



report

Collective Bargaining Activity

April 2008 - December 2008

BRITISH COLUMBIA

Health care

In May 2008, bargaining commenced with Advocare for members at various workplaces in the Interior Health Authority. Members work at Picadilly Care Centre in Salmon Arm, Sun Village in Penticton and Windsor Manor in Kelowna.

BCGEU/NUPGE tabled proposals in August 2008 for bargaining with Advocare for a first contract for 230 congregate care providers who work at a number of assisted living and complex care facilities in the Okanagan and Nelson.

Bargaining commenced for members employed by Lynnwood Retirement Residence in August 2008.

In September 2008, BCGEU/NUPGE members employed by Rosemary Heights Seniors Village ratified a new collective agreement.

In November 2008, HSA BC through the Community Social Services Bargaining Association negotiated a bonus for community service workers. The bonus of one per cent of each member's earning in 2008 and issued in March 2009. The monies come from the Early Incentive Payment fund previously negotiated in 2006. Bargaining for a new collective agreement will take place in 2010.

Community-based Social Services/NGO Sector

BCGEU/NUPGE commenced bargaining with the YMCA in May 2008. In August a new three-year collective agreement was reached. The new contract includes wage increases of 19.6% for ECE Substitutes, 11.4% for School Age Substitutes, 13.2 % for Senior Early Childhood Educators and a total wage increases for all other classifications of between 9.3% and 9.6% over the term of the agreement. Also included in the new contract is a wage differential for Early Childhood Educators who are working as an Infant Toddler Educator or Special Needs Educator and who have the required certificate. Other improvements include a new Labour Management Committee, increased professional development allowances and improved schedule rules.

In May 2008, BCGEU/NUPGE members at Shaughnessy Heights Day Care ratified a four-year agreement expiring May 31, 2010. The new agreement includes: a new pension plan effective June 1, 2009 with member and employer contributions of 4% each, a 4.5% in wage increases over the term of the agreement, an increase in special leave days from 2 per year to 3 per year and the introduction of a labour-management committee.

Also in May, BCGEU/NUPGE members at McGregor Child Care Society voted to accept a new contract which now expires on March 31, 2011. Highlights of the

agreement include: a new joint consultation committee, improved education leave provision, an increase in the travel allowance to 50¢ per kilometre, an increase in RRSP contributions and a wage increases totalling 7% over the term of the agreement.

Bargaining at YWCA of Vancouver also commenced in May. By July a new collective agreement was ratified. The highlights include: wage increases of between 2% and 6% in 2007, wage increases of between 2.9% and 6.9% in 2008 and wage increases in 2009 and 2010 to be determined by a job evaluation plan, new labour-management committee member training, improved posting provisions for auxiliary and temporary workers, improved promotions and transfers provisions, improved vacation scheduling provisions, streamlined unpaid leave of absence provision and the introduction of anti-harassment provisions into the collective agreement including a prohibition on bullying.

BCGEU/NUPGE members employed by the St. Michael's Day Care Board began preparations for bargaining in July 2008

BCGEU/NUPGE members at the Britannia Community Services Centre ratified a new collective agreement in September 2008. Highlights of the settlement include: a provision for a compressed work week, improved vacation scheduling, employer-paid medical certificates, improvements to professional development allowance usage, an increase in the vehicle allowance to 52 cents, enhanced definition of harassment to include bullying and improved sick leave provisions. Wages will increase by 2.5% each year of the three-year agreement and members at Lord Nelson and Eagles in the Sky are now enrolled in an RRSP program.

Despite a difficult round of bargaining for members employed by WSI members ratified a new collective agreement in October 2008.

Other

In March 2008, BCGEU/NUPGE members at the NCO Call Centre in Surrey voted 74% in favour of their first collective agreement. Highlights of the new agreement include a 6% wage increase over three years and additional paid time off attached to years of service. There is also the creation of Labour-Management and Occupational Health and Safety committees.

In May 2008, members employed by Lake City Casinos ratified a new collective agreement.

BCGEU/NUPGE members employed at Gateway Casinos struck a bargaining committee to begin preparations for a new round of negotiations.

BCGEU/NUPGE members employed by Servomation (Centreplate) negotiated a new collective agreement in August 2008. Improvements in the agreement

include the addition of partially employer-paid benefits for members working 30 hours per week, increases in vacation periods in the 15th and 20th years, pay for staff meeting attendance and wage increases of 5%, 4% and 3.5% over the three-year agreement.

