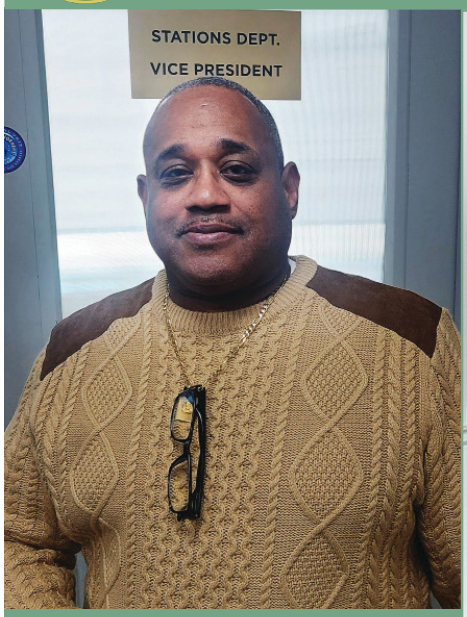
AT THE GATE

JUNE 2025
A TWU Local 100 newsletter for members of the Stations Division from the desk of Stations Vice President Robert Kelley



Robert Kelley
Vice President Station Department



A MESSAGE FROM THE VICE PRESIDENT

We recently saw a measure of justice as Anthony Williams-the man who brutally attacked our brother, Station Agent Baboo Singh—was sentenced to five years in prison by Judge Ralph A. Fabrizio. In addition to the five years, he received an additional two years for assaulting a correction officer with an additional five years of supervised release, mandatory psychiatric evaluations, fines, and a ten-year protective order.

Mr. Singh was heading to work wearing his MTA uniform, when he was assaulted without warning. Williams punched and kicked him in the head, face, and body, breaking his nose and a facial bone. This was a cruel and senseless act, and a stark reminder that simply wearing our uniform can make us a target.

What's even more disturbing is what happened after. While in custody for attacking Mr. Singh, Williams assaulted a Correction Officer. Though he was not released afterward, the fact that such violence occurred while in custody highlights how flawed and dangerous parts of our system remain.

We fought for the maximum sentence of seven years. We got five. And while we're grateful for some accountability, it's not enough. This can't be where we stop.

This is only the beginning of a larger push for real justice-for Baboo, and for every transit worker who's been attacked just for doing their job. Our fight continues for tougher laws, stricter sentencing, and greater protection for every transit worker.

With the summer season approaching, I urge every one of you to stay sharp and stay safe. Be aware of your surroundings and look out for one another. What happened to Baboo Singh could happen to any of us. We must remain united and vigilant.

Our system needs to be better. We deserve better. And together, we will demand it.

In Solidarity,
Robert Kelley,
VP Stations Department



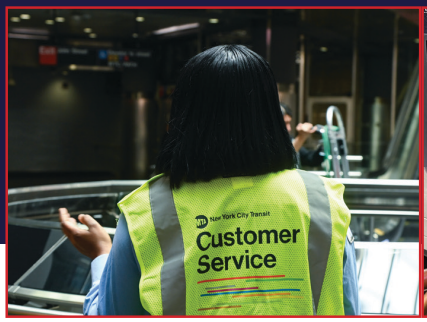


Station Agent Baboo Singh, who was beaten on the job at the Nereid Avenue Station on the 2/5 lines in the Bronx. Singh, 74 at the time, had his nose and facial bones broken in the attack.



SAFETY FIRST! SAFETY ALWAYS!

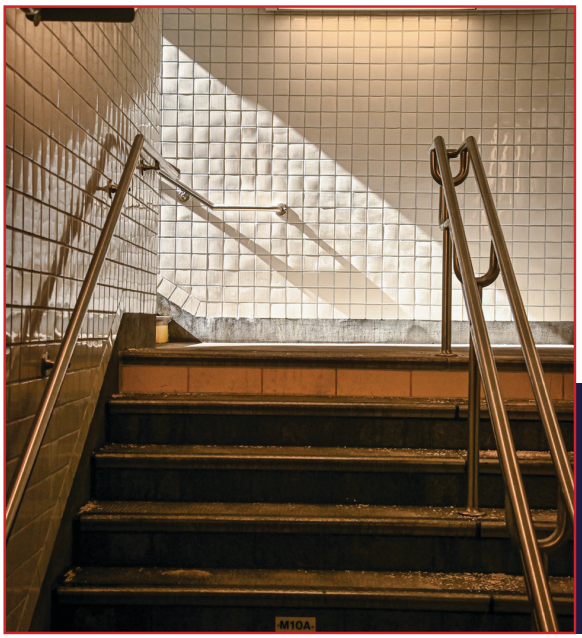
We must have a dramatic change in policing strategy, backed up by the court system. Judges must take a tougher line in sentencing the felons who assault us! Regrettably, with a depleted police force, we are unlikely to see "A Cop on Every Station" anytime soon. Only political pressure from Our Union will push the five District Attorneys to charge and convict those who bring harm to us; locking them up for the maximum sentence. We also want to see Kendra's Law used on these felons, involuntary commitment without appeal. This will deter crimes against us.







