AT THE GATE

JUNE 2026
A TWU Local 100 newsletter for members of the Stations Division from the desk of Stations Vice President Robert Kelley



Robert Kelley
Vice President Stations Department



A MESSAGE FROM THE VICE PRESIDENT

Brothers and Sisters,

As many of you know, we are currently engaged in a heated battle with the MTA over our contract demands. The issues being negotiated will impact every member and every family represented by TWU Local 100. This is a critical time for our union, and now more than ever, we must stand together as one.

Our strength has always come from our unity. When we stand collectively, speak with one voice, and support one another, we put ourselves in the strongest possible position to secure the contract we deserve. This is the time for every member to come together and demonstrate the solidarity that has defined our union for generations.

As we continue this fight, we must also do our part by improving employee availability and maintaining a strong workforce presence. The MTA is watching, and our actions matter. Showing up for one another and for our members strengthens our position at the bargaining table and reinforces the value of the work we perform every day.

The challenges ahead will require commitment, patience, and unity. We cannot afford division. We must remain focused on our common goals and continue standing shoulder to shoulder as we fight for fair wages, improved benefits, better working conditions, and the respect that every transit worker deserves.

Together, we are stronger. Together, we will continue to fight for what is right.

In Solidarity,

Robert Kelley, Vice President
Stations Department
TWU Local 100



From The Desk of Stations Safety Liason, Vanessa Jones

Bedbugs: Identification, Response, and Prevention Procedures



The Stations Department reminds all employees that any suspected or confirmed bedbug activity must be reported immediately through EEBCS and to OCC. Rapid reporting and proper containment procedures are essential to protect employees, customers, and facilities.

Immediate Response Requirements

When bedbugs are suspected or identified, employees must take the following actions:

- Immediately notify OCC and file a report through EEBCS
- Contain the area if it can be done safely
- Do not enter any additional rooms or station areas under any circumstances
- If the issue is identified in a booth, the booth must be secured, and **no additional employees** should enter

Relief may occur without the incoming employee entering the booth

These steps are critical to prevent further spread within the station environment.

Understanding Bedbugs

Bedbugs are not caused by poor sanitation. They are hitchhiking pests that can be transported through people, belongings, animals, and personal items.

Because of this, bedbugs can appear in any workplace environment, including transit facilities.

Containment and Prevention Measures

To reduce the risk of spreading bedbugs:

- If possible, safely contain the insect (dead or alive) for identification purposes
- Limit movement within the station until the situation is resolved
- The employee restroom should be the only additional area accessed until pest control professionals evaluate the location
- Avoid discussing suspected cases broadly; report concerns through proper supervisory channels
- Ensure any photos or videos submitted are accurate and up to date

These practices help ensure an effective and controlled response.

Safety and Chemical Guidance

Employees must follow all NYCT-approved pest control protocols:

- Only use products issued or approved by NYCT
- Do not use unauthorized chemicals or cleaning agents



- Improper chemical use may pose health risks, including allergic reactions or exposure hazards
- Professional extermination services will be deployed to handle treatment and remediation

Key Reminder

All employees are reminded:

Safety Over Service

Protecting employees and customers remains the top priority during any pest-related incident.

Contact Information:

Vanessa Jones

TWU Local 100
S/A Division Vice Chair / Safety Liaison – Stations
TWU International & Local 100 Executive Board
Email: vjones@twulocal100.org
Phone: 212-873-6000 Ext. 2276
TWU Local 100 | 195 Montague St., 3rd Floor
Brooklyn, NY 11201

From The Desk of Stations Safety Liason, Vanessa Jones

Safety Department Guidance & Reporting Procedures



Safety First: Chain of Command Matters

The Safety Department of TWU Local 100 exists to support members when safety concerns arise that have not been addressed in a timely manner. To ensure issues are handled effectively and respectfully, it is important that all members follow the established chain of command.

