

## **GENERAL SERVICES DIVISION**

The General Services Division provides a wide range of support services to other operating divisions in BGE and corporate offices within the Constellation Energy Group. This Division does not generate or distribute electricity or gas, but handles the purchase, maintenance and repair of facilities, vehicles, computers and materials. At the time of the hearing, there were approximately 728 BGE employees in the Division.

The General Services Division is made up of four departments: Department 71, Information Technology Applications Delivery (“ITAD”); Department 73, Purchasing and Materials Management; Department 75, Facilities and Fleet Services; and Department 77, Information Technology Operations and Technical Support (“ITOTS”). All Departments, except Department 71, include weekly classifications in dispute in this proceeding. The Purchasing and Materials Management Department 73, is responsible for purchasing and warehouse management. The Facilities and Fleet Services Department 75, manages BGE’s facilities and motorized vehicles. The Information Technology Operations and Technical Support Department 77, manages and supports the information systems and telecommunications infrastructure. These departments generally provide their services to other departments and divisions under service level agreements. Each department is divided into units that handle specific tasks.

The parties stipulated as follows: Following the presentation of its portion of the hearing, the General Services Division undertook a significant reorganization that brought limited change to the Purchasing and Materials Management Department (Dept. 73) and significant change to both the Facilities and Fleet Services Department (Dept. 75) and the IT Operations and Technical Support Department (Dept. 77). The Information Technology Applications delivery Department (Dept. 71), although involved in the reorganization process, continues to have no weekly classifications in dispute in this proceeding.

### **A. PURCHASING & MATERIALS MANAGEMENT DEPARTMENT 73**

The Purchasing and Materials Management Department is responsible for purchasing for BGE’s divisions (the former Utility Operations Group), including the purchasing of any contract services and materials, whether stock or non-stock. They are also responsible for the warehousing, care and custody of all stock material, which is housed in the Lord Baltimore Building at a central warehouse. The “customer” departments order material and the Purchasing and Materials Management Department delivers it to customer locations, including service centers or job sites. The Purchasing and Materials Management Department oversees the Corporate Procurement System and the software system for the Warehouse Management System (WMS). They administer the procurement card system and procure stock material for the warehouse at the Fort Smallwood Road Complex.

The only employees within Department 73 that the parties agree belong in the BGE-wide production and maintenance unit are the materials handlers and truck drivers in 73-01-03, 06 and 07, as well as the senior administrative assistant in 73-01-06, who the parties have stipulated is a plant clerical employee. The materials handlers and truck drivers wear uniforms. The materials handlers work in a warehouse that is not air-conditioned and is approximately as large as six Olympic-size swimming pools. Their job involves some dirty working conditions. They operate forklifts, pickers and tri-loaders and they are trained under OSHA regulations to use this equipment. They are also trained under OSHA regulations to use body harnesses to protect

themselves against injuries from fall hazards. They work three shifts and keep the warehouse running all day.

**Procurement Services Unit (ETDD/Gas), 73-00-04, Director, Gerard F. Case**

This unit handles all procurement for the Electric Transmission and Distribution Division (ETDD) and Gas Distribution Division (GDD). This unit purchases stock and non-stock material, arranges for contract employees, and negotiates blanket purchase orders for all overhead, underground, service laterals, and lighting contractors who work on the system. They hire contractors to perform project-type work and ensure that materials remain in stock in the warehouse for the gas, underground, overhead and transmission crews.

The Procurement Services Unit 73-00-04 includes three classifications of weekly employees: procurement coordinator, expeditor/buyer and senior administrative assistant. The Petitioner seeks to exclude all three of these classifications from the BGE-wide production and maintenance unit, while BGE seeks to include them. The procurement coordinators, expeditor/buyer and senior administrative assistants have RIA goals. The award they receive is based, in part, on their performance and the performance of other ETDD and GDD employees. The team goals for 73-00-04 are set at 60 percent.

***Procurement Coordinator, 73-00-04***

In 1996, this classification was called purchasing assistant and was excluded from the systemwide production and maintenance unit. See Er. Exh. 9C at 7-15. The procurement coordinator classification is a combination of the former purchasing assistant job and the material coordinator job. The material coordinators, who were in 73-01-08 in 1996, were also excluded by the Regional Director.

There are six procurement coordinators in various locations - one at Spring Gardens, who supports the Gas Distribution Division, four at Front Street and one at the Windsor Office Building (WOB), who support the Transmission Unit. They are in pay grade 28 and wear casual business attire. The procurement coordinators are supervised by the director of procurement services or by the transmission procurement leader - work leader. They have purchasing authority up to \$25,000, the authority to reject shipments and the authority to negotiate settlement of rejected goods. The procurement coordinator at Spring Gardens reports to a trailer at the complex. The Front Street procurement coordinators report to the fourth floor and the procurement coordinator at the Windsor Office Building reports to the section of the building that houses the Substation and System Protection Department of the ETDD, 38-00-01.

The procurement coordinator at Spring Gardens, Kathy Robertson, shares the trailer with the Gas System Engineering and Design Section, M2-05-01. She reports to work between 7:00 a.m. and 7:30 a.m. and is supervised by Gerard Case. The trailer is 30' x 70' with low-level cubicles and two aisles. Robertson is responsible for the stock material used by the Gas Distribution Division and handles 90 percent of the items that they use. She is primarily responsible for using the purchase orders to procure materials and to ensure that they are in stock for distribution crews. She ensures that suppliers provide the material according to the specifications of the Gas Distribution Division and she investigates discrepancies. She interacts with employees at the RBC warehouse regarding the specifications of materials and she ensures the timely delivery of material.

The Gas Standards and Engineering Unit, M2-05-03, is responsible for developing standards and specifications for material used by the Gas Distribution Division. The Gas Standards and Engineering Unit forwards the specifications to the procurement coordinator, who forwards the specifications to the crew suppliers. The crew suppliers send a quote and if there is any variation from the specification, they make the appropriate notation. The procurement coordinator works with the Gas Standards Unit to ensure that the quote is valid and the specification is correct. Then she procures the material. The procurement coordinator uses the Materials Management Computer System (LPA) that forecasts what materials need to be ordered based on historical usage. She interacts with employees in the Gas Maintenance and Construction Department M3-09-01, and the Gas Construction Section M3-08-01, to identify upcoming projects. She interacts with employees in the Gas Measurement Section M1-07-02, who inspect gas meters and regulators. She interacts with the technicians and supervisors to discuss problems and possible resolutions. The procurement coordinator spends one-half of one day per week with Gas Measurement and Operations. She meets with the department supervisors twice per month. She interacts with M2-05-03 about twice per month to insure that the proper specifications are communicated between the supplier and the engineers or technicians.

Procurement coordinator Robertson also interacts with the materials handlers/warehouse employees in the Materials Distribution Section 73-01-01 by following up with them or updating them on what deliveries to expect. The procurement coordinator travels to the warehouse once a week for 2-3 hours to meet with the material handlers and discuss problems or late deliveries. The procurement coordinator at Spring Gardens plays a critical role in expediting the delivery of material. She spends 20 percent of her time outside of the trailer and 80 percent of her time in the trailer. The procurement coordinator spends 50 percent of her time interacting with the Gas Distribution Division employees or the warehouse employees to resolve issues, and 50 percent of her time at her computer ordering material. She is in constant contact with the Gas Distribution Division and materials handlers in the warehouse. The procurement coordinator served on a process improvement team of warehouse employees in 1999 and on a process improvement team of Gas Distribution Division employees in 2000. The teams met about once per month.

The procurement coordinator at the Windsor Office Building, Chuck Chilton, sits with the engineers and designers in that section. He spends 80 percent of his time inside and 20 percent of his time outside of the Windsor Office Building. His work hours are from 8:00 a.m. to 4:30 p.m., with flex time available. The transmission procurement - work leader supervises him. The procurement coordinator deals with stock material and supports the Substation and System Protection Department 38-00-01. There is not a great deal of volume, so Chilton also handles corporate-type stock materials, such as safety and medical material, hardhats, gloves and batteries that employees in the ETDD, GDD and the G&E Building use. Chilton is responsible for ordering materials on the LPA System and ensuring that they are in stock. When working with Substation Department 38 of the ETDD, the procurement coordinator is in constant contact with the design engineers in 38-02-03 to determine what materials will be used and what specifications are needed. He ensures that these specifications are procured. He spends 50-60 percent of his time working on procurement for Substation Department 38. He interacts with the material handlers in the warehouse. If necessary, he will work with the material handlers to repackage material. He is located across the street from the warehouse and can walk over and speak to the material handlers. He has some contact with them over the telephone.

The procurement coordinator in the Windsor Office Building is responsible for ensuring that stock levels are adequate to supply all BGE divisions. He interacts with the distribution instructor in the Safety Standards and Training Section 37-03-04, and the safety unit within Gas

Planning and Engineering. This interaction is over the telephone or by e-mail as these matters are usually not urgent. The procurement coordinator determines the quantity of an order and when it must be filled through the LPA computer system. The items that are ordered are delivered to the RBC warehouse. The procurement coordinator interacts with the warehouse employees at the Fort Smallwood Road complex if there is a problem with a delivery or an item is out of stock. This contact is not as frequent as the contact with the RBC warehouse employees and it is usually by computer or telephone.

There are four procurement coordinators at Front Street. Two of the procurement coordinators, Cindy Althoff and Susan Colburn, are responsible for the major/critical materials used by electric distribution crews. Gerard Case supervises them. Their reporting time is between 7:00 and 8:00 a.m. They have flex time available. They spend 80 percent of their time at Front Street and 20 percent of their time at other locations. Colburn is responsible for all wiring cable and Althoff is responsible for splices, overhead and pad-mounted transformers. Both procurement coordinators ensure that the distribution crews have adequate cable, connectors, hardware, pad-mounted transformers and bolt-dock transformers. They interact primarily by telephone. They interact with the warehouse employees at the RBC on a daily basis and with the senior administrative assistant, distribution technicians, senior distribution technicians and engineering analysts in the Materials and Contract Services Unit 33-00-03. They work closely with employees in this unit and visit suppliers with them. They interact with material handlers and pull and inspect material if there is a discrepancy. They also meet vendors at the warehouse with the material handlers.

Procurement coordinators, Althoff and Colburn, also interact with the engineers in the Transmission Engineering, Construction and Maintenance Section 36-01-01, and with the overhead crew leaders and senior administrative assistants in the Line Operation Maintenance Section 36-20-01. Colburn receives calls from the mechanics when they experience problems with materials and refers these problems to 30-00-03. They have the same type of interaction with employees in 33-00-03 as Robertson has with units in the Gas Distribution Division. The procurement coordinators also interact with the supervisors and senior construction inspectors in 39-02 and 39-10.

The third procurement coordinator at Front Street, Rebecca Zimmerman, is responsible for managing stock materials for the Retail Services Division, such as electric meters, boxes and pedestals. Her reporting time is between 7:00 and 8:00 a.m., with flex time available. She reports to Gerard Case. She spends 80 percent of her time at Front Street and 20 percent of her time at meetings and in the warehouse. She spends 50 percent of her time managing stock materials and the remaining 50 percent of her time on procurement and renewal of blanket purchase orders for general use items and materials. She shares this function with procurement coordinator Chilton, except that she generates requests for quotations from vendors or suppliers for item renewals and she evaluates requests and quotations. Procurement coordinator Zimmerman utilizes the same process as other procurement coordinators to purchase stock material. She interacts with the engineers in the meter shop. Procurement coordinator Zimmerman also interacts with the warehouse personnel in 73-01 in a manner similar to the other procurement coordinators. When meters arrive, they must be tested. Zimmerman will interact with the material handlers at the RBC warehouse concerning the delivery of the meters to the meter test department (located next to the LBB), and whether there are any problems with the meters. Zimmerman attends monthly meetings with the meter test department. These meetings are also attended by the engineers and senior engineers in L4-17-03.

Procurement coordinator Zimmerman contacts the service centers two days a week to verify orders. This contact is by telephone. Within the ETDD, procurement coordinator Zimmerman interacts with the New Business Distribution and Construction Department 39-00-01 and with Underground Lines Section 36-20, where the service centers are organized. Procurement coordinator Zimmerman also contacts the safety unit in the distribution section to verify and clarify specifications concerning safety items. This occurs a couple of times per month. The computer system notifies procurement coordinator Zimmerman when the purchase orders are up for renewal about three months prior to the renewal date. At that point, Zimmerman begins collecting information. Zimmerman also participates in the process improvement team meetings with the warehouse leads and some of the material handlers.

The fourth procurement coordinator at Front Street is Kathy McGehrin. Gerard Case supervises her. Her reporting time is between 7:00 and 8:00 a.m., with flex time. She spends 95 percent of her time at the Front Street complex. McGehrin deals with contract services. She procures the services of contractors and handles contract administration for blanket purchase orders New Business Distribution and Construction Department 39 of the ETDD. McGehrin is responsible for monthly clerical activities to ensure the payment of ETDD contractors. She has occasional interaction by mail or phone with the management for the contractors. She is authorized to award contracts up to \$25,000. If the contract exceeds \$25,000, the procurement coordinator must obtain the approval of the principal buyer - analyst. She interacts with the supervisors in 39-00-01 and the senior administrative assistant in 33-00-03. The senior administrative assistant forwards work to McGehrin through the computer system and by follow-up telephone conversation. Procurement coordinator McGehrin also handles spot orders for project engineers to cover services that are not covered under a blanket purchase order. McGehrin has little interaction with the RBC warehouse. Generally, she does not deal with materials.

The record established that the applicable job description for procurement coordinator (Er. Exh. 4, #927B), is generally accurate, but the record testimony, as summarized above, is a more accurate description of the individual procurement coordinator responsibilities.

Without reaching the issue of whether the procurement coordinators are managerial employees (see Concepts & Designs, Inc., 318 NLRB 948, 956-957 (1995)), I conclude that the procurement coordinators in 73-00-04 do not share a community of interest with production and maintenance employees that warrants their inclusion in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909. Unlike truck drivers and material handlers, they wear casual business attire and work flexible hours in cubicles in a typical office environment, where they spend 80 to 95 percent of their time. They have different skills and functions than production and maintenance employees. Most of them are responsible for purchasing materials using computerized warehouse management tracking systems. Like the buyer/expediter, excluded below, they are responsible for the timely delivery of materials. They decide what and when to order by consulting with engineers, supervisors and other management personnel, many of whom work in the same office areas. They have purchasing authority up to \$25,000 and can reject shipments and negotiate settlements within this amount. Two of the procurement coordinators at Front Street have additional responsibilities. One of them spends half her time purchasing stock material for the Retail Services Department, and the other half of her time generating requests for vendor quotations for the renewals of blanket purchase orders. The other procurement coordinator administers blanket purchase orders for Department 39 and spends about half her time performing clerical activities to make sure that contractors are paid. For contracts within \$25,000, she also has the authority to award the contract. The record

established that the procurement coordinators have authority to choose from among vendors, to negotiate prices and delivery dates, and to evaluate the quality of the product. Thus, they have very different skills and functions than production and maintenance employees. In addition, they do not share immediate supervision with production and maintenance employees and do not interchange with them. Although the procurement coordinators have contact with the material handlers at the warehouses, this contact typically occurs by telephone to ensure that deliveries take place. No party claims that the procurement coordinators are technical employees and there is no evidence to support such a conclusion. In these circumstances, I shall exclude the procurement coordinators in 73-00-04 from any of the units found appropriate herein.

***Expediter/Buyer, 73-00-04***

The expediter/buyer, John Kacznski, is in pay grade 28. He works on the fourth floor at Front Street. Kacznski held the position of expediter in 1996. He generally has the same responsibilities today as he had in 1996, although his current responsibilities are wider in scope and cover project procurement. He is supervised by the Director of Procurement Services (ETDD/Gas), who also supervises the procurement coordinator, senior administrative assistant, buyer, senior buyer analyst and principal buyer analyst. The expediter/buyer wears casual business attire.

The expediter/buyer works on the latter part of the procurement process. If the material or delivery is critical, a procurement coordinator will turn an order over to the expediter/buyer to ensure delivery in a timely manner to the Rutherford Business Center (RBC) warehouse or the field. At the request of the procurement coordinator, the expediter/buyer interacts with the supplier, "leads" in the RBC warehouse, material handlers, and project engineers in the new business area. The expediter/buyer also handles some gas items for the procurement coordinator who works with the Gas Division. The expediter/buyer is involved in project procurement, tracking material and coordinating deliveries with the project engineer. He receives his work from the buyer, senior buyer or procurement coordinator in 73-00-04. He also interacts with the supervisor or leads in the warehouse to coordinate delivery of materials to job sites. If necessary, he will go to a job site to ensure delivery, which happens about twice per month. At the request of a procurement coordinator, the expediter/buyer will assist in gathering information on rejected deliveries and will handle final disposition of the order, including returning the delivery to the supplier, if necessary.

The expediter/buyer spends about 20 percent of his time dealing with deliveries in the warehouse or in the field and the remainder of his time at Front Street. The expediter/buyer is in contact with the materials handlers about three to five days a week. He reports to work between 7:00 and 8:00 a.m.

The record established that the applicable job description (Er. Exh. 4, #234B) is inaccurate and the record testimony, as summarized above, is a more accurate description of the position. More specifically, the expediter/buyer does not perform tasks for the Calvert Cliffs nuclear power plant and does not purchase materials. The expediter/buyer insures that quantities are on hand and that delivery dates are met, but not in relation to outage schedules, as set forth in the summary section of the job description. He does not maintain stock descriptions or analyze inventory data. The basic qualifications set forth in the job description, with the exceptions noted above, are accurate.

Without reaching the issue of whether the expediter/buyer is a managerial employee (see Concepts & Designs, Inc., 318 NLRB 948, 956-957 (1995)), I conclude that the expediter/buyer, in 73-00-04, like the procurement coordinators in the same unit, does not share a community of interest with production and maintenance employees that warrants his inclusion in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909. Like the procurement coordinators, and unlike truck drivers and material handlers, he wears casual business attire and works flexible hours in an office environment, where he spends about 80 percent of his work time. He has different skills and functions than production and maintenance employees. When there is a critical need for an order, the expediter/buyer follows the progress of the order to assure that it arrives on schedule. The expediter/buyer will call the supplier to check on the status of the delivery and determine how delivery can be expedited. Although the expediter/buyer has contact with materials handlers at the warehouse, such contact is typically by telephone to check if material has been delivered or to let materials handlers know that a critical order is expected. Unlike production and maintenance employees, the expediter buyer has authority to negotiate and expedite delivery with vendors. Since the expediter buyer has different supervision from production and maintenance employees, does not interchange with them, has predominately different working conditions from them, has different skills and functions, and has relatively limited contact with employees in the warehouse, I find that he does not share a sufficient community of interest to require his inclusion in the BGE-wide production and maintenance unit. No party claims that the expediter/buyer is a technical employee and there is no evidence to support such a conclusion. In these circumstances, I shall exclude the expediter/buyer in 73-00-04 from any of the units found appropriate herein.

***Senior Administrative Assistant, 73-00-04***

The parties stipulated to the following paragraph: At the time of the hearing, there were five SAA's assigned to work in unit 73-00-04, four of whom were at issue in this proceeding. Of the four SAA's at issue, WILLIAM R. BRENGLE, has transferred to the Customer Support Unit (75-0A-03) within the Facilities and Fleet Services Department's Corporate Security Services Section (75-0A). The Employer does not seek the inclusion of this position in any unit. The resulting vacancy in unit 73-00-04 will not be filled.

As noted, at the time of the hearing, there were five senior administrative assistants in 73-00-04. One of them reported to the purchasing area of the Lord Baltimore Building, another reported to a trailer at Spring Gardens and the remaining three reported to the fourth floor of Front Street. Two of the three senior administrative assistants at Front Street work in the same area as the procurement coordinators. One of the three senior administrative assistants at Front Street, Cynthia DiLionardi, acts as the secretary for Gerard Case, director of the Procurement Services Unit. The parties have agreed to exclude this employee. The senior administrative assistant at Spring Gardens worked in the same trailer as the procurement coordinator.

The senior administrative assistants are in pay grade 26 and wear casual business attire. They share the same supervision as the procurement coordinators in 73-00-04. The senior administrative assistant classification is considered the occupational step prior to promotion to procurement coordinator. The senior administrative assistants have the authority to purchase under the blanket purchase order by releasing the quantity to the supplier.

The senior administrative assistant at the Lord Baltimore Building is Flora Macklin. Her work group supports the Substation System Protection Department, including the transmission procurement director, the senior buyer-analyst and procurement coordinator Chilton. She starts

work between 7:00 and 8:00 a.m., and she has flex time. She spends 90 percent of her time in an office environment. She follows up with the supplier on material orders placed by procurement coordinator Chilton. She interacts with the material handlers in the warehouse and requests that the material handlers put rush items on the "hot board." Senior administrative assistant Macklin is responsible for investigating and resolving inventory discrepancies between the Warehouse Management System (WMS) and the BIS system. She will contact a work leader or a material handler and request that they count items in a certain order. She will make corrections when a particular transaction does not go through the system correctly. Her contact with the material handlers in the warehouse is either by telephone or face-to face, as she sits close to them. In the process of resolving discrepancies, senior administrative assistant Macklin may be in contact with the system support technician or the functional business analyst in 73-00-07, who are responsible for maintenance on the system and can identify whether a transaction did not go through. Senior administrative assistant Macklin also types up some orders and issues them for procurement coordinators or senior buyer/analysts. She spends 45-50 percent of her time attending to this clerical function, 25 percent of her time on reconciliation work, and 25 percent of her time on follow-up. She has a procurement card and authority to purchase stationary up to \$1000.

The senior administrative assistant at Spring Gardens, Kathy Hyman, is responsible for managing some of the non-critical material items for the Gas Division in the LPA. She spends 90 percent of her time in the trailer and 10 percent of her time either attending meetings with construction employees, or at the RBC warehouse with lead material handlers and material handlers. Some of Hyman's duties are similar to procurement coordinator Robertson's duties, but she deals with fewer items. Hyman has contact with employees in the Gas Distribution Division. She spends 25 percent of her time performing procurement-type functions for her queue. She also follows up on items for procurement coordinator Robertson, much like senior administrative assistant Macklin does. Hyman calls the warehouse about delivery issues or rejected material. She also puts items on the "hot board" that are scheduled for rush delivery. Hyman spends an additional 25-35 percent of her time following up on procurement for either herself or procurement coordinator Robertson. Hyman spends 45 percent of her time supporting the procurement duties of the principal buyer-analyst and buyer in her group. She primarily assists them by performing clerical duties such as issuing request for quotations and purchase orders. Like Macklin, she has a procurement card with minimal purchasing authority.

At the time of the hearing, there were two senior administrative assistants at Front Street, Randy Brengle and Mike Yeager. As noted, the parties stipulated that Brengle has transferred to the Customer Support Unit (75-0A-03), that BGE no longer seeks inclusion of his position in the BGE-wide production and maintenance unit, and that the resulting vacancy in 73-00-04 will not be filled.

Senior administrative assistant Mike Yeager has responsibilities similar to senior administrative assistant Hyman. He has a queue of tools that he is responsible for in the LPA system for Gas and Distribution. He works his queue on the computer system and contacts individuals if there are questions or problems. Yeager contacts the senior administrative assistant for the outdoor lighting group in 39-02-01, and the administrative employees ordering material for the distribution service centers to verify the order. This contact is usually by telephone. Senior administrative assistant Yeager spends 90 percent of his time at Front Street. He spends the majority of his time supporting the procurement coordinators. Yeager supports three procurement coordinators. Yeager spends 25 percent of his time working on his tool queue and 75 percent of his time following up with the procurement coordinators.

I conclude that three senior administrative assistants at issues in 73-00-04 are office clerical employees and do not share such a community of interest with employees in any of the units found appropriate herein. Like the procurement coordinators and expediter/buyer, who I have excluded, and unlike the truck drivers and material handlers, whom the parties have agreed to include in the BGE-wide production and maintenance unit, the senior administrative assistants work in office environments, wear casual business attire, and work flex time schedules. They have different skills and functions than unit employees. For example, Macklin spends a majority of her time on clerical tasks such as following up with suppliers on material orders placed by procurement coordinators, reconciling inventory discrepancies reflected in the computerized warehouse management programs, and performing clerical work for the procurement coordinators and buyer-analysts. Similarly, Hyman spends 25 to 35 percent of her time following up on orders placed by procurement coordinators, 25 percent of her time managing inventory items, and 45 percent of her time performing clerical duties that support the buyer and principal buyer analyst, such as issuing requests for quotations. Yeager performs duties similar to Hyman. Any contact with materials handlers is typically by phone and is generally little different than the contact that the senior administrative assistants have with business analysts in the office area. Apart from different skills and functions than unit employees and limited contact with them, the senior administrative assistants have separate supervision from unit employees and do not interchange with them. No party claims that the senior administrative assistants are technical employee and there is no evidence to support such a conclusion. In these circumstances, I shall exclude the senior administrative assistants in 73-00-04 from any of the units found appropriate herein. Mitchellace, Inc., 314 NLRB 536 (1994); Cook Composites & Polymers Co., 313 NLRB 1105, 1108-09 (1994); Avecor, Inc., 309 NLRB 73, 75 (1992).

#### **Procurement Services Unit (Corporate), 73-00-05 – Director, Harold D. Williams**

The Corporate Procurement Services Unit handles procurement needs of the Retail Services Division, the Facilities and Fleet Services Department, and the corporate offices. This unit has responsibility for procurement cards and contract services for blanket purchase orders for stationary products. It also handles purchase orders for travel arrangements. This unit includes two classifications of weekly employees: procurement coordinator and senior administrative assistant. The Petitioner seeks to exclude these two positions, while BGE seeks to include them in the BGE-wide production and maintenance unit.

#### ***Procurement Coordinator, 73-00-05***

There are two procurement coordinators, Donna Sult and Kathy Sulewski, in the Lord Baltimore Building in pay grade 28. They work from 8:00 a.m. to 4:30 p.m., with flex time available. They work in a typical office environment and wear casual business attire. They are supervised by the Director of Procurement Services, who also supervises the principal buyer analyst, senior buyer analyst, buyer and senior administrative assistant. They spend 85-90 percent of their time in the Lord Baltimore Building training procurement cardholders. Donna Sult is responsible for the procurement card program, which occupies 50 percent of her time. The remaining 50 percent of her time is spent providing contract administration and purchasing on the corporate side. She spends about 90 percent of her time in her office area. The company uses procurement cards for small purchases under \$10,000. Procurement coordinator Sult conducts procurement training classes for employees. She provides employees with an application for the procurement card program. Once an employee's supervisor approves the application, the employee is added to a database within the procurement card program. In the course of a typical day, procurement coordinator Sult spends two-thirds of her time entering data into the computer.

Procurement coordinator Sult provides help to procurement cardholders via telephone, e-mail or face-to-face.

Procurement coordinator Sult instructs employees on what they can and cannot purchase with a procurement card and how they can view transactions in the computer system PARIS (Purchasing Accounting Reporting Information Systems). She enters approved application information into PARIS and downloads transactions from the BGE mailbox into PARIS. Once per month, Sult uploads information to PARIS, after she has checked to make sure the account numbers are accurate.

Procurement coordinator Sult is also responsible for contract administration and procurement on the corporate side. She is responsible for the office equipment within BGE, including copiers, scanners, fax machines, engineering machinery and roll paper. She also provides consultants for human resources and assists the senior buyer with contract administration. When assisting the senior buyer, the procurement coordinator prepares spreadsheets, contacts vendors, deals with blanket purchase orders and performs other miscellaneous tasks. She has contract authority up to \$25,000. She serves on a team with the principal buyer and senior buyer/IT representative in 73-00-05. The team looks at the entire package of office equipment and the possibility of having only one contract. Sult spends 20 percent of her time working with this team.

The other procurement coordinator, Kathy Sulewski, spends 40 percent of her time with the Retail Services Division, 40 percent of her time with the procurement card program, and 20 percent of her time assisting with corporate purchasing. She spends 65 percent of her total work time entering data into the computer. When working with Retail Services, Sulewski assists in providing temporary services and consultants, but spends minimal time on this task. She also provides contract administration support for meter reconnections and meter testing, and assists the senior buyer and principal buyer in the Retail Services Division. If there needs to be a change in the blanket purchase order to a contract, Sulewski will make the change. She deals with individuals in the Contract Administration Unit of the Retail Services Division. She also negotiates some blanket purchase orders, in accordance with her dollar limit, which is \$25,000. Procurement coordinator Sulewski provides the same services as procurement coordinator Sult with regard to procurement cards. With regard to corporate purchasing, Sulewski purchases video equipment, medical parts for the medical and safety unit and first aid equipment.

The record established that the applicable job description (Er. Exh. 4, #927B) is generally accurate, except the procurement coordinators do not “[m]anage inventory through analysis of projected material usage to determine quantities of material to be ordered for stock and jobs[;]” and do not “[r]eview[] and approve[] new additions to stock within established limits.” The remainder of the job description is accurate.

Without reaching the issue of whether the procurement coordinators are managerial employees, (see Concepts & Designs, Inc., 318 NLRB 948, 956-957 (1995)), I conclude that the procurement coordinators in 73-00-05 do not share a community of interest with production and maintenance employees that warrants their inclusion in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909. Like the other procurement coordinators that I have excluded from the BGE-wide production and maintenance unit, they wear casual business attire, work flexible hours and spend 85-90 percent of their time working in a typical office environment. They have different skills and functions than unit employees. As noted, Sult spends about 50 percent of her time administering the procurement card program and she

conducts several training classes each month to new employees who have been issued procurement cards. The other half of her time is spent supporting contract administration and purchasing, administering blanket contracts with contractors for copiers and fax machines, and evaluating requests for quotations from various vendors. About two-thirds of her time is spent entering data into her computer. As noted, Sulewski spends 40 percent of her time performing the same duties as Sult with regard to the procurement card program, about one-fifth of her time negotiating blanket orders on contracts for equipment, and the remainder of her time securing temporary staffing or administering contracts for the Retail Services Division. Like Sult, she also spends a majority of her time entering data into her computer. Apart from different skills and functions than unit employees, the procurement coordinators have separate supervision from unit employees and do not interchange with them. No party claims that the procurement coordinators are technical employee and there is no evidence to support such a conclusion. In these circumstances, I shall exclude the procurement coordinators in 73-00-05 from any of the units found appropriate herein.

***Senior Administrative Assistant, 73-00-05***

The parties stipulated to the following paragraph:

Formerly, there were two SAA's assigned to work in unit 73-00-05. One SAA has transferred to the HR Employment Services Unit (87-00-06) within the BGE Human Resources Department (87-00). The Employer does not seek the inclusion of the transferred employee, PAMILIA BRANTLEY MATTISON, in any voting unit. The resulting vacancy in unit 73-00-05 will not be filled.

At the time of the hearing, there were two senior administrative assistants in pay grade 26. One is located at the Lord Baltimore Building and the other is at the Windsor Office Building. They work in a typical office environment and wear casual business attire. They share the same supervision as the procurement coordinators in 73-00-05. They have flex time available. The senior administrative assistant at the Lord Baltimore Building is assigned to the director and is responsible for all administrative duties, including scheduling. She spends 95-100 percent of her time in her office area in the Lord Baltimore Building. She spends 30 percent of her time acting as secretary to the director. She assists some buyers to prepare and enter data into spreadsheets. She has a procurement card and is responsible for providing supplies. She spends 10 percent of her time filling in for the manager's secretary. The senior administrative assistant occasionally assists the procurement coordinators in 73-00-05 with physical inventory.

The senior administrative assistant at the Windsor Office Building, Deborah Simpson, supports the senior buyers who are assigned to Facilities and Fleet Management by providing vendor management reports to them. She spends 95-100 percent of her time in her office area. She prepares spreadsheets for the buyers when bids are received. She keeps track of vendors' insurance certificates to ensure that they are current and she enters this information into a database. She spends about 60 percent of her time entering this data. She interacts with the principal administrative assistants in the Administrative Support Unit in 75-03-02. She shares and monitors vendor management reports and supplier questionnaires via computer with the senior administrative assistant in the contract administration group in 75-08-01.

I conclude that the remaining senior administrative assistant in 73-00-05 is an office clerical employees who does not share a community of interest with employees in any of the units found appropriate herein. She works almost exclusively in a typical office environment, wears

casual business attire, and works a flex time schedules. She has different skills and functions than unit employees. She performs traditional secretarial and administrative functions and has little contact with unit employees. Apart from different working conditions and different skills and functions than unit employees, the senior administrative assistant has separate supervision from unit employees and does not interchange with them. No party claims that the senior administrative assistant is a technical employee and there is no evidence to support such a conclusion. In these circumstances, I shall exclude the senior administrative assistant in 73-00-05 from any of the units found appropriate herein. Mitchellace, Inc., 314 NLRB 536 (1994); Cook Composites & Polymers Co., 313 NLRB 1105, 1108-09 (1994); Avecor, Inc., 309 NLRB 73, 75 (1992).

### **Planning and System Support Services Unit, 73-00-07-Director, Wallace Lane**

The Planning and System Support Services Unit provides planning and system support for the other five operating groups within the department. This Unit is responsible for payroll preparation, human resources and administrative-type functions. This unit is responsible for data control, report writing, scheduling conference rooms, conducting statistical studies and benchmarking. This Unit has two work groups: work group 1 is known as the planning team and work group 2 is known as the systems team. This Unit includes three classifications of weekly employees: system support technician, procurement coordinator and administrative assistant. The Petitioner seeks to exclude these three classifications, while the Employer seeks to include them in the BGE-wide production and maintenance unit.

#### ***System Support Technician, 73-00-07***

There are three system support technicians in pay grade 30. System support technician Jeffrey Berbes works with the planning team which is made up of the senior planning analyst, buyer, principal administrative assistant, procurement coordinator, senior administrative assistant and administrative assistant. He is supervised by Wallace Lane. He works on the first floor of the Lord Baltimore Building and his work hours are flexible. He is the administrator of the Warehouse Management System (WHMS) and the web content master. He is responsible for procuring the computer equipment that is used within the department, but he spends very little time on this task.

System support technician Berbes prepares reports from the WMS and manages the data flow into and out of the system. He monitors the data flow from his office and spends half of his work time on warehouse management. Of the 50 percent of his time spent on warehouse management, Berbes spends 50 percent of that time monitoring data. When in the warehouse, Berbes could be dealing with the senior administrative assistant, supervisors, or lead material handler. He assists the material handlers with problems with the radio frequency equipment used to scan bar codes in the warehouse by attempting to identify the problem before the information technology employees become involved. He is usually informed of problems via telephone call, e-mail or personal contact, mostly from the material handler, but possibly from the lead material coordinator or warehouse supervisor. If possible, Berbes will discuss the situation with the material handler over the telephone and attempt to resolve it. If this is not sufficient, he will go to the warehouse or have an employee bring the radio frequency device to his office. If he cannot fix the radio frequency device, it will be sent to an outside entity for repair. He spends 35-50 percent of his time in the warehouse, although possibly more time depending on the situation. He also deals with problems with label printers, which are hooked up to the WHMS. He will go to the warehouse and ascertain the problem with the equipment. He is permitted to change the

paper, but cannot do anything else to the equipment. He has been given instructions and a checklist for troubleshooting by the Help Desk in 77-03-03, so that when there is an overall system failure, he can identify certain problems and avoid the need to call an IT technician. In this regard, Berbes first checks the Uninterruptible Power Supply to make sure that it is operating. Then he looks at the LAN to make sure that it is not down. He will also walk around and look at the equipment to make sure that all plug are connected. He does not perform any diagnostic checks.

System support technician Berbes monitors data flow in the WHMS and ensures that the BIS system has been notified when material has been issued. He monitors the interaction between the two systems. He manages the content of Department 73's web page, which permits specific data to be transmitted to internal customers and provides links to supplier web sites. He works with IT to place information on the web page. System support technician Berbes also procures computer equipment for all of Department 73 by going on line and placing orders, and by interacting with an on-site vendor. He does not have the authority to make purchases on his own without approval, but places orders on the computer once they have been approved. He does not negotiate the blanket purchase order. The system support technician acts as an advisor for projects with the Distribution Divisions or for specialized projects. System support technician Berbes was originally a material handler and served on the original project team for the warehouse management project.

There are two system support technicians in work group 2, the systems team. The Information Systems Support team leader supervises them. System support technician, Donna Crafton, is the primary system support technician, who supports the LPA forecasting system used by the procurement coordinators. She works flex time. Her work area is on the first floor of the Lord Baltimore Building. She monitors the data flow between the BIS system and the LPA system. She communicates with the procurement coordinators and other individuals who have access to the LPA system on a daily basis. She receives e-mails and telephone calls regarding problems with the system and she attempts to determine whether there is an inaccuracy. When she needs assistance, she contacts the IT Help Desk.

System support technician Crafton spends 75 percent of her time working with the LPA system and 25 percent of her time writing reports and working with the WHMS. She will write reports in response to inquiries from procurement coordinators and technicians about inventory levels, recent purchase orders, or next-scheduled shipments. Crafton assumes Berbes' duties when he is unavailable. She spends 25 percent of her time in the warehouse. Crafton participates in and facilitates retreats once per month for procurement coordinators throughout BGE to discuss problems or changes with the LPA system. She also attends systems team meetings that affect software that she handles.

System support technician, Linda Taylor, works on the first floor of the Lord Baltimore Building. She works flex time and supports software programs for the Vendor Management System, Blanket Management System, Contractor Time Entry System and the Purchase Order System. She monitors the systems, manages data control, and enters data. She interacts with employees who use the procurement system and have buying responsibilities. She attempts to resolve problem calls from employees who are experiencing problems with a purchase order or whose procurement document does not show up in the system. Approximately 80 percent of the calls are from procurement coordinators in Department 73. She also receives calls from unit support clerks throughout other departments in BGE. System support technician Taylor does not spend any time in the warehouse. The vast majority of her time is spent in the Lord Baltimore

Building. She trains new users to understand the basics of the BIS system and she also assists senior administrative assistants, procurement coordinators and buyers, when necessary. System support technician Taylor writes the buyer bulletin, a communication that is distributed to buyers to inform them of procedural changes, process changes, and other issues that impact on procurement procedures and policies. The bulletin is distributed to any employee with buying responsibility, including buyers, procurement coordinators, senior administrative assistants, senior buyers and principal buyers throughout BGE divisions.