OURSELVES ALONE



We must be proactive! As our jobs have been reimagined, so must our approach to working safely be refocused.
When going outside of the booth:
Be AWARE of your surroundings!
Be ALERT (constantly)
ASSESS the environment you are going into. Are they out-stretched? Loiterers? An "EDP" acting erratically or "Intoxicated" persons about? Does something seem "Unsafe" to YOU?

DON'T WALK INTO AN UNSAFE CONDITION
Record it in the Station Condition Log

ACTIVATE THE "EBCS"
Always Work Safely, TOGETHER WE WILL DO IT!
— Vice President Robert Kelley, Station Department



COMMUNICATION: THE KEY FOR A SAFE WORKPLACE

We, who work on the stations, need to **keep an eye out for the safety of our co-workers!**

When it is time for Lunch, **AGENTS should notify the CTA** that the booth will be vacant for thirty minutes.

If a **Station Agent** or **CTA** is going across the Street to roam or clean, Share that information with your co-worker.

If you are on a Platform and there is a threat, **Hit the Help-Point** and report the situation.



CTA's must report dangerous conditions. **Station Agents must activate the EBCS and relay the report**.

When on the Platform keep away from the **"Yellow Line."**

Maintain a Safe Distance from anyone when outside of the booth (and don't stand with your back facing the track!)

Always have **a line of withdrawal** when working outside, a route to the booth or another 'safe haven' (facility or scrubber room, a bathroom).

Keep the **"Back-up number to OCC on your phone: 718-243-5959 (22-5959)** in the event it's the only way to report an emergency.

I'm continuing to fight for **Increased Safety Measures** in both Albany and City Hall. It is a legislative process that moves slowly. I will continue to push for a more secure workplace on the stations. **We deserve a Safe Worksite!**

— Vice President Robert Kelly, Station Department

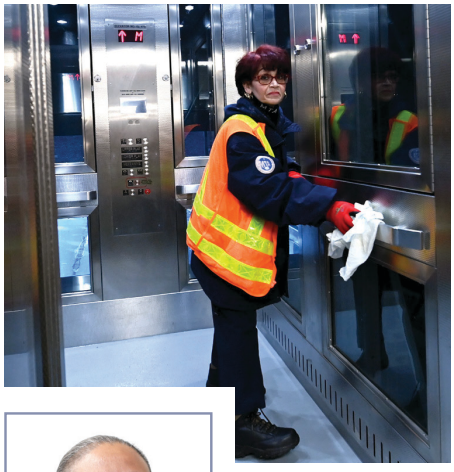


Pedro Rivera
Vice Chair-C/A's

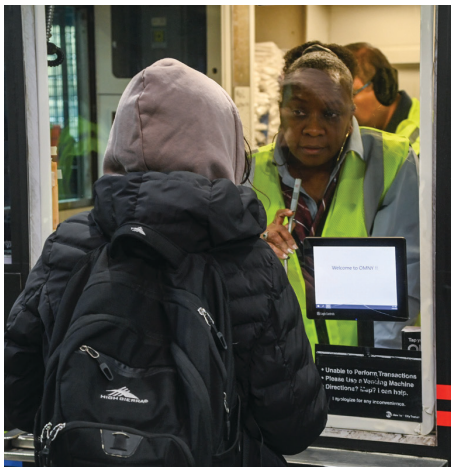
COLLECTORS WORLD

Good Health to All!
I would like to thank all Collecting Agents for their support. As you all know, we're going to negotiate a New Contract with the MTA/Transit Authority. We will need the support of all our members to get this done. I know we all deserve better wages, especially Collecting Agents, because our bar is always higher. Please be active, and proactive, in the fight for a better contract. Thanks, and stay safe.







