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INTRANSIT

SEPTEMBER / OCTOBER 2018

ATU SETTING THE STANDARD FOR TRANSIT APPRENTICESHIPS



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NEWS BRIEFS

An ATU hero in Topeka, KS



Topeka Metro bus driver Niles Brandstoettner is being hailed as a hero for saving a lost child on his route. The Local **1360**-Topeka, KS, member said his instincts took over when he saw the little girl walking in the street barefoot with no one else around. "I knew something was wrong, I pulled the bus over, I got out and went and picked her up," Brandstoettner said. "I did the same thing anyone would have done, I hope." The dispatcher who took the call from Brandstoettner praised him, "Niles is very compassionate, high energy, and he thinks quick on his feet." We couldn't agree more.

London Mayor to spend £6m on toilets for bus operators



Cities and transit agencies could learn a lesson from London Mayor Sadiq Khan when it comes to providing adequate bathroom facilities and breaks for transit workers. Restroom access is a serious and dangerous problem in the U.S., Canada, and other countries worldwide. Mayor Khan has committed to spend £6 million to improve access to toilets for bus operators on dozens of routes across London. "It can't be right that a bus driver can be stuck behind the wheel and not know where they can access a toilet," Mayor Khan said.

ATU Canada: Two million stranded as Gov't fails to address Western Greyhound Canada shutdown



Millions of Canadians have lost a lifeline thanks to the Government's failure to address the shutdown of Western Greyhound Canada. "Seniors won't be able to get to the doctor for critical treatment. Working people can't get to their jobs. Students won't be able to get to school across Alberta, British Columbia, Manitoba and Saskatchewan," said ATU Canada President John Di Nino. "The Government reneged on their promise to find funding and solutions to deal with this crisis." Unfortunately, there has been nothing but silence for millions of commuters left in dark, with only the Minister's 11th hour announcement on a "proposed" path forward.

INTERNATIONAL OFFICERS EMERITUS

International President Jim La Sala, ret.

International President Warren George, ret.

International Executive Vice President Ellis Franklin, ret.

International Executive Vice President Mike Siano, ret.



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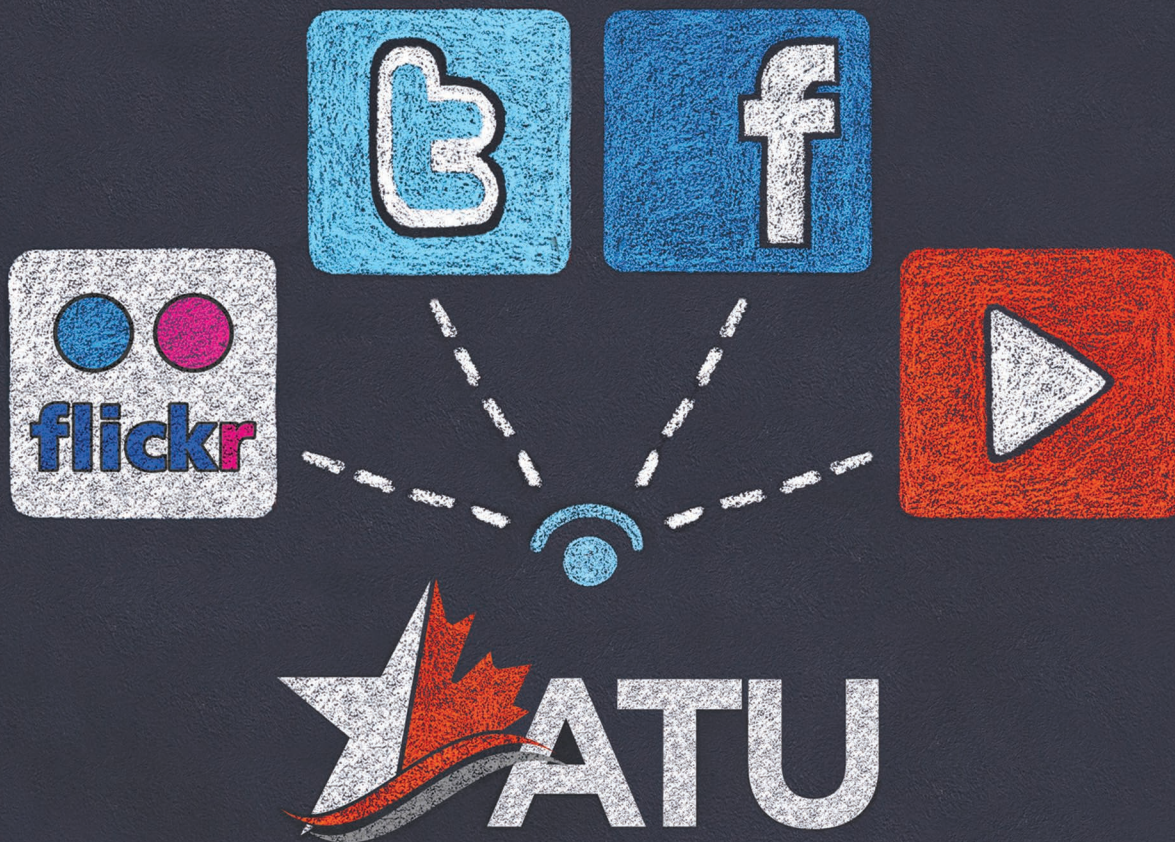
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LARRY HANLEY, INTERNATIONAL PRESIDENT

Autonomous Vehicles, AV, the Driverless Bus. The end of the ATU?

