

**RESOLVE**



**STEP B DECISION**

<b>Step B Team:</b>	Decision:	<b><u>RESOLVE</u></b>
USPS:	USPS Number:	<b>G16N-4G-C 1433 6636</b>
<b>Laurie Nichols-Marshall</b>	Grievant:	<b>Class Action</b>
NALC:	Branch Grievance Number:	<b>421-737-14</b>
<b>Jose Portales</b>	Branch:	<b>421</b>
	Installation:	<b>San Antonio</b>
District:	Delivery Unit:	<b>Northeast Carrier Annex</b>
<b>Rio Grande</b>	State:	<b>TX</b>
	Incident Date:	<b>09/01/2014</b>
	Informal Step A Meeting:	<b>09/11/2014</b>
	Formal Step A Meeting:	<b>10/17/2014</b>
	Received at Step B:	<b>10/27/2014</b>
	Step B Decision Date:	<b>04/28/2021</b>
	Issue Code:	<b>11.6300</b>
	NALC Subject Code:	<b>506002</b>

**ISSUE:** Did management violate Article 11.6 of the National Agreement when they worked city carrier assistants (CCAs) on the Labor Day Holiday 09/01/2014 prior to polling and scheduling full-time volunteers according to the pecking order? If so, what is the remedy?

**DECISION:** The Dispute Resolution Team (DRT) mutually agreed to **RESOLVE** this grievance. The case file evidenced a violation of Article 11.6 of the National Agreement. Management must comply with the holiday scheduling "pecking order" provisions of Article 11.6 or the provisions of a LMOU for the day of the actual holiday. Raul Reyes will be compensated \$236.00 00 for not being permitted to work on the holiday. The payment has been processed through GATS at Step B. See the DRT Explanation below.

**EXPLANATION:** This is a class action grievance filed on behalf of the city letter carriers assigned to the Northeast Carrier Annex (NECA) Station, TX. Management did not use volunteers for the holiday on 09/01/2014 and instead only worked CCAs. The Step B originally agreed to Impasse this grievance on 08/19/2014 but was later placed on HOLD pending settlement or arbitration of the national interpretive case Q11N-4Q-C 1427 0600. On 01/22/2021 the parties agreed to the MOU M-01937.

The union filed this grievance to protest management's failure to seek and utilize full-time volunteers before working CCAs on the holiday. Unable to resolve the dispute through the Informal and Formal A steps of the grievance procedure, the union appealed to Step B.

**The union** contends the schedule was posted on the Tuesday prior to the holiday indicating three (3) CCAs were scheduled to work on 09/04/2014. These three (3) CCAs are guaranteed four (4) hours of work each and on the day in question they worked a total of 12.33 hours. The union contends it is management's responsibility to poll and schedule full-time carriers who volunteer prior to scheduling CCAs to work. However, management did not utilize the volunteer for the holiday on 09/01/2014, which is a violation of Article 11.6 of the National Agreement.

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The union requests management seek any full-time volunteers by conducting a holiday poll and post the holiday schedule by the Tuesday of the preceding week of the holiday. The union also requests Carrier Raul Reyes be compensated 8 hours for not being permitted to work or otherwise made whole.

**Management** contends there is no notice of how many Amazon packages will arrive. Utilizing CCAs allows management the flexibility to minimize the amount of guaranteed time for the holiday. Management contends on the day in question there were only 77 packages for the whole office including rural routes. The Dynamic Routing Tool, used to sort the packages, is what decides the number of routes needed. Management is not allowed to split these routes or have them combined, because it would take a single carrier past 1700 and this is not what Amazon agreed to.

It must be noted that scheduling for the holidays is not as simple as the union would like it to appear. There are many anomalies such as undetermined parcel volumes needed to be delivered, unpredictable miles between deliveries, which would make it impossible to guarantee work for a full-time carrier. The union is relying solely on Article 11.6, which is not enough grounds to support this grievance.

**The DRT** reviewed the case file and determined management violated Article 11.6 of the National Agreement when they failed to utilize the volunteer for the actual holiday (09/01/2014). The case file provided the Employee Everything Report for three (3) CCAs who worked on 09/01/2014 for a total of 12.33 hours. The DRT agreed management must comply with the holiday scheduling "pecking order" provisions of Article 11.6 or the provisions of a LMOU for the day of the actual holiday. Article 11.6.B of the Joint Contract Administration Manual (JCAM), on pages 11-3 and 11-4, provides the scheduling procedure for holiday assignments in relevant parts:

*The intent of Article 11.6 is to permit the maximum number of full-time regular, full-time flexible and part-time regular employees to be off on the holiday should they desire not to work while preserving the right of employees who wish to work their holiday or designated holiday.*

*Article 11.6.B provides the scheduling procedure for holiday assignments. Keep in mind that Article 30.B.13 provides that "the method of selecting employees to work on a holiday" is a subject for discussion during the period of local implementation. The Local Memorandum of Understanding (LMOU) may contain a local "pecking order." In the **absence** of LMOU provisions or a past practice concerning holiday assignments, the following **minimum pecking order should be followed**:*

- 1) All part-time flexible employees to the maximum extent possible, even if the payment of overtime is required.*
- 2) **All full-time regular, full-time flexible and part-time regular employees who possess the necessary skills and have volunteered to work on their holiday or their designated holiday—by seniority.***
- 3) City carrier assistant employees.*
- 4) All full-time regular, full-time flexible and part-time regular employees who possess the necessary skills and have volunteered to work on their non-scheduled day—by seniority.*