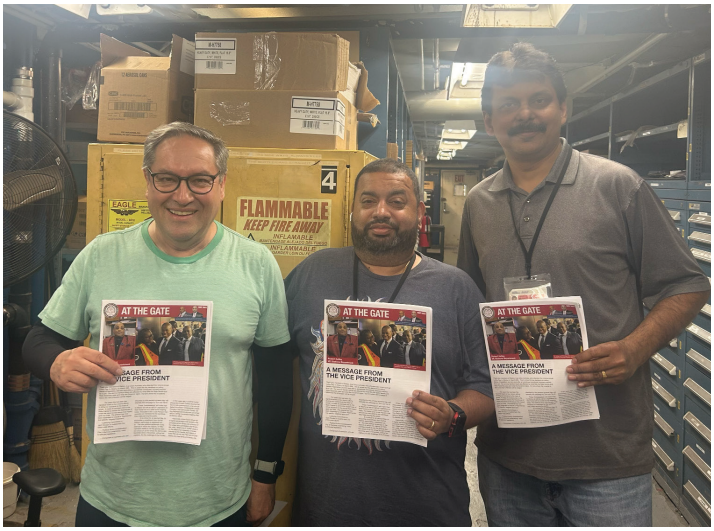


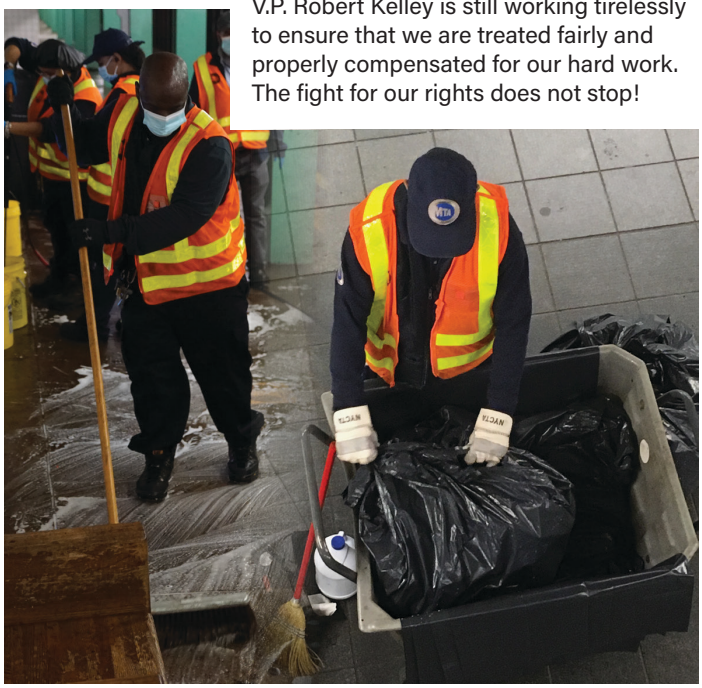


Michael LittleBear
Vice Chair- S/L

SUPPLY LOGISTICS FAMILY

Greetings S/L Family!!!
As we all begin to welcome summer, let's remind ourselves to work carefully and smart during the increasing heat. Please, take your heat breaks and stay hydrated. Our health is the most important part of our having a good quality of life.
Pay attention to your body!
V.P. Robert Kelley is still working tirelessly to ensure that we are treated fairly and properly compensated for our hard work. The fight for our rights does not stop!







Antonio Roldan Jr.
Executive Board
CTA Section Vice Chair

The HEAT IS ON CTA's!

Summer can be extremely hot and dangerous. Use common sense! Sign out for "Cool Breaks," 15 to 20 minutes max. Drink water or Gatorade to raise your electrolytes. Sit in a cool place if possible. Notify YOUR UNION of any extremely hot facility rooms so we can check them with a temperature gun. Be cool in the summer, don't overwork yourself. Listen to your body and take a break! Work smarter, not harder. Have a good and safe summer to all and your families.

PROTECTION

By Vanessa Jones, Safety Representative, Executive Board Member



The TWU LOCAL 100 Safety Department's job is 24/7/365 **PROTECTION**. We respond to emergencies, investigate complaints, and conduct safety inspections throughout the system. Monthly, we meet with the MTA's Department of Safety.

TWU Safety Reps may be dispatched to any department (especially in the event of an emergency). The Safety Department of TWU Local 100 is divided into two sections; Bus and Rail. Their mission is to insure a "**SAFE WORKPLACE, A HAZARD FREE WORKPLACE, A HEALTHY WORKPLACE.**"

Make sure to document in the Station Condition Log all and any unsafe conditions. Note the time and date and who you spoke with. If the condition is not addressed in a timely manner, call the TWU Safety Department at 347-916-0579.

If you are assigned a task which puts your health or safety at risk, request a "Safety Rule Dispute Resolution Form" and call the 24 hour TWU Safety Hot Line @ 347-916-0579.

