



**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES
NATIONAL VETERANS AFFAIRS COUNCIL #53
Affiliated with the AFL - CIO
Mid-Term Bargaining Committee**

Oscar L. Williams Jr., Chair 2 nd Exec. V-President 29 Lake Street Danville, IL 61832-6101	Bill Wetmore, Member 3 rd Exec. V-President 2319 Alava Court Waldorf, MD 20603	Harold Robins, Member President AFGE Local 559 VAMC Orlando Orlando, FL 32803	Willie Haywood, Member 6 th Dist. Rep., NVAC 17705 Garden Blvd. Cleveland, OH 44128	Terence J. Watts, Member AFGE Local 559 VAMC Orlando Orlando, FL 32803
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October 16, 2019

Tracy Schulberg, Executive Director
Office of Labor Management Relations (LMR)
Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Subject: OCC Delivery Operations Customer Experience FY-20 Performance Plans Standards changes for Lead Customer Service Representatives and Customer Service Representatives

Dear Ms. Schulberg:

In accordance with Article 47, Section 2, of the Master Agreement, National VA Council #53 is formally demanding to bargain on OCC Delivery Operations Customer Experience Performance Plans as cited above within the Department. Please provide the NVAC's Mid-Term Bargaining Committee with all information and/or data related to this subject. The negotiations of this matter should normally begin no later than twenty (20) workdays after the Management Chief Negotiator in this matter receives our demand to bargain.

Please cease and desist any implementation until the bargaining obligation has been met. The NVAC's Mid-Term Bargaining Committee may request a briefing over the cited subject above, before sending any proposals. If you have any questions, please call me at (217) 554-4866.

Sincerely,

Oscar L. Williams, Jr.
Chairperson, Mid-Term Bargaining Committee
2nd Executive Vice President
National VA Council #53

cc: Alma L. Lee, President National VA Council #53
NVAC Executive Committee

AFGE: Good Government We Are Ready