Testing, temporary postings, HPSB-Secondary Duties



Chart Data:

Recruitment	2013	2014	2015	2016	2017
ATU Local 107	3	0	10	6	3
CUPE Local 1041	1	4	1	3	1
CUPE Local 5167	26	20	20	34	27
CUPE Local 5167 Lodges	0	3	1	1	0
GHVFFA Local 911 Vol Fire	1	0	0	0	0
HOWEA Water Treatment Plant	1	0	0	1	0
HPFFA Local 288 Fire	0	0	0	2	0
ONA Local 50 Health	0	0	1	0	1
ONA Local 50 Lodges	0	0	0	0	0
OPSEU Local 256 EMS	0	0	4	8	10
Total	32	27	37	55	42

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Grievance Categories, by Union (2013-2017):

5. Attendance - Vacation, Stat Holidays, AWOL, Leave of Absence, Bereavement, ASP, Lieu Bank, Sick Bank, Flex Time

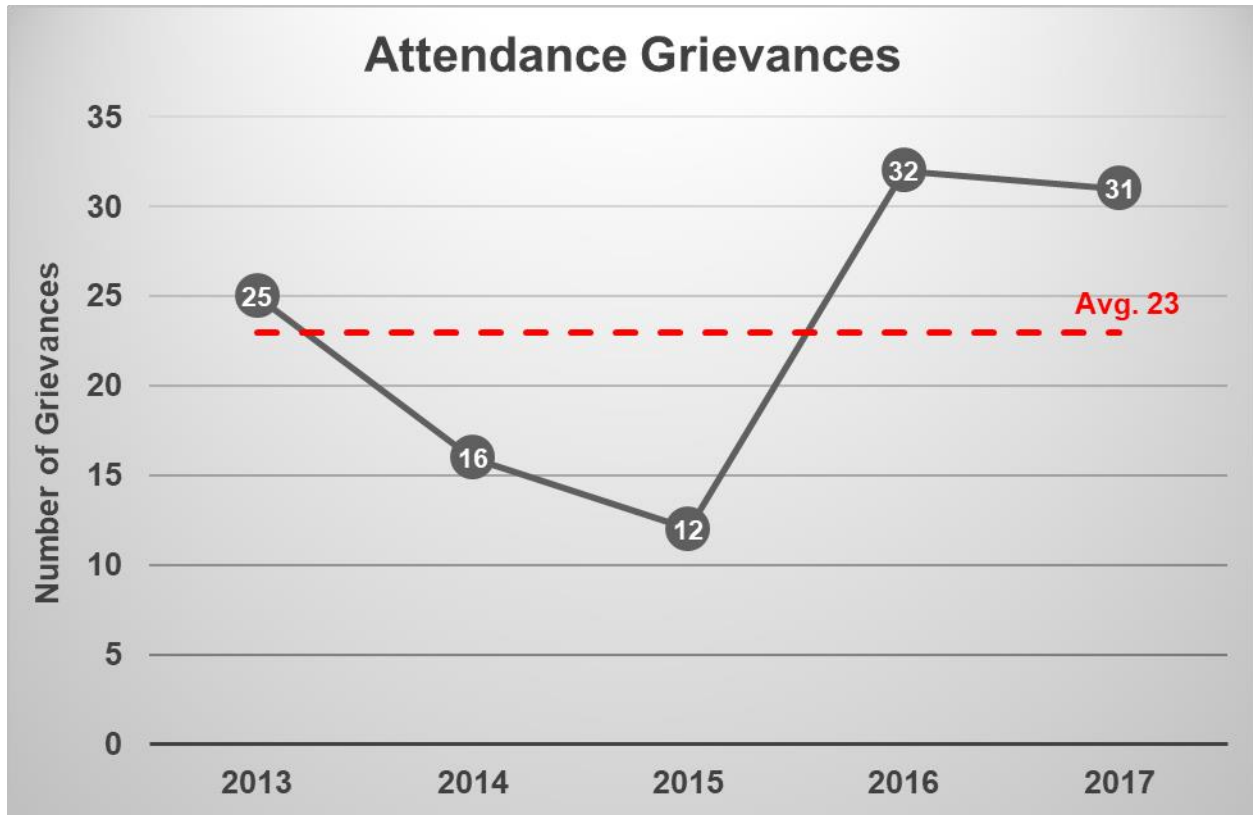


Chart Data:

