



July 30, 2020

TO: AT&T SW Local Presidents

FROM: Sylvia J. Ramos, Assistant to the Vice President

SUBJECT: ADDRA Joint Committee Call Notes

Attached please find the June 17, 2020 ADDRA Joint Committee call notes which will also be posted to the D6 website.

Should you have any questions, please contact your CWA Representative.

SJR/sv

opeiu#13

[Attachment](#)

c: Claude Cummings, Jr.

District 6 Administrative Staff

District 6 CWA Representatives

## **ADDRA Joint Committee Call**

**June 17, 2020**

**12:00 p.m. - 1:37 p.m.**

**Attendees for the Union:**

Sylvia J. Ramos  
Mark Franken  
Jason Vellmer  
Tony Shaffer  
Billy Moffett  
A.J. Villegas  
Kara Hutchason  
Cheryl Dawson  
Chase Odle  
Carol Russell  
Chad Barnhill  
Charlie Jenkins  
Joe Blanco

**Attendees for the Company:**

Jimmy Cassidy  
Robert Rios  
Kristina Deeg  
Michelle Meyer  
Paul Cardarella

*Sylvia:* Appreciate the Company putting this meeting together. However, CWA is very concerned that Company did *Not* notify the District of the ADDRA roll out. I understand the Company has a lot of moving parts and a lot going on but that does not excuse the Company from adhering to the contract. The Company's failure to provide advance notification created a lot of distrust from our members and problems for our Presidents. I realize we can't change the past and we want to work with the Company to avoid this from happening again. It is important that moving forward, the Company adhere to their contractual obligations. I understand this was an oversight and a mistake, but it is very important for us to receive this information and these kind of mistakes cannot continue to happen.

With that said, the purpose of this meeting is to move forward and find resolutions to the concerns that have been raised regarding the ADDRA process. We have reviewed the answers to the questions that we asked in the first RFI. The committee has been provided the RFI and we have discussed the Company responses. We do have additional questions we would like to ask.

I would also like to thank you and your staff for the time you have taken to join this important call.

*Jimmy:* I want to say something to the Presidents on this call and hear it from me about not being informed prior to rollout and I take full responsibility; no malicious intent -- at

*sv/opeiu#13*

minimum, the Locals should have been notified as the rollout approached. We are transitioning into new roles; there are a lot of unprecedented issues such as COVID, but you should have been notified. When I was over Network, this didn't happen. The notification was missed by me, not to mislead you. I want to address your questions and concerns because you weren't given a chance to. Sylvia and I have had long talks and she is learning about me and my boss; we believe in dialogue, it's a good thing -- we might not agree but we'll talk.

*Sylvia:* We do understand glitches in communication and we also appreciate the time spent in effects bargaining over the Union's concerns. Our main concern is looking out for our members' job security and working conditions. We would like to work on solutions to our concerns in this partnership.

*Chad:* On the documents related to ADDRA, it's to reduce drive time and carryover; in my area I'm not seeing it go down but both spiking -- do you have data showing it's going down?

*Michelle:* Sole key of ADDRA, not to increase miles per dispatch or carryover. In some cases we see slight increase in miles per dispatch but see decrease in HPC and increase in same-day completion, but it looks at the whole thing; it's an overall weighting of multiple components

*Charlie:* Are they looking at rural or Metro--rural is driving a lot more than they were; would like to see if that data is on the decrease

*Michelle:* Full disclosure the first week is a little rocky but keep in mind working under Dynamic dispatch--DLE was not running. Added some additional force parameters to Dynamic dispatch; limited to how far can drive to make more efficient; have to agree the first week is bumpy. We have seen increases early but things are getting better with Dynamic dispatch and bulk and auxiliary tech loads. We continue to make tweaks along the way to normalize.

*Chad:* Rolled out large areas and if we put limits, what is the importance of large areas?

*Michelle:* Most jobs routed through DLE but it's trying to avoid some of the longer drive times; trying to put things in place to enhance DLE.

*Charlie:* Have we separated rural and urban to see how it's working?