There is a lot of speculation about the development of driverless buses. Some think it's already here. Some think it's 30 years out, because there will be necessary infrastructure developments that will take that long to make it a success.

I don't know. I agree that it will take time to develop. But we cannot assume that our industry and jobs are safe. First, that friendly boss we all have would be happy to run a system without drivers. Second, it will save a ton of money. Third, the developers of the new technology will be made very rich.

There are huge forces behind it.

But what about the workers?

We are developing a strategy

If we don't take our place in the discussion, our future will be nobody's concern. So we must weigh in, and we will. We are developing a strategy through the coming convention to get out in front of this.

But the bigger picture is one of continuing technological developments in all industries. And in all industries, there will be massive worker displacement.

We cannot allow the owners of the technologies to get all the income in that world. So, here are some thoughts:

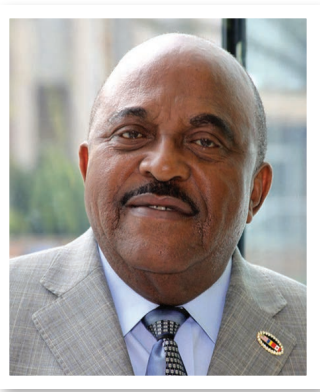
A Start

1. We should limit the hours of the workweek to 20 hours. Pay should remain for 40 hours for a 20-hour workweek. Employers can afford this as robots will do the remaining work.

2. All employers should be required to train current employees to perform these high-tech jobs.
3. Every driverless bus should have a conductor to perform all the critical non-driving functions – first response, assisting riders with disabilities, bus breakdowns and malfunctions - we perform on a daily basis.

In the end, as jobs and workers are replaced by machines, we will need a way to share in the economy which is no doubt coming.

The real core question is not will we work, but will we share? ❖



OSCAR OWENS, INTERNATIONAL SECRETARY-TREASURER

No excuses: stay connected and involved

This year, I mark my 52nd anniversary as a member of the ATU. It has certainly changed over the years, but I'm proud of the union we've built.

When I joined Local 192-Oakland, CA, in 1966 as a bus operator for AC Transit, we learned about what was happening at our Local by word of mouth. We didn't have cell phones, email, or the Internet.

We would talk with our brothers, sisters, and Local officers in the gilly, at the union hall, and on the job. That's how we learned the latest developments regarding contract talks, rallies, grievances, changes in agency policies, and more.

We learned what was happening at the International and our sister Locals across the U.S. and Canada from the *In Transit* magazine. I can still remember getting the *In Transit* in my mailbox and reading cover to cover about the fights, campaigns, strikes, and other actions being taken by our ATU brothers and sisters.

Our Local union meetings were well-attended; members even had it circled on their calendars. At our meetings, we would discuss and debate the business of our Local. We would strategize and organize actions and campaigns to beat back attacks by the boss.

Flash forward to today, and it's a whole new world on how we communicate with our members and the public.

We have an award winning website, www.atu.org, that features news, videos, member resources, and the latest information on health and safety in our industry.

Our Facebook page, www.facebook.com/ATUInternational/, is connecting and informing members, riders, and the public in realtime. International President Larry Hanley has done Facebook Live sessions, engaging rank-and-file members directly on our campaign to fix the bus driver workstation, win bathroom breaks, and other issues. These have been viewed by thousands of our members and allies. We also

use Twitter, @ATUComm, to share news on the union and public transit.

The *ATU Dispatch* lands in our email every week, highlighting Local campaigns, heroic acts by ATU members on the job, new threats from bosses and billionaires, trends in the transit industry, politics, and more.

We use texting and the ATU App to inform and mobilize our members. The International and Locals conduct telephone town halls that give members a chance to ask questions about an upcoming contract or political action campaign.

Of course, the best way to keep up with your union and your industry is still the old-fashioned way: frequent, face-to-face conversations with your fellow members. Over the last few years, our Locals have been restoring this culture of rank-and-file unionism.

We still publish the award-winning *In Transit* magazine. Some Locals have started up their own newsletters, others are publishing regular bargaining updates, and many are regularly circulating leaflets on health and safety. All of these are great conversation starters and ways to engage new members or those who have fallen out of the loop. Bringing materials like these into the break room and using them to get people talking about their concerns is how we build and sustain our unions.

I confess that I don't use all of these platforms. I bet many of you don't either, and that's ok. One of the basic principles of organizing is that you meet people where they are and communicate with them in ways that work for them. That is why we offer all of these different ways to keep you connected to each other, your Local, and the International.

Bottomline, no matter how you get your information about the ATU and your Local, stay informed and get involved. ❖

Please visit www.atu.org for more information and the latest ATU news.

In the land of the wealthy, no money for bus drivers



Members picket as negotiations stall.

On the vacation island of Martha's Vineyard, MA, the Vineyard Transit Authority (VTA) workers, voted to join Local 1548-Plymouth, MA, in 2015. They wanted to have a voice in the workplace and advocate for worker and rider issues. Since then, the agency's private contractor Transit Connecticut, Inc. has failed to address worker or rider concerns.

For three years the company refused to meet with workers and their union to negotiate a contract, even attempting to block the union in court. In April 2018, a federal district court ruled in favor of the operators, requiring the company negotiate in good faith.

Shortage of drivers leads to forced OT

The VTA has been operating with a severe driver shortage, relying on overtime to make scheduled runs and meet

service goals. With below-industry standard wages and benefits, the VTA is struggling to recruit and keep enough qualified drivers.

