

UNITED STATES OF AMERICA
BEFORE THE NATIONAL LABOR RELATIONS BOARD

THE GUARD PUBLISHING COMPANY,
d/b/a THE REGISTER-GUARD,

and

EUGENE NEWSPAPER GUILD,
CWA LOCAL 37194

Cases
36-CA-8743-1
36-CA-8849-1
36-CA-8789-1
36-CA-8842-1

BRIEF OF AMICUS CURIAE
MINNESOTA MANAGEMENT ATTORNEYS ASSOCIATION

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STATEMENT OF ISSUES

The National Labor Relations Board (the Board) on {date}¹ has invited briefs from *amici* on one or more of seven issues concerning employees' rights of access to and use of their employers' e-mail communication systems. The Board also has invited comments regarding access by outsiders, i.e., non-employee union organizers, to an employer's e-mail system. This *amicus curiae* brief addresses the following issues:

- A. Do employees have a right to use their employer's e-mail system (or other computer-based communication systems) to communicate with other employees about union or other concerted, protected matters? If so, what restrictions, if any, may an employer place on those communications? If not, does an employer nevertheless violate the Act if it permits non-job-related e-mails but not those related to union or other concerted, protected matters?
- B. Should the Board apply traditional rules regarding solicitation and/or distribution to employees' use of their employer's e-mail system? If so, how should those rules be applied. If not, what standard should be applied?

¹ See Notice of Oral Argument and Invitation to File Briefs issued January 10, 2007.

DISCUSSION

I. THE MINNESOTA MANAGEMENT ATTORNEYS ASSOCIATION

This brief is submitted on behalf of the Minnesota Management Attorneys Association (MMAA), an unincorporated, voluntary association of experienced labor and employment attorneys, each having at least 10 years of experience in the field, and which is comprised of more than 40 attorneys in private practice and in corporate legal departments throughout the Twin Cities of Minneapolis and St. Paul. The MMAA's interest in submitting this brief is to apprise the Board of its concerns that rules that may be established in this case will have far-reaching impact on all employers in Minnesota, and in the United States, regardless of whether they currently have unionized employees or may ever have dealings with a labor organization that seeks to represent an appropriate bargaining unit of their workforces.²

² The MMAA represents only itself in submitting this brief and not any specific client or law firm or corporation with which its members are affiliated. The opinions expressed herein represent primarily those of the authors of this brief. The positions or opinions expressed herein do not necessarily represent those of the law firms or corporations by whom MMAA are employed or with which they are affiliated or clients of MMAA member attorneys or their employers.

II. THE ISSUES

A. Employees Do Not Have a Right to Use Their Employer's E-mail System or Computer Systems for Any Non-Work-Related Purpose. An Employer's Allowance of Limited Use of its E-mail or Computer System Does Not Open the Door for Personal Use – Concerted or Otherwise.

1. Although it is a newer form of communication, e-mail is neither so novel nor different from previous methods of communication to ignore the fact that it belongs to the employer.

The ubiquitous presence of electronic mail (“e-mail”) communication systems in today’s businesses represents a new means of communication, but it is neither so different nor unique from communications systems of the past to warrant the type of intrusion into its operations and use as the Union in these cases proposes. Long before there was e-mail, there was face-to-face interaction, paper, telegraphs, telephones, facsimile machines (fax machines), photocopiers, public address systems, and bulletin boards. These items – whether they be termed implements, systems, devices, or instrumentalities – have always been the property of their owner. In the context of the American workplace, that person or entity is the employer. The Supreme Court and the Board have never held that employees may have unfettered access to or use of such devices or communication opportunities.

Perhaps because the evolution of e-mail within the short span of the past decade has escalated to the point that, in some workplaces, nearly every employee has his or her own assigned computer terminal or access to a terminal, has this means of communication come to be viewed as something more personal to the employee. However, the same can be said of the telephone handset, which by the 1940’s was on

practically every desk in American workplaces. Yet, the mere fact that a particular means of communication within a place of employment exists and the employer is using it does not justify a claim that it be made available to employees for their own purposes, individually or concertedly. *See NLRB v. USWA (NuTone, Inc.)*, 357 U.S. 357, 364 (1958).

Section 7 of the Act provides that employees have the right to form or join unions, or not, and affords them a measure of protection when they engage in certain types of concerted activities toward those ends. More than 60 years ago, the Board set out its views in a comprehensive way when it delineated the basic rule that an employer could not prohibit all forms of communication among employees involving concerted activity, even while they were on the employer's premises. *Peyton Packing Co.*, 49 NLRB 828 (1943). In the same case, the Board enunciated an equally important, fundamental principle that is as relevant or more so today:

The Act, of course, does not prevent an employer from making and enforcing reasonable rules covering the conduct of employees on company time. Working time is for work. It is therefore within the province of an employer to promulgate and enforce a rule prohibiting union solicitation during working hours. Such a rule must be presumed to be valid in the absence of evidence that it was adopted for a discriminatory purpose. (Emphasis added.)

Id. at 843.

Conversely, the Board recognized in *Peyton Packing Co.* that, during the work day, employees also would have time when they were relieved from their duties or were on the Company's premises and were not working. The Board stated:

It is therefore not within the province of an employer to promulgate and enforce a rule prohibiting union solicitation by an employee outside of working hours, although on company property.

*Id.*³ Yet, it is significant to note that the type of activities in which the Board, and subsequently the Supreme Court, envisioned employees would engage on their own time while yet on the employer's premises did not entail the use of any of the employer's production equipment, the production floor or selling floor,⁴ or its communications systems used for general business purposes. The use by employees of a bulletin board, placed for their convenience in a break room, simply does not equate to the use of an employer's core communications and computer systems. Indeed, the Board was careful to note in *Peyton Packing Co.* that an employer could prohibit all solicitation on its premises under certain circumstances:

If the rule had been promulgated for a bona fide purpose, e.g., to prevent impairment of production, such purpose would have been served by disciplining, in a reasonable manner, those employees who were apprehended in the act of violating the rule.

Id. at 844.

The milieu in which *Peyton Packing Co.* arose, however, was a different time and place in America. In those days, employees received official employer communications

³ Initially, the Board appeared to use the phrase "working time" and "working hours" interchangeably. In subsequent cases, and under current Board law, the phrase "working time" refers to the time when an employee is actually working, whereas working hours refers to the total time period when the employee may be on the employer's premises. *See Our Way, Inc.*, 268 NLRB 394 (1983); *see also St. George Warehouse, Inc.*, 331 NLRB 454 (2000).

⁴ *See Meier & Frank Co.*, 89 NLRB 1016, 1017 & n.2 (1950).

by reading postings on bulletin boards or paper memoranda. Today, employees are “tethered” to their jobs in excess of 12 hours per day (sometimes 24 hours per day), and they are armed by their employers with instantaneous communications gear. As the distinction between working time and personal time has blurred, it nevertheless remains true that an employer has a right to expect that, while it is paying its employees to do a job, they will devote their full attention to the task at hand. Of course, employees have always required a minimal amount of time even during working time to attend to urgent personal matters, and most employers make allowances accordingly. But, transforming a sound labor relations practice, or even a necessary one, into a right to co-opt an employer’s communications system is not a principle that necessarily or logically flows from these circumstances.⁵

When the focus is placed on the means or instrumentalities of communication, as it is to an extent by the Board’s Notice, it shifts the discussion away from the more critical issue that lies at the root of the national labor policy concerning employees’ rights under section 7 of the Act to engage in protected concerted activities. The point is not whether employees may use their employer’s telephone or e-mail system for, as the ALJ in this case recognized, the Board has held that employees have no statutory right to use these systems.⁶ The true issue is their ability to communicate: can the employees reach

⁵ See *Fleming Companies, supra*, at 194 (Chairman Hurtgen, dissenting).