In December 2008, BCGEU/NUPGE received an arbitrator's ruling which concludes bargaining with Argo North Okanagan. The Arbitrator awarded the Union's language on the RRSP Issue and the Auxiliary recall issue. Agreement was also reached on the issues of shift patterns.

Negotiations were underway in December 2008 for BCGEU/NUPGE members employed with the British Columbia Safety Authority. All non-monetary items have been resolved and now both sides are focusing on wages and benefits.

ALBERTA

Health care

In August 2008, HSAA/NUPGE paramedical professional and technical members ratified a new three-year collective agreement. Members will receive an across the board retroactive wage increase of 5% in the first year, another across the board increase of 5% in the second year and in the third, a 4.5% increase or Alberta Average Weekly Earnings (whichever is higher). Other improvements include retention incentive payments over the first two years of the agreement, increases in the Flexible Spending Account (FSA) that replaces the previous flex health spending account and professional development fund, increases to the health and dental benefit package, increased benefits for casual employees and rotators and a 1% increase in the employer contribution to the Defined Contribution Pension Plan along with an adjustment of half a per cent in the employee contribution.

Also in August HSAA/NUPGE members employed by Calgary Lab Services ratified a new collective agreement. Members negotiated a wage increase of 5% in 2008 and 2009 and an increase of 4.5% in 2010 or the Alberta Average Weekly Earnings Increase whichever is higher. Also included are lump sum payments of \$2500 in the first year and \$2250 in the second year with improvements to the health and dental benefits.

A new collective agreement for HSAA members employed at Canadian Blood Services was reached in November 2008

Members employed by Rexall Pharma Plus pharmacies in Edmonton's University of Alberta and Royal Alexandra hospitals voted unanimously in November 2008 to take strike action in response to threats of a lock-out and poor concession-based negotiations. A settlement was reached prior to the strike deadline.

SASKATCHEWAN

Direct government/Crown Corporations

In October 2008, SGEU/NUPGE members employed by the provincial government began preparations for the next round of bargaining in September 2009. A proposal conference will be held in May 2009.

Health

Contract talks began in October 2008 for SGEU/NUPGE health care members. A major focus will be to address issues raised by the imposition of essential services legislation. More dates are scheduled.

Post Secondary Education

A new collective agreement was reached for members employed by the Gabriel Dumont Institute in April 2008.

Preparations are underway for negotiations for SGEU/NUPGE professional service members employed by the Saskatchewan Institute of Applied Science and Technology. The collective agreement expires on June 30, 2009. A proposals conference was held in November to endorse the bargaining package.

MANITOBA

Direct government/Crown Corporations

In May 2008, a new collective agreement was ratified by members employed at the Manitoba Agricultural Services Corporation. Improvements were gained in the areas of recruitment and resignation processes, sick leave provisions, the Disposable Income Policies and Benefit Plan, term employee conversions and a new classification has been added to the pay scale for Research Officer 4. Wage increases of 2.5% in years 2006, 2007 and 2008 were negotiated while in March 2009, members will receive a 2.9% increase.

MGEU/NUPGE members employed by the Manitoba Public Insurance (MPI) have approved a new four-year contract with annual increases of 2.9% for all classifications. These increases are retroactive to September 28, 2008. Improvements also include the introduction of a benefits package for term employees, improved vision care and health spending account coverage, enhanced family leave and more fairness in hiring procedures for permanent positions and temporary assignments.

MGEU/NUPGE government community workers (direct service workers and child development workers) ratified a new collective agreement in August 2008. The new contract includes wage increases for all classifications ranging from 19% to 21.67% over the next 4.25 years. Other improvements include a reduction in the number of hours required for a merit increase and an enhanced travel allowance.

Health care

In December 2008, MGEU/NUPGE members employed by the Churchill Regional Health Authority ratified a new collective agreement that will run from April 1, 2008 until March 31, 2012. Members achieved wage increases of 2.9% in each year of the agreement. In addition, members negotiated improvements to the stand-by pay, an increase of 2 paid days under the Special Northern Leave (total 5), an additional week of vacation upon completion of 20 years continuous service. In 2010, the maternity leave top-up will be 93% of the weekly rate of pay for the first two weeks and for a maximum of fifteen additional weeks, payments will be the difference between the EI benefits and 93% of normal weekly earning. Memoranda of Agreements were also negotiated to ensure that any increases from the Central Bargaining table achieved during the life of the collective agreement would be applied to the members. This includes improvements to shift/weekend premiums, responsibility pay, the Healthcare Employees Benefit Plans and Pension and Benefit Plans.

