Gill, Sonya

From: Winnie, Terri
Sent: Wednesday, September 23, 2009 10:08 AM
To: Simon, John
Cc: ████████████ Williams, Andrew; Leder, Steve
Subject: Office Services Business Case

John:

Below is an updated to the Customer Care workforce reduction plan, this will not change our overall commitment, just additional reductions we have identified.

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Here is the business case for Office Services. Please let me know if you have questions.

Pending approval, on Thursday, September 24, the Office Services organization will move forward with offering targeted voluntary severance to the following employee groups:

- Customer Service Supervisors within Bay Area Region: 4 Employees total. Up to 2 volunteers will be accepted.
- Business Analysts performing audit functions: 2 employees total. Up to 1 volunteer will be accepted.

In the Bay Region, we will offer targeted voluntary severance in an effort to reduce costs and align resources in a more efficient manner. Currently there are 4 supervisors located in the Bay Region that support 13 offices. This averages approximately 3 offices per supervisor. In the rest of the organization, the office to supervisor ratio varies from 4 to 9 with an average of approximately 6 per supervisor. This supervisor reduction will bring the bay area offices in line with the rest of the organization. After evaluating potential volunteers, Office Services will be able to redistribute the work regardless of which two volunteers accept the severance. The new distribution of offices will not trigger any workforce transition benefits. In addition the two captured positions will not be filled. The supervisors involved are *(Names Redacted)*

Office Services also has two employees performing system wide audits. We will offer targeted voluntary severance and accept up to one volunteer. This change is necessary due to the streamlining of system-wide audits and the need to reduce costs. The remaining employee will focus on high priority audits. The captured position will not be filled. The two employees involved are *(Names Redacted)*

Thanks,

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