⁶ *Amici* do not endorse an employer’s discriminatory enforcement of a broad no-solicitation/distribution rule as to union-related communications, where the employer has otherwise given its employees the unfettered use of its e-mail or other electronic communications systems for all purposes, personal and commercial. See *Fleming Companies*, 336 NLRB 192, 194 (2001).

out to each other for the purposes encompassed by section 7? It is unimportant that the employer's e-mail or computer system may be a convenient means, or even the most obviously convenient means for that purpose, for those devices and systems are the property of the employer. The Supreme Court and the Board have never held that employees are entitled to use the most convenient means of communication, or even the most effective means, so long as they are able in some fashion to exercise their section 7 rights. *NLRB v. USWA (NuTone, Inc.)*, *supra*.

In earlier days, or in some situations, perhaps employees could communicate with each other only when they were physically present in the workplace or through face-to-face interaction. *See Republic Aviation, Inc. v. NLRB*, 324 U.S. 793, 799 & n.3 (distinguishing cases involving mining or lumber camps); *NLRB v. The Babcock & Wilcox Co.*, 351 U.S. 105, 113 (1965). But, employees' means and opportunities for personal, non-work related communications are nearly limitless today. By 1990, 95 percent of all households in the United States had a telephone, and the number of cellular telephone subscribers has grown exponentially in the past decade.⁷ Government data show that by 2003 slightly more than 60 percent of all U.S. households had an

⁷ <http://www.census.gov/aprd/cqc/cqc26.pdf>. For convenient reference, of the Census Questionnaire Content, 1990 CQC-26 is attached hereto in the Appendix. Likewise, by 2001, nearly 110 million people in the United States used a cellular telephone, compared with only about 5 million subscribers in 1990. Statistical Abstract of the United States: 2001, Table No. 1150; U.S. Department of Commerce, Press Release, January 24, 2002. Copies of the Press Release and relevant tables from the Statistical Abstract are included in the Appendix.

Internet communication and e-mail.⁸ The majority of Americans have their own Internet connection in their homes, where they can access information regarding unions found on the Board's web site and those maintained by unions. And, the vast majority of Americans have free or low-cost access to the Internet available to them in the thousands of public libraries across the country.⁹

If employees wish to communicate with each other about unions, or if they wish to communicate with a union, they may do so quite easily without appropriating for their own use their employer's e-mail or computer systems.¹⁰ It is clear, then, that employees, regardless of their physical location in relation to each other, have just as many opportunities and means of communicating with each other -- and likely more -- as they have had in the past. The notion that an employer's e-mail or computer system is indispensable for employee communication or participation in protected concerted activity, or part of a theoretical cyber workplace, has no basis in fact.¹¹

⁸ The 2007 Statistical Abstract of the United States, available online at <http://www.census.gov/compendia/statab/>. The Board also may take notice of the fact that the largest Internet Service Providers (ISPs) in the world, America Online (AOL), Yahoo!, Google and others all provide free e-mail addresses to users. Internet access terminals are also available at no charge at numerous coffee shops across the country.

⁹ Statistical Abstract of the United States: 2006, Table Nos. 1143-45. Copies of these tables are included in the Appendix.

¹⁰ An employer may, of course, permit expressly employees or even an outside union to use its e-mail or computer system for such purposes. See, e.g., *Lockheed Martin Skunk Works*, 331 NLRB No. 104 (2000).

¹¹ The Supreme Court has insisted that Board presumptions have evidentiary support. *Republic Aviation Corp.*, *supra*, at 804-05; *NLRB v. USWA (NuTone, Inc.)*, *supra*, at 364.

The more basic difficulty in treating an e-mail or computer network as though it were the workplace (or a “work area”), instead of merely an instrumentality of the workplace, is that it assumes that there can be a span of time when employees are not working when sending or reading e-mails involving union organizing or other union-related matters. To paraphrase the Board’s famous pronouncement in *Peyton Packing Co.*, the e-mail system is for work. No employer has installed an e-mail system or computer network merely to facilitate employees’ communications with their co-workers or friends or family members for personal matters, for Internet shopping, or to play video games. These may be inevitable byproducts of the availability for business use of such devices, but they are hardly their central purpose.

To maintain productivity, to ensure that its computer network’s capacity is not restricted when it is needed for business purposes, an employer must have the ability to control the use of its communications and computer systems regardless of the purpose for which employees may wish to utilize them. Even if employees’ use of the computer system were limited to their own time during the work day, there is no practical or economical way to ensure, like there has been with in-person solicitation or distribution of paper, that e-mail messages sent during non-working time will be dealt with only during the recipient’s non-working time.

2. Long-standing Board election procedures obviate the need to invent new rules that would allow employees to pirate their employer’s electronic communications system.

It is well to remember that many cases involving the use of an employer’s e-mail system present an issue that pertains only to a single phase of the life of an organizing

campaign: the time prior to the filing of a petition for a representation election. While it may be one of the policies of section 7 of the Act to facilitate employees' efforts to unionize their employer, the statute places no time limit on that effort. In some cases, a union may require years of constant effort to secure the bare minimum 30 percent support for a petition; in other cases, a union may secure the requisite support almost immediately.

At the point when a union decides to file a petition for a Board-conducted election, the union achieves what is perhaps the most powerful assist that the law can afford it: the names and addresses of all eligible voters in the proposed election unit. *Excelsior Underwear, Inc.*, 156 NLRB 1236 (1966). Armed with the *Excelsior* list, the union has in its possession the ability to reach, at their homes, all of the eligible voters who have not already committed their support to the petitioning union by signing authorization cards or a petition. Why, at this critical pre-election juncture, do employees, or an outside union, need the additional boost of taking over the employer's e-mail system? Simply put, whether or not they have the use of their employer's e-mail system, employees will have ample ability to reach and be reached by their co-workers and a union that desires to represent them.

Likewise, in cases like the instant case, where there exists an ongoing collective bargaining relationship, the Union is in possession of sufficient information to enable it to reach its dues-paying members and other employees in the unit. In this case, the employer installed an e-mail system for the use of its employees for its own business purposes, not the Union's business purposes.

B. The Board Should Not Apply Its Traditional Rules Regarding Solicitation and/or Distribution to Employee's Use of Their Employer's E-mail System. Employers Should Be Entitled to Limit Access or Use of Their E-mail Communications and Computer Systems to Business Purposes, Regardless Whether Employees Occasionally Use Those Systems for Personal Use.

The Board has had occasion in a handful of cases¹² and in several Advice Memoranda¹³ to consider whether e-mail solicitation should be treated in the same manner as other forms of solicitation or distribution. As the Administrative Law Judge in this case recognized, the Board has held that employees do not possess a statutory right to use an employer's communications system. *Mid-Mountain Foods, Inc.*, 332 NLRB 229, 230 (2000). Likewise, as the ALJ noted in his opinion, non-discriminatory restrictions on

¹² *Lockheed Martin Skunk Works*, 331 NLRB No. 104 (2000); *Electronic Data Sys. Corp.*, 331 NLRB No. 52 (2000); *E.I. du Pont DeNemours & Co.*, 311 NLRB 893 (1993); *Fleming Cos., Inc.*, 336 NLRB No. 15 (2001); *United Services Automobile Ass'n*, 340 NLRB 784 (2003). Additionally, an oft-cited decision of an Administrative Law Judge in *The Prudential Insurance Company of America*, Cases 22-RC-12173 and 22-RC-12174 (Nov. 1, 2002, Green, ALJ), 2002 WL 31493320, addresses this issue.

