



## **Duty Officer Program Negotiated Agreement**

**Between PPT/SD and NFFE FL 1998  
November 2012**

This agreement is subject to all provisions in the Master Agreement between Passport Services and the National Federation of Federal Employees – Local 1998, dated July 20, 2009; hereafter referred to as the Master Agreement.

**This local agreement is subject to change to comply with any future national agreement between Passport Services and NFFE, National Union Management Committee agreements, and/or directives by Passport Services in conformity with Master Agreement Articles 4, 12, and 30.**

## **1. PARTICIPATION and SCHEDULING**

Participation of Bargaining Unit Employees (BUEs) in San Diego's Duty Officer Program is voluntary. Participation is shared between BUEs (Grades 9 and 11) and PPT/SD management. BUEs are encouraged, but not mandated, to sign up for Duty Officer Tours as either a primary or secondary Duty Officer. The secondary Duty Officer shares the same responsibilities if and when called in for duty. (The secondary Duty Officer may be called in for safety concerns, or if the primary duty officer is physically unable to perform his or her duties.) If there are no volunteers, or insufficient volunteers, then management will perform the remaining weeks of Duty Officer Tours.

The semi-annual schedule will be routed around the adjudication section beginning December 1<sup>st</sup> for the January-June period, and again beginning May 1<sup>st</sup> for the July –December period, starting with the most senior BUE. For purposes of this agreement, seniority is based on one's service computation date. Once the schedule has been passed to all adjudicators, the schedule will then be passed around the management team. The schedule is due to management after three weeks by December 22<sup>nd</sup> and May 22<sup>nd</sup>. The Duty Officer schedule will be updated as necessary and an electronic copy will be available in the Duty Officer folder, within the Adjudication folder, on the Shared hard drive for all to access.

## **2. TRAINING**

To conform to Article 30, Section 9, refresher training will be provided to duty officer volunteers on an annual basis, if requested, to ensure successful performance of the duty officer function.

## **3. EXCUSAL FROM DUTY**

Per Article 30, Section 3, a BUE may be excused from his or her Duty Officer tour for legitimate medical, religious, and personal emergency reasons. If a BUE needs to be excused from duty he or she must email the Adjudication Manager and the secondary Duty Officer. The secondary will then become the primary.

- Trading Duty Officer tours is permitted as long as the BUE can find his/her own coverage and both parties give written notice to the Adjudication Manager a minimum of two weeks prior to the scheduled tour.

## **4. SAFETY**

BUEs will not be expected to be alone with passport applicants. If the duty officer has any safety concerns, the secondary may be called in. If the secondary is unavailable, call the D/AD. If you feel Uniformed Protective Officer presence is needed, call the D/AD for guidance. All management phone numbers are in the duty officer phone.

## **5. NON-EMERGENCY CASES**


Employees who feel that a Duty Officer case is not a life or death emergency or have been given indication that passport issuance will not be possible and feel the case should wait until the next regular work day shall call the D/AD for guidance.


### 6. RECOGNITION


In attempt to obtain sufficient coverage for PPT/SD's Duty Officer Program, PPT/SD Management will recognize BUEs who sign up and complete a minimum of six weeks of primary Duty Officer Assignments.

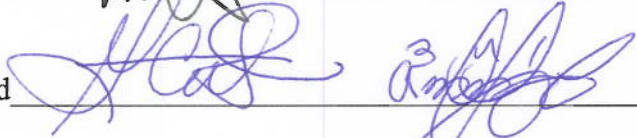
This agreement can be revisited on a semi-annual basis, and/or when either party has a concern of major significance.

#### Implementation and Effective Date

Signed  Richard Saltzman, Director

Signed  Geralynn Cortes, Assistant Director

Signed  Diana Dibble, Senior Union Steward

Signed  Alexander Abrego, Union Steward

Dated by the Parties: 11/30/2012

Effective Date: 11/30/2012