

ESP NEGOTIATIONS SUMMARY

The BTU-ESP Bargaining Team recommends ratification of the contract agreement for 2010-11. Although there were no increases in the salary schedules for ESP employees from the previous year, there were several key improvements in other contract articles:

- The issues of health and safety were expanded to an entire contract article. Article 20 now includes procedures to deal with immediately hazardous or infectious conditions, safety equipment, clean facilities, programs to improve air quality, and procedures for administering medication and examining students with communicable diseases.
- Redefinition of the probationary period so that there is a standard and fair determination of seniority dates for new employees.
- Carry-over of credit in the next school year for all time spent in a probationary period.
- Increased benefits for employees who are reservists called to active duty.
- Increase the leave allowed for release of ESP members for union business from 30 to 50 days.
- Relaxation of requirements for FMLA leave so that ESP employees can qualify for payment of medical insurance while on leave for personal or family illness.
- Extension of the contract for 2010 through the 2012-13 school year with rights to reopen negotiations on wages, insurance, and 3 other articles.
- Agreement to begin negotiations for 2011-12 in December 2011.
- A variety of editorial changes of numbering, punctuation, and references to ESPs.

For more information, the entire contract can be found on the BTU website at btuonline.com or on the Employee Relations Department's website.

**Article 1
Recognition**

5. Seniority - For purposes of this Agreement, seniority shall be defined as the longest uninterrupted service in the bargaining unit commencing upon completion of the employee's probationary period unless defined differently in a specific provision of this Agreement. Service shall not be deemed to be interrupted by any leave approved and granted pursuant to this contract. An employee who leaves the unit for any position in the District or who is on layoff status retains earned seniority if he/she returns to the bargaining unit within one (1) year, and upon return, shall assume the accumulation of unit seniority.

**ARTICLE 5
Employee and BTU-ESP Rights**

- ~~X. **Air Quality and Health/Safety Committee:** The BTU-ESP shall appoint one person to serve on the District's Air Quality and Health/Safety Committee for the purpose of bringing recommendations and notifications of issues involving Indoor Air Quality and Health/Safety issues to the attention of the District.~~

ARTICLE 6

Terms and Conditions of Employment

- ~~K. **Health and Safety:** There shall be compliance with laws relating to health and safety of personnel. Whenever an unsafe or hazardous condition exists, the employee aware of the condition shall report it to the principal/designee. Employees are expected to use appropriate judgment in evaluating immediately hazardous or dangerous conditions, and notifying the appropriate administrator when they believe an area should not be occupied by students or employees. Upon notification, the Principal/Designee will contact the appropriate District Department(s) and the BTU-ESP to address the situation. The Principal/Designee will send written notification to the BTU-ESP that the matter has been resolved.~~
- KL. **Rest Areas:** Lounges and/or other areas designated by principals as places where faculty and other staff may eat or rest, except teacher planning areas, shall be available to ESP employees for the same purpose. All ESPs shall have a secured area (i.e. locker/cabinet) with all day access to lock up personal belongings during their workday.
- LM. **Off-Street Parking:** Whenever possible, off-street parking facilities owned by the School Board shall be provided for employee use at each school.
- MN. **Telephones:** Telephones for the purpose of school business shall be available in each school for ESP employee use. Bargaining unit members may use school phones for personal, local calls before and after the official workday, during breaks, duty-free lunch or in emergencies, provided that there are no charges to the school associated with said phone calls.
- ~~O. **Smocks and Safety Glasses:** The Board shall provide smocks and/or safety glasses for all employees assigned subject areas where the employee is subjected to more than to be expected grease, dirt, chemicals, art materials and similar agents.~~
- NP. **Temporary Employees:** Temporary employees who are eventually placed in vacant positions shall have all time accrued as a temporary employee credit to their calendar probationary period, provided such service is continuous at the same work location and leads directly to filling a

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vacancy. The seniority date for such employee shall be the first day after completion of the required probationary period.

