



# AT THE GATE

A TWU Local 100 newsletter for members of the Stations Department from the desk of Stations Vice President Richard Kelley

## STATION AGENT OF THE FUTURE

*FULL TEXT OF THE AGREEMENT*

**VP Robert Kelley  
speaks to Stations  
Agents before MTA  
Announcement**

**AGREEMENT BETWEEN**  
**Transport Workers Union Local 100**  
**and**  
**New York City Transit**

The parties have had ongoing discussions regarding the future role of Station Agents with the rollout of OMNY and its impact on station operations. It is the parties' mutual goal to preserve the jobs of Station Agents and to more effectively utilize Station Agents in our changing stations environment, while continuing to implement new initiatives to better serve our customers. To that end the parties have reached the following understandings.

**1. Station Agents**

The parties recognize that customer service needs are shifting from a booth environment to an out of booth environment. As such, Station Agents will need to perform customer service functions outside of the booth, in and around the fare array, ticket machines and throughout the station environs.

The parties also recognize that the role of the Station Agent is evolving and that there will be a transition process. As such, the parties will continue to discuss Station Agent duties, and certain roles may be phased in as soon as practicable, after discussion between the parties, based on factors such as operational need, availability of new technology and training. The parties will continue to work collaboratively regarding the roll out of new customer service initiatives and an updated job specification for the Station Agent title.

**2. Customer Service Centers**

As soon as practicable, the Authority intends to establish Customer Service Centers at various stations throughout the five (5) boroughs. Initially, the Authority intends to establish up to fifteen (15) Customer Service Centers, although the total number of Customer Service Centers remains within the discretion of the Authority. In addition to regular Station Agent duties addressed in Paragraph 1 above, Station Agents assigned to Customer Service Centers may be assigned to perform the following functions:

- Execute Open Loop conversion transactions for existing Permanent Reduced Fare MetroCard customers to the OMNY system
- Update Reduced Fare customer profiles, address changes, phone numbers using OMNY software
- Conduct review and/or provide applications for first time Permanent Reduced Fare customers
- Transfer value from any type of expired cards to new cards

- Inform customers how to submit complaints and/or request travel delay verifications

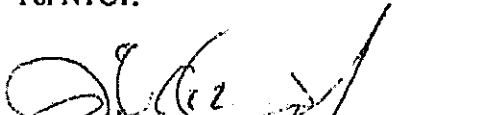
If there are any significant changes to the delineated job functions set forth above, the parties agree to meet and discuss the changes and their possible impacts.

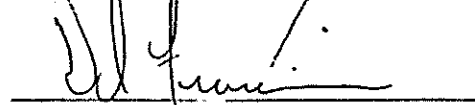
3. The Authority will provide all necessary training to Station Agents, including training in new OMNY equipment (both office and ticket machines), enhanced customer service training, and training for Customer Service Center functions. Training may occur in stages, and employees will be expected to perform functions/roles as assigned once training is completed for a particular function/role, where training for that function/role is necessary. Employees working relief jobs will also be trained so as to minimize the need for forced overtime.
4. The safety and security of employees is of the utmost importance to the Authority and the Union, and the parties will have ongoing discussions and implement appropriate steps where warranted. To help facilitate these discussions, during the first six (6) months of the Winter 2023 pick, the parties will schedule safety walk-arounds where they can observe Station Agents in the stations environs and discuss with Station Agents any safety concerns they may have experienced.
5. Station Agents will be provided with cell phones for business purposes such as: using internal/external applications for reporting purposes and/or to provide information to customers. The terms of the parties' January 12, 2018 Agreement regarding the issuance of mobile devices to Department of Subways employees shall apply.
6. Effective when Station Agents begin assignments outside of the booth, the Station Agent rate of pay will be increased by \$1.00 per hour. Employees assigned to Customer Service Centers will receive this increase at the time they commence working at a Customer Service Center location.
7. As set forth above, the parties are focused on preserving the jobs of Station Agents and to more effectively utilize Station Agents to better serve the needs of our customers as the MTA emerges from the impacts of COVID-19 and continues the rollout of OMNY. In accordance with these efforts, and with the Union's urging and support, the Authority began hiring Station Agents starting in November 2021, and to date has hired approximately 288 Station Agents. The Authority anticipates hiring approximately 235 additional Station Agents through the first half of 2023 in support of the customer service initiatives discussed by the parties throughout its meetings over the past year. It is the parties' mutual goal that Station Agents continue to provide a vital role in the delivery of customer service as our stations environs evolve.

Dated: New York, New York

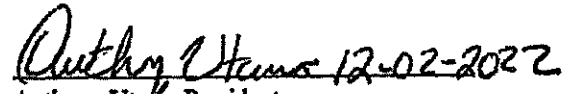
December 1, 2022

For NYCT:

  
Richard Davey, President

  
David Franceschini, Deputy Chief  
Collective Bargaining

For TWU Local 100:

  
Anthony Utano, President

  
Robert Kelley, Vice President, Stations



December 1, 2022

Robert Kelley  
Transport Workers Union, Local 100  
195 Montague, St., 3<sup>rd</sup> Floor  
Brooklyn, NY 11201

Re: Station Agent/Customer Service Center Agreement Implementation Issues

Dear Mr. Kelley:

This is to follow-up on our discussions pertaining to the implementation of the December 1, 2022 Agreement regarding the establishment of Customer Service Centers and the future role of Station Agents with the roll out of OMNY and its impact on station operations. As the role of the Station Agent transitions to providing customer service functions outside of the booth, in and around the fare array, ticket machines and throughout the station, the Union raised concerns with regard to establishing general guidelines and expectations for time spent outside of the booth, and that Station Agents, Supervision and Management be made aware of those guidelines and expectations to avoid unnecessary disputes and confrontations.

