

THE ELEVENEIGHTEEN EDGE



Schenectady (above) and Albany (right) new hires attend the Capital District Area General Membership Meeting 3/28/18

Verizon Hiring Continues!

By Theresa Devine

Preserving Job Security and Growing Jobs

CWA members went on strike for 48 days to protest management's demands to strip our contract of job security protections. Management wanted to get rid of limits on contracting, gain "flexibility" to transfer workers to different states for months at a time, and to shift additional work to outside and offshore contractors. During the course of the strike, workers in the Philippines reached out to CWA to report on the poor wages and working conditions in call centers there. The agreement preserves job protections won in past contracts and even provides for more jobs, despite management's original intent to strip all protections from the contract.

a. Poles

- Contracting out of pole maintenance work will be stopped.

- Management will add 20 crews to do pole work.
- Commitment to cut the backlog of 60,000 double poles by 50% over 3 years.

b. More Call Center Jobs

- Verizon will hire 1,300 new full-time call center employees during the term of the contract, 850 in the MidAtlantic region and 450 in NYNE.
- In the NYNE region, 275 Sales and Service, 175 Tech Support.

Summer 2016 - Call Center Hiring Began

After a dry spell since 2000, Verizon began hiring Fiber Customer Support Analyst (FCSA) and Fiber Network Technicians (FNT) to grow the Fiber Solutions Center in Albany.

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Verizon Hiring Continues cont.

By Theresa Devine



Saratoga Garage

Summer 2016 - Call Center Hiring Began . . . cont.

As the Fiber Solutions Center grew, our EVRC Customer Service Assistants (CSA's) were offered the opportunity to train for the Fiber Customer Support Analyst (FCSA) positions. SPV's were issued for the FNT position allowing senior members the opportunity to get a better paying job with a higher pension level.

3 Year Temps - Field Technicians

Next up - Field Technicians. To date, approximately fifty (50) three (3) year temporary field technicians have been hired and we anticipate another forty (40) or so in the coming months.

Training Issues

Troubled by the comments from technicians about the training received as new hires, upstate CWA locals joined together and met with Director Julie Slattery and her team to go over plans for training and future jobs. As a result of this labor/management collaboration, future techs will be trained in Syracuse which will enable the union to meet with techs in a more timely manner.

The union hopes to get existing temps the additional training missed while they were out of state.

Tech "Ranking" System

New hires advised the union that per manager Alex there is a "ranking system" to decide who gets the jobs.

Techs are concerned they do not have the equipment, tools or training to do the job and meet the "ranking".

President John Van Denburgh has committed to speaking with AOM Cindy Bapp on this matter and reminded techs that all must "work safe and do a quality job".

Temp Pay Issues

Concerned with the disparity in pay treatment among the new hires, the union reached out to Labor Relations to ensure that all prior experience is equally counted and bridge the pay gap between members.

Some things that could lead to the disparity include but are not limited to:

- past experience
- military background
- educational background
- CDL

Other items we are looking at are:

- Sunday Travel
- Meal allowance
- Laundry
- Extra 5% for over 125 miles of travel

What do temps need to do?

Even if you believe you got everything you are entitled to we are requesting that you:

- Print out copy of ALL pay-stubs
- Submit ALL stubs to the union

Executive Vice President, Tony Bottisti, is working to create a spreadsheet to combine all facts to make the case to the company.

Ironically, years ago when Tony himself was hired as a temp he too wasn't given credit for the adders he had. Years later after being made permanent Tony was surprised when he was handed an additional check by his then foreman for the retroactive monies he was due.



Glens Falls Garage



Verizon Absence Control Plan Review



Absence Control Plan

An employee with two (2) or more years of net credited service will get 10 paid sick days per year. If you exhaust those 10 days, all future “non-disability related” absences will be UNPAID.

Exempt Days - each employee gets 4 “Exempt Days” per calendar year. FMLA approved absences DO NOT count against your “exempt” days thus you will still be able to use the exempt days later in the year if necessary.

- Your first 4 NON-FMLA approved sick days are considered “free” or “EXEMPT”
- Any NON-FMLA approved absence of 1/2 tour or more, paid or unpaid, gets charged as a FULL exempt day.
- When the company gets final FMLA denial they will then utilize your remaining exempt days 1st.

Perfect attendance guidelines still apply. Thus if you have a year or more perfect attendance, you will not be charged for your 1st chargeable (non-FMLA approved) absence.

If you use up all your sick time and go out again, you will NOT be paid for your first 5 days of absences, however if the absence goes into a disability, the disability portion will be paid if Sedgwick Approved.

Partial day absence:

if you are not currently on a step, you can have 3 partial day absences in 6 months as long as not broken with a full day absence

If you are on a step you can have 2 partial day absences not broken by a full day within 6 months.

Family Care Leave (FCL)

Absences for FCL - DO NOT count towards the 10 day cap or the Exempt days

Free \$\$ for No Absence

Between January 1 and December 31 of any calendar year if you have NO absences, the company will give you one week of extra pay. If you use 1 day but less than 5 days, you will get a portion of the weeks pay.

