



# Duty Officer Schedule and Rotation Western Passport Center



## April 28, 2010 Negotiated Agreement between PPT/WPC and NFFE FL 1998

This Duty Officer Schedule and rotation is negotiated in accordance with Article 12 and Article 30 of the Master Agreement between Passport Services and NFFE Local 1998, effective July 20, 2009. This agreement applies only to bargaining unit employees and does not apply if Management assigns non-unit staff (e.g., supervisors) to perform the Duty Officer function.

1. Contractual requirements covering training, tools, compensation, communication, and safety are addressed by Article 30.
2. Excusal: Employees may be excused from duty in accordance with Article 30, Section 3 of the Master Agreement, which states:


“EXCUSAL FROM DUTY: Bargaining unit employees shall be relieved of performing Duty Officer Duties if other qualified employees volunteer for the task. A bargaining unit employee may request excusal from the Duty Officer assignment for legitimate medical reasons. A doctor’s note may be required if the justification provided is not adequate. A bargaining unit employee may also request excusal for other justifiable reasons (e.g., religious concern, personal emergency) by providing notice to Management (an email is acceptable).”

3. Schedule and rotation:
  - a. Qualified volunteers shall be solicited for the coming calendar year from October 15<sup>th</sup> to November 15<sup>th</sup> each year. Those employees shall indicate the month(s) they desire to serve by December 1<sup>st</sup>. \* A formal meeting will be convened in the case of a conflict in schedule or if there are not enough volunteers for the completion of the schedule. The Union will be invited to attend in accordance with Article 6 and Article 7 of the Master Agreement.
    - i. If there is no conflict, the employees shall serve the dates that they selected.
    - ii. If there is a conflict, the dates in dispute will be decided by employees choosing their dates based on seniority in Passport Services (i.e., the employee in the office with the most seniority as a government employee in PPT shall have first choice). If there is a tie, a random method shall be used (and witnessed by the Union or the Union’s designee).
    - iii. If qualified employees volunteer for all month(s) during the coming year, then the Duty Officer schedule shall be considered complete. Qualified employees on the schedule, and qualified employees who previously had not volunteered, may swap or volunteer in place of others to serve the assignment during the


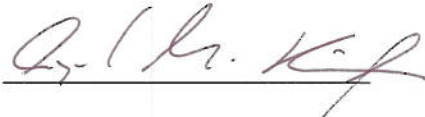

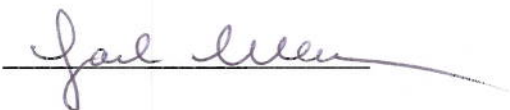
year, but must normally provide five (5) days notice to Management for training/notification purposes.

- b. If there are no volunteers, or not enough volunteers, then qualified employees may be assigned to available spots on the Duty Officer rotation by Management, in accordance with Article 30 of the Master Agreement and this local agreement.
  - i. Qualified employees who did not volunteer shall be ranked by seniority in Passport Services. Those with the least seniority shall be selected for service on the rotation to fill the remaining spots.
  - ii. From that pool of employees who did not volunteer, employees shall pick their month(s) based on seniority in Passport Services (i.e., the employee in the office with the most seniority as a government employee in PPT shall have first choice). If there is a tie, a random method shall be used (and witnessed by the Union or the Union's designee).
  - iii. Qualified employees may swap or volunteer in place of others to serve the assignment during the year, but must normally provide five (5) days notice to Management for training/notification purposes. Employees may solicit volunteers to take their place or swap.
- 4. Safety: Duty Officers will not normally be called in to the office during nighttime hours. If a Duty Officer is called in outside of daylight hours, then a guard will escort the applicant and the Duty Officer in/out of the office, and the Duty Officer will not be left alone with the applicant.
- 5. Non-emergency Cases: Employees who feel that a Duty Officer case was not a life or death emergency and should or could have waited until the next regular work day shall make that decision and report to the Adjudication Manager the following business day. In the event that the Adjudication Manager is absent, the Duty Officer will report the situation to the Assistant Director.

For Management:


For the Union:

\* To fill out the rotation for the remainder of 2010, the volunteers for 2010 shall be solicited from May 17<sup>th</sup> to June 18<sup>th</sup>, and employees shall indicate the month(s) they desire to serve by July 2<sup>nd</sup>.