



AT THE GATE

MARCH/APRIL 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 Station Department



The fight against booth closures! President John V. Chiarello, Vice President of Stations and Brooklyn Borough President Antonio Reynoso packed into a state Supreme Civil Court hearing on April 8th.

A MESSAGE FROM THE VICE PRESIDENT

Stations continues to show what strength in unity looks like.

On Lobby Day, we stood together and made our presence felt in a powerful way. That same determination and solidarity is exactly what we need as we head into this next contract fight.

The challenges ahead won't be easy, but nothing worth winning ever is. It's going to take all of us—standing shoulder to shoulder, supporting one another, and staying engaged—to secure the contract we deserve.

Let's keep building on this momentum. Let's stay united, stay strong, and stay ready. Our power has always come from our numbers and our commitment to each other—and that's what will carry us forward.

In Solidarity,
VP. Robert Kelley



Administrative Vice President Alexander Kemp, Station Vice President Robert Kelley, Division Vice Chair Nicolette Browne and Representative Terry Steptoe participate in Family Iftar Mehfil to celebrate Ramadan



Know Your Rights: WEINGARTEN RIGHTS

If you're asked to write a statement—slow down and think first.

Something that seems small can quickly turn into something much bigger and lead to discipline. Don't put yourself in that position.

Protect yourself:

- Do not rush to write a statement
- Exercise your Weingarten Rights
- Your first statement should be "I would like to request union representation."

Take your time:

- You have up to 72 hours before submitting a statement



Get support:

- Contact a union representative before writing anything
- Don't handle it alone—especially under pressure

Remember:

- Things said in the moment—when stressed, angry, or pressured—can be used against you
- Always think before you write

Know your rights. Use your rights. Protect yourself.

Shameia P. Colter

Division Recording Secretary – Stations Department

Office: 212.873.6000 x2036

Cell: 917.984.4760

Email: scolter@twulocal100.org





Correspondence Sheet

From _____ AM _____ Date _____, 20 26
PM
Print Name Legible SA/CTA/CA/RRSW 123456
Name Title Pass No.

Line _____ Time _____ Day of Week _____ Date _____ Minutes Detention _____

Motorman: _____ Conductor: _____

Location: _____ Car Numbers: _____

Location of Incident/Picked Location
Station: _____ Booth No. N-100 Trick or Night 1
Tour No. AM 2 PM 3 Hours 0000 - 0000

To: _____ Name of Individual Requesting Statement

Subject: Situation

If my written or verbal discussion will lead to discipline, termination, or affect my work conditions; I respectfully request union representation prior to proceeding.

NOTE:

Once this statement is submitted to management, you have 72 hours to provide an official statement. It is up to you to deliver a statement to them within the time frame.

Signature: *Signature*

A MOMENT ON SAFETY: STAYING SHARP ON THE JOB

Safety in our stations doesn't happen by chance—it comes from awareness, communication and taking action when it counts.

Every day on duty, take a moment to check your surroundings. Notice what's normal—and what's not. Unattended items, unusual behavior, or anything out of place should never be ignored. If something doesn't sit right with you, trust that instinct and report it.

Where you position yourself matters. Staying in visible, well-lit areas not only helps you stay aware, but also helps others see you if assistance is needed. Keep your communication devices close and ready—staying connected to supervision can make all the difference in a situation. If something begins to escalate, don't wait. Call for help. Acting early can prevent a situation from getting worse.

Following procedures is just as important. Using equipment properly, sticking to station guidelines, and knowing emergency protocols all play a role in keeping everyone safe. When dealing with customers, remain professional.

At the end of the day, safety comes down to staying sharp, staying connected, and looking out for one another.

Stay ready. Stay aware. Stay safe.

Tisha O'Connor
Station Agent Section Recording
Secretary - Stations Department
Office: 212.873.6000 x2055
Cell: 646.601.4752
Email: loconnor@twulocal100.org





Antonio Roldan Jr.
TWU Executive Board
CTA Section Chairman

CTA Section: Spring Ahead in Time and Work

Springtime is a time for new beginnings in nature and at work. No more snow duty (Hopefully!) and it's time to pick again for the summer. New seniority numbers and opportunities! Become a better person, in and out of work. Clean out your lockers and get back to a different mindset. Remember to watch your **time and attendance**, the Authority is going to come down hard on violations! Work safe and be respectful always.