VZ Disability Payment Schedule

Length of Service	Full Pay (weeks)	Half Pay (weeks)
5 years to > 15 years	13	39
15 to > 20 years	26	26
20 to > 25 years	39	13
25 years or more	52	0

Sedgwick Disability

If your absence turns into a disability **prior to using your 10 paid days**: the first 5 days of absence will cut into the 10 paid days and all remaining days, if clinically approved, are paid by disability.

If your absence turns into a disability **after you have used your 10 paid days**: then you will NOT be paid for the first 5 days of absence however when disability kicks in you will be

paid for any clinically approved time off.

If you relapse:

Less than two (2) weeks after returning to work your sickness disability begins on the first scheduled work day of your absence.

More than two (2) weeks but less than thirteen (13) weeks:

- the 1st seven (7) calendar days are incidental absence
- disability starts on the eighth (8th) calendar of your absence
- you pick up where you left off on your previous disability.

Example - if you have 22 years of service and had 3 weeks of disability in January and have another disability at the end of February you would pick up where you left off and have 36 weeks of full pay remaining and 13 weeks of half pay.

More than thirteen (13) weeks:

- disability starts on the eighth (8th) calendar of your absence **AND** you are now eligible for a full 52 weeks of benefits.

Uncomfortable calling?

Apply for disability on-line:

<https://mybenefits.metlife.com>

- Select Verizon Communications Inc.
- Select Register Now
- Create your personal profile
- Agree to Terms of Use
- Click Register

Once you register, be sure to maintain your user name and password for future use. You will be able to view electronic updates to your disability status.

Summary of CWA-Verizon Agreement on PSC Service Quality

Beginning in 2014, CWA launched a campaign to pressure the New York Public Service Commission to require Verizon to upgrade and repair the legacy telephone network and to expand consumer access to broadband. Our campaign began by recruiting support from over 70 legislators and nearly 20 allied organizations for a petition to the PSC seeking a formal proceeding on service quality. It involved mobilizing thousands of members and community allies to attend public hearings across the state on these issues in the summer of 2015. It involved lobbying on legislation that highlighted the importance of our concerns. It also included making demands about service quality improvement and broadband buildout as a key part of our bargaining program leading up to the 2016 strike.

In April 2016, the PSC, in a sharp reversal from its previous faith in “competitions” power to guarantee high quality service at reasonable prices, agreed with CWA and initiated a formal proceeding on the shortcomings of the state’s telecommunications services. This led to a lengthy process of discovery, collection of evidence, and exchange of formal legal positions. Several months ago Verizon approached CWA to request confidential negotiations to enter into voluntary settlement talks on the case. In recent weeks, CWA and Verizon have negotiated a Settlement Agreement which we believe successfully resolves the issues we raised and which will shortly be subject to public comment. The PSC staff has endorsed the terms of this settlement, and is prepared to recommend the settlement to the PSC Commissioners for final approval. The Public Utilities Law Project (PULP) is also supporting the settlement.

We believe the Agreement, if approved by the PSC, accomplishes the essential goals we set forth in 2014.

Copper Remediation & Repair

1. Verizon will identify 54 Central Offices statewide with the worst service quality metrics and make repairs to them.
2. Verizon has agreed to run fiber to at least 100 large apartment buildings in New York City, currently served only with copper infrastructure. This will result in an immediate upgrade in telephone and internet service for customers in these buildings.
3. Verizon is required to assess and replace batteries at removed terminals servicing critical customers statewide. The number and location of these batteries are not yet determined.
4. Verizon is required to remove 64,000 double poles statewide over the next four years.
5. Verizon and CWA will jointly implement a Plant Pride Program which enables any technician to submit evidence of bad plant and equipment conditions anywhere in the state to a computerized system. Verizon is required to address at least 75% of such conditions within 90 days. Verizon and CWA will meet regularly to monitor the Program and report on compliance to the PSC.

Increasing Broadband Buildout

1. Verizon has been granted NYS subsidies to expand broadband to about 19,000 homes, largely in underserved upstate communities.
2. Beyond the homes covered by these grants, Verizon will connect

approximately 21,500 additional homes, largely in upstate locations contiguous to the grant-funded expansion.

3. Verizon will also expand broadband to an additional 11,000 homes, 7,000 in Long Island and 4,000 in mid and upstate.

Increased Hiring Commitments

1. There will be 70-100 new hires in upstate to support the increased broadband buildout.
2. Statewide, there will be 200 additional hires to complete the pole removal work. This is IN ADDITION to 200 workers who have already been hired for this work.

While the company did not agree to everything we demanded, this agreement addresses problems CWA has been raising for years. We will be regularly involved in monitoring the requirements imposed by the settlement. There will be increased work for many of our members for years to come. Service quality for the public will be improved. We will be particularly involved in the Plant Pride Program which empowers our members to identify and fix problems which we know have affected service quality and the professional responsibilities of our members.