As noted above, the three system support technicians are knowledgeable about the purchasing and materials management operation. They have demonstrated computer skills that are superior to other employees in the department. They have the ability to interpret the impact of computer data on a particular operation and communicate that information to the Information Technology Department. None of the system support technicians in 73-00-07, however, have the skill level or technical knowledge possessed by the Help Desk employees in 77-03-03 or 77-03-02. The system support technicians are not required to have post-high school courses in statistics or computer science. The record testimony provided a more accurate description of the duties of the system support technician than the applicable job description (Er. Exh. 4, #061B).

I conclude that the system support technicians in 73-00-07 do not share a sufficient community of interest with production and maintenance employees to require their inclusion in the BGE-wide production and maintenance unit, as contended by BGE. They have different skills and functions than production and maintenance employees. As noted, one system support technician spends the bulk of his time at his workstation at the LBB, monitoring the flow of data into the computerized Warehouse Management System (WHMS), providing content for the department's internal web page, or placing on-line orders with vendors. Concededly, this system support technician attempts to troubleshoot problems with hand-held devices used by materials handlers to scan bar codes on warehouse materials, attempts to correct minor problems with the warehouse label printer, and troubleshoots WHMS system failures. He does not, however, run any diagnostic tests or take the devices apart and his contact with production and maintenance employees in the warehouse is not extensive. Another system support technician spends 75 percent of her time monitoring data in the LPA system in support of procurement coordinators in Department 73, whom I have excluded from any unit found appropriate herein. She spends the balance of her time at the warehouse supporting the WHMS and writing reports for procurement coordinators concerning inventory. The third system support technician does not spend time at the warehouse. Rather, she manages data control, performs systems monitoring for blanket purchase orders and contractor time entries, discusses data integrity with procurement coordinators, conducts BIS training for senior administrative assistants, procurement coordinators and buyers, and writes procurement procedures and policies. Although two of the system support technicians spend a portion of their time at the warehouse, their function is to monitor the WHMS and its related components. They perform no physical production and maintenance work, have no direct role in the production process, and their contact with materials handlers is no different than the contact that they have with senior administrative assistants, supervisors, and lead materials handlers. In addition, the system support technicians do not share immediate supervision with production and maintenance employees and do not interchange with them. Neither party claims that they are technical employees and none of these system support technicians have the skill level or technical knowledge of the Help Desk employees in Department 77. In these circumstances, I shall exclude the system support technicians in 73-00-05 from any of the units found appropriate herein.

***Procurement Coordinator, 73-00-07***

There is one procurement coordinator, Jenny Williams, in pay grade 28. She works flex time. She is supervised by Wallace Lane. She is on the planning team. She works on the first floor of the Lord Baltimore Building. She reviews the overall service level and how internal customer requests are filled for all of BGE. She gathers data or extracts it from the Business Information System and enters the information into a spreadsheet that is used by the GSD, its customers and anyone who orders stock material. Procurement coordinator Williams gathers the necessary information from a software program. She works with procurement coordinators, Althoff and Chilton, and senior administrative assistant Macklin, to measure the performance of suppliers making deliveries. If there is a discrepancy, Williams will physically visit the warehouse and communicate with the material handlers and supervisors in order to determine the status of material. This happens on a daily basis. Williams spends 15 percent of her time in the warehouse and is usually dealing with material handlers. Basically, she asks them if they have received certain material or she requests a cycle count. Thus, about fifteen percent of her time is spent resolving discrepancies between the BIS System and the WHMS, which could involve asking materials handlers if they have received certain material, or requesting them to count the items. The remainder of her time is spent at her desk. She does not perform any procurement functions of her own and her time in the warehouse is usually triggered by a request from another procurement coordinator or Lane. Procurement coordinator Williams prepares a monthly inventory performance report. She is involved in benchmarking projects and surveys to measure BGE's materials management performance against other companies. In securing the surveys and data, Williams primarily deals with the lead material coordinators and with warehouse supervision.

The record testimony established that the applicable job description (Er. Exh. 4, #927B) is inaccurate. Rather, the record testimony, as summarized above, is a more accurate description of the position.

I conclude that the procurement coordinator in 73-00-07 does not share a sufficient community of interest with employees in any of the units found appropriate herein. Generally, she has different working conditions than unit employees. She spends 85 percent of her time in the office area on the first floor of the LBB and works flex time. In addition, she has different skills and functions than unit employees. Her primary functions are to prepare reports that assess departmental performance by culling relevant information from BIS and then entering the data into an Excel spreadsheet, and gathering data that compares BGE's performance against other companies. Although she spends a relatively small portion of her time away from her office workstation, her function at the warehouse is to resolve discrepancies between the BIS and the WHMS computer systems. She performs no physical production and maintenance work and has no direct role in the production process. Her contact with the material handlers is generally in an oversight capacity and is similar to the contact that she has with senior administrative assistants, supervisors, and lead materials handlers in the warehouse. She has separate supervision from unit employees and does not interchange with them. No party claims that the procurement coordinator in 73-00-07 is a technical employee and there is no evidence to support such a conclusion. In these circumstances, I shall exclude the procurement coordinator in 73-00-07 from any of the units found appropriate herein.

***Administrative Assistant, 73-00-07***  
***Senior Administrative Assistant, 73-00-07***

There is currently no one in the position of senior administrative assistant. Wallace Lane testified that his goal is to fill the position with the current administrative assistant. The administrative assistant must meet certain testing requirements before assuming the position. The job duties of the administrative assistant will remain the same when she becomes the senior administrative assistant.

There is one administrative assistant in pay grade 24 on the planning team. Wallace Lane supervises her. She works on the first floor of the Lord Baltimore Building and works flex time. She spends 95 percent or more of her time in the office area on the first floor. She enters time sheets for the material handlers and coordinators in the warehouse, posts job opportunities on the corporate bulletin board, handles petty cash for the department and maintains the copy machines within the department. She receives timesheets that are prepared by the material handlers and reviewed by warehouse supervision. She also distributes paychecks to the employees in the warehouse. The administrative assistant goes to the warehouse about once per week if she needs to discuss a specific timesheet with a warehouse supervisor or individual employee. The administrative assistant is responsible for administering quarterly Rutherford Business Center blood drives. She calls employees in all grade levels and asks them to donate blood.

I conclude that the administrative assistant in 73-00-07 is an office clerical employee who does not share a community of interest with employees in any of the units found appropriate herein. She has different skills and functions than unit employees. She performs traditional secretarial and administrative functions and has minimal contact with unit employees. In addition, the administrative assistant has separate supervision from unit employees and does not interchange with them. No party claims that the administrative assistant is a technical employee and there is no evidence to support such a conclusion. In these circumstances, I shall exclude the administrative assistant in 73-00-07 from any of the units found appropriate herein. Mitchellace, Inc., 314 NLRB 536 (1994); Cook Composites & Polymers Co., 313 NLRB 1105, 1108-09 (1994); Avecor, Inc., 309 NLRB 73, 75 (1992).

**Procurement Opportunity Unit, 73-00-08**

The Procurement Opportunity Unit helps BGE maximize opportunities to conduct business with minority and women-owned business enterprises. This unit includes two classifications of weekly employees: procurement coordinator and senior administrative assistant. The Petitioner seeks to exclude these two classifications, while BGE seeks to include them in the BGE-wide production and maintenance unit.

***Procurement Coordinator, 73-00-08***

There is one procurement coordinator, Gordon Parks, in pay grade 28. He works in the Lord Baltimore Building on the first floor. He spends 60 percent of his time in the office and 40 percent of his time outside the office. He is supervised by the Director of Procurement Opportunity, who also supervises the senior buyer analyst and the senior administrative assistant. When he is outside of the office, he is visiting vendors or making presentations to department managers and directors. He is responsible for identifying minority and female-owned firms and introducing them to buyers and customers within BGE. He maintains a database of the firms and

adds firms to the database, once they are approved. He gathers statistical information on BGE expenditures with minority firms and prepares reports on a monthly basis to forward to management. He spends about 40 percent of his time either visiting vendors, participating on the Maryland-D.C. Minorities Development Council, attending trades shows, or making presentations to supervision. He is responsible for brochures and other items used at trade shows. He interacts with warehouse employees to ensure the proper inventory of these items.

Procurement coordinator Parks interacts with buyers, senior buyers, procurement coordinators, senior administrative assistants and principal buyers. The senior buyer and the procurement coordinator perform similar tasks, although the senior buyer gathers more statistical information. Both classifications seek to identify minority firms and speak to various departments and divisions about the program.

The record established that the applicable job description (Er. Exh. 4, #927B) is inaccurate. Rather, the record testimony, as summarized above, is a more accurate description of this classification. In 1996, the senior buyer identified minority and female-owned firms.

I conclude that the procurement coordinator in 73-00-08 does not share a sufficient community of interest with employees in any of the units found appropriate herein. He has different working conditions than production and maintenance employees. Like other procurement coordinators, whom I have excluded from the BGE-wide production and maintenance unit, he spends 60 percent of his time working in a typical office environment in the LBB and works a flex time schedule. He has different skills and functions than unit employees. He works with the senior buyer to identify minority and women owned business enterprises, gathers statistical data on vendors, and prepares a monthly report for supervision. He spends about 40 percent of his time in outreach efforts, briefing supervision about those efforts. He does not share immediate supervision with unit employees and there is no evidence of interchange with them. No party claims that the procurement coordinator in 73-00-08 is a technical employee and there is no evidence to support such a conclusion. In these circumstances, I shall exclude the procurement coordinator in 73-00-08 from any of the units found appropriate herein.

#### ***Senior Administrative Assistant, 73-00-08***

There is one senior administrative assistant, Nicki Bigelow, in pay grade 26. She is located on the first floor of the Lord Baltimore Building. She spends 90 percent of her time in her office area. She serves as the secretary for the unit. She is responsible for scheduling trips for the individuals within her unit, generating end-of-the-month reports, and scheduling meetings with vendors and internal departments. She spends 90 percent of her time acting as the secretary for the director of the unit and 10 percent of her time filling in for the manager's secretary. She interacts with buyers and schedules appointments with minority firms. She also attends trade fairs, association meetings and community meetings. She interacts with other senior administrative assistants.

I conclude that the senior administrative assistant in 73-00-08 is an office clerical employee who does not share a community of interest with employees in any of the units found appropriate herein. She works almost exclusively in a typical office environment and works a flex time schedule. She has different skills and functions than unit employees. She performs traditional secretarial and administrative functions such as setting up trips, meetings and appointments. She spends 90 percent of her time acting as a secretary and 10 percent of her time filling in for the manager's secretary. She has minimal contact with production and maintenance

employees. In addition, she has separate supervision from production and maintenance employees and does not interchange with them. No party claims that the senior administrative assistant in 73-00-08 is a technical employee and there is no evidence to support such a conclusion. In these circumstances, I shall exclude the senior administrative assistant in 73-00-08 from any of the units found appropriate herein. Mitchellace, Inc., 314 NLRB 536 (1994); Cook Composites & Polymers Co., 313 NLRB 1105, 1108-09 (1994); Avecor, Inc., 309 NLRB 73, 75 (1992).

### **Information Technology Procurement Unit, 73-00-0A**

The Information Technology Procurement Unit maintains the licenses necessary for BGE to use the various software programs. This Unit also is responsible for procurement of materials and services for the Information Technology Department, including consulting and programming services, computer software and hardware.

There is one weekly position in this unit, procurement coordinator. The Petitioner seeks to exclude this classification, while the Employer seeks to include this classification in the BGE-wide production and maintenance unit.

### ***Procurement Coordinator, 73-00-0A***

The procurement coordinator, Maxine Taylor (Branson), is in pay grade 28. She works in a typical office environment in the G&E building and works from 8 a.m. to 4:30 p.m., with flex time available. She is supervised by the Director of Information Technology Procurement, who also supervises the senior buyer analyst and the senior administrative assistant. She spends 100 percent of her time in the office. She is responsible for tracking and renewing all of the software licenses associated with software procured by BGE and she is the only procurement coordinator involved with the renewal of software licenses. She handles renewal agreements for BGE. She interacts with the analysts in the Information Technology group, who are responsible for software programs. If a customer department purchases a package for their sole use, the procurement coordinator will set up a blanket renewal process for software and deal with individuals in that department on the renewal date. On these occasions, she is primarily dealing with the supervisor of the group.

The procurement coordinator keeps track of software licenses that need renewal and contacts the IT analyst or group supervisor to determine whether they will continue to use the software. Once she has received confirmation, she contacts the supplier and negotiates a blanket purchase order. She has purchasing authority of \$25,000. Procurement coordinator Taylor spends 80 percent of her time monitoring and renewing software licenses. She spends the balance of her time supporting the three senior buyer analysts in the unit with their procurement duties.

I conclude that the procurement coordinator in 73-00-0A does not share a sufficient community of interest with employees in any of the units found appropriate herein. She has different working conditions than production and maintenance employees. Like other procurement coordinators that I have excluded herein, she works almost exclusively in a typical office environment on a flex time schedule. In addition, she has different skills and functions than production and maintenance employees. She spends the majority of her time tracking and renewing software licenses and negotiating blanket purchase orders with suppliers. Most of her remaining time is spent supporting senior buyer analysts, whom the parties have agreed to exclude from the production and maintenance unit. She has separate supervision from unit

employees and does not interchange with them. No party claims that the procurement coordinator in 73-00-0A is a technical employee and there is no evidence to support such a conclusion. In these circumstances, I shall exclude the procurement coordinator in 73-00-0A from any of units found appropriate herein.

### **Materials Distribution Section (73-01)**

The parties stipulated to the following several paragraphs with regard to the Warehouse Operations Units in the Materials Distribution Section (73-01). I note that this Section does not contain any disputed classifications.

### **Warehouse Operations Unit (Midnight) (73-01-03)**

Unit 73-01-03, the Warehouse Operations Unit (Midnight) has been eliminated. There were two job classifications assigned to work in unit 73-01-03 that both the Company and the union agree should be included – Truck Driver-Heavy (Ex. 4, job #166C) and Material Handler (Ex. 4, job #928B). One and four incumbents staffed these jobs respectively.

#### ***Truck Driver-Heavy***

WILLIAM R ANDERSON, the Truck Driver-Heavy assigned to work in unit 73-01-03 has retired. The affected complement position has been transferred to the Warehouse Operations Unit (Day)(73-01-06) where efforts are underway to fill this vacancy. When filled, the Truck Driver-Heavy in unit 73-01-06 will perform the same job duties as the other Truck Drivers – Heavy already assigned to Unit 73-01-06.

#### ***Material Handler***

There were four Material Handlers assigned to work in former unit 73-01-03. One, RICHARD B ULLMAN, has been transferred to the Warehouse Operations Unit (Day)(73-01-06) and three, ROBERT W, KLOCH, JR, RONALD A LUBINSKI and RONALD TRAMMELL, have been transferred to Warehouse Operations Unit (Mid-day)(73-01-07). In all cases, Material Handlers transferred from unit 73-01-03 to units 73-01-06 and 73-01-07 will perform the same job duties as other Material Handlers already assigned to those units.

### **Warehouse Operations Unit (Day)(73-01-06)**

The complement of unit 73-01-06 has been increased to reflect the transfer of one Truck Driver-Heavy position and one Material Handler position from unit 73-01-03 to unit 73-01-06. In both cases these positions will perform the same job duties as in the former organization and as was presented in the hearing.

### **Warehouse Operations (Mid Day)(73-01-07)**

The complement of unit 73-01-07 has been increased to reflect the transfer of three Material Handlers from unit 73-01-03 to unit 73-01-07. The affected position will continue to perform the same job duties as in the former organization and as was presented in the hearing.

## **B. FACILITIES & FLEET SERVICES DEPARTMENT 75**

The Facilities and Fleet Services Department 75 provides a wide range of services to all areas of BGE. Department 75's primary role is to provide maintenance and operational support to internal customers who occupy BGE space or use BGE vehicles. With regard to facilities, the department provides leasing, acquisition, custom design, construction management, property management, relocation, and housekeeping services. With regard to fleet services, the department provides design, acquisition, custom building, and maintenance and repair services for BGE. Department 75 is divided into several sections, most of which are discussed below.

As stipulated to by the parties, effective July 1, 2000, Department 75 underwent significant reorganization. Although the department continues to be divided into a number of sections, those sections and their primary functions have changed. The newly reorganized Facilities and Fleet Services Department is comprised of six sections not including the Manager's office. The new sections are: Real Estate Planning and Construction (75-01); Fleet Maintenance (75-02); Engineering and Technical Support (75-03); Outlying Facilities (75-05); Central Facilities (75-06); and Corporate Security Services (75-0A). In accordance with the parties Joint stipulation, as amended, I will describe the stipulated changes to each section that formerly comprised Department 75, as well as the current placement and functions of jobs that were stipulated into one of the petitions or that are in dispute, if different than the evidence presented during the unit determination hearing:

### **Facilities and Fleet Operations Support Section 75-03**

The four units in Facilities and Fleet Operations Support Section 75-03 provide various forms of support to the four Facilities and Fleet Operations Sections 75-06 through 75-09.

#### **Administrative Support Unit, 75-03-02 – Supervisor, Andrew Maszaros**

The Administrative Support Unit is responsible for all of the procurement, budget development, business planning, timekeeping, payroll and administrative support for the Facilities and Fleet Services Department. This unit develops and executes the four principal service level agreements (Distribution, Electric Transmission and Distribution, Gas and Retail Services). There is one weekly position in this unit, principal administrative assistant. The Petitioner seeks to exclude this classification, and BGE seeks to include this classification in The BGE-wide production and maintenance unit.

#### ***Principal Administrative Assistants, 75-01-02, 75-03-07, and 75-03-08 (formerly 75-03-02)***

The parties stipulated to the following paragraph. There were five PAA's in the former Administrative Support Unit (75-03-02) – three in work group 1 and two in work group 3. One PAA, VALERIE J. ALEXANDER, was transferred to the new Strategic Facilities Planning/Projects Central Unit (75-01-02) within the new Real Estate Planning and Construction Section (75-01) and will continue to perform the same duties in support of facilities related procurement activities as was presented in the hearing. One PAA, MARY R. ALSTON, was transferred to the new Fleet Quality Assurance Unit (75-03-07) within the new Engineering and Technical Support Section (75-03) and will continue to perform the same duties in support of fleet related procurement activities as was presented in the hearing. Two PAA's, DIANE M. GUCWA and LARRY E. TILLMAN, were transferred to the new Fleet Management Unit (75-03-08) within the new Engineering and Technical Support Section (75-03) and will continue to

perform the same duties in support of the fleet warranty recovery process as was presented in the hearing. One PAA, JOHN R. BROWN, has retired and will not be replaced.

Since the parties stipulated that the principal administrative assistants, as transferred, continue to perform the same duties in support of procurement activities as was presented at the hearing, I will discuss them all below.

At the time of the hearing, there were seven principal administrative assistants in 75-03-02, working in two work groups. Five principal administrative assistants were in work group 1. BGE sought the inclusion of three of these principal administrative assistants, but agreed to exclude the other two because they are confidential employees. The incumbents in the excluded positions are Roxanne Dawson and Marie Miller.

The principal administrative assistants are in pay grade 28. They work in a typical office environment. Their work hours are 6:30 a.m. to 4:30 p.m., with flex time available. They spend 90 percent of their time in the office area and wear casual business attire.

The principal administrative assistants in former work group 1 are responsible for contract administration for department 75. Two of them were dedicated to facilities procurement. As noted, VALERIE J. ALEXANDER, was transferred to the new Strategic Facilities Planning/Projects Central Unit (75-01-02) within the new Real Estate Planning and Construction Section (75-01) and will continue to perform the same duties in support of facilities related procurement activities as was presented in the hearing. As stipulated, one of these principal administrative assistants has retired and will not be replaced. The remaining principal administrative in former work group 1, MARY R. ALSTON, was transferred to the new Fleet Quality Assurance Unit (75-03-07) within the new Engineering and Technical Support Section (75-03) and will continue to perform the same duties in support of fleet related procurement activities as was presented in the hearing. The record established that the same functions are performed on the fleet side of the business as on the facilities side of the business.

These administrative assistants work with each group in the department to develop all of the necessary information to support procurement. The principal administrative assistant dedicated to facilities procurement support works with supervisors, work leaders and sometimes field personnel to obtain information that is needed for procurement. Once the package is put together, the principal administrative assistant makes a recommendation, which is generally accepted, and the package is passed on for approval. The principal administrative assistants prepare the necessary documentation and paperwork that is passed on to the Purchasing and Materials Management department. They monitor, administer and provide administrative support for contracts. They generate reports from the Procurement Management System and review data relating to contracts to determine whether contracts are active and not overextended. They ensure that invoices are forwarded for approval and processing on a monthly basis. If there is a problem with an invoice, the principal administrative assistant is responsible for working with the vendor or the Purchasing and Materials Management department to resolve the problem. The principal administrative assistant dedicated to facilities procurement support also procures contracts for contractor services, security services and materials. When an item is requested, the principal administrative assistants determine the type of purchase order to be used, prepare the requisition, secure approval and interact with the buyer and senior buyer from the Purchasing and Materials Management department to make sure the purchase order is secured. They interact with supervisors and work leaders and sometimes directly with mechanics in department 75.

As stipulated, two PAA's, DIANE M. GUCWA and LARRY E. TILLMAN, were transferred to the new Fleet Management Unit (75-03-08) within the new Engineering and Technical Support Section (75-03) and will continue to perform the same duties in support of the fleet warranty recovery process as was presented in the hearing. These two principal administrative assistants were in former work group 3 in 75-03-02, the Warranty Unit. The record established that these principal administrative assistants perform the same duties under the same working conditions as the warranty specialists, whom the Regional Director excluded from this Unit in 1996. See Er. Exh. 9C at 7-24. At the time of the hearing, they reported to the senior warranty specialist, a work leader, and they worked in the Fleet Services Building of the RBC. Their work hours are from 6:30 a.m. to 3:00 p.m., with flex time available. Both of these principal administrative assistants formerly worked as vehicle mechanics, but have done no vehicle mechanic work since becoming principal administrative assistants. In addition, when one of these principal administrative assistants was recently out on a six month leave of absence, a vehicle mechanic was assigned to work in that position. This employee was chosen, in part, because of his administrative skills, but when he returned to his vehicle mechanic position, he no longer performed the duties of principal administrative assistant. The principal administrative assistants in former work group 3, now in 70-03-08, are responsible for supporting the extensive warranty reimbursement program. BGE is qualified to seek warranty reimbursement for almost every equipment and vehicle manufacturer from whom BGE makes purchases. The principal administrative assistants administer the warranty program for all of the fleet shop locations. They work with the vehicle mechanics to identify, develop and process warranty claims. They spend 25-50 percent of their time interacting directly with the vehicle mechanics. If the manufacturer requires more detailed information after a mechanic has identified and written up a repair as a potential warranty claim, the principal administrative assistants are responsible for obtaining more specific information from the vehicle mechanic. Their contact with the vehicle mechanic is either over the telephone or in person. They spend 25 percent of their time in the fleet shop, primarily talking to the vehicle mechanic or work leader to obtain additional information. Once the information is complete, the principal administrative assistants in 73-03-08 submit the claim to the manufacturer and follow up with the manufacturer. They interact with the manufacturer's representatives regarding work to be done. They may participate as part of a team to negotiate with the manufacturer's representative regarding reimbursement, but the senior warranty specialist leads the negotiating effort.

I conclude that the principal administrative assistants in 75-01-02, 75-03-07, and 75-03-08 (formerly 75-03-02) do not share a sufficient community of interest with employees in any of the units found appropriate herein. They have different working conditions than unit employees. The principal administrative assistants in 75-01-02 and 75-03-07 (former work group 1 in 75-03-02) spend almost all of their time in an office area on a flex time schedule and wear casual business attire. The principal administrative assistants in 75-03-08 also work a flexible schedule. They spend about 75 percent of their time in an office environment between the shops in the Fleet Service Building at the Rutherford Business Center, and 25 percent of their time in the shops gathering information needed to process a warranty claim. All of these principal administrative assistants have different skills and functions than unit employees. The principal administrative assistants in 75-01-02 and 75-03-07 (former work group 1 in 75-03-02) prepare all of the documentation and administrative paperwork required to ensure that procurement activity is executed and monitor contracts by reviewing a computer database. They work most frequently with supervisors, work leaders, buyers and vendors. Their functions are purely administrative and involve no physical production and maintenance activity. The principal administrative assistants in 75-03-08 spend most of their time processing warranty claims and assisting in negotiations with manufacturers when warranty disputes arise. When they are in the shop, they

gather information from unit employees to complete the paperwork that is necessary to complete their claims, but they perform no physical production and maintenance work and do not use any tools used by unit employees. Moreover, there is insufficient evidence in the record indicating the amount of time that the vehicle mechanics actually spend interacting with the principal administrative assistants who process warranty claims. Although the principal administrative assistants in 75-03-08 (former work group 3 in 75-03-02) have former experience as mechanics, I give little weight to this evidence of permanent transfer in determining whether they share a community of interest, particularly since they have performed no vehicle maintenance work since becoming principal administrative assistants. See e.g., Penn Color, Inc., 249 NLRB 1117, 1119 (1980). Moreover, the record contains only a single instance in which a vehicle mechanic was temporarily transferred to a principal administrative assistant position to assist with administrative duties. Moreover, I note that all the principal administrative assistants at issue had separate supervision from production and maintenance employees at the time of the hearing, and there is no contention by either party that this has changed. Finally, no party claims that the principal administrative assistants at issue are technical employees and there is no evidence to support such a conclusion. In these circumstances, I shall exclude the principal administrative assistants in 75-01-02, 75-03-07, and 75-03-08 (formerly 75-03-02) from any of the units found appropriate herein.

#### **Facilities and Fleet Operations Support, 75-03-04 – Supervisor, Karen M. Brennan**

The Operations Support Unit provides computer support, furniture repair, and building systems support to Department 75: The three groups within the Operations Support Unit are the Computer Support Services group, the Furniture Shop, and the Building Systems and CADD Support group. The Computer Support Services group, work group 2, supports the hardware and software application needs of Department 75. They work with the Information Technologies Department 77 to analyze needs, procure and install hardware and software, and procure and develop applications that are specific to Facilities and Fleet Services. The Furniture Shop, work group 4, handles all purchasing and installation of furniture and arranges for hauling contracts. They provide repairs to furniture, cut keys and provide boxes. The Building Systems and CADD Support group, work group 3, is divided into two sections. The CADD Support group provides drawing and design services, including HVAC and mechanical and electrical drawings for BGE facilities. The Building Systems group provides services for HVAC, engineering, energy management, and access control systems within BGE facilities.

There are six weekly positions at issue: systems support technician (SST), designer, building systems technician (BST), senior drafter, furniture repairer, and senior administrative assistant. The Petitioner seeks to exclude these positions, while the Employer seeks to include them in the BGE-wide production and maintenance unit.

#### ***Systems Support Technician, 75-03-04***

The parties stipulated to the following paragraph: There was one SST working in Unit 75-03-04. The SST, CHARLES J, BLANKFARD, JR., has been transferred to the new Operations Support Unit (75-03-04) within the new Engineering and Technical Support Section (75-03). The SST will continue to perform the same duties as in the former organization and as was presented in the hearing.

At the time of the hearing, there was one systems support technician, Charlie Blankfard, in pay grade 30. He reports to the WOB about 80 percent of the time. He also handles service calls at other locations and has the flexibility to report to any facilities with Department 75 office personnel or fleet shops, depending on his workload. He works flexible hours and is supervised by the functional business analyst, a work leader who also supervises the systems analyst. The systems support technician is the primary support person for the hardware and software used within the department. He spends 60-75 percent of his time responding to support-type calls; half of the time on the telephone and the other half of the time making site visits. If the systems support technician cannot resolve the problem, it is forwarded to the Help Desk or the systems support technicians in 77-03-02, for additional support. When the systems support technician receives a trouble call, he discusses the situation with the caller to determine what the problem is. On about 80 percent of the trouble calls that he receives, the systems support technician must physically visit the computer location that is experiencing the problem. At that point, he uses his knowledge and the tools available to him to resolve the problem, if possible.

The systems support technician spends 20-25 percent of his time working on special projects assigned by the supervisor or the work leader. He develops reports for analysis. He develops databases for managing tools. He transfers information, vehicle specifications and maintenance history, from the old fleet system to the Fleet Anywhere system. The systems support technician runs reports concerning vehicle usage and out of service rates for the supervisor of the Customer Support Unit and the director of the Facilities and Fleet Operations Support Section. He develops a report that will serve as a customized bill for customers in other departments. The systems support technician spends 5-10 percent of his time providing refresher courses concerning the Fleet Anywhere system for vehicle mechanics at the vehicle shop.

The systems support technician spends time supporting the Micro Station software and serves as a link between the CADD group, specifically the designers and senior drafters, and the Information Technology department. He also works with the Facilities Management software package (TMA). When doing so, he interacts with the building system technician, and serves as a link between Department 75 and Department 77. When serving as a link with Department 77, the systems support technician handles trouble calls regarding LAN software. He backs up the system and runs diagnostic software on the server. He also recommends software upgrades for the Honeywell access control system and runs them if they are purchased.

The systems support technician in 75-03-04 provides level 1 support for basic computer and network problems. The systems support technician provides primary support for the software that is specific to department 75 and must have a working knowledge of all the systems used within department 75.

The record established that the applicable job description (Er. Exh. 4, #61B) is accurate. The system support technician must have over four years work related experience and successful completion of post-high school courses in statistics and computer science or the equivalent combination of formal education/training and experience and a demonstrated ability to communicate effectively, resolve technical computer problems and operate personal and mainframe computers and commercially available PC software packages.

I conclude that the system support technician in 75-03-04 is a technical employee, who like the system support technicians in Department 77, shares a sufficient community of interest with technical employees to be included in the BGE-wide technical unit found appropriate in

5-RC-14908. He must be able to resolve technical computer problems. He is the primary support person for Department 75's computer hardware, software and all related applications. He is the technical specialist that anyone in Department 75 calls to troubleshoot their computer problems, prior to calling the IT help desk in 77-03-04. The system support technician requires specialized training and the nature of the work that he performs is completely different than the physical work performed by the production and maintenance employees. His specialized computer skills require the exercise of independent judgment to resolve end-user problems. The basic qualifications for the job are four years of work-related experience and successful completion of post-high school courses in statistics and computer science or the equivalent combination of formal education, training or experience. The system support technician is also required to have a working knowledge of all the systems that are used within Department 75 in order to provide the first line of technical support. The system support technician, like other technical employees, works flex time primarily in a typical office environment. Although the system support technician spends a small percentage of his time in the shops answering computer-related questions for the vehicle mechanics, this type of contact is no different than he has with supervisory and managerial personnel for whom he also provides technical computer-related assistance. He spends time supporting the Micro Station CADD software. He serves as a link between designers and senior drafters in 75-03-04, whom I have included in the BGE-wide technical unit, and the Information Technology department, where numerous other technical employees report. In short, the system support technician does not perform the same work, share the same skills, use the same tools, or work under the same supervision as the production and maintenance employees. On the other hand, the system support technician performs computer work of a technical nature for BGE employees, utilizes technical skills and specialized computer knowledge and training, and receives pay that is comparable to other technical employees. In these circumstances, I conclude that the system support technician in 75-03-04 shares a sufficient community of interest with other system support technicians and technical employees throughout BGE to be included in the BGE-wide technical unit found appropriate in 5-RC-14908.

***Building System Technician 75-01-05, (formerly 75-03-04)***

The parties stipulated to the following paragraph: There were two BST's, STANLEY W. JONES and BRIAN J. SMITH, assigned to the former Operations Support Unit. They have been transferred to the Facilities Technical Support Unit (75-01-05) within the new Real Estate Planning and Construction Section (75-01). They will continue to perform the same duties as in their former organization and as was presented in the hearing.

At the time of the hearing, there were two building system technicians in pay grade 30 in former 75-03-04. The energy engineer, a work leader, supervises them. They generally report to the WOB, although they can report to any office, substation, power plant or company facility that requires energy management support or building systems support, depending on their workload. The building system technicians perform maintenance and support of all building systems, including HVAC and electrical systems, for BGE facilities. They work with the vendor and the Information Technology department on hardware installation and on new access control installations and they perform field testing. They work as part of a team with the energy engineer and assist him to prepare studies for energy-related matters by compiling documentation and preparing spreadsheets and presentation materials. The building system technicians assist the facility and equipment technicians and lead facility and equipment technicians in 75-08-03 with troubleshooting. When contacted by the facility and equipment technicians, the building system technicians dial into the network of the building in question on their laptop, which has energy management software (Metasis) loaded on it. They look for errors and make programming

changes. The building system technicians are able to resolve 75 percent of the calls that they receive from the facility and equipment technicians by dialing into their laptop, as opposed to going on site.

The building system technicians are responsible for the Metasis system, new installations, and initial trouble calls from the Honeywell access control system. With regard to new installations, the building system technicians usually receive a request for a new installation from a supervisor or engineer. Then they contact the Information Technology department to determine communication needs, the vendor to provide a quote, and corporate security to provide a risk analysis. Once the risk analysis is complete and the quote has been accepted, the building systems technicians become the point of contact between the vendor and the requesting department. They oversee the contractor doing the installation and remain on-site while the work is being performed. They exercise independent judgment concerning whether the contractor has completed the work as prescribed by the scope document. If the contractor needs assistance, the building system technicians provide electrical assistance to the vendor or subcontractor. They pull wire for new installations, when necessary, to help either the vendor or subcontractor installers to finish the job done on time. The building system technicians are qualified to perform this work as they hold maintenance electrical licenses. They also have company-issued hand tools such as meters, amp meters and clock meters.

The building system technicians are responsible for building commissioning. For example, once an area has been renovated or a new area is built, they make measurements to determine whether the lighting is where it should be and the air flow is properly balanced. Once the building system technicians make this determination, the electrical and HVAC drawings are updated in the system. The building system technicians spend 60 percent of their time in the field. They spend 20-30 percent of their time in the field working with tools, either assisting vendors or vendor's subcontractors, or commissioning a building. When the commissioning of a building is complete, a report is given to the owner of the space and to their work leader. If there is a problem, the building system technicians report the problem to the project administrator, who will either ask the building system technicians to correct the problem or contact the contractor.

One of the building system technicians, Brian Smith, is the database administrator for the TMA system, which tracks work orders and components of buildings. He is responsible for procuring the software, defining database tables that need to be set up, and describing different components to be tracked. When procuring software, building system technician Smith researches software and informs the functional business analyst, the work leader for work group 2, what he would like to purchase. The work leader then discusses the purchase with the Information Technology group and the procurement group. Smith trained the administrative assistants, facility and equipment technicians, and lead facility and equipment technicians at the G&E Building, Fossil North and Operations South, and supervisors in the area where the TMA system is used. The training was conducted in the computer training room in the Lord Baltimore Building at the RBC. The building system technicians have regular contact with the facilities and equipment technicians. About 80 percent of this contact is in person and 20 percent is by phone, although most of the face-to-face contact is attributable to chance encounters on site, not interrelated job functions.

The applicable job description (Er. Exh. 4, # 057A) is accurate with the exception of the phrase "prepares a weekly report." The building system technicians provide periodic reports, but not weekly reports. In addition, the BMCS (building management computer system) has been replaced by the energy management system. The building system technicians have received

TMA training, overview training of the Honeywell Access Control system, and a four-day vendor training course on control language programming for energy management software.

I conclude that the building systems technicians in 75-01-05 (formerly 75-03-04) do not share a community of interest with employees in any of the units found appropriate herein. Neither party claims that they are technical employees or share a community of interest with other technical employees. They have different supervision and responsibilities than production and maintenance employees. They primarily oversee and make program changes to computerized automated building control systems designed to control heating, air-conditioning and lighting systems, and install new software used to dial into the energy system. They test and troubleshoot the systems using laptop software. One of the building system technicians is a database administrator, who is responsible for procuring software that tracks work orders and building components. They work as part of a team with engineers in the unit on energy-related projects to compile documentation and prepare spreadsheets on energy-related issues for management. In addition, they handle the commissioning of buildings by measuring the spacing, lighting and air flow with special meters to ensure that prescribed standards are met and that building systems perform as specified. They also oversee construction by vendors. Although they spend 60 percent of their time in the field, only one-third of that time is spent working with tools such as light meters. When in the field, they primarily work with vendors or work independently on building commissioning work. They have contact with facility equipment technicians only a small percentage of their time. Concededly, they hold maintenance electrical licenses, carry an electrician's tool box, and pull wire, when necessary, to help vendor or subcontractors complete a new installation, although there is no evidence in the record how often they pull wire. Moreover, their electrical work often concerns the installation of building security systems that control access to BGE facilities and this work is not functionally integrated with production and maintenance work. In sum, I conclude that the building system technicians lack a sufficient community of interest with production and maintenance employees to require their inclusion in the BGE-wide production and maintenance unit. They have different supervision, skills and functions than production and maintenance employees; they usually work independently or with engineers, vendors, and contractors; and their level of physical work and their contact with facilities equipment technicians is minimal. Although they have some specialized skills and training necessary to oversee and program computerized building and control systems, neither party claims that they are technical employees and they have no contact with and different working conditions from employees whom I have included in the BGE-wide technical unit. In these circumstances, I shall exclude the building systems technicians in 75-01-05 (formerly 75-03-04) from any of the units found appropriate herein.

***Designer, 75-01-05 (formerly 75-03-04)***  
***Senior Drafters, 75-01-02 and 75-01-03 (formerly 75-03-04)***

The parties stipulated to the following two paragraphs:

The Designer assigned to the former Operations Support Unit (75-03-04), MARK A. WEST, has been transferred to the new Facilities Technical Support Unit (75-01-05) within the new Real Estate Planning and Construction Section (75-01). The Designer will continue to perform the same duties as in the former organization and as was presented in the hearing.

There were two Senior Drafters assigned to the former Operations Support Unit (75-03-04). One Senior Drafter, GARY C. THOMPSON, has been transferred to the new Strategic Facilities Planning/Projects Central Unit (75-01-02) within the new Real Estate Planning and

Construction Section (75-01). One Senior Drafter, VIVIAN V. SLACUM, has been transferred to the new Strategic Facilities Planning/Projects Outlying Unit (75-01-03) also within the new Real Estate Planning and Construction Section (75-01). In both cases, the Senior Drafters will continue to perform the same duties as in the former organization and as was presented in the hearing.

The Petitioner contends that the designer and senior drafter are technical employees, who should be excluded from the BGE-wide production and maintenance unit. The Employer disagrees.