¹³ *DHL Danzas Air & Ocean*, Case 13-CA-42041, Adv. Mem. Oct. 27, 2004 (disparate enforcement of e-mail policy, complaint under Section 8(a)(3) recommended); *Express Scripts, Inc.*, Case 28-CA-19675, Adv. Mem. Feb. 24, 2006 (evidence of discriminatory enforcement e-mail policy lacking, dismissal recommended); *Computer Associates Int'l*, Case 1-CA-38933, Adv. Mem. Oct. 26, 2001 (recommending complaint based on overly broad e-mail policy banning solicitation and use of e-mail system during non-work time hours); *Encompass Services Corp.*, Case 17-CA-20907, Adv. Mem. Jan. 18, 2001 (recommending dismissal of allegation concerning overly broad ban on use of e-mail where only supervisors had computers and access to e-mail); *GlassWerks SLB, LLC*, Case 32-CA-17870, Adv. Mem. March 30, 2000 (dismissal of charge regarding policy regarding use of electronic media recommended for dismissal because unit employees did not have access to the employer's electronic media); *IRIS-USA*, Case 32-CA-17763, Ad. Mem. Feb. 2, 2000 (recommending dismissal regarding e-mail policy because employees did not have access to e-mail or computers generally); *TU Electric*, Case 16-CA-19810, Adv. Mem. Oct. 18, 1999 (recommending issuance of complaint, overly broad, no-solicitation policy, e-mail system constitutes a "work area"); *Pratt & Whitney*, Cases 12-CA-18446, 12-CA-18722, 12-CA-18745, 12-CA-18863, Adv. Mem. Feb. 23, 1998 (because employees worked fairly constantly on e-mail and computer systems, some of them 75 to 80 percent of

the use of other employer communications properties such as bulletin boards, telephones, public address systems, video equipment and e-mail have been held by the Board not to violate the Act.¹⁴ The Board has held in one case that an employer violated Section 8(a)(1) of the Act by permitting its e-mail system to be used by employees for a wide variety of personal matters, but not union material. *E.I. du Pont DeNemours & Co.*, 311 NLRB 893, 919 (1993).

The premise of these opinions, however, appears to be, as the General Counsel and the Union in this case argue, that the employer's computers and computer systems, including e-mail, constitute a "work area" within the meaning of *Republic Aviation Corp.*, *supra*. See *Pratt & Whitney Adv. Mem.*, *supra*. Respectfully, *amici* suggest to the Board that this analogy is inapt. The Supreme Court in *Republic Aviation Corp.* focused on the place where the union-related communications took place and not the means or methods by which those communications were facilitated. What the Court was most concerned about was the balance struck by the Board "in working out an adjustment between the undisputed right of self-organization assured to employees under the Wagner Act and the equally undisputed right of employers to maintain discipline in their establishments." *Id.* at 797-98. And, as the Supreme Court noted, neither of the

time, e-mail system constitutes a "work area" and complete ban on all non-business use was overly broad and facially unlawful).

¹⁴ See ALJ Decision at 7 nn. 5-9.

workplaces involved in the *Republic Aviation Corp.* cases involved any unusual conditions in labor relations or the plant location.¹⁵

The Supreme Court and the Board have long recognized the right of employers to maintain production, discipline, and to secure their workplaces from unnecessary litter by implementing “plant rules” limiting the rights of employees to engage in solicitation and/or distribution. *See NLRB v. USWA (NuTone, Inc.)*, 357 U.S. 357, 361 (1958) (*citing Republic Aviation Corp.* and *Babcock and Wilcox Co.*); *see also Stoddard Quirk*, 138 NLRB 615 (1962). The Court expressly recognized that an employer may engage in “non-coercive anti-union solicitation at the same time as it limits the use of its own facilities for pro-union solicitation as such employer activities are protected by the “employer free speech” provision of Section 8(c) of the Act. *Id.* at 362.

Moreover, the Supreme Court has held that employees are not entitled to use every means of communication at their disposal:

Of course, the rules had the effect of closing off one channel of communications; but the Taft-Hartley Act does not command that labor organizations as a matter of abstract law, under all circumstances, be protected in the use of every possible means of reaching the minds of individual workers, nor that they are entitled to use a medium of communications simply because the employer is using it.

Id. at 363-64.

¹⁵ The two employers, Republic Aviation Corporation and the Le Tourneau Co. of Georgia, were not “like a mining or lumber camp where the employees pass their rest as well as their work time on the employer’s premises, so that union organization must proceed upon the employer’s premises or be seriously handicapped. *Id.* at 799 (footnote omitted).

Central to the accommodation between the Section 7 rights of employees and the concomitant rights of employers to maintain production, discipline and order is the principle expressed succinctly by the Board long ago in its decision in *Peyton Packing Co.*: “Working time is for work.” 49 NLRB at 843. If an employer’s e-mail system is to be used by employees for solicitation and distribution of union literature, it is inevitable that such activities will occur, at least in significant part, during working time. There is, simply put, no way around it. If the computer terminals used by the employees are desktop models, then employees would either have to remain on the Company’s premises before or after working time, and the employer, if it maintained strict hours of operation, would be obliged to maintain its plant or offices open for longer hours. Yet, allowing employees to remain at their desks through lunch periods, break periods, before their scheduled starting times or afterwards is fraught with risk to employers who must carefully account for all hours worked by employees lest they be held liable at a later date for claims of work performed for the employer “off the clock” in violation of the Fair Labor Standards Act of 1938.

In the case of employees who have laptop computers or other devices, such as personal digital assistants (PDAs), cell phones, or BlackBerries, through which they can access their employer’s e-mail system, there is nevertheless a substantial likelihood that they will either send or read e-mail solicitations for union activities during the same time that they would otherwise be working “on the clock” or in the interest of the employer. There is no efficient, inexpensive, or reliable method by which an employer can police the use of its e-mail system if employees seek to use it for union activities during working

time other than simply to restrict the use of the e-mail system entirely. It is neither realistic nor practical for employers to shut down their e-mail system simply to avoid its use by employees for limited personal purposes. Thus, the only practical method of controlling the use of the employer's e-mail system is to promulgate the type of rules that the employer in this case has instituted.

Denominating an e-mail system a "work area" is a misnomer and sets up a false analogy. The e-mail system is, fundamentally, simply a means of communication. The Board would no more condone the use of an employer's telephone system for the mass calling or distribution of voicemail messages supporting union activity or permitting employees to access the employer's payroll database to obtain the home addresses, telephone numbers, and other personal identifying data of employees simply because these devices are available to them in the workplace for legitimate business purposes. An employer's e-mail communications and computer systems are, in reality, the tools of production of the 21st century. They are not mere adjuncts to the operation of the business like a bulletin board. If employees, while they are on the employer's premises during the workday, are using the e-mail system for union business, the reality is they are doing so at times when they would otherwise be working in the interest of the employer.

Finally, accepting the premise that an employer's e-mail and computer systems constitute a "work area," as the Union argues in this case and as the Board has expressed the view in several of its Advice Memoranda, undermines rather than supports the position that employees should be free to use the employer's communication systems as sought here. If, indeed, the e-mail and computer systems are "work areas," then the

Board's prior cases permitting an employer to prohibit all forms of solicitation or distribution during working time and in working areas forecloses a result that would permit employees to engage in union solicitation using the employer's e-mail system even during their off-duty hours.

Today, America is largely a service-oriented society, where the "things" produced are often bits and bytes of information. Employees, essentially, carry their work areas with them, but that does not change the fundamental character of an employer's computer, e-mail system, or Internet access portal. It is one thing to say that employees may engage in solicitation while they are on the employer's property during non-working time. It is another thing to say that employees may use the employer's property in the form of its electronic communications network for that purpose.

CONCLUSION

As the Board considers this important issue for all employers in the United States, *amici* urge it to be mindful of the ever-growing "global economy" and the competitive environment in which American employers and their employees find themselves today.¹⁶ Consistent with the twin goals of the National Labor Relations Act, fostering collective bargaining and industrial peace, while at the same time ensuring that American employees and employers remain productive and competitive, the Board should exercise great caution in opening the portals of electronic communications systems that are integral to the operations of a business to non-business uses that, inevitably, will impair

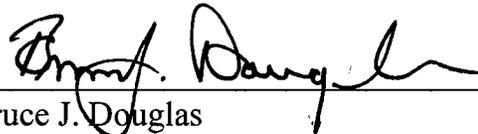
¹⁶ See generally Thomas L. Friedman, *THE WORLD IS FLAT* (2005).

productivity. In the case of e-mail and the use of the Internet, employers must retain the authority to restrict the use of its property for business purposes, while at the same time according to its employees a limited privilege, of necessity, to utilize these devices for occasional personal uses. Such limited uses, however, should not be stretched to the point sought by the Union in these cases.