I want to thank all of the locals for their support on this issue over the last three and a half years. We believe this is a considerable accomplishment that is a significant win for telecommunications customers.

In Solidarity,
Dennis Trainor,
CWA District One Vice President

NYS Paid Family Leave

Paid Family Leave

With the exception of the American Red Cross who states that they are a quasi-official agency of the federal government, and not subject to the New York State Disability Benefit laws the remainder of CWA represented employees are covered by NYS Paid Family Leave.

Starting 1/1/18, employees will have up to 8 weeks available with cap of 50% of the NYS average weekly wage of \$1,305.92. The cap will raise in succeeding years until 2012 with 12 weeks available and a 67% cap.

Leave can be taken either all at once or in full-day increments. You may take the maximum time-off benefit in any given 52-week period. The 52-week clock starts on the first day you take Paid Family Leave.

New York's Paid Family Leave provides job-protected, paid time off so you can:

- **bond** with a newly born, adopted or fostered child;
- **care** for a close relative with a serious health condition; or
- **assist** loved ones when a family member is deployed abroad on active military service.

You can continue your health insurance while on leave and are guaranteed the same or a comparable job after your leave ends. If you contribute to the cost of your health insurance, you must continue to pay your portion of the premium cost while on Paid Family Leave.

TOP QUESTIONS FROM EMPLOYEES

How long do I have to work to be eligible?

- Full-time employees, who work a regular schedule of 20 or more hours per week, are eligible for Paid Family Leave after 26 consecutive weeks of employment.
- Part-time employees, who work a regular schedule of less than 20 hours per week, are eligible after working 175 days, which do not need to be consecutive.



Can I take both temporary/ short-term disability and Paid Family Leave?

Yes, but not at the same time. You can take short-term disability and then Paid Family Leave, or Paid Family Leave and then short-term disability, if you qualify. For example, if a mother qualifies for short-term disability after giving birth, she can take short-term disability first and then Paid Family Leave. You cannot take more than 26 weeks of combined short-term disability and Paid Family Leave in a 52-week period.

If I am taking Paid Family Leave, when will I be paid?

The insurance carrier has 18 days after receipt of a completed request for Paid Family Leave to pay or deny the claim, and after the initial payment, will pay benefits bi-weekly.

Who pays the Paid Family Leave benefits to employees?

Benefits are paid by the insurance carrier, or employer if self-insured.

What are employees' rights and protections under Paid Family Leave?

- Employees have **job protection**, ensuring they can return to the same job (or a comparable one) when they return from Paid Family Leave.
- Employees can keep their **health insurance** while on leave. If employees contribute to the cost of their health insurance, they must continue to pay their portion of the cost while on leave.
- Employers are **prohibited from discriminating or retaliating** against employees for requesting or taking Paid Family Leave.

Does Paid Family Leave replace short-term disability coverage?

No, Paid Family Leave does not replace disability benefits coverage. Some employees may be eligible for both Paid Family Leave and disability benefits, although they may not be taken simultaneously.

For more information, please reach out to Mike Panzarino on 518-426-5225 or email treasurer@cwa1118.org

Local News

By Theresa Devine



Membership Meetings

Over the last month, CWA Local 1118 has held multiple membership meetings throughout the footprint of our territory. It was very refreshing to see the number of new hires not only attending the meetings but taking an active role in them.

Accidents / Incidents

Reminder that all accidents and incidents must be **immediately reported** to your supervisor.

Surplus, SEIPP??

The question on many members minds lately is when will Verizon offer a special enhanced package?

- The union has no insight into the company timeline on this but did point out that we have had four (4) central office technicians leave without any enhancement or offer.
- The new hires, both temp and permanent, are the future of this company and getting them up to speed hopefully will broaden the company's ability in the future to offer packages.

N-days

The disparity in the amount of N-days has settled down a bit. If you feel you are getting a disproportionate amount of N-days, please let your steward know and we will work with the

scheduling center to resolve the issue.

President, John VanDenburgh has maintained a seat on the Regional Bargaining Committee and plans to address the N-day issue there and hopes to be able to get an "annual cap" on N-days.

Tools, Trucks and Safety

The common theme among all garages seems to be the lack of tools. The union has requested that each member provide a list of tools they need that are missing from their vehicles and Vice President, Jim Bauer will work with management to get tools ordered.

Local Committees

The Executive Board would like to thank those members who have stepped up to the plate volunteering their personal time to work together for the betterment of the local and our standing in the community!

Committees:

- By-Law Committee
- Community Service Committee
- Education Committee
- Election Committee
- Finance Committee
- Legislative Committee
- Membership Committee
- Organizing Committee
- Social Committee
- Work and Family Committee

If you are interested in taking part in any committee when vacancies pop up, please contact Theresa Devine on 518-782-9977 or email TheresaDevine@me.com for more information.

Verizon - Summer Camp

The Regional Work and Family Committee has met and approved summer camp reimbursement to remain at \$600 per child for two (2) children. The Local Work and Family Committee has met and is working to update the application. Once the updates are complete the company and the union will send out an announcement containing 2018 summer camp details.

