

STATEWIDE
PEF/DMV LABOR/MANAGEMENT MEETING
APRIL 11, 2013

Attendance

Union

Maureen Kozakiewicz, PEF Executive Board

Ralph Mabb, Counsel Leader Division 211

Christine Burka, Counsel Leader Division 339

Horace W. Parker, Counsel Leader Division 255

Management

Robert Simon, Director of Fiscal
Management & Human Resources

Paul Gauthier, Director of Fiscal Management

Ida Traschen, Director of Legal Bureau

Debbie Langevin, Director of Ticketing
Systems

Joseph Crisafulli, Director of Operations &
Customer Service

Denise O'Keefe, Director of Personnel

Steve France, Director of Human Resources

Nancy Spenziero, Director of Labor Relations

Grace Pell, Labor Relations Representative

A statewide meeting between the Public Employees Federation and the New York State Department of Motor Vehicles was held on Thursday, April 11, 2013, in room 137 at 6 Empire State Plaza, Albany, New York. The meeting began at 1:35 p.m., with all those present introducing themselves.

OLD BUSINESS:

Service of Process Procedure

Ms. Kozakiewicz reported PEF has no concern with the new Service of Process Procedure; however, she expressed concern the policy has not been fully distributed. Mr. Parker stated people are unaware of the new policy. Ms. Traschen stated the goal is to get the new policy to all office managers (particularly in Vehicle Safety).

Status: Ms. Kozakiewicz forwarded the final draft to Ms. Traschen for follow up. On April 18, 2013, Counsel's Office issued the policy to all office managers via email. (This policy is included as an attachment to the minutes).

PEFs Vacancy Announcements

Ms. Kozakiewicz voiced concern about vacancy announcements. PEF asked that vacancy announcements be posted electronically in the same manner that CSEA announcements are posted. This would provide employees the opportunity to respond through a formalized vehicle and thereby enhance transparency with this process.

Mr. France stated the ultimate goal is to be consistent throughout the agency in the way vacant positions are announced. The impending DMV intranet upgrade may change the way all DMV postings are handled and resolve this issue. Exchange Administrator may no longer be used to announce vacancies, and instead all vacant positions may be posted on the intranet.

Status: No change in current DMV procedure.

NEW BUSINESS:

DMVs 2013 Budget

Mr. Simon stated although there is a significant increase in the 2013-2014 DMV Budget of \$16 million, however it is essentially a flat budget with no allocation for additional staff. Additional allocation is needed for negotiated salary increases, step increases, the DRP payback, with \$4.5 million targeted for the Customer Service Initiative (CSI). The CSI budget contains 11 projects. Funding is for software and equipment upgrades, additional janitorial expenses, etc., not PSR. The closing of the Suffolk TVB did not result in savings, while a few staff left to work for the County all remaining staff is being transferred. The transfer of 160 positions to ITS also has not caused DMV to realize savings. Non-personal services and ITS positions continue to be funded by DMV, and DMV continues to perform the Personnel, Payroll and Labor Relations work for ITS during this transition. Mr. Simon said we can reasonably expect to be able to back fill as vacancies become available and will consider Management needs in determining upgrades of vacant positions.

Status: Ongoing.

Customer Service Initiative (CSI)/Expanded Hours Pilot

Mr. Crisafulli reported the new CSI initiative piloting expanded hours at Massapequa, Yonkers, and Herald Square is being analyzed. An April 16, 2013, press event at the Massapequa office is scheduled. The extended hours at Herald Square seems to be catching on with the public. Feedback received from staff in the pilot offices indicates they seem to be happy with the pilot. DMV will make a decision as soon as we can about adjustments and make changes where we see things are not working. Mr. Parker stated the pilot at Yonkers seems to be going well, most staff are working the schedule they requested and are happy with the flexibility. Mr. Crisafulli stated management went to great lengths to accommodate schedule requests and welcomes continued feedback. Ms. Kozakiewicz stated PEF understands that we need to lead change for enhanced services in the future and wants to work together with DMV.

Status: Ongoing.