O.G. **Probationary Employees:** Probationary employees who are hired and receive satisfactory evaluations but work less than the ~~calendar year~~ probationary period in a school year:

1. ~~If rehired by November 15 of the subsequent school year in a bargaining unit position,~~ shall have all days previously worked as probationary credited to their ~~calendar year~~ probationary period.
2. If rehired ~~after November 15 of~~ during the subsequent school year in a bargaining unit position, ~~shall have all days, up to a maximum of sixty (60) days, previously worked as probationary credited to their calendar year probationary period.~~

ARTICLE 12

Leaves

B. **Personal Reasons Leave:** Bargaining unit members shall be granted up to ~~four (4)~~ six (6) days leave each school year for personal reasons. However, such absences for personal reasons shall be charged only to accrued sick leave, and leave for personal reasons shall be noncumulative. Unit members shall not be required to give reasons for personal reasons leave, except that the leave is for "personal reasons."

H. **Military Reserve Leave:**

1. Any employee who is a member of national military reserve unit or National Guard shall be allowed up to seventeen (17) days leave without loss of pay or other accumulated leave, when ordered to active duty by the appropriate unit during the regular term. At the Board's discretion, the leave period may be extended up to thirty days. An employee required to report for a physical examination under any selective service law shall be granted leave without loss of pay or other accumulated leave for time required for this obligation.
2. Employees who are reservists called to active duty shall receive pay to supplement their military pay in the amount necessary to bring their base salary, inclusive of their base military pay, to the level earned at the time they were called to active duty. Base salary shall be defined as the employee's main job with the School Board.

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3. Employees on active duty shall be eligible to continue their School Board health insurance coverage by paying the employee's share of any cost of such coverage.
4. During the period of leave required by the call-up, the employee shall continue to maintain his/her seniority and shall accrue sick leave.
5. Upon returning from leave, the employee shall be returned to employment to their school/work site prior to the active military leave.
6. The terms of this agreement shall be in effect during the period of time established by the School Board when a military call-up is in effect and shall expire at its conclusion.

I. **Active Military Duty Leave Service Status:** Any employee required or volunteering to serve in the Armed Forces of the United States shall be granted leave without pay for such service. Any employee returning from such leave shall be returned to employment, without prejudice, provided application for reemployment is filed within six (6) months following the date of discharge or release from active military duty, and provided further that the School Board shall have up to six (6) months to reassign the employee to duty in the school system.

O. **BTU-ESP Leave:** The BTU-ESP president and designee(s) shall be provided up to a combined total of ~~thirty (30)~~ fifty (50) days of leave without pay for the purpose of conducting BTU-ESP business. The BTU-ESP president shall notify the Employee Relations Director five (5) working days in advance of the requested leave day. The president shall also inform the Employee Relations Director the purpose and nature of the leave. No more than three (3) consecutive workdays of leave may be utilized by an employee at one time. This leave must be taken in full day increments. It is understood that such leave shall not be unreasonably denied; however, the School Board may deny the leave at the requested time due to the needs of the employee's school/work location. This leave shall not be used by the BTU-ESP for the purpose of campaigning in a representational or de-certification election.

When approved BTU-ESP leave is utilized, the district shall submit an invoice for the actual cost for such employee's salary and benefits and the BTU-ESP shall reimburse the Board for said costs.

U. Family and Medical Leave:

The Board will provide family and medical leave for qualified employees pursuant to the provisions of the Family and Medical Leave Act (FMLA) of

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1993. The parties agree that the provisions outlined below are the eligibility standards of the FMLA.

1. A leave of absence under this agreement for a full-time employee shall be granted for a total of twelve (12) work weeks during any school year (July - June) for one of the following reasons:
 - a. Birth of a son or daughter of the employee and in order to care for such son or daughter.
 - b. Placement of a son or daughter with the employee for adoption or foster care.
 - c. Care for the spouse, or a son, daughter, or parent, of the employee, if such spouse, son, daughter, or parent, has a serious health condition.
 - d. A serious health condition that make the employee unable to perform the functions of the position of such employee.

2. For purposes of this agreement, an "eligible employee" means an employee who has been employed:
 - a. For at least twelve months by the Board; and
 - b. For at least 784 hours of service with the Board during the previous twelve month (July-June) period.

3. Employees who are part-time unit members (not less than [4] hours per day) shall be eligible for a pro-rata amount of twelve (12) weeks of leave. For example, an employee who is sixty (60) percent of full-time is eligible for 7.2 weeks of leave or 36 days.