There is **one designer** in pay grade 31. The designer reports to the WOB and works flexible hours starting between 6:30 and 9:30 a.m. and ending between 3:00 and 4:30 p.m. The designer prepares furniture drawings, space layouts, electrical drawings, and HVAC drawings for office space. The designer produces the drawings in the pre-construction phase before they are passed on to the facility project administrator for the commencement of work. The facility project administrator or facility project designer (75-07-01, 75-08-01, or 75-09-01), will request, via telephone or e-mail, a drawing of an office space and the designer will pull the drawing from CADD and verify that the measurements are accurate for the space being modified. The designer will review the last revision of the space or if the space is similar to another space, he will verify the measurements with another floor. This is done at the designer's desk. If there is a discrepancy, the designer reports to the site and performs a field check by walking the floor and taking accurate measurements. He then updates the drawing and provides a clean drawing for the facility project administrator or facility project designer in charge of the job. When the job is completed, the drawings come back to the designer and are updated and entered into the system to reflect any project changes. Due to the workload of the facility project administrators, the designer sometimes does design work for the facility project administrator so the work will not have to be contracted out. In this regard, the designer can act as a consultant or a facility project designer. The designer starts from scratch or work from an existing drawing. If the existing space does not satisfy the needs of the group, the designer reconfigures the space.

Although both are doing design work, the designer and the facility project designer differ in that the designer is also responsible for maintaining the as-built drawing database and making sure that the drawings are correct before they are sent to a facility project administrator or facility project designer. The designer spends 60-70 percent of his time performing design work and 30-40 percent of his time pulling CADD drawings and making changes to the master as-built drawings in the CADD system to reflect the project as completed. The designer spends 50 percent of his time in the office and 50 percent of his time in the field. When working in the field, the designer interacts with the senior facility project administrators, the work leaders who are responsible for the job. The designer may also interact with the facility and equipment technicians in 75-08 and 75-09. When interacting with the facility and equipment technicians, the designer checks to make sure that specific codes are complied with for electrical or HVAC work in a particular space. The designer follows OSHA and BOMA (Building Owners Management Association) standards and are responsible for ensuring that their drawings are in compliance with the applicable codes. The designer is responsible for reading various reports in order to remain current on standards that must be followed, such as the Americans with Disabilities Act, building codes and ergonomic theory.

The designer has taken training courses in AutoCADD, a drawing and design package that predates the Micro Station drawing software that is currently used. He has also taken courses in Computer Aided Design, Project Management Basic Techniques and Micro Station overview.

The designer participates in periodic meetings of a Micro Station User group that shares ideas and techniques. The designer received vendor training when Micro Station was upgraded approximately two years ago.

During Hurricane Floyd, the designer was involved in cutting dry ice at the Fleet Services Building at the RBC. He serves as the BGEA (Baltimore Gas and Electric Association) representative for offices in the western part of the company. The BGEA, a social organization, includes various departments outside of the General Services Division.

The record established that the applicable job description (Er. Exh. 4, #154A) is an accurate description of the job that the designer performs. The basic qualifications state that the designer should have “[t]wo years of post-high school education and over eight years in appropriate design, engineering and drafting area (mechanical, civil/structural, electrical, instrumentation & controls) or the equivalent combination of formal education/training and experience.” The basic qualifications also state that a designer should have “[t]wo years experience using a CADD system.”

There are **two senior drafters** in pay grade 29. The senior drafters report to the Windsor Office Building and they work flexible hours. Thirty to forty percent of their work is spent performing design work that is very similar to that done by the designer. The technical nature of this work is exemplified by the architectural furniture plan for the entry level of the EOB at the Rutherford Business Center, which was drawn by one of the senior drafters, and which is typical of the work done by designers and senior drafters at issue. See Er. Exh. 320. Although the senior drafters perform work that is similar to the designer, they focus more on furniture layout, while the designer focuses on project design. The senior drafters layout furniture and create the pre-construction drawing that is delivered to the facility project administrator. Once the project is completed, the senior drafters complete a post-construction update to the drawing. They receive a project plan from the facility project administrator and use the CADD system to lay out furniture, file cabinets and furniture panels that are used to separate cubicles and create walkways. The senior drafters use the same CADD system as the designer. The senior drafters also perform some project design work. They spend 30 percent of their time doing design work, half of which is spent in the field and half of which is spent in the office.

At the time of the hearing, the senior drafters also worked for the Real Estate and Facilities Planning Section 75-01-01, where one of them has been transferred post-hearing. The senior drafters work with the real estate coordinators and perform drawing work and site plan support. The senior drafters spend 20-25 percent of their time performing site plan support. They look at maps and place various buildings on site in scale with acreage, roadways or parking lots. The senior drafters are contacted by the Real Estate and Facilities Planning Section when there is acquisition of new property, construction of a new building, or disposal of property. They work with 75-01-01 in support of the ABCTUR drawing database. The senior drafters use the ABCTUR system, on occasion, to delineate different departments on one floor. The Real Estate and Facilities Planning Section is responsible for maintaining facility space and occupancy, and the senior drafters provide 75-01-01 with floor drawings from Micro Station that can be imported to the ABCTUR system. The senior drafters spend 10-15 percent of their time visiting construction or remodeling sites. They provide a drawing to a facility project administrator and if there is a discrepancy, the senior drafter will report to the work site and measure floor space. The senior drafters will occasionally be on site during construction, if they performed some of the design work on the project. The senior drafters, like the designer, may interact with the facility and equipment technicians and the facility project designers. If their involvement with a project

was limited to pre-construction drawings, the senior drafters will not be on site at the project. After construction is completed, the senior drafters receive drawing changes from furniture or office layouts from operating units in 75-06, 75-08 or 75-09. These drawings show HVAC or electrical changes that the senior drafters must incorporate into the as-built drawing.

The senior drafters utilize the CADD system on a daily basis. They received vendor training when the Micro Station system was upgraded. One of the senior drafters participates in periodic meetings of the Micro Station User group with the designer, and has received ABCTUR training, which was conducted on-site by a vendor two or three years ago. The senior drafters, like the designer, must be familiar with OSHA, BOMA and ergonomic standards and it is their responsibility to keep current on these standards.

The record reflects that one senior drafter, Calvin Little, left 75-03-04 four years ago and went to work in the same classification as a senior drafter in another division, the Gas Distribution Division. Since then, he has returned to 75-06 as a facility project designer. During Hurricane Floyd, one of the senior drafters cut ice at the Fleet Services Building. The record established that the applicable job description for the senior drafters (Er. Exh. 4, #731A) is accurate.

I conclude that the designer in 75-01-05 (formerly 75-03-04) and senior drafters in 75-01-02 and -03 (formerly 75-03-04) are technical employees who should be included in the BGE-wide technical unit found appropriate in 5-RC-14908. Much of their time is spent on the same type of design and drafting work done by designers and drafters throughout BGE, whom I found to be technical employees. The skills and experience necessary to be a designer in 75-01-05 (formerly 75-01-02) and senior drafter in 75-01-02 and -03 (formerly 75-01-02) are nearly identical to those required of designers and drafters in the ETDD and Gas Distribution Division. They all receive the same or similar CADD training, have the same qualifications and use the same basic processes under similar working conditions to create CADD drawings. In fact, the record shows that drafters and designers have often moved from one division to another. **See Er. Exh. 385.** The designer in 75-01-05 (formerly 75-03-04) and senior drafters in 75-01-02 and -03 (formerly 75-03-04) have specialized skills and job duties that require independent judgment: they gather information; use computers to layout complex designs; and determine the order of construction and the materials needed for the project. Like the other design and drafting personnel throughout BGE that I have found to be technical employees, their jobs require significant experience and training. The designer has received training in CADD, Auto CADD, and the Micro Station design program. The senior drafters have also received training on the Micro Station system, and one of them received a five-day training session on the ABCTUR system. They have also been trained on the application of OSHA standards and ergonomic theory and they are responsible for ensuring that designs meet ADA requirements. The technical nature of this work is exemplified by Employer Exhibit 320. They work under completely different working conditions than production and maintenance employees and they have separate immediate supervision from production and maintenance employees. They have no significant contact with employees in the production and maintenance unit, nor do they interchange with them. Like other technical employees throughout BGE they have technical skills, functions, and training, use and receive special training on CADD, work in an office environment on a flexible schedule, and receive grade 31 pay and the same benefits. In these circumstances, I conclude that the designer in 75-01-05 (formerly 75-03-04) and senior drafters in 75-01-02 and -03 (formerly 75-03-04) are technical employees. Fisher Controls, 192 NLRB 514; PECO Energy Co., 322 NLRB at 1084 (draftsmen who create schematics to modify systems, using CADD, drafting tables and desks, are technicals); Allis-Chalmers Manufacturing Co., 128 NLRB at 89 (designers and drafters are

technical employees, even absent any formal educational requirements); Waldorf Instrument Co., 122 NLRB at 806 (designers and drafters required to have a high school diploma and 500-1000 hours of training or equivalent experience are technical employees). In addition, they perform similar technical functions and utilize similar technical skills and training under similar working conditions as other design personnel found to be technical employees in 5-RC-14908. In these circumstances, I shall include the designer in 75-01-05 (formerly 75-03-04) and senior drafters in 75-01-02 and -03 (formerly 75-03-04) in the BGE-wide technical unit found appropriate in 5-RC-14908.

***Furniture Repairer, 75-01-04 (formerly 75-03-04)***

The parties stipulated to the following paragraph: There were two Furniture Repairers working in Unit 75-03-04. Both Furniture Repairers, WILLIAM H. GATLING and JIMMIE C. THOMPSON, JR., have been transferred to the new Real Estate Management Unit (75-01-04) within the new Real Estate Planning and Construction Section (75-01). The Furniture Repairers will continue to perform the same job duties as in the former organization and as was presented in the hearing.

There are two furniture repairers in pay grade 26. At the time of the hearing, they were supervised by the principal administrative assistant, a work leader for work group 4 in 75-03-04, who also supervised the senior administrative assistant. The furniture repairers report to the office area on the third floor of the Monument Street Warehouse at the Front Street Complex. They have flexible hours. They usually see the senior administrative assistant before they leave and when they return to the warehouse. One of the furniture repairers, William Gatling, spends 80 percent of his time at the warehouse, while the other, Jimmy Thompson, spends 20 percent of his time at the warehouse. When working in the office, furniture repairer Gatling spends 20-25 percent of his time inside of the office area and the remainder of his time on the warehouse floor. In the office, furniture repairer Gatling is reviewing voice mail and e-mail, reviewing job assignments with the work leader, and discussing upcoming jobs, particularly hauling responsibilities, with the senior administrative assistant. He will make arrangements for furniture that needs to be sent to the refurbisher or he will tell the work leader and the work leader will make the arrangements. When a product is returned to the warehouse after office space has been broken down, furniture repairer Gatling determines what furniture will stay on hand and what furniture will go back to the refurbisher. Furniture repairer Gatling does not have the authority to reject work that has not been adequately performed, although he reports such work to the work leader, who typically follows his recommendation.

When working at the warehouse, the furniture repairers are performing repair of furniture that could not be repaired on site. They are looking for products, pulling the material necessary for a workstation, assembling furniture for hauling and delivery, cutting keys and coordinating the work of the hauling contractors. The furniture repairers are given a list from the facility project administrator or the facility project designer that specifies how much and what type of furniture is needed. They pull the material using a hand truck, wrap it for transport, identify it as part of a particular workstation, and place it in a holding area for the hauling contractors. They are responsible for reviewing the schedules from the facility project administrators and facility project designers and for determining what materials must be sent to meet deadlines. They then instruct the hauling contractor about what must be delivered and where.

The furniture repairers use e-mail and telephones to communicate with individuals, who have requested furniture, or with vendors to identify where furniture is in stock for a certain project. They make repairs on any furniture that is broken and install keyboard trays. They use basic hand tools, including hammers, screwdrivers, wrenches and a key cutting machine. When they are not working in the warehouse, the furniture repairers could report to any BGE location to perform requested repairs. Requests for repair are usually made to a central number and the administrative assistant logs the call into a database. The work leader then prepares work sheets for the furniture repairers.

Furniture repairer Thompson, who spends more time outside of the warehouse, receives a list from the work leader and checks his email and phone messages to determine whether any requests have been made to him personally. Thompson informs his work leader of additional requests so they can be added to his list. Furniture repairer Thompson drives a company van and travels to different locations to make necessary repairs. He brings his toolbox and standard repair parts.

The furniture repairers make repairs on site, when possible. If the repair cannot be completed on site, the furniture repairers load the furniture in the van and bring it back to the shop or take it to the vendor for repairs. If the furniture is too large, the furniture repairer calls the warehouse and makes arrangements for the hauling contractor to bring the furniture to the warehouse.

The furniture repairers use a workbench in the warehouse space on the third floor to repair furniture. They wear hard hats when retrieving furniture from areas of the company where hard hats are required. They wear face shields for protection, particularly when they are cutting keys. The furniture repairers have uniforms, but they are not required to wear them. They wear safety shoes. When working in the field, the furniture repairers interact with the individual who placed the repair call. They work together with the facility and equipment technicians to assist them with furniture repairs in their various areas.

The applicable job description (Er. Exh. 4, #364B) is generally accurate, but certain tasks, such as “[p]repares ... office furniture such as desk tables, file cabinets and bookcases;” and “[p]aints with spray gun, brush and electrostatic painting machine” are not performed anymore. These tasks have been taken over by the refurbisher, an outside contractor.

I conclude that the furniture repairers in former 75-03-04 share a sufficient community of interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit. They are in weekly grade 26 jobs like some other production and maintenance employees and they report to the Monument Street Warehouse where they repair office furniture and use basic hand and power tools to do so. While at the warehouse, the furniture repairers fix broken casters on chairs, broken locks on desks, stuck drawers, and inspect and assemble new furniture and office panels. If this material passes inspection, they wrap it in shrink wrap and stage it for pick up by the contract haulers for delivery. I note that the lighting refurbisher in 9-02-02, whom both parties have agreed to include in the production and maintenance unit, has comparable skills and spends the vast majority of his time at the Monument Street Warehouse where lighting fixtures and components are stored and where the refurbishing facilities are set up. When away from the Monument Street Warehouse, the furniture repairers travel to the various BGE sites in a van that is fully equipped with the tools and parts they need to effect repairs. They are called upon to fix a piece of furniture, pick up a piece of broken furniture for delivery to the warehouse, or help the facility and equipment technicians move and install

some office panels or furniture. When performing this work, they have face-to-face discussions with the facility and equipment technician responsible for that area. They spend the bulk of their day performing physical maintenance work on furniture, whether in the warehouse or in the field. Concededly, at the time of the hearing, they had separate immediate supervision from other production and maintenance employees, but many of the production and maintenance throughout BGE do not share common immediate supervision. Moreover, although there is no evidence of temporary interchange with production and maintenance employees, they perform maintenance and delivery functions for furniture, spend significant time in the warehouse or field performing physical labor with hand tools, receive comparable pay and the same benefits as production and maintenance employees, and have comparable skills and functions. In these circumstances, I shall include the furniture repairers in 75-01-04 (formerly 75-03-04) in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909.

***Senior Administrative Assistant, 75-01-04 (formerly 75-03-04)***

The parties stipulated to the following paragraph: There was one SAA assigned to the former Operations Support Unit (75-03-04). The SAA, BRENDA J. WHITNEY, has been transferred to the new Real Estate Management Unit (75-01-04) within the new real Estate Planning and Construction Section (75-01). The SAA will continue to perform the same job duties as in the former organization and as was presented in the hearing.

There is one senior administrative assistant in pay grade 26. At the time of the hearing, she was supervised by the principal administrative assistant, the work leader for work group 4 in former 75-03-04. She has flexible work hours. The senior administrative assistant works on the third floor of the Monument Street warehouse, in the same location as the furniture repairers. Her desk is in the front part of a large office area, which is separate from the maintenance shop on that floor. Behind her are a table, copier and printer and the cubicles of the furniture repairers. She spends almost all of her time in the office area.

The senior administrative assistant receives telephone calls that are made to the central number for furniture repair, new keys, and requests for boxes and hauling services. She enters job and work ticket information into a database for use by the furniture repairers or the hauling contractors. As work requests come in, the senior administrative assistant forwards them to the furniture repairers or the work leader. She takes 20-30 calls per day. The majority of the senior administrative assistant's day is taken up by telephone calls or e-mail requests for furniture repair. There is also an electronic problem management system where the senior administrative assistant receives electronic requests for furniture repair. She enters the information into the database and forwards calls to the furniture repairers or the work leader. The remainder of the senior administrative assistant's time is spent coordinating the hauling contractors for deliveries or pickups. She also pages the furniture repairers when they are in the field, depending on the urgency, the nature of the call and the route of the furniture repairer. There is a great deal of communication between the senior administrative assistant and the furniture repairers. The furniture repairers rely on her to provide them with requests so that they will not make repeated trips and to contact them for high priority calls. The furniture repairers generally see the senior administrative assistant before they leave the warehouse and when they return. The senior administrative assistant keeps track of what products are leaving the warehouse for various projects.

I conclude that the senior administrative assistant in 75-01-04 (formerly 75-03-04) is an office clerical employee who does not share community of interest with employees in any of the units found appropriate herein. She has different working conditions and different skills and functions than unit employees and she does not interchange with them. She spends almost all of her work time in the large office area on the third floor of the Front Street Warehouse, which is separate from the maintenance shop on that floor. She has different skills and functions than production and maintenance employees. She provides administrative and clerical support for the furniture operation of the unit. She receives phone calls and e-mails for furniture repair, requests for keys, and coordinates with outside furniture haulers for deliveries and pickups of boxes. Like other office clericals, she enters work ticket information into a computer database and uses the database to answer telephone inquiries regarding the status of jobs. The record contains little evidence of contact with the furniture repairers, other than the fact that she may page them a couple times a day or talk to them about assignments when she sees them in the office. As noted supra, the mere handling of production related material does not transform an office clerical into a plant clerical. Continuous Curve Contact Lenses, 236 NLRB 1330, 1332 n. 6 (1978); Nuturn Corp., 235 NLRB 1139 (1978). Moreover, in ITT Lighting Fixtures, 249 NLRB 441 (1980), the Board found that a clerical employee who spent twenty-five percent of his time in production areas and had daily contact with production employees, but spent the majority of his time in the office was an office clerical. Based on the foregoing, I conclude that the senior administrative assistant in 75-01-04 (formerly 75-03-04) is an office clerical employee who does not share a community of interest with employees in any of the units found appropriate herein, and is excluded from any of the units found appropriate herein.

**Customer Support Unit, 75-03-05 - Supervisor, William J. Peters, Jr.**

The parties stipulated to the following paragraph.

The former Customer Support Unit (75-03-05) function was transferred from the former Facilities and Fleet Operations Support Section (75-03) to the new Corporate Security Services Section (75-0A). Two disputed job classifications worked in the former Customer Support Unit – the Customer Support Representative and the Principal Administrative Assistant.

The former Customer Support Unit runs a 24-hour, 7-day operation for employees to call concerning problems with a vehicle or a facility. It monitors the access control system, the alarms on different pieces of equipment, and the hyper-scan system that consists of fourteen cameras located at various gas gauge stations, electric substations and service centers. It issues all federal identifications for BGE. It fields calls from the media regarding power outages related to a storm, provides road service for vehicle problems, schedules executive vehicles for maintenance and provides replacement vehicle during maintenance service. The former Customer Support Unit is located in the front of the Fleet Services Building. At the time of the hearing, all the employees in 75-03-05 were located in this area.

There are two weekly classifications in dispute in the former Customer Support Unit: the customer support representative and principal administrative assistant. The Petitioner seeks to exclude these classifications. BGE seeks to include them in the BGE-wide production and maintenance unit.

***Customer Support Representative, 75-0A-03 (formerly 75-03-05)***

The parties stipulated to the following paragraph: In connection with the transfer of the Customer Support Unit function to the Corporate Security Services Section (75-0A), the CSR's, ALAN J. MCCREADY, DANIEL M. MCDONALD, CURTIS D. PARKER, MICHAEL E. PLATZKE, DANIEL H. THOMPSON, JR., DAVID M. WEAVER, and FRANCIS E. WOODS, were transferred to the new Customer Support Unit (75-0A-03). They continue to perform the same job duties as in the prior organization and as was presented in the hearing.

At the time of the hearing there were eight customer support representatives in pay grade 28. They spend 100 percent of their time in the office area and wear casual business attire. They work a variety of shifts to provide 24/7 coverage for the Control Center, 24 hours a day, 7 days a week. There are six different shifts, which are rotated, and the hours are 6:00 a.m. to 2:30 p.m., 6:30 a.m. to 3:00 p.m., 7:30 a.m. to 4:00 p.m., 9:00 a.m. to 7:00 p.m., 7:00 a.m. to 7:00 p.m., and 7:00 p.m. to 7:00 a.m. There are two customer support work leaders who work between 7:00 a.m. and 4:30 p.m. There are six different job functions. Five customer support representatives work at the same time covering four different function areas. One customer support representative arranges for employees to bring their vehicles in for maintenance and provides them with a loaner vehicle. They also handle "tripping" of vehicles where a contractor moves the vehicles between properties. Another customer support representative handles photo identification for any employee who comes in during the day and needs a new photo. The request could be in person, via inter-office mail, or by electronic request. They also provide individuals with upgraded access to different buildings. The third customer support representative handles customer surveys, mission testing and clerical work. The other two customer support representatives remain on the console taking telephone calls, dispatching road service, entering work orders, and monitoring the alarms, hyper-scan system and cameras, in case an alarm goes off from a substation or gas gate station. Of these five positions, one customer support representative works from 9:00 a.m. to 7:00 p.m. and another works from 7:00 a.m. to 7:00 p.m. During the 7:00 p.m. to 7:00 a.m. shift, the customer support representative handles control center calls. The customer support representatives are trained in all areas.

When working in the control center, the customer support representatives field calls from the media and customers, dispatch towing vendors and contractors, and handle problems at various facilities. They enter work orders and vehicle complaints into the Fleet Anywhere Management System. If anyone has a problem with a company vehicle, they come to the control room and inform the customer support representative that they are dropping the vehicle off for service. The customer support representatives interact with the vehicle mechanics up to six times a day regarding questions about an order or the location of a vehicle. The customer support representatives at the console input information into the daily unit log to highlight special events, problems, and unusual occurrences. The entries are made throughout the day. The night shift customer support representative generates the log just before the end of the shift.

When calls to the control center concern a problem in a facility, the customer support representative contacts the individual on-call for that property and has them dispatched. The customer support representative will contact the facilities and equipment technician or the lead facilities and equipment technician, if the former is unavailable. The control center monitors the 800 megahertz radio system. The customer support representatives monitor the alarm systems for chillers, fans, hot air supply temperature, water temperature and fire alarms. These alarms are adjacent to the console. If one of the alarms goes off, the customer support representative silences the alarm and makes a determination about the priority level of the alarm. The customer

support technician then calls the facilities and equipment technician or the principal administrative assistant in the section where the alarm went off. If the hyper-scan camera alarm goes off, the customer support representative pulls up the camera and attempts to determine what caused the alarm to go off. The customer support representatives also monitor the Honeywell Photo I.D. Access Control System.

The customer support representative who handles the photo identification cards also processes cards for contractors and handles fingerprinting for BGE Home cards. This customer support representative issues about 20 photo identification cards per day. About 50 percent of this work is for employees and 40 percent is for contractors. The process of obtaining an identification card takes 20 minutes. When this customer support representative is not issuing identification cards, he provides relief to the control center. The customer support representative who handles "tripping" starts his shift around 6:00 a.m. and reviews the "tripping" schedule to determine which vehicles need to be moved and which vehicles need to be picked up. He also handles any maintenance request from walk-in customers and executives that come in to drop off their vehicles for repair. The customer support representative that handles customer surveys oversees the vehicle emissions testing program and sends out surveys through the mail to determine customer satisfaction. This customer support representative also assists at the control center.

Three of the customer support representatives were previously vehicle mechanics, although former experience as a vehicle mechanic is not a prerequisite for this classification. See job histories of the remaining customer support representatives as set forth in Petitioner Exhibits 140-146. Two of the customer support representatives worked as either a security control monitor or a control response officer. The record established that the applicable job description (Er. Exh. 4, #351B) is an accurate description of the customer support representative position. The record further established that the customer support representatives perform the same duties, under the same working conditions, as they did when this classification was excluded from the production and maintenance unit by the Regional Director in 1996. Er. Exh. 9C, p. 7-28.

Without deciding the issue of whether the customer service representatives are guards under Section 9(b)(3) of the Act, I conclude that they do not share a sufficient community of interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909. They have different working conditions and different skills and functions than production and maintenance employees. They spend 100 percent of their time in an office area. They wear casual business attire and perform no physical work. There is no evidence of any temporary interchange between the customer service representatives and production and maintenance employees. Although three customer service representatives were former vehicle mechanics, I accord little weight to interchange that involves nothing more than a voluntary or permanent transfer to or from a bargaining unit position. Renzetti's Market, Inc., 238 NLRB 174, 175 n. 8 (1978); Penn Color, Inc., 249 NLRB 1117, 1119 (1980). In any event, prior experience as a vehicle mechanic is not required, and there is no evidence that customer service representatives perform any mechanic duties in their current positions, or vice versa. No party claims that the customer service representatives are technical employees and there is no evidence to support such a conclusion. In these circumstances, I shall exclude the customer service representatives in 75-0A-03 (formerly 73-03-05) from any of the units found appropriate herein.

***Principal Administrative Assistant, 75-03-07 (formerly 75-03-05)***

The parties stipulated to the following paragraph: There was one PAA, CAROL J. KEMP, working in the former Customer Support Unit (75-03-05). That job has been transferred to the new Fleet Quality Assurance Section (75-03-07). The PAA will continue to function as a “fuels clerk” and to perform the same job duties as in the former organization and as was presented in the hearing.

There is one principal administrative assistant in the former Customer Support Unit 73-03-05 in pay grade 28. The principal administrative assistant performs similar duties under the same working conditions as she did as the fleet control clerk when that classification was excluded from the production and maintenance unit by the Regional Director in 1996. See Er. Exh. 9C at 7-27. At the time of the hearing, the principal administrative assistant was in work group 1 and was supervised by the supervisor of customer support. She is located in the former Customer Support Unit in the front of the Fleet Services Building and is responsible for fueling operations at BGE fleet shops where there are fuel storage areas for gasoline, diesel or natural gas.

The principal administrative assistant orders fuel and monitors the fuel tanks on a daily basis. She handles all of the orders and bills for fuel procurement at the fleet shops. She coordinates the delivery of fuel with the lead or vehicle mechanic in the fleet shops to ensure that someone is present to receive a delivery and sign for the receipt. She ensures that all equipment is tested and meets Maryland State standards. She files paperwork that allows BGE to operate as a dispenser of gas diesel. The principal administrative assistant monitors the fuel tanks through the Fuel Force computer program that allows her to take daily readings of how much fuel is being dispensed to vehicles. She is responsible for ensuring that the fuel going out matches the readings. She coordinates by telephone with the lead or vehicle mechanics in the fleet shops to make sure that someone is present when vendors come on site to deliver fuel or test equipment. She is in daily contact with the fleet shops. She occasionally receives a call from field personnel who are having a problem purchasing fuel. The principal administrative assistant is involved with the fuel card system and receives copies of every transaction. She resolves problems with fuel bills. She handles petty cash. She receives special reports of abuse, and sends them to the managers of the various departments. She does not have any interaction with the drivers or cardholders.

I conclude that the principal administrative assistant in 75-03-07 (formerly 75-03-05) like the principal administrative assistants in 75-01-02, 75-03-07, and 75-03-08 (formerly 75-03-02) do not share a community of interest with employees in any of the units found appropriate herein. She has different working conditions and skills and functions than production and maintenance employees. She works in an office area at the Rutherford Business Center where she spends her time working on her computer or dealing with vendors. She orders fuel, handles bills and paperwork related to diesel fuel, monitors the testing of equipment to meet state standards, monitors fuel tank levels through the Fuel Force computer program, and monitors the fuel charge card system. She also contacts the lead mechanic or vehicle mechanic by phone to make sure they are present at the fleet shops to accept fuel delivery. Otherwise, her contact with field employees is limited to times when they call her because they are having a problem obtaining fuel at a fueling station. She has different supervision from production and maintenance employees and no interchange or face-to-face contact with them. No party claims that the principal administrative assistants are technical employees and there is no evidence to support such a

conclusion. In these circumstances, I shall exclude the principal administrative assistants in 75-03-07 (formerly 75-03-05) from any of the units found appropriate herein.

### **Safety and Training Unit 75-03-06**

The parties stipulated to the following paragraph: The former Safety and Training Unit (75-03-06) was transferred from the former Facilities and Fleet Operations Support Section (75-03) to the new Engineering and Technical Support Section (75-03). The related transfer of personnel involved four disputed job classifications.

The former Safety and Training Unit in 75-03-06, oversees safety and environmental compliance for Department 75, and administers the driver/equipment operator training program for BGE. There are four weekly positions in this transferred unit: safety specialist, environmental technician, fleet equipment instructor and senior administrative assistant. The Petitioner seeks to exclude these positions, while BGE seeks to include them in the BGE-wide production and maintenance unit. The transcript of testimony from 1996 was submitted for the fleet equipment instructor and the senior administrative assistant.

### ***Safety Specialist, 75-03-07 (formerly 75-03-06)***

The parties stipulated to the following paragraph.

The Safety Specialist, WILBERT BEASLEY, assigned to the former Safety and Training Unit (75-03-06) has been transferred to the new Fleet Quality Assurance Unit (75-03-07) within the Engineering and Technical Support Section (75-03). The Safety Specialist continues to perform the same job duties as in the former organization and as was presented in the hearing.

There is one safety specialist in pay grade 30. At the time of the hearing, the safety specialist was supervised by the supervisor of Fleet Safety and Training Support, who also supervised the environmental technician, the fleet equipment instructors and the senior administrative assistant. The safety specialist reports to the Fleet Building at the RBC and works flexible hours. The safety specialist spends 20-25 percent of his time at the Brandon Shores Field House. The remainder of his time is spent on safety audits. He makes unannounced visits to office facilities or shops. The safety specialist creates an inspection schedule that subjects each BGE shop location to a quarterly audit and each office location to a semi-annual audit. Shop locations include fleet shops, custodial service areas, facility and equipment technician shops and the furniture shop. The safety audits are limited to any of the properties that are operated and maintained by Department 75. At the conclusion of an audit, the safety specialist will send an e-mail that documents his findings.

When conducting a safety audit at one of the shops, the safety specialist makes a general observation of the work area and environment to determine hazards. When conducting safety audits in the shop area, the safety specialist wears personal protective equipment. The safety specialist also observes work practices to determine whether employees are wearing the necessary safety equipment, such as eye protection, work shoes or face shields. The safety specialist uses a scale for any infraction that he finds and the supervisor of the area is assessed points for the infractions.

The safety specialist makes unannounced inspections regarding outside work that the facilities and equipment technicians are performing. The safety specialist often becomes aware of projects in one of the facilities by speaking to the senior administrative assistant. When the safety specialist becomes aware of projects that are administered by Department 75, he will show up unannounced to observe the work that BGE employees and contract employees are performing. He observes their use of tools and safety equipment. A scheduled safety inspection could last anywhere from a few minutes to four hours. If the safety specialist conducts an inspection in a shop and sees an unsafe act or work practice, he will immediately speak to the lead mechanic and if that person is not available, he will discuss the situation with a mechanic.

The safety specialist also serves as the fire warden for various facilities. In that capacity, the safety specialist insures that fire drills are held on a periodic basis and he observes and critiques evacuations. The safety specialist is also responsible for auditing the fire extinguisher inspection program. The safety specialist is the safety trainer for Department 75. He conducts mandatory safety meeting each quarter for employees who are actually using tools and equipment. These employees include vehicle mechanics, lead vehicle mechanics, facilities coordinators, facilities and equipment technicians, facilities project administrators, senior administrators, facility project designers, quality assurance inspectors in the Fleet Shop area, fleet technicians, vehicle damage coordinators, environmental technicians, the administrative assistant in 75-06-02 and the senior administrative assistants in 75-08-01. The safety specialist prepares materials, obtains samples and conducts training sessions, which usually last about two and a half-hours. The safety specialist also gets involved in "tail gate" meetings or small work group meetings.

In 1996, the Regional Director excluded the safety specialist after finding that he did not share a sufficient community of interest with production and maintenance employees to require inclusion in the production and maintenance unit. See Er. Exh. 9C at 7-29. The record reflects that since 1996, BGE has emphasized that the safety specialist work more in the field to enhance accident-free performance. The safety specialist spends one-quarter of his time in meetings and generally wears jeans or casual slacks and casual shirts. The safety specialist is required to have a high level of familiarity with OSHA and MOSHA regulations and frequently reviews safety periodicals.

I conclude that the safety specialist in 75-03-07 (formerly 75-03-06) does not share a sufficient community of interest with employees in any of the units found appropriate herein. The safety specialist has different skills and functions than unit employees and separate immediate supervision from them. His job consists of observing the work of other BGE employees, who may or may not be production and maintenance or technical employees, and outside contractors working for BGE, and then reporting any safety infractions that they commit to management. He does not perform any production and maintenance or technical work himself and his interests are not always aligned with unit employees. Unlike the safety specialists in 28-01-05, his contact with production and maintenance employees is limited to occasionally observing them and occasionally speaking to them about safe work practices. No party claims that the safety specialist is a technical employee. In these circumstances, I shall exclude the safety specialist in 75-03-07 (formerly 75-03-06) from any of the units found appropriate herein. Cf. Power, Inc., 311 NLRB 599, 608 (1993), enforced, 40 F.3d 409 (D.C. Cir. 1994) (excluding safety director responsible for on-site safety related matters from a production and maintenance unit because of his distinctive skills, despite daily contact with field employees).

***Environmental Technician, 75-03-07 (formerly 75-03-06)***

The parties stipulated to the following paragraph.

The Environmental Technician, WILLIAM E, MUELLER, JR., assigned to the former Safety and Training Unit (75-03-06) has been transferred to the new Fleet Quality Assurance Unit (75-03-07) within the Engineering and Technical Support Section (75-03). The Environmental Technician continues to perform the same job duties as in the former organization and as was presented in the hearing.

There is one environmental technician, William Mueller, in pay grade 30. Like the safety specialist, he reports to work at the Brandon Shores Field Office and works flexible hours. At the time of the hearing, the environmental technician was supervised by the supervisor for Fleet Safety and Training Support, who also supervised the safety specialist, fleet equipment instructors and senior administrative assistant. The environmental technician is responsible for insuring that Department 75 is in compliance with all of BGE's environmental procedures and regulations such as storage and disposal of hazardous materials, waste oil, antifreeze, and cleaning solvents. Like the safety specialist, the environmental technician schedules planned audits in the shops and offices. At the conclusion of the audit, the environmental technician sends an e-mail documenting his findings. When reporting to a shop area for an audit, the environmental technician makes general environmental observations. In the Fleet Shop, for example, the environmental technician makes sure that lids are on refueling points. He may check oil levels in waste oil tanks and look for signs that spent antifreeze is being collected properly. If the environmental technician discovers an environmental hazard, he has the situation corrected immediately by talking to any responsible party in the location.

The environmental audits usually last for one hour or longer, depending on the size of the location. The environmental technician usually discusses issues with vehicle mechanics and lead mechanics. If he is in the facilities and equipment technician workshop, he discusses issues with the facilities and equipment technicians, the lead facilities and equipment technician or supervisors. The environmental technician determines ways to reduce costs and dispose of materials more efficiently. He provides guidance to the facilities and equipment technicians for installing equipment. The environmental technician subscribes to various periodicals and industry newsletters so that he is aware of new products. He identifies new products and makes recommendations to management on purchases of new products, which are generally followed. He also makes sure that employees are instructed on how to use new products properly.

Like the safety specialist, the environmental technician spends 75 percent of his time in the field and 25 percent of his time in his cubicle. Of the 75 percent of the time that he spends in the field, the environmental technician spends 40 percent of this time conducting audits. The environmental technician conducts training for employees in Department 75 about hazardous material disposal and the use of new and environmentally friendly products. He is also primarily responsible for recycling activities in Department 75 and he interacts with the facilities coordinators to administer BGE's recycling program. The environmental technician is required to keep current on EPA and state environmental requirements, and spends part of his working time reading periodicals and industrial newsletters.

I conclude that the environmental technician in 75-03-07 (formerly 75-03-06) does not share a sufficient community of interest with employees in any of the units found appropriate herein. His job is very similar to the safety specialist, whom I have excluded. Like the safety

specialist, the environmental technician has different skills and functions than unit employees and separate immediate supervision from unit employees. He makes unannounced audits of BGE shops and offices. His job consists of observing the work of other BGE employees, who may or may not be production and maintenance or technical employees, and outside contractors working for BGE, and then reporting any environmental infractions that they commit to management. He does not perform any production and maintenance or technical work himself. His contact with production and maintenance or technical employees is generally limited to observing them during audits and occasionally speaking to them about environmental compliance matters or environmental problems that are encountered, or occasionally training them about hazardous waste disposal and the use of new products. The environmental technician must keep abreast of federal and state environmental laws, regulations and developments and impart this body of knowledge to unit employees. No party claims that the environmental technician is a technical employee. In these circumstances, I shall exclude the environmental technician in 75-03-07 (formerly 75-03-06) from any of the units found appropriate herein. Cf. Power, Inc., 311 NLRB 599, 608 (1993), enforced, 40 F.3d 409 (D.C. Cir. 1994) (excluding safety director whose time was spent on matters pertaining to compliance with federal safety laws and state environmental regulations from a production and maintenance unit because of his distinctive skills and knowledge, despite daily contact with field employees).

***Fleet Equipment Instructor, 75-03-06***

The parties stipulated to the following paragraph.

The Fleet Equipment Instructors, THOMAS A. FELL, JAMES N. HOCK, JR., LEO NOVAK, and JOSEPH C. PHELPS, JR., assigned to the former Safety and Training Unit (75-03-06) have been transferred to the new Safety and Training Unit (75-03-06) within the new Engineering and technical Support Section (75-03). They continue to perform the same job duties as in the former organization and as was presented in the hearing.

