

October 21, 2011

William Carson, Chief Negotiator  
Veterans Benefits Administration  
VA Central Office  
810 Vermont AVE., NW  
Washington, DC 20420

Dear Mr. Carson:

The National VA Council VBA Midterm Bargaining Committee is formally requesting to bargain on the appropriate arrangements for the adversely affected employees as a result of the LAS and LAS IRIS Response National Performance Standards for the Call Centers.

We are also requesting a briefing prior to submitting proposals.

We are also requesting that implementations of these national standards be deferred until bargaining is completed in its entirety per the Master Agreement and the statute.

Sincerely  
Alberta Franklin  
Chair, NVAC VBA Midterm  
Cc NVAC VBA Midterm