4. If both a husband and wife are employed by the Board, the aggregate number of workweeks of leave to which both may be entitled to is twelve (12) workweeks.

5. Employees who are on leave granted under this agreement who are eligible and receive Board provided group health insurance when actively working for the Board shall maintain this coverage for the duration of such leave. Employees who pay for dependent insurance and other types of Board offered insurance coverage must make arrangements before going to leave or in emergency situations, as soon as possible thereafter, to make direct premium payments to the Board while on leave to continue this coverage.

6. Family leave as outlined in number one above, subsections a & b above, shall not be taken intermittently. The affected employee must take a minimum of four (4) weeks of leave.

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7. Medical leave as outlined in number one above, subsection c & d may be taken intermittently when medically necessary. Under such circumstances, the employee must try to schedule the leave so as not to unduly disrupt the employer's operations. Also, the Superintendent may place the employee in an alternative position which better accommodates intermittent leave.
8. The Board shall require a medical certification from eligible employees who request medical leave under the FMLA. The form will be provided by the Superintendent and the completed form must be returned within five (5) working days. This deadline may be extended in unusual circumstances as determined by the Superintendent.

ARTICLE 13

Vacancies, Reappointments, Assignments, Reassignments, Summer School Vacancies, Promotions, and Transfers

- E. **Summer School/Super Session Vacancies:** Education support professional summer school and year round school "super session" positions shall be filled according to the following procedure:
 1. Bargaining unit members working at schools or centers which are designated by the Board as summer schools or year round schools, shall have the first opportunity to fill the summer school or super session vacancies at their center. Applicants will complete the "Summer Term/Super Session Employment Preference Form" (Appendix I H) and return it to the school principal no later than seven (7) days prior to the last student day of the school year/track. If there are more applicants than positions, employment shall be based on the highest seniority in the bargaining unit of each applicant at the center, excluding employees working in the bilingual program who are fluent in a second language or employees working the exceptional educational programs who have participated in inservice or equivalent training in the area, or closely related area of exceptionality (i.e. speech, language, autism, behavior, Child Development Association (CDA), medical and/or augmentative communication training. Employees may elect to work six (6) weeks or three (3) weeks as indicated on the Summer Term/Super Session Employment Preference Form. (Super Session 2 week duration)

ARTICLE 17
Wages

- Q. Incentives may be paid to employees in accordance with this provision where the employee is the person principally assigned to the duty and the duty may be performed during normal working hours.
2. **Medical Procedures Incentive:** Effective May 1, 2002, education support professionals shall receive an incentive in the amount of \$1,500 annually for being assigned to perform the following medical procedures: Clean Intermittent Catheterization, Gastrostomy, Tube Feeding, Surface Suctioning, Tracheotomies, Administration of Emergency Injectable Medication and/or Blood Glucose Monitoring. Education support professionals shall receive an incentive in the amount of \$200 annually for being assigned as a back up to the employee primarily assigned to perform medical procedures.

ARTICLE 19
HEALTH AND SAFETY

A. Unsafe/Hazardous Conditions:

1. **Potentially Unsafe/Unhealthy Conditions:** There shall be compliance with all applicable local, state and federal laws relating to health and safety of personnel. Whenever an unsafe or unhealthy condition exists, the employee aware of the condition shall report to the principal who shall attempt to correct the problem. If the principal cannot correct the problem within ten (10) workdays of the date he/she is made aware of said problem, he/she shall notify the affected Area Superintendent for the purpose of taking appropriate action to further investigate and resolve the matter. This deadline may be extended by mutual agreement between the affected principal and building steward.

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2. **Immediately Hazardous, Dangerous, or Infectious Conditions:** Employees are expected to use appropriate judgment in evaluating immediately hazardous or dangerous conditions, and notifying the appropriate administrator when they believe an area should not be occupied by students or employees. Administrators shall immediately respond to the employee's concerns regarding hazardous, dangerous, or infectious conditions. In order to ensure the safety of employees and students, the District shall follow the Center for Disease Control protocols when responding to infectious diseases. When receiving a complaint regarding potentially hazardous, dangerous, or infectious situations, the administrator shall notify the area office. For the purpose of taking appropriate action to resolve the aforementioned types of situations, the administrator/designee shall contact the appropriate district department (i.e. Risk Management, Safety or Physical Plant Operations, etc.) or local emergency response providers (local police and fire departments). The administrator shall inform the notifying employee of the recommendation received and the action taken.