There are four fleet equipment instructors in pay grade 29. At the time of the hearing, they were supervised by the supervisor for Fleet Safety and Training Support, who also supervised the environmental technician, the safety specialist and the senior administrative assistant. The fleet equipment instructors are located in the Fleet Building at the RBC. Their work hours are 6:30 a.m. to 3:00 p.m. They have flex time available. The fleet equipment instructors provide training for all drivers and operators of vehicle mounted auxiliary equipment. They conduct the one-day initial authorization class for passenger cars, station wagons, smaller vans and small four-wheel drive vehicles. Prior to allowing an employee into the class, the fleet equipment instructor reviews the employee's motor vehicle record and company accident history. In the one-day authorization class, part of the time is spent familiarizing employees with the safe driving system. The fleet equipment instructors review company policy and then evaluate the driver with a road test. At that point, if the employee passes the road test, they will be authorized to drive a company vehicle. If the employee is having problems, the fleet equipment instructor can evaluate the performance of the driver and make a recommendation to the employee's supervisor that the individual needs additional training.

The next level of authorization is for commercial motor vehicles. The fleet equipment instructors conduct a three-day class. The first day, they review the same material as the one-day authorization class. The other two days are spent working on either the motor vehicle driving range, road activity, or determining whether or not the driver is familiar with motor carrier safety regulations. The fleet equipment instructors also provide the same authorization for vehicle-

mounted auxiliary equipment such as bucket trucks, dump trucks and corner mounts. The fleet equipment instructors also provide a nine-day training course for individuals to secure a CDL (commercial drivers' license). Three days of the training course are for the authorization process, one day is to teach the employee how to pass the written or oral Motor Vehicle Administration Law test, and five days are spent teaching the employee how to pass the driving portion of the test. If an individual is hired and already has a CDL, they are required to attend the first day of the three-day authorization class during which they are instructed on the safe driving system and on company driving policy. If necessary, the fleet equipment instructors provide refresher courses.

The fleet equipment instructors also conduct the remedial training program. This program is mandatory and is triggered by an employee's vehicle accident history. The remedial training program is an eight-hour class composed of three trainees and one fleet equipment instructor. The next level of remedial training is risk reduction, which is one-on-one with the fleet equipment instructor. This is also an eight-hour class. The fleet equipment instructors have the responsibility for teaching employees about the transportation of hazardous materials.

In addition to working at the driving range and on the road, the fleet equipment instructors have direct face-to-face contact with all drivers. At the conclusion of the training, the employee is given a wallet card to verify that they have received training. The fleet equipment instructors spend 80 percent of their time training and the rest of the time preparing for classes, monitoring trade journals and federal and state regulations, or answering questions.

I conclude that the fleet equipment instructors in Safety and Training Unit in 75-03-06 do not share a sufficient community of interest with employees in any of the units found appropriate herein. They have different skills and functions than unit employees and separate immediate supervision from unit employees. They train drivers and operators of vehicles maintained by BGE. They check the motor vehicle records of all new drivers and conduct classes for employees who are seeking to obtain a commercial driver's license. They also conduct refresher classes that employees must take once every five years. The fleet equipment instructors evaluate the performance of their students and may deny driving privileges. They spend eighty percent of their time training employees. The remainder of their work time is spent preparing for classes, monitoring trade journals and reviewing state and federal regulations. There is no evidence of interchange with unit employees. Any contact that they have with production and maintenance or technical employees is no different than the contact that they have with excluded employees and is limited to an initial training class and refresher course every five years. They do not perform any production and maintenance or technical work. In these circumstances, I find that the fleet equipment instructors do not share a community of interest with their students, who need not necessarily be production and maintenance or technical employees. Cf. Western Electric Co., 126 NLRB 1346, 1356 (1960). No party claims that the environmental technician is a technical employee. In these circumstances, I shall exclude the fleet equipment instructors in 75-03-06 from any of the units found appropriate herein.

***Senior Administrative Assistant, 75-03-06***

The parties stipulated to the following paragraph.

The SAA, LISA M. BENNY, assigned to the former Safety and Training Unit (75-03-06) has been transferred to the new Safety and Training Unit (75-03-06) within the new Engineering

and Technical Support Section (75-03). The SAA continues to perform the same job duties as in the former organization and as was presented in the hearing

There is one senior administrative assistant in pay grade 26. At the time of the hearing, the administrative assistant was supervised by the supervisor of the former Fleet Safety and Training Support Unit. The senior administrative assistant reports to the Fleet Building at the RBC and sits next to the fleet equipment instructors. The senior administrative assistant schedules the work of the fleet equipment instructors. She spends 5 percent of her time providing secretarial assistance to the supervisor, 20 percent of her time working with MVA records, and 30 percent of her time doing annual driver record review. She contacts the Motor Vehicle Administration to schedule commercial drivers' license testing and records all of the training histories for the trainees. The senior administrative assistant mails a form to each individual driver for a review or statement of convictions. The driver completes the form and returns it to the senior administrative assistant. Once the information is reviewed against the driving record, the senior administrative assistant files the form and the driver's qualification card. The senior administrative assistant is required to attend all quarterly department safety meetings.

I conclude that senior administrative assistant in 75-03-06 is an office clerical employee who does not share such a community of interest with employees in any of the units found appropriate herein. She has different working conditions and skills and functions than production and maintenance employees or technical employees. She spends all of her time working in an office environment performing essentially office clerical duties. She schedules the work of the fleet equipment instructors, contacts drivers to schedule classes, contacts the MVA to schedule tests for employees seeking commercial licenses, records training histories, and checks driving records. She has separate supervision from unit employees and any contact that she has with them is limited to telephonically scheduling training classes. She does not interchange with unit employees and she performs no unit work. No party claims that the senior administrative assistant is a technical employee. In these circumstances, I shall exclude the senior administrative assistant in 75-03-06 from any of the units found appropriate herein. Mitchellace, Inc., 314 NLRB 536 (1994); Cook Composites & Polymers Co., 313 NLRB 1105, 1108-09 (1994); Avecor, Inc., 309 NLRB 73, 75 (1992).

#### **Fleet Engineering Section 75-04**

The Fleet Engineering Section 75-04, includes two former units: the former Special Projects Engineering Unit in 75-04-07, and the former Fleet Management Unit in 75-04-08.

#### **Special Projects Engineering Unit 75-04-07**

The parties stipulated to the following paragraph: The former Special Projects Engineering Unit (75-04-07) was reorganized and transferred to the new Engineering and Technical Support Section (75-03) as the Fleet Quality Assurance Unit (75-03-07).

The record established that the former Special Projects Engineering Unit in 75-04-07 provides engineering and technical assistance to the fleet shops for special projects, provides quality assurance support for vehicle maintenance work, and administers and oversees the Alternate Fuel Vehicle Program. The Quality Assurance Group is responsible for performing quality assurance checks on maintenance that is performed by the fleet mechanics and contractors. They develop trend analysis, analyze the cause of failures and seek solutions. There

is one weekly position in dispute in the reorganized unit: quality assurance inspector. The Petitioner seeks to exclude this position, while the Employer seeks to include this classification in the BGE-wide production and maintenance unit.

***Fleet Technician, 75-03-07 (formerly 75-04-07)***

The parties stipulated to the following paragraph: The Fleet Technician assigned to the former Special Projects Engineering Unit (75-04-07) has retired and will not be replaced. Job duties formerly performed by the Fleet Technician have been absorbed by other employees in job classifications for which the employer does not seek inclusion.

***Quality Assurance Inspector, 75-03-07 (formerly 75-04-07)***

The parties stipulated to the following paragraph: There were three QA Inspectors assigned to the former Special Projects Engineering Unit (75-04-07). All three QA Inspectors have been transferred to the new Fleet Quality Assurance Unit (75-03-07). Job duties performed by the QA Inspectors will remain the same as in the former organization and as was presented in the hearing.

There are three quality assurance inspectors in pay grade 30. At the time of the hearing, two of them were supervised by the engineering analyst work leader in work group 2 in former 75-04-07. They work together as a team. They work flexible hours. They work some days and perform audits at night. At the time of the hearing, the third quality assurance inspector was supervised by the former Special Projects Engineering supervisor in work group 1.

The quality assurance inspectors in work group 2 report to the fleet engineering section, which is attached to the front of the shop in the Fleet Services building in the RBC. They are located in a typical office area near the engineers. They wear casual business attire, although they sometimes wear vehicle mechanic uniforms when performing inspections. They are responsible for performing quality assurance audits on fleet maintenance done by vehicle mechanics and contractors. They do this by checking up on all maintenance that the mechanic performed on a vehicle and re-doing that maintenance it. These audits consume 50-60 percent of their time. These quality assurance inspectors spend 2-3 days during the week performing audits. Once per year, they spend 5-10 percent of their time on special projects, such as revising preventive maintenance standards. The entire Fleet Maintenance department uses these standards. The quality assurance inspectors spend 10 percent of their time training the vehicle mechanics on specific mechanical issues and ASE (Automotive Service Excellence) tests. The quality assurance inspectors have extensive backgrounds as vehicle mechanics and hold several ASE certifications.

When performing an audit, these quality assurance inspectors spend a full eight-hour day in the shop. In order to conduct the inspection, they must repeat the maintenance steps taken by the vehicle mechanics. The quality assurance inspectors perform their inspections at any of the ten shops where the vehicle mechanics work. When performing the inspections, they wear coveralls and use the same tools as the mechanics and borrow any tools that they do not have with them. If there is a problem, the quality assurance inspectors note the problem and correct it. They are qualified to perform repair work. Once an inspection is complete, the quality assurance inspectors meet with the lead mechanic and the vehicle mechanics and discuss their findings and any issues that need to be addressed. Thereafter, they return to the office, compile the data, draft a formal report, and issue a monthly report that notes any trends concerning maintenance failures.

At that point, the quality assurance inspectors attempt to determine whether the failure is a mechanic training issue, part issue, or a problem with the manufacturer. The monthly reports that they compile are used by the directors and supervisors in Fleet Maintenance.

The third quality assurance inspector, Craig Mullett, works in the engineering area of the Fleet Services building at the RBC. His work hours are from 6:30 a.m. to 3:00 p.m. He is responsible for parts management and for managing and overseeing the operation of a computer system that distributes the cost of owning and operating a vehicle to customers. Mullett oversees the operation of the Fleet Cost of Service computer system, which tracks all costs for fleet vehicles and distributes the information to customers' accounts so that data can be monitored. Mullett interacts with ETDD employees, primarily supervisors. Mullett also serves as the coordinator of Parts Management. He is still responsible for overseeing Wareheim Air Brakes, the contractor that supplies automobile parts to BGE. He deals with the contractor to resolve problems, correct errors and audit the contractor's operations and performance. As part of his duties, he performs audits of the contractor, and checks the accuracy of the contractor's billing against the computer parts tracking system. Quality assurance inspector Mullett interacts with the vehicle mechanics and maintenance employees to verify vendor orders. Although the Employer presented testimony that Mullett needs to train the vehicle mechanics about how to use the computerized parts management system, the record does not establish what, if any, percentage of his time has been spent training mechanics. He spends 80 percent of his time in his cubicle at the Fleet Services building, and the remaining 20 percent of his time at different shops or at the contractor's facility. He spends 50 percent of his time working at his computer.

The record established that applicable job description (Er. Exh. 4, #637A) is an accurate description of the quality assurance inspector classification.

I conclude that the two quality control inspectors in work group 2 who work in the quality assurance group share a sufficient community of interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit. Quality control employees are generally included in a production and maintenance unit when they share a community of interest with unit employees. Blue Grass Industries, 287 NLRB 274, 299 (1987). The two quality control inspectors in work group 2 have similar skills, functions, knowledge and training as vehicle mechanics, who are included in the BGE-wide production and maintenance unit. Their primary duty is to conduct quality control audits on the maintenance work done by the vehicle mechanics in the Fleet Shops. They spend two or three days a week conducting such audits. To do so, they must repeat the maintenance steps taken by the vehicle mechanics. They perform this work in the same shop, wearing the same coveralls, and using the same tools as the vehicle mechanics. If the quality control inspectors in work group 2 find minor defects with the work of the mechanics, they make those repairs themselves. In addition, the quality control inspectors regularly review their findings with the vehicle mechanics. Moreover, these two quality control inspectors have extensive backgrounds as vehicle mechanics, and hold several ASE vehicle mechanic certifications. Although, these quality control inspectors had different immediate supervision than the production and maintenance employees at the time of the hearing, that does not preclude their inclusion in the unit where, as here, they share a community of interest with vehicle mechanics and their duties are an integral part of the maintenance process. Blue Grass Industries, 287 NLRB at 299. In these circumstances, I shall include the quality control inspectors in work group 2 in the BGE-wide production and maintenance unit found appropriate herein.

By contrast, the quality control inspector in the special projects group in work group 1 has different skills and functions than production and maintenance employees. This quality control inspector administers parts management and the Fleet Cost of Service (FCOS) computer system that monitors the costs of maintaining BGE's fleet of vehicles. The parts management function involves oversight of the contractor that supplies automobile parts to BGE. To accomplish this, the quality control inspector in the special projects group interacts with vehicle mechanics about problems with parts and inventory levels. Although he is expected to provide training to the vehicle mechanics on the use of the computerized inventory tracking system, the record fails to establish that this actually occurs. He spends 80 percent of his time in a typical office area at his cubicle at RBC, and 50 percent of that time working at his computer. In these circumstances, I conclude that the quality control inspector in work group 1 lacks those community of interest factors that his counterparts in work group 2 share with the vehicle mechanics. Accordingly, I shall exclude the quality control inspector in work group 1 from the BGE-wide production and maintenance or technical unit.

**Former Fleet Management Unit, 75-04-08, Supervisor, Jeffrey Shimp**

The parties stipulated to the following paragraph: The former Fleet Management Unit (75-04-08) was reorganized and placed under the new Engineering and Technical Support Section (75-03). Prior to reorganization there were two disputed job classifications in Unit 75-04-08.

The former Fleet Management Unit is responsible for purchasing new vehicles, writing specifications, conducting special studies, evaluating new equipment, investigating problem areas, writing standards and disposing of old vehicles. Once the components are acquired, the specifications and drawings are provided to the central shop at the RBC and they are asked to bid on assembling the units on site. If they are awarded the bid, the assembly would be performed by the vehicle mechanics in the Fleet Maintenance and Repair Unit, 75-09-05. There are two weekly positions at issue in this former unit: fleet technician and principal administrative assistant. The Petitioner seeks to exclude these classifications, while BGE seeks to include them in the BGE-wide production and maintenance unit.

***Fleet Technician, formerly 75-04-08***

The parties stipulated to the following paragraph: Prior to reorganization there were two Fleet Technicians, GARY K. DAVIS and WILLIAM C. STANLEY, in Unit 75-04-08. Those jobs are now monthly, grade 78 jobs. The Company no longer seeks their inclusion.

***Principal Administrative Assistant, 75-03-08 (formerly 75-04-08)***

The parties stipulated to the following paragraph: The PAA, GLORIA BROWN, assigned to the former Fleet Management Unit (75-04-08) has transferred with that unit to the new Fleet Management Unit (75-03-08) within the new Engineering and Technical Support Section (75-03). The PAA job duties remain the same as in the former organization and as was presented in the hearing.

The record established that there is one principal administrative assistant in pay grade 28. She reports to the Fleet Services Building in the same area as the fleet technicians and spends 80 percent of her time in the office area. She spends the remainder of her time either at an auction, the Motor Vehicle Administration, the lot at RBC, or interacting with vehicle mechanics. She

wears casual business attire and has flex time available. At the time of the hearing, she was supervised by the lead mechanic, a work leader.

The principal administrative assistant is responsible for maintaining the title and license registration records for vehicles. She assists the supervisor by updating records and making corrections in the computer system. She spends 25 percent of her time on this function. The principal administrative assistant administers the contract car program by keeping track of employees' driving records. Specifically, she tracks miles driven and time driven. She interacts with the drivers of the cars on a daily basis. The drivers contact the principal administrative assistant to notify her about any issues concerning the vehicle they are using or with questions about rates. The principal administrative assistant spends 10 percent of her time on this function. She assists the engineering analyst with salvage sales when vehicles are disposed of. She spends 40-50 percent of her time on salvage sales. When assisting with salvage sales, the principal administrative assistant contacts clerical employees in the G&E Building and the lead or vehicle mechanics in the main shop to obtain official company records and to determine the status of a particular vehicle. This contact is generally over the telephone. She assists with the completion of forms and insures that certain documents are notarized. She spends 20 percent of her time on clerical assistance. She has old tags removed from vehicles and arranges to have the title of the vehicle disposed of. The principal administrative assistant is responsible for assigning key box keys, but spends very little of her time on this function. The keys are assigned to employees throughout the company, but especially to weekly employees in the construction areas of the ETDD and the GDD. The record established that the principal administrative assistant performs substantially the same duties under the same working conditions as she did as engineering clerk when that classification was excluded by the Regional Director from the production and maintenance unit in 1996, except that she now performs less filing and typing and more title and registration work.

I conclude that the principal administrative assistant in 75-03-08 (formerly 75-04-08) is an office clerical employee who does not share a community with employees in any of the units found appropriate herein. She has different skills and functions than unit employees. She spends about 80 percent of her time in the office area at the Fleet Services Building and works a flexible schedule. She spends most of her time either maintaining the titling and registration records for BGE vehicles, keeping track of records for the contract car program, updating records concerning car assignments, or assisting the engineering analyst to complete forms necessary to dispose of vehicles in salvage sales. In addition, the record reflects that she has different supervision from production and maintenance or technical employees, she has no interchange with them, and she has little, if any, face-to face contact with them. No party claims that the principal administrative assistant is a technical employee. In these circumstances, I shall exclude the principal administrative assistant in 75-03-08 (formerly 75-04-08) from any of the units found appropriate herein.

**Central Facilities Section, 75-06-01, formerly Facilities & Fleet Operations Section (G&E Complex), 75-06-01 – Dir. William A. Butler**

The Facilities and Fleet Operations Section – G&E Complex (75-06) has been renamed the Central Facilities Section. Its organization code of 75-06 remains unchanged. It includes four units, each of which is discussed below.

### **Section Staff Unit 75-06-01**

The Section Staff Unit 75-06-01 includes all section staff members. There are two weekly positions in dispute in this unit: facility project designer and senior administrative assistant. The Petitioner contends that all facility project designers are technical employees, but seeks to exclude both classifications from the petitioned-for units. The Employer claims that the facility project designers are not technical employees and seeks to include both classifications in the BGE-wide production and maintenance unit. Alternatively, the Employer would include the facility project designer in a BGE-wide technical unit, if this classification is found to be technical and that unit is found appropriate.

#### ***Facility Project Designer, 75-01-02 (formerly 75-06-01)***

The parties stipulated to the following paragraph: The Facility Project Designer, CALVIN D. LITTLE, formerly assigned to the Section Staff Unit (75-06-01) of the Facilities and Fleet Services Operations Section – G&E Complex (75-06) has been transferred to the new Strategic Facilities Planning/Projects Central Unit (75-01-02) of the new Real Estate Planning and Construction Section (75-01). The job duties of the Facility Project Designer will remain the same as in the former organization and as was presented in the hearing.

There is one facilities project designer in 75-01-02 (formerly 75-06-01) in pay grade 31. Facilities project designers also work in Units 75-08-01 and 75-09-01. Their job duties are the same in all four units, and will not be repeated when those units are discussed below. Moreover, the record established that their current duties are the same as in 1996, when the Regional Director excluded them from the system-wide production and maintenance unit sought by Petitioner. See Er. Exh. 9C at 7-34.

At the time of the hearing, the facilities project designer in 75-01-02 (formerly 75-06-01) was supervised by the senior facility project administrator, a work leader, who also supervised the facility project administrator, an excluded classification. The facility project designer reports to work at the G&E Building. The facility project designer works variable hours, has flex time available, and wears casual business attire.

The facilities project designers spend about 25 percent of their time using the CADD system. Some have drafting tables in their offices. The facilities project designers design and implement facility renovation projects, construction projects and facility modification projects, including construction and renovation of power plants and the shops buildings and office buildings at the plant. Much like designers in other departments, the facilities project designer becomes involved in a project when called upon by an internal customer. The facilities project designer makes initial contact with the customer about the scope of work. The facilities project designer then prepares a design layout, using the same CADD system used by designers and drafters throughout BGE.

Typically, a facility project designer receives a telephone call from a work leader to contact an individual that needs some facilities modifications. The person making the request for modifications is usually a monthly employee. The facilities project designer then goes and meets the customer to ascertain what type of modifications are needed. Following that meeting, either the customer making the request, or a supervisor or work leader, continues to work with the facilities project designer to implement the project. The facilities project designer may be designing work stations, furniture work stations, partitions, architectural modifications, electrical

modifications or mechanical modifications. They prepare electrical drawings, lighting drawings and ceiling plans. Once the scope of the work is determined, the facilities project designer goes back and lays out design work on the Auto CADD system. Once a preliminary design is complete, it is given to the customer for review and changes. There may be circumstances where a facilities project designer can pull up a past design and make a minor change in the CADD system. Even if the change is minor, the facilities project designer usually goes to the job site because the drawing may not be accurate. The facilities project designers must visit the site for 95 percent of the jobs that they are working on.

If the customer makes changes to the design, the facilities project designer goes back and interviews individuals, including weekly employees, who are working in the area and using the work stations to determine any specific needs, ADA requirements and code requirements that must be incorporated into the changes. The facilities project designers have training in life safety codes, such as the number of exits required in a building, and ADA codes. This training has been acquired primarily on-the-job, although there has been specific ADA training. Once the changes are made, the facilities project designer takes the design to the customer for final approval. Once final approval is secured, the facilities project designer solicits prices from various contractors for the construction work. There may be five or six different contractors working on the site at one time. The facilities project designer meets with contractors, secures pricing and reviews the prices with the customer. Once the customer approves the bid price, the facilities project designer begins to implement the project. In some instances, depending on the dollar amount, the facilities project designer has the authority to select the contractor or the bid price. Depending on the amount, the facilities project designer either approves the bid (usually for less than \$10,000) or makes a recommendation for approval to the supervisor. This recommendation is typically followed.

Once the contractor is selected, the facilities project designer works with Purchasing to make sure that the contractor is qualified. If the contractor is qualified, Purchasing issues a contract. If the contractor is on a blanket contract, a purchase order is issued from the customer in the Facilities Department. Once the contractor is in place, the facilities project designer is responsible for monitoring the construction phase of the project. They spend about 50 percent of their time at the construction site overseeing the work of the contractors. They coordinate and schedule the different contractors and monitor their performance to insure that the project is on schedule and within budget. During the construction phase, the facilities project designer spends 60 percent of his or her time on site or meeting with contractors, and 40 percent of their time in the office. A facilities project designer is usually involved in 35-50 projects a year.

Depending on the size of the project, there may be some facilities and equipment technicians in Department 75 performing minor modifications such as lighting changes, HVAC changes, duct work changes or plumbing modifications. The facilities project designers meet with the facilities and equipment technicians on site and review any necessary changes. Once the construction or remodeling is complete, the facilities project designer is responsible for coordinating relocations and the resources involved, including where boxes should go and making sure that they are labeled and packaged correctly. When the move is taking place, the facilities project designers spend 100 percent of their time on site for both moving and receiving. If the move is from floor to floor within a building, the in-house custodial staff is used. The custodial staff could be contractors or BGE employees, depending on the facility. If the move is from building to building, a moving contractor is used. After the move is complete, the facilities project designer meets with the customer to go through a punch list. The facilities project designer and the customer walk through and check to make sure that everything is functioning

properly. The facilities project designers then take the as-built drawings and make changes to the CADD system. Contractors prepare about 25 percent of the drawings, the designers and drafters in 75-03-04 prepare some and the remainder of the drawings are done by the facilities project designers.

The facilities project designer works on projects at all facilities. For example, the facilities project designer worked on a project at the Spring Gardens Complex in the fleet shop designing layouts for the service bays. In performing this task, the facilities project designer followed the same process as was described above and interacted with mechanics that work in the shop. The facilities project designer has also worked on installation of shop equipment and the procurement and installation of mobile office trailers, including the set up for telephones and electric service. The request for trailers comes from a supervisor and could come from any BGE division. The facilities project designer has worked on renovation of the Perry Hall Service Center for the ETDD.

In performing layout work, the facilities project designer must be familiar with the building codes, electrical codes, life safety codes and plumbing codes. The facilities project designers have taken courses in CADD design. The facilities project designers took an Auto CADD course from an outside vendor for one or two days a week over the course of five weeks. All of the facilities project designers in BGE took the training. The facilities project designers had backgrounds as drafters or designers in other divisions before they became facilities project designers. The record established that the skills and knowledge required for using the CADD system are shared by these design classifications. The facilities project designers do not perform work for other divisions pursuant to a service level agreement. They do, however, charge the budgets of the particular department or division that they are working for.

The applicable job description (Er. Exh. 4, #355B) is accurate. The facilities project designer must have the ability to use computers, calculators, CADD and all standard drafting aids; the ability to incorporate industry codes using OSHA, MOSHA and all company safety standards; and the specific skill to produce legible, accurate and technically acceptable drawings.

I conclude that the facilities project designers in 75-01-02 (formerly 75-06-01) and 75-01-03 (formerly 75-08-01 and 75-09-01, as discussed below) are technical employees who should be included in the BGE-wide technical unit found appropriate in 5-RC-14908. They have technical skills and perform technical functions. A substantial part of their job consists of drafting and designing. They must have the same skills and the same knowledge possessed by drafters and designers throughout BGE. Much of their time is spent performing the same type of design work, under similar terms and conditions of employment, as is performed by designers and drafters in the ETDD and the GDD, whom I found to be technical employees. The skills and experience necessary to be a facilities project designer are nearly identical to those required of designers and drafters in the ETDD and the GDD. Like these other design personnel, the facilities project designers must be able to produce complex, accurate and technically acceptable drawings for facilities. When determining how requested changes should be made they are using their specialized skills and exercising independent judgment. They must be able to use computers, the CADD system and standard drafting aids and drafting tables. Moreover, like the designer in 75-01-05 (formerly 75-03-04) and senior drafters in 75-01-02 and -03 (formerly 75-03-04), the facilities project designers must be able to understand and apply industry codes, OSHA regulations and ADA requirements. They work under different conditions than production and maintenance employees. Like other technical employees throughout BGE, they work flex time, wear casual business attire, and spend a significant portion of their time in an

office environment working with the CADD system. Like other technical design personnel throughout BGE, they receive special training on CADD, have comparable qualifications and use similar design processes under similar working conditions to create CADD drawings. In fact, the record shows that designers or drafters, including the facilities project designers, have often moved from one division to another and had backgrounds as drafters or designers in other divisions before they became facilities project designers. They have limited contact with employees in the production and maintenance unit such as when they occasionally direct facilities and equipment technicians to perform minor tasks. They do not interchange with production and maintenance employees. They receive grade 31 pay and the same benefits as other technical employees throughout BGE. In these circumstances, I conclude that the facilities project designers in 75-01-02 (formerly 75-06-01) and 75-01-03 (formerly 75-08-01 and 75-09-01, as discussed below) are technical employees who perform similar technical functions and utilize similar technical skills and training under similar working conditions as other design personnel found to be technical employees herein. Therefore, I shall include the facilities project designers in Units 75-01-02 (formerly 75-06-01) and 75-01-03 (formerly 75-08-01 and 75-09-01, as discussed below) in the BGE-wide technical unit found appropriate in 5-RC-14908.

***Senior Administrative Assistant, 75-06-01***

There is one senior administrative assistant, Loraine Harris, in pay grade 26. The director of the Central Facilities Section, (formerly Facilities and Fleet Operations (G&E Complex) Section) supervises her. She reports to Room 100 in the G&E Building, a typical office environment, and spends 100 percent of her time there. Her work hours are 7:30 a.m. to 4:00 p.m. She does not have flex time available. She wears business dress clothes. She works at the Service Desk and takes all service calls for 75-06-02 and 75-06-03. Once the service call is received, the senior administrative assistant enters the call into the TMA software, a work management program. She dispatches the calls to the facility and equipment technicians, to the custodians in 75-06-02, to Facility Maintenance, or to contractor personnel. She maintains the TMA software and sends out surveys to certain customers that relate to the quality of the service calls. She keeps documentation of the surveys. She handles invoices for various contractors and for materials. The senior administrative assistant checks the invoices for accuracy and then passes them on to one of the supervisors for approval. If there is a service call that requires the intervention of the facility coordinators in 75-06-02, the senior administrative assistant contacts them.

The senior administrative assistant has a radio base station. When she receives a service call, she contacts the facility and equipment technician and give them the information on the service call. She notes the time the call was received by the facility and equipment technician in the TMA. The facility and equipment technician contacts the senior administrative assistant to inform her that the job was completed so that she is aware that they are back in service for the next call. This time is also noted in the TMA. The senior administrative assistant contacts the custodians in 75-06-02 via the paging system. The facility and equipment technicians also carry pagers and the senior administrative assistant can enter service calls through the pager system if she cannot reach the facility and equipment technicians by radio. The senior administrative assistant contacts the facility and equipment technicians directly to advise them of complaints from customers that she has received through the surveys and dispatch them to look at the problem again. The senior administrative assistant also contacts the facility and equipment technicians with questions prior to submitting an invoice for approval. The senior administrative assistant has daily face-to-face contact with the facility and equipment technicians.

The senior administrative assistant handles parking arrangements and payments for company vehicles used by monthly employees. They park in the garage next to the building because there are no parking facilities in the building. She prepares the procurement applications for purchasing materials based on information provided by the facility and equipment technicians and the supervisor. She also purchases supplies and materials for the unit and drafts requisitions for contracts that are not covered by a blanket purchase order. She does not evaluate bids, but she does type them and enter them into the software package. When purchasing office supplies, she uses the director's procurement card. The senior administrative assistant spends 75-80 percent of her time dispatching and receiving service calls. About 10-15 percent of the calls that she receives concern temperature problems and the remaining calls concern furniture repair, lighting, electrical, restroom, elevator and circuit problems.

In 1996, the senior administrative assistant was called a unit support clerk in 75-06-00 and the Regional Director excluded her as an office clerical employee, who had no interchange or contact with production and maintenance employees and separate supervision from them. See Er. Exh. 9C at 7-33 to 7-34. Her duties have not changed, although she does less secretarial work now than she did in 1996 because BGE has hired a contract employee to perform more of the secretarial tasks.

I conclude that senior administrative assistant in 75-06-01 is an office clerical employee who does not share a community of interest with employees in any of the units found appropriate herein. She has different working conditions and skills and functions than unit employees. She works exclusively in an office environment in the G&E Building at BGE's corporate headquarters in Baltimore. She spends at least three quarters of her day handling calls for custodial and maintenance services from employees in the office complex and logging the requests into the computer work management program. She then forwards the call by radio to either a facilities and equipment technician in 75-06-03 or the facilities coordinator in 75-06-02. She also sends out customer satisfaction surveys, types up procurement applications for supplies and services, processes invoices from the suppliers, orders office supplies, and handles parking arrangements, all typical office clerical duties. Although she interacts face-to-face with facility and equipment technicians in 75-06-03 about customer complaints and satisfaction surveys, this contact is insufficient to establish a community of interest with them. Her immediate supervisor is the Director of the Section, who does not supervise any other employee. She does not interchange with unit employees and she performs no unit work. No party claims that she is a technical employee and there is no evidence to support this conclusion. In these circumstances, I shall exclude the senior administrative assistant in 75-06-01 from any of the units found appropriate herein. Mitchellace, Inc., 314 NLRB 536 (1994); Cook Composites & Polymers Co., 313 NLRB 1105, 1108-09 (1994); Avecor, Inc., 309 NLRB 73, 75 (1992).

#### **Facilities Maintenance & Operations Unit, 75-06-02 – Supervisor, Richard Presberry, Sr.**

There are two Facilities Maintenance and Operations Units, 75-06-02 and 75-06-03. Unit 75-06-02 handles the operation of the G&E Building loading dock and the cleaning of all building spaces. Although BGE's organizational chart lists three custodians in this unit, the record established that BGE no longer employs custodians in this Unit. That custodial work is now performed by contractors. There are two weekly positions in dispute in this unit: facilities coordinator and administrative assistant. The Petitioner seeks to exclude these positions, while BGE seeks to include them in the BGE-wide production and maintenance unit.

***Facilities Coordinator, 75-06-02***

There is one facilities coordinator, Thelma Evans, in pay grade 27. She is in work group 3 and is supervised by the lead facilities and equipment technician, a work leader. She works an evening shift and coordinates the work of the of five to six contract custodians, who are responsible for cleaning the G&E Building from the 14<sup>th</sup> floor and above. There is a contractor that is responsible for the floors below the 14<sup>th</sup> floor, and facilities coordinator Evans checks the work of that contractor. The facilities coordinator is responsible for the cleaning and upkeep of the G&E Building, which may include relamping. Relamping involves the use of a hydraulic man-lift to change out all light bulbs in a designated section of the building. The facilities coordinator spends the shift inspecting spaces, delivering cleaning supplies, and performing some cleaning and relamping tasks, when necessary. The facilities coordinator sometimes does some relamping herself, but more often it is done by the contractors.

The record established that the facilities coordinator performs the same tasks as facilities coordinators in other units, discussed below, who oversee contractors working indoors. The record also established that the facilities coordinator job in this unit has not changed since 1996, when this job was excluded from the unit by the Regional Director and no challenged ballot was directed by the Board. See Er. Exh. 9C at 7-35 and Er. Exh. 9B.

I conclude that the facilities coordinator in 75-06-02 does not share a community of interest with employees in any if the units found appropriate herein. The facilities coordinator's primary function is to oversee the work of contract employees. She is charged with overseeing the work of the custodial contractor and contract employees, who clean the G&E Building offices during the evening hours. The facilities coordinator ensures that the contractor custodians report to work, discusses any special requirements with them, oversees the work of the contract custodians and occasionally performs some cleaning or relamping work, when necessary. The facilities coordinator has no work-related contacts with BGE employees performing production and maintenance work and does not share common skills, job duties or supervision with such employees. The fact that she may occasionally perform the same custodial work as contract employees does not create a community of interest with production and maintenance employees, who no longer perform custodial work. No party claims that the facilities coordinator is a technical employee and there is no evidence to support such a conclusion. In these circumstances, I shall exclude the facilities coordinator in 75-06-02 from any of the units found appropriate herein.

***Administrative Assistant, 75-06-02***

There are two administrative assistants who work in this Unit. The parties have agreed to exclude the administrative assistant in 75-06-02, work group 1, because she serves as the receptionist on the executive floors of the G&E Building and she is an office clerical employee.

The other administrative assistant, Mary Jett, is in pay grade 24 in work group 2. Her work hours are from 6:00 a.m. to 2:30 p.m. The principal administrative assistant, a work leader, supervises her. She is responsible for all operations on the G&E Building loading dock. This loading dock is a 15 by 30 foot area, with two loading bays, a staging area, hydraulic lifts and a service elevator. She is the only employee who works on the dock, and she spends all of her work time there.

The administrative assistant handles the receiving and unloading of all arriving trucks, approximately 350 per month, with an average of 12 to 15 pallets per truck. She unloads the trucks by hand, or with a motorized pallet jack. She is the only employee who unloads the trucks. The drivers of the trucks do not help. She receives supplies that come in and makes sure that supplies go out. She maintains a log by hand and enters everything that comes in. Goods unloaded from the trucks are placed in a staging area, until the administrative assistant arranges for delivery to the appropriate location. She contacts various individuals to inform them when their supplies have arrived and handles the mailing service when items arrive or are sent by messenger. The administrative assistant is involved in unloading supplies and deliveries and uses a pallet jack to unload items and put them on the loading dock. The administrative assistant receives about 350 deliveries per month and handles about 160 items that are sent out. If the items that are being sent out must be loaded on a truck, the administrative assistant is in charge of loading them. The administrative assistant is responsible for keeping the loading dock in order. She moves items around to make room for the next shipment. She is provided with BGE uniforms and wears sturdy shoes.

In 1996, the administrative assistant held the title of loading dock coordinator. She was excluded from the bargaining unit sought because, inter alia, she did not load or unload trucks and there was no evidence of common work tasks, skills, or supervision with production and maintenance employees. Rather, her primary work contact was with employees of contractors, who did the physical movement and unloading of shipments. See Er. Exh. 9C at 7-35.

I conclude that the administrative assistant in 75-06-02 does not share a sufficient community of interest with production and maintenance employees as to mandate inclusion in the BGE-wide production and maintenance unit. She works alone at the G&E Building loading dock. She has no work-related contact with any production and maintenance employees. There is no evidence of interchange with production and maintenance employees. There is no evidence that she is unloading materials necessary for production and maintenance work. She is separately supervised. In these circumstances, I am excluding the administrative assistant in 75-06-02 from any of the units found appropriate herein. Cf. Georgia-Pacific Corp., 181 NLRB 377 (1970) (excluding custodians who only work in the main office building).

#### **Facilities Maintenance & Operations Unit, 75-06-03 – Supervisor, Thomas Tracey**

The Facilities Maintenance and Operations Unit provides building maintenance service (electrical work, plumbing, HVAC, refrigeration work, carpentry and furniture repair) to the G&E Complex and to 250 West Pratt Street in Baltimore, which serves as the headquarters for BGE's corporate parent, Constellation Energy Group. In addition, this Unit is responsible for the maintenance of the exterior lighting and the heating and air conditioning of the control room at the unmanned Concord Street Substation in downtown Baltimore.

There is one weekly position in dispute in this unit, facility and equipment technician. The Petitioner seeks to exclude the facility and equipment technician in 76-06-03, although Petitioner seeks to include the facility and equipment technicians in 75-05-01 and 75-05-03 (formerly 75-09-02), who perform the same job. BGE seeks to include the facility and equipment technicians in 75-06-03 and 75-05-01 and 75-05-03 (formerly 75-09-02) in the BGE-wide production and maintenance unit, regardless of location.<sup>1</sup>

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<sup>1</sup> As noted infra, the parties stipulated to the following paragraph: There were four facility and equipment technicians working in unit 75-08-03. All four facility and equipment technicians

As noted infra, the parties stipulated to the following paragraph. Two Facility and Equipment Technicians assigned to the former Facilities Maintenance and Operations Unit (75-09-02), DAVID P. CUNNINGHAM and JOHN C. STUMP, were transferred to the newly formed Outlying Facilities Section Office (75-05-01). Four of the Facility and Equipment Technicians assigned to former unit 75-09-02, GEORGE C. CAVEY, III, CHARLES S. GORBY, JR., MICHAEL S. ROGERS, and MARK H. SMITH, were transferred to the newly formed Facilities Maintenance Unit (75-05-03). The job duties of the Facility and Equipment Technicians in the new units 75-05-01 and 75-05-02 will remain the same as in the former organization and as was presented in the hearing.