TOGETHER, WE'LL MAKE STATIONS SAFE

Safety Team

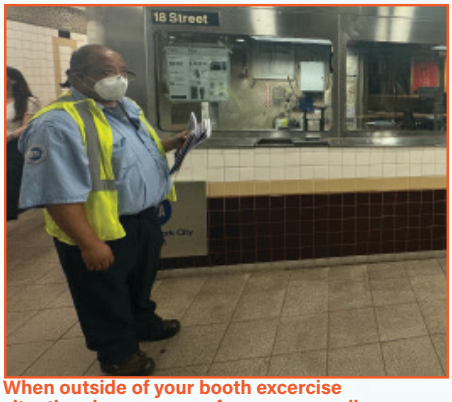
TWU LOCAL 100 'S SAFETY TEAM IS WORKING TO MAKE SURE YOU MAKE IT HOME



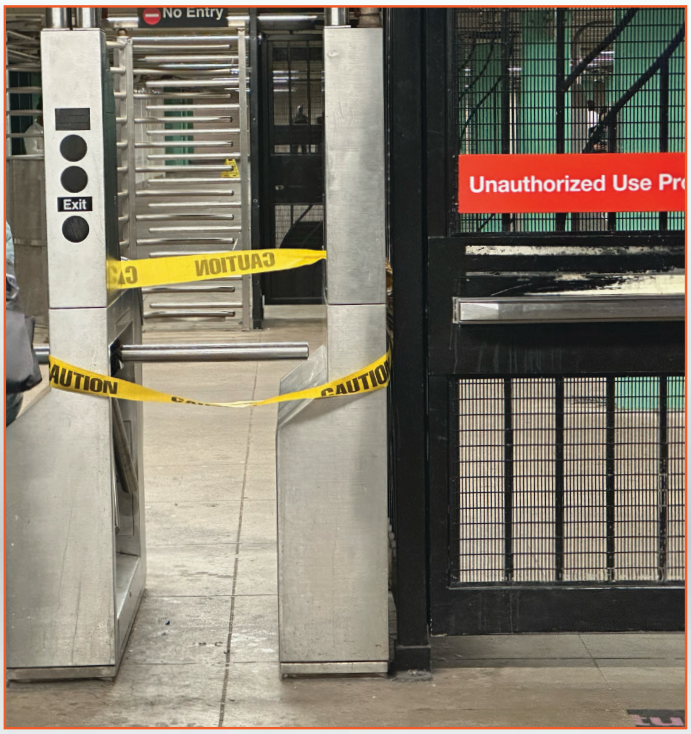
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MABSTOA Liason
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When outside of your booth excercise situational awareness of your surroundings





TWU LOCAL 100
SAFETY AND HEALTH DEPARTMENT

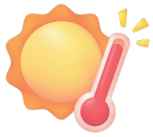


Working in the Heat.

Working in hot environments is not safe. Your body builds up heat when you work and sweats to get rid of it. Too much heat can make you tired, hurt your job quickly, you need time for your body to get adjusted to the heat. Be extra careful early in the summer when hot.

You have a right to a safe and comfortable work environment.

DON'T WAIT FOR THE 90-DEGREE HEAT. PLAN FOR IT!



- Clean water provided through a fountain, cooler or bottled water at all locations
- Cool work areas and break rooms



- Ventilation to bring in clean air and take out hot air
- Make adequate water supplies part of your daily workplace inspection

To follow up with supervision, call your respective Field Office. If you are a CTA, and wish to take a break to cool down, sign the log. If you feel unwell, you must notify OSAC and inform them that you are going home. Doctor's lines will be needed on your return.

Field Office numbers are as follows: District 1: 212-712-3127 or 212-424-4331. District 2: 212-424-5407 or -5408; District 3: 718-644-6501 or 718-694-6522; District 4: 718-334-8106 or 718-334-8107. OSAC is 718-521-3500. For CTA Desk. Press 4. Request immediate medical assistance. **If needed, file a Safety Rule Dispute Resolution Form.**

Heat Exhaustion

What are the symptoms?

Headaches; dizziness or lightheadedness. Weakness; mood changes such as irritability confusion, or the inability to think straight. Upset stomach; vomiting; decreased or dark-colored urine; fainting or passing out; and pale, clammy skin

What should you do?

Act immediately. If not treated, heat exhaustion may advance to heat stroke or death.

- Move the victim to a cool, shaded area to rest. Don't leave the person alone.



If symptoms include dizziness or lightheadedness, lay the victim on his or her back and raise the legs 6 to 8 inches. If symptoms include nausea or upset stomach, lay the victim on his or her side.



- Loosen and remove any heavy clothing.
- Have the person drink cool water (about a cup every 15 minutes) unless sick to the stomach.
- Cool the person's body by fanning and spraying with a cool mist of water or applying a wet cloth to the person's skin.



- Call 911 for emergency help if the person does not feel better in a few minutes.