Congratulations Retirees!

CWA 1118 Executive Board would like to thank our 2017 - 2018 Retirees for their hard work and dedication to the local. We wish you all an exciting and stress-free retirement.

Betz, Barry
Campbell, Jodi
Carkner, Daniel
Daigle, Jeffrey
Digirolamo, Rose
Garcia, Miguel
Geleta, Kathryn
Gorman, Barbara
Hendron, Essie
Ivery, Carol
Jock, Christopher
Korkemaz, Renee
Leonardo, Carole
Manchester, Robert
Meland, Mike
Mondun, Denise
Nadeau, Judy
Nardacci, Anthony
Nestor, Michael
Perry, Joshua
Reese, Carrie
Robinson, Regina
Shaw, Alfred
Siy, Michael
Smith, Robert
Stevens, Colleen
Swan, Eric
Szewczyk, Nadine
Williams, Debra

Proudly Service Local CWA 1118

By Theresa Devine

Executive Board:

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- **Local Vice President**
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Business Agents:

- **Capital District Inside:**
 - Deb Lamountain 518-301-0734
cclamtn@msn.com
- **Capital District Outside**
 - Carl Kakule 518-424-0954
carl0726@msn.com
- **Glens Falls / Saratoga / Cambridge / Ticonderoga**
 - Brian Morris 518-321-6962
marva35@yahoo.com
- **Plattsburgh / Saranac / Malone / Potsdam / Ogdensburg**
 - Chris Hooper 315-250-0838
hooper1@verizon.net
- **AT&T**
 - Rachel Bailey 518-577-6161
rachelb1118@gmail.com

Verizon Chain of Command:

Business Agent - Deb Lamountain

Central Offices / 4th Street

- **Chief** Beth Fronczek
- **Stewards** John Anglesey, Deana Casale, Jeff Crosier, Mike Dipaula, Pete Meehan
- **94 4th St Steward** Pete Korkemaz

• MCO

- **Chief** Janice Jurusik
- **Stewards** Pam Colone, Greg Gougler, Chris Teetsel

• 6th Floor

- **Chief** Mike Carmel
- **Steward** Anne Auclair
- **Menands Steward** Marcus Watkins

• 8th Floor

- **Chief** Karl Cummins
- **Stewards** Roy Davis, Patrick DeSorbo, Eric Endres, Brittini Everette, Betsy Finn, Jen Lyles, Andrew Persaud, Amy Quinn, Greg Truesdale, Rich Weatherly, Joe Wisnewski

Business Agent Carl Kakule

• Albany Maintenance

- **Chief** Mike Giovino
- **Stewards**, Jeff Lynch, Kirk Kosinski and Steve Connolly.

• Albany Construction

- **Chief** Jason Prest
- **Steward** Jim Lafleur, Matt Hayes

• Schenectady Maintenance

- **Chief** Brian Hill
- **Stewards** Ted Peretta and Alphonso Santana

• Schenectady Construction

- **Chief** Ruth Heim
- **Steward** None

Business Agent Brian Morris

• Saratoga / Cambridge

- **Chief** Bill Huyben
- **Saratoga Stewards** Mike O'Konski, Otis Lyons
- **Cambridge Steward** None

• Glens Falls / Ticonderoga

- **Chief** Walt Meineke
- **208 Dix Ave Stewards** Pat Geruso, Pete Salaway
- **53 Dix Ave Stewards** Jason Brooks, George Randall
- **Ticonderoga Steward** - None
- **314 Glenn Steward** Kelly Lagenesse

Business Agent Chris Hooper

• Plattsburgh

- **Chief** Dan Harriman
- **Stewards** Greg Yestremski

• Saranac Lake

- **Chief** John Briaddy

• Malone

- **Chief** John Decillis
- **Steward** Jim Tamica

American Red Cross Chain of Command:

- **Chief** Chuck Varin
- **Apheresis Steward** Kristy Kruger
- **Whole Blood Stewards** Deb Kellogg, Barry Rausch

AT&T Chain of Command:

- **Chief** Sarah Kuklis - Note Chief Steward Nomination Flyers should be posted soon in your work locations

Albany Parking Authority Chain of Command:

- **Chief** Jeff Harris
- **Stewards** Latisha Miller, Shelly Mance

AT&T Mobility Conference

By Theresa Devine

Organize, Mobilize and Strategize

In early January 2018, CWA hosted the AT&T Mobility Conference focused on continuing to build bargaining power and what we can do to secure our future in the wireless industry.

Pat Telesco, Area Director, explained how worker engagement" was vital to the success of the bargaining and the gains made in areas of the contract that had not changed in fifteen (15) years.

District One Vice President, Dennis Trainor, stated that District 3 was selected to host the conference as they are currently negotiating with AT&T Mobility. The goal of the union is to "increase power in the wireless industry - not just at Mobility - but in T-Mobile, VZW and wherever else we can in the wireless industry".