In December 2008, members employed by the Special People in Kildonan East (SPIKE) ratified a new collective agreement.

Bargaining began in December 2008 for members employed at Westman Regional Lab Support Services. The collective agreement expires in September 2010.

Community-based Social Services/NGO Sector

In April 2008, MGEU/NUPGE members working at Y.W.C.A. Residence Thompson Inc. ratified a new two-year collective agreement. The new contract includes a \$1.25 per hour wage increase over the life of the agreement plus shift premiums of \$0.50 per hour for each of the afternoon and midnight shifts. Other improvements include an increase in sick days to 36 days, additional holiday (Louis Riel Day) and the inclusion of compassionate care language as per provincial legislation. Two new Memoranda of Agreements were negotiated to address workload issues and the front desk day shift.

MGEU/NUPGE members employed by Tamarack Rehabilitation Inc. negotiated a new one year collective agreement in June 2008. Improvements include the Louis Riel holiday, wage increases of 3% for counsellors and a rate of \$12.00 per hour for Residential Care Workers and changes to the merit increase process.

Bargaining continues for members employed by the Nisichawayashk Cree Nation Family and Community Wellness Centre (NCN) after dates were cancelled by the employer in November 2008.

MGEU/NUPGE members employed by the Family Centre reached a new collective agreement in November 2008. Changes to the collective agreement were made to notice provisions for resignations and termination of employment, increased sick day credits from one and one-third days to one and a half days per month and an increase in the kilometre rate (to 39.7 cents) for travel incurred on work business. Members negotiated wage increases of 2.5% in October 2008, 2.75% in 2009 and 2010 and 3% in 2011.

In November 2008, MGEU/NUPGE members working at the Manitoba Adolescent Treatment Centre ratified a new four-year agreement which expires in March 2012. Improvements include increases in holiday pay for part-time workers from 4.25% to 4.62%, broadening the income protection credit usage to include elder, spousal or child illnesses (up to 5 days per calendar year), expansion of the definition of family member under the compassionate care clause, language around shift exchanges, seniority expiration notices for laid off employees, right to union representation during discipline and union notification, parenting leave language and a new long service recognition clause of one additional week of vacation upon the completion of 20 years of service and on each fifth subsequent anniversary date. In addition improvements were made to transportation and meal allowances, employee benefit plans and increased notice period of termination of employment from 2 weeks to 4 weeks. Members will receive wage increases of 2.9% in each year of the agreement. In 2010 Social Worker, Occupational Therapist and Mental Health Technician wages will be increased in accordance with the increases negotiated at the MGEU Professional/Technical central table. For members working in the Building Services Worker III classification, wages will be established as per the increases in the MGEU Trades collective agreement.

Other

In November 2008, members employed by HSC Security Services ratified a new collective agreement. Improvements were made to the non-discrimination clause, grievance procedure, seniority rights, access to income security provisions, vacation language, long term service recognition, leave of absences including maternity top ups (93% of regular weekly earnings), overtime pay, group benefits, uniform allowances and rehabilitation and return to work protocols. Members negotiated wage increases of 2.9% in 2008, 2009, 2010 and 2011.

Also in November MGEU/NUPGE members employed at the Winnipeg Regional Health Authority Logistics Services Laundry Operations, Selkirk Site ratified a new collective agreement containing significant gains. Improvements include wage increases of 2.9% from 2008 - 2012, an increase from 4.25% to 4.62% of basic pay in lieu of general holidays, rights of employees in case of Site

operation breakdowns, new regulations around temporary assignment of duties and rate of pay and pay practices, two weeks notice of layoff or two weeks pay in lieu of notice and increases to the uniform work clothing allowance. Members also won a long-term service recognition clause providing full-time employees 5 additional days of vacation on completion of 20 years service and each subsequent 5 years, the creation of an income protection credit system for full-time employees of 1 ¾ days per month with no cap; part-time employees will receive credits on a pro-rated basis of their actual hours worked to a 40 hour work week. In addition members gained meal allowances of \$6 during an overtime period, increasing to \$7.00 in January 2009, rest breaks (20 minutes during a 4 hour period), a pre-retirement leave (for those who meet the requirements of age and years of service) based on a formula of 4 days per every 2080 days worked or paid and in 2010 access to new maternity top-up provisions. A letter of understanding was signed regarding a new committee (Provincial Facility Support Sector Advisory Committee) to address recruitment and retention issues. Members will receive the same increases in benefit or pension if other health care unions receive any during the life of the agreement.