Respectfully submitted,

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Dated: February 8, 2007.



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I certify that on February 8, 2007, I served a copy of the foregoing Brief of Amicus Curiae Minnesota Management Attorneys Association by U.S. Mail, postage prepaid, as follows:

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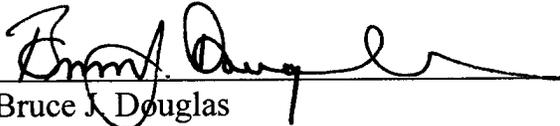
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Bruce J. Douglas

APPENDIX

Table 1143. Public Library Outlets Offering Programs for Adults: 2000

[In percent of outlets. For activities offered during a typical week during the prior year. Represents programs for which the outlet provided funding, materials, or staff to support the program or the library system ran the program within or on behalf of the outlet. Based on the Fast Response Survey System and subject to sampling error; see source for details]

Program	All outlets	Number of visits per week			Metropolitan status ¹		
		Less than 300	300 to 1,400	1,500 or more	Urban	Suburban	Rural
Computer/Internet instruction	56	36	59	77	68	59	49
Book/film discussions or presentations	43	22	45	69	56	50	34
Cultural performances ²	41	11	48	71	60	51	28
Recreational activities ²	39	24	40	59	52	50	29
Parenting skills	20	6	22	38	28	24	15
Financial planning/investment information	18	4	19	38	30	26	11
Employment/career guidance	17	8	20	24	31	18	12
College/continuing education guidance	15	9	18	18	21	14	13
Citizenship preparation	5	5	4	5	7	6	3

¹ Urban = inside central city; Suburban = in metro area, outside of a central city; Rural = outside a metro area. ² Such as crafts and hobbies.

Source: U.S. National Center for Education Statistics, Fast Response Survey System, *Programs for Adults in Public Library Outlets*, NCES 2003-010, November 2002.

Table 1144. Public Libraries by Selected Characteristics: 2002

[8,586 represents \$8,586,000,000. Based on survey of public libraries. Data are for public libraries in the 50 states and the District of Columbia. The response rates for these items are between 98 and 100 percent]

Population of service area	Number of—		Operating income—			Paid staff ³		Libraries with Internet access
	Public libraries	Stationary outlets ¹	Total (mil. dol.) ²	Source (percent)		Total	Librarians with ALA-MLS ⁴	
				State government	Local government			
Total	9,137	16,486	8,586	11.7	79.1	136,219	30,428	8,876
1,000,000 or more	23	960	1,217	9.3	77.9	15,933	4,483	23
500,000 to 999,000	54	1,152	1,375	14.0	78.0	19,634	4,876	54
250,000 to 499,999	94	1,086	983	11.8	80.8	15,212	3,733	94
100,000 to 249,999	329	2,023	1,418	10.8	81.7	22,833	4,940	329
50,000 to 99,999	530	1,616	1,110	13.3	78.8	17,929	3,977	529
25,000 to 49,999	922	1,738	1,039	12.0	79.8	17,359	4,002	918
10,000 to 24,999	1,758	2,260	889	11.5	78.6	15,662	3,157	1,754
5,000 to 9,999	1,446	1,612	324	11.3	76.2	6,252	900	1,436
2,500 to 4,999	1,315	1,358	131	7.1	75.1	2,893	242	1,288
1,000 to 2,499	1,631	1,644	77	6.3	69.9	1,931	99	1,571
Fewer than 1,000	1,035	1,037	22	7.4	66.8	581	18	880

¹ The sum of central and branches libraries. The total number of central libraries was 8,986; the total of branch libraries was 7,500. ² Includes income from the federal government (0.6%) and other sources (8.7%), not shown separately. ³ Full-time equivalents. ⁴ Librarians with master's degrees from a graduate library education program accredited by the American Library Association (ALA). Total librarians, including those without ALA-MLS, were 44,920.

Source: U.S. National Center for Education Statistics, *Public Libraries in the United States: 2002*, NCES 2005-356, March 2005.

Table 1145. Public Library Use of the Internet: 2004

[In percent, except number of outlets. As of spring. Based on sample survey; see source for details]

Item	Metropolitan status ¹				Poverty status ²		
	Total	Urban	Suburban	Rural	Less than 20 percent	20 to 40 percent	More than 40 percent
All libraries outlets ³	16,192	2,868	5,270	8,054	13,579	2,432	181
Connected to the Internet	99.6	99.7	99.7	99.5	99.7	99.2	100.0
Connected with public access	98.9	98.5	99.4	98.7	99.0	96.3	98.1
Average number of workstations	10.4	17.3	13.0	6.7	9.7	12.5	27.2
Speed of access: ⁴							
128kbps or less	12.8	5.6	6.5	18.6	12.1	16.6	18.0
129kbps-1.5mbps	45.2	51.7	46.1	42.7	45.1	45.6	49.0
Greater than 1.5mbps	20.3	33.0	25.9	13.2	19.3	25.4	23.5
Public access Internet content or service filtering/blocking:							
The library does not filter	58.2	68.3	58.1	56.6	58.7	53.8	62.3
Each public access workstation	16.7	10.4	14.1	19.2	16.5	19.5	7.9
Entire network in the library	13.4	16.3	13.1	13.0	12.7	19.3	21.8
All computers due to local community network with a public school	2.6	0.9	1.6	3.5	2.7	2.6	(NA)
All computers due to library consortium	6.2	5.4	12.3	3.2	6.7	2.2	7.9

NA Not available. ¹ Urban = inside central city; Suburban = in metro area, outside of a central city; Rural = outside a metro area. ² Determined by the 2000 poverty status of the service area of the outlet. ³ Central libraries and branches; excludes bookmobiles.

Source: Information Use Management and Policy Institute, College of Information, Florida State University, Tallahassee, FL, *Public Libraries and the Internet 2004: Survey Results and Findings*, by John Carlo Bertot, Charles R. McClure, and Paul T. Jaeger, Florida State University, Tallahassee, FL.

Table 1146. Internet Access and Usage and Online Service Usage: 1997 to 2004, and by Characteristic, 2004

[For persons 18 years old and over (193,462 represents 193,462,000). As of spring for 1997 and 2000; as of fall 2003 and 2004. Based on sample and subject to sampling error; see source for details]