There are four contracts in mobility. The Orange contract which CWA 1118 is a part of handles thirty-six (36) states and the District of Columbia. The unions goal during bargaining was not only to keep our work but to increase the amount of work and by the end of 2019, the AT&T union represented call centers will almost double the amount of calls they get today. District One at mobility is 21,000 strong reduced the at risk commissions and put \$2,500 into base pay. When we improve one contract we raise the bar for the next one.

Although we achieved a great contract for our members our job is only beginning. We must continue to send the message to AT&T that we are strong and holding the line. It is our goal to bring back work to our bargaining unit take it back from

authorized retailers - to show our customers what makes "union workers" the best customer service and sales staff around.

CWA President, Chris Shelton addressed the attendees speaking on behalf of the one hundred (100) trained AT&T Mobility workers who joined the "organizing brigade". The primary focus of the brigade is to organize brothers and sisters who don't have representation at VZW and T-Mobile. **CWA 1118 Chief Steward, Sarah Kuklis and Business Agent, Rachel Bailey** are on the brigade and intent on helping wireless workers come together to change the industry.

AT&T Mobility Retail Session

Members expressed frustration at having RSC's coming into the stores when the customer was not comfortable with them coming into their homes then taking store inventory and taking commission away from store workers.

Scheduling by seniority - the union won the scheduling tool arbitration and AT&T spent hundreds of thousands of dollars to fix it however there are still issues. Members are encouraged to take screen shots of their schedules as soon as it comes out as some locations are changing schedules and giving members points for being late when they weren't aware of the changes.

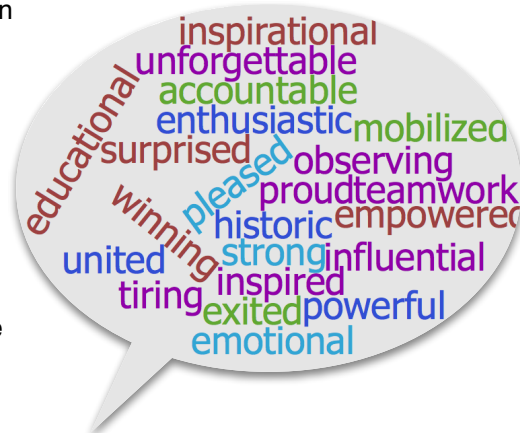
Coaching - should be on behaviors only - NOT NUMBERS

Lessons Learned from Striking in the Wireless Industry

CWA 1118 Business Agent, Rachel Bailey, was honored to be part of the

panel leading the discussion on the lessons learned from the three (3) day strike in May 2017.

How did you feel during the strike?



What did you do to prepare for the strike?

Rachel advised participants that "we are leaders and it is imperative that our members trust us". Rachel wanted to nurture members, many of whom had never been union before and teach them what she herself had learned over the years as part of the Executive Board supporting her Verizon counterparts.

Together Rachel, Sarah and the Executive Board took to the streets, making frequent visits to all AT&T stores in our local. We went to every single store and spoke with every member answering questions and offering words of encouragement. Finally, on the day we struck, Executive Board members were on-hand at each and every store to escort staff out of stores @ 3pm. Special thanks to our union brothers and sisters from neighboring locals for stepping in to assist in escorting our members to the street and showing them just how solidarity works.

AT&T Mobility Conference cont.

By Theresa Devine

What's Next?

It was very sobering for conference attendees to hear that there was only **79 paydays before contract expiration**. With the impending contract expiration in mind attendees were encouraged to build up the strength of their mobilizers and encourage ongoing unity at work locations.

"On-line Polls" to keep members active in the local and create flow of communication between members and their representatives.

What's happening in wireless?

AT&T just opened massive call center in Mexico and is doing away with stores in Texas. In an effort to break the union nationwide we are seeing a lot of stores drastically reducing full time staff in favor of part time staff and forcing the tenured staff to work weekends and nights while giving day shifts to the part-time staff.

In the wireless tech world — 5G is rolling in / contractors taking over network and not taking care of it; causing safety issues

Direct TV now is a threat — streaming services eliminates tech jobs / no need to install satellites any longer.

Another threat to retail sales jobs is "lockers". Atlanta stores are testing a locker system in stores for customers to pick up items ordered online.

Facing the Future: Video & 5G

Video is the driver of data / 5G will carry it faster and have all new applications

- AT&T, Verizon & T-Mobile all want to sell video packages
 - DirectTV Now launched 11/30/16; now has > 1 million subscribers
 - VZW and T-Mobile promise "Over-the-Top" video services in early 2018
- 5G is becoming a reality in 2018
 - More bandwidth for video IoT, etc
- Differences in approach: the future isn't clear
 - AT&T buying Time Warner to own more content & innovate video ads
 - Verizon bought AOL/Yahoo (OATH) to compete for online advertising
 - T-Mobile and Sprint - bundling content, but not owning it

State of Retail Trends:

- Clicks-to-Bricks
- "Smart" Stores and Experience Stores
 - Stores are going to Experience Walls for Television - going away from customer service based in Florida.
 - Orders that were placed on-line would be on top of representatives tablets and would get done when there were breaks in customer flow - now they are done 1st giving everything to online users and hurting in store customers by higher costs and longer wait times.
- Continuing growth of dealer stores
 - some owned by private companies and paying badly
- Consolidation of Dealer Companies

AT&T has NO balance between dealer and corporate stores — corporate stores have a better

infrastructure to help people - VZW only has 25% corporate stores.