A reminder: "**April showers bring May problems**." Please check the drains at your stations by dumping a bottle (or pail) of water to see if they work. If they don't, report it immediately to supervision. If you don't have functioning drains and there are flooding issues; report it; to your supervisor, our Safety Reps and your union rep.

Be active in YOUR UNION by attending month-ly meetings and rallies. Be counted towards the future of this great union. Contract time is here! You want the MTA to spring for more money and benefits? **WE FIGHT! WE WIN!**



Michael LittleBear
Division Vice Chairman

Greetings S/L Family

Well, Spring is upon us. We made it through the cold, snowy winter and better days are ahead. As Spring is here, we must ALL spring into action. Contract time is approaching and we know that we are ALL in for a fight. We will ALL be called into action to join to fight. Management will try to shortchange us and we must ALL get off the sidelines and get in the game.

This will be a fight like no other and it is ALL **hands on deck**. Our union will be demanding better wages and benefits. It is what we deserve! We come to work through all types of weather. We deserve to be treated with the respect we have earned! Together, we can show management that we will not settle for anything less! Remember: **WE FIGHT! WE WIN!!**



Pedro Rivera
Division Vice Chairman
C/A Section Chairman

COLLECTORS WORLD

To ALL Collecting Agents

I would like to begin by thanking you for your TWU Local 100 support. As we know, we are in contract negotiations with the MTA. Lately, we have had a rough time with the Authority trying to control our lives out of the workplace.

This includes the Authority not complying with the terms of the Contract to "be paid for our uniform allowance". The fight continues. **When We FIGHT! WE WIN!! Be SAFE! ALWAYS!**

From The Desk of Stations Safety Liason, Vanessa Jones

CONSTRUCTION AT YOUR STATION? PAY ATTENTION TO THE SIGNS

If you see construction in your station—slow down and take notice. Your safety comes first.



What to look for:

- Contractors working in the station
- Equipment or materials being brought in
- Posted signs or notices about ongoing work

Why it matters:

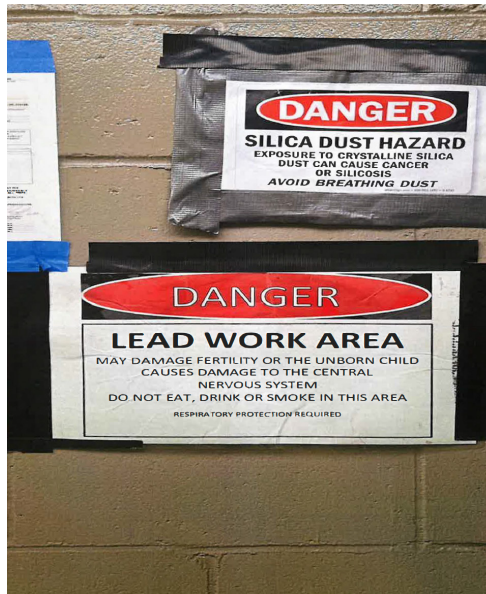
- Work like scraping paint, wiring, or cutting concrete can release harmful dust and particles
- These can affect your health—even if you don't see it right away

Protect yourself:

- Wear a KN95 mask when working near construction
- Stay aware of your surroundings
- Don't ignore warning signs

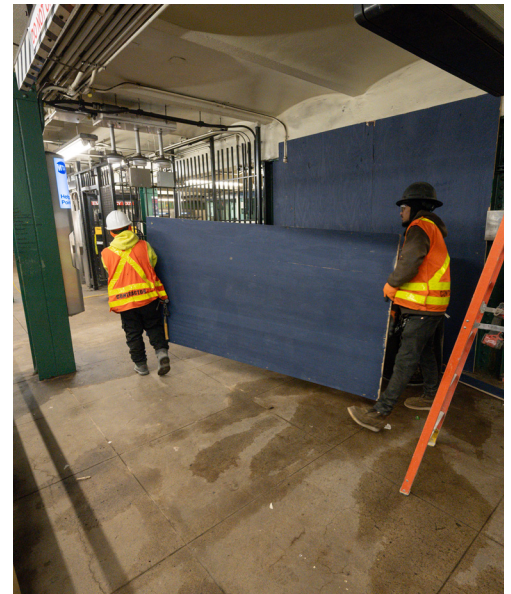
Stay informed:

- Ask your supervisor about the work being done
- Check bulletins or notices in your area
- Know what precautions should be in place



Speak up:

- Report concerns to your supervisor, desk supervisor, or superintendent
- Reach out to your TWU Local 100 safety liaison if needed



Remember:

- Safety rules exist for a reason
 - Your health is your responsibility
 - What you ignore today can affect you tomorrow
- Stay alert. Stay protected. Stay United.**



Vanessa Jones

212.873.6000 Ext. 2276

vjones@twulocal100.org

S/A Div Vice Chair/ Safety Liaison -

From The Desk of Stations Safety Liason, Vanessa Jones

SUMMER READINESS IN STATIONS: A/C UNITS & REPORTING

Temperatures are rising—
don't wait until it's too late
to act.

Before you report no A/C:

- Check your employee facility room (EFR) for markings
- Look for signs that Station Maintenance has already assessed the space

If there's no unit:

- Call the field office to report it
- Log it in the Station Condition Log
- Include names, date, and time
- Ask your supervisor for a status update

Follow up matters:

- Not getting answers?
Go to a manager
- Still no progress?
Contact your Union Safety Liaison
- We will follow up with MTA Safety on your behalf

Keep in mind:

- Work is moving—but slowly

Locations are prioritized based on:

- Number of workers in the area
- Size of the booth (tight spaces = higher priority)
- Stations with extreme heat conditions

Be proactive:

- Don't wait until it's 85°
- You can request an A/C unit for your location now

Report issues:

- Contact Vanessa Jones
- Text → Email → Call

Remember:

- Your health and safety come first
- Stay ahead of the heat

Safety Over Service

Vanessa Jones

212.873.6000 Ext. 2276

vjones@twulocal 100.org

S/A Div Vice Chair/ Safety Liaison -

Stations TWU Int'l & Local 100 Exec. Board



From The Desk of Stations Safety Liason, Vanessa Jones

NO RUNNING WATER AT YOUR STATION? KNOW WHAT TO DO

No running water can happen for several reasons—construction, frozen pipes, or pipe breaks. Whatever the cause, don't ignore it.

If there's no water:

- You may need to use a restroom at another station
- Notify supervision immediately
- Call the field office to report it
- Log it in the Station Condition Log
- Include names, date, and time

Drinking water:

- It is the employer's responsibility to provide adequate drinking water
- This applies as long as the issue continues

Do your part:

- Let supervision know when water supplies are running low
- Even if you bring your own water—report it

Look out for each other:

- Stay aware
- Speak up
- Don't assume someone else reported it

Remember:

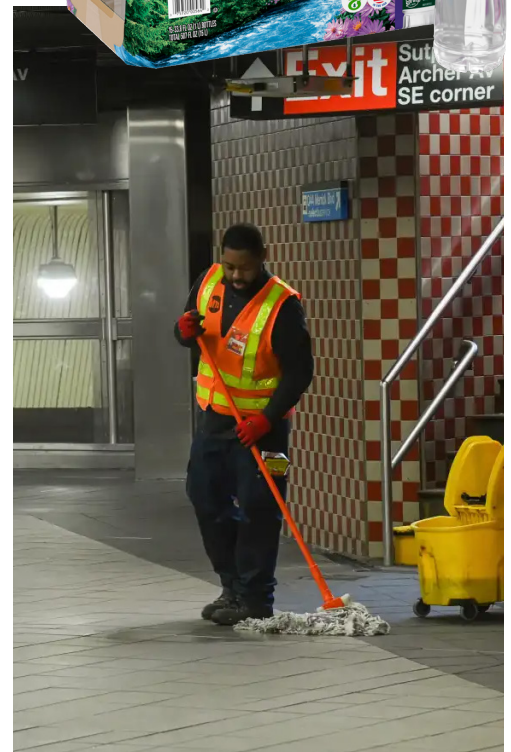
- Access to water is a basic necessity
 - Your health and safety come first
- In Solidarity
"Safety Over Service"