ONTARIO

OPSEU had approximately 120 collective agreements that expired in 2008, plus first collective agreements for a further 11 bargaining units. Significant numbers of members were in bargaining in children's mental health, health care, elementary and secondary education, child protection and youth justice sectors, as well as OPSEU's large province-wide agreements for the Ontario government employees and community college support staff.

Direct government/Crown Corporations

In May 2008, OPSEU/NUPGE members employed by the Liquor Board began preparations by holding a proposals conference. At a historic meeting in November delegates representing all regions of the province gathered under one roof to endorse the final bargaining package. It was the first ever meeting of this kind for liquor board union members. The contract expires in March 2009.

Bargaining began in November 2008 for 42, 000 OPSEU/NUPGE members employed by the Ontario government. A new collective agreement was tentatively reached for 38, 000 of those members in December. Ratification votes were scheduled for late January. Members of the public service negotiated a 7.75% wage increase over four years with improvements to job security, benefits as well as gains for contract workers.

Tough negotiations continue for members in the Corrections bargaining unit. A major issue at the table is the demand to severely roll back sick time benefits.

Health care

A pre-bargaining conference was held in May 2008 and a province-wide proposals meeting was held in November for Hospital Division members to prepare for upcoming negotiations.

In July 2008, OPSEU/NUPGE members reached a three-year contract with the Grey Bruce Health Unit to settle a ten-week strike. The settlement includes wage increases of 3%, 1%, 3%, 1% and 4% over the term of the agreement.

Members employed by the Centre for Addiction and Mental Health (CAMH) bargained a new collective agreement in July 2008. This agreement will expire in March 2011. Members will receive wage increases of 3.25%, 3%, and 2.5% over the term of the agreement with additional increases for specific classifications. Other improvements include increases in shift, and weekend premiums, transportation and meal allowances, health care benefits, paid holidays and modifications to various leaves, sick leave, disability, call-back, standby, and layoff provisions.

In September 2008, OPSEU/NUPGE nursing, professional-technical and clerical members employed by the Timiskaming Health Unit went on strike after the employer walked away from the bargaining table. Major issues at the table were rectifying the wage disparity between Timiskaming workers and those in surrounding regions and removal of benefits in vacation and training. A two-year collective agreement, with amendments addressing these issues, was ratified October 8, 2008.

OPSEU/NUPGE office members employed by St Joseph Religious Hospitaliers Hotel Dieu ratified a new collective agreement in September 2008. The new agreement expires in October 2009.

As well in September, OPSEU/NUPGE members employed by St. Joseph's Health Care working as nurses for the Regional Mental Health Care concluded negotiations. This collective agreement expires in March 2011.

OPSEU/NUPGE paramedical, support and professional members employed by the Windsor Regional Hospital began bargaining in October 2008. By December a number of non-monetary issues were signed off but agreement could not be reached on the monetary issues. The Union provided notice to the employer that it would be applying for conciliation.

Post Secondary Education

Over 6500 OPSEU/NUPGE members employed by Ontario community colleges as support workers took a strike vote in July 2008 after rejecting the offer by the employer. By August a new collective agreement was reached.

Other

In July 2008, OPSEU members ratified a four year framework agreement that provided wage increases of 3% in each of 2009, 2010, 2011 and 2012 for support staff workers at elementary and secondary school boards. The framework agreement was negotiated with several unions in the sector, and was implemented through negotiations at local school boards through the remainder of 2008.

NEW BRUNSWICK

Post Secondary Education

In June 2008, NBUPPE/NUPGE Professional Educator members began negotiating a new collective agreement. Aside from basic housekeeping issues, wages and benefits as well as workload and job security provisions dominate the discussions.