Item	Any online/Internet usage in the past 30 days		Have Internet access			Used the Internet in the last 30 days		
	Total adults		Home or work or other	Home only	Work only	Home or work or other	Home only	Work only
Total adults, 1997 (1,000)	193,462	31,686	46,305	25,500	22,931	29,127	16,640	13,806
Total adults, 2000 (1,000)	199,438	90,458	112,949	77,621	50,476	86,289	65,471	40,449
Total adults, 2003 (1,000)	209,657	131,839	165,898	128,549	73,315	128,417	107,604	62,159
Total adults, 2004 ¹ (1,000)	213,454	134,440	168,582	132,395	73,570	130,964	111,052	61,469
PERCENT DISTRIBUTION	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Age:								
18 to 34 years old	31.4	36.8	33.7	31.7	33.4	37.0	34.3	33.3
35 to 54 years old	39.6	44.7	42.7	45.9	52.9	44.8	46.5	53.5
55 years old and over	29.0	18.5	23.5	22.4	13.7	18.2	19.2	13.2
Sex:								
Male	48.0	48.2	48.2	49.2	51.2	48.2	48.7	50.8
Female	52.0	51.8	51.8	50.8	48.8	51.8	51.3	49.2
Census region: ²								
Northeast	19.1	20.1	19.8	20.5	20.9	20.2	20.7	21.1
Midwest	22.6	23.4	23.9	22.9	23.0	23.3	22.7	22.1
South	36.2	33.2	34.1	33.4	33.1	33.0	33.1	32.8
West	22.1	23.3	22.2	23.2	23.0	23.4	23.5	24.0
Household size:								
1 to 2 persons	47.4	41.7	43.5	40.3	42.1	41.7	40.6	42.3
3 to 4 persons	37.1	42.9	40.9	43.4	44.0	43.0	43.9	44.0
5 or more persons	15.5	15.4	15.5	16.3	13.9	15.3	15.4	13.7
Any child in household	41.3	45.6	44.1	45.9	46.9	45.6	46.0	46.9
Marital status:								
Single	24.5	26.7	25.2	22.8	23.6	26.8	24.4	23.5
Married	56.6	59.7	59.3	64.2	62.7	59.7	63.0	63.3
Other	19.0	13.6	15.5	13.0	13.7	13.5	12.5	13.2
Educational attainment:								
Graduated college plus	24.8	35.7	30.1	34.8	46.1	36.2	38.6	50.0
Attended college	27.1	33.4	30.8	31.5	31.3	33.6	33.0	31.0
Did not attend college	48.2	30.9	39.1	33.7	22.5	30.2	28.4	18.9
Employed full-time	53.2	63.2	58.9	60.7	87.9	63.4	62.3	89.3
Employed part-time	10.9	12.3	11.8	12.2	11.4	12.4	12.8	10.3
Occupation of the employed:								
Professional	12.7	18.6	15.7	17.8	29.2	18.9	19.7	30.2
Management/business/financial	9.9	14.0	12.0	13.5	22.4	14.2	14.5	24.9
Sales/office	16.0	20.9	18.7	18.9	29.3	21.2	20.1	30.0
Natural resources/construction/maintenance	6.6	5.7	6.2	6.0	5.1	5.6	5.5	4.2
Other	18.9	16.3	18.1	16.8	13.4	16.0	15.4	10.4
Type of firm of employed:								
Business	35.0	39.8	37.5	38.2	51.2	40.0	39.5	51.7
Government	10.1	13.8	12.1	12.9	21.1	13.9	13.6	21.2
Other	18.8	21.9	21.0	21.8	27.0	21.9	22.0	26.8
Household income:								
Less than \$50,000	48.8	32.9	39.5	31.5	21.9	32.5	29.0	19.5
\$50,000 to \$74,999	20.3	24.3	23.0	24.5	24.6	24.3	24.6	23.4
\$75,000 to \$149,999	24.1	33.1	29.0	33.7	40.7	33.3	35.5	43.0
\$150,000 or more	6.8	9.7	8.4	10.3	12.9	9.9	10.9	14.1

¹ Includes other labor force status, not shown separately. ² For composition of regions, see map inside front cover.

Source: Mediamark Research Inc., New York, NY, *CyberStats*, fall 2003 and 2004; and spring 1997 and 2000 (copyright). See Internet site <<http://www.mriplus.com/pocketpiece.html>>.

Table 1147. Online Activities, 2001 and 2003, and by Type of Home Internet Connection, 2003

[In percent. As of September 2001 and October 2003. Represents percent of Internet users 15 years old and over. Based on the Current Population Survey and subject to sampling error; see source and Appendix III]

Activity	Online activities from any location		Online activities by type of home Internet connection, 2003		
	2001	2003	None	Dial-up	Broadband
E-mail or instant messaging	86.9	87.8	71.2	88.9	93.0
Playing games	36.5	38.1	29.6	37.1	43.1
Listening to radio or viewing TV or movies	18.9	21.7	16.1	17.3	30.9
Purchase products or services	44.1	52.1	33.5	49.2	64.3
Take a course online	4.0	6.4	5.2	5.7	8.0
Trade stocks, bonds or mutual funds	8.6	6.8	3.0	5.8	9.9
Bank online	17.4	27.8	16.3	23.8	38.7
Search for product or service information	73.2	76.5	63.1	75.7	83.3
Get news, weather or sports information	66.0	66.5	50.4	64.4	76.2
Search for information on health services or practices	34.1	41.6	32.2	40.0	47.9
Search for information about government services or agencies	30.1	35.7	29.5	33.4	41.9
Search for a job	16.0	18.7	19.9	16.9	21.1

Source: U.S. Department of Commerce, National Telecommunications and Information Administration, *A Nation Online: Entering the Broadband Age*, September 2004. See Internet site <<http://www.ntia.doc.gov/reports/anol/index.html>>.

Table 1148. Household Internet Connections by Type: 2003

[As of October. Based on the Current Population Survey and subject to sampling error; see source and Appendix III]

Characteristic	Internet households ¹		Type of Internet connection—percent distribution					
	Total	Percent of all households	Dial-up telephone		Cable modem		Digital subscriber line	
			Number	Percent	Number	Percent	Number	Percent
All households ²	61,481	54.6	38,593	62.8	12,638	20.6	9,335	15.2
Age of householder:								
Under 25 years old	3,295	46.9	1,833	55.6	803	24.4	614	18.6
25 to 34 years old	11,750	60.2	6,920	58.9	2,640	22.5	2,020	17.2
35 to 44 years old	15,447	65.2	9,434	61.1	3,344	21.7	2,497	16.2
45 to 54 years old	14,885	65.1	9,060	60.9	3,208	21.6	2,402	16.1
55 years old and over	16,103	40.8	11,346	70.5	2,643	16.4	1,802	11.2
Sex of householder:								
Male	34,921	58.6	21,430	61.4	7,460	21.4	5,518	15.8
Female	26,559	50.1	17,163	64.6	5,179	19.5	3,817	14.4
Educational attainment:								
Elementary school	926	14.0	734	79.3	98	10.6	84	9.1
Some high school	2,507	24.3	1,829	73.0	359	14.3	275	11.0
High school diploma/GED	14,750	43.0	10,478	71.0	2,380	16.1	1,691	11.5
Some college	18,793	62.4	12,037	64.1	3,794	20.2	2,661	14.2
Bachelor's degree or more	24,504	78.3	13,514	55.2	6,007	24.5	4,624	18.9
Employment status of householder:								
Employed	46,008	63.9	28,074	61.0	9,930	21.6	7,346	16.0
Unemployed	1,873	50.0	1,207	64.5	379	20.3	274	14.7
Not in the labor force	13,600	36.9	9,311	68.5	2,329	17.1	1,714	12.6
Family income:								
Less than \$15,000	3,681	22.9	2,555	69.4	584	15.9	477	13.0
15,000 to 24,999	3,839	33.5	2,786	72.6	600	15.6	418	10.9
25,000 to 34,999	5,855	45.6	4,137	70.7	921	15.7	694	11.9
35,000 to 49,999	8,867	62.8	6,213	70.1	1,391	15.7	1,138	12.8
50,000 to 74,999	12,429	76.0	7,918	63.7	2,531	20.4	1,814	14.6
75,000 to 99,999	7,774	84.1	4,440	57.1	1,919	24.7	1,321	17.0
100,000 to 149,999	5,811	90.4	2,726	46.9	1,771	30.5	1,207	20.8
150,000 and over	3,753	92.4	1,482	39.5	1,242	33.1	961	25.6

¹ Includes households with other types of connections, not shown separately. ² Includes households with family income not reported.

Source: U.S. Department of Commerce, National Telecommunications and Information Administration, *A Nation Online: Entering the Broadband Age*, September 2004; and unpublished data. See Internet site <<http://www.ntia.doc.gov/reports/anol/index.html>>.

