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JOB SECURITY – AND A PAY RAISE – FOR STATION AGENTS

Stations Vice President Robert Kelley has negotiated an agreement with the MTA to protect Station Agents' jobs – *and boost pay by \$1 an hour* – as the authority converts to the digital OMNY fare-payment system. Station Agents will have new Customer Service roles. The highlights:

JOB SECURITY

OMNY is here. The MTA has no intention of bringing cash back to the booths. Either we adapt or risk disappearing like toll booth clerks disappeared from the highways and bridges after E-ZPass arrived. This is to preserve and protect your employment.

The MTA has put in writing that 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.”*

In fact, the MTA is adding Station Agents. It hired nearly 300 over the last year and plans to hire about 230 more between now and mid-2023.

Station Agents will be expected to perform customer service outside

the booth when stations are busy, but otherwise will be permitted to be inside. S/As will periodically provide customer service near turnstiles and assess station conditions.

SAFETY

Management and union representatives will have ongoing discussions about safety and the implementation of any measures deemed necessary. Union and management teams will conduct joint safety tours to evaluate operations and discuss any concerns with S/As.

CUSTOMER SERVICE CENTERS

Customer Service Centers, staffed by Station Agents, will be established at 15 stations. S/As at these centers will perform reduced-fare OMNY trans-

actions, update reduced-fare rides' information in the OMNY database, and other related tasks after training.

PAY RAISE

The agreement states:

“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.”

That's an increase of more than \$2,000 in base pay per year.

The OMNY Threat

The Station Agent title has been under a very serious threat from OMNY, which is now in every station and on every bus. OMNY allows riders to instantly buy trips at turnstiles with credit cards, debit cards, and smartphones. Riders also can now purchase and load OMNY cards at Walgreens, 7-Eleven, CVS, and other stores across the city.

“Sitting back and doing nothing was not an option. There’s no way in hell we were going to sit idle and watch 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 to protect you, your employment, and your ability to take care of your families.”



- **Stations Vice President
Robert Kelley**



Stations Chair Derick Echevarria

“We all have seen how technology can be used as an excuse to cut jobs and costs. Look what happened to the toll booth clerks at Bridges and Tunnels after E-ZPass arrived. They disappeared. This agreement gives Station Agents a future.”

- **Local 100 President
Tony Utano**