The parties recognize that the primary function of the Station Agent will be to provide customer service, and that customer service requirements may vary from station to station, by time of day and as incidents arise. Therefore, while there is no expectation that a Station Agent will be required to spend 100% of work time outside of the booth, there can also be no specific guidelines as to how much time a Station Agent should spend outside of the booth versus inside of the booth. Generally, Station Agents will need to be outside of the booth and providing customer service at times when there are higher levels of customer traffic. When stations are less crowded, Station Agents will be able to spend time inside of the booth, but will also be expected to engage with customers as needed. There should be no expectation that a Station Agent will have designated booth time, and Stations Agents will be expected to provide customer service as needed. Management and Supervisors will also be advised that Station Agents being inside the booth is not in and of itself a reflection of not performing duties, and that conditions in the station must be considered in evaluating any situation. Station Management/Supervision maintains the right to direct or require a Station Agent to leave the booth as deemed appropriate. In addition to providing customer service, Station Agents will be required to report station conditions to supervision that need to be addressed and will be expected to walk the entire station at least twice per tour. The parties will continue to work through this transition and will have ongoing discussions to address concerns and issues as they arise.

In addition to the above, the Union raised concerns with regard to the ability of some incumbent Station Agents to meet the additional physical demands of this evolving role, as, for the most part, current Station Agent duties do not require employees to walk the station or spend significant time on their feet. As indicated above, it is not expected that employees be required to spend all work time outside of the booth, and there will be opportunity for employees to sit. Management intends to work with the needs of employees provided that



the primary functions of the position can be met. Employees with more specific needs may also request a reasonable accommodation in accordance with the Authority's reasonable accommodation process. Additionally, per the CBA, the department may designate up to fifty (50) jobs posted on the pick as restricted duty jobs. While the nature of those restricted duty assignments, which are primarily booth assignments in lower traffic stations, will need to change, the parties remain committed to identifying restricted duty work that meets the needs of the parties. As such, the parties will continue to discuss how to best to utilize this provision and identify restricted duty assignments.

If this reflects your understanding, please sign below.

Sincerely,

A handwritten signature in black ink, appearing to read "David Franceschini".

David Franceschini  
Deputy Chief, Collective Bargaining

I Concur:

A handwritten signature in black ink, appearing to read "Robert Kelley".

Robert Kelley, Vice President, Stations

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December 1, 2022

Robert Kelley  
Transport Workers Union, Local 100  
195 Montague, St., 3<sup>rd</sup> Floor  
Brooklyn, NY 11201

Re: Station Agent/Customer Service Center Agreement

Dear Mr. Kelley:

This is to follow-up on our discussions pertaining to the implementation of the December 1, 2022 Agreement regarding the establishment of Customer Service Centers and the future role of Station Agents with the roll out of OMNY and its impact on station operations.

The Authority agrees that there will be no lay-offs of Station Agents as a result of the implementation of the terms of this agreement. If it becomes necessary for management to consider budget related lay-offs, Management and the Union will work together to secure the necessary funding to avoid such action. This will not preclude the Authority from exercising its managerial rights. As indicated in the Agreement, it remains the goal of management and the Union to preserve the jobs of Station Agents and that Station Agents continue to provide a vital role in the delivery of customer service as our station's environs evolve.

In addition, the Union (a) will not oppose and will not grieve or litigate any proposed elimination of lunch relief for Station Agents and (b) agrees that the Authority can reassign employees who have picked lunch relief on the current pick to cover daily absences until a new pick is in place. It is understood that this agreement is not a waiver for any other party of the applicable provisions of the Public Authorities Law or of Judge Franc Perry's Injunction and Order issued on January 28, 2021.

Additionally, the Union agrees to cooperate and will not grieve the Authority's intent to reassign Station Agents from their picked assignments during planned temporary station closures.

If this reflects your understanding, please sign below.

Sincerely,

A handwritten signature in black ink, appearing to read "David Franceschini".

David Franceschini  
Deputy Chief, Collective Bargaining

I Concur:

A handwritten signature in black ink, appearing to read "Robert Kelley".

Robert Kelley, Vice President, Stations

Handwritten initials in black ink, possibly "DK".



"There's no way in hell we were going to sit back and watch our Station Agents be rendered obsolete and get phased out along with the MetroCard. Cash transactions in booths were halted more than two years ago. More and more people are using OMNY. We are forging a new path. We are protecting our members' jobs and their ability to take care of their families."

**-Stations Department Vice President Robert Kelley**



**TRANSPORT WORKERS UNION LOCAL 100  
STATION DEPARTMENT**

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**produced by TWU Local 100 Communications Department**