Working in Heat

IOHNUSXETA _____

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HERE



MTA OPENS THE DOOR

The MTA Safety Committee on April 28th provided a glimpse into a future that is ripe with concept but, so far, is mutely practiced. The presentation, by MTA Chief Security Officer Michael Kemper, focused on the system-wide utilization of cameras and their potential applications.

He listed the essential aims of the program: Evidence and Response, Identification, Operation, Strategic Planning, Crime Deterrence, Vulnerability Reduction all with the objective of making public transportation safer and the public feel safe.

It was clear that, though he used the term sparingly (twice), **"AI" (the new technology**) would play a key role as the capabilities and expansion of the cameras (throughout all Agencies) will be enhanced. He touched on the possibilities of "AI" when speaking of 'predictive problematic behavior.'

Kemper pondered the "leveraging of technology to explore predictive tools relating to optimizing the use of the cameras". Kemper continued to highlight the positives of their vision, the upgraded cameras, stating that they would provide "Real Time Response" and "Situational Awareness," emphasizing the role they will play in customer and Employee Safety.

AND



Currently there are no 'hard boundaries for AI'. After all this is the Technology that will bring us flying cars and produce movie scripts in the coming decade. The issue of facial recognition is the unspoken factor in many of the capabilities that the cameras will possess. The matter was not voiced. However, caution was sounded by civil liberties groups, which warn that they would take the necessary measures if violations of privacy rights were a by product of this 'sci-fi tsunami.'

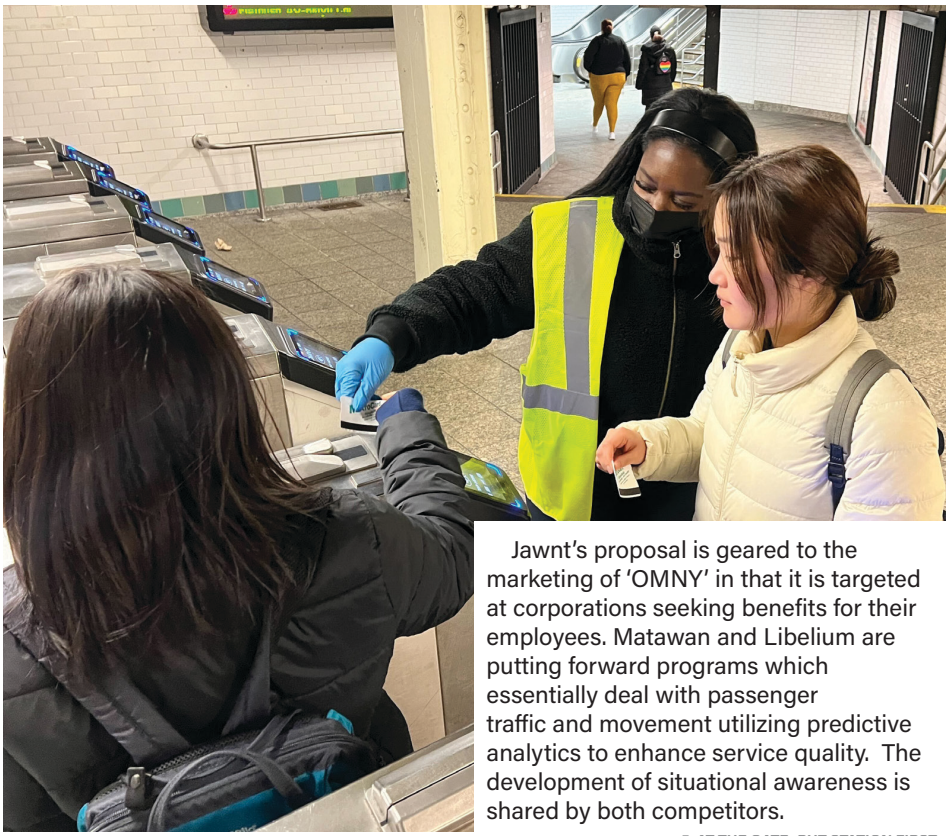


THERE

FINALISTS NAMED

The Transit Tech Lab is an institution of the Transit Innovation Partnership, a public/private partnership launched in 2018 by the MTA and the Partnership for New York City. The annual Transit Tech Challenge is underway and twelve start-up tech companies have made the cut for final presentations on July 9th and 10th.

The pre-eminent category is "Inspection and Maintenance" (9 entries). The other competitors are facing off to run a pilot program related to "Ridership Improvement." The latter could impact upon us. They are: Jawnt (Philadelphia), Matawan (France) and Libelium (Spain).



