



**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<sup>nd</sup> Exec. V-President  
29 Lake Street  
Danville, IL 61832-6101

Bill Wetmore, Member  
3<sup>rd</sup> Exec. V-President  
2319 Alava Court  
Waldorf, MD 20603

Willie Haywood, Member  
6<sup>th</sup> Dist. Rep., NVAC  
17705 Garden Blvd.  
Cleveland, OH 44128

Tinita Cole, Member  
NVAC Nat., Rep.  
VAMC Dayton  
Dayton, OH 45428

December 22, 2021

Denise Biaggi-Ayer, Executive Director  
VA Office of Labor Management Relations  
810 Vermont Avenue, NW  
Washington, DC 20420

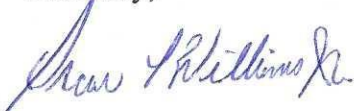
Subject: VA OIT Customer Experience (CX) Survey

Dear Ms. Biaggi-Ayer:

The National VA Council #53 is approving the VA OIT Customer Experience Survey for VA's 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) 554-4979.

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**