The VTA extended their contract with TCI in 2017, while the company was in violation of a federal order to bargain with the drivers. VTA board members did not even get a chance to vote on or approve that bid.

Drivers take demands to the public

As contract negotiations continue to stall, drivers have taken their campaign public, picketing and delivering petitions to TCI's General Manager. "Operators are seeking fair discipline and due process, health and safety improvements, wage increases in line with the rising cost of living on Martha's Vineyard, and dignity and respect on the job," the petition reads.

U.S. Rep. Bill Keating, D-MA, sent a letter to the VTA offering his assistance in negotiation talks. "Frankly, the stalling tactics used by VTA's out-of-state subcontractor are antithetical to the values of the commonwealth of Massachusetts, where unions are recognized and transit workers are treated with respect," the letter read.

More bargaining sessions are set for next year and the VTA board has discussed setting up a special committee to review TCI's contract before another scheduled one-year extension option in January 2019. ❖



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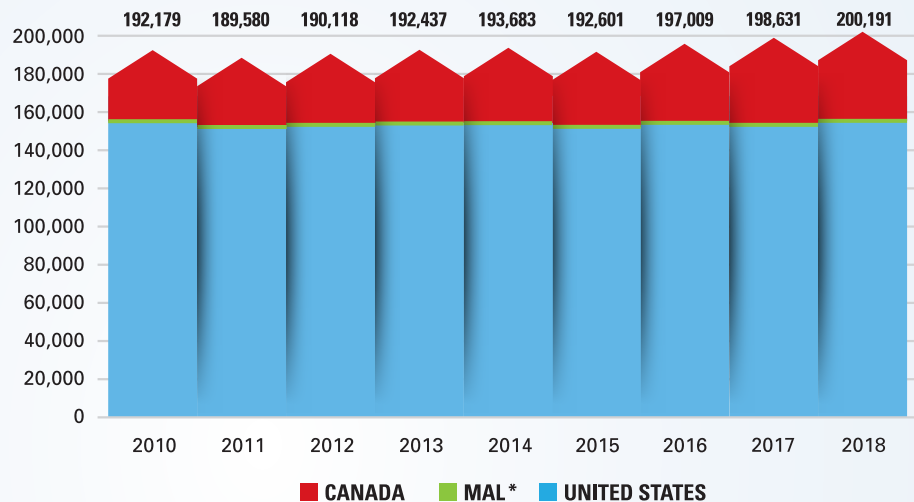
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ATU BY THE NUMBERS



Membership

ATU has been crunching the numbers in order to give members a statistical overview of the Union. The numbers show that during a period of overall decline in union membership, ATU continues to enjoy steady growth:



Active U.S. Membership

75% Male, 23% Female, 2% Unknown

Over 65: 3.0%
 51-65: 37.0%
 31-50: 49.0%
 30 and younger: 11.0%

Median age: 50

Active Canadian Membership

83% Male, 14% Female, 3% Unknown

Over 65: 7.0%
 51-65: 41.0%
 31-50: 40.0%
 30 and younger: 12.0%

Median age: 53

*Members-at-Large

ATU	United States	MAL*	Canada	Total
2010	154,178	1,319	36,682	192,179
2011	150,867	1,267	37,446	189,580
2012	151,661	1,203	37,254	190,118
2013	153,853	1,163	37,421	192,437
2014	154,663	1,120	37,900	193,683
2015	153,585	1,096	37,920	192,601
2016	156,673	1,061	39,275	197,009
2017	158,596	1,037	38,998	198,631
2018	159,934	1,014	39,243	200,191

ORGANIZING AND OTHER STATISTICS

Organizing

New Member organizing Jan. 2016 - Nov. 2018

The International Union has organized 2,219 workers in 53 new units.

The new units are found in the 21 states, the District of Columbia and the Province of Ontario.

Joint Industry Councils (JICs)

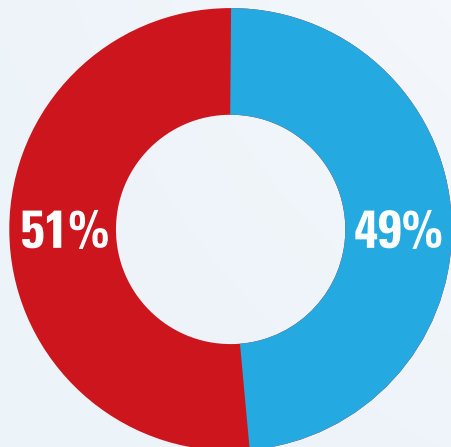
106 Locals have a collective bargaining agreement with a JIC company or at a system managed by a JIC company. More than 22,500 members are employed at JIC companies. There are 199 bargaining units at JIC companies.

Empowering Locals

We will continue to expand our training, bargaining assistance, and information sharing programs to empower Locals at the bargaining table and improve working conditions at JIC employers.