Table 1147. Online Activities, 2001 and 2003, and by Type of Home Internet Connection, 2003

[In percent. As of September 2001 and October 2003. Represents percent of Internet users 15 years old and over. Based on the Current Population Survey and subject to sampling error; see source and Appendix III]

Activity	Online activities from any location		Online activities by type of home Internet connection, 2003		
	2001	2003	None	Dial-up	Broadband
E-mail or instant messaging	86.9	87.8	71.2	88.9	93.0
Playing games	36.5	38.1	29.6	37.1	43.1
Listening to radio or viewing TV or movies	18.9	21.7	16.1	17.3	30.9
Purchase products or services	44.1	52.1	33.5	49.2	64.3
Take a course online	4.0	6.4	5.2	5.7	8.0
Trade stocks, bonds or mutual funds	8.6	6.8	3.0	5.8	9.9
Bank online	17.4	27.8	16.3	23.8	38.7
Search for product or service information	73.2	76.5	63.1	75.7	83.3
Get news, weather or sports information	66.0	66.5	50.4	64.4	76.2
Search for information on health services or practices	34.1	41.6	32.2	40.0	47.9
Search for information about government services or agencies	30.1	35.7	29.5	33.4	41.9
Search for a job	16.0	18.7	19.9	16.9	21.1

Source: U.S. Department of Commerce, National Telecommunications and Information Administration, *A Nation Online: Entering the Broadband Age*, September 2004. See Internet site <<http://www.ntia.doc.gov/reports/anol/index.html>>.

Table 1148. Household Internet Connections by Type: 2003

[As of October. Based on the Current Population Survey and subject to sampling error; see source and Appendix III]

Characteristic	Internet households ¹		Type of Internet connection—percent distribution					
	Total	Percent of all households	Dial-up telephone		Cable modem		Digital subscriber line	
			Number	Percent	Number	Percent	Number	Percent
All households ²	61,481	54.6	38,593	62.8	12,638	20.6	9,335	15.2
Age of householder:								
Under 25 years old	3,295	46.9	1,833	55.6	803	24.4	614	18.6
25 to 34 years old	11,750	60.2	6,920	58.9	2,640	22.5	2,020	17.2
35 to 44 years old	15,447	65.2	9,434	61.1	3,344	21.7	2,497	16.2
45 to 54 years old	14,885	65.1	9,060	60.9	3,208	21.6	2,402	16.1
55 years old and over	16,103	40.8	11,346	70.5	2,643	16.4	1,802	11.2
Sex of householder:								
Male	34,921	58.6	21,430	61.4	7,460	21.4	5,518	15.8
Female	26,559	50.1	17,163	64.6	5,179	19.5	3,817	14.4
Educational attainment:								
Elementary school	926	14.0	734	79.3	98	10.6	84	9.1
Some high school	2,507	24.3	1,829	73.0	359	14.3	275	11.0
High school diploma/GED	14,750	43.0	10,478	71.0	2,380	16.1	1,691	11.5
Some college	18,793	62.4	12,037	64.1	3,794	20.2	2,661	14.2
Bachelor's degree or more	24,504	78.3	13,514	55.2	6,007	24.5	4,624	18.9
Employment status of householder:								
Employed	46,008	63.9	28,074	61.0	9,930	21.6	7,346	16.0
Unemployed	1,873	50.0	1,207	64.5	379	20.3	274	14.7
Not in the labor force	13,600	36.9	9,311	68.5	2,329	17.1	1,714	12.6
Family income:								
Less than \$15,000	3,681	22.9	2,555	69.4	584	15.9	477	13.0
15,000 to 24,999	3,839	33.5	2,786	72.6	600	15.6	418	10.9
25,000 to 34,999	5,855	45.6	4,137	70.7	921	15.7	694	11.9
35,000 to 49,999	8,867	62.8	6,213	70.1	1,391	15.7	1,138	12.8
50,000 to 74,999	12,429	76.0	7,918	63.7	2,531	20.4	1,814	14.6
75,000 to 99,999	7,774	84.1	4,440	57.1	1,919	24.7	1,321	17.0
100,000 to 149,999	5,811	90.4	2,726	46.9	1,771	30.5	1,207	20.8
150,000 and over	3,753	92.4	1,482	39.5	1,242	33.1	961	25.6

¹ Includes households with other types of connections, not shown separately. ² Includes households with family income not reported.

Source: U.S. Department of Commerce, National Telecommunications and Information Administration, *A Nation Online: Entering the Broadband Age*, September 2004; and unpublished data. See Internet site <<http://www.ntia.doc.gov/reports/anol/index.html>>.

Table 1149. Households With Computers and Internet Access by Selected Characteristic: 2003

[Percent of households in specified group. As of October. Based on the Current Population Survey and subject to sampling error; for details, see source. See also text, Section 1, and Appendix III]

Characteristic	Households with computers				Households with Internet access			
	Total	Rural ¹	Urban ¹	Central city ¹	Total	Rural ¹	Urban ¹	Central city ¹
All households	61.8	61.9	61.7	56.9	54.6	54.1	54.8	49.3
Age of householder:								
Under 25 years old	56.5	52.5	57.2	56.6	46.9	43.3	47.5	46.0
25 to 34 years old	68.6	71.6	67.8	64.3	60.2	62.1	59.7	56.1
35 to 44 years old	73.2	75.3	72.6	65.8	65.2	66.2	64.9	57.0
45 to 54 years old	71.9	71.5	72.1	65.3	65.1	63.9	65.6	58.4
55 years old or over	46.6	46.7	46.6	41.5	40.8	40.3	40.9	35.4
Sex:								
Male	65.6	64.2	66.2	61.3	58.6	56.3	59.5	54.2
Female	57.4	58.6	57.1	52.5	50.1	51.1	49.8	44.4
Education of householder:								
Elementary	20.6	18.1	21.6	20.7	14.0	12.7	14.5	13.2
Some high school	32.7	34.7	32.0	28.0	24.3	26.3	23.6	20.1
High school graduate or GED	51.1	56.5	48.7	43.0	43.0	47.5	41.1	34.6
Some college	70.6	73.3	69.7	65.4	62.4	64.8	61.6	56.7
BA degree or more	83.3	84.4	83.0	80.1	78.3	79.3	78.1	74.3
Household income:								
Under \$5,000	35.6	29.8	37.0	33.6	26.8	20.0	28.4	24.3
\$5,000 to \$9,999	26.9	24.4	27.5	27.0	20.0	17.7	20.6	20.4
\$10,000 to \$14,999	31.7	31.7	31.7	32.2	23.7	23.6	23.7	23.2
\$15,000 to \$19,999	38.2	36.7	38.8	37.8	29.4	26.9	30.3	28.8
\$20,000 to \$24,999	46.1	47.7	45.5	45.6	36.7	36.6	36.7	37.8
\$25,000 to \$34,999	55.4	55.7	55.4	54.7	45.6	46.3	45.4	44.5
\$35,000 to \$49,999	71.1	72.6	70.6	70.0	62.8	62.3	63.0	62.0
\$50,000 to \$74,999	81.9	82.4	81.7	81.7	76.0	75.8	76.1	75.1
\$75,000 to \$99,999	88.1	87.9	88.2	85.6	84.1	84.1	84.1	81.7
\$100,000 to \$149,999	92.9	92.2	93.2	89.8	90.4	89.7	90.6	86.0
\$150,000 or more	94.7	95.0	94.7	92.3	92.4	91.6	92.5	91.8

¹ See text, Section 1, and Appendix II.

Source: U.S. Department of Commerce, National Telecommunications and Information Administration, *A Nation Online: Entering the Broadband Age*, September 2004; and unpublished data. See Internet site <<http://www.ntia.doc.gov/reports/anol/index.html>>.

