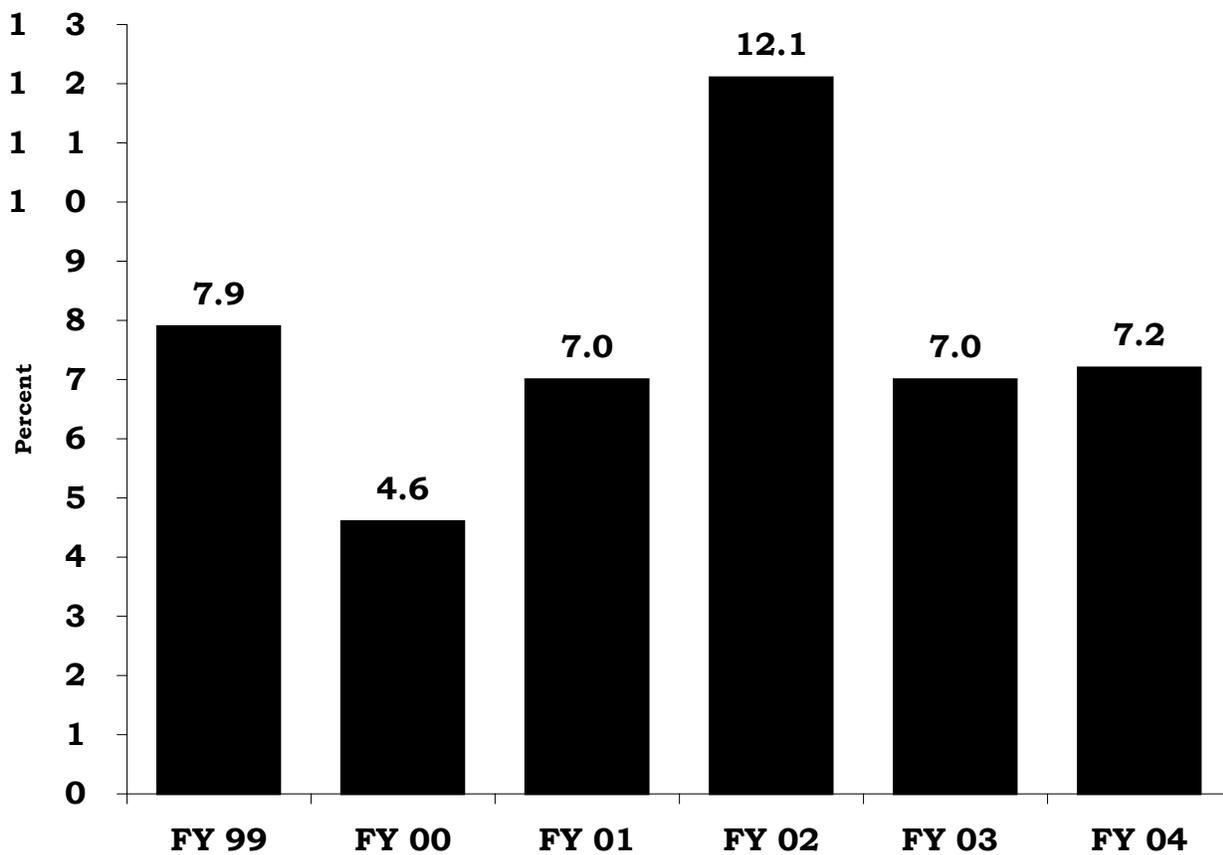


***Arbitration
(as % of Negotiated Grievances)
FY 99 - 04***



--In FY 04, 67 out of 925 negotiated grievances were advanced to binding arbitration

Chart C