Jawnt's proposal is geared to the marketing of 'OMNY' in that it is targeted at corporations seeking benefits for their employees. Matawan and Libelium are putting forward programs which essentially deal with passenger traffic and movement utilizing predictive analytics to enhance service quality. The development of situational awareness is shared by both competitors.

SNAP SHOTS



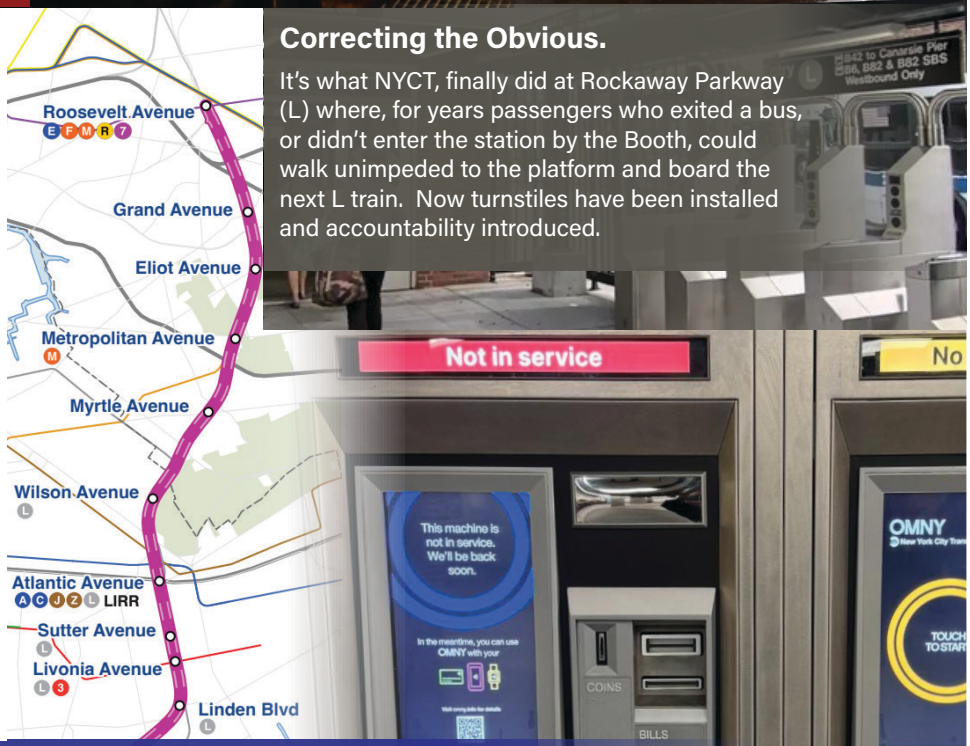
In keeping with Vice President Kelley's commitment to "Protect, Adapt and Evolve", the "Steel Eagle" has landed.
Deep Cleaning is Our Work. Wash teams have been equipped with this 'new tool' which deep cleans the mezzanine floors of stations. Technology can be harnessed; Train us and we'll do the work!

The Congestion Pricing War rages on in the courts.

The hostilities were ramped up in February when Washington threatened to revoke approval for the tolling program.

The tolling will continue at least until October, as legal matters work their way through the judicial system. Through April close to $216 Million has been collected (short of the budget estimate of $217 Million). The Proposed Budget allots funds which will enable the completion of the environmental review, design, preliminary engineering and the start of construction for the **IBX (Interborough Express)**.

This light rail line from Sunset Park to Jackson Heights will bring nineteen new stations, and upwards of 170 new positions for Station Division's members It will likely be up and running in the next '5 Year Plan', though the MTA has yet to determine an 'Opening Day.'



Correcting the Obvious.

It's what NYCT, finally did at Rockaway Parkway (L) where, for years passengers who exited a bus, or didn't enter the station by the Booth, could walk unimpeded to the platform and board the next L train. Now turnstiles have been installed and accountability introduced.

What! "OMNY has Hiccups!".

More than a few "OMNY" users complained of incorrect charges as well as delays at the turnstile when entering the system. The Agency started alerting customers the week of May 15th when they first noticed a problem, claiming that "the problem was largely resolved" by May 29th. They hypothesized that a software upgrade which the vendor was directed to perform is the malefactor. It's hard to grasp the scope of mishaps that could befall the MTA's '5 Year plan.' The Feds are expected to fund over $14 Billion to the program (the same Feds the MTA is battling with in court) and the City is expected to chip in $3 Billion, a recipe for disappointment.



ABOVE ALL,
VOTE UNION POWER!
VOTE in the NYC PRIMARY on 6/24



MTA BOARD REPORT

On Wednesday (5/28) the Board held a joint meeting of the Finance Committee and the Board. The resubmission of the '2025-2029' Capital Plan ($68.4 Billion) to the N.Y. State Legislature would be put to a vote.

