

MEMORANDUM OF UNDERSTANDING (MOU) BETWEEN THE U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION AND THE NATIONAL COUNCIL OF EEOC LOCALS NO. 216, AFGE COVERING THE IMPLEMENTATION OF A TELEPHONE SURVEY LOG OF ALL UNSOLICITED INCOMING BUSINESS RELATED CALLS.

INASMUCH AS THE EQUAL EMPLOYMENT OPPORTUNITY COMMISSION HAS DECIDED TO USE BARGAINING UNIT EMPLOYEES IN THE TELEPHONE SURVEY LOG, THE FOLLOWING SHALL APPLY .

1. The purpose of the telephone survey log is to gather baseline information on how many calls EEOC receives from members of the public. This information will be used to estimate a monthly call volume for EEOC as part of a feasibility study for a National Customer Service Center.
2. The period for the survey will be March 3 - 28, 2003.
3. All employees shall be provided training on how to complete the survey logs, prior to the start date of the survey.
4. The attached telephone survey log shall be used by employees and must be completed and submitted each day to the designated Survey Coordinator in each office.
5. The survey log will be posted on the share drive of each office. Employee may download and fill out the survey form on the computer or complete the form by hand. Any employee who completes the form on the computer may e-mail the completed form or submit a hard copy to the designated Survey Coordinator.
6. Phone calls for employees who telecommute shall be handled consistent with Article 34.09 of the Collective Bargaining Agreement and any applicable Local Memorandum of Understanding covering telecommuting.
7. Upon completion of the survey, the National Council shall be provided copies of any/all studies or evaluations compiled by the Agency resulting from the telephone survey logs.
8. If the Agency determines a need to use information from the telephone survey log for any purpose other than # 1 above, the parties agree to meet and if necessary, negotiate any impact affecting bargaining unit employees.
9. Management shall provide a copy of this MOU to all bargaining unit employees prior to the start date of the survey.
10. Prior to the implementation of any other National or Local survey, the National Council shall be provided a copy of the proposed survey and provided the opportunity to negotiate over any impact on bargaining unit employees.
11. The provisions of this agreement shall not be altered or amended without mutual written consent of the parties.

12. Any disputes arising from the application or interpretation of this agreement shall be resolved through the negotiated grievance procedure or any appropriate third party procedure.
13. This National MOU constitutes the only negotiation necessary to implement this Survey and local agreements are unnecessary.

Dated the ____ day of _____, 2003.

For the Equal Employment Opportunity
Commission

For the National Council of EEOC Locals
No. 216

Joann C. Riggs, Assistant Director
OHR

Gabrielle Martin, President

Vicki Johnson, Attorney-Advisor
OHR