Reporting Procedure:

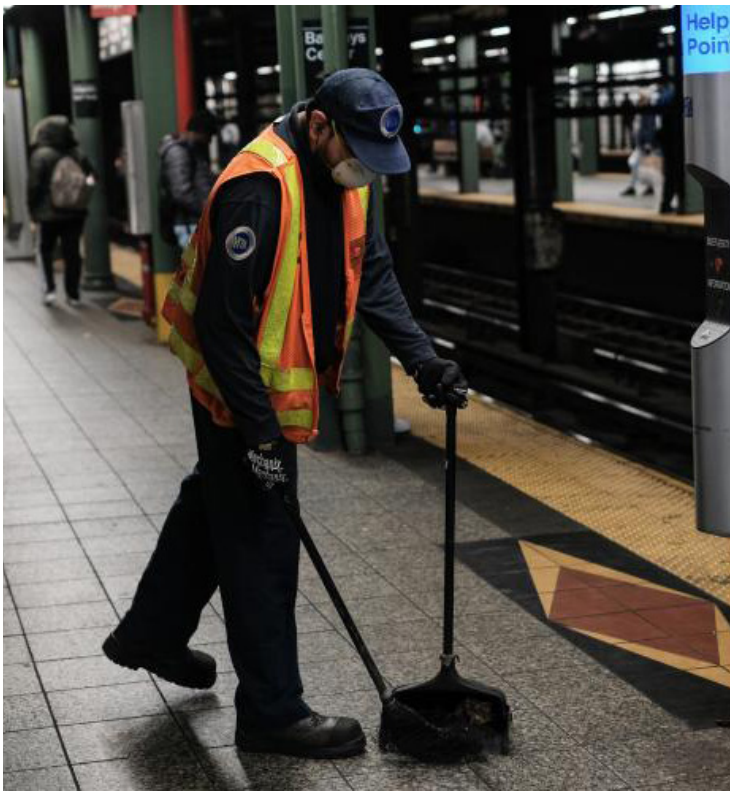
1. **Report the issue to your immediate supervisor**
   Always begin by informing your supervisor as soon as a safety issue is identified.

2. **If not resolved in a timely manner, escalate to a manager**
   If the supervisor does not address the issue promptly, follow up with management.

3. **Understand the process and expected timelines**
   Inquiring about the expected timeframe for resolution can help you better understand next steps and stay informed.

4. **Contact the Safety Department if unresolved**
   If the issue still has not been addressed after following the chain of command, contact the Safety Department. We will investigate and follow up on the status of the concern.

Important: Prompt reporting to supervision is essential and helps ensure issues are addressed as quickly as possible.



Proactive for Pandemics & Workplace Health
As new viruses and health concerns continue to emerge, we encourage all members to remain vigilant in identifying and reporting facility conditions that may impact health and safety.

Please ensure that workplace facilities are properly equipped with:

1. Motion-sensor or contactless sinks and plumbing where applicable
2. Soap dispensers are in working condition and consistently stocked
3. Hand-drying systems such as paper towel dispensers or electric dryers

Members are encouraged to request necessary supplies and upgrades that support a healthier, safer work environment for all employees and the public we serve.

Safety Over Service
Maintaining a safe workplace must always come first.



Vanessa Jones

TWU Local 100

S/A Division Vice Chair/Safety Liaison – Stations
TWU International & Local 100 Executive Board
Email: vjones@twulocal100.org
Phone: 212-873-6000 Ext. 2276
TWU Local 100 | 195 Montague St., 3rd Floor
Brooklyn, NY 11201

TWU LOCAL 100
SAFETY AND HEALTH DEPARTMENT

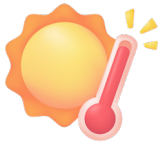


Working in the Heat

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, and unable to function properly on the job. You need time for your body to get adjusted to the higher temperature.

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 notes 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.

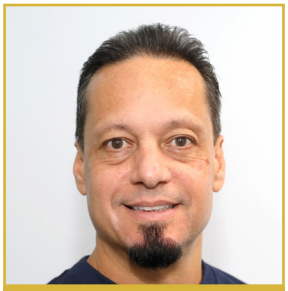


- Loosen and remove any heavy clothing.
- Have the person drink cool water (about a cup every 15 minutes) unless sick to the stomach.
- Cool the person's body by fanning and spraying with a cool mist of water or applying a wet cloth to the person's skin.