Prior to his opening remarks Chairman Lieber commented "I can't understand the script that's been presented to me, at all." He then fell into his familiar Board routine and delivered a "State of the MTA" address. The Chairman touted the quality of service to passengers, in so far as on time performance was still on the rise. Ridership is up. Fare revenue on the Subways is now 78% of pre-covid numbers. He gave a bit of encouraging news in citing that 'fare evasion' was down 30% compared to last April. He added that in locations where they have the 'anti fare evasion turnstiles and gates' (as well as Gate Guards) that the drop was 36%.

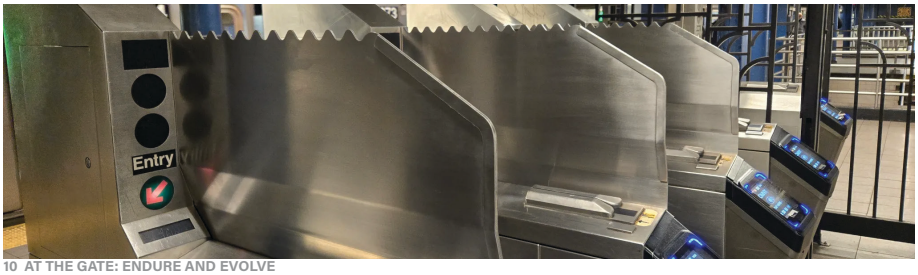
Praise was given to the recent Bus Redesign Projects, the Scout Program and the Criminal Justice Advocate. He proudly announced that the Agency would continue the quest to achieve a good state of repair. It was a dramatic shift when he singled out "the workers who show up every day and deliver." Lieber lauded Station Agents for the customer service duties performed outside the booth. The workforce is the "Heart of the MTA," according to him, and the round of applause he asked for on their behalf was rousing.

Kevin Willens, the Chief Financial Officer, then gave a synopsis of the '5 Year Plan.' The Plan addresses maintaining optimum conditions in Delivery of Service and Repair. Eco-friendly buses and modern rail cars are set to boost service delivery.

"I can't understand the script that's been presented to me, at all."
–Chairman Lieber



Ambitious undertakings such as the expansion of the '2nd Ave. Subway, the 'Interborough Express' (IBX), the Grand Central Artery and installing elevators in compliance with the ADA are scheduled. The bulk of the plan, reliant on contributions from the State, City, Federal Government and the Issuing of Bonds was approved by the Board. Indeed, the narrative presented was difficult to absorb.



FEBRUARY 2025

AT THE GATE



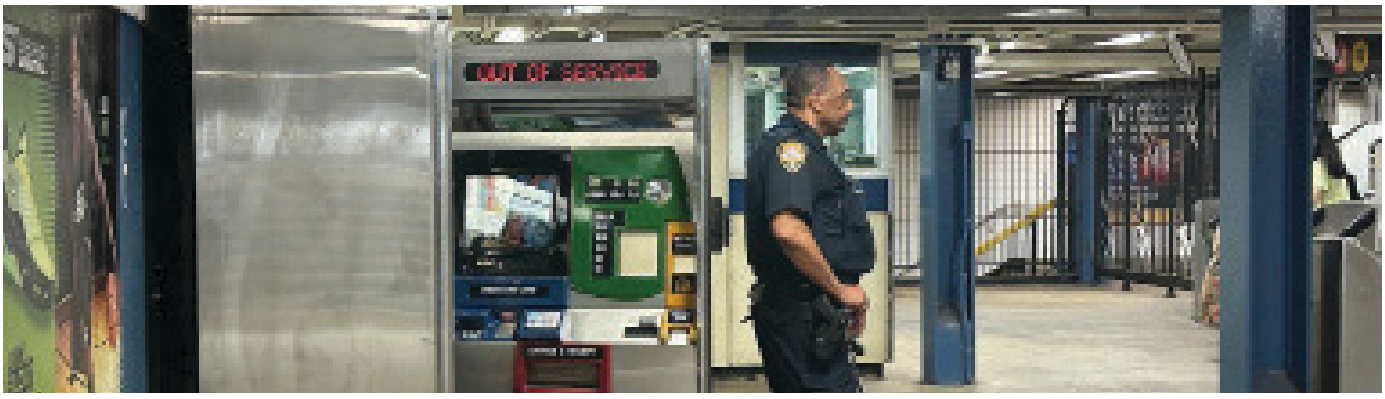
Who to Call @TWU

UNION ASSISTANCE PROGRAM (UAP): Made some wrong decisions this Holiday Season? Maybe a case of the January Blues? It's Confidential, Voluntary and Non-Disciplinary. We offer caring help for personal and family problems. Don't allow addiction to ruin your future. **Call 212-736-3378**.

