

This Duty Officer Agreement is negotiated in accordance with Article 12 and Article 30 of the Master Agreement between Passport Services and NFFE Local 1998.

1. SCHEDULE AND ROTATION

- a. Ranking of qualified* bargaining unit employees (BUEs) eligible to participate in the duty officer program will be done by seniority* beginning on the first day of the fiscal year.

- b. The schedule of duty officer rotation will cover from the start of the next calendar year to the end of that calendar year.

2. Selection For Duty Officer Rotation

a. Round I

PPT/SF will ask qualified BUEs to volunteer for the Duty Officer assignment. Volunteers will serve a minimum of four (4) weeks as primary Duty Officer and a minimum of four (4) weeks as secondary Duty Officer. Volunteers will be approached in seniority order to select the weeks they would like for Duty Officer assignments. Volunteers will then be sought from PPT/SF Management for the Duty Officer assignments. PPT/SF Management will be strongly encouraged by the D/AD to volunteer for available primary and secondary Duty Officer slots.

PPT/SF will extend a "last call" opportunity for both qualified BUEs and PPT/SF Management to fill any remaining slots before proceeding to Round II.

If there are not enough qualified BUE or PPT/SF Management volunteers from Round I to cover the 52 weeks of primary and secondary Duty Officer assignments, then PPT/SF Management will proceed to Round II.

b. Round II

If any slots remain, PPT/SF Management will fill the remaining weeks on the schedule of primary and secondary Duty Officer assignments with qualified BUEs who did not volunteer during Round I, with each Bargaining Unit Employee serving two weeks of primary and two weeks of secondary duty officer assignment.

Management will total the remaining weeks of primary and secondary Duty Officer assignments and determine how many BUEs will be required to perform mandatory service if each is given two weeks of primary and two weeks of secondary. (For instance, if there are 22 weeks of primary and 22 weeks of

secondary left after Round 1 slots have been filled, 11 BUEs would be necessary to fill the calendar if they each perform 2 weeks of primary and 2 week of secondary.) In the instance that there is an odd number, the most senior BUE on the list will be given the lower amount of weeks.

Once the number of BUEs is determined, BUE will be selected in reverse seniority from those who have not volunteered in Round I. When those Round II BUEs have been selected, the BUE with the most seniority will choose his/her dates, followed by the next most senior until all 52 weeks of primary and secondary duty officer assignments are covered.

3. Excusal From Duty

- a. Per Article 30, Section 3 of the Master Agreement, BUEs shall be relieved if other qualified employees volunteer for the task. A BUE may also request excusal for other justifiable reasons (e.g., religious concerns, personal emergency) by providing notice to Management, usually by email (or by phone call if email is unavailable). If a duty officer is unable to fulfill his/her assignment under Article 30, Section 3, or for a justifiable reason, then PPT/SF Management will first ask the remaining Duty Officer Volunteer(s), including Management, to cover those vacancies. Eventually, PPT/SF Management will return to Round II procedures if there are no volunteers.
- b. Voluntary Swapping – Those who are on the 52-week duty officer roster may swap their weeks of duty officer assignment but must normally provide five (5) days' notice to PPT/SF Management. In such situations, Management will update the Duty Officer Program roster and post it to the SharePoint site. If a member of Management requests a swap, he/she shall only swap with other members of Management. If a BUE requests a swap with a member of Management, they 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 is no longer an employee at PPT/SF, Management will ask volunteers from Round I to fill the needed slot(s), followed by volunteers from any newly qualified BUEs. If there are no volunteers, Management will fill the slot(s) with a non-BUE(s).
- d. In the event that a BUE is promoted to a supervisor or management position, he or she will retain any Duty Officer slots that have been volunteered for in Round I or assigned in Round II.

4. Recognition

- a. PPT /SF Management will recognize BUEs who volunteered for the minimum of four (4) weeks of primary duty officer and four (4) weeks of secondary duty officer assignments in accordance with Article 19 of the Master Agreement.

- b. PPT/SF Management will further recognize BUEs who volunteered more than the minimum of four (4) weeks of primary duty officer and four (4) weeks of secondary duty officer assignments in accordance with Article 19 of the Master Agreement.

5. Safety

- a. Both 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 their duties, they must consult with the assigned Duty Officer Manager. Every effort will be made to ensure employee safety in accordance with the Master Agreement.

6. Training

- a. All Employees who are scheduled as Duty Officer will be provided timely and appropriate training for duty officer service. For those volunteers who have never served as a 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 policy and procedures
 - A thorough review of all resources available for duty officers

"First Time" training will be provided within one month, no longer, of the BUE's first scheduled duty officer assignment unless the BUE's annual or sick leave prevents it from occurring within that timeframe.

- b. Employees who have previously performed the role of Duty Officer will be offered refresher training annually. The assigned Duty Officer Supervisor will ensure that these refresher trainings are offered quarterly at minimum.
- c. The Duty Officer SOP will be posted on the PPT/SF SharePoint site and a hard copy will be provided to any Duty Officer who requests it.

7. DUTY OFFICER AND MANDATORY OVERTIME

- a. BUEs are reminded that serving as duty officer may qualify as a "justifiable reason" in regards to Article 28, Section 3, of the Master Agreement

8. DURATION OF AGREEMENT


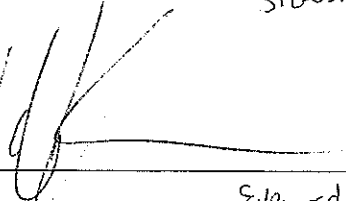
This agreement will be effective for 2 (two) years from the date of its signing. The parties may reopen or amend this Agreement during its term but only upon mutual agreement.

Definitions:

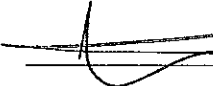
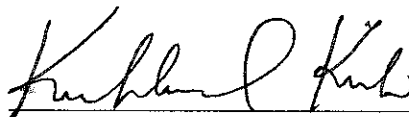
*Qualified: GS-9 and above

*Seniority: Based on government service at CA/PPT. If there is a tie, then Service Computation Date will be used. If there is still a tie, a random drawing of names will be used with a Union representative present at this drawing or Union representative designee of choice.

For the Union:


2/19/2016
STEWART

STEWART 12/19/16

For Management:


12/19/16

Kubler 12/19/16

12/19/2016