B. **Safety Equipment:** The Board shall provide safety glasses, lab coats and/or shop aprons for all employees assigned to subject areas where the employee is subjected to more-than-to-be-expected grease, dirt, chemicals, art materials and similar agents.

Affected employees may provide input, through their immediate supervisor, who in return will forward their input to their principal, on the type and quality of clothing mentioned above. The principal shall make the final decision on the purchase of clothing or equipment.

C. **School Facilities:** The Board agrees to maintain classrooms, other learning areas, and school facilities in a clean and working condition conducive to effective teaching and learning.

D. **Bomb Threats:** In the event of a bomb threat, the worksite shall be evacuated until persons with appropriate expertise deem it to be safe. Employees shall not return to schools or other employment centers which have been evacuated due to bomb threats until clearance for such returns has been given by proper authorities. Employees shall not search for bombs.

E. **Air Quality and Health/Safety Committee:** The Broward Teachers Union-Education Support Professionals shall appoint one (1) person to serve on the District's Air Quality Committee. This representative may bring recommendations and notifications of issues involving Indoor Air

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Quality to the attention of the Facilities Task Force Committee for appropriate redress.

- F. **Tools for Schools Program:** The District shall implement the Tools for Schools Program and comply with all components of the program in at least 20 additional schools each year starting with the 2005-2006 school year. Both parties agree to educate employees, BTU-ESP stewards, and school administrators on the methodologies and need to fully participate in completing surveys in order for the program to succeed.

- G. **Labor/Management Meeting:** Any other concerns, not specifically covered herein regarding health and/or safety factors shall be addressed through Labor Management meetings.

- H. **Examining Students:** The district shall comply with all provisions of School Board Policy 5012 and the Communicable Disease section of the Health Education Services manual in regard to the examination of students.

- I. **Medical Procedures and Medication Administration:** The District shall comply with all provisions of Florida Statute 1006.062, School Board Policy 6305, and the Medication Administration section of the Health Education Services manual in regard to medical procedures and the administration of medication.

ARTICLE ~~19~~ 20
TERM OF AGREEMENT

- A. This Agreement entered into on July 1, ~~2009~~ 2010 , shall remain in effect through June 30, ~~2011~~ 2013, at which time it will expire. This agreement shall be renewed automatically from year to year thereafter, unless either party has given written notice of its desire to negotiate revisions in the terms and conditions of the contract. Each party may select three (3) articles to be re-opened for negotiation purposes, in addition to Article 15 (Insurance) and Article 17 (Wages).
- ~~B. If the Florida Legislature fails to allocate adequate funds to implement the fiscal agreements in this contract, the Board and/or the Union may reopen negotiations on the issue of wages for 2008-2009.~~
- ⊕ B. Either the School Board or the BTU-ESP may require commencement of negotiations, by written notice to the President of the Broward Teachers Union-Education Support Professionals or the Superintendent of Schools, respectively, prior to May 1 of each year.

Dated this _____ day of _____, 2011.

The School Board of Broward
County, Florida

Broward Teachers Union-
Educational Support Professionals

Chair

Patrick Santeramo, President

Superintendent of Schools

Ernestine Alleyne, Vice President

Susan Cooper, Chief Negotiator

George Segna, Chief Negotiator

Classroom Assistant
SALARY SCHEDULE
2009-2010 2010-2011

GRADE 10

STEPS	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
HOURLY	9,392.23	9,672.98	9,962.11	10,258.89	10,566.67	10,882.42	11,207.71	11,542.72	11,887.75	12,243.08	12,609.04	12,985.94	13,374.11	13,773.84	14,185.19
DAILY	70,441.73	72,547.35	74,715.83	76,949.18	79,249.28	81,618.15	84,057.83	86,570.40	89,158.13	91,823.10	94,567.80	97,394.55	100,305.83	103,304.10	106,391.03
ANNUAL	Determine annual salary based on hourly rate associated with step placement, actual daily work hours, and assigned annual calendar														

