

## Service Exchange Program Policy

This policy is in accordance with the provisions of the Collective Bargaining Agreement (CBA) and section *Service Exchange Program* (CBA sections 3.1(c)(1) to 3.1(c)(2)(e)).

### 1. Purpose

1.1 In addition to the established full orchestra services, the Service Exchange Program (SEP) serves to enable the PSO to additionally feature Musicians and the music of the PSO in a prominent manner for community outreach and education, fundraising opportunities, small performance activities, or promotion of the PSO as approved by the PSI.

1.2 Performances under the SEP aim to use music to create personal and strategic impacts through meaningful engagements with patrons, families, youth, community members, donors, media and/or new audiences. Working in alignment with the organizational priorities as per the PSO Strategic Plan, the purpose of the SEP is to:

- Create patron-centered experiences that enhance connections and increase attachment to the PSO, Heinz Hall, and the music of the PSO.
- Provide opportunities for community engagement, collaboration, and shared performance in community settings.
- Support and enhance music learning, technique and/or skill development, music appreciation, school music programs, and/or music-making.
- Promote understanding and appreciation of/for the power of music and its impact on individuals, organizations, and communities.
- Provide opportunities for individuals to learn more about supporting, engaging, and accessing the music of the PSO and programming in Heinz Hall and other concert venues.

### 2. Service Exchange Activities

2.1 SE activities are PSI organized events that enable the PSI to feature Musicians in line with their function as Musicians and orchestra members of the PSO. This includes musical performances and other functions that specifically require the talent, expertise and experience of a member of the orchestra.

2.2 SE activities can include musical performances, participation in panel discussions, lectures, and master classes. The SEP is not designed to replace volunteer spirit and the important volunteer activities of the members of the PSI. Such activities include the participation in orchestra and board committees, PSI organized receptions, dinners and supporting the organization through other activities.

2.3 All SE activities will be created by the PSI and posted on the SE online portal for review and selection for all participating Musicians. All participating Musicians in the SEP will be able to indicate their interest by signing up for posted events. Signing up for the event must be done through the SE online portal.

2.4 From the pool of signed up participating Musicians for a SE event, the PSI will select the performing Musicians for the event after thirty days of posting, and every thirty days thereafter until the date of the SE event. This aims to ensure that signed up Musicians are informed timely and on an ongoing basis.

### **3. Submission of SEP Ideas**

3.1 Participating Musicians are encouraged to submit ideas for events in the SEP. Ideas for SE activities are to be submitted through the respective form on the SE portal at least two weeks prior to the potential event to allow for consideration, posting, planning and management of the event. Staff will respond to idea submissions within seven days.

3.2 Ideas for events in the SEP are forwarded by Orchestra Personnel Management to the respective department, which will assess the idea using the following criteria:

- General applicability of the SEP.
- Alignment of the event with the PSO Strategic Plan.
- Financial feasibility.

3.3 SE activities are subject to approval by the PSI. Approved events that have been submitted by the participating Musicians, will be posted on the SE portal and can be made available for all participating Musicians.

### **4. Service Exchange Credits**

4.1 In principle, participation in the SEP is unpaid. Compensation for the SEP is regulated by the accumulation of exchange services (credits) and the subsequent additional vacation week off during the applicable season (exchange week).

4.2 Up to eight credits can be carried over to the following season. Capped by the amount of eight credits that can be carried over to the following season, SE credits earned through the participation in the SEP do not expire.

4.3 Exchange services can be up to two and one-half hours in length. Each participating Musician will earn one credit per exchange service. Should the service from the planned start to the actual end of the service exceed two and one-half hours in length, one additional credit will be earned.

4.4 Regardless of the mode of transportation, distance or length of exchange service, one additional credit will be granted to each participating Musician for exchange services outside of Allegheny County.

4.5 To take into account the requirement of one or more rehearsals for performances under the SEP that are performed by more than one Musician in a duet or any other formation in excess of two Musicians, one additional credit (rehearsal credit) will be granted per event to each participating Musician.

*Examples:*

- a. Two Musicians who perform as a duet in an SEP event outside of Allegheny County will each receive three credits for this service exchange.
- b. Each Musician of a quartet performing in an SEP event within Allegheny County will receive two credits for this service exchange.
- c. Three Musicians performing solo programs within Allegheny County in the same SEP event will each receive one credit.
- d. One Musician performing a solo program in an SEP outside of Allegheny County will receive two credits.

4.6 In recognition of instrument cartage, Harpists and Percussionists will receive one additional half credit for any SEP performance requiring the cartage of the following equipment as listed in the current union cartage fees: Harp, Timpani, Vibes, Chimes, Marimba, Xylophone, and Drum Set.

4.7 In the event that an SE activity is canceled, Musicians will be given the following credits, depending on the time that they are notified:

- a. Notification up to 72 hrs prior to event start time: No credits distributed.
- b. Notification 24-72 hrs prior to event start time: Rehearsal credits distributed (if applicable).
- c. Notification less than 24 hrs prior to event start time: All credits distributed.

## **5. Service Exchange Week**

5.1 Eight credits are required to earn one additional vacation week off (exchange week). Once a participating Musician has reached a balance of eight credits, the exchange week must be taken during the same or the following season.

5.2 A participating Musician is eligible for an exchange week with a balance of five credits. The remaining balance of this exchange week will be earned with the accumulation of subsequent credits up to the required eight credits for that exchange week.

5.3 The PSI notifies a participating Musician of her/his exchange week not less than forty-five days prior to the week in which the time off is to occur.

5.4 All requests for exchange weeks must be given to Orchestra Personnel Management at least thirty days prior to the week requested. Orchestra Personnel will approve the week within seven days, regardless of CBA section 3.1(c)(2)(e). This ensures that requests for exchange weeks can be made within the notification deadline as per the CBA.

5.5 The established deadline should not hinder any communication prior to the thirty day period. Any participating Musician should feel free and is encouraged to discuss their preferences for the intended

exchange week with Orchestra Personnel Management as it supports good planning. However, a formal request cannot be made or approved until five credits have been accumulated.

5.6 Exchange weeks cannot be scheduled for Mellon Grand Classic weeks, Music Director weeks, tour rehearsal and tour weeks.

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