Other

Bargaining started in July 2008 for NBUPPE/NUPGE members employed by Moosehead Breweries. A major issue on the table was concessionary proposal by the employer to remove post-retirement health and dental benefits.

NOVA SCOTIA

Direct government/Crown Corporations

In April 2008, NSGEU/NUPGE and the Government of Nova Scotia's Department of Justice requested a board of arbitration to resolve the outstanding issues from bargaining. Some of the main issues still in dispute were wages, shift differentials, and benefits for part-time employees. In December the interest arbitration award was issued. The decision included retroactive wage increases of 2.9% for 2006, 2007 and 2008 but the arbitrator did not order wage increases that would put workers on par with other workers in correctional facilities across the country. Also included in the award was a new night shift premium of \$1.00 per hour for hours worked between 6 pm and 6 am and a weekend premium of \$0.75 per hour for weekend hours worked between 12:01 am Saturday and 7:00 am Monday, new medical, dental and life insurance benefits for part-time employees as well as pregnancy leave and bereavement leave on a prorated basis and prorated compensation for injury on duty. The Board declined to provide sick leave provisions to part-time members. For members with more than 24 years of service, vacation benefits have been increased to 30 days. Lastly,

employees now must use their time in lieu of overtime in the year it is earned or have it paid out.

Health care

NSGEU/NUPGE members employed by Northwood Homecare Ltd voted 91% to strike in March 2008. This action took place after conciliation talks broke down in February and members subsequently rejected the employer's offer. The main stumbling areas concerned benefits and wages. Specifically, the employer had avoided negotiating benefits for those members not already covered. In June members finally ratified a new collective agreement.

In April 2008, tentative agreements were reached by members employed by the South Shore District Health Authority DHA # 1, Southwest Nova Health Authority DHA # 2, and Annapolis Valley District Health Authority DHA # 3.

Also in April, negotiations broke off for members employed by the District Health Authority 1-8 (Public Health & Addiction Services). The employer's proposal included numerous concessions on job security and compensation issues and never addressed union concerns on issues such as vacation, various overtime provisions, stand-by/call-back, provisions for casual employees and counsellors, and matters pertaining to change in qualifications for positions. In May, a conciliator met with both sides to try to reach an agreement but attempts were unsuccessful. Members initially rejected the employer's final offer but later voted to accept it once changes were made.

A new collective agreement was negotiated for members employed by Nova Scotia Hearing and Speech Centres in April after receiving a strike mandate of 85%. Improvements include a retirement allowance of one week's pay for every year served to a maximum of 26 weeks, six weeks vacation after 25 years of service, a new half day holiday for Christmas Eve, new team leader stipends and access to an Employee Assistance Program. Members negotiated wage increases of 2.9% in each year of the agreement. Speech Language Pathologists and Audiologists will receive an additional increase of 2.1% in September of each year in recognition of recruitment and retention issues in these classifications.

In April 2008, negotiation for members employed by Richmond County Home Support Services ground to a halt and the Union applied for conciliation. In May, members voted 100% in favour of strike action to back their demands at the bargaining table.

A tentative agreement was reached between NSGEU/NUPGE members employed at Guysborough County Home Support Agency in April with the assistance of a conciliator. In May the employer indicated it would not ratify this agreement without further concessions from the Union in areas of travel reimbursement and breaks. A bad faith bargaining complaint was filed with the Labour Board.

NSGEU/NUPGE members employed by Evergreen Home for Special Care continued negotiations in April and a collective agreement was reached in May.

In May 2008, NSGEU/NUPGE VON home support workers ratified a new contract. Members negotiated a 2.9% increase in each year of a three-year term (April 1, 2007, to March 31, 2010), the introduction of weekend and evening premiums on a phased in basis (50 cents an hour effective April 1, 2008, \$1 an hour as of October 31, 2008, and \$1.50 an hour on April 1, 2009), the elimination of the increment scale, 2.9% increases to availability pay and improvements in scheduling, vacations and holidays.

In May 2008, Support Services members employed by the Capital District Health Authority ratified a new collective agreement.

NSGEU/NUPGE members who work at City Homemakers Service Society ratified a new collective agreement in May. Improvements were made in areas of hours of work, sick leave, pension contributions, vacation and a way for members to vote on joining a defined pension plan was established. Members negotiated a wage and availability pay increase of 2.9% in each year of the agreement with a phased in introduction of evening and weekend premiums. This agreement expires on March 31, 2010.

