

A Message From TWU Local 100



Union to MTA:

DO IT RIGHT *OR* DON'T DO IT

WHEN LOCAL 100 FOUND OUT ABOUT THE MTA'S PLANS TO MOVE ADMINISTRATION OF TA/OA paychecks and health benefits to the MTA-wide Business Service Center (BSC), the Union immediately demanded that the Authority bargain about the impact it would have on our members. We are determined to prevent the kind of disruptions that we have experienced when they made changes in the past.

When talks were unsuccessful, the Union filed a grievance. Then management started to negotiate seriously. Here are some of the things we objected to and what we have won so far:

Originally, the MTA had no plans for members to deal with their benefits in person.	The Union has won an agreement for a Walk-in-Center at 180 Livingston St.
Originally, the MTA had no plans for family members to be able to get information or resolve problems.	The Union has won an agreement for access for spouses and family members.
Originally, the MTA had no plans to give members access using their pass or Social Security numbers.	The Union has won an agreement that they can use their pass or Social Security numbers.
Originally the MTA had no procedures for Union Reps to intervene with BSC managers.	The Union has won an agreement to a procedure so Union Reps can go to bat for members.

Management wants to change over to the BSC as of July 2, and give members the contact information for the BSC and their ID numbers **AFTERWARDS**.

Compounding the problem, management also wants to move responsibility for writing TA/OA paychecks over to the BSC in mid-July. They have agreed to review with us the testing of the new system, but this hasn't happened yet. What we have been able to see has caused us serious concern. We doubt that they are ready.

Local 100 is telling them to **wait and do it right**. If we **need to return to arbitration**, we will.

THE UNDERLYING PROBLEM

In 2002 we gave up our right to co-administer our benefits. Now, we have no direct control. We have to fight like hell to protect our benefits every time management decides to make a change. We may win in the end but the cost is high. And that is just to keep from moving backward.

We can't go on like this. We must reestablish direct control over health benefits. In contract negotiations, Local 100 is proposing just that.

AFTER THE CHANGEOVER

HOW TO PROCEED

HEALTH BENEFITS: If you have problems with your health benefits after the changeover, *contact the BSC*. If you have problems with the BSC, call the Union's Member Services Department at (347) 643-8062.

PAYCHECKS: If you have a problem concerning leave or hours, *go to time-keeping*. If you have a problem concerning deductions or direct deposit, *call the BSC*.

MTA BUSINESS SERVICE CENTER INFO

WEBSITE: mtabsc.info
EMAIL: bscservice@mtabsc.org
PHONE: 646-376-0123
FAX: 212-852-8700
MAIL: MTA Business Service Center
333 W. 34th Street, 9th Floor
New York, NY 10001
WALK-IN CENTER: 180 Livingston St, Brooklyn, NY
HOURS: 8:30am to 5pm, Monday-Friday