

## IN 1993 AFC TO STATION AGENT

1. The Stations Division will conduct the 1993 Fall Pick as early as August 1993. Among the jobs listed on the pick will be jobs at the 69 core stations that comprise Phase I of the Automated Fare Collection (AFC) Program. Except as explicitly modified by the following provisions, all Railroad Clerk (RRC) pick rights and procedures expressed in Section 3.8 of this Agreement shall continue in effect. Railroad Clerks picking AFC jobs will be subject to the following:

- (a) Lock-in – Any RRC picking a full time AFC job will be locked in for a period of 24 months beginning with the implementation of the 1993 Fall Pick. Twelve (12) months after the implementation of the 1993 Fall pick, management will offer an AFC pick (only AFC jobs) to RRCs in the AFC Program. As needed, open AFC jobs will be offered to trained extras as “hold downs.” Existing “hold down” procedures will be followed (extras will be canvassed for available jobs in seniority order; unfilled jobs will be assigned in reverse seniority order). There will be no interim bids for RRCs in the AFC Program.
- (b) Prepackaged jobs – All AFC jobs will contain location, tour of duty and regular days off.
- (c) After the initial 24 months period referred to in subsection 1(a) above, RRCs picking AFC jobs will be permanently locked-in, but will pick jobs in accordance with whatever contractual pick rights are in place at the time in the Collective Bargaining Agreement
- (d) Training – All Railroad Clerks picking an AFC job will be required to attend and successfully complete a training program prior to assignment in the AFC job. Other Railroad Clerks, including extras, lunch reliefs and vacation reliefs will be receiving AFC training as required. Whenever possible, training will be conducted during an employee’s picked tour. During training employees will be released from their regular duties and will receive their regular rate of pay. The training location will be the reporting location during training and no travel pay will be required.
- (e) Upon successful completion of training the employee will be able to pick and work in an AFC job unless there is persuasive evidence based on Management’s continuous evaluation of the employee’s performance in the AFC job that he/she cannot perform the job. Such employees will be returned to a “tokens only” booth. However, the Union reserves the right to ask the Division Head, or his/her designee, to review the circumstances surrounding the return of a RRC to a “tokens only” booth. Management’s return of a clerk to a “tokens only” booth shall not be grievable under the contractual grievance procedures.

2. Any Railroad Clerk working an AFC location will be required to utilize AFC token booth equipment in performing date entry and retrieval procedures related to the sale of fare media and to other booth transactions. Said utilization shall include but not be limited to:

- (a) configuring turnstiles (using booth computer to set the turnstiles to operate in an exit, entry, exit and entry (both), closed or agent release mode) and obtaining turnstile meter readings on the booth computer;
- (b) operating the booth printer to print reports and receipts;
- (c) using the computer and “tag” device to encode onto or read information from electronic tags on revenue bags;
- (d) performing work such as cleaning of read/write heads, cleaning and lubricating of AVMs, and removing jams from equipment. In addition, Railroad Clerks working AFC jobs will be trained and assigned the duty of replenishing the operating stock pertinent to the functioning of the AFC booth printer (including, but not limited to paper rolls and toner; and
- (e) distributing, when so assigned, AFC promotional and informational materials to the riding public.

3. Railroad Clerks at AFC locations will continue to perform the traditional tasks of a Railroad Clerk.

#### Railroad Clerk of the Future Has Transitioned to "STATION AGENT".

4. The Union and the Authority agree to jointly petition the New York City Department of Personnel for the establishment of a title and qualifications for the “Railroad Clerk of the future.” The job description for this title will include the duties described in Subsections 2 and 3 above, as well as the following functions;

- (a) A greater emphasis on direct, proactive customer service functions and such work as set forth in subsection 2(d) above on the turnstiles, automatic vending machines and passenger information unit;
- (b) Expanded travel information services (best routes, mode options, tourist attractions);
- (c) Station inspections (light outages, elevator/escalator service, reporting unsanitary conditions, structural defects, hazardous conditions, public telephones); and
- (d) Emergency assistance to customers as directed by management.