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

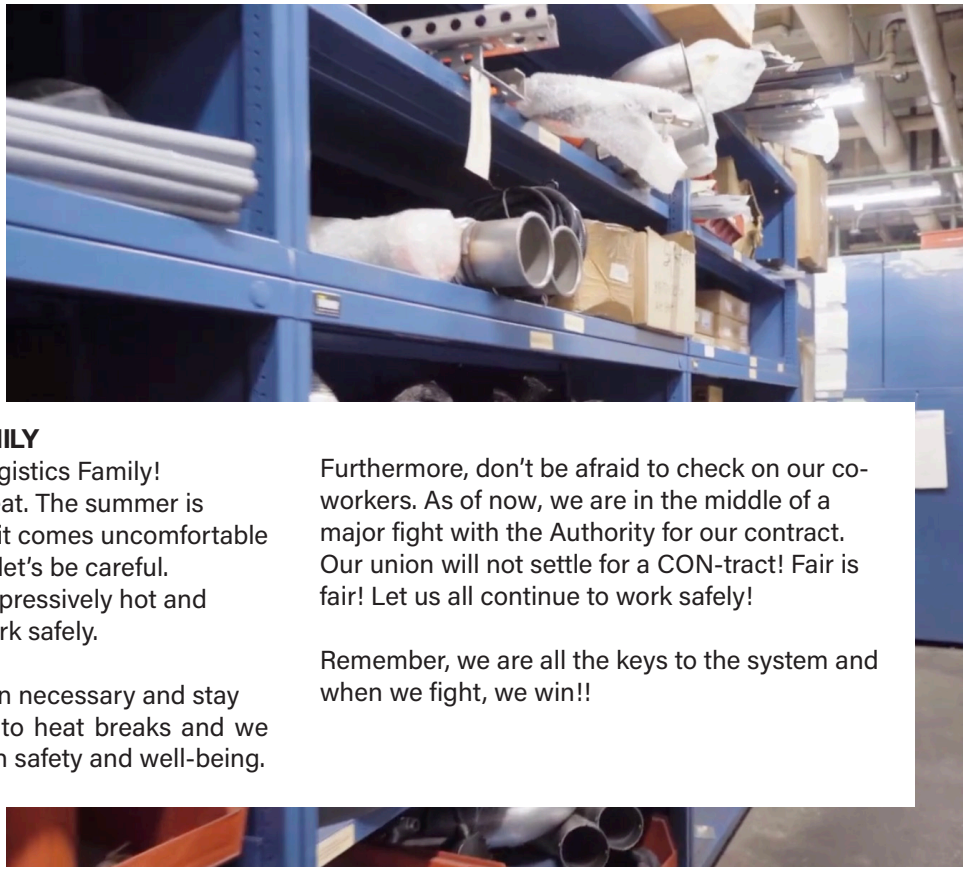




Pedro Rivera
Collecting Agent Vice Chairman

COLLECTORS WORLD

I would like to say **thank you** for your support. In the past month we have been dealing with some internal issues within our Department. We are also negotiating with the Department for a new contract. I do feel confident that we will get gains on the departmental level for our members. Remain as one!





Michael LittleBear
Division Vice Chairman

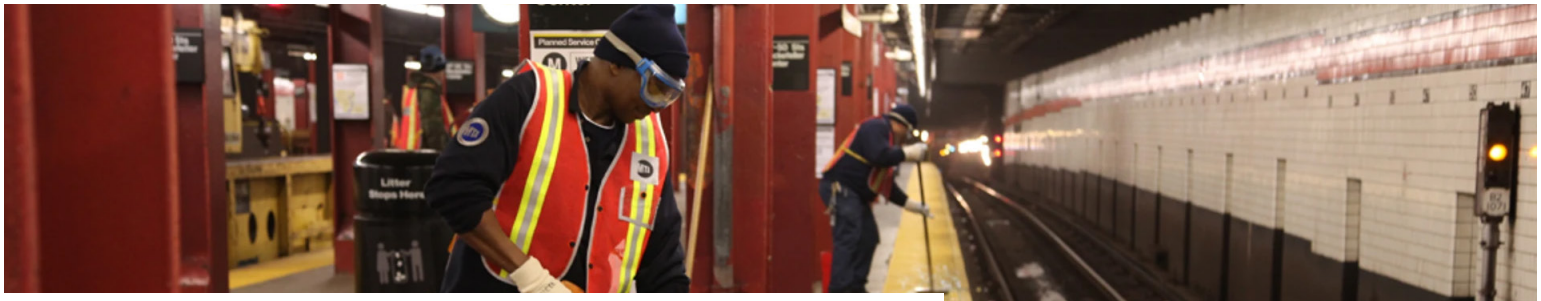
SUPPLY LOGISTICS FAMILY

Greetings to the Supply Logistics Family!
Friends, here comes the heat. The summer is fast approaching and with it comes uncomfortable heat and humidity. Please, let's be careful.
The storerooms can get oppressively hot and uncomfortable. Let's all work safely.

