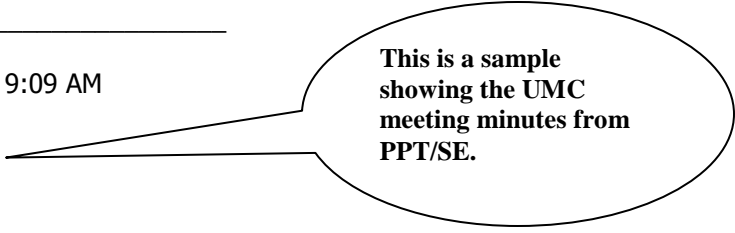


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**From:** Hwang, Sang C  
**Sent:** Tuesday, December 09, 2008 9:09 AM  
**To:** NFFEBUE-SE  
**Subject:** 12/8 minute



This is a sample showing the UMC meeting minutes from PPT/SE.

### **12/8/2008 UMC meeting**

In attendance:

RD Teresa Bobotek, ARD Trip Atkins, Adjudication Manager Wendy Wheeler  
Senior Steward Sang Hwang, Steward Rachel Devlin and Union member Cheryl Hopkins

#### **Awards**

Customer Service Award was discussed to honor Richard's great customer service legacy. Management thought our suggestion would be a good idea to award someone with an excellent customer service award to provide better service to customer. However, management commented that they will have to look into what would be a fair criteria for giving people such award and what kind of award they are actually going to award(monetary/honorary award). Teresa said that she will have to wait and see how much award budget is going to be there in Feb. Management suggested if anyone has any ideas on how the award should work, they would be open to ideas.

#### **Construction**

Teresa commented that counter phase of construction will be completed at the earliest in by the end of February.

Additionally, the 18th floor started processing of demolition and will be done by end of January. 18th floor will be equipped with tables and chairs and computers for the displaced Adjudicators from 33 and 9 to relocate to once construction on 33 begins and during the construction on the 9th floor. At this current time, there is no estimated beginning date for construction on the 33rd floor. The Union will be talking to employees and then working with Management to decide on a fair way to determine seating once the displacement begins.

Regarding the smell of the wall, people who sits near that wall should move to another location upon their request to their supervisor. Teresa said that she's waiting for 18th floor to be done with the construction so that, people who sit near the wall or other people that have discomfort with where they sit can get move to 18th floor. Trip suggested that, when employees notice the wall smell is particularly noticeable, they should let Pat know so management can contact GSA to show them the problem.

#### **Friday Casual Attire**

The issue of what is and is not appropriate to wear on Casual day was brought up. The standard rule of thumb is if you wonder if it is appropriate to wear to work, you should probably not wear it. The Seattle handbook will be revised to add that T shirts containing the NFFE/IAM, CFC shirts and the like are appropriate to wear. It is important to remember that we are a business and as such need to present a professional appearance both to our co-workers and those we encounter at the counter. As such, clothing that promotes potentially offensive logos i.e. tobacco, alcohol, and/or offensive language is not appropriate. Wendy said she'll update above information on Seattle UMC Dress Code Agreement.

#### **New Agencies**

As of now, it looks like the Detroit, Dallas, and Tucson agencies will be opening sometime in early 2009 with the Minneapolis agency still set for sometime in the spring of 2009. The plan for the Tucson office is to have a counter with about 5 windows. No construction has begun on any of

the offices. The positions of Regional Director for the agencies have been advertised, and they are still looking for staff that is willing to transfer. If government employees are interested in a lateral move to one of the new agencies, they can contact Dottie Flaak (FlaakDD@state.gov).

### **Will Calls**

There has been some delay of 2 pm will calls due to extra lunch time lately. A big reason for this is because there is no one covering the adjudication, BP and QC assignments when the person is on lunch. Especially with the extra time on lunch it's a problem. No one covers will calls during that time unless it specifically is requested. Same goes for afternoon breaks. Management commented that they will look into it with Roxanne to figure out how adjudication and processing will come to accomodate "WC" coverage.

### **Workload**

We are averaging about 1600 applications a day. In the Fiscal year of 2008, 16 million passports were issued nationwide compared to 18 million in the surge of 2007. Workload is 40 percent lower than the previous year. For now, our region generates about 10,000 to 15,000 a week of which much gets transferred to CPC and CO. As of now, there are no projections for FY2009.

### **Miscellaneous**

Marianne has become one of new GS-12 supervisors to fill Miguel's spot. We are getting a new employee transferring from Honolulu in December, Sean Ballentyne. As of now, we are fully staffed with 57 (including Sean) Adjudicators on 7 teams. There aren't going to be any more hiring at this point. Trip thanked employees for finishing up with PC 441. He also mentioned that everyone needs to update with Centralized Emergency Notification System. There aren't any indication of getting day off the day after Christmas however, if it follows past practice we will probably know the week before Christmas. If employees want that day off they should submit a leave slip with the understanding that they will go on the current wait list.

For dusting, Trip said to tell the cleaning crew to stop dusting and if they don't then the employee should notify Trip so he can contact their management.

### **Sang C. Hwang**

Passport Specialist, Seattle Passport Agency

Senior Steward, NFFE Local 1998

[www.nffe1998.org](http://www.nffe1998.org)

This message is unclassified in accordance with the requirements of E.O. 12958