Who Matters in the Wireless Industry? . . . And what do they want?

- "Consumers & businesses: high quality, affordable service
- Workers: stable, family supporting jobs within a sustainable industry
- Wall Street: short term profits and long term sustainability
- Communities / elected leaders: innovative technology that serves the public interest, plus good jobs
- Regulators: law-abiding companies that don't harm consumers; high-speed broadband for all

Where does our power come from?

- "Our work makes the company work, if we stop, they stop
- Our cooperation in their political and regulatory strategy
- We can build power by finding common cause with other groups like consumers and regulators.
- All 50 states vote yes on AT&T's \$50 billion emergency response network FirstNet

We Won't Back Down!

As we move forward under our current contract we will continue to grow our relationship with our members in each and every store and encourage them to take a more active role in the union.

If unions aren't needed anymore, why are corporations spending billions to destroy them?

Legislative Political Action Team LPAT

Meet the CWA 1118 LPAT

The CWA 1118 Executive Board would like to extend our deepest thanks to Pat Cumo, LPAT Coordinator who retired during the summer of 2017. Your hard work and dedication is appreciated. We wish you well in your future endeavors.

Although Patti's shoes will be hard to fill the Executive Board believes we have found the right team for the job. Please join us in welcoming LPAT

Coordinators Rachel Bailey, AT&T Business Agent and Joshua Pelton-Stroud, Verizon. Together Rachel and Josh will lead our team and hold our politicians accountable for their actions and report back to you, our union brothers and sisters, on which politicians are "union friendly" and which are not.

LPAT Team

- **Verizon**
 - Mike Giovino
 - Joseph Lee

- Jeff Lynch
- Josh Pelton-Stroud
- Charlie Speller III
- Kenneth Wang

• AT&T

- Rachel Bailey

• Red Cross

- Debra Kellogg

If you are interested in joining our team, please email them at LPAT@CWA1118.org and someone will get back to you.

In Solidarity! Theresa



2018 Lobby Day Success

On March 13th, our local's Legislative & Political Action Team joined our Brothers and Sisters from all over District 1-NY to make sure our voices were heard within the NY State Legislature. On the docket were CWA Memos of Support for bills directly impacting our Telco, Healthcare, and PSO sectors, as well

as bills of General Applicability to all New York residents.

The LPAT is proud to say that the Lobby Day effort was a success - we gathered quite a few new cosponsors for our bills in the Legislature - but the fight isn't over yet! We need to keep the pressure on our State Senate to ensure these bills make it out of committee for a floor vote to have a real chance of being signed into Law.

For more information on CWA's NY Legislative Priorities, or to find out how you can help make sure Quality Jobs remain in our State, reach out to our new 1118 LPAT Coordinator at LPAT@CWA1118.org.

Rise - Fight - Win

In Solidarity, Josh

CWA-D1 & WFP-NY Part Ways (For Now)

April 13, 2018

In a joint statement with Héctor Figueroa (President Local 32BJ), Dennis Trainor announced that CWA & SEIU would break ties with the New York Working Families Party and endorse sitting Governor Andrew Cuomo in the upcoming Democratic Party Primary:

"From raising the minimum wage to \$15 an hour, to passing the strongest paid family leave program in the

country, Governor Cuomo has delivered...We therefore fundamentally believe that endorsing Governor Cuomo is the most effective way to put the interest of working families first."

Politics can get pretty ugly, but the Cuomo Administration has worked with New York Labor in good faith to ensure that Worker- and Labor-oriented legislation becomes New York law. In particular, Gov. Cuomo's influence in reuniting the IDC with

mainline Senate Democrats is a huge step toward CWA-specific priorities, such as the Fios Buildout, Safe Staffing, and the Call Center Jobs bills.

At the end of the day, CWA stands with those who stand with us, regardless of Party Affiliation, because Solidarity is our strength - We Rise Together! We Fight Together! We Win Together!

Retirees Corner By Victoria "Vickie" Dichian



Hopefully you have received your invitation for our Spring Luncheon being held on May 3, 2018, at the Shaker Ridge Country Club. Please come around 12 noon to give you a chance to meet with old friends. Food will be served at 1pm.

I am hoping to have speakers at our meetings, if you have a particular subject you would like addressed please let me know.

Sign up today on the locals website www.cwa1118.org for the latest local events and information.

We have a volunteer for Secretary but will be looking for a new Vice President. If you are interested, please email me at vickielyca@hotmail.com

See you all at the luncheon. STAY SAFE and THINK SPRING!