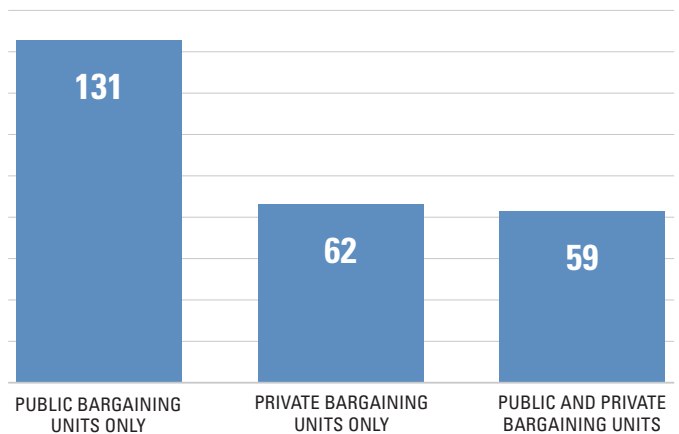


ATU Bargaining Units Breakdown



■ Public Bargaining Units
■ Private Bargaining Units

Locals Bargaining Units Breakdown



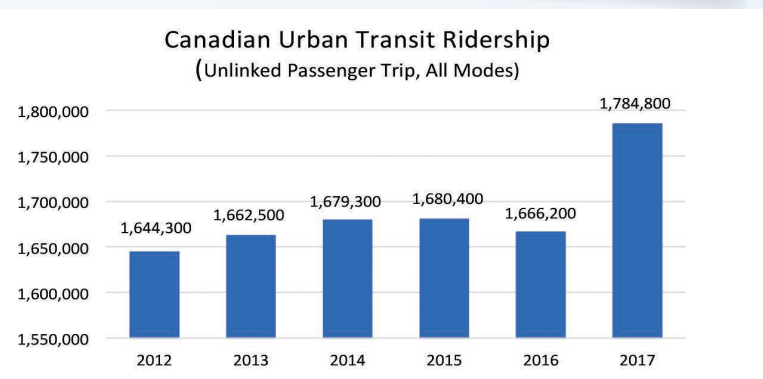
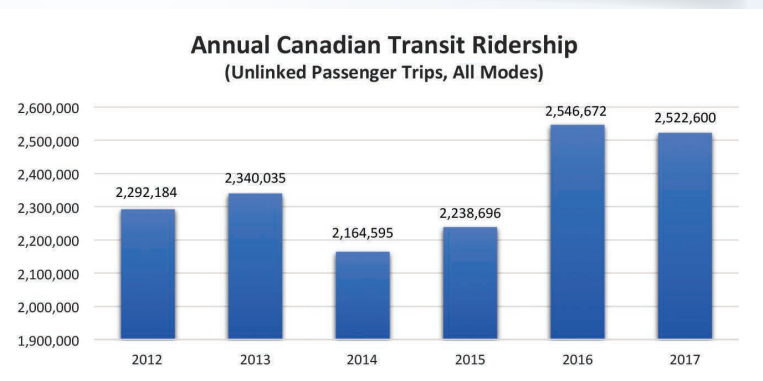
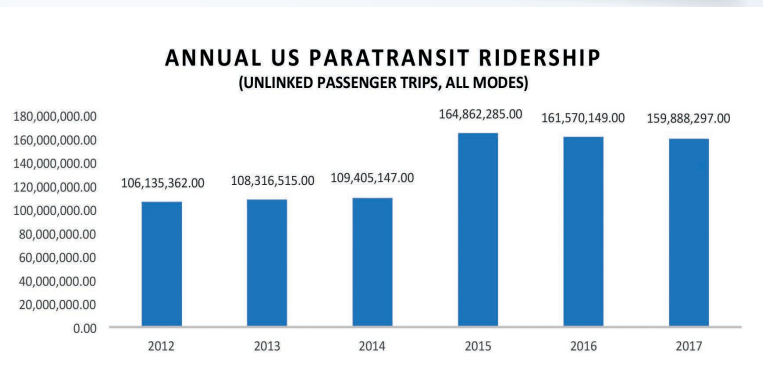
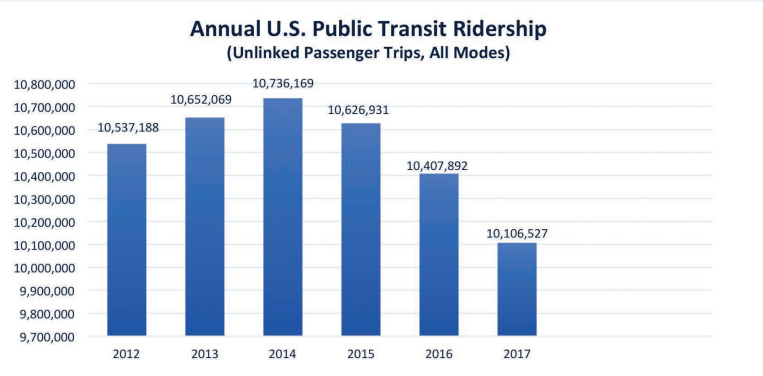
Ridership

U.S. public transit ridership has continued to decline. Management and declining service quality along with lower fuel costs, increased teleworking, higher car ownership and the increase use of ride-share service, Uber and Lyft, are pulling people off trains and buses at record levels. Despite the decline where voters have funded better bus services and cities have worked to give them priority, as in Seattle, ridership has soared.

U.S. paratransit ridership has remained steady after a big spike in 2015.

Canadian transit ridership has remained steady after a significant jump in 2016.

Canadian *urban* public transit ridership has seen a major increase in 2017 after growing steadily since 2012.



ATU fighting outsourcing

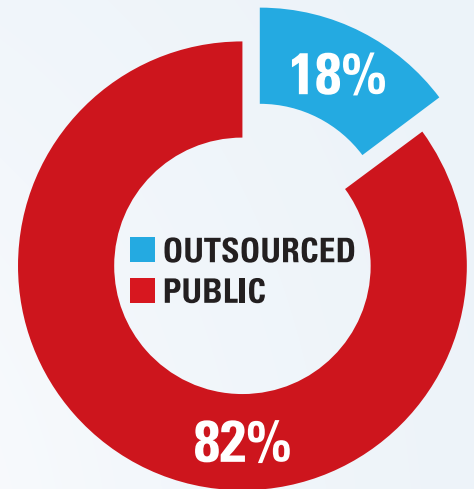
ATU has been at the forefront of fighting the outsourcing (also known as privatization) of U.S. and Canadian public transit. Where governments succeed in privatizing transit, the Union fights to preserve Local Union collective bargaining rights, and improve wages, benefits, and working conditions.

