

MEMORANDUM OF UNDERSTANDING

Customer Service in the Public Contact Areas

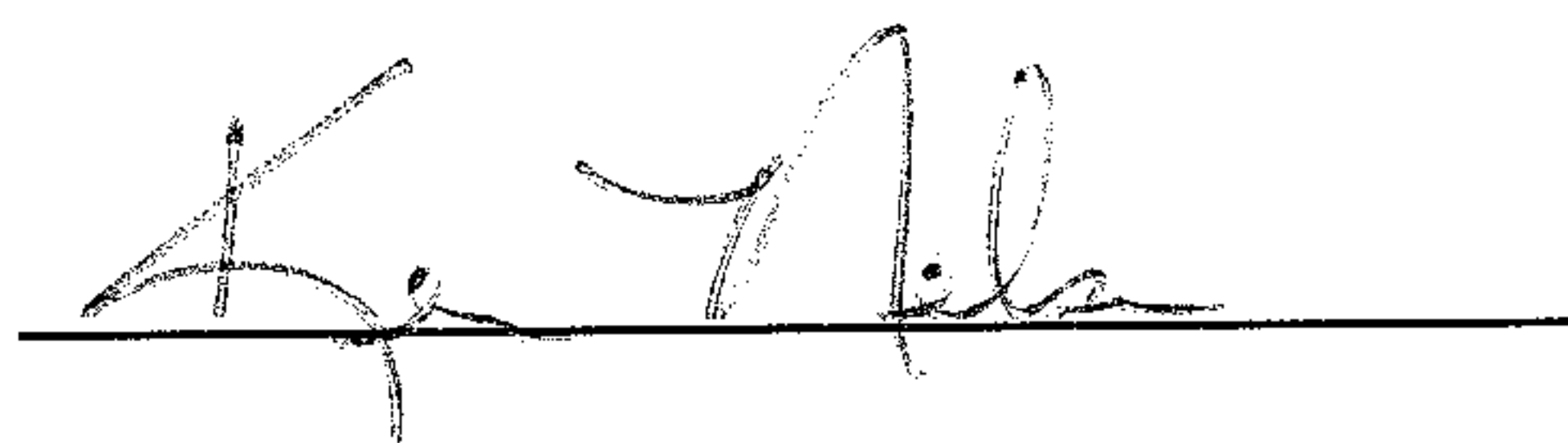
In the Southern Area Regional Offices

PILOT

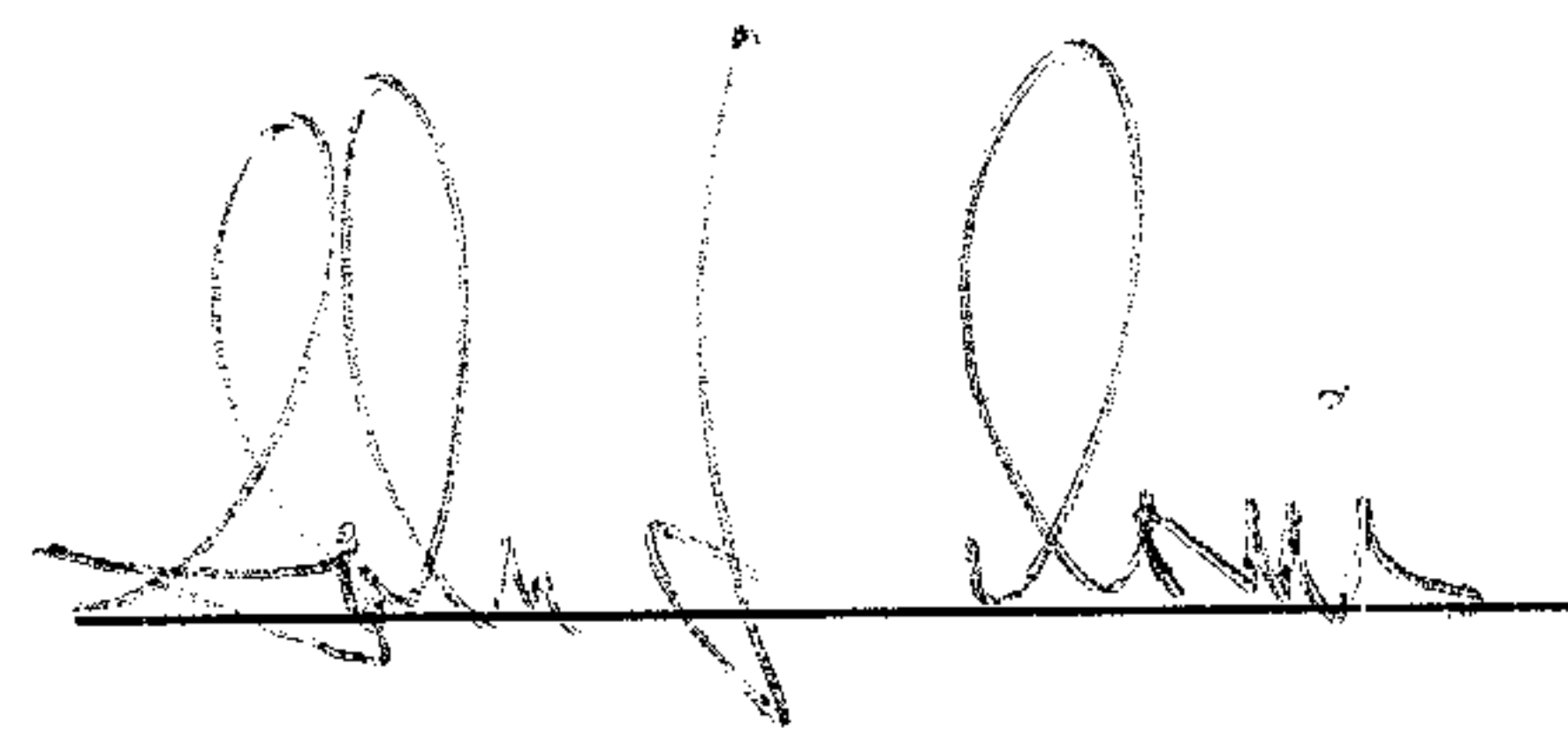
The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees, AFL-CIO, National VA Council #53 regarding implementation of a pilot for Customer Service in the Public Contact Areas within the Southern Area (SAREA) Regional Offices of the Veterans Benefits Administration.

1. The main focus behind the SAREA initiative is to promote courtesy and accurate responses to our Veterans.
2. Stations will engage their local union at each Regional Office. Local unions will be able to add one member to this committee.
3. Phase 1 will consist of establishing consistent Public Contact protocol/standard operating procedures (SOP) to ensure that as soon as Veterans walk in the door, the RO exudes a Veteran-centric atmosphere.
4. Phase 2 will involve the review of local committee recommendations to evaluate improvements to the overall customer experience in the Public Contact Area, and identify tools necessary to support Public Contact duties.
5. Management will provide all SOPs as well as any timelines for each Phase to the VBA Midterm Bargaining Committee immediately.
6. Employees involved in the pilot will receive adequate and proper training prior to implementation.

7. The Pilot will not affect employee's performance requirement. Current performance standards will remain in effect and employees will be responsible to perform according to these standards only.
8. The parties agree that the use of technology to administer this Pilot will be in accordance with Article 66.
9. Data collected will not be used for individual employee performance purposes, and employees will not be held accountable for factors or extenuating circumstances related to this pilot that are beyond the employees' control.
10. Within 60 days of the conclusion of the Pilot, the VBA Mid-Term Bargaining Committee will be provided the raw data, the analysis of the data, including any recommendations. This information will be shared with labor partners prior to national roll out or expansion of the pilot and all final bargaining obligations will first be met at the national level. The parties agree to comply with Article 47 in this regard.
11. Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
12. Management will provide a copy of this MOU to each local president at all SAREA Regional Offices.



For Management



For the NVAC

Date: 01/14/15