Take your heat breaks when necessary and stay hydrated! We are entitled to heat breaks and we must take them for our own safety and well-being.

Furthermore, don't be afraid to check on our co-workers. As of now, we are in the middle of a major fight with the Authority for our contract. Our union will not settle for a CON-tract! Fair is fair! Let us all continue to work safely!

Remember, we are all the keys to the system and when we fight, we win!!





Antonio Roldan Jr.
CTA Section Chairman

CTA Section
The JUNE SWOON!

The Junes swoon, the heat is coming. So is our pick going to change. Temperatures are rising, not only climatically, but with your tempers with supervision and/or co-workers. Keep cool and respectful always! Call your union before you **blow up**. If there are no cool areas to take a break, let us know as well. Great seeing so many at Family Day and at the parades and rallies.

Your Safety Is Important

S Y L Z A I N R G A J Y D O K H P Z O K D B S T K
H F I M V I Q L M P Z S H L S Y L U X O P J K D Q
U A C F L G Q D X I B A R J C V L V W I Z I Z L M
A B O I O N Q H B J P F I Z Q T U R Q M M Y M X X
G H V E J B S N W Z L E R E P O R T Y U G R S S O
E M O L Y J F U H H U T K D A M Q G G M U W C O U
Z I T D Z Y E G F M C Y R L B C Y P N A E A D K P
S I E O K N E H W E H D W O X N G D A G Z E C Z O
N J Y F R T M E L O B I D Y J E M J Y T P R R G C
F D T F M A C O N L K S T H E A T S T R E S S G C
C O R I B B W X Y P F P I A F E U Z I K C D U L N
Z H O C J I Q F E W F U D P D E E K S L T E U T G
N K Z E Z G Q M J F G T A X D O U B T V F S E K U
C H Y D R A T E S T E E B F Q J C T C R O B U D I
S S P Q F P P X D V T R Z X B X W B D S Y X T N D
N A N S S R O B O H I E Y K O U U P A G R W L V E
L V F P C Y F E G B W S Q M M L R N E R N G R A L
L E Q E D F H C U U N O W M W L J F L G P E P Y I
H S B C T T C H O T K L U H W K L Y Y X I X M J N
D R C A V Y R I C O H U I N K B G Y K J C R G O E
M S O H N U G N L D X T Z Z S O T K W V L A I G S
U L Q V A G S W S M C I E W A A W W Q P A E N N B
F D W P D G I E Q I Y O M R C X F V L F Q N I S O
A U J Z G R K C Y O P N B A J L I E Y N C U Z P S
C K C C S P S Y D H H T C J H B G L Q B U T C R F

Safety Dispute Resolution
heat stress
hydrate
EEBCS
guidelines
report
Field Office
safety
unsafe
OCC

HERE

BLURRED FOCUS

The Recent LIRR strike affected the regular commuters for one and a half **working days** (5/18 and 5/19). Print media didn't put **union bashing** front and center, rather they laid into the railroad as a whole. They cited several instances of misbehavior; **the cloning of time cards** (Foreman/Supervisors). The **vandalization of biometric time clocks** and the **OT made by some employees**.

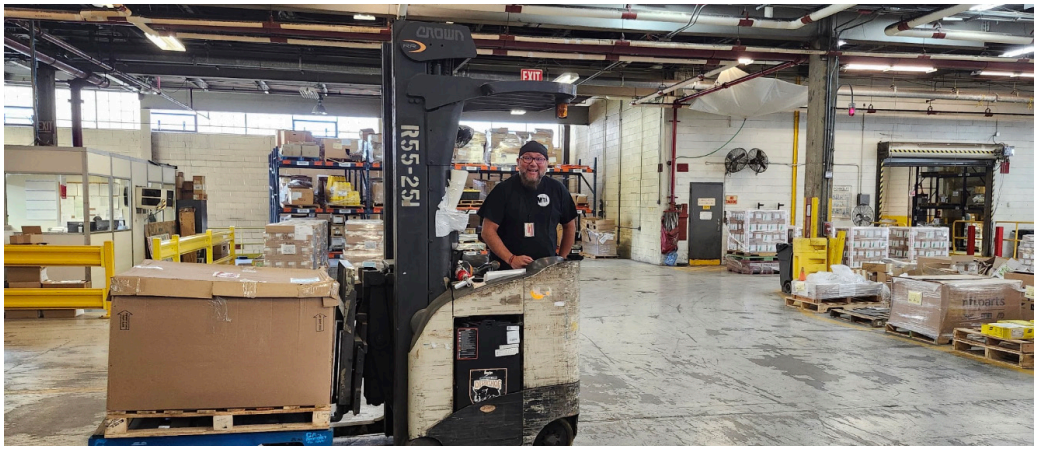
Included was the mention that the **Chairman/CEO** of the MTA was one of the highest paid Transit Executives in the country. It was a culture of pervasive **greed** that they affixed to the LIRR.