*Michelle:* Not necessarily, ADDRA takes a look at work volume to determine where the work areas are--attached to a wire Center volume, dense areas and from there they create a route area for the work.

*Chad:* My concern is what's supposed to happen or may not be happening or seeing the real issues--not sure you see it, but drive time is increasing. Who is looking at the data to ensure data is correct?

*Michelle:* We have daily deep dives to look at specific examples that have long distances found a lot of issues; we put force parameters in place to alleviate the long drive.

*Joe:* I'm in Kansas City, in May we were triple digits for carryover--a couple weeks later down to double digits now to single; we are seeing a manipulation of the load from the managers; I don't think y'all are getting the correct data.

*Michelle:* That was one of the points on our call yesterday: we've tried some of the manual interventions with the load but that does not give the best data back; we are struggling through but yes you were right when there's a manual intervention.

*Chad:* That's good to know; local managers are getting pressure from the directors, VPs as to why there's carryover.

*Chase:* Are you getting feedback from the managers in the field?

*Michelle:* Yes from the managers they feed a lot of that to Dispatch Operations Center (DOCs); we ask DOCs partners to do internal checklist if they still can't identify most causes we look into it.

*Chase:* Managers are reporting the issues but they are told to shut up and let the process work.

*Michelle:* That's not the intent of that, the feedback helps us make improvements, manager feedback helps us; that's not the correct message.

*Chad:* When it rolled out in Tulsa, it took areas that had been together in Tulsa and split off--people in the North would be sent South and managers couldn't change it.

*Charlie:* Yes that's happening in our area too.

*Michelle:* We did ask prior to launch, didn't have a long window to change but did ask for feedback on some items--Tulsa being one of them, didn't see anything back on balance dispatching; 81 items for the Southwest not assigning techs to the right areas, managers had opportunity to adjust the routes assigned. If message out there that we don't want feedback that is not correct we want the feedback.

*Joe:* In Kansas City had a tech from 30 miles away get assigned (in audible) there were seven techs more local; drive time is up about an hour and a half, any comments?

*Michelle:* We have seen instances where techs have to drive an hour to do an install and we try to look at these; if there's not a tech available what tech is the next best choice.

*Charlie:* What is considered a long drive, in miles or minutes?

*Michelle:* Don't know if I have a good answer; I believe its 35 minutes in Metro.

*Charlie:* Is there a threshold of built-in?

*Christina:* Its 60 minutes in the rural areas and 35 minutes in Metro.

*Michelle:* DLE set at 150 miles per day.

*Charlie:* Who decides if a tech will be dynamic dispatch or how are they slotted?

*Michelle:* From an auxiliary perspective it is defined in DOCs. They take a look at drop in work; if there are 10 techs, pull out to for auxiliary or drop in work and bulk dispatch; when DLE drops can give 6 techs bulk; then takes a look at the work and then it's assigned; it looks at the starting location, tech skills.

*Charlie:* This is after the pool places them?

*Michelle:* DLE runs at night, processes everything that comes in, how much work is out there, and then DLE assigns the work.

*Joe:* Are you aware of ESM measurements?

*Michelle:* How it works, if tech drives for 60 minutes and gets credit for 60 minutes.

*Joe:* We are having issues with not getting a proper credit.

*Jimmy:* Joe, if you could send me those examples I'll look into it.

*Charlie:* You said tech skill sets are reviewed when is signed to bulk but RFI you said it doesn't.

*Michelle:* You don't need a specific skill set to be assigned at bulk but it does look at the skill sets when assigning jobs. If we have a tech in the bulk dispatch and don't have that skill, it will assign to auxiliary tech.

*Charlie:* Techs are having longer drive time because of skill sets.

*Michelle:* That could happen.

*Chase:* In my area, we have the same thing and it doesn't make sense and we should all have the same skill sets. We had one tech in my area drive to a job and there were two Prem Techs in that same neighborhood and they had put in tickets and the tech tried to pick up the ticket but the system wouldn't let him and the manager couldn't dispatch it and the system ended up sending another CST from 30 miles away to work

the ticket for the Prem Tech. The other Prem Tech had a ticket in as well and it was not assigned to someone until later in the afternoon. It doesn't make sense to have 2 Prem Techs and 3 CSTs in the same area.