Customer Service Initiative (CSI)/Saturday Hours

Ms. Spenziero explained DMV will continue to be in communication with PEF to explore ideas about the piloting of Saturday hours. Mr. Crisafulli stated we do not know yet which offices will make the most sense to open for Saturday hours, what the hours will be, or which pool of candidates might be tapped for overtime or scheduling changes. Management will continue to discuss this as a group with the unions. Ms. Kozakiewicz said PEF will come to the table and work together to meet this new challenge and that PEF always prefers the voluntary overtime strategy to mandatory overtime. Mr. Parker suggested voluntary overtime be offered to a large pool of employees in the area surrounding offices with Saturday hours. It was agreed the best case is to have more volunteers for overtime than needed to adequately staff for Saturday hours. There are many variables in determining the appropriate course for this pilot, such as funding, how changes will work for customers, and how changes will work for employees. The budget does not provide extra money for Saturday hours. DMV will be studying strategic locations, canvassing employee interest in overtime, and developing a roll out of the Saturday service mandate. This will be done in consultation with the unions.

Ms. Burka requested employees be informed of developments before they hit the newspapers. Mr. Crisafulli explained sometimes newspapers immediately take off with bits of information and are not always right. The newspaper report that Massapequa will be open on Saturdays was premature and erroneous at present.

Status: Ongoing.

PEFs New Members List

Ms. Kozakiewicz stated PEF gets a quarterly update from the State for new members in their bargaining unit. PEF would appreciate receiving a list biweekly of new PEF members so the Regional staff can reach out to make sure their members enroll in their benefits within the window of opportunity. Ms. O'Keefe explained there is no report that has been developed to easily identify staff new to the PEF bargaining unit so Personnel relies on a paper process. Mr. Mabb and Mr. Parker reiterated complaints arise when staff misses their enrollment window by not completing their PEF benefit enrollments in a timely or accurate manner. Mr. Mabb said that away from the DMV central office, most offices have secretaries doing the orientations for new staff.

Status: PEF will develop a flyer similar to the EAP flyer for Personnel to include in benefit packets for staff new to the PEF bargaining unit

Workplace Violence Prevention and Staff Development

Ms. Spenziero noted the first Safety and Health labor/management sub-committee meeting was recently held. Members consist of representatives from PEF, CSEA and DMV management. Mr. France advised one of the sub-committee's responsibilities will be to review the data from Labor Relations and DFI over the past 18 months. Data from these incident reports will be analyzed by location, by titles of employees involved, by types of incidents reported, and a plan will be developed to address the worst concentrations first in order to focus our efforts. When

offices are visited, Union input will be welcomed as the walk-throughs and assessments occur in order to come into compliance with Dept. of Labor requirements. Coney Island has had Workplace Violence Prevention Training, and they have had the most incidents reported. Ms. Kozakiewicz stated PEF is at the table, active in the initiative, and trying to develop the best response.

Status: Future Workplace Violence issues will first be addressed through the Safety and Health sub-committee, as appropriate.

Rideshare/Carpool Parking Initiatives in Light of Restacking and Downtown Albany Permit Plan

Ms. Kozakiewicz and Mr. Mabb expressed parking is of great concern for the DMV Central Office staff. Mr. Mabb added that he had heard OGS was going to pull the DMV list. Mr. France had not heard the DMV list would be pulled. He stated that in the past we were given an allotment of parking spots in Swan Street and the East Parking Garage and they were distributed to Union members by their percentage of representation in the DMV Central Office workforce.

Status: Ongoing.

Closing Comments by PEF's Chair

DMV management, PEF Statewide Representative as well as leaders from PEF Division 211 from Central Administration, PEF Division 255 from Yonkers and PEF Division 339 from Long Island continue to work on critical issues affecting membership in this agency. Agency PEF leadership supports activities such as the Leadership Training Initiative (which is in aligned with the Initiative for Customer Service) as well as Spanish Language training for our members. Joint labor/management initiatives such as these continue to move our agency forward and provide necessary skills and training for our members.

We welcome Nancy Spenziero as our new DMV Labor Relations Director, congratulate Steve France as the new Director of Human Resource Management, and look forward to working with both. Appreciation was expressed to Christine Burka for stepping up as PEF Long Island Division Leader, Ralph Mabb, Central Administration PEF Division Leader and to Paul Ranallo, Western NY Division Leader 277 who could not make this meeting.