### ***Facility & Equipment Technician, 75-06-03***

There are four facility and equipment technician positions in 75-06-03. There were five, but one transferred to former 75-09-02. Prior to 1998, the facility and equipment technicians were known as maintenance technicians. The facility and equipment technicians are in pay grade 29 and are supervised by the lead facility and equipment technician, a work leader. The facility and equipment technicians report to the G&E Building at Lexington and Liberty Streets. Depending on the assignment, the facility and equipment technicians report to locations in the basement, such as the shop or the control room. The facility and equipment technicians work rotational shifts between the hours of 6:00 a.m. and 12 midnight, Monday through Friday. On Saturday, they work from 6:00 a.m. to 2:00 p.m. On Sunday, the building is checked via laptop computer. During off hours, the facility and equipment technicians are on call. They provide 24-hour coverage. There is one facility and equipment technician who works from 6:00 a.m. to 2:00 p.m., two facility and equipment technicians who work from 8:00 a.m. to 4:00 p.m., and one facility and equipment technician who works from 4:00 p.m. to 12:00 a.m. These shifts are rotated each week and no one works the same shift for more than a week. When on call, the facility and equipment technician, who works the shift beginning at 6:00 a.m., is on call from approximately 3:00 a.m. until he arrives at 6:00 a.m. The facility and equipment technician that leaves at 12:00 a.m. is on call from 12:00 a.m. to 3:00 a.m. Both of them have laptop computers that they can use if it is necessary for them to log into the Metasys system to make adjustments to various building systems and alarms. If the situation is critical, the facility and equipment technician on call will return to work.

There is one facility and equipment technician that reports to 250 West Pratt Street on a daily basis. He spends one-half to three-quarters of the day at that location because it is a new installation and there are start-up problems. As the shifts are rotated, a different person reports to that location each week. The shift at this location is from 8:00 a.m. to 4:00 p.m. The facility and equipment technicians report to the Concord Street substation, on average about once per month, to perform inspection of the lighting. They spend 2-3 percent of their time in this location. The rest of the time is spent at the G&E Building. The facility and equipment technicians are

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have been transferred to the CPSG operation. They should be included in any production and maintenance unit found appropriate at CPSG. The Employer asserts that an appropriate petition has not yet been filed for the employees of CPSG. The Petitioner asserts that the extant petitions are appropriate for the employees of CPSG.

responsible for all of the electrical, preventive maintenance and new work in the building. They spend 20 percent of their time during the week on preventive maintenance and 80 percent of their time on routine and daily maintenance calls. They operate the HVAC system and make repairs to it. They do plumbing, furniture and appliance repair, and refrigeration work. They fabricate wood and metal, perform locksmith work and build specialized furniture for specific applications. When working with equipment in the cafeteria, the facility and equipment technicians add freon to the systems and change condensers and compressors for the refrigeration system.

The facility and equipment technicians provide maintenance for, operate and service HVAC equipment, domestic water pumps, motor control centers, and electrical relays. They take the equipment apart and overhaul and replace the equipment, if necessary. The facility and equipment technicians provide maintenance and repair for motors by replacing them with a spare motor and sending the other out for service. They replace the ten motors in the seven cooling towers, which are part of the air conditioning or HVAC system located on the 15<sup>th</sup> floor. The facility and equipment technicians work with the senior project administrator, the facility project administrator and the facility project designer in 75-06-01, who handle all modifications in the building. These individuals contact the Facilities Maintenance and Operations Unit supervisor or the facility and equipment technicians directly and request that they install new electrical circuits for the furniture panels. The facility and equipment technicians may also be asked to relocate lighting. The facility and equipment technicians spend 30 percent of their time working on electrical and plumbing projects.

When performing electrical installation projects, the facility and equipment technicians use hand tools such as screwdrivers and pliers. They also use conduit benders, meters to test for proper voltage, and tools for terminal connections. When performing maintenance work, the facility and equipment technicians use a megameter to generate a high voltage and test for shorts in the motor and dial indicators. They perform preventive maintenance on the electrical panels and the main switch gear, where the transformer volts send electricity to two 2,000 amp breakers in the basement. The facility and equipment technicians assist the contractor electricians, who are used on major projects, by showing them where equipment and panels are located.

The facility and equipment technicians spend 75 percent of their time performing installation-type or maintenance-type electrical work. They hold restricted electrical licenses, meaning they can work on electrical systems within the confines of the company. They have an HVAC R license, which permits them to install refrigeration and HVAC equipment, and they are required to hold a CFC license to handle and purchase refrigerants. When performing HVAC work, the facility and equipment technicians install new equipment and maintain existing equipment. There are four main chillers in the basement of the G&E Building that are maintained through a contract with the manufacturer. The facility and equipment technicians assist with the maintenance and clean the condenser tube, take the chillers apart and clean them to restore good heat transfer. They troubleshoot problems with the chillers prior to calling the contractor. When cleaning the condensers on the chillers, the facility and equipment technicians use large wrenches, a roding machine that uses water and a rotating brush to clean the tube, and a gasket cutter. The chillers are cleaned twice a year in the spring and the fall. The process takes about six hours per chiller and involves three facility and equipment technicians. The facility and equipment technicians perform full maintenance on other chillers on the building and change the compressors, evaporators and condensers. They use the same basic hand tools as when working with the main chillers and also a saline torch, which is used to solder in the fittings. The facility and equipment technicians use meters to ensure that everything is connected correctly after changing the components. The facility and equipment technicians work on the fan housing and

replace the bearings on the shafts of all the fans. The facility and equipment technician, who starts at 6:00 a.m., operates the equipment for the day, makes rounds and checks all the pressures on various pumps.

The facility and equipment technicians use the Metasys control system and monitor it. If any alarms sound, the facility and equipment technicians are contacted by the customer support representatives in 75-03-05. They determine the cause of the alarm, attempt to resolve the problem and set the system back to the normal range. The Metasys system on other campuses is similar to the one at the G&E Building. If an alarm sounds on another campus, the facility and equipment technician responds in the same fashion as described for the G&E Building. There is a workstation and a control room in the basement of the G&E Building with several computer systems. The facility and equipment technicians log into the computer and go from system to system, monitoring the temperatures and making sure that they are in the proper range. The facility and equipment technicians can override the system and stop or start equipment via computer. These are the same functions that the facility and equipment technicians on-call (6:00 a.m. to 2:00 p.m. and 4:00 p.m. to 12:00 a.m.) can perform from the laptop computer. They are all trained to operate the Metasys system and have used the laptop at some point during their shift work. If there is a malfunction with the equipment, the facility and equipment technicians can override it and start it again. They will page or call one of the building systems technicians in 75-03-04, who will log into their computer, usually at the workstation, and search for any problems. The facility and equipment technicians perform installation work on smaller projects.

The facility and equipment technician, who works 6:00 a.m. to 2:00 p.m., spends his entire workday operating and responding to HVAC service calls. He also checks the computer in the control room area, any alarms or conditions that are out of line, and makes any necessary adjustments. In total, he spends less than one hour each day in the control room, unless there are several alarms. The facility and equipment technicians who are performing general maintenance spend 35-40 percent of their time working with HVAC equipment. When making rounds during the day, the facility and equipment technicians visit the machine rooms in the basement and check for abnormal noise, excessive heat and water leaks. They take pressure readings on the pumps and make sure that they are in the normal operating range. This task is performed four times per shift or eight times per day. This information is recorded so that the information can be used for preventive maintenance. The facility and equipment technicians carry a clipboard and complete a log. They spend the balance of their day in the shop area, where their tools and materials are located, or on calls in the office area. They report to the area of a service call. The facility and equipment technician assigned to 250 West Pratt Street does not have a designated work area. There is a closet with a cabinet containing tools and supplies. The facility and equipment technician responds to service requests on the three floors of this building that are occupied by BGE.

The facility and equipment technicians perform fabrication work and build metal frames for equipment such as computer monitors or expansion tanks. They use electric and mig welders. They also do carpentry work and build cabinets for the corporate conference center and work with the audio/video services department. They use table saws, band saws, joiners, disk sanders and electric motor saws. Each of the facility and equipment technicians have a set of less expensive tools and use the common shop for larger and more expensive tools. As noted, the facility and equipment technicians also handle plumbing and do all restroom work, including repair of flushometers and installation of new basins and faucets.

One of the facility and equipment technicians, Brian Bancewicz, handles welding duties. He received his training at the welding shop and training center in the former Fossil Energy Division at Fort Smallwood. Bancewicz received training for one month and returns every six months for recertification. Facility and equipment technician Grantland transferred from the Fossil and North sections of Facilities and Fleet Services to 75-06-03 in 1994. He was doing the same work at Fort Smallwood that he does at the G&E Building. Facility and equipment technician Gorby transferred to former 75-09-02 and is performing the same duties at Spring Gardens. There have been several facility and equipment technicians who have transferred out of 75-06-03 to former 75-09-02, and they are performing the same job functions. The facility and equipment technicians in other units do not have occasion to work with the facility and equipment technicians in 75-06-03. Prior to 1993, the facility and equipment technicians in 75-06-03 were responsible for providing maintenance to the Front Street and Spring Gardens complexes. The facility and equipment technicians served on the Safety Committee and a Product Evaluation Committee in 1998, where they met once per quarter to evaluate new products and systems from various vendors. The Product Evaluation Committee was composed of facility and equipment technicians from throughout Department 75, as they all use the same products. During Hurricane Floyd, the facility and equipment technicians worked the dry ice-cutting detail. The record established that the applicable job description (Er. Exh. 4, #211A) is accurate.

I conclude that the facility and equipment technicians in 75-06-03 share a sufficient community of interest with production and maintenance employees, particularly facility and equipment technicians in 75-05-01 and 75-05-03 (formerly 75-09-02), to be included in the BGE-wide production and maintenance unit. As noted, Petitioner seeks to exclude this position, although Petitioner seeks to include the facility and equipment technicians in 75-05-01 and 75-05-03 (formerly 75-09-02), who perform the same job. The Petitioner relies on the fact that the facility and equipment technicians in 75-06-03 perform work confined to the headquarters building, have limited contact with other production and maintenance employees and do not share immediate supervision with them. Concededly, this is true, however, I find these factors to be outweighed by other community of interest factors. The facility and equipment technicians undoubtedly perform maintenance work like other production and maintenance employees scattered throughout the BGE-wide production and maintenance unit. They have the same skills and perform the same functions under similar working conditions as the facility and equipment technicians in 75-05-01 and 75-05-03 (formerly 75-09-02). The record established that the work done by the facility and equipment technicians in the different units is virtually identical. In fact, they perform the same job, just at a different location. They all perform the same type of electrical, HVAC, and miscellaneous duties described in detail above. The HVAC work they perform involves either the installation of new equipment or maintenance of existing equipment. They carry and use various hand and power tools and standard electrician tools and meters. Their job skills and functions are so interchangeable that several of them have transferred from one unit to another into the same job classification at the same level of pay. See Er. Exh. 390a-e. Like some other production and maintenance employees in the BGE-wide unit, they work rotating shifts and have scheduled on-call assignments. Although they do not share the same immediate supervision as the included facility and equipment technicians in 75-05-01 and 75-05-03 (formerly 75-09-02) because they are in different operations sections, they share common departmental supervision and all the facility and equipment technicians in Department 75 are supervised by a lead facilities and equipment technician work leader classification. In these circumstances, I conclude that the facility and equipment technicians in 75-06-03 share a sufficient community of interest with their counterparts in 75-05-01 and 75-05-03 (formerly 75-09-02) to be included in the BGE-wide production and maintenance unit.

### **Facilities & Fleet Operations (Calvert Cliffs) Section, 75-07**

The parties stipulated to the following paragraph. The Facilities and Fleet Operations Section 75-07 has been transferred in its entirety to Calvert Cliffs Nuclear Power Plant (40-00). The former Facilities and Fleet Services Operations Section - Calvert Cliffs (75-07) has been renamed the Facilities and Fleet Operations Section (47-08-01). The new section 47-08-01 has been placed within the Nuclear Support Services Department (47-00-01). Because the section is now part of Calvert Cliffs Nuclear Power Plant, Inc., the Employer no longer seeks the inclusion of the jobs contained in that section.

### **Facilities & Fleet Operations (Fossil/North) Section, 75-08-01 – Director, George K. Wetzel Facilities Project Administrator Work Leader, Dane Louis Hammond**

The parties stipulated to the following paragraph. The Facilities and Fleet Operations Section - Fossil/North was the subject of substantial reorganization conducted to adapt to the operating requirements of the Constellation Power Source - Generation (CPS-G) operation. Portions of the Facilities and Fleet Operations Section - Fossil/North operation were transferred to the CPS-G organization with the remainder being transferred into a newly formed section called Outlying Facilities Section (75-05). Those changes are discussed below.

#### **Section Staff Unit 75-08-01**

Unit 75-08-01 includes the Section staff employees. There are two weekly positions in dispute in this unit: facility project designer and senior administrative assistant. The Petitioner seeks to exclude these positions from any unit. BGE seeks to include the facility project designer in the BGE-wide production and maintenance unit, and, alternatively in a BGE-wide technical unit, if such a unit is found appropriate. BGE seeks the inclusion of the senior administrative assistant in any production and maintenance unit found appropriate at CPSG.

#### ***Facilities Project Designer, 75-01-03 (formerly 75-08-01)***

The parties stipulated to the following paragraph. The Facility Project Designer assigned to the former Section Staff Unit in 75-08-01 has been transferred to the Strategic Facilities Planning/Projects Outlying Unit (75-01-03) within the Real Estate Planning and Construction Section (75-01). Job duties performed by the facility project designer will continue unchanged and as was presented in the hearing.

The facilities project designer is in pay grade 31. The facilities project designer is supervised by the facilities project administrator, a work leader, and reports to work in the Windsor Office Building. For the reasons set forth above when discussing the facilities project designer in 75-01-02 (formerly 75-06-01), I have concluded that the facilities project designers in 75-01-02 (formerly 75-06-01) and 75-01-03 (formerly 75-08-01 and 75-09-01) are technical employees who should be included in the BGE-wide technical unit found appropriate in 5-RC-14908.

***Senior Administrative Assistant, 75-08-01***

The parties stipulated to the following paragraph: The SSA assigned to the former Section Staff Unit (75-08-01) has been transferred to the CPS-G operation in Unit 28-01-04. The Employer seeks the inclusion of this position in any production and maintenance unit found appropriate at CPS-G. The Petitioner seeks to exclude this position from any unit.

This classification is discussed, supra, in 28-01-04, when discussing unit placement issues in Case 5-RC-14907.

**Facilities Maintenance & Operations Unit, 75-08-02**

The Facilities Maintenance and Operations Unit 75-08-02 handles the cleaning of all buildings and the upkeep of all grounds within the 75-08 service area. There is one weekly position in this unit, facility coordinator.

***Facility Coordinator, 75-05-02 (formerly 75-08-02)***

The parties stipulated to the following paragraph: There were seven Facility Coordinators working in Unit 75-08-02. Five facility coordinators have been transferred to the CPS-G operation in Unit 28-01-04. The Employer seeks the inclusion of this position in any production and maintenance unit found appropriate at CPS-G. The Petitioner seeks to exclude this position from any unit. Two Facility Coordinators have been transferred into the newly formed Facilities Operations Unit (75-05-02) within the new Outlying Facilities Section (75-05). Those Facility Coordinators transferred to unit 75-05-02 will continue to perform the same job duties as in the former organization and as was presented in the hearing.

The facilities coordinators are in pay grade 27. They are divided into two groups and each group is supervised by the principal administrative assistant, a work leader. At the time of the hearing, there were three facilities coordinators in work group 2 and they were assigned to Fort Smallwood, Brandon and the Wagner Complex. In addition, there were four facilities coordinators in work group 3 and they concentrate their activities at the Crane Power Plant, Riverside Power Plant, Gould Street Power Plant and all other northern or outlying properties.

The facilities coordinators work a 0/40 schedule. They are guaranteed 40 hours per week with no set daily requirement. The hours that the facilities coordinators set for themselves do not always match the hours that are set for the contract employees that they oversee. Some facilities coordinators work the day shift and others work the night shift. The facilities coordinators in 75-05-02 (formerly 75-08-02) are not involved in firing or dismissing contract workers from the site. They are also not involved in making pay recommendations for contract employees. The facilities coordinators spend 40 percent of their time performing physical work.

The facilities coordinators in 75-05-02 (formerly 75-08-02) are very much involved in overseeing the performance of the contractors. There are two shifts of facilities coordinators – day shift and evening shift. The day shift is responsible for handling problems that come in by telephone, whether it is a special clean up project or something that was overlooked the night before. The day shift facilities coordinators perform more physical work in addition to overseeing the contractors. They also handle weed control and grass cutting. The facilities coordinators on the night shift receive evening contract custodians at various locations. In some instances, the facilities coordinator provides the transportation for the contract custodian where

the facility is not large enough to justify a full-time custodian. The duties of the contract custodian are split among facilities and it is the duty of the facilities coordinator assigned to that location to see that the contractor is delivered to perform the nightly duties. The facilities coordinators on the evening shift in former work group 2 oversee about 20 contract custodians who are divided among the Wagner Power Plant, Brandon Shores Power Plant, and Fort Smallwood Office and Shop Building. The day shift facilities coordinators in work group 2 oversee six to seven contract landscape personnel in the summer and five to six contract personnel who remove snow in the winter. The facilities coordinators on the evening shift of work group 3 oversee about nine contract custodians. The day shift facilities coordinators in work group 3 oversee three landscape contractor personnel during the summer and up to nine or ten contract snow removal employees during winter snowstorms.

The security contract also falls under 75-05-02 (formerly 75-08-02). Thus, the facilities coordinators are responsible for insuring that guards are present and that posts are manned as required by the contract. The facilities coordinators are responsible for alerting their supervisor of a non-performance issue by contract employees. They are also responsible for knowing the requirements of the post orders. The facilities coordinators complete contractor evaluation sheets when they become dissatisfied with the quality of work being performed. The evaluation sheet is given to the supervisor. The facilities coordinators approve the timesheets of contractors.

For billing purposes, the facilities coordinator insures that the proper number of people have been delivered to the site and that the company will not pay for someone who is not present. The facilities coordinator discusses the tasks to be performed that evening and areas needing special attention with the contractor supervisor. The facilities coordinator then leaves to perform his or her own tasks that do not involve overseeing the work of the contractors. Once the evening contract custodians have been received onto the property, the facilities coordinator has to assure that all of the necessary cleaning supplies are in place and available for the contractors. The facilities coordinator also loads supplies from supply storage areas and brings those to the plant or office building to replenish supplies. The facilities coordinators have a list of duties they perform, including overseeing recycling.

The facilities coordinators who perform outside work are handling tasks that are similar to the facilities coordinators in other units. When performing snow removal duties, the facilities coordinators in 75-05-02 (formerly 75-08-02) insure that the snow removal contractor has reported to work with the proper number of people and pieces of equipment. At that point, the facilities coordinator may operate his own snow plow to supplement the contractor's workforce. The facilities coordinator will spread salt as needed around the exterior of the office building and walk areas. The facilities coordinators in 75-05-02 (formerly 75-08-02) also perform upkeep on floor machines, such as buffers and vacuum cleaners. There are two facilities coordinators who share the duty of diagnosing problems, ordering parts and installing them on the machines. The facilities coordinators handle tree trimming, grass mowing and other groundskeeping. They are also involved in relamping as half of the relamping work is done by the facilities coordinators on the day shift. The night shift does not have as much time for relamping. The facilities coordinators carry small hand tools, such as screwdrivers, pliers, hammers and adjustable wrenches. They also use chain saws, cutters and weed whackers. The facilities coordinators have performed small painting jobs, when necessary.

The facilities coordinators interact with the facilities and equipment technicians on a regular basis. During the day shift, the facilities coordinators share a lunch room with the facilities and equipment technicians. During the storm response in 1999 and 2000, the facilities

coordinators were responsible for providing a shuttle service for the out of town line crews and overhead mechanics to move them from their trucks to the hotels. The facilities coordinators also provided a delivery service to job sites and were in direct contact with the material handler in department 73 and the overhead mechanics and crew leaders from the ETDD.

The record established that the applicable job description (Er. Exh. 4, #198C) is generally accurate, but the facilities coordinators do not “[r]espond[] to security concerns;” “[I]nspect[] and refill[] fire extinguishers;” or “[r]eview[] expenditures and payments for compliance with procedures and accuracy and approve[] invoices.” Regarding basic qualifications, the facilities coordinators need not have the “[a]bility to obtain and maintain a certified pesticide license.”

I conclude that the facilities coordinators in 75-05-02 (formerly 75-08-02) do not share a community of interest with production and maintenance employees in the BGE-wide production and maintenance unit. They perform different work, use different skills, work different hours, and have different supervision than production and maintenance employees. Like the excluded facilities coordinator in 75-06-02, one of the primary functions of the facilities coordinator in 75-05-02 (formerly 75-08-02) is to oversee the performance of contractors performing custodial, security, grounds keeping and snow removal services. The facilities coordinators confirm that a contractor has delivered the proper number of contract employees, insure that the contractor has provided the proper services, discuss with the contractor the tasks that need to be performed, and furnish supplies needed to carry out those tasks. They approve the contractors’ time sheets and complete contractor evaluation reports. Most of their time is spent overseeing contractors and when they perform other work, they work alone on tasks related to the work performed by the contractors, such as picking up trash, changing bulbs, or performing minor grounds-keeping functions. They have little contact with BGE employees performing production and maintenance work. In these circumstances, I shall exclude the facilities coordinator in 75-05-02 (formerly 75-08-02), who have been transferred into the newly formed Facilities Operations Unit (75-05-02) within the new Outlying Facilities Section (75-05), from the BGE-wide production and maintenance unit. As noted supra, in Case 5-RC-14907, I shall vote subject to challenge the other facilities coordinators in former 75-08-02, who have been transferred to the CPSG operation in Unit 28-01-04.

### **Facilities Maintenance and Operations Unit (75-08-03)**

Facilities Maintenance and Operations Unit 75-08-03 provides building maintenance services to the facilities in the 75-08 service area. There is one weekly position in this unit, facility and equipment technician. Both parties seek to include this position, despite the fact that Petitioner seeks to exclude the facility and equipment technicians in 75-06-03, who perform nearly identical work.

The parties stipulated to the following paragraph:

There were four Facility and Equipment Technicians working in unit 75-08-03. All four Facility and Equipment Technicians have been transferred to the CPS-G operation. They should be included in any production and maintenance unit found appropriate at CPS-G. The Employer asserts that an appropriate petition has not yet been filed for the employees of CPS-G. The Petitioner asserts that the extant petitions are appropriate for the employees of CPS-G.

Based on the parties' stipulation and my finding that an appropriate petition has been filed for production and maintenance employees at CPSG, I conclude that the facility and equipment technicians in former 75-08-03, who have been transferred to the CPSG operation, should be included in the production and maintenance unit found appropriate at CPSG in Case 5-RC-14907.

#### **Fleet Maintenance and Repair Unit (75-08-04)**

##### *Vehicle Mechanic*

The parties stipulated to the following paragraph: Eight Vehicle Mechanics were assigned to work in the former unit 75-08-04. The union seeks to include this position. Three Vehicle Mechanics have been transferred from former unit 75-08-04 to the CPSG operation. If an appropriate petition is filed, they should be included in any production and maintenance unit found appropriate at CPSG. One Vehicle Mechanic has been transferred from the former unit 75-08-04 to the newly formed Local Maintenance Central Unit (75-02-03) within the newly formed Fleet Maintenance Section (75-02). Four Vehicle Mechanics have been transferred from the former unit 75-08-04 to the newly formed Local Maintenance Outlying Unit (75-02-04) within the newly formed Fleet Maintenance Section (75-02).

As set forth above, I have concluded that an appropriate production and maintenance petition has been filed for the CPSG operation in 5-RC-14907. Accordingly, I shall include the three vehicle mechanics, who transferred to CPSG from former 75-08-04, in the CPSG production and maintenance unit found appropriate in 5-RC-14907. I shall include the other five vehicle mechanics in 75-02 in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909, consistent with the parties positions at the hearing as memorialized in Er. Exh. 18.

#### **Facilities and Fleet Operations Section - South (75-09)**

Section 75-09 provides facility and fleet operations support to all facilities in the southern half of the BGE service territory. This section includes several units, most of which are described below. There are no positions in dispute in 75-09-03 and 04.

The parties stipulated to the following paragraph:

The Facilities and Fleet Operations Section – South (75-09) underwent substantial reorganization in order to consolidate responsibility for facility operations and maintenance and for fleet maintenance activities in separate new organizational units. In the case of facility operations and maintenance, all non CPS-G properties managed by the former Facilities and Fleet Operations Section – Fossil/North (75-08) and by the former Facilities and Fleet Operations Section – South (75-09), were placed under the control of the newly formed Outlying Facilities Section (75-05).

#### **Section Staff Unit (75-09-01)**

Unit 75-09-01 includes the Section staff employees. There is one weekly position in dispute in this unit: facility project designer. The Petitioner seeks to exclude this position, while the BGE seeks to include it in the BGE-wide production and maintenance unit, and, alternatively, in the BGE-wide technical unit.

***Facility Project Designer, 75-01-03 (formerly 75-09-01)***

The parties stipulated to the following paragraph:

The Facility Project Designer, RONALD B. KUHN, assigned to the former Section Staff Unit (75-09-01) has been transferred to the Strategic Facilities Planning/Projects Outlying Unit (75-01-03) within the Real Estate Planning and Construction Section (75-01). Job duties performed by the Facility Project Designer will continue unchanged and as was presented in the hearing.

The record established that there is one facility project designer in pay grade 31. At the time of the hearing, the facility project designer was supervised by the senior facilities project administrator, a work leader. The facility project designer reports to the Windsor Office Building. The facility project designer works flexible hours and wears casual business attire. The record established that the job duties of the facility project designer in 75-01-03 (formerly 75-09-01) are the same as the facility project designer in 75-01-03 (formerly 75-08-01).

For the reasons set forth above when discussing the facilities project designer in 75-01-02 (formerly 75-06-01), I have concluded that the facilities project designers in 75-01-03 (formerly 75-08-01 and 75-09-01) are technical employees who should be included in the BGE-wide technical unit found appropriate in 5-RC-14908.

**Facilities Maintenance & Operations Unit, 75-09-02 – Supervisor, Carl S. Young**

The Facilities Maintenance and Operations Unit in 75-09-02 handles the cleaning, maintenance and operations of all buildings and grounds within the 75-09 service area. There is one weekly positions in dispute in this unit: facility coordinator. The Petitioner seeks to exclude the facility coordinator, while BGE seeks to include the facility coordinator in the BGE-wide production and maintenance unit. BGE also seeks to include the facility and equipment technician in 75-09-02 in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909. As noted, the Petitioner also seeks to include the facility and equipment technician in the BGE-wide production and maintenance unit, despite the fact that it seeks to exclude the same classification in 75-06-03 from said unit.

The parties stipulated to the following paragraph: The staff of the former Facilities Maintenance and Operations Unit (75-09-02) was comprised of six Facility Coordinators and six Facility and Equipment Technicians, as well as a number of other classifications not being sought by the employer.

The parties stipulated to the following paragraph: Two Facility and Equipment Technicians assigned to the former Facilities Maintenance and Operations Unit (75-09-02), DAVID P. CUNNINGHAM and JOHN C. STUMP, were transferred to the newly formed Outlying Facilities Section Office (75-05-01). Four of the Facility and Equipment Technicians assigned to former unit 75-09-02, GEORGE C. CAVEY, III, CHARLES S. GORBY, JR., MICHAEL S. ROGERS, and MARK H. SMITH, were transferred to the newly formed Facilities Maintenance Unit (75-05-03). The job duties of the Facility and Equipment Technicians in the new units 75-05-01 and 75-05-02 will remain the same as in the former organization and as was presented in the hearing.

***Facilities Coordinator, 75-05-01 and 75-05-02 (formerly 75-09-02)***

The parties stipulated to the following paragraph: Two Facility Coordinators, STEPHAN B. BROOKS and CARL J. HOLLAND, III, assigned to the former Facilities Maintenance and Operations Unit (75-09-02) were transferred to the newly formed Outlying Facilities Section Office (75-05-01). Three of the Facility Coordinators assigned to former unit 75-09-02, PAUL G. GIBSON, DIAN LYNN OWENS and JUNIOUS M. WOODSON, were transferred to the newly formed Facilities Operations Unit (75-05-02). One Facility Coordinator assigned to the former unit 75-09-02, CYNTHIA M. WALTERS, was transferred to a Senior Administrative Assistant (SAA) job in the newly formed Outlying Facilities Section Office (75-05-01). The employer does not seek to include this new SAA position. The job duties of Facility Coordinators in the new units 75-05-01 and 75-05-02 will remain the same as in the former organization and as was presented in the hearing.

The facilities coordinators are in pay grade 27. At the time of the hearing, they worked in three different work groups. The facilities coordinator in work group 1 was Cindy Walters. As stipulated to by the parties, she is now a senior administrative assistant in 75-09-02 and BGE does not seek to include this position in the BGE-wide production and maintenance unit.

Facilities coordinators in former work group 2, Steve Brooks and Carl Holland, work in the substations and Microwave Tower Building and handle grass mowing, tree trimming, weed control and grounds clean up. They are supervised by the lead facilities and equipment technician, a work leader, who also supervises two facilities and equipment technicians, whom the parties have agreed to include in the BGE-wide production and maintenance unit. The work leader is located in the Windsor Office Building and the facilities and equipment technicians have a station at the Dorsey Office Building, although they generally report directly to the work site. There are three to six contract employees that work with the facilities coordinators on a daily basis. A facilities coordinator must accompany the contract employees so that they can gain access to a substation. They can work outside the fence without a facilities coordinator. The facilities coordinators do not evaluate the contractor's work or participate in the selection of contractors. In addition to the duties noted above, the facilities coordinators take care of anything that has to do with the building or the grounds. The facilities coordinators in former work group 2 are responsible for all of the 254 substations, except for the ones in the power plants, which come under the North Unit. The facilities coordinators have weed whackers, power and handsaws, small hand tools, and backpacks with chemicals that they use to spray pesticides at substations. They have pesticide licenses. The facilities coordinators in former work group 2 perform minor maintenance repairs, such as preventive maintenance on the air conditioners, and they change and wash filters. They make minor repairs to locks, fix fences, rake leaves and clean the grounds. The facilities coordinators make quick repairs to fences until a contractor can come out and replace it. They repair barbed wire, realign gates, and replace locks. Each of the facilities coordinators in former work group 2 is responsible for a different area - one for the North and one for the South.

The normal work hours of the facilities coordinators in former work group 2 are 6:30 a.m. to 3:00 p.m. In the summer, they may work from 6:00 a.m. to 2:30 p.m. or 6:00 a.m. to 4:00 p.m. if there is a lot of mowing to be done. They do not have flex time available to them. They wear regular clothes or jeans to work. One of the facilities coordinators in former work group 2 reports to the Westminster Distribution Service Center to pick up his truck, while the other reports to the RBC to pick up his truck. The facilities coordinators in former work group 2 spend 5 percent of their time at either Westminster or the RBC to pick up their vehicles, complete their

time sheet and call their work leader. The remainder of their time is spend driving or in the field. The facilities coordinators work directly with the facilities and equipment technicians in former work group 2 when performing preventive maintenance on air conditioners, repairing fences or other tasks requiring two employees. The facilities coordinators spend about 30 percent of their time in the winter performing preventive maintenance. At the substations, the facilities coordinators work with the facilities and equipment technicians in a similar fashion. The facilities coordinators in former work group 2 are responsible for snow removal at all of the substations.

There are three facilities coordinators in former work group 3 – J. Woodson, D. Owens and P. Gibson. The principal administrative assistant, a work leader, supervises them. The three facilities coordinators in former work group 3 work in the buildings and handle cleaning, guard services, cafeteria, trash removal, and recycling. Facilities coordinator Woodson works from 4:00 p.m. to 12:00 a.m. and facilities coordinators Owens and Gibson work from 1:00 p.m. to 9:00 p.m. During the storm response in 1999, the facilities coordinators continued cleaning facilities, removed snow, worked in the storm centers and took contractors back and forth to the hotel.

I conclude that the three facilities coordinators in former work group 3 who have been transferred since the hearing to the newly formed Facilities Operations Unit in 75-05-02 do not share a sufficient community of interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit. I exclude them for the same reasons that I exclude the “inside” facility coordinators in 75-06-02, who perform the same duties. With regard to the two facilities coordinators in former work group 2, who have been transferred since the hearing to the newly formed Outlying Facilities Section Office (75-05-01), I shall vote them subject to challenge in Case 5-RC-14909 as it is unclear whether they share a community of interest with the facility and equipment technicians, whom the parties have agreed to include in the BGE-wide production and maintenance unit in Case 5-RC-14909.

#### **Fleet Maintenance and Repair Unit (75-09-03)**

The parties stipulated to the following paragraph: Twelve Vehicle Mechanics were assigned to work in the former Fleet Maintenance and Repair Unit (75-09-03). As part of the reorganization, eleven of those Vehicle Mechanics have been transferred to the newly formed Local Maintenance Central Unit (75-02-03) within the newly formed Fleet Maintenance Section (75-02). The Petitioner and BGE agreed that these positions should be included in the BGE-wide production and maintenance unit in Case 5-RC-14909. One Vehicle Mechanic assigned to work in former unit 75-09-03 has retired.

#### **Fleet Maintenance and Repair Unit (75-09-04)**

The parties stipulated to the following paragraph: Ten Vehicle Mechanics were assigned to work in the former Fleet Maintenance and Repair Unit (75-09-04). As part of the reorganization, nine of those Vehicle Mechanics have been transferred to the newly formed Local Maintenance Outlying Unit (75-02-04) within the newly formed Fleet Maintenance Section (75-02). The Union and Company agreed that these positions should be included in the voting unit for petition 5-RC-14909. One Vehicle Mechanic assigned to work in former unit 75-09-04 has retired.

### **Fleet Maintenance and Repair Unit (75-09-05)**

The record established that the Fleet Maintenance and Repair Unit, located at the RBC Fleet Shop, provides automotive maintenance and repair services to BGE vehicles.

The parties stipulated to the following paragraph: The former Fleet Maintenance and Repair Unit (75-09-05), included two positions that the parties agree should be included in the voting unit for petition 5-RC-14909: Vehicle Mechanic and Tool and Equipment Repairer. (EX 18). The incumbents of these positions have been transferred to the newly formed Major Maintenance Unit (75-02-02) within the newly formed Fleet Maintenance Section (75-02). Unit 75-09-05 also included one position, Vehicle Damage Coordinator, which the Petitioner sought to exclude but the Employer sought to include (EX 18).

#### ***Vehicle Service and Damage Coordinator, 75-09-05 (formerly Vehicle Damage Coordinator)***

The parties stipulated to the following paragraph: As part of reorganizing the overall fleet maintenance operation, the job title Vehicle Damage Coordinator (EX 4, job # 276D; EX 5) has been changed to Vehicle Service and Damage Coordinator (job # 345B). The new job Vehicle Service and Damage Coordinator has the same duties and responsibilities as the former Vehicle Damage Coordinator (T. II-2827-2829) and as was presented in the hearing.

The vehicle service and damage coordinator (formerly vehicle damage coordinator), George Creager, is in pay grade 27. Until May 1999, Creager was a work leader. His current position constitutes a demotion from work leader. He shares supervision from the lead mechanic work leader with the tool & equipment repairer in pay grade 27 and the vehicle mechanics in pay grade 29. The vehicle service and damage coordinator (formerly vehicle damage coordinator) evaluates and solicits bids on accident repairs. The damaged vehicles are brought to the main shop at the RBC. The vehicle service and damage coordinator (formerly vehicle damage coordinator) for body shops to come to the RBC and provide repair estimates. When the vehicles return from the body shop, the vehicle service and damage coordinator evaluates the quality of the work that was performed. Prior to working for BGE, Creager was an auto body mechanic and worked in the BGE body shop until the company ceased performing auto body repair work. The vehicle service and damage coordinator spends 33-50 percent of his time evaluating damage done to BGE vehicles in accidents and soliciting and evaluating bids for the necessary repair work. He arranges for outside vendors to visit the RBC shop and provide repair estimates. Upon completion of the repair work, he evaluates the quality of the job.

The balance of his time is spent primarily installing the green stripe on company vehicles, installing key boxes, and performing occasional minor miscellaneous maintenance repairs or semi-body shop type functions. He installs key boxes and battery buddies on BGE vehicles. He also handles such minor repairs as replacing head lights and wiper blades. The maintenance work is performed in the shop at the RBC and the vehicle service and damage coordinator uses his own toolbox like other vehicle mechanics. The vehicle service and damage coordinator wears a company-issued vehicle mechanic uniform. Creager is a former work leader who does not have the same skill level as most mechanics. He has a basic, auto-mechanic skill level and his specialty is accident repair. As part of his job duties, the vehicle service and damage coordinator monitors environmental compliance of the shop areas and reports any noncompliance to the lead man or the supervisor. He arranges for outside vendors to pick up drums of old paint and mineral spirits, and makes sure that used filters are packaged and hauled away. He also orders parts and materials, completes time sheets, reviews and approves vendor invoices, enters work into the

computerized Fleet Management System, and prepares routine reports. The applicable job description (Er. Exh. 4, #276D) is an accurate description of the vehicle service and damage coordinator (formerly vehicle damage coordinator) position.

I conclude that the newly titled vehicle service and damage coordinator shares a sufficient community of interest with production and maintenance employees, particularly the vehicle mechanics and tool and equipment repairer, to be included in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909. He has comparable skills and performs comparable functions to production and maintenance employees. He has basic auto mechanic skills, was a former automotive body mechanic, and specializes in body work. He shares common supervision with the vehicle mechanics and tool and equipment repairer and is paid the same as the tool and equipment repairer. He primarily performs work that is functionally integrated with, or closely related to, production and maintenance work in the same Fleet Shop bays used by the vehicle mechanics. He uses many of the same tools that are used by the vehicle mechanics. He installs key boxes and battery buddies on BGE vehicles and performs minor repairs such as replacing head lights and wiper blades. He also wears the same Company-issued uniform as the vehicle mechanics. In these circumstances, I conclude that the vehicle service and damage coordinator shares a sufficient community of interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909.

