



City of Cambridge

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IN CITY COUNCIL

Councillor Walsh

June 22, 1992

WHEREAS: The members of this City Council received the attached June 16, 1992 letter and enclosure from Ms. Sheryl F. Crayton, District Vice President of the Communications Workers of America - Local 1302, where, in an update on continued negotiations with A T & T for a new contract, she calls attention to potential public service and safety risks which could result from A T & T's plan to replace 6000 operators with voice recognition robots, a type of "voice mail" system; and

WHEREAS: These risks, coupled with other concerns referenced in the flyer, compel response from this Council; now therefore be it

RESOLVED: That the City Council goes on record in support of the Communications Workers of America in their expression of concern with these risks to the subscribing consumer's service and safety; and be it further

RESOLVED: That the Temporary City Clerk be and is requested to call A T & T Chairman Bob Allen's Customer Complaint Center at 908-221-2000 and read him the content of this Resolution on behalf of the entire City Council. And further, that Ms. Drury be and is requested to prepare Certified Copies of this Resolution and transmit same as soon as possible to Ms. Sheryl F. Crayton and to Mr. Jim Irvine, Vice President, Communications Workers of America - Local 1302, located at 1 Market Street, Lynn, MA. on behalf of the entire City Council.

(ATTACHMENT)

V V / 9-0

56 Hancock Street Apt-6
Cambridge, MA 02139
June 16, 1992

CAMBRIDGE CITY COUNCIL
Kenneth Reeves - Mayor
Ed Cyr
Frank Duehay
Jonathan Myers
Sheila Russell
Walter Sullivan
Timothy Toomey
William Walsh
Alice Wolf

Dear City Council,

I am writing this letter to you and enclosing a flyer with some information about the on-going battle with A T & T.

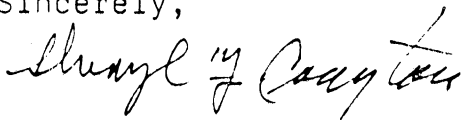
As a long time resident of Cambridge, and District Vice President of the Communications Workers of America - Local 1302, I feel that this information is important to all of the citizens of Cambridge.

At this time, we are still in negotiations with A T & T for a new contract. But if you will take the time to read this flyer, some of the proposed cuts and the proposal for voice recognition robots will bring you frightening visions for our public safety.

I have always been proud of the way our city and it's governing body have got involved in any of the problems that face their citizens. I ask that you take the time to read the flyer, and if possible, as individuals or hopefully as a city council place a collect call to the A T & T Chairman Bob Allen's Customer Complaint Center at 908 221-2000 and express your dissatisfaction at their dangerous tactics.

Thank you very much, for any help you can give.

Sincerely,


Sheryl F. Crayton

CC/ Mr. Jim Irvine, Vice President
Communications Workers Of America

OUR TOWN IS UNDER

AT&TACK

Our town and hundreds like it across the country are paying the price for AT&T greed. Since 1984, AT&T has laid off 125,000 union members. During this same period, AT&T made \$17.2 billion in profits.

Each layoff cost an American community \$27,143 in social costs. That's real money lost to a community. A laid off worker spends fewer consumer dollars, pays less taxes and increases unemployment compensation costs and community services costs.

Each layoff creates a domino effect. For each 1,000 AT&T jobs lost, it's estimated another 856 "ripple effect" jobs are lost.

The Job Cuts Continue

AT&T will be replacing 6,000 operators with voice recognition robots. When you dial an operator-assisted call, instead of getting a live operator, you'll deal with an automated and complicated "voice mail" type system.

We're asking AT&T: How will the robots handle the complex situations and emergencies operators deal

with? How will they respond to a potential suicide, to a heart attack victim, or to frantic parents who are watching their child choking and turning blue?

AT&T cannot continue to earn profits by cutting jobs. The workforce has been cut to the bone. The reductions in essential technicians have contributed to the recent rash of disastrous phone network breakdowns.

When customers are inconvenienced, rather than served; when cost savings to one company are put above the general public welfare; when American jobs are thrown away solely to fatten the short-term bottom line of a corporate empire -- that's not progress. That's just greed -- pure and simple.

You Can Help Stop the AT&Tack

If you're outraged by the AT&Tack on our community and on phone customers, let AT&T know. Call AT&T Chairman Bob Allen's Customer Complaint Center at 908/221-2000 and tell them you want the AT&Tack on your community to stop. Collect calls placed by an AT&T operator are accepted.

Stop the cuts. Save Our Jobs, Families, Communities.

Communications Workers of America, AFL-CIO, CLC

8-10-84 21



City of Cambridge

37.

IN CITY COUNCIL

June 22, 1992

COUNCILLOR WALSH
MAYOR REEVES
VICE MAYOR CYR
COUNCILLOR DUEHAY
COUNCILLOR MYERS
COUNCILLOR RUSSELL
COUNCILLOR SULLIVAN
COUNCILLOR TOOMEY
COUNCILLOR WOLF

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WHEREAS: These risks, coupled with other concerns referenced in the flyer, compel response from this City Council; now therefore be it

RESOLVED: That the City Council goes on record in support of the Communications Workers of America in their expression of concern with these risks to the subscribing consumer's service and safety; and be it further

RESOLVED: That the Temporary City Clerk be and is requested to call A T & T Chairman Bob allen's Customer Complaint Center at 908-221-2000 and read him the content of this resolution on behalf of the entire City Council; and be it further

RESOLVED: That Ms. Drury be and is requested to prepare certified copies of this resolution and transmit same as soon as possible to Ms. Sheryl F. Crayton and to Mr. Jim Irvine, Vice President, Communications Workers of America - Local 1302, located at 1 Market Street, Lynn, MA on behalf of the entire City Council.

In City Council June 22, 1992.

Adopted by the affirmative vote of nine members.

Attest:- D. Margaret Drury, Temporary City Clerk.

A true copy;

D. Margaret Drury

ATTEST:-

D. Margaret Drury
Temporary City Clerk

Non-Consent Order # 37 S-500

Entire membership resolutions on A T & T
plan to replace 6000 operators with
voice mail.

In City Council,

June 22, 1992

Order adopted