Certified Classroom Assistant

GRADE 11

STEPS	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
HOURLY	9,570.66	9,856.77	10,151.39	10,454.83	10,767.33	11,089.19	11,420.66	11,762.03	12,113.62	12,475.70	12,848.61	13,232.67	13,628.20	14,035.58	14,455.12
DAILY	71,780.12	73,925.75	76,135.43	78,411.21	80,755.01	83,168.89	85,654.92	88,215.24	90,852.13	93,567.74	96,364.59	99,245.05	102,211.64	105,266.88	108,413.37
ANNUAL	Determine annual salary based on hourly rate associated with step placement, actual daily work hours, and assigned annual calendar														

Classroom Assistants meeting the requirements to be upgraded to a Certified Classroom Assistant will be assigned the same step placement on Grade 11 as previously assigned on Grade 10. Grade 11 step rates are 1.9% higher than grade 10 rates. Newly appointed Certified Classroom Assistants will be assigned step placement in accordance with standard practice for new position assignments.

SALARY SCHEDULE

* Daily Rate: This schedule is based on a 7 1/2 hour workday

Employees on steps 1 - 14, who received a satisfactory evaluation for the 2007-2008 school year, and who worked one day more than half of their 2007-2008 assigned calendar as an education support professional shall advance one step on the 2008-2009 salary schedule. * There is 2.99% between each step.

Employees on step 15 prior to July 1, 2008, who received a satisfactory evaluation for the 2007-2008 school year, and who worked one day more than half of their 2007-2008 assigned calendar as an education support professional shall receive an additional payment.

The total annual payment for eligible Classroom Assistants Teacher Aides with a calendar of 186 but less than 196 calendar - \$575; 196 calendar - \$600, over 196 calendar - \$700

INCENTIVES

A. SPECIAL EDUCATION CENTERS

In order to reward and retain Education Support Professionals at Exceptional Education Centers, the parties agree to provide an incentive. Education Support Professionals employed at the following Exceptional Education Centers: Bright Horizons School, Cross Creek Exceptional, Cypress Run Education Center, Hallandale Adult & Community Center, Lamar James Education Center, Pine Ridge Alternative Center, Seagull Center ESE Program, Sunset School, The Quest Center, Whiddon Rogers Education Center, Wingate Oaks Center and Whispering Pines shall receive an incentive in the amount of three hundred dollars (\$300.00).

b) Supplements shall be pro-rated for employees who are hired after October 1st of the school year.

THIS SALARY SCHEDULE IS SUBJECT TO THE PROVISIONS OF ARTICLE 17-M.

Teacher Assistant
SALARY SCHEDULE
2004-2010 2010-2011

GRADE 12

STEPS	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
HOURLY	10,826.92	11,163.84	11,493.25	11,826.70	12,160.10	12,494.04	12,828.65	13,163.85	13,498.55	13,832.75	14,167.45	14,501.65	14,836.35	15,170.55	15,505.15
DAILY	81,275.13	83,706.30	85,201.63	86,775.55	88,425.75	90,155.30	91,966.38	93,858.45	95,832.45	97,888.45	99,926.45	102,046.45	104,248.45	106,532.45	108,898.45
ANNUAL															

Determine annual salary based on hourly rate associated with step placement, actual daily work hours, and assigned annual calendar.

Certified Teacher Assistant

GRADE 13

STEPS	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
HOURLY	11,042.72	11,372.96	11,701.60	12,028.64	12,411.71	12,792.57	13,174.50	13,557.64	13,942.00	14,327.60	14,714.45	15,102.55	15,491.90	15,882.50	16,274.35
DAILY	52,320.37	53,252.72	54,183.46	55,112.64	56,040.28	56,966.45	57,891.15	58,814.45	59,736.45	60,657.15	61,576.45	62,494.45	63,411.15	64,326.45	65,240.15
ANNUAL															

Determine annual salary based on hourly rate associated with step placement, actual daily work hours, and assigned annual calendar.

Teacher Assistants meeting the requirements to be upgraded to a Certified Teacher Assistant will be assigned the same step placement on Grade 13 as previously assigned on Grade 12. Grade 13 step rates are 1.9% higher than grade 12 rates. Newly appointed Certified Teacher Assistants will be assigned step placement in accordance with standard practice for new position assignments.