In June 2008, a new collective agreement was ratified by members employed at Antigonish & Area Homemakers Service.

Also in June NSGEU/NUPGE members employed by Mountain Lea Lodge began bargaining and ratified the new agreement in October.

Bargaining commenced in August for members employed at Metro Community Living.

Post Secondary Education

In April 2008, members employed by Nova Scotia's community colleges concluded negotiations for a new collective agreement. Members will receive wage increases of 2.9% in each year of the three-year agreement, includes classification adjustments for a number of facility support and information technology classifications and contains new language allowing members at the top of the pay scale to enrol in a Learning College Portfolio process. Upon completion, members will receive wage increases of approximately 4%.

Other

NSGEU/NUPGE members employed by the Halifax Regional School Board began negotiations in May. A new collective agreement was reached in December with ratification votes to be held in January. The new agreement

includes wage increases of 2.9% in each year of the three year contract retroactive to October 2008, a new professional development fund of \$3500 and a new classification and pay rate for payroll clerks. A ratification document identifying all changes will be mailed out prior to the vote.

Negotiations commenced in May for members employed by the Chignecto Central Regional School Board. The employer is interested in clawing back several benefits in the collective agreement. The Union applied for conciliation in October. After two days of meetings in December, a new collective agreement was reached. Improvements include a 2.9% wage increase in July of each year of the four-year agreement retroactive to 2007, no loss of pay for days members' workplaces are closed due to storms, an increase in the school year (to 190 days) for Educational Assistants, regular Full Time Educational Assistant positions will be increased from 5 hours to 5.5 hours/day effective September 1, 2009, Administrative Assistants and Central Office Clerks, HR Clerks, Finance Clerks will receive an additional 1% wage increase and an increase in the Professional Development Fund by \$2000 in each year of the agreement.

In June 2008, new collective agreements were reached for members employed at the Inverness County Home Support Society and for members employed by Yarmouth/Argyle Home Support Services.

Negotiations began in September 2008 for members employed at Canadian Blood Services.

Stock Transportation reached a collective agreement settlement with the assistance of a conciliator in November 2008 following a 97% strike vote. Improvements include an increase in personal days from 5 to 6 days also allowing for the accumulation of .6 days per month to a maximum of six days per year. To qualify a person must be paid for 10 days out of the month. Unused leave will be paid out in June with members having the ability to carry over 2 days to the following year.

In November 2008, members employed by Northside Homemaker Services Society began negotiations.

PRINCE EDWARD ISLAND

Other

PEIUPSE/NUPGE members employed by Straits Crossing Bridge Limited began negotiations for a new collective agreement. The collective agreement expires in December 2008.

Negotiations are ongoing for members employed at two Early Childhood Education centres and three who have met to exchange proposals and sign off on all non-monetary articles.

NEWFOUNDLAND AND LABRADOR

Direct government/Crown Corporations

In November 2008, NAPE/NUPGE members employed as correctional officers began preparations for bargaining.

In December 2008, NAPE/NUPGE members employed in the Maintenance and Operational Services, School Board, Air Services, Student Assistants, and Newfoundland Liquor Corporation bargaining units reached a tentative agreement.

Health Care

NAPE/NUPGE members in the health professionals, hospital support staff, laboratory and x-ray bargaining units returned to the table in early December 2008 and reached a tentative collective agreement by the end of the month.

Post Secondary Education

In December 2008, NAPE/NUPGE members employed by the Marine Institute reached a new four-year collective agreement. The agreement contains improvements in contract language and benefits, no concessions and wage increases of 8%, 4%, 4% and 4% over four years - retroactive to Aug. 31, 2008.

Members employed at Memorial University who work in campus enforcement, custodial and maintenance departments also reached a new contract. No concessions were made during bargaining improvements to benefits and a 20% increase over four years, retroactive to April 2008.

A new collective agreement was negotiated for support staff members employed by the College of the North Atlantic in December.

Other

A first collective agreement was reached in April 2008 for members employed by the Multi-Materials Stewardship Board. Members will receive significant improvements in health and dental benefits, reclassification, reduced hours, a wage package comparable to government employees and a paid leave plan. This contract expires on March 31, 2011.