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- 5) *Full-time regular, full-time flexible and part-time regular employees who possess the necessary skills and have not volunteered on what would otherwise be their non-scheduled day—by inverse seniority.*
- 6) *Full-time regular, full-time flexible and part-time regular employees who possess the necessary skills and have not volunteered on what would otherwise be their holiday or designated holiday—by inverse seniority. [Emphasis Added]*

**Holiday Schedule Posting.** *The provisions of Article 11.4.A concerning straight-time pay for holiday work apply to all full-time employees whose holiday schedule is properly posted in accordance with this section. If the holiday schedule is not posted as of Tuesday preceding the service week in which the holiday falls, a full-time employee required to work on his or her holiday or designated holiday, or who volunteers to work on such day, will receive holiday scheduling premium for each hour of work, up to eight hours. However, the ELM Section 434.53.c(2) provides that:*

**ELM 434.53.c(2)** *In the event that, subsequent to the Tuesday posting period, an emergency situation attributable to Act(s) of God arises that requires the use of manpower on that holiday in excess of that scheduled in the Tuesday posting, full-time regular employees who are required to work or who volunteer to work in this circumstance(s) do not receive holiday scheduling premium.*

*Arbitrator Mittenthal held in H4N-NA-C 21 (2nd Issue), January 19, 1987 (C-06775) that a regular employee who volunteers to work on a holiday or designated holiday has only volunteered to work eight hours. A regular volunteer cannot work beyond the eight hours without supervision first exhausting the ODL. He also ruled that management may not ignore the holiday “pecking order” provisions to avoid the payment of penalty overtime and remanded the issue of remedy for such violations to the parties. The relationship between Article 11 and the overtime provisions of Article 8 is discussed further under Article 8.5.*

The JCAM states on page 11-5:

*The Memorandum of Understanding dated October 19, 1988 (M-00859) provides:*

*The parties agree that the Employer may not refuse to comply with the holiday scheduling “pecking order” provisions of Article 11.6 or the provisions of a Local Memorandum of Understanding in order to avoid payment of penalty overtime. The parties further agree to remedy past and future violations of the above understanding as follows.*

*1. Full-time employees and part-time regular employees who file a timely grievance because they were improperly assigned to work their holiday or designated holiday will be compensated at an additional premium of 50 percent of the base hourly straight time rate.*

*2. For each full-time employee or part-time regular employee improperly assigned to work a holiday or designated holiday, the Employer will compensate the employee who should have worked but was not permitted to do so, pursuant to the provisions of Article 11.6, or pursuant to a Local Memorandum of Understanding, at the rate of pay the employee would have earned had he or she worked on that holiday.*

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*While Mittenenthal ruled that it was a violation to ignore the "pecking order" to avoid payment of penalty overtime, he did indicate that "...the Postal Service can, of course, choose from among the part-time flexibles (or from among the regular volunteers, etc.) in order to limit its labor cost. That kind of choice would not conflict with the 'pecking order'."*

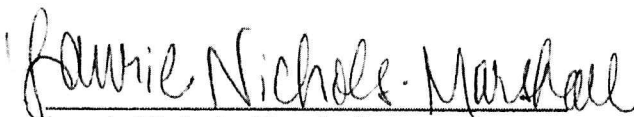
*National Arbitrator Fasser ruled in NC-C-6085, August 16, 1978 (C-02975) on the appropriate remedy for violations of Article 11.6. He found that when an employee who volunteered to work on a holiday or designated holiday is erroneously not scheduled to work, "the appropriate remedy now is to compensate the overlooked holiday volunteer for the total hours of lost work." [Emphasis Added]*

The MOU, M-09137, provides the following relevant language:

*The Employer determines the number and categories of employees needed for holiday work. In instances where there are **eight or more hours of work available, the normal holiday pecking order is used to schedule employees to work on a holiday.***

*In instances where the holiday pecking order applies and a parcel delivery hub and spoke model is utilized, employees of the installation **where the carriers report and from where delivery originates on the holiday or designated holiday will be scheduled pursuant to the holiday pecking order, and existing local memorandum of understanding (LMOU) provisions regarding the holiday pecking order in that installation will apply.** This does not preclude the scheduling of CCAs from other Post offices consistent with existing contractual provisions. [Emphasis Added]*

Based on its review of the case file, the DRT mutually agreed to the decision and remedy above.



Laurie Nichols-Marshall  
USPS Step B Representative



Jose Portales  
NALC Step B Representative

**cc:**

LR Manager, Southern Area  
NALC Region 10 NBA  
Rio Grande District HR Manager  
Rio Grande District LR Manager  
Management Formal A Arnold Pena

NALC Branch President  
NALC Formal A Danile Cruz-Marrero  
Manager, Rio Grande District  
Postmaster, San Antonio, Texas  
DRT File

**Grievance File Contents**

PS Form 8190  
Union's Contentions (4 pgs)  
Request to Meet at Formal Step A  
Employee Everything Report (2 pgs)  
Overtime Alert Report (2 pgs)  
Request for Information/Informal Step A Meeting  
Labor Day Poll

Step B Impasse Decision (3 pgs)  
Management's Contentions (3 pgs)  
Carrier Statement  
Carrier Schedule (2 pgs)  
Step B Decision (3 pgs)  
PS Form 0-13  
Grievance File Content