



American Federation of Government Employees National Council of HUD Locals 222

Affiliated with AFL-CIO

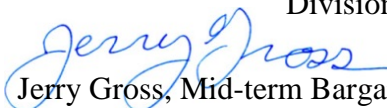
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August 18, 2014

MEMORANDUM FOR: John E. Anderson, Employee & Labor Relations Division, AHED
Michael H. Stein, Deputy Director, Employee & Labor Relations
Division, AHED

FROM:  Jerry Gross, Mid-term Bargaining Chair, AFGE Council 222 of HUD Locals

SUBJECT: Demand to Bargain and Request for Information – Random Survey - HUD Toll Free
Numbers

This is in response to the Department's proposal to a customer service satisfaction review that OFMS - Space and Assets Management Division conduct in relation to its toll-free numbers. The Department proposes to launch an initial random and anonymous survey on August 20, 2014 that will close on September 12, 2014, followed by an annual survey commencing March 2015, when HQ Program Offices and Field Offices will conduct the survey of all their toll-free numbers that service the general public and anyone doing business with HUD.

Council 222 (the Union) notes that the proposed surveys do not evaluate the effectiveness of the toll-free numbers but rather serve as a tool for evaluating the personnel who are assigned to answer those numbers. Furthermore, the anonymity is for the survey respondent (i.e., the public), not the bargaining unit employees. A copy of the proposed survey, which was provided by the Department to the Union, is attached.

The Union objects to implementing the proposed survey as written for the following reasons:

1. The notice did not specify that it was an Article 5 notice. As the survey is not a survey of employee responses but instead provides a means of evaluating employee performance, it represents a change in working conditions/conditions of employment. Thus, the Department needs to provide the relevant Article 5 information, which, at a minimum, should include identification of all affected bargaining unit employees by geographic and organizational location, as well as a description of any impact that implementation of the survey(s) may have on the employees.
2. The survey conflates responses by the questioner (questions 1 and 3) with responses by the respondent (questions 2, 4-8).

3. The survey does not clearly distinguish between customer service issues that are within an employee's control and those that are not. For example, question 4 (time it took to answer the phone) may be due to an inadequate number of phone lines, a system failure, or inadequate staffing. Nevertheless, the question could also be used to evaluate an employee poorly for failing to answer phones in a timely manner.
4. The survey improperly uses clichéd phrases (question 6, "one-stop customer service experience" and "frequently asked questions") that may not be applicable. Such questions expect the respondent to know what are the frequently asked questions that the employee should be able to answer, even though the respondent's assumptions may be inaccurate or unrealistic.
5. The questions offer superficially objective responses when the respondent's opinion may be influenced by personal bias based on the employee's accent, name, or other characteristics.
6. There is no basis for verifying the accuracy of the responses, including the open-ended response (question 8).

This will serve as AFGE Council 222's demand to bargain and request for information over the Department's implementation of the August-September 2014 survey and all related future surveys.

1. Written Responses: Management shall provide written responses regarding the Union's proposal provided below within five business days of receipt of this memo.
2. Meeting Time: Management shall work with the Union to set a mutually agreeable meeting time to begin negotiating the proposed surveys.
3. Status quo: The status quo will remain and the Department will not implement the surveys described above until all bargaining is completed in accordance with the Agreement.
4. Information: The Department will provide a list of all affected bargaining unit employees by geographic and organizational location. The list will include employee names, grades, and titles. The Department will also identify those employees whose performance plans will be affected by implementing the proposed surveys.
5. Conduct of Survey: The Department will identify whether HUD employees, managers, or contractors will conduct the survey, and will provide a description of how the data will be compiled and used (e.g., in the aggregate to improve systems, to address possible local issues, or to identify individual employees).

6. No Adverse Action: No adverse action will be taken against employees based on survey responses, analysis, or results.
7. No Individual Applicability: Survey responses will only be compiled in the aggregate and will not be applied to an individual employee. Survey responses will not be used to evaluate employees for performance purposes.
8. Preservation of Rights: Implementation of an agreement related to the proposed surveys, and implementation of the surveys, shall not diminish or waive any rights that bargaining unit employees have under the HUD-AFGE Collective Bargaining Agreement, law, rule or regulation.
9. Performance Standards: Employee performance standards shall continue to be in accordance with the terms of the HUD-AFGE Collective Bargaining Agreement.
10. Leave: Annual leave and/or sick leave previously approved will not be rescinded as a result of implementation of the planned surveys or responses to the surveys.
11. Work Schedules, Telework, and Reasonable Accommodations: There shall be no adverse impact on to employees' alternative work schedules, existing employee telework agreements as result of implementation of the planned surveys or responses to the surveys.

These are preliminary proposals only, and the Union reserves the right to bargain or amend or add proposals, in accordance with Article 5 of the collective bargaining agreement.

I will serve as the contact for this matter.

Enclosure: Proposed Survey

SAMPLE TOLL-FREE SURVEY

Thank you for participating in our Customer Satisfaction survey. Your input will provide value feedback in support of our program.

1. Did caller dial a Toll-Free number to reach us today? Yes ____ No ____

(If caller dialed in using a toll-free number, continue with Survey)

2. What Toll-Free number did you dial? _____

3. Was caller redirected from the number initially dialed?

- Yes
- No
- Don't Know

4. The time it took for the Customer Service representative to answer the phone.

- Completely Satisfied
- Satisfied
- Dissatisfied
- Extremely Dissatisfied

5. The courtesy, respectfulness and professionalism demonstrated by the Customer Service representative.

- Completely Satisfied
- Satisfied
- Dissatisfied
- Extremely Dissatisfied

6. The ability of the Customer Service representative to provide one-stop customer experience as evident by the Customer Service representative's ability to answer frequently asked questions.

- Completely Satisfied
- Satisfied
- Dissatisfied
- Extremely Dissatisfied

7. What was your overall experience with the Customer Service representative on this call?

- Completely Satisfied
- Satisfied
- Dissatisfied
- Extremely Dissatisfied

8. We invite you to provide further comments on any of the answers above or suggestions on how we can improve our services.