



## **Duty Officer Program At the San Diego Passport Agency**

**November 17, 2017  
Negotiated Agreement between  
PPT/SD and NFFE FL 1998**

This local agreement (Agreement) is entered into pursuant to Article 12, Section 16(f)(v) and Article 30 of the Master Agreement between Passport Services (Management) and the National Federation of Federal Employees – Local 1998 (the Union), dated July 20, 2009 (hereafter referred to as ‘Master Agreement’).

The purpose of this local agreement is to maintain the operation of the Duty Officer Program at the San Diego Passport Agency. This local agreement is subject to change in order to comply with any future agreements between Management and the Union; National Union Management Committee agreements; and/or local agreements, also pursuant to Article 12, Section 16(f) (v) and Article 30.

## **Participation, Eligibility and Scheduling**

Participation of Bargaining Unit Employees (BUEs) in the San Diego Passport Agency's Duty Officer Program is voluntary. Participation is shared between Grade 9/11 BUEs and PPT/SD management. BUEs are encouraged, but not required, to sign up for Duty Officer tours.

BUEs on 100% audit are not eligible to sign up for Duty Officer tours. If an employee is placed on 100% audit after the schedule has been finalized, an alternate Duty Officer will be located by management prior to the start of the tour.

The semi-annual Duty Officer schedule will be routed through passport specialists by seniority beginning December 1<sup>st</sup> (for the January-June period), and May 1<sup>st</sup> (for the July-December period). Seniority will be determined by NFFE representatives. NFFE will provide the schedule to management two weeks prior to the beginning of the next six-month Duty Officer period. Management will provide Duty Officer coverage for any remaining tours. Once finalized, the Duty Officer schedule will be available electronically in the shared drive.

## **Training**

In accordance with Article 30, Section 9, of the Master Agreement, Duty Officer training will be provided on an annual basis between the months of October and December for BUEs. Any employee who was promoted to a GS-9 after the most recent annual training, will be eligible to sign up as a Duty Officer during the next round of scheduling, after receiving the next annual training between October and December.

## **Excusal from Duty**

In accordance with Article 30, Section 3, a BUE may request excusal from the Duty Officer assignment for legitimate medical reasons, religious concerns, personal emergencies, or other justifiable reasons. Notice as far in advance as possible should be provided by email to the Adjudication Manager (or Assistant Director, in AM's absence) so an alternate Duty Officer may be located.

Once the schedule is finalized, trading Duty Officer tours is permitted as long as the BUE has located another eligible party to cover the tour, and both parties provide written notice to the Adjudication Manager a minimum of two weeks prior to the scheduled tour.

## **Safety**

BUEs are not expected to be alone with applicants. When working a Duty Officer case after hours, BUE should call the Watch Commander (number in Duty Phone) at the DS Security Control Center to request Uniformed Protection Officer (UPO) coverage at least three hours in advance of the time needed. The UPO responsibilities are:

- Meet Duty Officer at agency at agreed upon time (no earlier than three hours from time of request.)
- Escort Duty Officer when meeting the applicant in the lobby to accept application and fees.
- Remain in the agency while the passport is being processed.
- Escort Duty Officer when meeting the applicant in the lobby to provide passport, and
- Escort Duty Officer to building exit, if requested.

In cases of severe emergency or where there are mitigating circumstances, the Duty Officer may seek the approval of the Assistant Director or Director to open the agency and process the case without UPO coverage.

If the Duty Officer is unable to open the passport agency to assist the applicant (for example, unable to reach the office, possible safety issues, access issues, or adjudicative issues), the Duty Officer must inform the National Duty Officer and local agency management of the situation as soon as possible.

### **Non-Emergency Cases**

All local Duty Officer cases referred by the National Duty Officer must be accepted for processing. Any questions or concerns regarding whether the case warranted Duty Officer processing, or which agency was instructed to process, should be discussed with agency management the next business day, after processing the referral after hours.

### **Recognition**

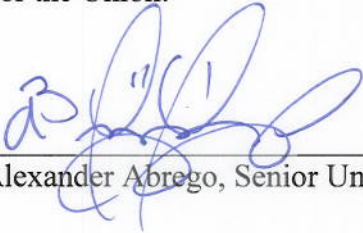
To encourage participation in PPT/SD's Duty Officer Program, agency management will recognize BUEs who complete a minimum of the following in a calendar year:

- Three weeks of Duty Officer tours, or
- Two weeks of Duty Officer tours, if one or more of the weeks includes a federal holiday.

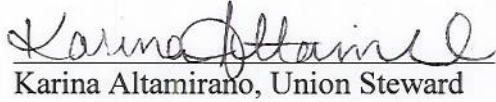
### **Evaluation**

This agreement may be revisited on an annual basis, or when either party has a concern of major significance.

For the Union:



Alexander Abrego, Senior Union Steward



Karina Altamirano, Union Steward

For Management:



Richard Saltzman, Director



Mary Lopinto, Adjudication Manager

Effective Date: 11/17/2017