*Michelle:* If you could give me specific examples.

*Chase:* I will send you the specifics; there were five of us in the same neighborhood; I will have the managers pull the logs and send them to you.

*Charlie:* This process rolled out at the end of May for MOKA and then in Texas in June and now we are here in June and from what I am hearing still having the same soupy mess when it rolled out in MOKA. Our managers are frustrated, our techs are frustrated; our managers can't touch the load--my manager waited 45 minutes for a FLA to move one job for the tech. What is the process when my member or manager gathers information takes to the DOC, what is the process to gather that information and what is done in the system at that point to fix the problem? We hear you are working on it but you have to know the system is not working.

*Michelle:* We are working on items daily. We get a lot of feedback; we are continuously working with the DOC group; we are looking at the DLE process, driving areas and prioritizing fixes. Specific timeline to fix can be overnight like for parameters other things can take up to 30 days to change.

*Jimmy:* Might explain how techs should bring specific time and route that is excessive feedback for Michelle, hearing that managers who take the feedback to DOC and are told to go somewhere with it; it's good info for Michelle to bring back to her team and, if managers are getting turned away, we need to address.

*Charlie:* Do you have the names of the people on your team?

*Michelle:* My team is on the session 3 doc.

*Chad:* With regards to the 2-hour notification: extra job two to three hours away, is that being looked at as well? Is tech expected to work an extra job and still drive an hour home?

*Michelle:* There has been no change to the 2-hour notification.

*Chad:* But sometimes they work one or two extra then have to drive an hour home.

*Jimmy:* We hear your concern about the 2-hour notification; issues with the 2-hour notification needs to be done through the 2-hour committee.

*Sylvia:* This is contractual language--making a unilateral change to an established condition and we should have been talked to before this change. There is no way to

adhere to the 2-hour notification with implementation of this new process; it is causing the techs to have a much later end time.

*Jimmy:* We do need to discuss that.

*Joe:* It's the way they are applied but it's not being done or applied correctly in ADDRA.

*Jimmy:* We will talk with Michelle to clarify; the 2-hour notification is clear if it's not happening we need to know why.

*Chad:* Wow it's going out at the zone and can be 2 to 3 hours away and expands driving time.

*Jimmy:* Now that I know what the issue is I will look into it.

*Joe:* What happens when a tech is bulk and they've done two of their three jobs, they are fireballed and the fireball is in another town the tech has to do the fireball first before they can finish bulk.

*Michelle:* Not sure but please send me example so I can look at it.

*Chad:* Issues with schedules coming up between multiple crews and second lines and directors; we have crews that are working weekends in locations where guys are not working but have lower seniority.

*Michelle:* We are not aware of that. The contract and scheduling should be intact; we work with Jimmy and Labor to make sure the same obligations will be met in scheduling.

*Jimmy:* I've dealt with Michelle and Kristina on enough things; they are not going to violate the contract.

*Chad:* We don't think the intent was to violate the contract; we just want to make you aware of the scheduling issues.

*Chase:* What we have going on here is crews will work on Saturday and Sunday in towns where crews that don't work, managers are providing the feedback that y'all aren't getting it.

*Michelle:* We will look into it.

*Joe:* I would like to thank you for being a champion on this and looking into it; when in training we will start doing the training and not get notifications and possibly miss our commitments.

*Michelle:* We have not heard of that issue; I don't know the specific examples; can see that happen when schedule is not adjusted correctly. If DLF is done, we will assign a schedule not fixed; please send me specific examples.

*Charlie:* There seems to be a breakdown between you and the managers.

*Michelle:* We need to reinforce that we need feedback; we can't fix it if we don't know about it.

*Chad:* Is there a way for second lines and Directors to reach out to you?

*Michelle:* We've had several calls with Area Managers and Directors and DOC; we have had regular feedback sessions after the launch.

*Sylvia:* We would like the feedback to include the Union --they are the experts in their field. This could be the missing piece of the puzzle.

