

## Local Duty Officer Agreement (CA/PPT/WN)

This Local Duty Officer Agreement is negotiated in accordance with Article 12 and Article 30 of the Master Agreement between Passport Services and NFFE Local 1998. The purpose of the Local Duty Officer is to provide coverage for after-hours issuance of passports at the Washington D.C. Passport Agency (PPT/WN) in life or death emergencies. The ranking of qualified<sup>1</sup> Passport Specialists (BUEs) eligible to participate in the Duty Officer Program will be done by seniority<sup>2</sup> as of the first day of the fiscal year (October 1). Government Management officials<sup>3</sup> are also eligible and are encouraged to serve as Duty Officers. Only staff permanently assigned to PPT/WN may participate. TDY staff is not eligible for participation in the Local Duty Officer Program.

### 1. ROTATION

- a. The schedule of Duty Officer rotation will generally cover six months. The schedule will be issued twice a year. The first will cover from January 1 to June 30, while the second will cover from July 1 to December 31. The schedule will be announced at least two weeks before the start of the six months that it covers. Management may modify the duty schedule due to serious conditions beyond Management's control that may affect PPT/WN.<sup>4</sup> Such modifications to the schedule will take place rarely, if ever.
- b. Duty will be assigned in one-week increments. Duty will include scheduled duty on Saturdays (8:00 a.m. to 4:00 p.m.) when CA/PPT/WN is open on Saturdays or when Management schedules Saturday overtime. When overtime is not scheduled and PPT/WN is not otherwise open, duty officers will not be expected to appear at the agency unless called in to provide services to customers by the National Duty Officer. Coverage of federal holidays<sup>5</sup> that fall within a given week is part of the assigned Duty Officer's responsibility. The duty week will begin on Wednesday by 12:00 noon. The duty BlackBerry will be passed from the outgoing Duty Officer to the incoming Duty Officer on Wednesday shortly before duty begins at 12:00. The duty location will be PPT/WN.

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<sup>1</sup> **Qualified:** A PPT/WN Passport Specialist at a GS-9 or higher level who is performing at a fully successful level in both performance and conduct competencies.

<sup>2</sup> **Seniority** is based on government service at CA/PPT/WN. If there is a tie, then Service in CA/PPT will be used. If there is still a tie, seniority based upon Service Computation Date (SCD) will be used.

<sup>3</sup> **Government Management:** A PPT/WN government Management official at a GS-12 or higher who is performing at a fully successful level in both performance and conduct competencies.

<sup>4</sup> **"Conditions beyond Management's control"** are defined throughout this document as significant and major circumstances beyond the control of PPT/WN agency Management, including, but not limited to, direct instructions from Bureau of Consular Affairs or State Department leadership, significant national interests, major equipment failure, natural disasters, calamities, or adversities that cause significant damage to the PPT/WN workplace significantly impeding PPT/WN operations.

<sup>5</sup> **Federal Holidays** are inclusive of: New Year's Day; Birthday of Martin Luther King, Jr.; Presidents' Day; Memorial Day; Independence Day; Labor Day; Columbus Day; Veterans' Day; Thanksgiving Day; Christmas Day; and/or any other day deemed to be a holiday (e.g. Inauguration Day) by the Office of Personnel Management (OPM).

## 2. SELECTION FOR DUTY OFFICER ROTATION

### a. Round I

Step 1. PPT/WN agency director (or the director's designee) will send an email to all qualified BUEs to sign up for the Washington D.C. Passport Agency Local Duty Officer Program.

Step 2. BUEs will respond to the Union and to their supervisor within two weeks of the date of the director's (or designee's) original email requesting one (1) week as primary Duty officer and one (1) week as back-up duty officer.<sup>6</sup> These weeks should not be consecutive if at all possible.

Step 3. BUEs who volunteer to participate should submit at least three (3) different choices of weeks to serve as duty officer (the BUE may indicate in his or her request their willingness to accept work duty on any available week if primary choices are not available).