The percentage of outsourced services has increased, with \$8.27 billion of public money spent on operation.

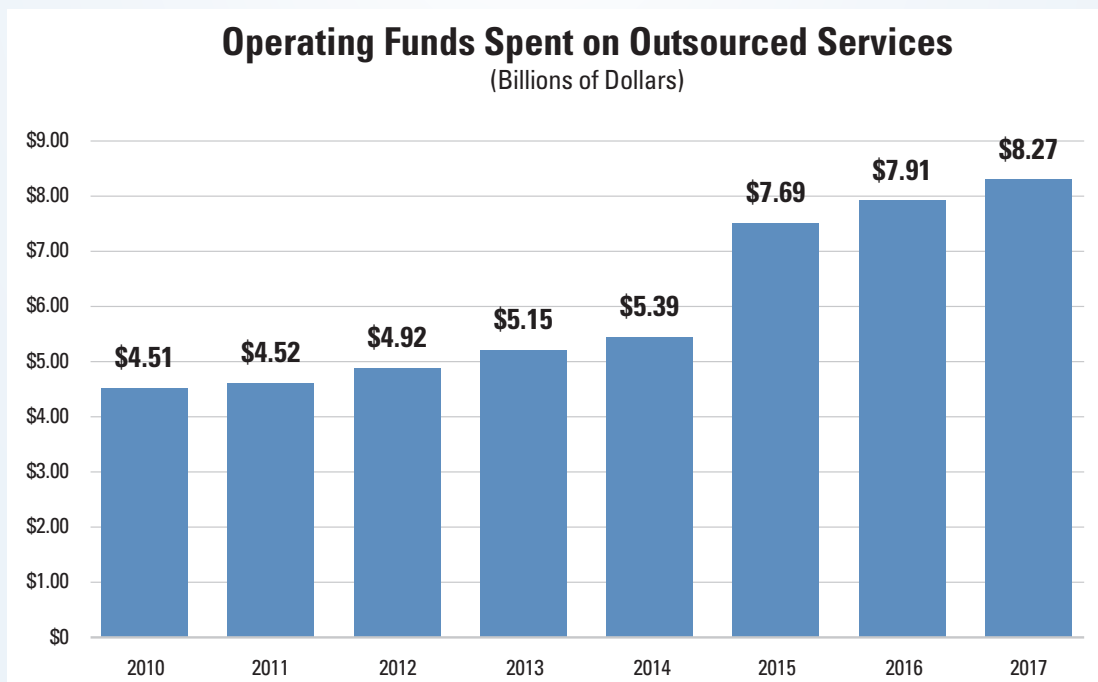
ATU Locals across Ontario are fighting private operations to “Keep Transit Public.” The Ontario provincial government has been spending billions of dollars on transit infrastructure and service expansions under its regional transit agency, Metrolinx. Unfortunately, many of these service expansions are being delivered through public-private partnerships, or P3s, which use private companies to Finance, Design, Build, Operate, and Maintain (FDBOM) new transit.

In both the U.S. and Canada, ATU has been vigilant in monitoring and opposing public-private partnerships.

Proportion of Public/Outsourced Services in 2017



Operating Funds Spent on Outsourced Services
(Billions of Dollars)





ATU SETTING THE STANDARD FOR TRANSIT APPRENTICESHIPS

Photo: Transit Coach Operator Apprenticeship Committee, September 2018 in Minneapolis/St. Paul.

ATU has been a leader in working with the Transportation Learning Center (TLC) to develop innovative transit apprenticeship programs for coach operators to prepare for the challenges our members face on the job day in and day out.

As part of the joint effort to promote registered apprenticeship as the go-to answer for transit workforce development, ATU Locals, transit agencies from across the U.S., and TLC staff attended a spirited meeting of the TLC's Transit Coach Operator Apprenticeship Committee, hosted by Local **1005**-Minneapolis/St. Paul, MN, and Metro Transit.

TLC is a national organization that focuses on the front-line workforce in public transportation and transportation in general. It is the only organization funded by the Federal Transit Administration, the U.S. Department of Labor, and the Transit Cooperative Research Program to develop and support technical training partnerships for today's and tomorrow's front-line workforce. ATU is a long-time supporter and advocate for the TLC's programs and partnerships.



(From left to right) Steve Jovel, VTA; Alec Johnson, Metro Transit; Tom Fink, VTA; Jamaine Gibson, VTA. Transit Coach Operator Apprenticeship Meeting, September 2018

The Transit Coach Operator Apprenticeship Committee, formed in January 2016 to advance jointly developed apprenticeship programs, is composed of 22 members drawn from transit union locals and their management counterparts.

Over the four-day training, transit agency officials and ATU local officers joined Center staff to provide updates on existing and developing apprenticeship programs.



Marcellus Barnes, ATU IVP, with labor members of Transit Coach Operator Apprenticeship Committee, September 2018

The agenda included discussions on the benefits of registered apprenticeships, including those for returning veterans, and the labor/management relationships essential for implementing effective programs.