Vanessa Jones

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S/A Div Vice Chair/ Safety Liaison -
Stations TWU Int'l & Local 100 Exec. Board





WHEN WE FIGHT WE WIN

#STATIONSOLIDARITY

Stations Department showed out in numbers for this year's Lobby Day



Stations Strong

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

WEINGARTEN RIGHTS

summer readiness field office

proactive bulletins

contract hazards

report Safety

air conditioning fight

awareness

Vigilant

notices

unity

HERE

WHOA! TO WAYMO!

Governor Hochul has pulled the **autonomous taxi** pilot program from the budget. It would have permitted companies, like Waymo, to introduce and expand **robo-cabs** throughout New York. Waymo was testing a driverless taxi in NYC with a driver present in the vehicle. The permits for Waymo's tests expired March 31.

One New York newspaper, the Times, may have summed up the **ultimate challenge** self-driving taxis face when they printed "How is the system going to work in a place where everybody jaywalks."

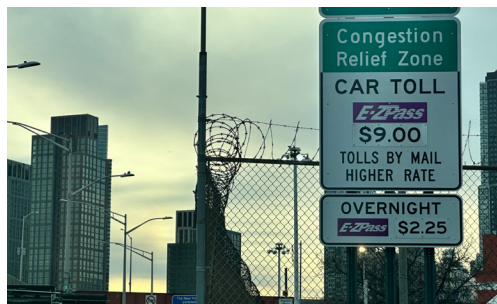
AND

FEDS KAYOED!

On Tuesday, 3/3/26, a federal judge ruled that the federal government's attempt to end New York's congestion pricing toll was illegal. Other legal challenges remain, however the decision by Judge Lewis Liman of the Federal District Court in Manhattan ends, for now, the battle between Governor Hochul and Washington.

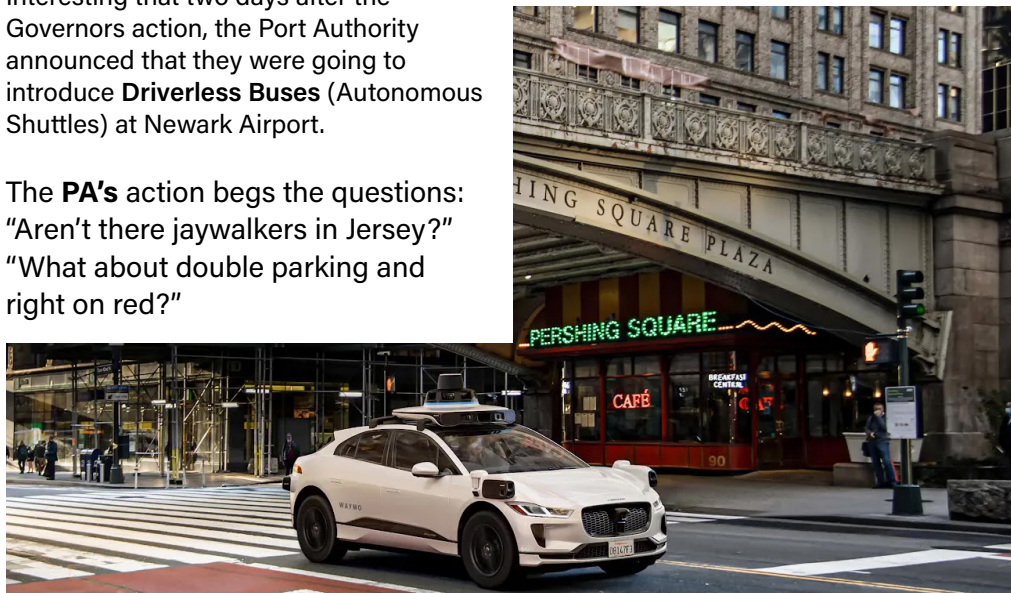
The U.S. Department of Transportation claimed, without offering evidence, that the tolls (for entering lower Manhattan) would harm the region's economy. The plan had been approved, after an extensive review, by the previous administration.