Table 1150. Households With Computers and Internet Access: 1998 and 2003

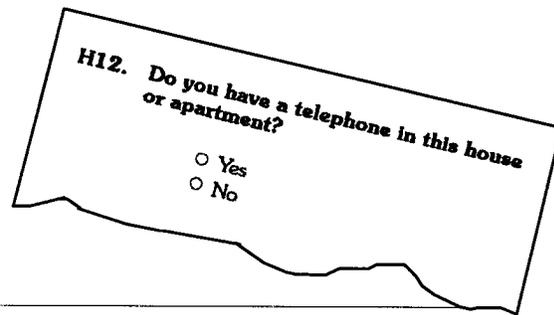
[Percent of all households. As of October. Based on survey and subject to sampling error; for details, see source]

State	1998		2003		State	1998		2003	
	Computers	Internet access	Computers	Internet access		Computers	Internet access	Computers	Internet access
U.S.	42.1	26.2	61.8	54.6	MO	41.8	24.3	60.7	53.0
AL	34.3	21.6	53.9	45.7	MT	40.9	21.5	59.5	50.4
AK	62.4	44.1	72.7	67.6	NE	42.9	22.9	66.1	55.4
AZ	44.3	29.3	64.3	55.2	NV	41.6	26.5	61.3	55.2
AR	29.8	14.7	50.0	42.4	NH	54.2	37.1	71.5	65.2
CA	47.5	30.7	66.3	59.6	NJ	48.1	31.3	65.5	60.5
CO	55.3	34.5	70.0	63.0	NM	42.2	25.8	53.9	44.5
CT	43.8	31.8	69.2	62.9	NY	37.3	23.7	60.0	53.3
DE	40.5	25.1	64.3	56.8	NC	35.0	19.9	57.7	51.1
DC	41.4	24.2	59.5	53.2	ND	40.2	20.6	61.2	53.2
FL	39.5	27.8	61.0	55.6	OH	40.7	24.6	58.8	52.5
GA	35.8	23.9	60.6	53.5	OK	37.8	20.4	55.4	48.4
HI	42.3	27.9	63.3	55.0	OR	51.3	32.7	67.0	61.0
ID	50.0	27.4	69.2	56.4	PA	39.3	24.9	60.2	54.7
IL	42.7	26.5	60.0	51.1	RI	41.0	27.1	62.3	55.7
IN	43.5	26.1	59.6	51.0	SC	35.7	21.4	54.9	45.6
IA	41.4	21.8	64.7	57.1	SD	41.6	23.9	62.1	53.6
KS	43.7	25.7	63.8	54.3	TN	37.5	21.3	56.7	48.9
KY	35.9	21.1	58.1	49.6	TX	40.9	24.5	59.0	51.8
LA	31.1	17.8	52.3	44.1	UT	60.1	35.8	74.1	62.6
ME	43.4	26.0	67.8	57.9	VT	48.7	31.8	65.5	58.1
MD	46.3	31.0	66.0	59.2	VA	46.4	27.9	66.8	60.3
MA	43.4	28.1	64.1	58.1	WA	56.3	36.6	71.4	62.3
MI	44.0	25.4	59.9	52.0	WV	28.3	17.6	55.0	47.6
MN	47.6	29.0	67.9	61.6	WI	43.0	25.1	63.8	57.4
MS	25.7	13.6	48.3	38.9	WY	46.1	22.7	65.4	57.7

Source: U.S. Department of Commerce, National Telecommunications and Information Administration, *Falling through the Net: Defining the Digital Divide*, July 1999; and *A Nation Online: Entering the Broadband Age*, September 2004; and unpublished data. See Internet site <<http://www.ntia.doc.gov/reports/anol/index.html>>.

We asked... You told us

Telephone and Vehicle Availability



The Census Bureau conducts a census of population and housing every 10 years. This bulletin is one of a series that shows the questions asked in the 1990 census and the answers that you, the American people, gave. Each bulletin focuses on a question or group of questions appearing on the 1990 census questionnaires.

Telephone Availability

In question H12 on the 1990 census forms, we asked people to tell us if they had a telephone in the house or apartment where they lived.

From what you told us, we learned that:

- In 1990, 95 percent of all households in the United States had a telephone (see chart). Thirty years earlier, only 78 percent of households reported having a telephone. By 1970, the proportion had increased to 87 percent, and by 1980, this figure was 93 percent.
- Among the regions in 1990, the South had the lowest percentage of households equipped with a telephone (92 percent). By contrast, the Northeast, Midwest, and West each had 96 percent. The lower percentage in the South continued a 30-year trend.
- At the State level, the percentage of households with a telephone varied from a high of 98 percent in Massachusetts and Minnesota to a low of 87 percent in Mississippi. Only four other States had percentages at or below 90 percent: New Mexico (88 percent), Arkansas (89 percent), and Kentucky and West Virginia (each with 90 percent).
- Owners were much more likely than renters to have a telephone available for their use. Nationally, 98 percent of owners had a telephone in 1990, compared with 89 percent of renters.

Who Uses This Information? Just a few examples:

Telephone Availability:

- Government agencies to determine whether elderly, handicapped, and low-income persons have access to communication in case they need emergency medical services
- Telephone companies to locate potential areas for expanding their services

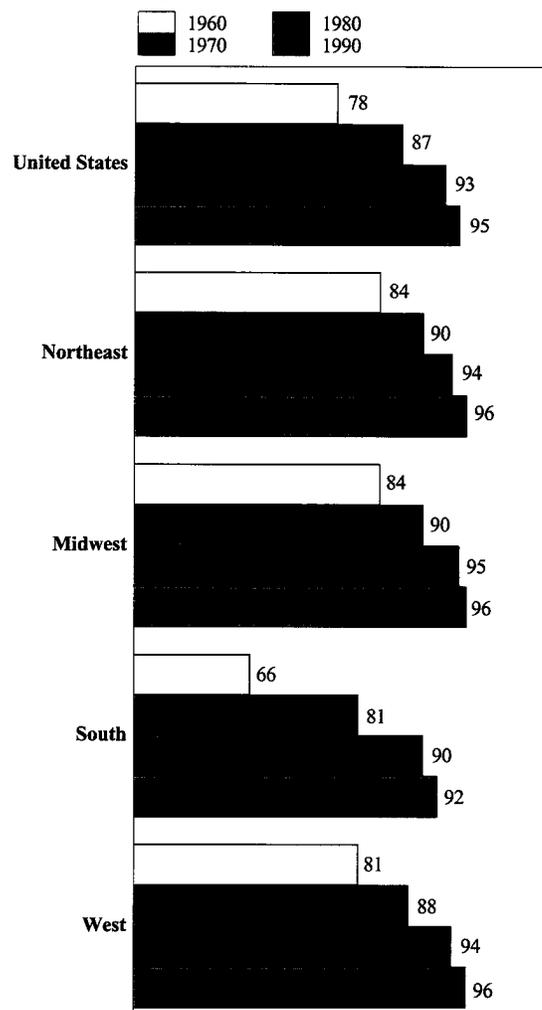
Vehicle Availability:

- State and local government agencies to assess the need for highway development projects and for expanding public transit systems
- Environmental protection agencies to analyze energy consumption and forecast energy needs

Note: The data on telephone and vehicle availability are based on a sample and are subject to sampling variability.

Telephones Have Become Increasingly Prevalent

Percent of Households With a Telephone, by Region: 1960 to 1990



Census Trivia: According to the 1990 census, which State had the highest percentage of households with three or more vehicles? (Answer on reverse.)

No. 1149. Telephone Systems—Summary: 1985 to 1999

[112 represents 112,000,000. Covers principal carriers filing annual reports with Federal Communications Commission]

