

Letter of Agreement  
by and between  
City of Tacoma  
and  
IBEW Local 483 Customer and Field Services Unit

**Job Placement Options and Impacts of TFD Ambulance Billing Subcontracting**

**Background**

Tacoma Fire Department (“TFD”) has determined to subcontract the work performed by their Ambulance Billing Unit. This outsourcing will cause a reduction in force affecting several TFD employees within the IBEW Local 483 Customer and Field Services bargaining unit (hereafter: “L483 CFS” or “Union”). On or about June 9, 2026, the City of Tacoma (hereafter “City”) provided formal notice to the Union of its intent to subcontract the Ambulance Billing work. Pursuant to Article 16 of the L483 CFS collective bargaining agreement, the parties have negotiated this Letter of Agreement (“LOA”) to address impacts of this change.

Although this agreement fulfills the City’s impact bargaining obligation related to this decision to subcontract, the parties agree to continue meeting upon request to ensure an orderly transition. Therefore, the parties agree to the following terms:

**Agreement**

1. Tacoma Public Utilities (“TPU”) Customer Service division anticipates it will have four (4) Customer Service Representative positions available in September 2026. The relevant training class and hiring cadre is anticipated to begin September 9, 2026, however this date is subject to change.
2. TPU Customer Service will offer these positions to employees in the TFD Ambulance Billing Unit to voluntarily demote in lieu of layoff.
3. Employees accepting this offer will voluntarily demote to the classification of Customer Service Representative, pursuant to Tacoma Municipal Code (“TMC”) Section 1.24.755, referenced below for convenience. Such written request must be submitted to Utilities Deputy Director LaTasha Wortham (via email at: [LWortham@tacoma.gov](mailto:LWortham@tacoma.gov)). Employees must submit such written request for voluntary demotion no later than July 27, 2026. Employee requests for voluntary demotion shall not be rescinded once approved.

**1.24.755 Voluntary demotion.**

A permanent employee may upon written request and approval by the appointing authorities concerned, and the Human Resources Director, be demoted and granted status to a position in a classification having a lower maximum rate of compensation, provided a vacancy exists and no reemployment list exists in that class. Seniority, if not otherwise established in the lower class, shall commence on the effective date of such demotion.

4. Employees accepting this offer will be placed at the appropriate salary step in the Customer Service Representative classification pursuant to TMC Section 1.12.050.
5. Available TPU Customer Service Representative positions will be offered for demotion to Tacoma Fire Department Ambulance Billing Unit Customer Service employees in order of seniority. Seniority for the purposes of this offer of voluntary demotion shall be the total length of continuous service with the City of Tacoma.
6. Employees who do not accept voluntary demotion to TPU Customer Service will retain all rights under the formal layoff process including the option to exercise bumping rights, if applicable. This process is described in City of Tacoma Policy #3.01 "Layoff – Employees with Classified / Permanent Status."
7. Employees who accept voluntary demotion to TPU Customer Service must successfully complete the TPU Customer Service New Hire Training Program. This program will last approximately twelve (12) weeks.
8. Employees who accept this voluntary demotion will forfeit any formal layoff or re-employment rights in their prior classification and department.
9. Following appointment at TPU Customer Service, employees desiring to return/promote to their prior classification must do so through the City's competitive hiring process.
10. Once trained, employees having accepted voluntary demotion will need to meet the performance expectations of a Customer Service Representative and will be subject to ongoing review just as any other employee at TPU Customer Service.
11. Employees accepting this offer of voluntary demotion shall serve a trial service period of nine (9) months. An employee that does not meet performance metrics and/or Customer Service Representative expectations may be separated during this period at the exclusive determination of TPU Management that they are not satisfactorily performing in the classification of Customer Service Representative. An employee that is separated by Management during their trial service period shall have no rights to appeal their separation through the contractual grievance procedure or Civil Service Board, but 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. The employee will be eligible for recall in the Customer Service Representative classification, but cannot be recalled to TPU Customer Service.

12. Seniority within the TPU Customer Service work group for purposes such as vacation and shift bidding shall be in accordance with the CFS collective bargaining agreement Article 9, Section 9.1.

13. The terms of this LOA expressly supersede any provisions of the TMC, Personnel Rules, City policies, or L483 CFS collective bargaining agreement with which it conflicts. Where no conflict exists, the TMC, Personnel Rules, City policies, and L483 CFS collective bargaining agreement will apply.

This LOA shall not establish precedent for the parties hereto, nor for any other collective bargaining units or departments of the City. This LOA shall become effective upon approval by Tacoma City Council.

EXECUTED ON THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 2026.

For City of Tacoma:

For IBEW Local No. 483 (CFS Unit):

\_\_\_\_\_  
Hyun Kim, City Manager

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Rose Mitchell, Business Manager

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Jackie Flowers, Director of Public Utilities

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Dylan Carlson, Labor Relations Division Manager

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Linnaea Jablonski, Human Resources Director

Approved as to form:

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Mike Smith, Deputy City Attorney