

# Plant Pride: Our Work, Our Future!

Plant Pride is a program to identify and fix poor plant conditions in the copper and fiber plant. It's the result of a settlement agreement between Verizon, CWA, and the Public Service Commission.

## Who can submit a ticket?

Any field technician or manager in New York State can submit a ticket identifying defective conditions in the copper and fiber plant.

## What happens to the tickets?

The company is required to resolve at least 75% of the tickets submitted within 90 days, & to advise the employee who reported the condition of the final resolution.

## What can I submit as a Plant Pride ticket?

Any poor plant condition that needs rectifying, including:

- ⇒ manholes which are dangerous or inaccessible
- ⇒ splices that need to be remodeled
- ⇒ boots that need to be removed
- ⇒ hubs that are a mess of crisscrossed jumpers
- ⇒ damaged cables
- ⇒ boxes falling off the wall
- ⇒ anything that needs to be fixed!

### How do I submit a ticket?

1. Take a photograph with your tablet or your company-issued phone
2. Input a ticket:
  - ❖ Go to Tools on your tablet or via PROD Tech tablet on your company phone
  - ❖ Create an OSP ticket
  - ❖ Fill out the form detailing the issue and location
  - ❖ In comments include additional details, your name & cell
  - ❖ Upload the photograph
3. The OCC will create a field ticket for correction, which will then be dispatched to the field.
4. **Tell the Local you submitted a ticket!**  
After you submit a ticket, you'll get an email with the OSP ticket number. Forward that email to [plantpride@local1101.org](mailto:plantpride@local1101.org).

### How do I take a picture with the tablet?

- ❖ On your tablet, go to the "camera" on the home screen and take a photo
- ❖ If you can't take a direct photo with your tablet, take a picture with your phone, then later hold your tablet camera over your phone and take a picture of the phone screen showing the condition. The picture will then be in the photo gallery in your tablet.

### If you are having trouble

If you have a problem submitting a ticket via your tablet, email the picture, location, ticket number, your name and cell number to [plantpride@local1101.org](mailto:plantpride@local1101.org).  
**For more information contact your Steward or Chief.**