The **PR wonks** of the MTA are painting a different picture regarding our contract fight. They are pasting oily handlebar mustaches on our lips and painting smiles on our faces with a sneer from ear to ear! Their response to Local 100's contract demands was that if they're met it will result in fare increases and/or higher taxes.

In the most adverse conditions we get to our jobs, safely and promptly getting passengers from point A to point B. We face the threat of assaults and unhealthy working conditions at many stations, yet We are present! Clearly, The MTA wishes to cast us as the **villain of the piece** in the court of public opinion. We are the professionals and we will continue to Move New York.

What is to be done?
The Taylor Law fastens tight shackles on us. However, there are legal steps that we can take to express our determination to achieve a just contract.

Attend union meetings and stay in contact with your union representatives; above all be prepared to participate! **One Voice! When we fight! We win!**



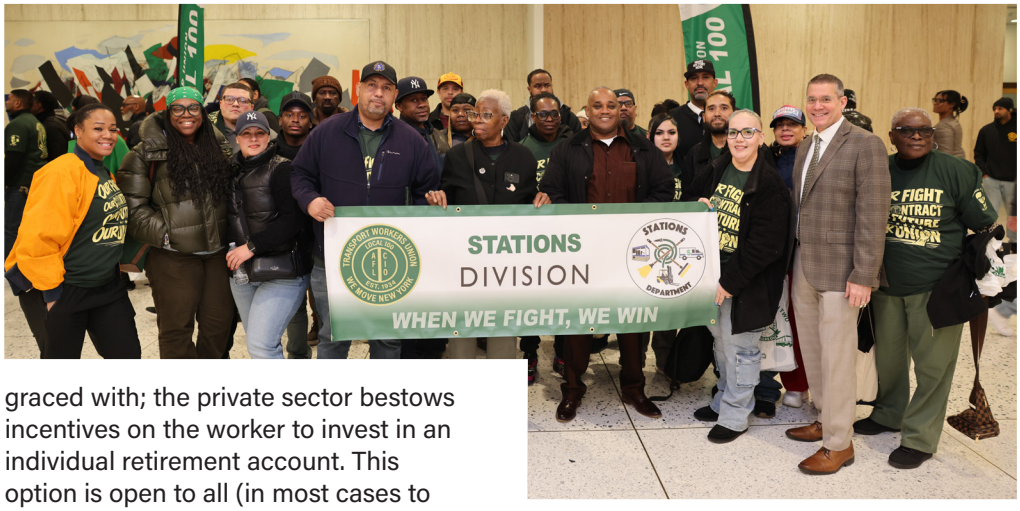


AND

DETERMINATION WORKS!

A rally may not dramatically change things overnight, but persistent action does. Several thousand **TWUer's** (a number of repeat attendees included) stormed the state capital in March as a part of our union's **Lobby Day** initiative. The fight for pension justice continues and steadily we are bringing Tier 6 to an end. We are approaching Tier 4. Our energies have reduced vesting to five years, Final Average Salary down to three years and increases in overtime calculation (check the website at **twulocal100.org** for more details).

We all have a **defined benefit pension**, which only 10% of Americans workers are graced with; the private sector bestows incentives on the worker to invest in an individual retirement account. This option is open to all (in most cases to build a **nest egg** to supplement Social Security in the golden years). They rely for value on the performance of the financial markets. However, in the late 1980's the markets tanked, decimating many retirement holdings.



Our pensions are guaranteed by the N.Y. State constitution (only a quartet of states affords this protection). We have to bring our presence to Lobby Day in Albany for as long as it takes and keep fighting for pension justice.

