



**AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES  
NATIONAL VETERANS AFFAIRS COUNCIL #53**

**Affiliated with the AFL - CIO  
Mid-Term Bargaining Committee**

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Philadelphia, PA 19104

August 9, 2013

Larry H. Carroll, Director  
VISN 20 Northwest Network  
1601 4<sup>th</sup> Plain Boulevard Building 17, Suite B439  
Vancouver, WA 98661

Subject: VISN 20 – PACT Virtual Call Center Pilot Expansion VA Spokane and VA Roseburg

Dear Mr. Carroll:

In accordance with Article 47 Section 2 C., of the Master Agreement the National VA Council #53 is formally demanding to bargain on PACT Virtual Call Center Pilot expansion to VA Spokane and VA Roseburg cited above in VISN 20 within the Department. Ms. Alma L. Lee, President of the National VA Council #53, will be naming the Union's Chief Negotiator and team members. Please provide the named bargaining team with all information and/or data related to the cited subject. The negotiation of this matter should normally begin no later than twenty (20) workdays after the Management's Chief Negotiator receives our demand to bargain.

Please cease and desist any implementation until the bargaining obligation has been met. The above named bargaining team my request a briefing over the cited subject above, before sending any proposals. If you have any questions please contact me at (217) 554-4866.

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  
Timothy L. Strako, 11<sup>th</sup> District Representative NVAC

**AFGE: Good Government We Are Ready**