Item	Unit	1985	1990	1993	1994	1995	1996	1997	1998	1999
LOCAL EXCHANGE CARRIERS ¹										
Carriers ²	Number	55	51	53	52	53	51	51	52	52
Access lines	Millions	112	130	149	157	166	178	194	205	228
Business access lines	Millions	31	36	41	42	46	49	53	57	58
Residential access lines	Millions	79	89	96	98	101	104	108	110	115
Other access lines (public, mobile, special)	Millions	2	6	13	17	19	25	33	38	55
Number of local calls (originating)	Billions	365	402	447	465	484	504	522	544	554
Number of toll calls (originating)	Billions	(NA)	63	78	83	94	95	101	97	102
Gross book cost of plant	Bil. dol.	191	240	264	272	284	296	309	325	342
Depreciation and amortization reserves	Bil. dol.	49	89	107	116	127	138	149	163	176
Net plant	Bil. dol.	142	151	156	157	157	158	160	161	166
Total assets	Bil. dol.	162	180	192	196	197	198	198	200	204
Total stockholders equity	Bil. dol.	63	74	73	72	72	74	72	70	67
Operating revenues	Bil. dol.	73	84	90	93	96	101	103	108	113
Local revenues	Bil. dol.	32	37	42	43	46	50	52	55	58
Operating expenses ³	Bil. dol.	48	62	66	70	72	74	75	78	79
Net operating income ⁴	Bil. dol.	13	14	14	13	14	16	16	18	20
Net income	Bil. dol.	9	11	5	9	11	13	12	12	13
Employees	(1,000)	(NA)	569	507	474	447	437	435	436	436
Compensation of employees	Bil. dol.	(NA)	23	23	22	21	23	22	23	24
Average monthly residential local telephone rate ⁵	Dollars	(NA)	19.24	19.95	19.81	20.01	19.95	19.88	19.76	19.87
Average monthly single-line business telephone rate ⁵	Dollars	(NA)	41.21	42.57	41.64	41.80	41.81	41.67	41.29	41.00
LONG DISTANCE CARRIERS										
Number of carriers with presubscribed lines	Number	(NA)	325	436	511	583	621	(NA)	(NA)	(NA)
Number of presubscribed lines	Millions	(NA)	132	143	148	153	159	(NA)	(NA)	(NA)
Total toll service revenues	Bil. dol.	43	52	62	67	74	82	89	94	99
Interstate switched access minutes	Bil. min.	167	307	371	401	432	468	497	519	574
INTERNATIONAL TELEPHONE SERVICE ⁶										
Number of U.S. billed calls	Millions	411	984	1,926	2,313	2,821	3,485	4,233	4,439	5,215
Number of U.S. billed minutes	Millions	3,350	7,215	11,393	13,393	15,837	19,119	22,611	24,026	27,966
U.S. billed revenues	Mil. dol.	3,435	7,626	11,353	12,255	13,990	14,079	15,135	14,154	14,398
U.S. carrier revenue net of settlements with foreign carriers	Mil. dol.	2,305	4,863	7,704	7,966	9,054	8,434	9,691	9,681	9,836
Revenue from private-line service	Mil. dol.	172	201	365	432	432	649	840	902	1,181
Revenue from resale service	Mil. dol.	(NA)	167	593	1,120	1,687	3,457	4,088	4,876	4,254

NA Not available. ¹ Gross operating revenues, gross plant, and total assets of reporting carriers estimated at more than 90 percent of total industry. New accounting rules became effective in 1990; prior years may not be directly comparable on a one-to-one basis. Includes Virgin Islands, and prior to 1993, Puerto Rico. ² The reporting threshold for carriers is \$100 million in annual operating revenue. ³ Excludes taxes. ⁴ After tax deductions. ⁵ Based on surveys conducted by FCC. ⁶ Beginning 1993, includes calls to and from Alaska, Hawaii, Puerto Rico, Canada, and Mexico.

Source: U.S. Federal Communications Commission, *Statistics of Communications Common Carriers*, annual.

No. 1150. Cellular Telephone Industry: 1990 to 2000

[Calendar year data, except as noted (5,283 represents 5,283,000). Based on a survey mailed to all cellular, personal communications services, and enhanced special mobile radio (ESMR) systems. For 2000 data, the universe was 2,440 systems and the response rate was 86 percent. The number of operational systems in 2000 differs from that reported for previous periods as a result of the consolidated operation of ESMR systems in a broader service area instead of by a city-to-city basis]

Item	Unit	1990	1994	1995	1996	1997	1998	1999	2000
Systems	Number	751	1,581	1,627	1,740	2,228	3,073	3,518	2,440
Subscribers	1,000	5,283	24,134	33,786	44,043	55,312	69,209	86,047	109,478
Cell sites ¹	Number	5,616	17,920	22,663	30,045	51,600	65,887	81,698	104,288
Employees	Number	21,382	53,902	68,165	84,161	109,387	134,754	155,817	184,449
Service revenue	Mil. dol.	4,548	14,229	19,081	23,635	27,486	33,133	40,018	52,466
Roamer revenue ²	Mil. dol.	456	1,830	2,542	2,781	2,974	3,501	4,085	3,883
Capital investment	Mil. dol.	6,282	18,939	24,080	32,574	46,058	60,543	71,265	89,624
Average monthly bill ³	Dollars	80.90	56.21	51.00	47.70	42.78	39.43	41.24	45.27
Average length of call ³	Minutes	2.20	2.24	2.15	2.32	2.31	2.39	2.38	2.56

¹ The basic geographic unit of a wireless PCS or cellular system. A city or county is divided into smaller "cells," each of which is equipped with a low-powered radio transmitter/receiver. The cells can vary in size depending upon terrain, capacity demands, etc. By controlling the transmission power, the radio frequencies assigned to one cell can be limited to the boundaries of that cell. When a wireless PCS or cellular phone moves from one cell toward another, a computer at the switching office monitors the movement and at the proper time, transfers or hands off the phone call to the new cell and another radio frequency. ² Service revenue generated by subscribers' calls outside of their system areas. ³ As of December 31.

Source: Cellular Telecommunications & Internet Association, Washington, DC, *Semiannual Wireless Survey* (copyright).

U.S. Census Bureau

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Radio sound bites**Cell Phone Users Surpass 100 Million,
According to New Statistical Abstract**

Nearly 110 million people in the United States used a cellular telephone in 2000 compared with about 5 million subscribers in 1990, according to the Statistical Abstract of the United States: 2001 released today by the Commerce Department's Census Bureau.

"Over the decade, the average monthly cell phone bill decreased from \$81 to \$45," said Lars Johanson, technical coordinator of the annual publication. "Another indicator of the spectacular growth of the industry was the jump in its employees, from about 21,000 to 185,000."

The Abstract, published every year since 1878, features new tables with data from Census 2000 and revised economic census tables that use the new North American Industry Classification System categories. The new edition has more than 1,400 tables and charts with statistics from the most recent year or period available. It also features a new section on hotels and restaurants.

Other highlights:

- In the spring of 1999, 46 million adults said they attended a musical performance sometime in the previous year, 35 million surfed the Internet, 32 million did crossword puzzles, 11 million played bingo and 7 million flew a kite.
- Also, in the spring of 1999, 6.2 million householders said they remodeled their bathrooms in the prior year; 4.7 million redid their kitchens; and 3.4 million refinished their bedrooms. About 2.5 million households added a deck, porch or patio.
- Teenage birth rates (ages 15 to 19) fell to an all-time low in 1999, 49.6 births per 1,000. This was 20 percent lower than the peak reported in 1991 when the rate was 62.1 births per 1,000.

- U.S. consumption of red meat and poultry increased from 63 billion pounds in 1990 to 76 billion pounds in 2000, a 21 percent increase.
- Per capita consumption of caloric sweeteners (sugar, syrups and honey) increased from 137 pounds in 1990 to 158 pounds in 1999.
- More than 19 million drivers were stopped by police at least once in 1999; major reasons were: speeding (51 percent), vehicle defects (11 percent) and record checks (9 percent).
- Fatalities in alcohol-related crashes declined steadily between 1990 and 1999, from nearly half of all accidents to a ratio of less than 4-in-10.
- About 1 million people were involved in violent acts between intimate partners (current and former spouses and boyfriends and girlfriends) in 1998, down from more than 1.2 million such acts five years earlier.
- As of February 2000, people had worked for their current employer a median of three and one-half years. Fewer than 1-in-10 workers were with the same employer for 20 years or more.

The 2001 Statistical Abstract is available from the U.S. Government Printing Office (ISBN No. 003-024-08863-1, \$38 for the softbound edition and No. 003-024-08864-9, \$48 for the hardbound edition) by calling 202-512-1800.

It is also available from the National Technical Information Service (PB2001965801, \$37 for the softbound edition and PB2001965301, \$45 for the hardbound edition) by calling 1-800-553-6847.

A CD-ROM version of the book will be available in early 2002.

-X-

*Source: U.S. Census Bureau
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