

AREA LEVEL – JOINT CONFERENCE WITH LABOR
UNITS 11, 15 & 22 GRIEVANCES

DATE: October 4, 2022
TIME: 9:00 A.M.
PLACE: 2124 Race Street, 2nd Floor, Philadelphia, PA

PRESENT FOR THE UNION

Rich Dezzi - E.R.V.P.
Jamie Schools - Unit #11 President
Chris Wackerman - Unit #15 President
Joe Peruggia - Unit #22 President

PRESENT FOR THE COMPANY

Jeff Fallon - Sr. Mgr. Labor Rel.
Carla Radicioni - Sr. CLST (viaphone)

AGENDA:

1. #ER-005-22 Violation of 1991 MOU **P.U.**
2. #ERAS01502-004-22 Jason Soder – Job Bypass **Closed**
3. #011-06-006-22 Lynn McCarthy – Violation of Letter on page 48 **Settled**
4. #011-06-007-22 Tanya Williams – Violation of Letter on page 48 **CID**
5. #011-06-008-22 Colleen Viola – Violation of Letter on page 48 **P.C.**
6. #015-03-012-22 Jesse Schlamb – Violation of 2008 Buried Loop Agreement **CID PUA**
7. #015-06-006-22 Bill Donahue – Violation of Article 8 **P.U.**
#015-06-007-22 Bill Donahue – Violation of Article 8 **P.U.**
8. #022-03-014-22 Gary Dorestan – Violation of Article 26 **P.U.**
9. #022-03-015-22 Tim King – Violation of Exhibit A3 **P.C.**
10. #022-03-017-22 David Moore – Violation of Exhibit A3 **P.C.**

1. #ER-005-22 Violation of 1991 MOU:

Union: Jeff, we discussed this at our last meeting in August at which this was held pending, do you have anything to add?

Company: I spoke to Katie Feldmeier who was the Area Manager of Construction until recently. She told me she reached out to PECO management about the issue of their contractor touching our fiber and they told her they would readdress the issue with the contractor.

Union: Our position has not changed; whether it is overzealous PECO linemen or a contractor for PECO or a contractor for Verizon, it does not negate our MOU. I believe this is still occurring.

Company: I am aware of these only when you bring it to my attention.

Off Record Discussion

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Union: We will hold this pending as I gather more information.

PENDING UNION AT LABOR ON OCTOBER 4, 2022.

2. #ERAS015-02-004-22 Jason Soder – Job Bypass:

Off Record Discussion

Union: We are going to close this grievance at this step.

CLOSED AT LABOR ON 10/4/2022.

3. #011-06-006-22 Lynn McCarthy - Violation of Letter on page 48:

Off Record Discussion

Union: Jeff, this grievance pertains to management doing bargaining unit work. On July 16, 2022, Manager Brett Alstede moved work off of a technician, can you tell me why?

Company: The job was never supposed to be in the load. There was a system firmware update schedule for that day.

Union: The job was DE11757334804 and the tech it was assigned to was tech id PBB in the 729-work center.

Company: According to the information I have been provided, on July 13th Mr. Alstede sent an email to OCC managers that FDV jobs cannot be in the load due to the firmware update. At some point Iris Rodriguez assigned this ticket to a tech on July 15th. She should have JEP'd it but did not. On the early morning of July 16th prior to the upgrade beginning Mr. Alstede saw the job in there and had to remove it from the tech and JEP it.

Off Record Discussion

Company: Without P&P, I am willing to pay the next person on the list that the Union provides 30 minutes of pay at the wage that was in effect on the date in question to settle this grievance.

Union: We will accept that and settle the grievance at this step.

SETTLED AT LABOR ON 10/4/2022.

4. #011-06-007-22 Tanya Williams - Violation of Letter on page 48:

Union: On Saturday July 9, 2022, Local Manager Jason Lere closed out three jobs: PA11765478893, PA11754547756 & PA11755336452, can you tell me why?

Company: During the week of July 7, 2022, there was training in a new potential system called OMEGA. During this training, it appears that Jason Lere through the process of what closing out a job would look like on Blue Jeans. Some of the MA's need help during his training and Mr. Lere closed out live jobs to help them grasp the process. Again, all this was done during a training session with OMEGA.

Off Record Discussion

Union: Our position is training is able to be done by the Company albeit we believe in this instance the Manager should have communicated directly to the associate on what he wanted done and have then do it and not himself, this would have insured the line between associate and management remained intact. Pay Tanya Williams 2 hours pay to settle this grievance.

Company: This was done during a training session and not hidden in some back room. Management was within their right to show these employees what to do, grievance is denied.

Union: We will close this in disagreement and charge the Company with violating letter on page 48.

CLOSED IN DISAGREEMENT AT LABOR ON 10/4/2022.