The judge said that the government's steps to kill congestion pricing and its subsequent threats to NY state's transportation budget were impermissible. There is no word, yet, as to whether the federal government will appeal the decision.



Interesting that two days after the Governors action, the Port Authority announced that they were going to introduce **Driverless Buses** (Autonomous Shuttles) at Newark Airport.

The **PA's** action begs the questions: "Aren't there jaywalkers in Jersey?" "What about double parking and right on red?"



THERE

WHY IT MATTERS? ACTIVISM!

We all owe a debt of gratitude to our fellow members who trekked up to Albany in March and pursued pension justice in the lair of those who control our pension: the NY State Legislature. Now is the time for everyone to rise out of the trenches and become engaged in the battle for a better quality of life at our worksites and our home.

All of us can fight for our quality of life in attaining a good contract. The current agreement expires on May 16 and we ALL can, and must, join the fight. The Taylor Law (Public Employees Fair Labor Act) prohibits strikes by public workers. The provisions of the act threaten penalties which could destroy any union found in violation. However, there are legal means to vigorously pursue our goals.

Demonstrations will be held! Rallies shall be called! May 1st at 2 Broadway is the starting point. ALL need to get involved, to become activists! Don't think for a minute that the MTA doesn't send out its 'head-hunters' to measure the size of the union protests. **They must be put on notice with an overwhelming response from us, this is what unsettles them: an aware and involved workforce.**

SNAP SHOTS

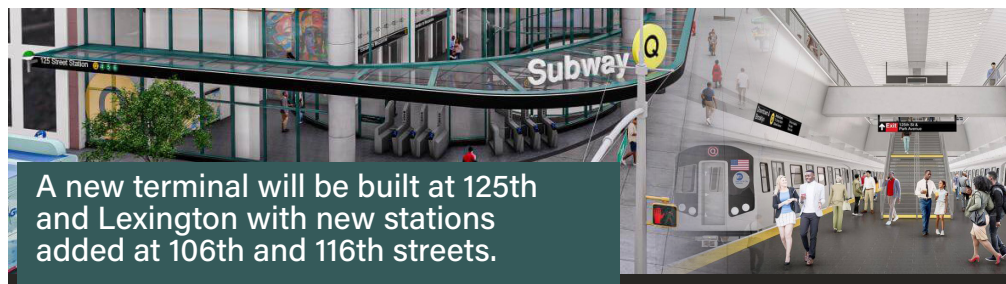


Congratulations to Station V.P. Robert Kelley and the precedent he set with his Snow Emergency Agreement in February.

"Paid to Sleep" and management's obligation to provide locations throughout the system provide a foundation for future expansion and refinement. Quality of life and safety are a never-ending pursuit of our union; now we have a **codified starting point**. It is refreshing that at last we have a governor who is immune to panic attacks.

Unlike the **'boy who cried Wolf'** governor who preceded her (**Cuomo**), Hochul did not order the suspension of aboveground subway service during the winter events which befell the City this year.

In 2016 Cuomo issued such an edict, and again in 2017 (when 7 inches fell) and finally in 2021. Subway service experienced delays and adjustments in both January's and February's winter storms; but they kept rolling (on February 24 one million passengers were moved).



A new terminal will be built at 125th and Lexington with new stations added at 106th and 116th streets.

What's auto insurance got to do with it? Governor Hochul has headlined her proposal to cap automobile insurance rates for NY State motorists. Chairman Lieber brought this up at the January board meeting.

In the fine print of this vaguely sketched-out plan are measures which might also reduce some crash victim's compensation for injuries. The intent, seems to be, is the reduction of insurance fraud (no more jackpot payouts!).

The MTA Chair alleged that the MTA loses **hundreds of millions** a year tied to crashes, deducing that it seems as if "the first question the lawyer asks: **"was there**

an MTA bus around?"

Other public agencies (police, fire, sanitation etc.) would benefit from a **capping of awards**. In the private sector the **rideshare** service industry is solidly behind the suggested alterations, primarily Uber, which stands to reap millions in savings if enacted.

