



From anywhere... De partout...
to anyone jusqu'à vous



National Joint Call Center Committee
November 4, 2009
Meeting # 2

In attendance:

CPC
Mary Kirby-Gall
Brigitte Hanna (teleconference)
Ken Doyle
Shannon Hurst

UPCE / PSAC
Mike Moeller
Janet May
Kelly Steele
Monique Trahan

Advisor:
John Chamberlain (teleconference)

Time: 8:30 am EST to 12:30 EST
Location: Head Office North Tower N0240C
Teleconference Bridge # = 1-877-343-2262 pass code 169-8086#

Approved Agenda

8:30	10:00	Agenda – add, delete, modify
		Carryover from previous meeting:
	1	Internet Work
	2	Segments and segment recording
		Discussion of topics of current interest to UPCE:
	1	Marco Contracting
	2	DPU
	3	Terms
	4	Equality
	5	Union Leave
10:00	10:15	Break
10:15	12:00	Continuation
		Discussion of topics of current interest to CPC:
12:00	12:30	Proposed content for February 2010 meeting
		Future Dates



National Joint Call Center Committee
November 4, 2009
Meeting # 2

		Carryover from previous meeting:
	1	Internet Work— Union felt all Centres should have access to this work. Management stated that this work was confined to the Ottawa area due to the current systems. They were building a business case for an environment that would allow all sites to have this work in the future.
	2	Segments and segment recording— Ken Doyle will supply the Committee with the compliance rates. Union is concerned with customers keeping agents on the phone for long periods of time. Management responded to a question about how often coaching was done by supervisors, and were told that it was done at least monthly. There was a very broad discussion on segments.
		New business proposed by the UPCE:
	1	Marco Contracting— Union asked again about the delay of when the Canada Post Website would be transitioned over from the contracted company Marco. Management replied that there has been another delay, but that the middle of November was what they were hoping for. Correspondence has been sent to all customers indicating that changes are coming soon. The Marco Store will be upgraded through the E-Commerce Store Platform.
	2	DPU— Union asked status of the DPU. All DPU`s report to PCR except Fredericton DPU, which is part of the SERVE Network. CPC will provide more information when it is available and will consult if necessary at that time.
10:00	10:15	Break
		Carried over from previous meeting because we ran out of time:
	3	Terms— Lengthy discussion was held regarding several topics of term employees. Union requested an up-dated list of all term employees. Canada Post assured UPCE that this would be forthcoming. Christmas employees—Management responded to query of how many terms were being hired for the Christmas season, and the approximate number is 32. Union enquired as to whether there would be a spike for the Olympics. MGT stated that they did not believe so, however call volumes are down dramatically due to the economic circumstances. Commercial calls were down by 60,000 as opposed to last year. Consumer calls were down 240,000, and OBS were down 65,000



From anywhere... De partout...
to anyone jusqu'à vous



National Joint Call Center Committee
November 4, 2009
Meeting # 2

		<p>enquiries. With the updating of systems, the Help desk was up by 8,000. Abandonment rates were also down. Consumer by 20%, Commercial by 5%, and Help Desk by about 4%. Philatelic statistics were not available.</p> <p>Union raised the issue of terms being kept on past three months, as there is obviously a need for permanent. Canada Post renews many term employees past the 6 months. This means that they receive benefits, and if they become permanent, then they can be calculated as consecutive employment for collective agreement purposes.</p>
	4	<p>eQuality—</p> <p>UPCE made a presentation that will be included with minutes. Union feels that agents are “second-guessing” themselves with customers because they feel that they are being targeted for making mistakes.</p> <p>Management again assured UPCE that the purpose and intention for this eQuality is for improvements, not to penalize.</p> <p>UPCE indicated that is not what we are being advised.</p> <p>UPCE stated that, even when bad evaluations or reports are given on a call, the supervisor almost never successfully challenges the decision of the eQuality team and CRN manager and the CRN Director.</p> <p>UPCE feels that coaching for the most part must go back to the coaches, who would know the particulars of why an incident “may” have occurred.</p> <p>Coaches who know the employees and situations best, other than agents, feel that they are being left out of the loop.</p> <p>Canada Post said that the eQuality team evaluates calls on behalf of the CRN director and that she, the CRN managers and the coaches own the calibration criteria for the CRN team.</p> <p>Canada Post said that the team participates in a bi-weekly calibration teleconference (all CRN managers, all CRN coaches, CRN director, Call Quality manager and Call Quality agents) and is working to make improvements to the measurement tools.</p> <p>Management stated that all coaches and eQuality have a “calibration” teleconference call every two weeks and “calibration” calls are a topic, and this is the forum for any concerns to be raised by coaches.</p> <p>UPCE agrees that coaches must express their concerns, but perhaps they are and feel as though they are not being properly heard.</p> <p>Canada Post will look further into this.</p> <p>This could be a good tool to help, but to date, it has caused stress and contributed to low morale according to the Union.</p>
	5	<p>Union Leave-</p> <p>There are concerns that local union reps were either not asking for or receiving time to solve and resolve problems from employees. There appears to be a “perception” that this must be done on own time. The Collective Agreement is very</p>



From anywhere... De partout...
to anyone jusqu'à vous



National Joint Call Center Committee
November 4, 2009
Meeting # 2

		clear and time is to be allowed. If defined urgent, as per the Collective Agreement, then leave shall be granted within 30 minutes. When not urgent, the Union reps will relay that time is required to their coach and directly to Workforce Planning, in order for a time to be set aside within a reasonable timeframe, for Workforce Planning to make necessary adjustments to schedules.
	6	<p>Payroll Issues-</p> <p>Fredericton raised issues of at least two employees getting only \$20 on their cheques, and no advances being available due to the changes in Payroll. We discussed how this issue could be resolved quicker. In both cases it took 8 working days to have the proper cheques sent to the employees, and this is unacceptable. Management agreed that these situations will be sent directly to Mary, if there is a problem, in order for expediency. UPCE to escalate specific details of impacted employees if the issue is not being resolved in a timely manner and Mary will use these examples with the Payroll Director.</p>
	7	<p>Occupancy Rates—</p> <p>Occupancy Rates were discussed with the Union feeling that the occupancy rates are in excess of industry standards. CPC replied that they are not. Fredericton Union Representative has had a teleconference with Workforce Planning Ken Doyle in late October with more calls scheduled in the future as 1/2 hour not sufficient to deal with all questions that are surfacing. CPC agreed that the Fredericton Union Representative and Ken Doyle would jointly work on this issue and when their analysis is complete they will be asked to report to the committee on this topic.</p>
12:00	12:30	<p>Proposed content for February 2010 meeting-</p> <p>It was agreed that this meeting in February will be exclusively formed around Workforce Planning. If any emergency issues arise, we are flexible enough to include them also.</p> <p>Further dates set: February 4, 2010; May 12, 2010; and August 25, 2010.</p>
12:30		Meeting ended.