Attendance	2013	2014	2015	2016	2017
ATU Local 107	2	0	1	0	3
CUPE Local 1041	1	4	1	7	3
CUPE Local 5167	6	7	5	19	9
CUPE Local 5167 Lodges	4	2	2	2	1
GHVFFA Local 911 Vol Fire	0	0	0	0	0
HOWEA Water Treatment Plant	1	0	0	0	1
HPFFA Local 288 Fire	0	0	0	0	0
ONA Local 50 Health	1	0	1	0	0
ONA Local 50 Lodges	0	0	0	0	0
OPSEU Local 256 EMS	10	3	2	4	14
Total	25	16	12	32	31

Error! Not a valid link.Labour Relations Fees 2017

**Amounts are rounded to the nearest dollar*

Labour Relations Total Fees (Grievance and Non-Grievance):

	Mediator Fees	Arbitrator Fees	Legal Fees	Total LR Fees
2017 Totals	\$ 35,203	\$ 122,182	\$ 651,887	\$ 809,271
2016 Totals	\$ 34,097	\$ 52,271	\$ 423,269	\$ 509,637
Difference	\$ 1,106	\$ 69,911	\$ 228,618	\$ 299,634
Percentage Changes	3.24%	133.75%	54.01%	58.79%

Grievance Activity by Department

Department	Mediator Fees	Arbitrator Fees	Legal Fees	Total Labour Relations Fees	% of total fees per Department
CityHousing Hamilton	\$ 257	\$ 2,166	\$ 5,401	\$ 7,824	1.4%
City Manager's Office	\$ -	\$ 4,346	\$ 12,569	\$ 16,915	3.0%
Community & Emergency Services	\$ 5,648	\$ 26,893	\$ 95,603	\$ 128,143	22.6%
Corporate Services	\$ 1,399	\$ 7,314	\$ 18,633	\$ 27,347	4.8%
Planning & Economic Development	\$ 1,389	\$ -	\$ -	\$ 1,389	0.2%
Public Health	\$ 1,425	\$ 2,177	\$ 10,245	\$ 13,848	2.4%
Public Works	\$ 21,540	\$ 69,532	\$ 280,189	\$ 371,261	65.5%
Total Fees (2017)	\$ 31,659	\$ 112,428	\$ 422,640	\$ 566,726	
<i>Total Fees (2016)</i>	<i>\$ 32,570</i>	<i>\$ 52,271</i>	<i>\$ 281,155</i>	<i>\$ 365,996</i>	