Thursday Meeting Calendar:

Don't forget your non-perishable food donation for the Food Bank

May 3 - Spring Luncheon
Shaker Ridge Country Club

September 6 - Picnic
Location to be determined

October 4
West Albany Fire Station
Sand Creek Road @ 1pm

November 1
West Albany Fire Station
Sand Creek Road @ 1pm

December 6 - Luncheon
Location to be determined

In Times of Sorrow

CWA 1118 would like to express our deepest sympathy to our members during this difficult time. We hope and pray that you will find peace and comfort in the memories you share of your loved ones.

- Carmel, Mike - Father
- Carpenter, Dan - Mother

- Fronczek, Beth - Mother and grandmother
- Jefferies, Valita - Father and Grandmother
- MacEsquer, Diane - Mother & Father
- Mentor, Rachel - Sister
- Mullady, Mike - Father

- Neary, Pat - Father
- Purner, Sharon - Father-in-Law
- Seymour, Pat - Father



American Red Cross

By Theresa Devine

JLT Kick Off

In early January 2018, many members were interviewed by Jerry Dale and Cathy Wright about daily life at the American Red Cross. Thank you to those members who participated.

In early March 2018, Apheresis Steward, Kristy Kruger, Chief Steward, Chuck Varin, and I joined with union representatives from Syracuse, Buffalo, District 1 and the SteelWorkers Union in meetings with ARC management from all levels to come up with a plan to improve the work - life balance of ARC employees.

While many interviewed were frustrated with staffing levels that led to training and safety issues - all interviewed felt passionate about the work they do at the American Red Cross and want to be part of saving lives.

The JLT will be tackling key issues such as safety, communication and staffing while also taking note of training and recognition going forward.

Key to the success of the JLT is that we all "move forward" and not stay rooted and focused on the problems of the past. Together we can make a difference and make ARC, ourselves and our donors stronger by focusing on the future.

Bargaining

The National Addendum and the Local Contract expire September 2018, thus it is time to start thinking about what we need to improve upon in negotiations.

2018 Bargaining Surveys have been distributed to all members - PLEASE complete them and return them to your stewards by Friday, May 4th.

Kristy Kruger, Chuck Varin, and I will be present during both National and Local bargaining over the coming months.

Scheduling Issues

Although scheduling got better for about a month I am once again getting reports about "late schedules", "incorrect start and end times", missing "overnight" notations, 2CDO and more.

If issues continue, please notify your ops manager AND Chuck immediately so that we can follow up and correct any issues in a timely manner.

2CDO - BEFORE scheduling you on your normal 2CDO, AP&S should call you to verify you are willing to work. AP&S should NEVER schedule you on your 2CDO without first speaking with you to confirm it is ok. If this happens, please let me know.

Morale Issues - 67 / 101

Currently between whole blood and aphaeresis we have 67 members in CWA 1118; unfortunately since joining CWA, we have LOST 101 members.

So, what is the problem: **First - training** is a HUGE issue; The union is working with the company to identify more OJI's and has requested that trainee to OJI ratio be no more than 2 to 1. We have also requested that new hires mirror their schedule to



their OJI and not bounce between OJI's so that training is consistent.

Second - staffing; we are extremely short staffed and thus staff is scheduled over 40hrs a week, having difficulty getting time off for appointments, getting injured on or off the job and thus taking UPTO. PLEASE if at all possible do not do this too your peers. **If you have to take UPTO PLEASE give as much notice as possible.**

Third - Small Drives and geography. Although we have talked about combining smaller drives for well over a year now, this still has not happened and thus we are sending staff all over rather than focusing on a bigger drive in each location. We have not given up on this and are working to prepare a report to show just how critical this issue is in our area.



Respect - We have gotten a lot of complaints about the way people talk to one another both at the center and on the road. It is important that we are aware of who is around us when we speak so that those not familiar with the way we interact aren't offended.

At no time should anyone, union or management speak negatively to one another - if you have an issue, take it off the floor and away from ears of others so you can resolve the matter professionally and privately.

Help CWA Connect with Volunteer Firefighters

Thank you for your service!

Have you heard about FirstNet?

FirstNet is a new cutting edge wireless communications platform for volunteer firefighters that could help save lives. It's the first nationwide broadband network dedicated to America's police, firefighters and emergency medical services. FirstNet is a federal initiative designed with and for first responders. And even better, it's being built by AT&T, the union wireless carrier.

RESTON, Va., Dec. 29, 2017 – First responders across the nation now have a wireless broadband network to call their own. With all 50 states, two U.S. territories and Washington, D.C. joining FirstNet, public safety has a groundbreaking new choice for their communications that will help them

save lives and protect their communities.

FirstNet is the creation of the nation's public safety community, who spent years advocating for their own wireless broadband network following the September 11, 2001 terrorist attacks to enhance communications during emergencies and other events. Congress passed legislation to establish the Network in 2012, and for the past five years, the First Responder Network Authority worked closely with public safety to develop customized plans for building the Network in each state and territory.