### **C. DEPARTMENT 77 – INFORMATION TECHNOLOGY OPERATIONS & TECHNICAL SUPPORT - Manager, Ossie Tate, Jr.**

This Department is responsible for the “pipes and wires” of the information and telecommunications systems at BGE. Department 77 manages and supports BGE’s information systems and telecommunications infrastructure; supports the corporate mainframe in the Data Center at the G&E Building; supports the LAN and mid-range computer systems, as well as all desktop computer systems, telephone systems, and company-wide paging systems.

The parties stipulated to the following three paragraphs: Department 77, the Information Technology Operations and Technical Support (“ITOTS”) Department, is responsible for the “pipes and wires” of the information and telecommunication systems of the Company. Soon after the close of the hearings, a decision was made to better align the ITOTS with the changing requirements of the internal customers’ organizations. Although the ITOTS organization continues to include several sections and units, some of those sections and units have changed. The following discussion highlights those changes.

The newly reorganized Information Technology and Technical Support Department is comprised of two sections and three stand-alone units not counting the Manager’s office. The units and sections are: Light Speed Communications Unit (77-01-01); Operations Support Section (77-02); Technical Services Section (77-04); IT Products and Messaging Support Unit (77-05-01); and IT Infrastructure Project Management Unit (77-06-01).

The current and former section and units comprising Department 77 as well as the current placement and function of their personnel are as follows:

## **1. Light Speed Communications Unit 77-01-01**

The Light Speed Communications Unit leverages BGE's infrastructure (e.g. poles, towers, and substations) by leasing space on BGE's property to outside companies.

The parties stipulated to the following paragraph: There were two weekly positions formerly assigned to work in unit 77-01-01. These were the Principal Telecommunications Technician, a weekly grade 32 job (T. II-2056-57; EX 4, job # 282B), and the Radio/Video Technician, a weekly grade 30 job (T. II-2289-96, EX 4, job #314B). Both weekly positions assigned to work in unit 77-01-01 were assigned there on a temporary basis. Both their assignment status and their job classifications have changed.

### ***Principal Telecom Technician (PTT), 77-01-01***

### ***Radio/Video Technician, 77-01-01, formerly 77-05-03<sup>2</sup>***

### ***Construction Specialist, 77-01-01***

The parties stipulated to the following four paragraphs. The PTT assigned to work in unit 77-01-01, has consistently performed work of a project management nature (T. II 2059). Specifically, he solicits outside businesses to lease tower space for placement of antennae and arranges for the installation of the necessary equipment. Because of the construction-oriented nature of his work and the heavy interaction of this employee with others in the ET&D area, this employee has been placed into the newly created job of Construction Specialist within unit 77-01-01. In addition, the temporary assignment of this employee to unit 77-01-01 has been made permanent.

The Radio/Video Technician assigned to work in unit 77-01-01 performed the same type of work as that performed by the Principal Telecommunications Technician (PTT) (T. II - 2289-96) also assigned to unit 77-01-01. As was the case with the PTT, the Radio/Video Technician performed work of a project management nature and frequently interfaced with construction

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<sup>2</sup> The record established that this former radio/video technician, Don Rollins, has been matrixed to 77-01-01, the External Business Team, on a full-time basis since January 2000. He reports either to a job site, the Radio Shop, or the Windsor Office Building, where the External Business Team is located. He interacts with the process manager of Customer Projects, the business coordinators and telecommunications representatives. He performs project management work and coordinates with the External Business Team and with customers that have equipment at communication tower sites. He meets with customers to determine anticipated use, and meets with the design and documentation specialists to identify the availability of tower space and floor space. Once he has identified location and received approval to put the equipment there, he verifies that the proper power is run to the site. He remains in constant contact with the client during the process. He arranges to have cable and equipment installed inside the control houses and manages the budget for the project to insure that time targets are met. He interacts with various employees from Substation Construction in Department 38 and from Department 36-01-02. He spends all of his time in the field and is present when work is being done. He spends a quarter of his time in face-to face discussions with external customers and the rest of his time on the telephone.

personnel assigned to either ET&D or to outside contractors. As a result, this employee has been placed into the newly created job of Construction Specialist within unit 77-01-01. In addition, the temporary assignment of this employee to unit 71-01-01 has been made permanent.

A new job, Construction Specialist, weekly grade 31, has been created in unit 77-01-01. This job was created for the purpose of recognizing the unique job duties of the employees formerly holding the Principal Telecommunications Technician and the Radio/Video Technician jobs in unit 77-01-01. The Construction Specialist's primary responsibility is the management and coordination of the installation of wireless antenna systems at BGE communications and electric transmission tower sites. The two incumbents of this position perform various project management duties for antenna installations, coordinate the activities of personnel from various BGE areas such as ET&D New Business Construction, IT Operations and Technical Support, and a number of BGE contract construction companies. These employees spend in excess of half their time in the field overseeing construction activity and inspecting completed installations.

The Employer seeks the inclusion of this position in the BGE-wide production and maintenance unit. The Petitioner seeks to exclude this position from any unit.

I shall permit the Construction Specialists in 77-01-01 to vote subject to challenge in the BGE-wide production and maintenance unit found appropriate in Case 5-RC-14909 because this classification is newly created, there is insufficient record evidence to make a community of interest determination, and neither party claims that this is a technical classification.

## **2. Operations Support Section 77-02-01 - Director, Gerald L. Coffey**

The Operations Support Section 77-02 provides information systems support in areas such as infrastructure operations, change and configuration management, and mainframe support. This Section manages and supports the entire information systems and telecommunications infrastructure. They support the corporate mainframe, all the servers, desktop systems, mid-range systems, telephone systems, paging systems, cellular phones and the integrated digital network. This Section has three units, two of which have weekly employees in dispute.

The parties stipulated to the following paragraph: The complement of the Operations Support Section Office has been increased to reflect the transfer of one System Support Technician (SST), into unit 72-02-01 from the former Client Services Section Office Unit (77-03-01). The SST assigned to unit 77-02-01 will continue to perform the same job duties as in the former organization and as presented in the hearing (T. II – 1821-22).

### ***System Support Technician, 77-02-01 (formerly 77-03-01)***

The parties stipulated to the following paragraph:

There was one System Support Technician (SST) assigned to work in the former unit 77-03-01. This SST has been transferred to the Operation Support Section Office (77-02-01) of the Operations Support Section (77-02). The duties of this SST in unit 77-02-01 will remain the same as was presented in the hearing under unit 77-03-01 (T.II – 1821-22).

The Petitioner would exclude the system support technician. BGE would include the system support technician in the BGE-wide production and maintenance unit. Alternatively, BGE would include the system support technician in any BGE-wide technical unit found appropriate.

Both parties agree that the systems support technician 77-02-01(formerly 77-03-01) is a technical employee. The system support technician is Walter Thorn. He is in pay grade 30. He works in the Windsor Office Building (WOB) in a typical office setting. His work hours are 7:30 a.m. to 4:30 p.m., with flex time. He works in the same general area as the other system support technicians in the WOB. He spends about 50 percent of his time in his office and the rest of his time in a lab that contains system components and servers. The system support technician is responsible for administering and managing the servers and databases for the Advanced Help Desk, a computerized tracking system that the system support technician oversees and programs. The system support technician is also responsible for administering and making programming and software changes to the Unicenter program, which monitors desktop computer problems. The Unicenter product is used by analysts, planning consultants, senior project engineers, and senior IT analysts. The system support technician installs software, programs scripts and administers the server that runs the system.

The system support technician does not have daily interaction with the system support technicians in 77-03-02, although there may be discussion about changes within the Advanced Help Desk system. The system support technician spends most of his time with the project managers within former 77-03-01. He has attended administrative classes on the Unicenter system, as provided by the vendor. These classes were also attended by the project manager in former 77-03-01, analysts and senior IT analysts in 77-04-03, and the LAN Server Management Team, all monthly employees.

As compared to the system support technicians in 77-03-03, Thorn is doing much more programming. The administration and configuration on the server-side is more hands-on and more technical than the Level 1 system support technician in 77-03-03. Similarly, when compared to the system support technicians in 77-03-02, Thorn performs much more programming. The system support technicians in 77-03-02 are performing more troubleshooting and desktop configuration. Thorn is working at a higher level regarding configuration. As far as technical knowledge goes, the system support technicians in 77-03-01 are at the highest level, followed by 77-03-02, and then 77-03-03.

The record established that the applicable job description (Er. Exh. 4, #61B) is generally accurate, with the exception of the following phrases, which do not apply to the system support technician in 77-02-01(formerly 77-03-01) – “administers local area network(s);” “[r]esponds to users inquiries, diagnoses and resolves routine personal and mainframe computer hardware and software problems;” and “[c]oordinates hardware and software installations and repair.” The system support technician coordinates hardware and software installation for the two specific systems described above. The system support technician must have over four years of work-related experience and successful completion of post-high school courses in statistics and computer science, or the equivalent combination of formal education/training and experience. In addition, the system support technician must have the demonstrated ability to resolve technical computer problems and to operate personal and mainframe computers and commercially available PC software packages.

I conclude that the system support technician in 77-02-01(formerly 77-03-01) is a technical employee who should be included in the BGE-wide technical unit found appropriate in Case 5-RC-14908. As noted, the system support technician must have sophisticated computer knowledge, including familiarity with software packages, over four years of work-related experience and successful completion of post-high school courses in statistics and computer science, or the equivalent combination of formal education/training and experience. In addition, he must be able to resolve technical computer problems. His specialized computer skills require the exercise of independent judgment and are very different from the skills and training of the production and maintenance employees. The system support technician does not perform the same work, share the same skills, use the same tools, or work under the same supervision as the production and maintenance employees. The system support technician, like other technical employees throughout BGE, works flex time in a typical office environment in the WOB Building, performs work of a technical nature, utilizes technical skills and specialized computer knowledge, and receives pay that is comparable to, and the same benefits as, other technical employees, whom I have included in the BGE-wide technical unit. In addition, both parties agree that the system support technician is a technical employee. In these circumstances, I find that the system support technician in 77-02-01(formerly 77-03-01) is a technical employee who should be included in the BGE-wide technical unit found appropriate in 5-RC-14908.

#### **Infrastructure Operations Unit 77-02-02 - Process Mgr., Michael Fink**

The Infrastructure Operations Unit 77-02-02, is responsible for the operation of BGE's mainframe computer. There are five weekly positions in dispute in this unit: computer operator, peripheral equipment operator, principal administrative assistant, senior administrative assistant, and systems console operator. BGE would include these classifications in an appropriate production and maintenance unit, and the Petitioner would exclude them. Both parties agree that the systems console operator is a technical employee.

The parties stipulated to the following paragraph: There are no changes in the System Console Operators, Computer Operator or Peripheral Equipment Operators assigned to work in unit 77-02-02. Personnel assigned to these classifications in 77-02-02 will continue to perform the same job duties as was presented in the hearing.

#### ***Systems Console Operator, 77-02-02***

Both parties agree that the systems console operators are technical employees. There are six system console operators in pay grade 28. They work on the second floor of the G&E Building. They spend 100% of their time at this location. The operators work in a room where they sit at monitors, which they use to run the system and monitor jobs. The computer operator in 77-02-02, also works in this room. The lead system console operator work leader supervises them. The system console operators work in three shifts, either 8-hour shifts or 4-day/10-hour shifts. They maintain a 7-day, 24-hour operation.

The system console operators are responsible for running the mainframe computer system and all associated jobs, and must be familiar with the applications that run on the mainframe. The system console operators run jobs through various technical software. They make sure the jobs run at specific times and they monitor the jobs to ensure that they are properly executed. The system console operators work closely with applications personnel who develop programs. There are certain software packages or systems that the system console operators must be familiar with that are not commonly used by others, including Job Tracking Scheduling, Job

Control Language (JCL), REXX and MVS operating commands. The system console operators also occasionally assist the peripheral equipment operator in 77-02-02 to maintain the printer and tape library. The system console operators provide support for the Help Desk between the hours of 11:00 p.m. and 6:00 a.m., seven days per week.

The system console operators have taken specific training courses related to mainframe operation, including MVS/XA, JCL Basic, Problem Status Reporting, and Introduction to the Data Center. Of the six system console operators, the majority of their training is specific to their job as a mainframe operator, with the exception of one, who does not have technical training on his record, but was hired as an experienced computer operator. The system console operator classification is the third step in a progression of jobs from peripheral equipment operator to computer operator to system console operator.

The record established that the applicable job description (Er. Exh. 4, #53B) is accurate. Thus, the system console operators must have over four years experience, including analysis of computer processing requirements and interruptions, or equivalent combination of formal education/training and experience. In addition, they must have a thorough knowledge of the operation of computer systems in an on-line and batch environment, including MVS and JES2, and the ability to make sound judgments when processing computerized applications.

I conclude that the system console operators in 77-02-02 are technical employees who should be included in the BGE-wide technical unit found appropriate in 5-RC-14908. They must have sophisticated computer knowledge, including familiarity with software packages that are not commonly used by other employees, except mainframe operators. Their specialized computer skills require the exercise of independent judgment and are very different from the skills and training of the production and maintenance employees. They have different supervision from production and maintenance employees and do not interact with them. Rather, they interact with the computer operator and peripheral equipment operators in 77-02-02. They spend almost 100 percent of their time in the G&E Building data center. Moreover, both parties agree that the systems console operators are technical employees. In these circumstances, I find that the system console operators are technical employees, who perform technical computer functions using technical skills and specialized training under similar working conditions as other technical employees throughout BGE. Accordingly, I shall include the system console operators in 77-02-02 in the BGE-wide technical unit found appropriate in 5-RC-14908.

### ***Computer Operator, 77-02-02***

There is one computer operator in the Infrastructure Operations Unit in pay grade 27. The lead system console operator, a work leader, supervises the computer operator. This classification is considered a progression step toward the systems console operator classification. The computer operator does not have the same expertise as the system console operator, although they perform many of the same functions and work side-by-side so that the computer operator can learn computer languages and the job of the system console operator. The computer operator performs shift work with the system console operators, who provide coverage 7-days a week, 24-hours a day. The computer operator works on all of the same systems as the system console operators and spends approximately 10 percent of his time on his own shift, as opposed to working under the watch of the system console operator. The computer operator also provides backup assistance in the tape library and the printer room about two times per week, depending on the schedule of the peripheral equipment operator.

In addition to working with the system console operators, the computer operator occasionally provides assistance for the Records Management Group, comprised of two principal administrative assistants and a senior administrative assistant, with filing and storage of records in the warehouse. The computer operator assists the principal administrative assistants and the senior administrative assistant about two times per week, for an 8-hour day, in order to learn the process and to provide backup. When assisting the administrative assistants, the computer operator is performing functions related to storage of corporate documents, spending 70 percent of his time in the warehouse doing physical work and 30 percent of his time in the office, updating records, indexes and files. Outside of the time spent at the warehouse, the computer operator works in the computer room.

The record testimony established that the description, as summarized above, is a more accurate description of the job duties and responsibilities of the computer operator than what is set forth in the applicable job description, Employer Exhibit 4, #93A. The computer operator must have over two years experience, including satisfactory work experience in the operation of a large-scale computer system in an on-line, multi-programming environment or satisfactory completion of a Computer Operator Trainee program or the equivalent combination of formal education/training in experience. In addition, the computer operator must have MVS and JES2 experience.

Assuming arguendo that the computer operator in 77-02-02 is not a technical employee, I conclude that the computer operator in 77-02-02 shares a sufficient community of interest with the system console operators in 77-02-02 to be included in the BGE-wide technical unit found appropriate herein. Like the system console operators, they must have specialized computer knowledge, including familiarity with specialized software packages. They work side-by-side with the systems console operators to learn that job. They handle the same duties and functions as the system console operators and once they gain sufficient skills and experience, they will become system console operators. They share supervision with the system console operators. Like the system console operators, their specialized computer skills require the exercise of independent judgment and are very different from the skills and training of the production and maintenance employees. They have a different supervision from production and maintenance employees and do not interact with them. Rather, they primarily interact with the system console operators and peripheral equipment operators in 77-02-02, and they spend only about 20% of their time assisting the records management group. In these circumstances, I find that the computer operator performs work of a quasi-technical nature, has certain quasi-technical skills and training, and shares a community of interest with the systems console operators, whom I have found to be technical employees and have included in the BGE-wide technical unit. Brown & Root-Northrop, supra, 174 NLRB at 1006. In these circumstances, based on community of interest principles, I shall include the computer operator in 77-02-02 in the BGE-wide technical unit found appropriate in 5-RC-14908 herein.

#### ***Peripheral Equipment Operator, 77-02-02***

There are two peripheral equipment operators in pay grade 26 who are primarily responsible for the printer and tape rooms. The peripheral equipment operator position is considered a progression step to the computer operator classification. The peripheral equipment operator is encouraged to learn the computer operator's duties when not busy in the printer room. They work from 11:00 p.m. to 7:00 a.m. or 7:00 a.m. to 3:00 p.m., Monday through Friday. The lead system console operator, a work leader, supervises them. The peripheral equipment operators maintain the printers and associated machinery to handle the output from the mainframe

computer in the data center at the G&E Building. They complete a checklist to ensure that preventive maintenance and housekeeping is performed in the computer room. The printer and tape rooms are located on the second floor of the G&E Building, and are part of the computer room facility. The peripheral equipment operators are responsible for providing limited maintenance of the tape robot, a machine that retrieves tapes and inserts them into a drive so that they can be read and processed by the mainframe computer. They clean and vacuum the dust out of the printer, clean the fuser roller and drum, and perform a quality control check on the output from the printers. If repairs are needed, an outside vendor is called.

The peripheral equipment operators spend approximately 10 to 15 percent of their time on computers, starting jobs and checking documentation. The peripheral equipment operator is an entry-level job. On rare occasions, they perform work on the computers in an unsupervised manner. In addition to working in the G&E Building, the peripheral equipment operators provide assistance to the Records Management Group two or three times per week. They rotate this function with the computer operator. When working with the Records Management Group, the peripheral equipment operator spends a full 8-hour day at the warehouse.

The record testimony established that the description, as summarized above, is a more accurate description of the job duties and responsibilities of the peripheral equipment operator than what is set forth in the applicable job description, Employer Exhibit 4, #364C, which is a more accurate description of the principal administrative assistant position. Director Coffey testified that the two peripheral equipment operators perform the same duties, under the same working conditions as the peripheral equipment operators in former Production Services Units 72-01-06, 72-01-07, and 72-01-08 in 1996. The Regional Director excluded these peripheral equipment operators in 1996 because they lacked a community of interest with production and maintenance employees. See Er. Exh. 9C, p. 7-9 to 7-10.

I conclude that the peripheral equipment operators do not share a community of interest with employees in any of the units found appropriate herein. This is an entry-level job and there is no evidence that the peripheral equipment operators have technical skills or perform technical functions, or have any specialized training. Although they are encouraged to learn the computer operator's duties, there is no evidence that they do so, or work side-by-side with the computer operator, like the computer operator does with the systems console operators. The peripheral equipment operators spend almost all of their time in the G&E Building. They have no common supervision with production and maintenance employees and little, if any, contact with them. They occasionally backup the principal administrative assistants and senior administrative assistants, who are office clerical employees, as set forth below. In these circumstances, I shall exclude the peripheral equipment operators in 77-02-02 from any of the units found appropriate herein because they lack a community of interest with any of the units found appropriate and as their interests appear to be more closely aligned with office clericals.

#### **Senior Radio /Video Technician, 77-02-02 (formerly 77-03-03)**

The parties stipulated to the following paragraph.

The complement of unit 77-02-02 has been increased to reflect the transfer of one Senior Radio/Video Technician into the unit from the Client Service Center Unit (77-03-03). The Senior Radio/Video Technician will continue to perform the same job duties as in the former organization and as was presented in the hearing.

The parties also stipulated to the following paragraph:

There was one Senior Radio/Video Technician assigned to work in former unit 77-03-03. That Senior Radio/Video Technician has been transferred to the Infrastructure Operations Unit (77-02-02). Job duties performed by the Senior Radio/Video Technician transferred to unit 77-02-02 will remain the same as in the former organization and as was presented in the hearing.

Both parties agree that the senior radio/video technician in 77-02-02 (formerly 77-03-03) is a technical employee. The Petitioner would exclude this classification from the petitioned-for technical unit limited to the ETDD in Case 5-RC-14908. BGE would include this classification in the BGE-wide production and maintenance unit, and alternatively, in the BGE-wide technical unit, if found appropriate.

The record established that there is one senior radio/video technician, Russ Harvey, in pay grade 31 in the former Client Service Center in the Windsor Office Building. Mr. Harvey originally transferred from unit 77-05-03. His immediate supervisor is the client service support leader. His work hours are from 6:30 a.m. to 3:00 p.m. Although he has some responsibility with the radio-video shop, his main function is with the network operations area. The network operations area is designed to operate 24 hours a day, 7 days a week. The senior radio/video technician works with the paging output encoder system to track all pages that are sent out throughout BGE. This system generates reports and can be used for investigative purposes.

The senior radio-video technician spends close to 100 percent of his day in the office environment. Eighty percent of his time is spent training with the monthly telecommunications analyst to work on sophisticated computer systems that monitor the health of the corporate data network. When training with the telecommunications analyst, the senior radio/video technician uses various tools to monitor the health of systems. He uses diagnostic software such as HP Overview and Unicenter. He uses this specialized software to monitor various devices, such as routers, bridges and hubs on the corporate data network. He is learning the Unicenter system that monitors the health of components such as file servers. He works alongside the telecommunications analysts to diagnose, isolate and resolve problems in the systems. On an as-needed basis, the senior radio/video technician supports the 800 megahertz radio system, paging system, video surveillance cameras and equipment. He is involved with making changes to the radio system and conducting site surveys for radio frequency emissions for the communications towers. He visits radio communications tower sites infrequently and his work there involves no physical work. The remainder of his time is spent producing status reports on the radio system and the paging system. These reports are used by analysts, engineers and supervisors in the Enterprise and Infrastructure Engineering Unit in 77-04-03.

The record established that the testimony, as summarized above, is more accurate than the job summary set forth in the applicable job description (Er. Exh. 4, #285B). The senior radio-video technician must have over six years experience in installation and maintenance of complex radio and video systems. He must also have a thorough knowledge of trunked, simulcast, and conventional fixed, mobile, paging radio systems, complex closed-circuit television systems, video distribution systems, and videoconferencing systems. In addition, he must have a working knowledge of microwave, fiber optic, cable, and data communications systems. He must also have the ability to analyze and interpret complex electronic diagrams and instructions. He must possess a FCC general radio license or the equivalent.

I conclude that the senior radio-video technician in 77-02-02 (formerly 77-03-03) is a technical employee who should be included in the BGE-wide technical unit found appropriate in 5-RC-14908. He must have over six years experience in installation and maintenance of complex radio and video systems. He works on sophisticated computer systems that track employee usage of various electronic devices such as pagers and radios. He is being trained to work on sophisticated computer systems that help monitor the health of various components, such as file servers. He uses diagnostic software such as HP Overview and Unicenter. He also supports video surveillance cameras and equipment, as needed, and conducts site surveys for radio frequency emissions for the communications towers. The senior radio-video technician has technical skills and training that is very different from production and maintenance employees. He has different supervision from production and maintenance employees and little, if any contact with them. The senior radio-video technician does not perform the same work, share the same skills, or use the same tools as production and maintenance employees. Rather, like other technical employees in 5-RC-14908, he performs work of a technical nature for BGE, utilizes technical skills and specialized training to monitor the health of sophisticated computer systems, and receives grade 31 pay comparable to other technical employees. In addition, both parties agree that the senior radio-video technician is a technical employee. In these circumstances, I conclude that the senior radio-video technician in 77-02-02 (formerly 77-03-03) is a technical employee who should be included in the BGE-wide technical unit found appropriate in 5-RC-14908.

#### **Change and Configuration Unit 77-02-03**

The Change and Configuration Unit 77-02-03 coordinates the changes and upgrades to the computer data network. There are two weekly positions in dispute in this unit: system support technician and principal telecommunications technician. The Petitioner seeks to exclude these classifications from any appropriate unit. BGE seeks to include them in the BGE-wide production and maintenance unit, and alternatively, in the BGE-wide technical unit, if found appropriate.

The parties stipulated to the following paragraph. Prior to the July 1, 2000, reorganization, there was one Principal Telecommunications Technician (PTT) and one System Support Technician (SST), among others, assigned to work in unit 77-02-03. Employees in the PAA and SST classifications assigned to work in unit 77-02-03 will continue to perform the same job duties as before the July 1, 2000, reorganization and as was presented in the hearing. The complement of unit 77-02-03 has been increased to reflect the transfer of additional personnel from the Infrastructure Operations Unit (77-02-02).

***Principal Administrative Assistant, 77-02-03 (formerly 77-02-02)***  
***Senior Administrative Assistant, 77-02-03 (formerly 77-02-02)***

In addition to the stipulation set forth above in 77-02-02, the parties stipulated to the following two paragraphs. Two PAA positions were transferred into unit 77-02-03 from the Infrastructure Operations Unit (77-02-02). This move involved one active employee and one position made vacant as the result of a retirement. The vacant PAA position in unit 77-02-03 has been eliminated. The PAA assigned to work in unit 77-02-03 will continue to perform the same job duties as in the former organization and as was presented in the hearings (T.II-1157).

One SAA position has been transferred into unit 77-02-03 from the Infrastructure Operations Unit (77-02-02). The SAA assigned to work in unit 77-02-03 will continue to perform the same job duties as in the former organization and as presented in the hearing (T.II – 1158-64).

The evidence at the hearing established the following: There were two principal administrative assistants in former 77-02-02 in pay grade 28, who worked on the fifth floor of the records storage warehouse on Monument Street. There is no work leader in the warehouse. They were supervised by Michael Fink, supervisor of Infrastructure Operations. As noted, one of them has retired and the position will not be filled.

The principal administrative assistant in 77-02-03 (formerly 77-02-02) works from 8:00 a.m. to 5:00 p.m., with flex time. The principal administrative assistant spends the majority of time in the warehouse. The principal administrative assistant works in an air-conditioned office with desks, desktop computers and work cubicles. This area is shared with the senior administrative assistant. The principal administrative assistant perform clerical functions associated with the maintenance of records, filing, storing and logging at the warehouse. The principal administrative assistant is responsible for making sure that specific regulatory commission guidelines are followed for storage purposes. The principal administrative assistant receives material from the Financial, Accounting, Legal and Distribution organizations, and is in contact with these groups, generally via telephone, regarding record storage or requests for document retrieval.

There is one senior administrative assistant in 77-02-03 (formerly 77-02-02) in pay grade 26 who works in the Monument Street warehouse and is supervised by Michael Fink, process manager for the former Infrastructure Operations Unit. The senior administrative assistant, like the principal administrative assistant, works Monday through Friday, from 8:00 a.m. to 5:00 p.m., with flex time. The duties and responsibilities of the senior administrative assistant are similar to the principal administrative assistant, however the senior administrative assistant does not have the same knowledge regarding regulations and guidelines for the storage of documents.

Gerald Coffey, Jr., the Director of the Operations Support Section, testified that in 1996 the principal administrative assistant and senior administrative assistant classifications in this unit were the senior records storage clerk, senior general records clerk and records service coordinator in the former Facilities Maintenance and Operations Unit, 72-06-02. These classifications were excluded by the Regional Director from the production and maintenance unit in 1996. See Er. Exh. 9C at p. 7-12. The record also indicates that the principal administrative assistant and senior administrative assistant currently perform the same duties, under the same working conditions, as the senior records storage clerk, senior general records clerk and records service coordinator performed in 1996.

I conclude that the remaining principal administrative assistant and the senior administrative assistant in 77-02-03 (formerly 77-02-02) are office clerical employees who should be excluded from any of the units found appropriate herein. These individuals are the custodians of records that BGE keeps for regulatory, legal, or tax reasons. They receive the documents, file them, retrieve them, and destroy them in due course. Requests for documents are received by phone. The only evidence of physical labor that they perform concerns the lifting of boxes of documents, a traditional clerical function. They have no contact with unit employees, share no supervision with them, and do not interchange with them. They do not have technical skills or perform technical functions. The fact that these clericals may handle production-related documents is not enough to convert them into plant clericals. Cooper Hand Tools, 328 NLRB

No. 21, slip op. at 4 (1999); Weldun, International, Inc., 321 NLRB 733, 735 (1996); Continuous Curve Contact Lenses, 236 NLRB 1330, 1332 n.6 (1978); Nuturn Corp., 235 NLRB 1139 (1978). In these circumstances, I shall exclude the principal administrative assistant and the senior administrative assistant in 77-02-03 (formerly 77-02-02) from any of the units found appropriate herein.

### ***Systems Support Technician, 77-02-03***

Both parties agree that the systems support technician in 77-02-03 is a technical employee. The system support technician is in pay grade 30. The system support technician reports directly to Michael Fink, supervisor of Change & Configuration Management. He works in the second floor of the G&E Building in a cubicle. He works the day shift, Monday through Friday, with flex time. The system support technician interacts with the data communication specialist, other system support technicians in other areas of IT, applications programmers, and the mainframe support group. The system support technician does not need the same detailed knowledge as the computer operators and system console operators, whom I have included in the BGE-wide technical unit in 5-RC-14908.

The system support technician is responsible for coordinating any changes that affect the computer systems, including the corporate data network, the servers, the LANs, midrange and mainframe computers. The information on proposed changes comes to the system support technician on his computer, usually from Departments 77, 71 or 70. The system support technician does not provide any direct support to, or take calls from, desktop users. Rather, the system support technician is responsible for coordinating, monitoring and reviewing changes that impact the infrastructure of the computer system to ensure that there are no conflicts that could affect the system. If a conflict or problem arises, the system support technician meets with representatives from various departments to discuss the problems during the weekly Change Management meetings. The system support technician works as part of the change management group, and coordinates any application, system or program changes that affect the BGE computer data network. The system support technician uses a computer to generate reports and problem records. The system support technician has the authority to stop proposed changes from going into effect. He has given training sessions to other IT employees.

The record established that the applicable job description (Er. Exh. 4, #61B) is generally accurate, but the record testimony, as summarized above, is a more accurate description. The system support technician must have over four years of work-related experience and successful completion of post-high school courses in statistics and computer science, or the equivalent combination of formal education/training and experience. In addition, the system support technician must have the demonstrated ability to resolve technical computer problems and to operate personal and mainframe computers and commercially available PC software packages.

I conclude that the system support technician in 77-02-03 is a technical employee who should be included in the BGE-wide technical unit found appropriate in 5-RC-14508. The system support technician must have sophisticated computer knowledge, including familiarity with software packages, over four years of work-related experience and successful completion of post-high school courses in statistics and computer science, or the equivalent combination of formal education/training and experience. In addition, he must be able to resolve technical computer problems. His specialized computer skills require the exercise of independent judgment and are very different from the skills and training of the production and maintenance employees. He has different supervision from production and maintenance employees and does not interact with

them. The system support technician, like other technical employees throughout BGE, work flex time in a typical office environment. The system support technician does not perform the same work, share the same skills, use the same tools, or work under the same supervision as the production and maintenance employees. On the other hand, the system support technician, like other technical employees throughout BGE, performs work of a technical nature, utilizes technical skills and specialized computer knowledge, and receives pay that is comparable to other technical employees. In addition, both parties agree that the system support technician is a technical employee. In these circumstances, I find that the system support technician in 77-02-03 is a technical employee who should be included in the BGE-wide technical unit found appropriate in 5-RC-14908.

***Principal Telecommunications Technician, 77-02-03***

There is one principal telecom technician, Philip Meckel, in pay grade 32, the highest weekly pay grade. Like the systems support technician, the principal telecommunications technician works in a typical office environment on the second floor of the G&E Building. The principal telecommunications technician also works in a computer room in the Electrical Operations Building at the RBC. He works the day shift, with flex time available. The principal telecommunications technician transferred from 77-04-03. Michael Fink, supervisor of the Change and Configuration Management Unit, supervises him.

The principal telecommunications technician is responsible for knowing what is connected to the network within the computer room. He maintains an inventory of all the equipment in the computer room and updates the software used for maintenance. He makes recommendations about the types of devices that can be connected to various power sources, and what changes should be made if the computer systems start to exceed power capacity. He monitors the available power load and the demand placed on that load by the computer hardware installed at any given location. He works closely with employees in the Telecommunications Infrastructure Engineering Unit 77-04-03 and the employees in the Network Server Management Unit 77-04-05, who are responsible for installation.

The record established that the applicable job description (Er. Exh. 4, Job 282B) is inaccurate in certain respects and the record testimony, as summarized above, is a more accurate description of the position. The principal telecommunications technician must have over eight years experience in telecommunications engineering or related technical activities, or the equivalent combination of formal education/training and experience. In addition, the principal telecommunications technician must have extensive knowledge of computer communications and telecommunications systems, microprocessors, and personal computer and mainframe connectivity. The record established that the principal telecommunications technician possesses a background in telecommunications and must be trained to work with a sophisticated computer program to diagram layouts and connections in the computer room. He maps out the manner in which each piece of telecommunications equipment connects to routers, power sources and the like. The principal telecommunications technician occasionally works under the floor of the computer room to trace an electrical or data line.

I conclude that the principal telecommunications technician, like the system support technician in 77-02-03, is a technical employee, who should be included the BGE-wide technical unit found appropriate in 5-RC-14908. The principal telecommunications technician must have the equivalent of eight years experience in telecommunications engineering or related technical activities, and extensive knowledge of computer communications and telecommunications

systems and computer connectivity. His training permits him to work with sophisticated computer programs to diagram layouts and connections. He performs other technical functions such as tracing the path of an electrical or data line underneath the computer room. His specialized computer skills require the exercise of independent judgment and are very different from the skills and training of the production and maintenance employees. He has different supervision from production and maintenance employees and does not interact with them. The principal telecommunications technician, like the system support technician and other technical employees throughout BGE, works flex time in a typical office environment. He shares unit supervision with the system support technician, who the parties agree is a technical employee and who I have included in the BGE-wide technical unit. The principal telecommunications technician does not perform the same work, share the same skills, use the same tools, or work under the same supervision as the production and maintenance employees. On the other hand, the principal telecommunications technician, like other technical employees throughout BGE, performs work of a technical nature, utilizes technical skills and specialized computer knowledge, and receives pay that is at the highest level of the weekly pay scale. In these circumstances, I find that the principal telecommunications technician in 77-02-03 is a technical employee who should be included in the BGE-wide technical unit found appropriate in 5-RC-14908.

#### **End User IT Support and IT Security Unit, 77-02-06**

The parties stipulated to the following paragraph: The End User IT Support and IT Security Unit (77-02-06) provides Level 1 support to the BGE users of the corporate data and voice networks. The functions performed by unit 77-02-06 are the same as were performed by the former unit 77-03-03, with the exception of network operations functions. These functions were absorbed by the Infrastructure Operations Unit (77-02-02). There are two weekly positions at issue in unit 77-02-06: System Support Technician and Telecommunications Services Coordinator. The union seeks to exclude these positions while the Company seeks to include them.

#### ***System Support Technician, 77-02-06 (formerly 77-03-03)***

The parties stipulated to the following paragraph: There are four SST's assigned to work in unit 77-02-06. They have been transferred into unit 77-02-06 from the Client Service Center Unit (77-03-03). Their job duties will remain the same as in the former organization and as was presented in the hearing.

The record testimony established that there are four system support technicians in pay grade 30 in the Client Service Center Unit. They report to the Windsor Office Building in the RBC complex, a typical office environment. Three of the system support technicians work from 6:00 a.m. to 2:45 p.m., while the fourth works from 6:45 a.m. until 3:30 p.m. They spend 100 percent of their time in the office. They are the first line of contact for computer-related problems and attempt to solve issues over the telephone. If the problem cannot be solved, the system support technician refers the problem to Level 2 for resolution. When working on the Help Desk, the system support technician is receiving calls for any employee or contractor working for BGE. The Help Desk fields approximately 250 computer-type calls per day, and approximately 35-40 telephone problem calls per day. From 3:00 p.m. until 11:00 p.m., contractor employees staff the Help Desk, and from 11:00 p.m. to 6:00 a.m., calls are forwarded to the Infrastructure Operations Area, specifically to the system console operator and the computer operator.

The system support technicians do not provide diagnostic assistance for server or router problems. They analyze and troubleshoot problems that users are experiencing, reset printers on the mainframe and reset passwords. They utilize an on-line documentation library made up of procedure documentation, dispatch procedures and previous service calls. The system support technicians key in certain words and the system searches for possible resolutions. They utilize their knowledge and reference materials to diagnose a problem. If the problem is not being resolved, the call is dispatched to Level 2 support via telephone or pager.

None of the system support technicians have post-high school statistics courses. Statistics and computer science courses are not a requirement for the system support technician in this unit. The system support technicians receive additional computer-based training to enable them to perform their jobs and they utilize technical skills to troubleshoot and resolve problems. The record established that the applicable job description (Er. Exh. 4, #61B) is generally accurate, with certain specified exceptions.<sup>3</sup>

Without passing on whether the system support technicians in 77-02-06 (formerly 77-03-03) are technical employees, I conclude that they share a sufficient community of interest with technical employees to be included in the BGE-wide technical unit found appropriate herein. The system support technicians are computer specialists and must have specialized computer knowledge, including familiarity with software packages, over four years work-related experience or the equivalent combination of formal education/training and experience. They must be able to resolve technical computer problems. BGE has provided them with computer-based training to enable them to better perform their jobs. Their specialized computer skills require the exercise of independent judgment to resolve end-user problems and they use an on-line documentation library to assist them to resolve end-user problems. They have very different skills and training from production and maintenance employees. They have different supervision from production and maintenance employees and generally have only incidental telephone contact with production and maintenance employees when attempting to solve a computer problem. The system support technicians do not perform the same work, share the same skills, or use the same tools as production and maintenance employees. On the other hand, the system support technician, like technical employees included in 5-RC-14908, perform work of a technical nature for BGE in a typical office environment, utilize technical skills and specialized computer knowledge and training, and receive grade 30 pay that is comparable to the pay received by technical employees. They perform work that is functionally integrated with technical unit work. For example, they dispatch certain problems to Level 2 technical support. In addition, the systems console operator and the computer operator in 77-02-02 perform the work of the system support technicians during night shift hours. In these circumstances, I find that the system support technicians in 77-02-06 (formerly 77-03-03) share a sufficient community of interest with other system support technicians and with technical employees throughout BGE to be included in the BGE-wide technical unit found appropriate in 5-RC-14908. Brown & Root-Northrop, supra, 174 NLRB at 1006.

