

## 2010 – 2015 CBA Maintenance Issues Q & A

### Maintenance Craft Jobs MOU

1. Q. Regarding the Maintenance Craft Jobs MOU Item # 1.a, when will the 1500 jobs in the Maintenance Craft Jobs MOU 1.a. be returned to craft?  
  
A. It is anticipated the duty assignments will be identified by March 31, 2012. Headquarters Maintenance Operations will identify the locations of those duty assignments using the MS-47 staffing packages.
  
2. Q. Does the Maintenance Craft Jobs MOU Item # 1.b in reference to changes in the Subcontracting Cleaning Services MOU require installations to insource custodial work in stations and branches where that work is currently contracted?  
  
A. Yes. New calculations must be performed in accordance with changes to the Subcontracting of Cleaning Services MOU, as follows:

ASM 535.261.a

- (1) Measure the square footage of the interior area of all facilities of an independent installation, using the procedures identified in handbook MS-47, Housekeeping-Postal Facilities. Then add the results (if more than one facility) then divide the total measurement by 18,000 and round off the resulting number to four (4) decimal places;
  
- (2) Measure the square footage of the exterior paved and unpaved area of all facilities of an independent installation, to be serviced using the procedures identified in the MS-47 handbook. Then add the results (if more than one facility) then divide that total measurement by 500,000 and round off the resulting number to four (4) decimal places.
  
- (3) Add the numbers obtained in steps 1 and 2 together. If the resulting number is less than ONE (1), a contract cleaning service may be used to perform the required work.

Where the result of the calculations is the determination a facility is no longer eligible to subcontract cleaning services, the contracted custodial work must be returned to the craft as the current contract period expires, but no later than May 23<sup>rd</sup>, 2012. There is no liability for not insourcing this work prior to May 23, 2012.

3. Q. Regarding the Maintenance Craft Jobs MOU Item #1.c, can PSE's be hired for filling the resulting vacancies?

A. New duty assignments created by insourcing contracted work as described in paragraph 1.b. will be posted by Notice of Intent and filled in accordance with Article 38, including transfers per MOU Item 1.c. Resulting vacancies may be filled with PSE's and those PSE's will not count against the 10% PSE cap.

4. Q. Regarding the Maintenance Craft Jobs MOU Item #2, how will the tier 1 duties currently performed by contract help desk agents at the Maintenance Technical Support Center (MTSC) be transitioned to the Maintenance Craft bargaining unit?

A. ET-11 members of the National Technical Support Network (NTSN) will assume the responsibilities of the Tier 1 Help Desk agents. Initial support and training will be provided through a NTSN Help Desk project with current staffing coverage. A minimum of ten (10) ET-11 duty assignments will be posted at the MTSC. The initial filling of these duty assignments will be by seniority from all existing ET-11 employees in Occupation Code 0856-0021 who desire to transfer with no relocation benefits. Thereafter, current ET-10 employees who desire to transfer to these duty assignments which remain after the ET-11s volunteer will be considered for transfer if they qualify for ET-11.

Additionally, an Integrated Voice Recognition (IVR) system will be designed and installed allowing calls to be routed for remote support. Primary consideration for temporary assignments to MTSC for interim Help Desk support during the IVR installation and ramp up will be provided to ET -11 NTSN volunteers. Additional Help Desk support may be provided by temporary detail of ET-10 volunteers, subject to approval by their local management. ET-10 volunteers currently on a PER will receive first consideration. Non-volunteer ET-11 NTSN members may be used if the provisions above do not provide sufficient resources.

Once IVR is implemented the NTSN workload will be evaluated by Maintenance Operations management and the NTSN complement may be right-sized utilizing the provisions of the collective bargaining agreement.

5. Q. Regarding the Maintenance Craft Jobs MOU Item #3, how do we calculate Maintenance PSE usage where it states, "...provided that no more than *half* of the NCAs (PSE's) in the Maintenance Craft will work in maintenance-capable offices."

A. *Half* is to be calculated as 5% of the total number of career Maintenance Craft employees within that District.



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