Step 4. Once all volunteers have submitted their choices, the Union will proceed with the assignment of duty weeks based upon seniority at the Washington D.C. Passport Agency.

Step 5. The final selection of duty weeks will be decided at a Union Management Council (UMC).

Step 6. Once all participants have been assigned a duty week, their names will be posted in the PPT/WN SharePoint or its successor in the leave calendar.

### b. Round II

If all 26 weeks have not been assigned upon completion of the selection process described in "Round I," then Round II will be conducted on a first-come, first-served basis.

Step 1. Director or designee will send an email to all qualified BUEs to sign up for the remaining weeks.

Step 2. BUEs will respond to the Union and to their supervisor as soon as possible after the date of the Director's (or designee's) email with a selection of **non-consecutive** weeks.<sup>7</sup> The assignment of duty weeks in Round II are on a first-come, first-served basis, meaning that requests will be processed in the order of emails received.

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<sup>6</sup> Back-up duty officers should be available to answer calls during the week in which they serve as back-up to the primary duty officer, and may be asked to step in as the primary duty officer in the event that the scheduled primary duty officer is unable to continue his/her duties due to illness or incapacitation as determined by PPT/WN Management in consultation with the scheduled primary duty officer. This should happen rarely, if ever.

<sup>7</sup> Non-consecutive weeks are requested by both Management and the Union in order to maintain a work-life balance and employee resilience.

Step 3. The final selection of duty weeks will be decided at a Union Management Council (UMC).

Step 4. Once all participants have been assigned a duty week, their names will be posted in the PPT/WN SharePoint or its successor in the leave calendar.

c. **Round III**

If any slots<sup>8</sup> remain after Rounds I and II, Management will assign these duty weeks using reverse seniority from among qualified BUEs.

**3. EXCUSAL FROM DUTY**

- a. Per Article 30, Section 3 of the Master Agreement, BUEs can be relieved if other qualified employees volunteer for the task, and a sufficient number of participants are on the LDO schedule. A BUE may also request excusal for other justifiable reasons (e.g., religious concerns, personal emergency) by providing notice to the PPT/WN agency director (or the director's designee), usually by email (or by phone call if email is unavailable) within a minimum of three (3) calendar days of the start of the duty in question. If a Duty Officer is unable to fulfill his or her assignment under Article 30, Section 3, or for a justifiable reason, then Management will first ask the remaining Duty Officer volunteers (including Management volunteers) to cover those vacancies. If there are not any volunteers, PPT/WN agency director (or the director's designee) will use Round II procedures to fill the vacant duty week.
- b. "Voluntary Swapping," or exchanging assigned duty with another Duty Officer volunteer, is allowed. Those who are on the 26-week Duty Officer schedule may swap their weeks of assigned duty, but in non-life or death situations must provide at a minimum five (5) working days' written notice to PPT/WN Management. In such situations, the PPT/WN director (or the director's designee) will update the Duty Officer Program schedule and post the updated schedule to the PPT/WN SharePoint site. If a member of Management requests a swap, he or she may only swap with other members of Management. If a BUE requests a swap with a member of Management, the BUE must submit the request to an Adjudication Manager.
- c. In the event that a BUE who had been scheduled to perform the Duty Officer assignment would cease to be an employee at PPT/WN, the agency director (or director's designee) will ask first for volunteers from Round I to fill the needed slot(s). Next, the PPT/WN agency director (or director's designee) will request

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<sup>8</sup> *Slots*: Scheduled weeks on the duty officer calendar

volunteers from any newly qualified BUEs. If there are no volunteers, Management may fill the slot(s) with a non-BUE.

