

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



November 14, 2014

Mr. Kevin Nelson, Chief Negotiator
VBA Office of Labor Management Relations (LMR)
Department of Veterans Affairs

Subject: Customer Service Pilot in the Public Contact Areas for the Southern Area Regional Offices

In accordance with the Law and Article 47 of the Master Agreement the National VA Council #53 is formally demanding to bargain on the above subject matter.

The NVAC VBA Mid-Term Bargaining Committee received notification on November 5, 2014 of the Southern Area's intent to pilot Customer Service in the Public Contact Areas. The NVAC VBA Mid-Term Bargaining Committee is requesting a briefing on the matter. Please forward copies of all necessary and relevant documents associated with the matter. The briefing should occur within 20 workdays of this demand to bargain. Proposals will be submitted 20 workdays after the briefing. Please cease and desist any implementation until the bargaining obligation has been met.

If you have any questions please call me at (312) 980-4382 or (708) 692-4967.

Respectfully,

Sandra J. Davis

*Sandra J. Davis,
Chair, NVAC VBA Mid-Term Committee*