Amid growing opposition, in both houses of the State Legislature, it appears that the changes in the law (including the \$4,000 cap on insurance rates for motorists) will not be in the **NY state budget**. The nominal deadline for the budget is April and reform, if any, will not go into effect until later in the year.



MTA BOARD REPORT

The Wednesday February 25 Board Meeting drew only the **hearty** to its chambers. The Meeting was called to order even though a quorum of board members was not present, several members were **en-route**. No votes on the MTA's business (awarding contracts, resolutions etc.) could be taken until their arrival. The previous two days had seen the Agency provide 24/7 service on the Subways, Buses and Paratransit.



Media coverage of their performance, was generally favorable and the riding public overwhelmingly positive with their response.

The Meeting commenced with our Local 100 president addressing a potential peril to safety that has been festering since prior to the blizzard. President John V. Chiarello lambasted the **new digitized bus communication system** for its lack of reliability.

He reminded the Board of Managements absolute opposition to cell phones: **"Cell phones are not an option"**



Chiarello touched on the conditions of 2/22, 2/23 and 2/24 when he noted that at one depot "23 buses were redlined" (a classification that should have kept them from going into passenger service) 21 of those buses did not return to the depot.

The president noted the dangerous conditions posed by a trapped bus, unable to contact their control center. He spoke for both the riding public and the members of Local 100.



At the next month's meeting, Chairman of the Board, Janno Lieber, appeared for the meeting with his right arm in a sling (perhaps a souvenir from his foray to Albany earlier in the month).

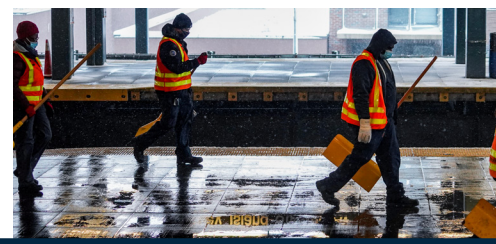
The March 25th board meeting was akin to watching a game and waiting for the rain delay to end. The New York State budget was being debated and the share allotted to the MTA still not finalized. Lieber began his remarks with a reference to the Oscars, comparing the MTA's experience the previous month to "battles won". He designated the court triumph for

The proceedings then focused on the Agency's preparations and execution of measures to ensure that service was maximally maintained in the face of a massive weather event. A procession of platitudes praising the planning followed, accompanied by accolades for the executioners of the designs; the workforce.

Superlatives were plentiful from the Chairman as well as the President of NYCT, Demetrius Crichlow, when referring to the performance of those who toiled, round the clock throughout the system, to keep the City moving in the

adverse environment: workers were categorized as **"Terrific"**, **"Amazing"**, **"Incredible"** and **"an Honor to work with"**.

Chairman Liber did touch upon the hit to the budget when he mentioned that they (the MTA) were still collecting figures to see the storms effects on the budget.



congestion pricing as the biggest victory (both the federal gov't and the trucking industry lost their cases). The FEMA reimbursement from the Covid era was secured. The Chair said, buoyantly "We do not have to sing for our supper in Albany". The MTA would like to see the **auto insurance reform** enacted, bringing a savings of \$50 million as well as a hardening to the **toll evasion laws** concerning Bridges and Tunnels.

The agenda then switched to reports on the improvements made in the collection of data and the 'fare gate of the future.' Currently a pilot is being conducted at 20 stations regarding the design of the entrance to the subway, the first in

30 years, involving three companies at no cost to the MTA. The systems will be evaluated and then the procurement process commences. At a cost to the Capital Budget (of the Agency) of over \$1 billion the gates will be installed at 150 stations.

Current data relating to fare evasion calculation on NYCT properties have been questioned by the print media, including where the **pilot fare gates** are installed. In 3-5 years, coupled with **AI** (Artificial Intelligence), a **modus operandi** which combines accessibility with an effective deterrence to **fare beating** may well become a reality.

RING!

RING!



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**.

Stations Strong

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

WEINGARTEN RIGHTS

summer readiness field office

proactive

bulletins

contract

hazards

report

Safety

air conditioning fight

awareness

Vigilant

notices

unity

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

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

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