



TO: Hyun Kim, City Manager
FROM: Dylan Carlson, Labor Relations Division Manager
Linnaea Jablonski, Human Resources Director
Karen Short, Senior Human Resources Consultant
COPY: City Council and City Clerk
SUBJECT: Resolution – Authorize execution of a Letter of Agreement with the International Brotherhood of Electrical Workers, Local 483, Customer & Field Services Unit – August 4, 2026
DATE: July 20, 2026

SUMMARY AND PURPOSE:

A resolution authorizing execution of a Letter of Agreement as negotiated with the International Brotherhood of Electrical Workers, Local 483, Customer and Field Services Unit regarding Job Placement Options and Impacts of Tacoma Fire Department Ambulance Billing Subcontracting.

BACKGROUND:

The resolution authorizes execution of a Letter of Agreement (LOA) as negotiated with the International Brotherhood of Electrical Workers (IBEW), Local 483, Customer & Field Services Unit. The Letter of Agreement will be scheduled for consideration by the City Council as a resolution on August 4, 2026.

The Tacoma Fire Department (TFD) has determined to subcontract work performed by their Ambulance Billing Unit. This outsourcing will cause a reduction in force affecting several TFD employees in the IBEW, Local 483 Customer & Field Services Unit. The Letter of Agreement (LOA) will provide for a voluntary demotion option for the TFD employees in the Customer Service Representative series.

Tacoma Public Utilities (TPU), Customer Service division anticipates it will have four (4) Customer Service Representative positions available in September 2026. These positions will be offered to the employees in the TFD Ambulance Billing Unit in order of seniority to voluntarily demote in lieu of layoff.

Employees who accept this voluntary demotion option will forfeit any formal layoff or reemployment rights in their prior classification and department. An employee must successfully complete the TPU Customer Service New Hire Training Program, lasting approximately twelve (12) weeks and serve a trial service period of nine (9) months.

An employee that does not meet performance metrics and/or Customer Service expectations may be separated during this period at the exclusive determination of TPU Management. An employee separated during the trial service period shall have no rights to appeal their separation through the contractual grievance procedure or Civil Service Board. An employee may appeal such decision within fourteen (14) calendar days to the Director of Utilities whose decision shall be final and binding. The separated employee will be placed on the Customer Service Representative reemployment list but shall not be eligible for recall to a position in TPU Customer Service.

Seniority within the TPU Customer Service work group for purposes such as vacation and shift bidding shall be in accordance with the collective bargaining agreement with the IBEW, Local 483, Customer & Field Services Unit, Article 9, Section 9.1.

COMMUNITY ENGAGEMENT/ CUSTOMER RESEARCH:

The Collective Bargaining Agreement has been reached with the International Brotherhood of Electrical Workers, Local 483, Custodial & Building Maintenance Unit and has been bargained in good faith.



2025 STRATEGIC PRIORITIES:

Economy/Workforce: Moderate Opportunity

Explain how your legislation will affect the selected indicator(s).

This legislation supports the responsible and sustainable management of City funds.

ALTERNATIVES:

Presumably, your recommendation is not the only potential course of action; please discuss other alternatives or actions that City Council or staff could take. Please use table below.

Alternative(s)	Positive Impact(s)	Negative Impact(s)
Do not approve execution of the Letter of Agreement	N/A	unknown

EVALUATION AND FOLLOW UP:

STAFF/SPONSOR RECOMMENDATION:

Authorization from the City Council by resolution is required to authorize execution of the Letter of Agreement with the International Brotherhood of Electrical Workers, Local 483, Customer and Field Services Unit.

FISCAL IMPACT:

There is no fiscal impact for this agreement. The personnel actions will be included in the 2027-2028 Proposed Budget. Any 2026 impacts will be absorbed by departments and will be responsible for adhering to overall levels of appropriation.

What Funding is being used to support the expense?

Participating departments will be responsible for continuing costs.

Are the expenditures and revenues planned and budgeted in this biennium's current budget? No

Are there financial costs or other impacts of not implementing the legislation?

No

Will the legislation have an ongoing/recurring fiscal impact?

No

Will the legislation change the City's FTE/personnel counts?

No

ATTACHMENTS:

Letter of Agreement