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*Representing the bargaining unit employees of Passport Services, a division of the Department of State's Bureau of Consular Affairs*

Colin Patrick Walle  
Union President  
IAMAW NFFE FD1 FL1998  
Phone # (206) 808-5764

Date: February 12, 2010  
To: Dorothy Flaak, Director – Director, Office of Field Operations  
Re: Time to read and review January 13<sup>th</sup> memo on Adjudication Processes

In accordance with Article 20 of the Master Agreement Between Passport Services and the National Federation of Federal Employees-Local 1998, the Union is filing this Step 2/Final Grievance regarding the January 13, 2010 83-page long memo on “Passport Adjudication Standard Operating Procedures (SOP), Standard Notations, and Revised Error Rates for 2010” and the 9-page long memo on “Standard Adjudication Worksheets.” Management violated relevant legal authorities including, but not limited to, Article 6, Section 5 and Article 13, Section 12 of the Master Agreement.

Management only allowed employees two hours to read these very important documents that outline a number of changes in procedures for employees in how they are expected to adjudicate passport applications in 2010. A number of employees informed the Union that this was not enough time for them to read, review, and understand the memos. Instructing employees to follow the rules and procedures outlined in a lengthy document, but not giving them enough time to read and understand it, violates the Article 6, Section 5 requirement to inform and train employees on the procedures that they must follow in their work. A number of employees also indicated that as a result of not being given sufficient time, they either were not able to read the entire document, or were forced to read it on non-work time – which raises FLSA suffered and permitted issues (which are addressed in another grievance filed by the Union). Employees in one office were told that if they needed more time they could have it.

#### Requested Relief

We respectfully request that Management make employees whole including, but not limited to, allowing employees sufficient additional time to read and review the entire document. We also request that Management consult with the Union prior to issuing estimates regarding the time to read a lengthy policy memo.

Thank you for your consideration.

Sincerely,

/S/  
Colin Patrick Walle  
Union President – IAMAW FD1 NFFE Local 1998