



Duty Officer Schedule and Rotation Arkansas Passport Center

October 31, 2012
Negotiated Agreement between
PPT/APC 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.

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).

Persons qualified to serve in the duty officer rotation are those GS-9 and above who are a) not on increased audit for performance concerns and b) have been adequately trained on all aspects of the duty officer assignment.

Management will ask qualified individuals, including managers and supervisors, to volunteer for the duty officer assignment. One duty officer will be selected for each week. **One back up officer, selected from the list of Passport Personalization Specialists from the production area, will accompany the duty officer when the duty officer has personal safety concerns and would otherwise be alone in the agency.**

Volunteers shall be solicited for the coming calendar year from **October 31st – November 2nd** in 2012 and from December 1 to

December 11 on every subsequent year. Employees will not be coerced into volunteering for more weeks than they prefer to. Those volunteers shall indicate the weeks they wish to serve. Previously-approved leave will not normally be rescinded as a result of the duty officer program. Employee training opportunities will not be reduced as a result of the Duty Officer program.

A formal meeting will normally be held for this purpose. 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 volunteers shall serve the dates that they selected.
- ii. If there is a conflict, the dates in dispute will be determined based on seniority in Passport Services (i.e., the employee with the most seniority as a government employee in Passport Services shall have first choice). This rule shall not allow the senior individual to bypass covering a Duty Officer rotation during peak holidays or end of calendar year more than 2 (two) years in succession. Duty officer participants will have continuing equitable access to annual leave as any other employee. If there is a tie in seniority, a random method shall be used (and witnessed by the Union or the Union's designee).
- iii. If there are sufficient qualified volunteers for all months during the coming year, then the Duty Officer schedule shall be considered complete.
- iv. If there are no volunteers, or not enough volunteers, then qualified individuals will be equitably assigned to available spots on the Duty Officer rotation by Management, in accordance with Article 30 of the Master Agreement and this local agreement. Weeks that were already volunteered for in section i. above will be taken into account in determining individual's remaining share of the period's coverage.

- v. For involuntary stints in the duty officer rotation, individuals shall pick their weeks in the rotation based on seniority in Passport Services (i.e., the person with the most seniority as a government employee in Passport Services shall have first choice). This rule shall not allow the senior individual to bypass covering a Duty Officer rotation during peak holidays or end of calendar year more than 2 (two) years in succession. If there is a tie, a random method shall be used (and witnessed by the Union or the Union's designee). Management will take steps to limit duty officer cases to life and death situations where travel is not already scheduled through a city with a larger-staffed passport agency. If the frequency of the duty officer assignments proves to be more than five instances in any calendar year, the agency agrees to re-negotiate this agreement upon request from the Union. Assignment to the duty officer rotation will not affect the employee's participation in rotations or outreach during normal work hours. Employees forced to work on site later than 10 pm will not be held measurable for production when the following day is a normal business day.
- vi. Qualified individuals on the schedule, including those who did not volunteer, may swap or volunteer in place of others to serve the assignment during the year, but must normally provide two business days notice for training/notification purposes. Management will maintain an updated Duty Officer roster on the local Sharepoint site.
- vii. Refresher training for on all aspects specific to the duty officer will be provided to all participants in the rotation every 12 months.

The National Federation of Federal Employees, Local 1998, and Passport Services, hereby agree to this negotiated agreement on November 1, 2012 for Duty Officer Program operations at the Arkansas Passport Center.

For Management:

Vivian B. Mazy APC Asst. Dir.

[Signature] APC Director

For the Union:

[Signature]

Rob Arnold, 1998 President

[Signature]
(Acting) Chief Steward