Metro Transit recently became the second transit agency in the nation to implement a registered coach operator apprenticeship program. Efforts to achieve this were guided by the earlier successes of ATU Local 265-San Jose, CA, and the Santa Clara Valley Transportation Authority of San Jose (see story on page 16).

Former Local 265 member Tom Fink, now retired and working for the Center, initiated the program to address long-standing needs to improve training and increase the retention rate of new drivers. Relying on his expertise as a 25-year coach operator and ATU officer, and his relationships with VTA management, Brother Fink spearheaded the development of a joint labor-management partnership to address the workplace operational issues confronting his members and the industry.

Traditionally, bus driver training has focused on the safe operation of the vehicle, with less attention paid to enhancing and valuing drivers day-to-day relationships with passengers. Yet it is these interactions and issues which more often than not elevate a driver's stress, lead to related health problems; and undermine their commitment to the job. The ATU has found that the best way to address these gaps in training is through union-initiated and jointly-sponsored mentorship and apprenticeship programs.

The success of ATU Local 265's program with VTA bears this out. Their mentoring and apprenticeship program was built on the basis of three core principles.

It was worker-centered, community-oriented and reflective of industry needs and standards. The programs in both San Jose and Minneapolis/St. Paul were designed around these principles.

While the September 2018 conference was in session, Local 1005 and Metro launched their first class of trainees, who attended the opening program and introduced themselves. In addition, some 30 coach operator mentors, who recently trained with the TLC curriculum, participated in several of the sessions.

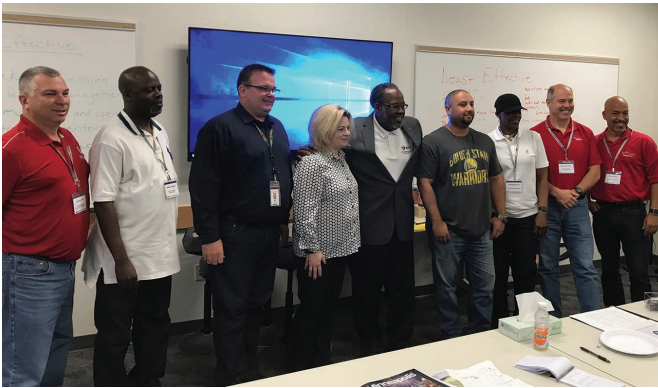
As with San Jose, the Transit Coach Operator Apprenticeship Programs in Minneapolis/St. Paul are examples of a larger effort aimed at "registered apprenticeships taking hold within the transit sector to address looming workforce development needs."

ATU International President Larry Hanley, chair of the TLC's Board of Directors, has long championed the Center and its joint labor/management approach to meeting the industry's hiring needs. "I am very encouraged to see that Local 1005 and Metro have developed and started to implement an apprenticeship for coach operators. ATU International remains committed to supporting the expansion of apprenticeships to help build the skills and career opportunities of our members," Hanley said. "Good training and career ladders give us another tool for reaching out to the communities we serve."

Mentors provide critical street survival skills

Formal mentoring focuses on critical "street survival skills" and dealing with the daily stresses involving passengers, traffic, and the occasional disruptions both on and off the bus. These skills are key to reducing the rising attrition rate among new hires. And it works!

In San Jose as well as in Minneapolis/St. Paul, mentors become sounding boards for new hires as they become familiar with the rigors of the new job. The mentors are there to listen and help the new drivers learn the coping skills essential to ensuring a quality service. The new San Jose program was so effective that, since it started, 100 percent of new drivers were still working eighteen months after starting. Customer service complaints were down, absenteeism was cut, and job satisfaction rose.



Marcellus Barnes, ATU IVP, with management members of Transit Coach Operator Apprenticeship Committee, September 2018



Hiram Nix, ATU 689. Elevator-Escalator Maintenance Training Consortium Meeting, February 2013

ATU Locals developing apprenticeships for other transit jobs

While the transit coach operator committee was meeting in Minneapolis/St. Paul, Local **1287**-Kansas City, MO, was finalizing an apprenticeship program for bus mechanics at KCATA. Local 1287 participates in a national joint labor-management committee to advance bus maintenance apprenticeships according to established U.S. Department of Labor (DOL) guidelines. Subject matter experts (SMEs) from 18 agencies have developed a comprehensive bus maintenance apprenticeship framework, approved by the DOL, that agencies can use to establish a 3-year registered apprenticeship. Like all DOL-sponsored apprenticeships, the program is designed with flexibility, allowing agencies to benefit from the national guidelines but tailoring them to address individual agency needs and resources.

Local **757**-Portland, OR, and Tri-Met established a registered apprenticeship program for signal maintainers. Local **268**-Cleveland, OH, and the Greater Cleveland Regional Transit Authority (GCRTA) established registered apprenticeship programs for rail car technicians. Other locations are looking to replicate that.

Hiram Nix of Local **689**-Washington, DC, helped lead an early effort to build transit apprenticeship at Washington Metropolitan Area Transit Authority (WMATA). Hiram and his colleagues at WMATA maintain the largest array of vertical transportation equipment in the Western Hemisphere. Doing so requires hard work and a lot of skill.

In 2009, WMATA and Local 689 joined forces with transit unions and management at three other agencies (BART, NYC Transit, and SEPTA) to address a growing skills shortage. With expert guidance from the TLC, they created

a Consortium for Elevator-Escalator Maintenance Training. Skilled workers and frontline managers identified the essential skills, involved in very advanced digital technology. Instructional designers worked with them to develop classroom-ready training. By 2013, the DOL recognized a new national apprenticeship framework for transit elevator and escalator mechanics.