THERE

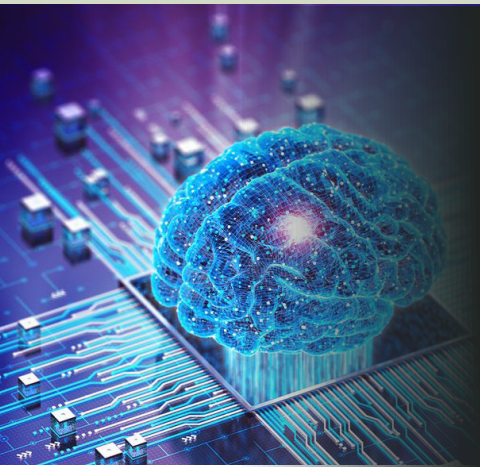
SNAP SHOTS

The **self-styled Sun King** (of 1600 Pennsylvania Ave, D.C.) has chosen to have his name adorn the **new** Amtrak station below Madison Square Garden. He has dispatched a legion of his accountants to unearth loopholes in property tax and state tax regulations to fund the bulk of the $8.4 billion dollar scheme. Is it an **OMEN?**

In 1994 incumbent Mario Cuomo was sailing to victory in the N.Y. Governors race. Then July came and the **LIRR** went on strike. Four months later challenger, George Pataki was elected. **Queens-Link**. we hardly knew thee. A project that has been on the drawing board for years, re-routing the **M** train from 63rd (Rego Park), utilizing unused LIRR tracks, to Beach 116th (Rockaway).

The Mayor took an eraser to the board and killed the proposal in favor of using the land as a green space. The MTA referred to the possible connection in its **30 year's needs assessment**, but, was **luke-warm** to the notion; no funds were allotted.

This failed endeavor is not to be confused with the **IBX** (the Interborough Express) running from Sunset Park, Bklyn., to Roosevelt Ave., Queens, which has the full support of the MTA and the backing of the Governor. Required studies regarding environmental consequences are nearly complete though no date has been finalized as to when it shall be placed in passenger service.



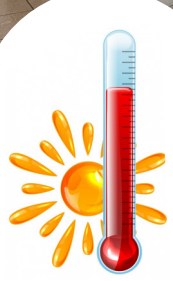
The battle to eradicate the threats that **AI** poses to job security is on! Not to be ignored is the grave danger it poses to our living space.

The **AI** boom has brought data centers to many communities, causing: water usage that could strain and contaminate local supplies, electronic waste generated by frequent hardware upgrades, rising energy costs and higher bills for local customers, and noise from round-the-clock cooling systems and backup generators.

That is so far and regulations must be introduced and enforced to eliminate this danger to the ecology.

The most intriguing winner of the Transit Tech Challenge is one which uses **AI** to leverage ridership, development of scheduling and operations data to predict travel demand. Ideally this can evolve into a system which grants the booth full view (via monitors) of the station.



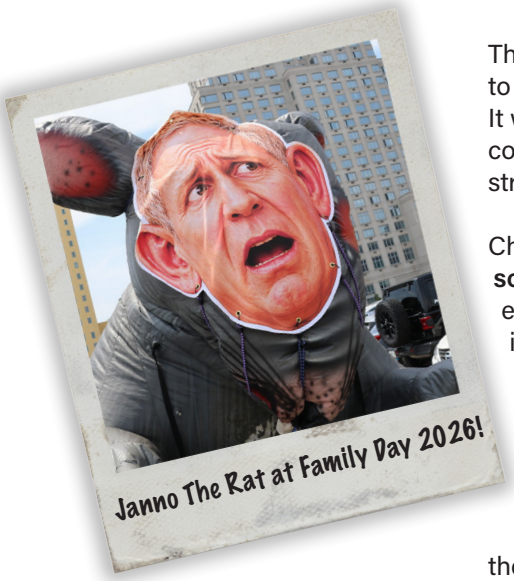


When it comes to travel demand a word to the wise: if you take a World Cup **OT** job, be prepared to be out of the booth. **Stay hydrated and take your heat breaks!**



The MTA did not issue a press release for 9 days (5/22 through 6/2). Perhaps the MTA public affairs department was preoccupied with sharpening their literary prongs to push public opinion against our contract fight?

MTA BOARD REPORT



The May 20th board meeting drew 21 speakers to the public comments portion of the meeting. It was conducted, along with the various MTA committee meetings, on the heels of the **LIRR** strike reaching settlement.

Chairman Lieber referred to it as "**fair and reasonable**". He praised the dedication of workers (LIRR) whose union was not participating in the job action and who came to work. The shuttle bus designed to ferry the stranded to a subway location received accolades for its purpose and performance.