*Chad:* Also having issues with a 9 and 12 hour rule; if someone is an hour away from the end of shift, they pick up a ticket that's 2 hours way, now they're above the 9 and 12 with the drive time; can something be done to circumvent that?

*Michelle:* Don't see a lot of that where bulk is assigned; see that more when dynamically assigned; we can work on things to make that better.

*Carol:* Can you explain how jobs are assigned first thing in the morning, how a tech can have no work?

*Michelle:* I cannot address that, probably need to address with DOC.

*Jimmy:* We will reach out to DOC and get that information for you.

*Carol:* When they don't have work they will do training but then they get assigned a job with no notification and then they're being called because you're not working the ticket.

*Jimmy:* Not sure why they are not getting the notification. Will reach out to DOCs but this is good feedback.

*Chase:* Bulk guys have full load, Dynamic guys are doing training; why are tickets not being pulled from the bulk load and assigned to Dynamic?

*Michelle:* That is a DOCs question; breaking bulk is something we try not to do.

*Chase:* Why is it such a big deal not to break up a bulk load?

*Jimmy:* Will take this back to DOCs, what I can think of is bulk loads based on skill of tech and the commitments. I don't know if it makes sense to break up a load early in the morning.

*Charlie:* We have techs that are bulk and some with no jobs, and the bulk has two or three jobs left, sort of makes sense to help end the carryover.

*Jimmy:* Understand.

*Charlie:* When you get the answers to these questions can you just send to Sylvia and she will get them to us.

*Sylvia:* Just email me and I will distribute to them.

*Jimmy:* Yes I will.

*Charlie:* I have a couple of questions on the RFI, some definitions or terms if you could explain them to me; the first one is Integration Optimization.

*Michelle:* Fancy name for blending groups together into one org, blend of TFS and IFS and made Field Ops.

*Charlie:* What is collapsing of dispatching layers?

*Michelle:* In COR, I&M, TFS, Uverse, S&D, in Workforce all work is housed in multiple layers and multiple groups, E layer and I layer. All we are going to do is make it one layer, no impact to techs, so when we do work in the system we had to touch it twice now makes it easier only to have to touch once.

*Jimmy:* Think of it as buckets -- we used to have multiple buckets now we just have one big bucket.

*Charlie:* Dynamic Workshare?

*Jimmy:* There are certain products and services that both Prem Techs and Group 1 Craft can perform. In the old layer, the work would only be pointed to one bucket or the other, it couldn't be directed unless it was pointed to the other buckets. It's now all in the same bucket and can be dispatched to either group.

*Michelle:* It allows the system to do it easier.

*Charlie:* Will not allow Prem Techs to work up but will allow CSTs to work down.

*Jimmy:* The intent is not to have the Prem Techs to do Group 1 Craft.

*Sylvia:* Jimmy and I discussed that issue at length. He clearly understands that is a huge concern.

*Jimmy:* There are contractual work limitations on what a Prem Tech can do; Dynamic Workshare is not the intent.

*Charlie:* What is Capacity Management ?

*Michelle:* That is our capacity planners; they see how many techs we have, how much work we have in a certain day.

*Charlie:* (inaudible)

*Michelle:* Capacity planners set the fill line for work; the DLE goes in there and looks at the work and assigns.

*Carol:* Who are the capacity planners?

*Michelle:* Paul Page and Paul Delarecardo.

*Chad:* We pick up managers who are from different Districts, is that the same with your group?

*Michelle:* My guys are spread out but we handled the national rollout of ADDRA.

*Charlie:* I think we need to decide what the direction of the committee will be going from here.

*Sylvia:* We did give the Company a lot of follow up items to look at; need to allow time for them to provide answers to our questions. Once that information is gathered please forward it to me. I will be glad to provide it to our committee members. Upon review, we can schedule another meeting to discuss.

*Jimmy:* I'm agreeable with that.

*Sylvia:* In closing, once again we would have liked to have been part of the process from the beginning --not after the rollout and the problems occur.

*Jimmy:* I appreciate the candid conversation.