DOL stamp of approval

Achieving registered status recognizes apprenticeship training as meeting industry-adopted standards and assures that employees are adequately prepared for their many work responsibilities. DOL certification requires establishment of joint apprenticeship committees with equal labor and management voice in governing local apprenticeships.

Registered apprenticeship programs can more easily access federal and state funding than stand alone training programs and can also more easily acquire approval for veterans to receive educational and other benefits under the G.I. Bill.

Transit apprenticeships key to addressing workforce shortage

Given the growing complexity of today's transit systems, coupled with the growing shortage of skilled



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workers, transit has little choice but to train its own. Apprenticeships play a key role in solving an industry-wide workforce crisis brought on by a number of factors.

New technologies in the transit industry come at a time when a high percentage of senior technicians are nearing retirement age, and new hires are becoming increasingly scarce. That leaves agencies scrambling to meet service demands. Transit has the highest percentage of aging workers in the U.S. among all industries: 35% are over the age of 55.

There are several steps needed to achieve registered apprenticeship status. First, top labor and management representatives from the agency must commit to the program. A joint apprenticeship committee (JAC) of SMEs is formed with equal representation to develop local standards that determine how the apprentice program is structured (i.e., apprentice and mentor selection process, work hours, wage progression, etc.) and the training program's content (i.e., work

process schedule, OJT and classroom coordination, etc.). The final step is to formally register with DOL and launch the program.

The TLC provides help with DOL registration, assist with developing the joint labor-management agreement and work process schedule, and provides onsite mentor training.

There are many benefits to forming a registered-apprenticeship program. Union apprentices receive a technical education with little or no debt, have the potential to earn college credit, and are given a long-term career opportunity with increased wage potential. Agencies, meanwhile get assurances that the candidates that pass through their program are properly trained to adequately maintain the fleet. ❖

International Representative Natalie Cruz appointed to ATU General Executive Board



ATU International President Larry Hanley has appointed, and the General Executive Board has approved, International Representative Natalie Cruz as International Vice President.

Cruz has been a member of Local 1700 since 2003, when she began as a motor coach operator. At the Local, she served as a shop steward and an organizer until January 2012, when she joined the International staff as an organizer. In that capacity, she worked on a wide variety of union campaigns and organizing drives as well as community and political activities. Cruz was appointed an International Representative on July 1, 2018. She lives in Lorain, OH. ❖



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San Jose Local creates model for operator apprenticeship

Local 265 in San Jose, CA, pioneered efforts in union-led workforce initiatives when it opened space in the contractual relationship between the union and management for creation of the partnership known as Joint Workforce Investment (JWI) more than a decade ago.

Local 265 and the Valley Transportation Authority (VTA) created the model for the Transit Coach Operator Apprenticeship being adapted locally in many locations, most recently with Local 1005 – Minneapolis/St. Paul, MN, and Metro. JWI also oversees skills upgrades and apprenticeship programs for bus mechanics, vehicle fuelers and cleaners, light rail technicians, and overhead power electricians.

Current JWI leaders credit Local 265 retiree Tom Fink with taking the initiative to create a worker-to-worker coach operator mentoring program that has now evolved into a registered apprenticeship, and he spearheaded the effort to create the labor-management partnership essential for its success.

In describing his own evolution, Fink explains how much he hated his job as a driver for the first five years. “When I applied for the bus driving job, I was working as a local truck delivery driver. This will be easy, I thought, because the freight loads and unloads itself.”

It didn’t turn out to be so simple. Fink describes the dilemma of the bus driver starkly. “You have responsibility, but you don’t have authority, and you haven’t been trained to cope with the core human challenges of the work. That automatically creates stress, and it can limit the quality of public service we deliver.”

VTA provided training on how to drive. For Fink and other coach operators, however, that training didn’t address the skill sets needed to deliver public service in a fully professional way or to effectively handle the multiple stressors that are part of the job.

After years of stoically enduring stress for the sake of steady wages and benefits, Fink realized that embracing the public service aspect of the job made the work more than just a paycheck. It gave his work life a much bigger meaning, and

his stress level declined as a result. And he didn’t want new operators to suffer through the learning process as he did.

In an era of privatization and government budget cuts, he believed that union transit workers needed to be seen by voters and taxpayers as a value-added factor in the services their taxes supported. In fact, that was the common ground which initially motivated ATU and VTA to establish a labor-management training partnership: the need to secure voter support. ATU 265 called it *partnering with the public*.

An important tool in the union toolbox

JWI became an important tool in the union toolbox. It served members in the following ways:

- *Worker voice:* with union support and guidance, JWI created a space for amplifying the voice of front-line workers in the policies and affairs of the transit agency.
- *Attracting allies:* by actively cultivating professionalism, JWI elevated the credibility of union workers as worthy allies in struggles for transit and other vital public services.
- *Operator health:* JWI identified stress reduction techniques as core skills of bus operators, not only because it reduced the long-term health risks of the occupation, but because it elevated the capacity for professional service delivery.

Union took lead role

Engaging experienced drivers to act as mentors could help new drivers learn the essential communication and problem-solving skills of a very demanding job. For the mentoring to be meaningful, Fink and his co-workers realized it had to be a “worker-to-worker” program. The union initiated the program and took the lead role in choosing and training

the mentors. New drivers got the benefit of hard lessons learned by more experienced workers who volunteered as mentors. The mentors took no role in disciplining newer workers nor did they function as grievance representatives.