Gleefully the Chairman announced the release of **obligated funds** to the MTA from the federal government (mainly designated for the second phase of the 2nd Ave. expansion, **more jobs for Stations!**). The Chairman reminded the Board of his prioritizing of **accessibility** projects. He cited the 145th St and 125th St. stations for the work being caried out. NYCT President Crichlow then delivered his update.

The President emphasized enhancing capacity to mitigate surges in water level. Noting the tasks executed by **pump trains** to prevent flooding on the roadbed, therefore, putting service in limbo. The majority of his report focused on buses; making them cooler and faster in the coming months. Also, he announced that ridership on the subway was up **1%** compared to the previous year.





Who to Call @TWU

Member Services

Questions about coverage? Find a specialist? For guidance and answers to questions concerning health issues for you and your family, call: **347-643-8060 or 8062**
The wisdom teeth acting up? Cavities to be filled? Call Dental Benefits at **347-643-8064**
Vision growing a bit blurry?
Call Visual Benefits: **347-643-8064**

Training & Upgrading:

Dare to DREAM! Become computer literate, earn a college degree or acquire the skills necessary for a promotional position. Call **718-780-8700** or click the Training and Upgrade link at www.twulocal100.org for more information and fuel your **ADVANCEMENT!**

Retirement

Time to take up gardening? Grab the fishing pole? Spend more quality with family, friends and GRANDCHILDREN! Call the TWU Pension Consultants at **212-873-6000** (extensions **2161, 2076 or 2037**) and start your voyage to the golden years!

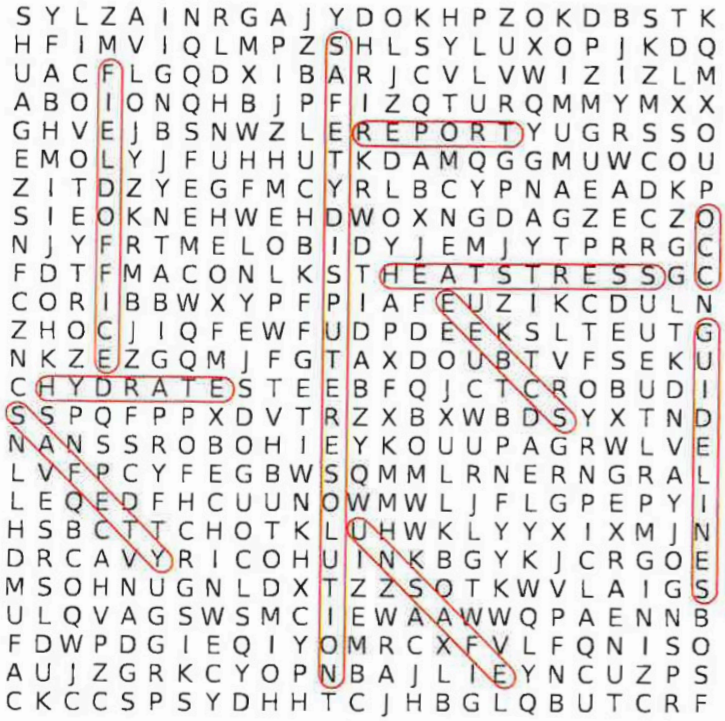
Child Care Fund

For Benefits geared to the working parents of our union such programs as Newborn Stipend and Summer and Fall Vouchers are offered by the Child Care Fund. For more information and a complete listing of benefits call **718-780-8700** or click **childcarefund@twulocal100ccf.org**.

Union Assistance Program

UAP is confidential and non-disciplinary. Together we'll tackle the difficulties you face without the TA being involved nor being aware of the fight YOU are waging. Don't risk your job. Dismissal should never be an option, call: **212-736-3378**.

Your Safety Is Important



Safety Dispute Resolution

heat stress

hydrate

EEBCS

guidelines

report

Field Office

safety

unsafe

OCC

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

THIS WAS STOPPED BY YOUR UNION

Application Deadline:	Type of Test:
December 24, 2019	Multiple-Choice
Application Fee:	**Test Date:** (subject to change)
$61.00	Saturday, March 28, 2020 or Sunday, March 29, 2020

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 GURANTEES OUR JOB

At The Gate is produced by TWU Local 100 Communications
195 Montague Street, Brooklyn NY 11201
TWULOCAL100.org | 212-873-6000
Editor in Chief: Shameia Colter
News Editor: Steve Anderson | Managing Editor: J.M. Green