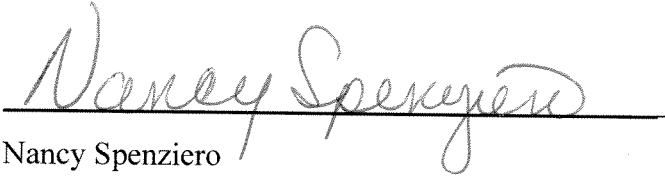
Ms. Spenziero reciprocated with her appreciation of developing a mutually beneficial working relationship with PEF representatives. She thanked management and PEF for their warm welcome to DMV.

Closing

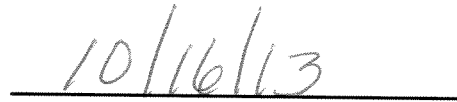
The next Statewide PEF/DMV Labor/Management will be tentatively scheduled for a date TBD in September.

The meeting ended at 2:52 p.m.

APPROVAL OF MINUTES



Nancy Spenziero
Director of Labor Relations
NYS Department of Motor Vehicles



Date



Maureen Kozakiewicz
Executive Board
Public Employees Federation



Date

Nancy Spenziero

From: dmv.sm.ExchangeAdministrator
Sent: Thursday, April 18, 2013 12:21 PM
To: Albany Managers; Managers - Outside Albany; Swan Street Managers
Subject: Service of Legal Documents



NYS Department of Motor Vehicles Memorandum

To: Office Managers

Date: April 18, 2013

From: Counsel's Office

Subject: Service of Legal Documents

Procedures to Follow if Served with Legal Documents

The general policy of the Department of Motor Vehicles (DMV) regarding the service of legal documents on DMV is set forth in a Public Notice that was published in the State Register on February 13, 2013. It provides:

"All subpoenas must be served either by fax to 518-474-8537, by mail (addressed to Department of Motor Vehicles 6 Empire State Plaza, Room 222, Albany, NY 12228), or by personal service at the Customer Service Desk, Room 136, 6 Empire State Plaza, Swan Street Building, Albany, NY 12228.

Effective upon publication of this notice, service of subpoenas will no longer be accepted at the Brooklyn District Office, Atlantic Center, 2nd Floor, Brooklyn, NY 11217.

All other legal documents must be served upon the Department of Motor Vehicles at the Customer Service Desk, Room 136, 6 Empire State Plaza, Swan Street Building, Albany, NY 12228. This includes, but is not limited to, summonses and complaints, Article 78 proceedings, mortgage foreclosures, tax foreclosures, and claims against the State.

This notice supersedes all previous notices."

However, there are situations in which you are personally named as a party in a lawsuit involving DMV or where you are required to appear to give testimony in a matter involving DMV. In such cases, service of legal documents may be made by other methods, such as serving the employee at the workplace or at home. A process server is permitted to serve legal documents at a person's residence. If you are served with a legal document, do not jeopardize your safety by confronting or challenging the process server (the person delivering the documents to you). Simply

take the documents from the process server. If the service of the documents is legally improper, DMV's Counsel's Office will, if appropriate, address this matter in court.

Notify your supervisor immediately about the service of the documents or an attempt to serve documents. If it is a subpoena, the supervisor should immediately send the documents to DMV's Subpoena Unit, Room 435, 6 Empire State Plaza, Albany 12228. If it is a legal document other than a subpoena, the supervisor should immediately call Counsel's Office at 518-486-3131 and speak to an attorney for further instructions about how to deal with the documents. Keep in mind that legal documents are time sensitive and require immediate attention by Counsel's Office.

Finally, a DMV employee may, on occasion, be served with legal documents relating to a personal matter (e.g., a divorce proceeding). If the process server attempts to serve an employee at the workplace regarding a personal matter, the supervisor of such employee is not obligated to make the employee available during office hours to accept service. If service is made directly upon the employee at work, the employee should not jeopardize his or her safety by confronting or challenging the process server. The employee should simply take the documents from the process server. The employee may also wish to obtain an attorney to obtain representation in a personal matter. Since a personal matter does not involve DMV, Counsel's Office cannot provide the employee with advice or representation.

If you have any questions, please contact Counsel's Office at 518-486-3131. Thank you.