***Telecommunications Services Coordinator, 77-02-06 (formerly 77-03-03)***

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<sup>3</sup> For example, the following description does not apply to the system support technicians: “develops simple user-oriented computer applications in support of the user organization;” and “provides limited programming support and assistance on applications.” In addition, the system support technicians do not “coordinate modifications to the systems.”

The parties stipulated to the following paragraph: There is one Telecommunications Services Coordinator assigned to work in unit 77-02-06. This job has been transferred into unit 77-02-06 from the Client Service Center Unit (77-03-03). The Telecommunications Services Coordinator will perform the same job duties as in the former organization and as was presented in the hearing.

The record testimony established that there are two telecommunications services coordinators in pay grade 27. They report to the client services support leader. They spend 100 percent of their time working in the Windsor Office Building and their work hours are from 7:00 a.m. to 4:30 p.m. They receive requests for telecommunications-type services -- referred to as moves, adds and changes -- from employees and contractors throughout BGE. These requests relate to installation of telephones or LAN connections when an employee transfers locations, needs an additional connection, or needs changes to equipment. These calls relate to telephones, voice mail and data lines. The telecommunications services coordinators also handle Level 1 routine trouble reports, for example, no dial tone or major system troubles. The calls regarding problems are coming from Retail Services, General Services and ETDD.

The telecommunications services coordinators use their previous work experience and reference materials to attempt to resolve problems. If the problem cannot be resolved, the call is dispatched to a Level 2 technician. If the telecommunications services coordinator receives a request for a move, add or change, they make the change through the software available on their desktop, generate a work order that is passed along to the telecommunications installers, 77-04-02, and negotiate a service date with the client.

The record established that the applicable job description (Er. Exh. 4, #400C) is generally an accurate description of the position, except for the following: 1) in the first sentence, there is no longer a reference to the TCD (telecommunications department) Request Desk, the IT Help Desk; and 2) the sentences “[d]efines customer cellular telephone requirements;” “[p]laces order with cellular service to obtain equipment and initiate service;” and “[s]chedules use of multimedia work stations for voice mail user training” should be removed.

I conclude that the telecommunications services coordinators in 77-02-06 (formerly 77-03-03), although not technical employees, share a sufficient community of interest with technical employees to be included in the BGE-wide technical unit found appropriate in 5-RC-14908. herein. Like the system support technicians in this unit, the telecommunications services coordinators staff the Help Desk to respond to telephone calls from employees and contractors throughout BGE. The difference is they handle technical issues concerning telecommunications services, rather than computers. They handle requests for additional LAN connections or telephone lines and requests for telephone upgrades. Much like the system support technicians provide Level 1 support for computer problems, the telecommunications services coordinators provide Level 1 support for telecommunications problems. The coordinators use software on their desktop PC to access the PBX telephone system to attempt to correct the problem. If unable to do so, a problem record is generated and transmitted electronically to a telephone data technician in 77-04-02 for Level 2 support. The telecommunications services coordinators must have over two years of telephone system related experience, with demonstrated skills in customer service operation, or the equivalent combination of formal education/training and experience. In addition, they must have a demonstrated ability to exercise independent judgment and take appropriate action. They must be able to resolve basic telecommunications problems of a technical nature. Their telecommunications skills require the exercise of independent judgment to resolve end-user problems or refer them to the next level of technical support. They have very

different skills and training from production and maintenance employees. They have different supervision from production and maintenance employees and generally have only incidental telephone contact with them to resolve a telecommunication problem. The telecommunication services coordinators do not perform the same work, share the same skills, or use the same tools as production and maintenance employees. The telecommunication services coordinators, like technical employees in 5-RC-14908, work flex time in a typical office environment and perform work of a basic technical nature for the BGE by utilizing at least quasi-technical skills and telephone system-related experience and training. They decide when to dispatch more difficult technical problems to Level 2 telephone data technicians, whom both parties agree are technical employees. In these circumstances, I find that the telecommunications services coordinators in 77-02-06 (formerly 77-03-03), although not technical employees under the Act, share a sufficient community of interest with technical employees and with system support technicians in the same unit to be included in the BGE-wide technical unit found appropriate in 5-RC-14908. Brown & Root-Northrop, supra, 174 NLRB at 1006.

### **Client Services Section 77-03**

The parties stipulated to the following paragraph: The Client Services Section (77-03) has been eliminated. The current placement of personnel and functions of the former organization is discussed in the following paragraphs.

### **Section Staff Unit 77-03-01**

#### ***System Support Technician in former 77-03-01***

The parties stipulated to the following paragraph: There was one System Support Technician (SST) assigned to work in the former unit 77-03-01. This SST has been transferred to the Operation Support Section Office (77-02-01) of the Operations Support Section (77-02). The duties of this SST in unit 77-02-01 will remain the same as was presented in the hearing under unit 77-03-01 (T.II – 1821-22).

This classification has been discussed in 77-02-01, above.

### **Desktop Support Services Unit 77-03-02**

The parties stipulated to the following paragraph: The former Desktop Services Unit (77-03-02) has been transferred in its entirety to the IT Products and Messaging Support Section (77-05). The new unit is the Desktop and Executive Support Unit (77-05-04).

#### ***System Support Technician, 77-03-02***

The parties stipulated to the following paragraph: There were seven SST's assigned to work in the former unit 77-03-02. All seven SST's are now assigned to work in unit 77-05-04 within the IT Products and Messaging Support Section (77-05). Their job duties will remain the same as in the former organization and as was presented in the hearing.

This classification is discussed below in 77-05-04.

### **Client Service Center Unit 77-03-03**

The parties stipulated to the following paragraph: The former Client Service Center Unit (77-03-03) was eliminated effective with the July 1, 2000, reorganization. Job classifications assigned to work in unit 77-03-03 have been reassigned to work in other areas of the ITOTS organization.

#### ***System Support Technician, 77-03-03***

The parties stipulated to the following paragraph: There were four SST's assigned to work in unit 77-03-03. All four SST's have been transferred to work in the End User IT Support and IT Security Unit (77-02-06) within the Operations Support Section (77-02). Their job duties will remain the same as in the former organization and as was presented in the hearing.

This classification was discussed in 77-02-06.

#### ***Telecommunications Services Coordinator, 77-03-03***

The parties stipulated to the following paragraph: There were two TSC's assigned to work in unit 77-03-03. One TSC position has been transferred to the End User IT Support and IT Security Unit (77-02-06) within the Operations Support Section (77-02). The job duties for the TSC transferred from unit 77-03-03 to unit 77-02-06 will remain the same as in the former organization and as was presented in the hearing. One TSC position, NANCY L. YOSPA, has been transferred to the Light Speed Communications Unit (77-01-01) into an existing position, External Business Coordinator, which is not at dispute in this hearing.

This classification was discussed in 77-02-06.

#### ***Senior Radio/Video Technician, 77-03-03***

The parties stipulated to the following paragraph: There was one Senior Radio/Video Technician assigned to work in former unit 77-03-03. That Senior Radio/Video Technician has been transferred to the Infrastructure Operations Unit (77-02-02). Job duties performed by the Senior Radio/Video Technician transferred to unit 77-02-02 will remain the same as in the former organization and as was presented in the hearing.

This classification was discussed in 77-02-02.

#### **Technical Services Section, 77-04-01 – Director, Edmund F. Pfeffer**

The Technical Services Section is responsible for the voice and data connectivity that ties the various BGE campuses together. Specifically, the Technical Services Section is responsible for the design, engineering, installation, maintenance and operation of the infrastructure for the Corporate Data Network and the Integrated Digital Network. They provide facilities, equipment, electronic equipment, fiber optic cabling, local area networks, and wide area networks to interconnect different campuses and substations. They are the technical experts concerning fiber

optic and digital microwave technology, as well as the telephone systems. This section includes three units, each of which is discussed below.

### **Enterprise Infrastructure Operations Unit 77-04-02**

The Enterprise Infrastructure Operations Unit is comprised of the field technician employees that are responsible for the installation, operation and maintenance of the infrastructure devices, such as fiber optic cabling, local area networks and wide area networks. They are also responsible for the telephone system, voice systems, and data infrastructure systems, excluding the servers. There are several weekly positions at issue in this unit. The Petitioner seeks to exclude all of these positions, while BGE seeks to include them in the BGE-wide production and maintenance unit, or alternatively, in the BGE-wide technical unit, if found appropriate.

#### ***Design and Document Specialist, 77-04-02***

The parties stipulated to the following paragraph: There were two Design and Documentation Specialists assigned to work in unit 77-04-02. Both Design and Documentation Specialists have been transferred to the Enterprise Infrastructure Engineering Unit (77-04-03). Job duties performed by these Design and Documentation Specialists will remain the same as in the former organization and as was presented in the hearing.

This classification is discussed below in 77-04-03.

#### ***Senior Network Technician, 77-04-02*** ***Network Technician, 77-04-02***

BGE claims that the senior network technicians and network technicians are technical employees. The Petitioner disagrees. There are two senior network technicians in pay grade 31 and three network technicians in pay grade 30. The difference between the two positions is experience and time on the job. Both the senior network technicians and the network technicians are working on the same systems, using the same equipment and tools and receiving the same training. They are stationed in the WOB. Sixty percent of the time they report directly to the WOB, and forty percent of the time they report directly to a job site. The senior network technicians/network technicians have take-home vehicles so they can report directly to a job site. They are dispatched to all BGE facilities, as needed. The network technicians work from 6:30 a.m. to 3:00 p.m., or from 7:00 a.m. to 4:00 p.m., with flex time, depending on the workload. Both the senior network technicians and the network technicians are in the same work group and are supervised by the lead operations specialist - work leader. The senior network technicians are not involved in hiring, interviewing, discipline or discharge. The senior network technicians/network technicians spend a couple of hours in the morning at the WOB. When working at the WOB, the senior network technicians/network technicians are inputting their time sheets and discussing their jobs with the work leader. Then they are dispatched and spend 90 percent of their time in the field.

In order for a network technician to become a senior network technician, there must be an open position. In addition, factors such as training, experience and time on the job are taken into account. It takes at least two years, due to the technical training required, to have the experience to move from network technician to senior network technician.

The senior network technicians and network technicians install, operate and maintain electronic devices, digital microwaves and fiber optics components. They are responsible for the operation and maintenance of an Integrated Digital Network, or wide area network that consists of 70 corporate locations, the majority of which are substations. They install information technology devices, such as fiber optic, microwave and modem components at various sites to provide telecommunications connectivity. They also diagnose problems through the Network Management System, providing troubleshooting on the wide area network. The senior network technicians and the network technicians use software on their laptops to dial remotely through the telecommunication links to a piece of equipment and run diagnostic tests. The senior network technicians and the network technicians provide maintenance of equipment at each site where there is equipment installed to verify the performance of the equipment.

When performing installation, operation and preventive maintenance, the senior network technicians and network technicians use RF test components on the microwave radio for the digital microwave, the optical time demand reflectometer (OTDR) for fiber optics, and power meters. They splice fiber optic cable for installation. The senior network technicians/network technicians help repair fiber optic cables, working with Department 36. If the fiber optic cables are on distribution poles, the senior network technicians and network technicians work with the ETDD, particularly 36-06-01, and the overhead crew leader and overhead mechanics in 36-23-03. If the problem is with optical ground wire on top of transmission towers, the senior network technicians and network technicians work with the Transmission Construction Unit in 36-01-02 to move the cable down for the network technicians to splice.

If the fiber optic lines are underground, the senior network technician and network technicians bring the wire up into the van, splice it, take it out of the van and bury it.<sup>4</sup> The Underground Distribution crews are usually present during the installation of the cable, but since the splicing process takes a long time, the Underground Distribution crew does not wait through the entire process. When the splicing is complete, the Underground Distribution crew is called back to put the cable back into the handhold. This is the same process that is used for distribution poles. The senior network technician/network technicians are the only employees with the training to perform this type of work. If the problem is a copper cable, the senior network technicians/network technicians work with Department 36, and possibly Department 38, because these Departments perform the physical splicing of copper cable and have the expertise in that area. The senior network technicians/network technicians are responsible for disconnecting the cable while the repair work is done. They carry a toolbox with punch-down tools, screwdrivers, wrenches, hammers, metering meters and other tools in the vans. They spend about 20 percent of their time using hand tools.

In most instances, the senior network technicians and the network technicians physically install equipment, which can be as simplistic as a communications modem or a rack of equipment, such as a fiber optic terminal. When installing a rack, the senior network technicians and the network technicians use drills. About 40 percent of the senior network

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<sup>4</sup> Underground Distribution personnel install the duct liner and pull the fiber cable through the duct liner. They leave the two pieces of fiber cable hanging out of the manhole with 10-15 feet of slack. The network technicians bring the fiber optic van to the site, pull the two cable sections in and use the fiber-splicing machine to align the fibers, melt the glass, put a termination capsule over it and put the cable back into the handhold. The network technicians also test the cable and the quality of the splice.

technician/network technician's time is spent on installation, another 40 percent of their time is spent on troubleshooting, and another 20 percent of their time is spent on maintenance.

The senior network technicians/network technicians support Substation and System Protection Department 38 and primarily lend support to the System Protection and Control Master Section 38-20-01 in the protective relaying area. Section 38-20-01 is responsible for correcting any problems with an existing relaying scheme. There is a telecommunications component involved in relaying data between substations. If Section 38-20-01 makes a diagnosis and determines that it is not their problem, they forward the matter to 77-04-02 as a communications problem. The senior network technicians/network technicians then visit the location of the problem to perform a diagnostic test on the wide area to determine why the connection is not functioning properly. The senior network technicians/network technicians work hand-in-hand in the same environment diagnosing and analyzing the relay problems as the relay and control technicians, senior relay and control technicians, or lead relay and control technicians in 5-Rc-14909. About six times per month, the relay schemes fail and the senior network technicians/network technicians become involved in the analysis of the failure. During each failure, the senior network technicians and network technicians interface with a lead, relay or senior relay technician.

The senior network technicians/network technicians interact with the lead substation technician and senior shift substation technician in 38-11-01, 38-12-01, and 38-13-01 because of certain requirements in the substation environment. The substation technicians operate the electric system and any installation or repair must be coordinated and scheduled. The senior network technicians/network technicians coordinate with the substation technicians.

The senior network technicians/network technicians work in the switchyards at the Fossil plants and are responsible for the telecommunications connectivity for the equipment associated with the Automatic General Control System. This system is maintained and operated by the Relay and Control Section. When working with the Automatic General Control System, the senior network technicians/network technicians are working with Operation and Maintenance individuals in the production departments. The senior network technicians/network technicians are responsible for the all-call system in the control rooms of the Fossil plants.

The senior network technicians/network technicians are primarily field employees and wear protective shoes, hard hats, eye protection, hearing protection, high-voltage and low-voltage gloves. They enter manholes to perform test toning of copper circuits. They spend about 5 percent of their time performing this function. During ice storms, the network technicians are assigned to the Electric Operations Building (EOB) and Front Street, where the Network Management System is located. The network technicians monitor systems and assisting with on-site repairs at these locations, when necessary.

The record established that the applicable job description for network technician (Er. Exh. 4, #34D) is accurate, but the phrase "works with high-voltage equipment and/or live low-voltage equipment" should be added. The record established that the applicable job description for senior network technician (Er. Exh. 4, #398C) is accurate.

The record reflects that the relay technician and network technician jobs are similar because both require a high degree of analytical skills and abilities, although there is no requirement that a network technician must first be a relay technician. The senior network technicians/network technicians receive vendor-specific training on the equipment that they

maintain and operate, such as Nortel Harris-Fairnon fiber optic terminals, Lucent equipment, fiber optic terminals and Nortel microwave. In the early 1990s, a five-year cycle of training was set up under which network technicians were rotated through to keep up with the training of particular vendor devices. There are no other job classifications that take the same kind of training as the network technicians. Their training is specific to their area of expertise and technology.

I conclude that the senior network technicians and network technicians in 77-04-02 are production and maintenance employees, and not technical employees, who should be included in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909. These technicians install, operate and maintain electronic devices associated with the telecommunications transmission equipment, including digital microwaves and fiber optics. They keep the telecommunications system up and running through troubleshooting and ongoing maintenance. They spend 90 percent of their time in the field on the “pipes and wires” of the corporate data network. Much of the network technicians’ time is spent in the substations where they handle the installation and maintenance of connections and equipment that are part of the SCADA system, the protective relay system, or the telephone system. This work requires frequent face-to-face interaction with the relay and control technicians in 38-20, who are undisputed production and maintenance employees. Typically, the relay and control technicians will diagnose a problem with one of the substation systems, and then ask the network technicians to repair or replace the problem. The network technicians and the relay and control technicians often work side-by-side. The record established that the network technicians also have frequent contact with the substation technicians in 38-10, who are also undisputed and maintenance employees. The network technicians check the settings of the equipment in substations on a maintenance schedule and make any necessary adjustments. In addition, the network technicians also frequently work with Department 36 crews to repair broken fiber optic lines. The Department 36 crews will dig up a damaged underground line or lower an overhead line so the network technicians can splice it. The network technicians and Department 36 crews work together in the same fashion when installing new fiber optic cable. To perform their installation and maintenance work, the network technicians use a variety of standard hand tools and electrical meters in addition to specialty tools for fiber optic work.

Although BGE contends that these employees are technical employees, I agree with Petitioner that there is little in the work that these technicians perform or the qualifications for the job that support a finding that this is a technical classification. The applicable job descriptions reflect that no post-high school education, training or equivalent experience is required. In addition, the record established that the work performed by the network technicians is similar to the work performed by relay and control technicians in 38-20-02, who are highly skilled production and maintenance employees. Like the relay and control technicians, the network technicians splice cable and install and repair electronic equipment. In fact, the network technicians work with the relay and control technicians in the substations at least six times per month. I note that BGE does not contend that the relay and control technicians are technical employees. In these circumstances, I find the network technicians are not technical employees as defined by the Act. Idaho Power Co., 126 NLRB 547, 550 (1960) (communication technicians, who install and maintain microwave equipment, are highly skilled maintenance employees rather than technical employees).

Contrary to the position of Petitioner, however, I find that the network technicians share a sufficient community of interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit found appropriate herein. As noted, they

perform maintenance work under similar working conditions as unit employees in 5-RC-14909. They spend almost all their time in the field where they have regular contact with production and maintenance employees in the ETDD, especially the relay and control technicians, substation technicians, and Department 36 crews. They have similar skills, perform similar functions and often work side-by-side with relay and control technicians in the substations. When performing their installation and maintenance work, they use a variety of hand tools that are also used by production and maintenance employees. The senior network technicians are in the same pay grade as the lead relay and control technicians and the network technicians are in the same pay grade as the senior relay and control technicians. In these circumstances, I conclude that the senior network technicians and network technicians in 77-04-02 share a sufficient community of interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909.

### ***Storeroom Operator, 77-04-02***

There is one storeroom operator in pay grade 28 who works in the rear of the WOB. He is supervised by the lead operations specialist –work leader, in work group 3, who also supervises the telecommunications installers and the principal telecommunications technician. He has a desk and a computer located in the caged area of the storeroom. There is a loading dock located near the storeroom for receipt of equipment, which often arrives on pallets in trucks. The storeroom is commonly called the IT or Telecommunications Storeroom. All IT-type equipment, such as telephones, spare parts for network systems, printed circuit boards and CPU boards are stored in the storeroom. There is an Electronic Shelving System for security and a cage to secure spare parts and other components for installation-type projects. The Electronic Shelving System houses sophisticated printed circuit boards and other fragile equipment.

The storeroom operator is responsible for the warehousing operations for Department 77. While the WOB storeroom is smaller than the Fort Smallwood or Rutherford Business Center warehouses, the work of processing incoming and outgoing material is virtually the same. The engineers determine what components to purchase and inform the storeroom operator. The storeroom operator then attempts to secure the best price for the equipment or product. He has discretion when choosing a supplier, but not when choosing the equipment. He has the authority to purchase and order equipment and uses his procurement card to do so. He does not have the authority to go and spend money without seeking approval. He receives equipment and invoices and interacts with field technicians to make sure that the appropriate components are distributed based on requisitions received from the field. He restocks and reorders as stock is depleted. The storeroom operator interacts with network technicians in 77-04-02, telephone/data technicians in 77-04-02, radio/video technicians in 77-05-03, and engineers and analysts.

When an employee requests material from the warehouse, they fill out a store order with a number and hand it to the storeroom operator, who in turn retrieves the component. The storeroom operator hands the component to the individual with a copy of the store order. The storeroom operator also requests a charge or account number from the individual. The storeroom operator uses the Warehouse Management Computer System and debits the system when something is removed from the stock that is a part of the system. The storeroom operator is the only individual with access to the Warehouse Management Computer System. This system is also used to log in goods that have been received.

The storeroom operator unloads pallets of equipment and uses a forklift to move equipment and store it in a cage in the back of the storeroom. He stacks and removes boxes from shelves. He is responsible for receiving deliveries for the storeroom. The storeroom operator is also responsible for notifying the individual who placed an order that the order has been received. This contact is made by telephone or in person, as the majority of individuals are located in the WOB.

I conclude that the storeroom operator in 77-04-02 shares a sufficient community of interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909. He has similar skills and functions and performs similar work under similar working conditions as the storeroom coordinators in 38-02-05 and 38-13-01, whom I have included in the BGE-wide production and maintenance unit. The storeroom operator handles all of the work associated with the receiving, storing, issuing and shipping of the items stored at the WOB storeroom, the receiving and storage location for all BGE information technology equipment. Like the other BGE storeroom coordinators, the storeroom operator runs the storeroom so that unit employees can receive the requisite equipment, materials and tools needed to perform unit work. And just like the work of these other storeroom coordinators, the work of the storeroom operator in 77-04-02 is functionally integrated with and essential to production and maintenance work involving telecommunications equipment. The storeroom operator shares immediate supervision from the lead operations specialist for work group 3 with the telecommunications installers and the principal telecommunications technician, whom I have included in the BGE-wide production and maintenance unit, as explained below. The storeroom operator receives grade 28 pay that is comparable to other production and maintenance employees and he has regular contact with production and maintenance employees in the storeroom. In the circumstances, I conclude that the storeroom operator in 77-04-02 shares a sufficient community of interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909. Cf. Global Marine Development, Inc., 216 NLRB 325, 326 (1975); Libbey Glass Division, 211 NLRB 939, 941 (1974).

***Senior Tele/Data Technician, 77-04-02***  
***Tele/Data Technician, 77-04-02***

Both parties agree that the senior tele/data technician and tele/data technician are technical employees. There is one senior tele/data technician in pay grade 31 and four tele/data technicians in pay grade 30. The senior telephone/data technician reports to the WOB. One of the tele/data technicians reports to the G&E Building on the 14<sup>th</sup> floor, another reports to the main office building at Fort Smallwood, another to EOB, and the fourth tele/data technician reports to Front Street. The reporting locations are subject to change based on trouble calls. The tele/data technicians also cover Calvert Cliffs, but no tele/data technicians are physically assigned to that location. They spend about 10 percent of their time working inside the power plants.

The senior tele/data technician has a cubicle, where he spends about 10 percent of his time, and the tele/data technician in the G&E building works in the telecommunications office. The remaining tele/data technicians report to a switch room where they have a desk. The switch room contains the PBX, router, concentrator, and voice mail. The tele/data technicians reporting to the switch rooms spend 60 percent of their time in that location troubleshooting, running diagnostics or performing routine maintenance. The other employees who have access to the

switch room are Facilities employees who perform maintenance on the air conditioning system, network technicians, the senior network technician, and the telecommunications installer.

The difference between the senior tele/data technician and the tele/data technicians concerns the level of experience. Both classifications work on the same equipment and systems and use the same tools. The tele/data technician becomes a senior tele/data technician through experience. These technicians are responsible for the installation, repair and maintenance of the private telephone system and the data network. The telephone system, GENET, consists of 31 private exchange boxes (PBX), with five of the largest boxes located at Calvert Cliffs, Front Street, Fort Smallwood, the G&E Building, and the EOB. A lead operations specialist work leader supervises the tele/data technicians. The tele/data technicians generally work from 7:00 a.m. to 3:30 p.m., with flex time. On-call duty is rotated among the tele/data technicians on a weekly basis.

The senior tele/data and tele/data technicians both have TS-1 or T-1 test equipment to enable them to monitor the telephone system. They also have diagnostic software loaded on their PC. They install, repair and maintain the PBXs and other telephone electronic equipment. They diagnose problems with the telephone and determine whether the problem is with the telephone or the PBX. The PBXs are interconnected from site-to-site via the wide area network. Therefore, the tele/data technicians interact with the network technicians to isolate the problem. The problem calls are received through the Maximo ticketing system. The ticket is passed on to a work leader, who dispatches a technician. The tickets are generated through the Level 1 system support technicians at the Help Desk. Upon receipt of a ticket, the tele/data technician makes an analysis of the problem. If the problem requires interaction with network technicians for the wide area network, the tele/data technician contacts the work leader.

To analyze a problem with the telephone system, the tele/data technicians report to the area of the complaint and determines the scope of the problem. At that point, the tele/data technician checks the PBX. If there is no problem with the PBX, they check the interconnecting cabling. When checking the PBX, the tele/data technicians use diagnostic software on a laptop to determine whether the line cards are operating. When the tele/data technicians enter the interconnecting cabling, they use hand tools such as basic screwdrivers, knives and wrenches. If the problem is the telephone, the tele/data technician will replace it. If the problem with the PBX is a line card, the tele/data technician will replace it. If it is more complicated and involves the software of the switch, they may reboot the disk of the PBX. If the problem is something the tele/data technician cannot handle, the PBX vendor is contacted. The tele/data technicians receive technical training from vendor concerning the diagnostics of the PBX system to become certified to work on the equipment.

The tele/data technicians service all corporate properties and a special telephone system, the Operations Telephone System (OTS), that has 110 sites within the substations. The OTS connects the substations and power plants directly to the operator at the EOB. The tele/data technicians handle problems with the OTS and are dispatched to the substation to test the signaling equipment, the wiring within the control house, and the telephone itself. If the problem is not at the substation, a network technician is contacted to check the wide area network. The tele/data technicians spend about 5 percent of their time working on the OTS. When servicing the substations, the tele/data technicians do not work directly with employees from ETDD, but they do receive clearance for access to the substation from either the shift supervisor, system operator and or service dispatcher in the System Operations Master Section 37-11-02.

The tele/data technicians service telephone system problems in power plants, warehouses, and Fleet Service Centers. The telephones in the power plants are located in the control room and various other locations. The tele/data technicians spend 20 to 25 percent of their time at the power plants. They also install, repair and maintain the voice mail system, which is in a centralized location on each campus. The tele/data technicians follow procedures similar to those described with PBX to diagnose problems with the voice mail system. They provide Level 2 support.

The tele/data technicians are responsible for the data connectivity beyond the desktop machines. They install, repair and maintain the LAN jacks, concentrators, and routers. They are contacted if the problem appears beyond the PC, and they perform an analysis to determine the cause of the problem. The tele/data technicians use software on their laptop to diagnose the problem. Once the problem has been located, the tele/data technicians physically replace the wiring or rewire it. Generally, they do not perform any actual wiring, but they could do wiring in troubleshooting situations. They spend about 10 percent of their time wiring and replacing cable. The tele/data technicians are involved in the installation of a concentrator or a router. They receive vendor training concerning the concentrator and routers. There is no other job classification that receives this type of training.

The tele/data technicians spend 40 percent of their time working with voice and 60 percent of their time on data. They spend 80 percent of their time providing repair and routine maintenance, including software upgrades, and 20 percent of their time on installation of new facilities.

The record established that the applicable job description for tele/data technician (Er. Exh. 4, #315B) is generally accurate. Thus, the tele/data technician must have one year of post-high school education or the equivalent, including courses in basic electronics, data networking, informal digital telephone switch training (preferably Northern Telecom SL-1/SL-100 installation and maintenance training), or six years experience in digital telephone switching systems installation and repair. In addition, the tele/data technician must be able to interpret wiring diagrams and blueprints and satisfactorily complete the Technician Occupations Selection System Test. The record established that the applicable job description for senior tele/data technician (Er. Exh. 4, #811A) is accurate. Thus, the senior tele/data technician must have two years post-high school education or the equivalent, including courses in basic electronics and formal digital PBX and data training, or over six years experience in the more complex installation, testing and repair of telephone PBX or other electronic equipment. In addition, the senior tele/data technician must have a thorough knowledge of communication, transmission and telecontrol systems including data transmission, fiber optic, cable, and LAN/WAN facilities, and must have the ability to interpret communication and electronic wiring diagrams and diagnose complex telecommunications equipment and system problems.

I conclude that the senior tele/data technician and tele/data technicians are technical employees who share a community of interest with other technical employees throughout BGE and should be included in the BGE-wide technical unit found appropriate herein. The tele/data technicians are responsible for diagnosing problems on the telephone systems and the corporate data network. They pinpoint telecommunications problems using diagnostic software and other testing equipment, and also determine whether the instrument, wiring, or electronic line card needs replacing. They also maintain and repair the voice mail system. The tele/data technicians also maintain and repair the concentrators, routers, wiring, and cabling of the corporate data network. They provide Level 2 support for data connectivity problems that are reported to the

Help Desk. To perform diagnostic troubleshooting on the telephone systems and data network, the tele/data technicians use tools that range from diagnostic laptop software to electronic test and repair equipment, such as LED indicators and continuity testers. The record established that each tele/data technician has gone through intense technical training and continues to do so on a continuing basis in order to perform job duties. The tele/data technician position requires one year of post-high school education or the equivalent, including courses in basic electronics, data networking, and formal telephone switch training, or six years experience in the digital data and telephone switching systems installation and repair. Similarly, the senior tele/data technician position requires two years of post-high school education or the equivalent, including courses in basic electronics and formal digital PBX and data training, or over six years experience in more complex installation, testing and repair of telephone PBX, data telephone and data or other equipment. In short, the tele/data technicians have specialized skills that are very different from the skills possessed by production and maintenance employees. They do not work with production and maintenance employees and their work is not functionally integrated with, and is more complex than, the work of production and maintenance employees. Like other technical employees throughout BGE, they perform work of a technical nature, have specialized training, use specialized tools, and are paid comparable to other technical employees in pay grade 30 and 31. In addition, both parties agree that the tele/data technicians are technical employees. In these circumstances, I conclude that the senior tele/data technician and tele/data technicians in 77-04-02 are technical employees and should be included in the BGE-wide technical unit found appropriate in 5-RC-14908.

***Telecommunications Installer, 77-04-02***

The parties stipulated to the following two paragraphs: There were two Telecommunications Installers assigned to work in unit 77-04-02. Both Telecommunications Installer positions were transferred to the Voice Services Unit (77-04-06) within the Technical Services Section (77-04). The job duties for the Telecommunications Installer in unit 77-04-06 will remain the same as in the former unit and as was presented in the hearing.

This classification is discussed in 77-04-06.

***Telecommunications Installer, 77-04-02 (formerly 77-05-03)***

The parties stipulated to the following two paragraphs: Two Telecommunications Installers formerly assigned to work in the Electronic Messaging and Radio Support Unit (77-05-03) were transferred to unit 77-04-02. Their job duties will remain the same as in their former organization and as presented in the hearing.

The two telecommunications installers in 77-04-02 (formerly 77-05-03) are in pay grade 28. The lead operations specialist, a work leader, supervises them. Their work hours are from 7:00 a.m. to 3:30 p.m., with flex time available. They report to the Lord Baltimore Building Radio Shop. There is a desk area in the Radio Shop where the telecommunications installers sit. They are responsible for the installation of miscellaneous radios, including desk sets, that allow employees to talk on the radio system to mobile radios in vehicles. They are also responsible for stripping old radios from vehicles. They assist the senior radio/video technicians and the radio/video technicians with jobs in the field. They spend 5 percent of their time performing paperwork such as time entry or filling out vehicle tickets. In a typical five-day period, the telecommunications installers spend one day in the shop and four days in the field.

The telecommunications installers install 800-megahertz radio systems that provide the critical communication linkage between employees in the field, specifically the Transmission and Distribution and Gas areas, and control centers. There are approximately 2000 mobile radios in vehicles, 500 desk sets and 800 portable radios. The mobile radios are the focus of the telecommunications installers' work. Most of the field vehicles have radios in them. The vehicle usually fails before the radio. Thus, when a vehicle reaches a certain life, the Fleet and Facilities Department will rotate the vehicle out of service and the telecommunications installers will strip the radio from the vehicle.

The telecommunications installers handle 1 to 2 installations per week and 10 to 12 road calls that involve travel to a site to work on a radio in a vehicle. The installations are coordinated with the Fleet and Facilities Department, who outfit, stripe and paint the vehicles. A representative from the Fleet and Facilities Department 75 calls the principal administrative assistant or the lead operations specialist and informs them that there are vehicles that need radio installation. The principal administrative assistant or the lead operation specialist figures out the workload for the week and schedules a time for the installation, which usually takes 2 to 4 hours. Department 75 employees drives the vehicle to the Radio Shop and the telecommunication installers works on the vehicle inside the garage. If an employee from Transmission & Distribution or Gas brings a vehicle in, the telecommunications installers interact with that employee to determine what is wrong with the radio.

As noted, the telecommunications installers also handle road calls. Typically, a call comes in from one of the facilities indicating that a Gas or ETDD crew in the field is having trouble with a radio. The lead operations specialist dispatches one or two telecommunications installers, depending on the situation. The telecommunications installers goes to the site, discusses the problem with the crew, and attempts to make the repair on site. The interaction between the crew and the telecommunication installer generally is limited to discussion of the problem. The telecommunication installer does not work with the crew while handling the problem. When traveling to a site, the road calls usually take 1 to 2 hours to complete.

When performing a new installation, there are two parts to the radio – the radio portion and the control head, which is mounted on the dash. The control head is wired to the battery and the switch, so that the battery is not drained when the vehicle is turned off. The radio portion is usually installed underneath the seat of a bucket truck or the trunk or back of a station wagon or sedan. There is a lot of wiring that goes between the radio and the control head, which requires the removal of molding inside the vehicle. The telecommunications installers use air tools in the shop, such as special drills, pop rivet guns, antenna mounts, files and other basic hand tools. The telecommunications installers also do the wiring and lay pre-made wiring harnesses. Occasionally, they have to take a roof line down and run the antenna cable up to the roof of the vehicle.

The telecommunications installers work in the shop area and in the garage. When working in the shop area, the telecommunications installers perform some support work for the radio/video technicians. Some of the telecommunications installers want to become radio/video technicians and work on testing certain components from various systems under the guidance of a radio/video technician. The telecommunications installers test the radio receivers used on the VHF Capacitor Control System when they are sent in for repair by Department 36. The receivers are plugged into a special device and the telecommunications installers test the radio receivers for various levels of sensitivity to radio signals. The telecommunications installers spend 5 to 10

percent of their time working in the shop area performing this bench-type work. They are encouraged to do so, when the workload is light, to increase their skill levels.

Employees bring BGE vehicles into the Radio Shop about three or four times per week. If the problem is something that can be diagnosed by the telecommunications installers, they will fix it. If the problem is more sophisticated and the telecommunications installers cannot identify it, they will consult with a senior radio/video or radio/video technician to help diagnose the problem. If a control head fails, the telecommunications installer will pull a replacement out of spare stock, reinstall it and test it to make sure it is functioning.

The record established that the applicable job description for the telecommunications installer (Er. Exh. 4, #71B) is accurate. The telecommunications installer position is not a job that requires a high level of technical knowledge. The work that they perform is very physical and often involves working outdoors in response to road calls. As noted, during major storms, the Radio Shop installers and technicians are dispatched, on a rotating shift system, to insure that the mobile operations centers are set up properly and all the equipment is functioning. The record established that this classification was eligible to vote in the production and maintenance unit in the 1996 election and that the job duties have not changed. See Er. Exh. 9C at p. 6-24.

I conclude that the telecommunications installers in 77-04-02 (formerly 77-05-03) share a sufficient community of interest with production and maintenance employees and should be included in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909. Like the radio/video technicians they are supervised by the lead operations specialist - work leader, and they report to work at the LBB Radio Shop, but they spend most of their time in the field responding to service calls. They perform maintenance work that is essential for the BGE production and maintenance employees. They handle the installation, removal and minor maintenance of the 800 MHz radios that are used heavily by the ETDD and Gas Divisions. They spend most of their time removing radios, installing new radios, servicing minor problems with the radios, or installing antennae on field vehicles such as bucket trucks, pickup trucks, or step vans. They generally interact with the truck crews concerning any problems, and then use hand tools and pneumatic tools to fix the problem, which often requires removing the dash or crawling under the seats to access components and wiring. When working in the shop area, they perform support work for the radio/video technicians with regard to the testing of receivers for the ETDD. In short, the telecommunications installers perform maintenance work on essential equipment, under similar field conditions, using the same tools as production and maintenance employees. They have similar skills and perform similar functions as production and maintenance employees, such as vehicle mechanics. They share immediate supervision with unit employees. They receive comparable pay to production and maintenance employees. Finally, I note that that neither party contends that the telecommunications installers are technical employees. In these circumstances, I shall include the telecommunications installers in 77-04-02 (formerly 77-05-03) in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909.

***Principal Telecommunications Technician, 77-04-02***

The parties stipulated to the following paragraph: There was one PTT assigned to work in unit 77-04-02 [who] has been transferred to the Voice Services Unit (77-04-06) within the Technical Services Section (77-04). The PTT will continue to perform the same job duties as in the former organization and as was presented in the hearing.

This classification is discussed in 77-04-06.

***Senior Radio/Video Technician, 77-04-02 (formerly 77-05-03)***  
***Radio/Video Technician, 77-04-02 (formerly 77-05-03)***

The parties stipulated to the following paragraph: There was one Senior Radio/Video technician and four Radio/Video Technicians assigned to work in unit 77-05-03. The Senior Radio/Video Technician and two of the Radio/Video Technicians have been transferred to the Enterprise Infrastructure Operations Unit (77-04-02) where they will continue to perform the same job duties as in the former organization and as was presented in the hearing. One Radio/Video Technician had formerly been assigned to work on a temporary basis in unit 77-01-01. That temporary assignment has been made permanent. The remaining Radio/Video Technician assigned to work in unit 77-05-03 has retired.

The Radio/Video Technician transferred to 77-01-01 is discussed in 77-01-01, supra.

The Senior Radio/Video technician and two Radio/Video Technicians who have been transferred to the Enterprise Infrastructure Operations Unit (77-04-02) are discussed below.

