

Machine vs Man

Basically, a machine performs an operation to make a product. For example, a machine makes 4 widgets every 15 minutes. It produces 16 widgets per hour. If the machine works for 8 hours, it should complete 124 widgets. The widget machine output is easily measured.

Unlike machines, human beings perform physical work and make decisions. We function with the new 2012 work rules. These rules include decision making about ABSENCE-ACCIDENTS-TIME REPORTING-ATTIRE-MOBILE TELEPHONE USAGE-COMPANY

VEHICLES-CUSTOMER CONTACT / COMMUNICATION-HOUSEKEEPING-MARKING UP/ STAYING CURRENT/CLOSING OUT-OVERTIME- SECURITY and CODE OF CONDUCT. We, as technicians, perform different jobs at various locations. Other variables influence our decisions. Let us list two. (1) constant bombardment of company propaganda at work locations and email. (2) face to face contact with unhappy, irate and sometimes belligerent customers. Now, management wants techs to be salespersons.

Management wants us to coerce current copper customers to migrate to FIOS to receive their service, thus eliminating technical jobs performed by human beings. Techs evaluations are based on many job requirements performed by human beings. The company's posted quotas, specifically Skycreek, repeats and Jobs Per Day, do not take into account actions or influence beyond your control. The next time management questions your performance of any work rule or quota, maybe you should simply reply, "I AM NOT A MACHINE."

Childs Play

Have you heard "it's only 30 minutes". Your fellow technicians are causing your ECM's, suspensions and increased productivity quota by working off the clock to make you look bad. If they are loading their trucks, picking up work, staying late, not charging O.T., etc. they are affecting you. It's not fair!

Let's check the numbers—30 minutes x 5 (days) x 52 (weeks) / 60 (minutes in an hour) x \$33.10 per hour = \$4303.00 that these folks are giving the company. That is 130 hours per year this person is not charging the company and approx

71 free jobs per year.

Now you are not playing this game your productivity can't and won't be as high as his or hers. As a result, you are denied working overtime because of the OT restriction plan, so you lose again!

There have already been too many cut corners in our job performance to try and make this inflated number that the company believes we should be able to attain. Where do **you** draw the line? Safety? Pay? Loss of jobs? Another productivity increase?

How can I help fix this situation? You should enlighten the ones playing the game on how their actions affect all of us. Inform them that they are affecting your earnings, job security and the welfare of your family.

The Childs Team would like to thank everyone for their HUGE bonuses this year by putting **yourself** at risk by violating DOT, Fair Labor and Standards Act, Taking Company Tools home to work off the clock.....

Laughing Lowell

Tid Bits

Hopefully you are seeing some of the changes that are being implemented through the Local.

- Recently, the Local received money from the National as part of a rebate program from S.I.F. It was recommended by Chuck Dobry, our sect/treas. to

purchase 'Entertainment' books and give them to our members and was approved by the board. They are being handed out in the work locations. If you didn't receive yours please contact your D.V.P. The books have a lot of deals that you and your

family can enjoy.

- Mark your calendars for June 22 for Union Night at Camden Yards as the Os take on the Nationals. Tickets will again be \$6.00 each. They will be sold on a first com-fist serve basis and we only have 200 tickets.



Official quarterly newsletter of the Communications Workers of America Local 2100

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The Sentinel

Communications Workers of America
Local 2100
Box F, Chase, MD 21027



MARCH 2012 MEMBERSHIP MEETINGS

Bel Air

Monday, March 12, 2012

Meeting Starts at 7:00 PM

Knights of Columbus 4714 23 Newport Drive, Forest Hill, MD

Baltimore

Tuesday, March 13, 2012

Doors Open 5:00 PM

Knights of Columbus Hall 1010 Frederick Rd.—Catonsville

Westminster/Frederick

Wednesday March 14, 2012

Doors Open 6:30 PM

VFW Post #467 519 Poole Rd., Westminster, MD

Future Newsletters

At the Local, we are always looking for ways to make sure our membership gets the most current information that we have available. Information like bargaining re-

ports, CPS checks, Union Activities, reminders, etc.

One suggestion that we recently received was to email the quarterly newsletter to members that

would rather get it electronically. If you would rather get the Newsletter electronically please contact the Hall and your next one will be delivered electronically.

President's Corner.....