The First Responder Network Authority's public-private partnership with AT&T provides first responders with immediate access to mission-critical capabilities over the FirstNet network. This includes priority and

preemption features that give first responders their own 'fast lane' on the public safety network to communicate and share information during emergencies, large events or other situations when commercial networks could become congested. FirstNet is the only broadband network to provide ruthless preemption for public safety.

Please share this link with any CWA members you know who are active or retired volunteer firefighters to help spread the word:

<http://cwa-union.org/VFF>



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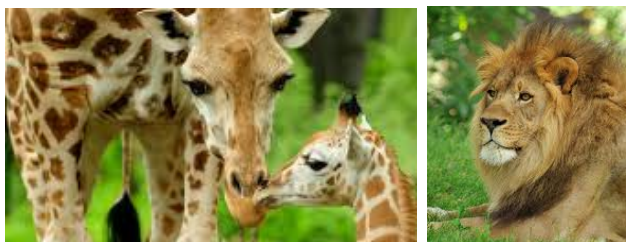
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Social Committee Events



CWA 1118 ~ Bronx Zoo Trip Saturday, June 2, 2018

\$56 Adults ~ \$54 Kids



Join your union brothers and sisters and their friends and family for a fun day out at the Bronx Zoo. Price includes bus, snacks and admission to Zoo.

Bus leaves: Clifton Park Park & Ride @ 7am
Target in Colonie @ 7:30am

Reserve your seats today:

- Theresa 518-782-9977 or TheresaDevine@mc.com
- Mike 518-426-5224 or treasurer@cwa1118.org

JUNE
16



ALBANY EMPIRE V. PHILADELPHIA SOUL

Times Union Center
Saturday, 6/16/18 @ 6pm - \$30

Block Party Starts @ 3pm

Come support our new AFL Team to the Albany area

RSVP to Mike Panzarino @ treasurer@cwa1118.org



BOSTON DUCK TOURS!



CWA 1118 ~ Boston Trip Saturday, July 7, 2018

\$35 per person



Join your union brothers and sisters and their friends and family for a fun day in Boston. Choose between museums, farmers markets, fishermans warf, aquarium and more.

Bus leaves: Clifton Park Park & Ride @ 7am
Target in Colonie @ 7:30am

Reserve your seats today:

- Theresa 518-782-9977 or TheresaDevine@mc.com
- Mike 518-426-5224 or treasurer@cwa1118.org

CWA 1118 ~ Great Escape Day Sunday, June 24, 2018



Join your union brothers and sisters and their families for a great day of fun, food and laughter at the Great Escape.

- Park open 10:30am - 7pm
- Water park open Noon - 5pm
- Picnic Lunch Noon - 1:30pm

Price includes parking, admission, lunch and unlimited soda

- \$25 CWA 1118 member - up to 4 tickets
- \$40 each additional person

Picnic Lunch Includes:

- Fried Chicken, Hamburgers, Hot Dogs, Mac and Cheese, Salad, Chips, Pickle Spears & Ice Cream Novelties for dessert.

Season Pass:

- Have one?**
 - Join us for the picnic FREE
- Want one?**
 - See representative in guest service and upgrade your 6/25 ticket for a season pass for only \$29.99 per person

Sign up today!

Theresa - 518-782-9977 or email theresadevine@mc.com

Mike - 518-426-5224 or email treasurer@cwa1118.org

2018 Issue 1
ELEVEN-EIGHTEEN EDGE



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Local offices in Albany and Troy



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518-862-0095

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**Current Resident
or:**

CWA Local 1118 Executive Board

President - John Van Denburgh III
Executive Vice President - Tony Bottisti
Secretary - Theresa M. Devine
Treasurer - Michael Panzarino

Local Vice President - Jim Bauer

Business Agents:

Rachel Bailey - AT&T Mobility
Carl Kakule - Capital District Outside
Deb LaMountain - Capital District Inside
Brian Morris - Cambridge / Glens Falls / Saratoga & Ticonderoga
Chris Hooper - Plattsburgh / Saranac / Potsdam, Malone

CWA Local 1118
(862-0095)

NEW PRICE LIST

Hats (red, blue, black) upon request		\$15.00
Hats (red) winter caps		10.00
T-shirts (red)	S,M,L,XL	15.00
	XXL	16.00
	XXXL	17.00
	XXXXL	18.00
Red Sweatshirts (crew neck)	M, L, XL	20.00
	XXL	22.00
	XXXL	23.00
	XXXXL	25.00
Red Sweatshirts (hooded pull-over w/pouch)	M, L, XL	30.00
	XXL	31.00
	XXXL	32.00
	XXXXL	34.00
Red Sweatshirts (hooded w/zipper)	M, L, XL	34.00
	XXL	36.00
	XXXL	38.00
	XXXXL	41.00

Special shirts, jackets, etc. are available by order. We have a catalog available in the office.

NOTE: Please contact your Chief Steward or the Union Hall to place an order. We try to keep the red T-shirts and sweatshirts in stock here at the hall. Navy blue and black also available.

(Effective 3/1/17)