There is one senior radio/video technician in pay grade 31 and two (formerly four) radio/video technicians in pay grade 30 in 77-04-02 (formerly 77-05-03). The difference between the two jobs concerns the complexity of the work they do. The senior radio/video technicians are dispatched to work on more serious or sophisticated problems. The senior radio/video technicians and radio/video technicians work on the same systems, use the same tools and work under the same conditions. The lead operation specialist - work leader supervises them. Their work hours are from 7:00 a.m. to 3:00 p.m., with flex time available. The radio/video technicians rotate through a one-week on-call assignment. They report to the Lord Baltimore Building in the Radio Shop, and spend one day per week or 20 percent of their time in the Radio Shop recording their time sheets and entering work tickets. While in the Radio Shop, the radio/video technicians also perform repairs at workbenches on walkie-talkies, 800-megahertz radio equipment, capacitor controls, receivers and Distribution Automation equipment. They use soldering guns and irons.

The senior radio/video and radio/video technicians operate, maintain and provide consulting services for the radio and video systems used within BGE. They are responsible for the 800-megahertz radio system and the paging system. They spend 50 to 60 percent of their time working on the 800-megahertz radio system. When working with the 800-megahertz radio system, they spend 90 percent of their time performing maintenance work and 10 percent of their time performing installation work.<sup>5</sup> Typically, the senior radio/video or radio/video technicians report to a site where a problem has been identified through a remote monitoring system, and they attempt to either replace a component or adjust it. If the telecommunications installers are unable to diagnose or resolve a problem, the senior radio/video or radio/video technician may become involved in attempting to resolve the problem. The base stations for the 800-megahertz systems are mostly located at substations in control houses.

The nerve center of the system that controls all the base stations is located in the Electric Operations Building. The EOB nerve center is also used by the network technicians in 77-04-02, tele/data technicians in 77-04-02, and substation control and protection personnel in ETDD Department 38. When the senior radio/video and radio/video technicians go to the EOB nerve

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<sup>5</sup> The system is 12 years old. There are 10 base station sites and there are a lot of failures, but the system remains operational despite the failures.

center, they are troubleshooting and diagnosing what and where the problem is. When troubleshooting, the radio/video technicians use service monitors that allow them to create and receive frequencies over various ranges and identify what stage of the system is experiencing the problem. They use multimeters to look for voltages, current levels and resistance.

The senior radio/video and radio/video technicians use remote monitoring systems to monitor the health of the 800-megahertz system. The Radio Shop is generally made aware of problems with the 800-megahertz system through the network monitoring system, SIMS or the Motorola monitoring system. If a customer in the field is having a problem with the system, the radio/video technicians will go out and attempt to identify the problem and repair it. This happens about once or twice a week. The typical job lasts between 2 to 4 hours.

The System Watch and SIMS systems are located in the EOB and the Radio Shop and these systems monitor the radio system and its components. The Maxm system monitors the network components (microwave and fiber optic connections between the EOB and the base stations) to make sure they do not fail. The radio/video technicians can access this system by dialing in from their laptop computers. There is also a terminal for Maxm in the Radio Shop and the Windsor Office Building at the IT Help Desk. The radio/video technicians also monitor the radio system by listening to transmissions made over the system. They are requested to identify any misuse of the system and report it to the lead operation specialist.

When the radio/video technicians go to the base stations for troubleshooting, they either report to the EOB or dial in to see where the potential problem is. In order to attempt to diagnose the problem more specifically, the lead operation specialist dispatches the radio/video technicians. Usually, the radio/video technicians are able to diagnose the problem using software before they go to the base station. Once they arrive, they consult the Motorola manual for the specific settings and check for certain levels and settings. If there is damage to the equipment, the radio/video technician replaces the damaged equipment, using wrenches and other hand tools.

The radio/video technicians are also responsible for the paging and load management system, which is beeper/personnel paging system. The load management system enables regulation of customer load from conditioning compressors and hot water heaters during periods of heavy use such as winter and summer. The radio/video technicians are responsible for maintaining the infrastructure of the paging system, which is 11 base station sites. They spend 10 to 20 percent of their time working on the paging system. The paging system operates on one channel. When there are problem calls, the radio/video technicians go out and attempt to identify the closest base station and diagnose the problem. The radio/video technicians become aware of problems either through their monitoring of the system or through customer calls to the Help Desk.<sup>6</sup> The radio/video technicians use oscilloscopes, service monitors, and multimeters, which measure voltage, current and resistance. They also use handholds.

In addition, the senior radio/video and radio/video technicians are involved in the Distribution Automation multiple address radio system, which is a 900-megahertz radio system located in the substations. One technician spends half a week working on Distribution Automation. The Distribution Automation System incorporates 18 master stations, located in substations, and 300 remote terminal units, located on feeder poles. The Distribution Automation system allows the Transmission and Distribution employees to provide control over feeders. The

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<sup>6</sup> Calls from the Help Desk are forwarded to the principal administrative assistant or the lead operations specialist, who dispatches a radio/video tech.

radio/video technicians interact with the distribution automation technician and distribution transmission tester in 36-05-04 (included production and maintenance employees in the BGE-wide unit). If the distribution automation technician is unable to diagnose a problem with the remote terminal unit, he contacts the radio/video technician, who then visits the field and work with the distribution automation technician to identify the problem. The radio/video technicians engage in this interaction about once a week for about four hours. They identify, diagnose and repair failed base stations. They use laptop computers that are hooked up to a remote terminal unit and a base station to identify failures.

The radio/video technicians support the VHF capacitor control, a substation-based system that allows voltage regulation on feeders during high usage periods. The VHF capacitor control system has 100 base stations located on substations. If a capacitor bank receiver is not operating properly, the radio/video technicians will be contacted by the relay and control technician in 38-20-03 or by the distribution technicians in 36-05-02 and 36-05-03 and asked to examine or replace the receiver. The radio/video technicians spend 5 to 10 percent of their time working on the VHF capacitors.

The senior radio/video and radio/video technicians maintain the closed-circuit television system that is used for surveillance and operations. They consult with Security to identify what is needed. They lay out, install and maintain the surveillance system. There is one radio/video technician who handles surveillance on a full-time basis. He works full-time on the video surveillance and observation systems that protect the G&E Building, the RBC complex and the service centers. He installs and maintains the cameras, which are mounted on utility poles. The radio/video technician uses a van equipped with an aerial device for this work. This radio/video technician mounts monitors and control equipment that does not require the use of impact drills. The tele/data technicians in 77-04-02 or the substation construction employees run the wiring from the camera to the monitor.

The radio/video technicians also install, monitor, repair or replace stack cameras used by control room operators at Fossil plants. The radio/video technicians work on the stack cameras once per month for about 4 hours. The radio/video technicians service boiler cameras at the Crane plant. The plant technicians remove the cameras and attempt to fix them. If they are unsuccessful, the radio/video technicians take the equipment back to the Radio Shop and attempt to diagnose the problem and fix it there or send it out for repair. The radio/video technicians support video conferencing and satellite downlink work. They work with the contractor at the installation phase to insure that the equipment is in the proper location and that the wires are run properly into the building. They spend minimal time working with the contractors on the installation work. The radio/video technicians occasionally replace the hardware on a satellite dish.

The radio/video technicians have gone out of town with the Transmission and Distribution employees to assist other utilities in response to storms. During a storm, they assist the Transmission and Distribution employees to set up temporary control centers to ensure that proper radio coverage is provided. During major storms, the Radio Shop installers and technicians may also be dispatched, on a rotating shift system, to insure that the mobile operations center is set up properly and all the equipment is functioning.

The radio/video technicians wear work boots, hard hats, protective eye gear, earplugs, gloves, and heavy jeans or cotton clothing to prevent burns. The record established that the applicable job description for the senior radio/video technician (Er. Exh. 4, #285-B) is generally

accurate, with the exception of the following statement– “schedules and directs preventive maintenance on our radio and video equipment.” The senior radio/video technician does schedule work, but does not dispatch the technicians to do the work. The record established that the applicable job description for the radio/video technicians (Er. Exh. 4, #314-B) is an accurate statement of the position. The record established that both of these classifications were eligible to vote in the production and maintenance unit in the 1996 election and their job duties have not changed. See Er. Exh. 9C at p. 6-24.

I conclude that the senior radio/video technician and two radio/video technicians in 77-04-02 (formerly 77-05-03) share a sufficient community of interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909. They spend most of their time in the field providing maintenance and operational support to a variety of BGE radio, paging and video systems. They spend more than one-half of their time working on the 800 MHz radio system that includes ten base stations that are usually located in substations, where other production and maintenance employees work. Ninety percent of this work involves maintenance and replacement of parts. Once a problem with a base station is identified, they troubleshoot the problem on site with oscilloscopes and multimeters. Once the problem is identified, they adjust settings, and repair or replace cable and components. This requires the use of hand tools commonly used by production and maintenance employees throughout BGE. They spend about 10 to 20 percent of their time working on the paging system that has eleven base stations that are also located mostly in substations. They visit the base station and troubleshoot and fix the system, using the methods described above. They troubleshoot and repair problems with the Distribution Automation System. When doing so, they work side-by-side with the distribution automation technicians and the distribution testers in 36-05-04, both undisputed production and maintenance classifications included in the BGE-wide production and maintenance unit. They also work in close coordination with the relay and control technicians in 38-20-03 when working on the VHF Capacitor Control System. One radio/video technician works full-time on the video surveillance and observation systems and installs and maintains the cameras, which are mounted on utility poles. Much like production and maintenance employees, he uses a van equipped with an aerial device for this work. In short, the senior radio/video technician and radio/video technicians perform maintenance work on some of the same systems, under the same field conditions, using the same tools as production and maintenance employees. They have similar skills and perform similar functions. In addition, the radio/video technicians share supervision with the telecommunications installers, whom I have included in the BGE-wide production and maintenance unit, as discussed below. Finally, I note that that neither party contends that the radio/video technicians are technical employees. In these circumstances, I shall include the senior radio/video technician and radio/video technicians in 77-04-02 (formerly 77-05-03) in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909.

### **Enterprise Infrastructure Engineering Unit 77-04-03**

The Enterprise Infrastructure Engineering Unit 77-04-03 provides engineering and design support to the corporate data network. There are two weekly classifications at issue in this unit, design and document specialist and operations support coordinator. The Petitioner seeks to exclude these classification from any appropriate unit, while BGE seeks to include these classifications in the BGE-wide production and maintenance unit or, alternatively, in the BGE-wide technical unit, if found appropriate.

***Design and Document Specialist, 77-04-03, formerly 77-04-02***

The parties stipulated to the following paragraph: There were two Design and Documentation Specialists assigned to work in unit 77-04-02. Both Design and Documentation Specialists have been transferred to the Enterprise Infrastructure Engineering Unit (77-04-03). Job duties performed by these Design and Documentation Specialists will remain the same as in the former organization and as was presented in the hearing.

The record established that there are two design and document specialists in pay grade 31 in 77-04-03 (formerly 77-04-02). They work in the WOB. They work from 7:00 a.m. to 4:00 p.m., with flex time. They spend about 20 percent of their time in the field in a substation environment, taking measurements associated with installations or upgrades of equipment. They are not involved in performing physical work. The design and document specialists utilize and operate the Computer Aided Design and Drafting (CADD) system, which is used for documentation and design of systems that have been implemented. They spend about 40 percent of their time working on the CADD system. The design and document specialists work with the engineers and technicians in advance of projects to put together work packages, which are issued to network technicians or to the telephone/data technicians for installations in the field. Once the work is complete, the as-built drawings and modifications are returned to the design and document specialists, who make the modification in the CADD system. They receive vendor training each time the CADD system is upgraded.

The design and document specialists provide layout of equipment in substation control rooms with the help of other designers from the Transmission and Distribution area in the ETDD. They maintain face-to-face interaction and work with designers and drafters in the Substation System Protection Department 38-02-01, Civil Design and Engineering Unit 38-02-02, and Electric Design and Project Management Unit 38-02-03. They perform new installation-type work concerning the installations of telecommunications equipment in a substation control house. For example, if electronic equipment needs to be installed in a control house, the design and document specialists provide design and measurement-type information concerning the equipment to be installed to the drafters and designers in Department 38. The design and document specialists spend about 20 percent of their time in face-to-face contact with the ETDD designers and drafters.

Once the drafting is complete, the document and design specialists prepare a work package with appropriate drawings so the network technicians or the telephone/data technicians can install the equipment. The technicians are given drawings with instructions on how and where to mount racks. Department 38 coordinates with facilities personnel from Department 75. The design and document specialists do not interface directly with the facilities personnel. The engineering design and procurement of equipment is done by engineers in 77-04-03, and then passed on to the design and document specialists. The design and document specialists input the information in the work package, which includes information about the physical size of the equipment, how that equipment will be powered, and wiring diagrams that show the technicians how to wire and what terminals and blocks will be used. The work package is then forwarded to one of the work leaders for the network technicians or the telephone/data technicians, who schedules the physical work. The design and documents specialists are not involved in the actual construction phase. As with as-built modifications in the ETDD, there are usually always some changes after construction. These changes are brought to the design and document specialist for revisions. The design and document specialist then uses CADD to reflect exactly what was done on the job. This same process is used for projects other than substations.

The design and document specialists are also involved in installation of telephone and data facilities that are not associated with substations. The design and document specialists are dedicated to Department 77, although they work with other organizations throughout BGE. They provide the same type of information and discuss the project with the owners of the various facilities requesting the work, since the equipment is being installed in an area that Department 77 is not responsible for. The design and document specialists spend approximately 40 percent of their time working on substation control house projects in the ETDD, 10 percent of their time on projects for the Fossil plants, and 50 percent of their time on projects for Department 77, upgrading facilities and equipment. The design and document specialists interact with the network technicians and telephone/data technicians in the early stages of the process, before the drawing is created for the work package. The design and document specialists also change drawings and databases to reflect leased space that is being utilized by outside parties and they secure the appropriate clearances from Department 38.

The design and document specialists spend 30 percent of their time in the field and 70 percent of their time in an office environment. They have personal protective equipment, such as a hard hat, safety shoes, goggles, shields and hearing protection, which they wear when working in the power plant environment.

The design and documents specialists must have over eight years experience in design and documentation drafting with a background in CADD, databases, manual drafting, and at least four years experience in the telecommunications field, or the equivalent combination of formal education/training and experience. In addition, they must have a demonstrated ability to produce legible, accurate, and technically acceptable drawings, including communication one-lines, schematics, panel layouts, and wiring diagrams. Both of the design and documentation specialists have drafting skills and training and use the CADD system.

I conclude that the design and documents specialists designer in 77-04-03 (formerly 77-04-02) are technical employees who should be included in the BGE-wide technical unit found appropriate in 5-RC-14908. The design and document specialists work with designers, drafters, and technicians from throughout the company, particularly the ETDD, to support the installation of new voice or data equipment at BGE facilities. Much of their time is spent on the same type of design and drafting work done by designers and drafters throughout BGE, whom I have included in the BGE-wide technical unit in 5-RC-14908. For example, they maintain the database of CADD drawings to reflect the layout of existing equipment. At the request of a designer or drafter, they use this database to create a footprint drawing for the facility involved. That drawing becomes part of the work package used by the tele/data technicians and senior tele/data technicians to perform the actual installation. Once the installation is finished, the design and document specialists, like the designers and drafters in the ETDD, update the CADD database to reflect "as-built" conditions. Like the designer in 75-01-05 (formerly 75-03-04), whom I have found to be a technical employee in 5-RC-14908, the design and document specialists are often called upon to perform physical measurements to verify drawings. Like other designers and drafters found the technical employees throughout BGE, the design and document specialists utilize and operate CADD for documentation and design of systems that have been implemented. In fact, they spend about 40 percent of their time working on the CADD system. They receive specialized training each time the CADD system is upgraded by a vendor. The design and document specialists spend about 20 percent of their time in face-to-face contact with the ETDD designers and drafters in the Substation System Protection Department 38-02-01, Civil Design and Engineering Unit 38-02-02, and Electric Design and Project Management Unit 38-02-03,

whom I have found the technical employees in 5-RC-14908. In these circumstances, I conclude that the design and document specialists in 77-04-03 (formerly 77-04-02) are technical employees. Fisher Controls, 192 NLRB 514; PECO Energy Co., 322 NLRB at 1084 (draftsmen who create schematics to modify systems, using CADD, drafting tables and desks, are technicals); Allis-Chalmers Manufacturing Co., 128 NLRB at 89 (designers and drafters are technical employees, even absent any formal educational requirements); Waldorf Instrument Co., 122 NLRB at 806 (designers and drafters required to have a high school diploma and 500-1000 hours of training or equivalent experience are technical employees).

Even if it should be determined that the design and document specialists in 77-04-03 (formerly 77-04-02) are not technical employees, I conclude that they perform design work of a technical nature and shares a community of interest with technical employees, including other designers, drafters, service planners and project design coordinators that I have included in the BGE-wide technical unit found appropriate in 5-RC-14908. Brown & Root-Northrop, supra, 174 NLRB at 1006. As described above, they perform functions similar to technical design and drafting personnel and they utilize drafting skills that are distinct from the functions and skills of production and maintenance employees. They work under completely different working conditions than production and maintenance employees and perform similar technical functions and utilize similar technical skills and training as other design personnel found to be technical employees and included in 5-RC-14908. Like other technical employees, they receive special training on CADD. They have separate immediate supervision from production and maintenance employees and work in an office environment in a unit composed of other technical personnel, as explained more fully below. They have no significant contact with employees in the production and maintenance unit, nor do they interchange with them. They receive grade 31 pay just like many other technical employees in 5-RC-14908. In these circumstances, I conclude that the design and document specialists in 77-04-03 (formerly 77-04-02) share a sufficient community of interest with technical employees to be included in the BGE-wide technical unit found appropriate in 5-RC-14908.

#### ***Operations Support Coordinator, 77-04-03***

Both parties agree that the operations support coordinator is a technical employee. There is one operations support coordinator in pay grade 31, who reports to the WOB or the G&E Building, if needed. He is responsible for designing, installing and improving the RSD customer call center. This call center has unique telephone and data initiatives. The operations support coordinator supports the engineer to design new systems and improve systems for call center operations. The operations support coordinator writes specifications for new equipment and orders new equipment. He oversees the vendor performing the installation. He also ensures that the Customer Care Center employees in L3-07-01 in the Retail Services Division are trained on how to use the new equipment. The Retail Services Division's budget is charged for the operations support coordinator's work.

The operations support coordinator primarily works in the G&E Building, the WOB and the Dorsey Complex. Since late 1999, the operations support coordinator has been working on a special initiative. Prior to that time, he was involved in the design and upgrading of PBXs throughout BGE. When the call center initiatives are complete, the operations support coordinator will return to supporting the engineering and design of the overall PBX system. He will remain as operations support coordinator and will continue to interact with the tele/data technicians and the network technicians regarding the design of systems and networks. He will also write specifications and order parts.

The operations support coordinator receives extensive training from vendors on the PBX system. The tele/data technicians also receive this training. The operations support coordinator also receives training on the data-side of the business, such as general LAN courses. The operations support coordinator has a higher level of knowledge than the telecommunications installers, but a less sophisticated level of knowledge than the tele/data technicians. The operations support coordinator spends 25 percent of his time on the data side of the business and 75 percent of his time on the telephone side of the business. The operations support coordinator does not go into the field to troubleshoot.

The record established that the applicable job description (Er. Exh. 4, #524A) is generally accurate, except as follow: the job description does not address the data-side of the business, which the operations support coordinator participates in, and the operations support coordinator administers the Switchview telemanagement system.

I conclude that the operations support coordinator in 77-04-03 is a technical employee who shares a community of interest with other technical employees throughout BGE and should be included in the BGE-wide technical unit found appropriate in 5-RC-14908. According to the applicable job description, this classification must have over six years experience involving telephone and/or telecommunications services and facilities, or the equivalent combination of formal education/training and experience. In addition, the operations support coordinator must have a demonstrated knowledge of telecommunications software applications. The operations support coordinator has technical skills and performs technical functions. He writes specifications for unique equipment at the RSD customer call center, oversees vendors install said equipment, and trains customer care operators how to use the new equipment. He has specialized knowledge and training. In fact, he has received extensive training from vendors on the PBXs and formal training on the data side of the business. He receives grade 31 pay and works almost exclusively in an office environment with an engineer, much like other highly skilled technical employees included in the BGE-wide technical unit in 5-RC-14908. In addition, both parties agree that the operations support coordinator is a technical employee. He has no regular contact with, and different supervision from, production and maintenance employees. As noted, he has different skills from production and maintenance employees and does not perform work that is functionally integrated with production and maintenance work. In these circumstances, I conclude that the operations support coordinator in 77-04-03 is a technical employee who shares a sufficient community of interest with other technical employees throughout BGE and should be included in the BGE-wide technical unit found appropriate in 5-RC-14908.

#### **LAN Servers/Midrange Unit 77-04-05**

The parties stipulated to the following paragraph: The LAN Servers/Midrange Unit (77-04-05) has been transferred to the IT Products and Messaging Support Section (77-05) as the LAN Server Management/Mid Range Support Unit (77-05-05).

#### ***System Support Technician, formerly 77-04-05***

The parties stipulated to the following paragraph: The three SST's assigned to work in unit 77-04-05 have been transferred to Calvert Cliffs Nuclear Power Plant, Inc., unit 47-07-02 within the Nuclear Support Services Department (47-00-01). Because that organization is now part of Calvert Cliffs Nuclear Power Plant, Inc., the Company no longer seeks the inclusion of the SST's formerly assigned to work in unit 77-04-05.

### **Voice Services Unit 77-04-06**

The parties stipulated to the following paragraph: The Voice Services Unit (77-04-06) is responsible for the design and installation of telephone and LAN facilities and for negotiating and maintaining telephone accounts for local, long distance, and cellular phone accounts. In addition, unit 77-04-06 handles video conferencing facilities and administers the Company's voice mail system. There are two weekly positions in this unit that the Company seeks to include: Principal Telecommunications Technician and Telecommunications Installer. The Petitioner seeks to exclude these positions.

#### ***Principal Telecommunications Technician, 77-04-06 (formerly 77-04-02)***

The parties stipulated to the following paragraph: There is one PTT assigned to work in unit 77-04-06. The PTT in unit 77-04-06 was transferred from the Enterprise Infrastructure Operations Unit (77-04-02). The PTT in unit 77-04-06 will perform the same job duties as in the former organization and as was presented in the hearing.

There is one principal telecommunications technician in pay grade 32, who reports to the WOB. He spends about 20 percent of his time in the WOB and the remainder of his time in the field at job sites. The lead operations specialist - work leader for work group 3 supervises him. His normal work hours are 7:00 a.m. to 3:30 p.m. or 7:30 a.m. to 4:00 p.m., with flex time, although most work is done off hours. He is responsible for scheduling and coordinating the work of the telecommunications installers. He interacts with the facility coordinators and facility and equipment technicians in Facilities and Fleet Services Department 75 to make sure that resources are available to complete the wiring of floors or buildings or installation of equipment, consistent with the overall schedule for completion of the building or renovation.

The Department 75 employees generate the work for the telecommunications technician. The principal telecommunications technician is contacted by Facilities personnel, advised of an organizational change, relocation or addition, and asked to handle the necessary telecommunications and data requirements. The principal telecommunications technician meets with a Department 75 representative, who puts together drawings of the layout of cubicles and telephone jacks, and schedules and coordinates the physical work to be done by the telecommunication technicians. The principal telecommunications technician gathers information on the scope of the job to be done and the necessary resources. He receives CADD drawings from Department 75 designers and drafters that show layouts and square footage. The principal telecommunication technician passes this information on to the design and documentation specialists and interacts with the engineer in the Enterprise Infrastructure Engineering Unit in 77-04-03 to insure that the infrastructure is sufficient to handle the addition of more individuals. The principal telecommunications technician meets with the design and documentation specialists to formulate a work package and provide input into the design package. Once the work package is complete, the principal telecommunications technician meets with and discusses the job with the installer. If necessary, he orders the materials necessary for the completion of the job.

Once the telecommunications installers begin their work, the principal telecommunications technician remains on site, coordinating, overseeing and ensuring that the work is completed. When the project is complete, the principal telecommunication technician is responsible for verifying that the as-built drawings are changed to reflect any changes made in the

field, which would then be passed on to the design and documentation specialists. The principal telecommunications technician spends as much as 50 percent of his time working with or coordinating the work of contractors, depending on the workload.

The principal telecommunications technician has taken basic LAN courses and building wiring courses. He does not have technical training on the operation of the PBX, concentrators, routers or infrastructure equipment. He has basic knowledge of fiber optic cabling, copper cabling and termination of cabling.

The record established that the applicable job description (Er. Exh. 4, #282B) is inaccurate and the record testimony, as summarized above, is a more accurate description of the current job duties of the position.

I conclude that the principal telecommunications technician shares a sufficient community of interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909. He performs work that is functionally integrated with the work of the telecommunications installers, who perform a variety of installation-type functions that is similar to the work performed by production and maintenance classifications throughout BGE. Thus, the principal telecommunications technician's primary responsibility is to schedule and coordinate the physical work of the installers. He prepares the associated work package, orders any necessary parts or supplies, and discusses the job with the telecommunications installers. He is present at the job site during construction to oversee the work in progress. He shares supervision from the lead operations specialist for work group 3 with the telecommunications installers and the storeroom operator, whom I have included in the BGE-wide production and maintenance unit, as explained above. In addition, he regularly interacts with the facility coordinators and facility and equipment technicians in Facilities and Fleet Services Department 75 to make sure the resources are available to complete the wiring of floors or buildings or the installation of equipment. In these circumstances, notwithstanding his higher pay level, I conclude that the principal telecommunications technician shares a sufficient community of interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909.

***Telecommunications Installers, 77-04-06 (formerly 77-04-02)***

The parties stipulated to the following paragraph: There are two Telecommunications Installers assigned to work in unit 77-04-06. The Telecommunications Installers in unit 77-04-06 were transferred into unit 77-04-06 from the Enterprise Infrastructure Operations Unit (77-04-02). Job duties for the Telecommunications Installer will remain the same as in the former organization and as was presented in the hearing.

The record established that there are two telecommunications installers in pay grade 28 who add, move, change and perform new installations. They report to cubicles in the WOB in Department 77 and are supervised by the lead operation specialist - work leader for work group 3. They spend 5 percent of their time in the WOB and the remainder of their time on site. They work in any office building, substation or power plant where there are telephone and data systems. The telecommunications installers spends less than 5 percent of their time at the substations and between 5 and 10 percent of their time at the power plants. They pull cable within new buildings during construction and remodeling, mount racks of equipment in switch rooms, mount a concentrator on a rack, and support the tele/data and senior tele/data technicians

on a large PBX installation. They are responsible for both telephone and data services. The telecommunications installers coordinate with facility coordinators, lead facility and equipment technicians and facility and equipment technicians in Facilities and Fleet Operations North and South in 75-09-02. The telecommunications installers also remove wiring and equipment.

When pulling cable, the telecommunications installers do not use tools until the termination of the cable at a LAN or telephone jack. They use tools such as a crimp, screwdriver and other basic tools. They do not use power tools. The telecommunications installers mount the jack on the wall. They perform basic diagnostics, such as performing a Level 1 analysis of a jack to determine whether it is activated. The telecommunications installers spend 5 percent of their time performing diagnostic-type work and 95 percent of their time on installation, which is their primary responsibility.

The telecommunications installer position is not highly skilled work and is physical in nature. They install racks for equipment and are involved in the physical mounting and bolting of a chassis into a rack, but they have no involvement with the operation or settings of electronic devices. At a substation, their involvement is limited to the basic telephone facilities. The telecommunications installers wear hard hats, hard shoes, eye protection and hearing protection, if necessary. They conform to the safety needs of their environment.

The record established that the applicable job description (Er. Exh. 4, #71B) is generally accurate, with the exception of the following phrases, which do not apply to the telecommunications installer in this unit – “[a]cts as a lead person on larger/more complex jobs requiring more than one Telecommunications Installer;” “[w]orks with and supports project engineers and technicians in special studies and system tests;” “[o]perates various types of electronics shop and field test equipment and interprets the results to determine the operability of installed equipment.” The telecommunications installer must be a high school graduate with over two years of job-related work experience with the installation of telecommunications equipment and over two years experience with electronic test equipment. In addition, this classification must be able to interpret wiring diagrams, schematics, and installation manuals. Moreover, this classification must have the analytical ability to diagnose minor problems with telecommunications equipment.

I conclude that the telecommunications installers in 77-04-06 (formerly 77-04-02) share a sufficient community of interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit found appropriate herein. Although not dispositive, I note that this classification was eligible to vote in the production and maintenance unit in the 1996 election pursuant to the agreement of the parties and the record established that the job duties have not changed. See Er. Exh. 9C at 6-27. The telecommunications installers, like the production and maintenance employees, spend nearly all of their time in the field, and they perform a variety of installation-type functions that is similar to the work performed by production and maintenance classifications. For example, they install LAN and phone jacks, run wire and cable through the floors and walls during construction or remodeling, and mount racks to hold the equipment. This is basically unskilled work of a manual nature that requires the use of standard hand tools. The telecommunications installers are in grade 28 jobs and therefore are paid comparable to other production and maintenance employees performing similar manual work. They share supervision from the lead operations specialist for work group 3 with the principal telecommunication technician and the storeroom operator, whom I have included in the BGE-wide production and maintenance unit. In these circumstances, I conclude that the telecommunication installers in 77-04-06 (formerly 77-04-02) share a sufficient community of

interest with production and maintenance employees to be included in the BGE-wide production and maintenance unit found appropriate in 5-RC-14909.

### **IT Products and Messaging Support Section 77-05**

The IT Products and Messaging Support Section supports the BGE e-mail and 800MHz radio systems. This section contains two units, one of which is discussed below.

#### **Electronic Messaging and Radio/Video Support Unit 77-05-03**

The Electronic Messaging and Radio/Video Support Unit is responsible for supporting the software and part of the hardware that is associated with the electronic mail system used within BGE. The Unit is also responsible for supporting the radio and video systems for radio communications and surveillance. The employees in the unit report to the Rutherford Business Center, although not in the same building. At the time of the hearing, there were four weekly positions in this unit: telecommunications installer, principal administrative assistant, senior radio/video technician and radio/video technician. The Petitioner seeks to exclude all of these positions, while BGE seeks to include them in the BGE-wide production and maintenance unit.

#### ***Telecommunications Installer, formerly 77-05-03***

The parties stipulated to the following paragraph: Two Telecommunications Installers formerly assigned to work in unit 77-05-03 have been transferred to work in the Enterprise Infrastructure Operations Unit (77-04-02). Their job duties will continue to be the same as in their former organization and as was presented in the hearing.

This classification was discussed in 77-04-02.

#### ***Principal Administrative Assistant, 77-05-03***

The parties stipulated to the following paragraph: The PAA formerly assigned to work in unit 77-05-03 has retired and the position has been eliminated.

#### ***Senior Radio/Video Technician, formerly 77-05-03*** ***Radio/Video Technician, formerly 77-05-03***

The parties stipulated to the following paragraph: There was one Senior Radio/Video technician and four Radio/Video Technicians assigned to work in unit 77-05-03. The Senior Radio/Video Technician and two of the Radio/Video Technicians have been transferred to the Enterprise Infrastructure Operations Unit (77-04-02) where they will continue to perform the same job duties as in the former organization and as was presented in the hearing. One Radio/Video Technician had formerly been assigned to work on a temporary basis in unit 77-01-01. That temporary assignment has been made permanent. The remaining Radio/Video Technician assigned to work in unit 77-05-03 has retired.

The Radio/Video Technician transferred to 77-01-01 is discussed in 77-01-01, supra.

The Senior Radio/Video technician and two Radio/Video Technicians who have been transferred to the Enterprise Infrastructure Operations Unit (77-04-02) are discussed in 77-04-02, supra.

#### **Desktop and Executive Support Unit 77-05-04**

The parties stipulated to the following paragraph: The Desktop and Executive Support Unit (77-05-04), formerly unit 77-03-02, was transferred in its entirety into the IT Products and Messaging Support Section (77-05) from the former Client Services Section (77-03).

#### ***System Support Technician, 77-05-04 (formerly 77-03-02)***

The parties stipulated to the following paragraph: There are seven SST's now assigned to work in unit 77-05-04. The seven SST's were transferred to unit 77-05-04 from unit 77-03-02. They will continue to perform the same job duties as in the former organization and as presented in the hearing.

Both parties agree that the system support technicians in 77-05-04 (formerly 77-03-02) are technical employees. There are seven system support technicians at issue. They are in pay grade 30. The system support technicians work with contractor employees to provide Level 2 troubleshooting support for all desktops within BGE. They are often described as Level 2 support, based on an increased level of knowledge and hands-on training. There are three system support technicians, who report to the G&E Building (two on the second floor, one on the sixth floor). One system support technician reports to the Windsor Office Building (first floor). One system support technician reports to the Lord Baltimore Building (first floor). One system support technician reports to the Electric Operations Building (basement floor). Finally, one system support technician reports to Front Street (fourth floor). The system support technicians work in a typical office environment. The system support technicians in the G&E Building work from 8:00 a.m. to 5:00 p.m., with flex time; those in the EOB, WOB and Lord Baltimore Building work 7:00 a.m. to 4:00 p.m.; and the system support technician at Front Street works from 7:30 a.m. to 4:00 p.m. The system support technicians are distributed to various locations based on the clients that they support, the number of clients that are supported, and the number of calls from various areas. The system support technicians provide on-call support 24 hours a day/seven days a week, on a rotational basis. The system support technicians have a specific area that is their primary responsibility, but they can take calls from other locations.

The system support technicians usually receive calls through the Help Desk if the problem cannot be resolved through Level 1 support. The system support technicians at Front Street and the G&E Building monitor the Advanced Help Desk and take calls off the computer system. The system support technicians also handle "walk-up" calls, where an individual directly approaches one of the system support technicians with a problem. These calls are entered into the Advanced Help Desk system and a ticket is created. The system support technician contacts the client, either over the phone or in person, and attempts to resolve the situation by asking troubleshooting questions to narrow down the problem. If sufficient information is not available over the phone, the system support technician will go to the person's desktop or office to resolve the problem. Once at the location, the system support technician attempts to recreate the problem so they can determine the cause. The system support technicians receive about 50-60 calls a day through the Advanced Help Desk and 20-25 percent of the calls are on a walk-up basis.

Some organizations have written service level agreements that cover Information Technology and General Services. For example, the agreements covering the Desktop Unit specify the individuals that are to be supported, the number of PCs, the hours of operation that require on-site assistance, the procedures for off-hour support and the expectations for response time. There are service level agreements with, inter alia, Retail Services (L0, L2, L3, L4), Gas (M0, M1, M2, M3), and Electric Transmission and Distribution (30, 33, 36, 37, 38, 39). The agreements usually cover any personal computer, desktop computer, laptop, printer, scanner or palm pilot.

The system support technicians provide services to employees throughout BGE. There are system support technicians in the EOB and at Front Street, where the majority of Distribution employees are located. Approximately five times a week during normal business hours, and two to three times a week during off-hours, the system support technicians respond to problems at off-site locations. There is a contractor and an IT programmer analyst, respectively, at the Dorsey and Spring Gardens facilities. The contractor and the IT programmer analyst handle 90 percent of the computer-type inquiries that would normally go to the Help Desk.

The system support technicians are involved in new equipment acquisition, configuration and set-up. They go to the web site of a preferred vendor, determine what is needed for the acquisition, and place an order. When the product is delivered, the standard configuration is downloaded and the system support technician spends quite a bit of time with the user discussing necessary applications. The system support technicians are also involved in the relocation of equipment. They coordinate the move by identifying desktop machines and peripheral machines. Once the physical move has taken place, the system support technicians move accounts, applications and data to new servers. The system support technicians interact with users to identify all equipment and specific applications that are needed.

The system support technicians spend 60-70 percent of their time answering trouble calls, assisting the Advanced Help Desk, and handling walk-up calls. The rest of the time, 30-40 percent, is spent on acquisitions (set up and configuration). In a smaller move, the system support technicians box up and move equipment from one location to another. They are involved in software installation and training. They do not work on other equipment, such as copiers and fax machines.

The system support technicians receive product-specific technical training to assist with troubleshooting. The training is usually done by outside vendors or local training companies, and in the last two years, the system support technicians in 77-05-04 (formerly 77-03-02) have attended this type of training once or twice per year. The system support technicians, as opposed to general users, have taken classes in local area network (LAN) management, hardware/software installation, MVS/XA and JCL:Basic, Data Communications 1 & 2, and CICS concepts. The record established that the applicable job description (Er. Exh. 4, #61B) is generally accurate, with certain specified exceptions.<sup>7</sup>

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<sup>7</sup> For example, the following sections of the job description are not applicable to the system support technicians in 77-03-02. Under "Summary," the system support technicians do not resolve mainframe computer hardware and software problems, and they do not perform programming for users. Under "Basic Qualifications," the record established that statistics courses are not a requirement for the position. In addition, the department is no longer referred to as the Information Systems Department.

I conclude that the system support technicians in 77-05-04 (formerly 77-03-02) are technical employees who should be included in the BGE-wide technical unit found appropriate in 5-RC-14908. The system support technicians are computer specialists and must have sophisticated computer knowledge, including familiarity with software packages, over four years of work related experience and successful completion of post-high school courses in computer science, or the equivalent combination of formal education/training and experience. In addition, they must be able to resolve technical computer problems. Their specialized computer skills require the exercise of independent judgment and are very different from the skills and training of the production and maintenance employees. They have different supervision from production and maintenance employees and generally do not interact with them. Their only contact with production and maintenance employees occurs when there is a problem with a computer or the employee needs a computer moved or new software installed. This kind of interaction is generally limited and of short duration. Moreover, when system support technicians are performing their functions in the field, their contact could be with anyone who has a desktop computer, including managers, secretaries, and contract employees. The system support technicians, like other technical employees throughout BGE, work flex time in a typical office environment in several different office buildings. The system support technicians do not perform the same work, share the same skills, use the same tools, or work under the same supervision as the production and maintenance employees. On the other hand, the system support technicians perform work of a technical nature throughout BGE, utilize technical skills and specialized computer knowledge and training, and receive pay that is comparable to other technical employees. In addition, both parties agree that the system support technicians are technical employees. In these circumstances, I find that the system support technicians in 77-05-04 (formerly 77-03-02) are technical employees who should be included in the BGE-wide technical unit found appropriate in 5-RC-14908.