SALARY SCHEDULE

Daily Rate: This schedule is based on a 7 1/2 hour workday.

Employees on steps 1 - 14, who received a satisfactory evaluation for the 2007-2008 school year, and who worked one day more than half of their 2007-2008 assigned calendar as an education support professional shall advance one step on the 2008-2009 salary schedule.

Employees on step 15 prior to July 1, 2008, who received a satisfactory evaluation for the 2007-2008 school year, and who worked one day more than half of their 2007-2008 assigned calendar as an education support professional shall receive an additional payment.

INCENTIVES

A. SPECIAL EDUCATION CENTERS

In order to reward and retain Educational Support Professionals at Exceptional Education Centers, the parties agree to provide an incentive. Education Support Professionals employed at the following Exceptional Education Centers: Bright Horizons School, Cross Creek Exceptional Cypress Run Education Center, Dave Thomas Education Center, Hallendale Adult & Community Center, Lanier James Education Center, Pine Ridge Alternative Center, Seagull Center ESE Program, Sunset School, The Quest Center, Whaddon Rogers Education Center, Wingate Oaks Center, and Whispering Pines shall receive an incentive in the amount of three hundred dollars (\$300.00).

B. Supplements shall be pro-rated for employees who are hired after October 1st of the school year.

THIS SALARY SCHEDULE IS SUBJECT TO THE PROVISIONS OF ARTICLE 17-M.

PROGRAM ASSISTANT SALARY SCHEDULE
2009-2010 2010-2011

Job Title	Pay Level
Behavioral Technician	1
Broward Advisor's for Continuing Education (BRACE):	
Associate's Degree	1
Bachelor's Degree	2
Community Liaison	1
Home Service Educator, Even Start	1
Job Coach	1
Job Coach, Educational Assistant	1
Parent Educator	1
Vocational and Career Advisor	1
Associate's Degree	1
Bachelor's Degree	2

Level 1 Applies to ALL Program Assistant classifications, except as identified at Level 2

STEPS	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
HOURLY	17,96779	18,50503	19,05833	19,62817	20,21506	20,81949	21,44199	22,08310	22,74339	23,42342	24,12378	24,84508	25,58796	26,35303	27,14098

Level 2 Applies to BRACE Advisor or Vocational and Career Advisor ONLY with Bachelors Degree

STEPS	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
HOURLY	22,46305	23,13469	23,82642	24,53883	25,27254	26,02819	26,80643	27,60794	28,43342	29,28358	30,15916	31,06092	31,98964	32,94613	33,93122

INCENTIVES - Special Education Centers
In order to reward and retain Program Assistants at Exceptional Education Centers, the parties agree to provide an incentive Program Assistants employed at the following Exceptional Education Centers: Bright Horizons School, Cross Creek Exceptional, Cypress Run Education Center, Dave Thomas Education Center, Hallandale Adult & Community Center, James Education Center, Pine Ridge Alternative Center, Seagull Center ESE Program, Sunset School, The Quest Center, Whidson Rogers Education Center, Wingate Oaks Center and Whispering Pines shall receive an incentive in the amount of three hundred dollars (\$300.00).

THIS SALARY SCHEDULE IS SUBJECT TO THE PROVISIONS OF ARTICLE 17-M.

*Hourly rate will be converted to annual rate based on employee calendar and workday.

Current employees assigned to step 3 employees hired after schedule implementation will start on step 1

Schedule based on 3.25% increase to 2007-2008 rates and 2.99% between each step



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA

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THE OFFICE OF EMPLOYEE RELATIONS
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Superintendent of Schools

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
AND THE BROWARD TEACHERS UNION – EDUCATION SUPPORT PROFESSIONALS**

The aforementioned parties agree to the following:

The parties agree to begin negotiations over revisions in the terms and conditions of the contract for the 2011-2012 school year in December 2011, regardless of the notice requirement otherwise contained in Article 19 of the CBA.

Susan Cooper 11-14-11
School Board of Broward County, FL Date

George Payne 11/14/11
BTU-ESP Date

SC:mg
11/9/11