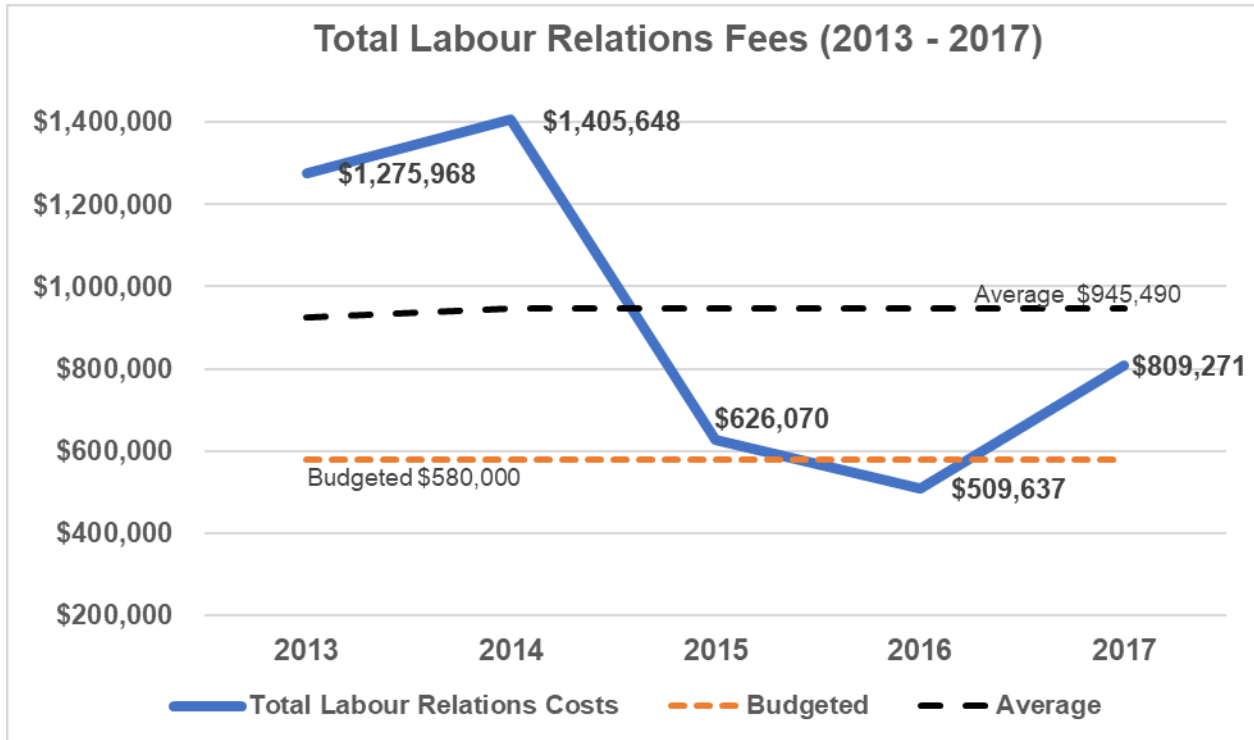
Grievance Activity by Category

Grievance Category	Mediator Fees	Arbitrator Fees	Legal Fees	Total Labour Relations Fees	% of total fees per grievance category
Attendance	\$ 1,470	\$ -	\$ 225	\$ 1,695	0.3%
Benefits	\$ 342	\$ 9,862	\$ 36,760	\$ 46,964	8.3%
Compensation	\$ 700	\$ 5,469	\$ 15,682	\$ 21,851	3.9%
Corporate Policy	\$ 2,291	\$ 7,876	\$ 20,698	\$ 30,866	5.4%
Discipline	\$ 9,112	\$ 4,002	\$ 17,075	\$ 30,189	5.3%
Harassment & Discrimination	\$ 912	\$ 5,989	\$ 5,011	\$ 11,913	2.1%
Hours of Work	\$ 4,563	\$ 2,178	\$ 14,833	\$ 21,574	3.8%
Income Protection & RTW	\$ 2,154	\$ -	\$ 2,424	\$ 4,578	0.8%
Job Assignment	\$ 257	\$ -	\$ -	\$ 257	0.0%
Job Security	\$ 833	\$ -	\$ 1,049	\$ 1,883	0.3%
Recruitment	\$ 3,401	\$ 6,670	\$ 30,443	\$ 40,514	7.1%
Termination	\$ 4,090	\$ 54,952	\$ 228,098	\$ 287,141	50.7%
Work	\$ 963	\$ 6,516	\$ 24,777	\$ 32,256	5.7%
Workplace Admin & Operations	\$ 569	\$ 8,913	\$ 25,562	\$ 35,045	6.2%
Total Fees (2017)	\$ 31,659	\$ 112,428	\$ 422,640	\$ 566,726	
<i>Total Fees (2016)</i>	<i>\$ 32,570</i>	<i>\$ 52,271</i>	<i>\$ 281,155</i>	<i>\$ 365,996</i>	

Non-Grievance Activity

Description	Mediator Fees	Arbitrator Fees	Legal Fees (External Only)	Total Labour Relations Fees	Percentage of Total Fees
Interest Arbitration	\$ -	\$ 9,754	\$ 64,129	\$ 73,883	30.5%
Non-Union Termination	\$ 3,544	\$ -	\$ 45,106	\$ 48,650	20.1%
Non-Grievance Human Rights	\$ -	\$ -	\$ 68,177	\$ 68,177	28.1%
Non-Grievance Legal	\$ -	\$ -	\$ 51,835	\$ 51,835	21.4%
Total Fees - Non-Grievance (2017)	\$ 3,544	\$ 9,754	\$ 229,247	\$ 242,545	
<i>Total Fees - Non-Grievance (2016)</i>	<i>\$ 1,527</i>	<i>\$ -</i>	<i>\$ 212,712</i>	<i>\$ 214,239</i>	
Percentage Change	132.09%	100.00%	7.77%	13.21%	

Total Legal, Mediation & Arbitration Fees:



Total Grievance Costs (Legal, Mediation & Arbitration) vs. Grievance Activity:

