



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

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November 19, 2020

Michael Picerno, Acting Executive Director  
VA Office of Labor Management Relations  
810 Vermont Avenue, NW  
Washington, DC 20420

Subject: Office of Community Care Customer Experience Survey of Customer Service Representatives

Dear Mr. Picerno:

The National VA Council #53 is approving the OCC Customer Experience Survey of Customer Service Representatives as cited above for VHA AFGE bargaining unit employees. Please provide the NVAC with a copy of the survey results once completed.

If you have any questions, please contact me at (217) 670-9357.

Sincerely,

Oscar L. Williams, Jr.  
Chairperson, Mid-Term Bargaining Committee  
2<sup>nd</sup> 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**