

Memorandum of Agreement
Implementation
“Customer Action Feedback Engine” (CAFÉ)

This memorandum of Agreement (MOA) is entered into by and between the Environmental Protection Agency, Region 6 (of the Agency), and the American Federation of Government Employees, Council 238, Local 1003 (the Union). The purposed of this MOA is to set forth the parties’ agreement and understanding with respect to the customer service telephone tracking program proposed by the Agency.

Section 1: CAFÉ Definitions

- A. CAFÉ - A Lotus Notes Database program designed to track incoming phone calls.
- B. Employee - AFGE Local 1003 Bargaining Unit employee.
- C. Caller/Customer - A member of the public at large placing a call to an Agency employee requesting information. For matters of this MOA, “caller/customer” is not defined as any employee of this Agency or any State Agency.
- D. Management - Agency supervisors and managers
- E. Customer Service Council (Council)- Agency employees comprising the group established to improve customer service within Region 6.

Section 2: Purpose of CAFÉ

CAFÉ was developed by the Customer Service Workgroup within the Agency with a goal of ensuring that customer concerns and issues are responded to in a timely and courteous manner, and incoming calls are routed to the appropriate staff without unnecessary transfers or delays. It has been expanded to be utilized as a working tool for those employees who might wish to track action items and maintain their own telephone log and suspense items.

Section 3: Employee Responsibilities

Use of the CAFÉ is strictly voluntary. No employee will be required to use the system or required to input data.

Section 4: Management Responsibilities

- A. Management will not require any employee to use the CAFÉ system.
- B. Management will not use the CAFÉ to measure staff performance and will not make the use of this system a part of any employee’s performance standards.

Section 5: Customer Service Council Responsibilities

- A. The Council will keep information within the CAFÉ system and any reports generated by the system strictly confidential. Any breach of confidentiality can result in disciplinary action including but not limited to removal from the Council.
- B. The Council will pull reports in an effort to determine from the data collected whether expectations are being met with respect to improved customer response time.
- C. The Council will review reports and provide “general information only” to managers.
- D. The Council will provide training to employees interested in using the system. The Union will participate in each of these training sessions. Copies of this MOA will be provided to employees as part of the training material.

Section 6: Duration

Any changes proposed to the CAFÉ system or to this MOA are subject to bargaining between the Agency and the Union.

This MOA will be effective upon signing, subject to Agency Head review.


Linda Thompson, AFGE


Julie Jensen, EPA Region 6

Date: June 4, 2002