Kevin Miller



As we come into a New Year and start looking forward to the months ahead for family vacations, time-off, baseball, softball, soccer, etc., with the kids I am reminded that we still work for the same company we did last year. No matter how many mistakes management has made in the past they seem desperate to try some of the same things again. Albert Einstein quoted the definition of insanity: Doing the same thing over and over again expecting different results. Sooner or later you would think they would have had enough of running into the door. One of them should be smart enough to turn the handle and open it first. Well, I guess we won't be seeing that any time soon.

The old saying "If you don't like Maryland weather just wait 5 minutes and it will change" could also apply to Verizon. It seems that everyone wants to build the better mouse trap and overlook what had worked in the past. Many things that were tried in the past and failed, seem to come back full circle so we can try it again. Don't get me wrong, they are trying new things, by changing the name. Some things are a twist of the old and some are nothing more than load of crap. Other ideas are just a push to see how far the membership is willing to bend. Management seems so fearful of their peers and their bosses that they are not willing to open that door.

The changes that have been implemented have yet to be seen in full sunlight. Ivan is gone and Lowell has taken the helm. Childs is still on as VP. Andre Sanders is now the director of construction and Shelia Ketterer has taken over the I&M world. Klein has taken over the DRC and what a team he has working for him. There have been too many changes with management under them to list in this

newsletter. So how much positive change will there be is yet to be seen. Don't even make the statement "It can't get any worse". We have seen and said "Be careful what you wish for, it could come true". Time will tell or the membership will have to stand together to stop the insanity.

Some of the things that company is trying to implement is Total Job Performance. This is where a technician doesn't make the Skycreek bogey for one month and the following month doesn't make the repeat number. It isn't viewed as 2 issues. They get an ECM for the first and then a suspension for the second. This is not how progressive discipline works! You don't get an ECM for absence and then a suspension for a safety violation do you?

The next issue is the Overtime Restriction Policy. If you don't make your 'numbers' than you can not volunteer for OT. However the company reserves the right to force you for OT.

Both of these issues were part of the Technician Work rules that you all were supposedly covered with this year! Neither were discussed with the Union and there is no standard to inform you as to what gets you on a plan or what gets you off a plan. Could this just be another hot coal to get the members to run faster or chase the dangling carrot that can't be achieved.?

Now let's talk about work schedules, denied ADO swaps, denied floating holidays and technician moves. Maybe we better save these topics for the next newsletter. We will have to see how much the membership objects to the bullying tactics of the company and how much the membership is willing to do!

Kevin Miller

President Local 2100

Retirees Corner

by Tom Thomson

Upcoming Event—The Local Retirees Spring Luncheon is scheduled for Wednesday May, 16, 2012 from 11:30—2:30 pm At Bill Bateman's Bistro in the North Plaza Shopping Center, 8810 Waltham Woods, Parkville, MD. The cost is \$15.00 per person and is open to spouses and guests. You will have your choice of 1/2 baked chicken, 1/2 rack of BBQ ribs or crab cake. Coffee, tea, soda, house wine, and domestic beer is included with your meal. Mail your checks to the Local Office or call Ginny at the office for additional information.

We would like to Thank the retirees that have been on constant patrol at the Verizon Wireless store in Bel Air helping the bargaining committee secure a good contract for all the members of CWA. If you would like to assist in other mobilization activities please contact the Hall for additional information on planned activities and future upcoming events.

Tom Thomson
President of CWA 2100 Retirees' Club
410-925-3759 (Cell Phone)



A Tale of Two Trains

We all need to get involved before it's too late. As we are consumed with our daily lives Verizon has 2



trains getting ready to run right over us in an attempt to dismantle the company without PSC oversight. They have a plan for deregulation, not to mention that the Upper core of management would like nothing more than to have a wireless non-union company to run.



Train #1: SB813 This bill would essentially allow Verizon to sell its landline assets without any oversight from the PSC. (<http://e-lobbyist.com/gaits/MD/SB813>). A similar bill has already been passed in VA.

Train #2: What might seem like a harmless exercise, supervisors are being forced to peddle Verizon FIOS in areas of high trouble rates in a 'forced migration' effort. This would also bring the company to the deregulated side since these customers would be VOIP based clients. The same as cable companies that offer phone service who are also deregulated.

So no matter what side of the tracks you are on, this is not good for employees or customers. What can we do as employees, customers and stakeholders in our company? Call your Maryland State Senator and tell them your concerns regarding the impact it could have on your job and on customers. Call today to 1-800-492-7122. Get involved, get the information and get active on mobilization activities!