MEMBER SERVICES: Questions about Health Coverage? Call: 347-643-8060 or 8062. Dental Issues? Call: 347-643-8061. Inquiries about the Vision Plan? Call: 347-643-8064

TRAINING & UPGRADE: What is holding you back from advancement? Higher Education? Skills training for other titles? Maybe just learning another Language for when you travel while enjoying Retirement? **Call: 718-780-8700** or click the Training & Upgrade link at '*www.twuloca100.org* **DO IT!**

RETIREMENT: Winter is approaching and perhaps you don't feel like another season of shoveling, salting or navigating the ice patches on your way to work. **Before you retire call the Pension Consultants: 212-873-6000** (extensions: **2161, 2076 or 2037**).





SHARE YOUR CONCERNS, THOUGHTS AND IDEAS AT THE 2025 STATION DIVISION MEETINGS

June 26, 2025
July 24, 2025**
August 28, 2025**
September 25, 2025
October 23, 2025
November 27, 2025*
December 25, 2025*

*Dates are subject to change pending Thanksgiving and Christmas holidays. Tentative dates are November 20, 2025 and December 18, 2025

**According to the TWU Local 100 Bylaws - Summer meetings are dispensed with during the months of July and August by majority vote at the June meeting.

Working in Heat

IOHNUSXETA	EXHAUSTION
EWTRA ECOORL	WATER COOLER
OLTTEBD ATEWR	BOTTLED WATER
RAKOBSROME	BREAKROOMS
TOH ARI	HOT AIR
ZNSSDIZEI	DIZZINESS
AWEK	WEAK
ECRMGEENY	EMERGENCY
ESATW	SWEAT
AFN	FAN
RAI DETNRNICOOI	AIR CONDITIONER
ANDTROYIH	HYDRATION
AIUTGFE	FATIGUE
HATE AEKRB	HEAT BRAKE



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VICE CHAIRS



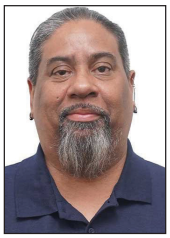
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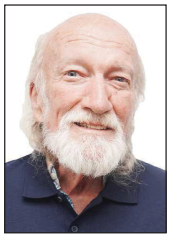
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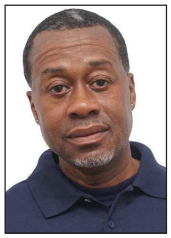


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UNION REPRESENTATIVES



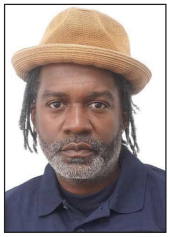
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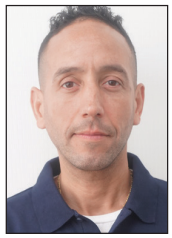
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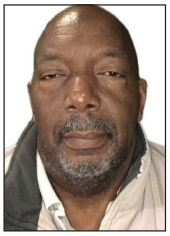


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This presented a serious Threat to OUR JOBS!
Our livelihoods were in Grave Danger! We stopped it.

Notice of Examination

Transit Customer Service Specialist, Exam No. 0611

Application Deadline:
December 24, 2019

Type of Test:
Multiple-Choice

Application Fee:
$61.00

Test Date: (subject to change)
Saturday, March 28, 2020 or
Sunday, March 29, 2020

THIS WAS STOPPED BY YOUR UNION

JOB DESCRIPTION

Transit Customer Service Specialists, under close supervision, with limited latitude for independent initiative and judgement, assist and participate in explaining MTA New York City Transit policies and procedures to inquiring customers; receive/record customer complaints, comments and suggestions; dispense information and maps; draft routine replies to customer inquiries; study route schedules of trains and buses to select the most advantageous routes and modes of transportation to reach a destination; provide full and reduced fair media, travel information to callers on special customer inquiry telephone lines; and perform related work.

Special Working Conditions: Transit Customer Service Specialists may be required to work various shifts including nights, Saturdays, Sundays and holidays.

(This brief description does not include all of the duties of this position.)

SALARY AND BENEFITS

The current minimum salary for Transit Customer Service Specialist is $42,090 per annum. This rate is subject to change. The benefits of this position include, but are not limited to, night and weekend salary differentials, paid holidays, vacation and sick leave, a comprehensive medical plan and a pension plan.

Now, OUR JOBS have been secured!
The "Station Agent of the Future"
GUARANTEES OUR JOBS!

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