



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

<b>Oscar L. Williams Jr., Chair</b> 2 <sup>nd</sup> Exec. V-President 29 Lake Street Danville, IL 61832-6101	<b>Bill Wetmore, Member</b> 3 <sup>rd</sup> Exec. V-President 2319 Alava Court Waldorf, MD 20603	<b>Willie Haywood, Member</b> 6 <sup>th</sup> Dist. Rep., NVAC 17705 Garden Blvd. Cleveland, OH 44128	<b>Tinita Cole, Member</b> NVAC Nat., Rep. VAMC Dayton Dayton, OH 45428	<b>Nickloas Keogh, Member</b> NVAC Nat., Rep. VACO 811 Vermont AVE Washington, DC 20420
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February 24, 2023

Denise A. Biaggi-Ayer, Executive Director  
Office of Labor Management Relations (LMR)  
Department of Veterans Affairs  
810 Vermont Avenue, NW  
Washington, DC 20420

Subject: Member Services Handbook Chapter 18, Real Time Adherence (RTA) for Contact Centers

Dear Ms. Biaggi-Ayer:

In accordance with Article 47, Section 2, C, of the Master Agreement, the National VA Council #53 is formally demanding to bargain on the Member Services Handbook Chapter 18, Real Time Adherence (RTA) for Contact Centers as cited above within the Department. Please provide the NVAC's Mid-Term Bargaining Team with any/all information/data concerning the cited subject above. The negotiations of this subject should normally begin no later than twenty (20) workdays after the Management's Chief Negotiator in this matter receives NVAC's demand to bargain.

Please cease and desist any implementation until the bargaining obligation has been met. The above named NVAC's Mid-Term Bargaining Team may requesting a briefing over the cited subject above, before sending any proposals. If you have any questions, please call 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**