5. #011-06-00-22 Colleen Viola - Violation of letter on Page 48:

Union: This grievance pertains to Verizon employee Stephanie Sterling a Maintenance Administrator from Virginia assigned work to a Pennsylvania technician on August 2, 2022. The job in question was PA11761189039. Can you verify who Ms. Sterling is?

Company: Yes, it appears she is indeed an MA out of Virginia.

Union: Out of Richmond?

Company: Yes.

Union: How did this happen?

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Company: I was told that the tech was out on a failed self-install and called to have the original MON put behind him. The tech Damian Coley must have dialed into that center, because she put the job behind him.

Off Record Discussion

Union: To clarify the MA's are not part of the call sharing agreement?

Company: No, they are not.

Union: These MA's are part of Local 13000?

Company: Yes, I am going to take a pending on this and get some more information.

PENDING COMPANY AT LABOR ON 10/4/2022.

6. #015-03-012-22 Jesse Schlamb - Violation of 2008 Buried Loop Agreement:

Union: Jeff, this grievance pertains to Service Tech Jesse Schlamb being dispatched on ticket 1COG10878442603 on 2431 Somerset Street where the customer's trouble was a failed ONT. The customer was instructed to try to repair job on their own. Can you tell me more about this?

Company: I am not sure of the timeline; I just know it was a failed self-install and it appears the fiber was damaged.

Union: When the customer called in to Verizon, was the "tech see" app used?

Company: I don't know, maybe.

Off Record Discussion

Union: If it was used, would you think it was successful?

Company: Apparently not, a dispatch took place.

Union: Our position is the "tech see" process although convenient to the Company is violating the buried loop agreement as this work is exclusive to the bargaining unit. The Company is in violation of Article 17 and the 2008 Buried Loop Agreement. Pay Jesse 2 hours to settle this grievance.

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Company: In this instance, the job was dispatched out to a Local 13000 tech. Part of the FCSA responsibilities is to aid the customers in solving issues which they have been doing for quite a while. If they cannot help the customers resolve their issues then a dispatch happens as it the case here, this grievance is denied.

Union: We will close this in disagreement pending Union action and charge the Company has violated Article 17 and the 2008 Buried Loop Agreement.

CLOSED IN DISAGREEMENT PENDING UNION ACTION AT LABOR ON 10/4/2022.

7. #015-06-006-22 – Bill Donahue - Violation of Article 8:

#015-06-007-22 – Bill Donahue - Violation of Article 8:

Union: This grievance pertains to Verizon's OPTIX system, and the workload not being distributed equally. This causes undue burden on the employees; can you tell me why this is happening?

Company: Employees are here to work; this system gives them their work. I mean hypothetically the system could give someone 1000 jobs in a day, that does not mean they are going to do them. The Company has a realistic expectation of an employee completing as much work as they can in an 8-hour day.

Union: Hypothetically would the system know if you did 20 jobs a day and then increase the amount of work you get because of that.

Company: I don't know but the Company expects everyone to work a full 8-hour day and get as much work done as possible.

Union: If a tech cannot do all of the work is their pushback from Management when he or she wants to return the excess work?

Company: I am unaware of anyone being disciplined for returning work because the system gave them too much.

Off Record Discussion

Union: We will close this in disagreement and cite the Company is in violation of Article 8.

CLOSED IN DISAGREEMENT AT LABOR ON 10/4/2022.

8. #022-03-014-22 Gary Dorestan - Violation of Article 16:

Union: This grievance pertains to old write-ups in Gary's file, the Company has a due diligence to remove based on a timeline.

Company: Most folks bring it to the attention of their Local Manger, looking at the first step minutes it seems they have no interest in doing or removing anything.

Off Record Discussion

Union: I am going to take a pending on this.

PENDING UNION AT LABOR ON 10/4/2022.

9. #022-03-015-22 Tim King -Violation of Exhibit A3:

10. #022-03-017-22 Dave Moore - Violation of Exhibit A3:

Union: These 2 grievances are related and will be heard together. The Out of Hours (OOH) group Called Tim King while he was on vacation for the week on July 11, 2022, at 9:53pm. The OOH did it again to Dave Moore while he was on vacation on August 1, 2022, at 11:45pm. In both of these instances they were called while on weeklong vacations that were picked and planned the previous year. Can you tell me why this happened?

Company: It appears that for whatever reason, the OOH group did not realize they were each on vacation.

Union: Does the OOH have access to the OT Tool that Verizon uses?

Company: Yes, I believe so.

Union: Does Management have access to the OT Tool?

Company: Yes.

Union: Can everyone see all the exception codes and tell when people are off or on vacation?

Company: I am not sure what the systems capabilities are.

Off Record Discussion

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Company: Let me reach out once again to OOH Manager John Maloney about this and I will take a pending.

PENDING COMPANY AT LABOR ON OCTOBER 4, 2022.

Respectfully submitted,
Joseph Peruggia Unit 22 President