- d. In the event that a BUE is promoted to a supervisory or Management position (excluding the agency's Operation Officer), he or she will retain any Duty Officer slots that have been volunteered for in Round I and II, or assigned in Round III.
- e. Previously approved leave will not normally be rescinded as a result of the Local Duty Officer Program. Both Management and BUEs participating in the Local Duty Program are obliged not to request approval of leave for the duty weeks they are signed up for. In a normal situation, no employee will be forced to forgo leave already approved in order to complete a tour as a Duty Officer. The exception to this would be significant and serious agency operational needs that require the Local Duty Officer Program to be staffed.
- f. Per the CBA, employees who have need to be excused from duty need to provide medical documentation from the doctor who examined them.

#### **4. REMUNERATION**

BUEs who volunteer to serve in the duty officer program will receive overtime compensation in accordance with Article 30 of the Master Agreement.

#### **5. SAFETY**

Both agency Management and the Union agree that the safety of the employees serving as Duty Officers is paramount. If a Duty Officer feels that his or her safety will be in jeopardy by performing his or her duties, he or she must consult with his/her immediate supervisor, adjudication manager, agency director or director's designee. Every effort will be made to ensure employee safety in accordance with the Master Agreement and State Department policy.

#### **6. TRAINING**

- a. Duty officers will be expected to fulfill the Duty Officer requirements as outlined in Section 3.6 of the Internal Controls Guide or its successor. All Employees who are scheduled as Duty Officer will be provided timely and appropriate training for this service. For those volunteers who have never served as Duty Officer, this "First Time" training will include:
  - A step-by-step walk through of the duty officer issuance process;
  - A thorough review of all related policy and procedures;
  - A thorough review of all resources available for duty officers.

“First Time” training will be provided within one month of a Bargaining Unit Employee’s first scheduled Duty Officer assignment, unless the employee’s annual or sick leave prevents this training from occurring within that timeframe. In the case of severe staffing shortages or circumstances beyond PPT/WN Management’s control,<sup>9</sup> the training will take place when practical.

- b. Employees who have previously performed the role of Duty Officer will be offered annual refresher training. The PPT/WN agency director (or director’s designee) will ensure that these refresher trainings are offered quarterly at minimum.
- c. The Duty Officer SOP and schedule will be posted on the PPT/WN SharePoint site and a hard copy will be provided to any Duty Officer who requests it.

## 7. DUTY OFFICER AND MANDATORY OVERTIME

Service by BUEs as Duty Officer may qualify as a “justifiable reason” in regards to Article 28, Section 3, of the Master Agreement, as it pertains to mandatory overtime.

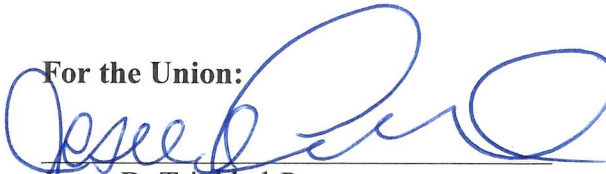
## 8. DURATION OF AGREEMENT

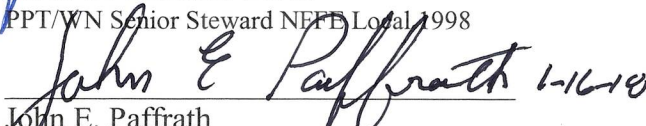
This agreement will be effective for two (2) years from the date of its signing. The parties may reopen or amend this agreement during its term, but only upon mutual agreement.

## 9. SEATING ASSIGNMENTS


BUEs will be allowed to sit at their respective work stations, as long as they are not needed to assist customers in their needs for emergency tourist passports. When there are no duty cases and CA/PPT/WN is open (i.e. work being done either during regular hours or during overtime) the BUE serving as the Duty Officer will engage in the completion of tasks/work as assigned by Management.

**For the Union:**

 1-11-18  
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Josue D. Trinidad-Perez  
PPT/WN Senior Steward NEFD Local 1998

 1-16-18  
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John E. Paffrath  
PPT/WN Steward Local 1998

**For PPT/WN Management:**

 1-11-18  
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Lindsay N. Henderson  
PPT/WN Director

 1-16-18  
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Monique M. Brockenborough  
PPT/WN Assistant Director

<sup>9</sup> As previously defined.