

## Who We Are

We are every color, every size, every age, every gender. We are overworked and under paid, overlooked and under pressure. We are disrespected. And yet, we are the backbone of CapTel, and we deserve to be heard.

## What We Want

### **1 A Living Wage**

This means at least \$15/hr. Right now CAs only see 10% of the profits that CapTel makes per minute on calls. Increasing wages is the first step to changing that.

### **2 Ninety Percent Adherence**

The 95% adherence threshold is difficult for many CAs to maintain. Current policy doesn't account for mental health or elevated restroom usage.

### **3 Better Equipment and Maintenance**

Outdated and damaged equipment needs to be replaced and the equipment that we have needs to be maintained more efficiently.

### **4 Transportation Compensation**

The Milwaukee office doesn't have free parking and public transport costs are too high. We ask that CapTel provide \$10 a week to subsidize the cost of our commute.

### **5 A Voice for CAs**

We want a formal say in how our company is run. We want to have specific union reps with access to admin meetings and the ability to mediate conflicts between workers and HR.

## How CapTel Works

Most workers don't understand where our wages come from and why it's perfectly reasonable for us to ask for a slightly larger share of the profits we generate.

CapTel is a private employer receiving government money for the captions they provide. The rate they receive, as of 2015, is \$1.82 per minute of captions.

The base pay rate of \$11/hr for CAs is approximately \$0.18/min. Without us, CapTel doesn't get paid at all, but we only receive 10% of the profits. Giving all CAs \$15/hr would mean paying us just \$0.07/min more.

So where does the \$1.64 we make CapTel every minute we're on a call actually go?

Our CEO's current yacht cost about \$500,000, or 304,878 CA minutes. This disparity is unacceptable.

## Why \$15

The 2018 living wage (working 40 hours a week) in Milwaukee for a single adult with no children is \$11.34/hr. A single parent's living wage is \$24.98/hr.

With CapTel's current system of raises, it would take a single adult one year of full raises to make a living wage and it would take a single parent 28 years.

Additionally, the maximum raise of \$0.50 a year means that the real value of our raises changes every year - 2018 so far has the highest average inflation rate recorded since 2011, yet the CapTel \$0.25 maximum raise every six months hasn't changed in years.

Raising wages to \$15/hr is an easy way for CapTel to address both the lack of a starting living wage and the stagnant maximum raises.



## Get Involved

[captelworker@gmail.com](mailto:captelworker@gmail.com)

[http://www.facebook.com/](http://www.facebook.com/MilwaukeeIWW)

MilwaukeeIWW

*We demand*



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*CapTel Workers  
Union*