Member engagement and leadership development

JWI became another portal for member engagement with unionism. It turned out that many members were keenly interested in participating in union-led worker-to-worker programs. When they did so, they discovered their own capacity for leadership, especially when given responsibility for operating the mentoring and apprenticeship program. ATU members have leadership abilities that JWI cultivated and amplified.

Always active in the union, Fink became an executive board member and the leader for political action for Local 265 in 1993. He joked that when other members saw him coming, they ran away because he was likely to enlist them in making phone calls or walking precincts.

Union-initiated programs made a difference for drivers

After the mentoring program for operators really got going, Fink found people coming to him—veterans, mentors, and newer drivers. They were telling him that the union-initiated program really made a difference in their lives. They asked if he could he use some help with precinct walking?

ATU bus operators Sue Yates (now retired), Robert Hannibal, and Jamaïne “G” Gibson picked up the baton when Fink retired, as has former Local 265 President and current JWI Director Diana Hermone. Together they perform the complex task of running the Operator Apprentice program. They became true union leaders who are passionate about making their brothers’ and sisters’ lives better and their union stronger. Former bus driver and Local 265 E-Board member, Steve Jovel, who was promoted to supervision after 17 years as an operator, is their management partner in the joint program.

More Locals developing apprenticeship programs

The idea has spread to other locals. Ray Messier, retired

PBA of Local 1575-San Rafael, CA, established a labor management partnership, and now an enthusiastic group of members are running a mentoring program at Golden Gate Transit. Local 192 in Oakland, CA, is also partnering with AC Transit to develop apprenticeship programs.

Gibson, Hannibal, and Jovel helped Minneapolis Metro Transit and Local 1005 develop their new operator apprentice program. Since that program started, Local 1005 President Ryan Timlin is accompanied by Alec Johnson, a 1005 Operator and the new program’s Apprenticeship & Mentorship Coordinator, when holding union orientation sessions for new operators. Johnson presents the apprenticeship as one of the benefits of union membership and a way that “union workers are passing on union skills.” This message is resonating with the new hires.

Partnership is one way to operationalize union and public sector values. It’s a national movement, and it will prepare ATU to adapt to meet the changes to our industry, whatever they turn out to be. It will help us keep workers at the center of the conversations shaping the future of transportation. ❖



ATU 265 Poster

RESTROOM ACCESS: A MATTER OF HUMAN DIGNITY AND RESPECT



ATU is working to win restroom access for transit workers across the U.S. and Canada. We believe the ability to use a restroom when necessary should be considered a basic human right. As part of this ongoing campaign, we are conducting surveys to find out how operators are affected and what Local Unions are doing to protect their members. We are also meeting with government agencies such as OSHA and reaching out to the public, the media, and elected officials to tell our story and gain support.

The problem

Most people take access to a restroom in the workplace for granted, but bus and train operators often complete long runs without reasonable access to toilet facilities. Station agents also deal with this problem. For years workers have avoided drinking water during the workday, relieved themselves into bottles or on the street, and even wet themselves. The problem is especially hard on pregnant and older operators and station agents, those with medical conditions of the bladder or bowels, and for people taking diuretic medication.

Even when restrooms are available, many factors can still affect an operator's access. Schedule pressures may mean that operators and station agents do not have time to access, use, and return from a restroom. Procedures for leaving and securing the bus or station may be vague or unrealistic, or the restrooms may be unsanitary or unsafe. Concern about embarrassment or negative passenger reaction can also discourage them from going to the restroom. Some have been disciplined for taking "unauthorized breaks" to use the restroom. In 2004, a member of ATU Local 757-Portland, OR was crushed by her own bus as she ran to the restroom at the end of her route.

The fact is that the discomfort and stress of "holding it in" make it more difficult to operate a vehicle safely and effectively. Operators report being distracted and driving faster when under this kind of pressure. One laboratory study found that not responding to an extreme urge to urinate affected attention and thinking. The effect was equal to that of staying awake for 24 hours or having a blood alcohol level (BAC) of 0.05%. For comparison, a commercial driver would be disqualified at a BAC of 0.04%.

Transit operators and stations agents have a right to:

- Rapid access to restrooms when needed, on all routes and all shifts.
- Safe access to clean, fully-equipped facilities along routes, at the end of routes, and in stations, with locations identified and updated.
- Adequate time to access, use, and return from restrooms.
- No retaliation, discipline, or threats for going to the restroom.
- Restroom use time built into scheduling.
- Clear policies on restroom access along the route, including how to notify dispatch, safe methods for leaving and securing the bus, communicating with passengers and discharging passengers.

Enforcing our rights

The OSHA Sanitation Standard (*29 CFR 1910.141*) requires that employers provide access to an adequate number of sanitary and fully equipped toilet facilities in places of employment. Employers of mobile crews (such as bus operators) are exempt from the requirement *if* employees can leave their work locations (buses) “immediately” for a “nearby” toilet. OSHA says that “restrictions on access must be reasonable, and may not cause extended delays.”

OSHA can issue a citation or a fine if your employer refuses to provide access to clean, safe restrooms

when you request it. It might do so even if there is an acceptable written policy, if the employer fails to live up to it or allows supervisors to discipline workers who do need restrooms. Federal OSHA has cited bus agencies for restroom violations at depots, such as too few toilets and restrooms without hot water, soap, towels, or heat. A few state OSHAs have enforced the standard for operators on the road, but they will not issue citations if workers are not actively asking for access and being denied it. It is up to the operators, station agents, and the Local Union to make the demands and make the case.

If you are not covered by OSHA enforcement, you should cite the standard and demand that it be your agency/ municipal standard.



What you can do to win and enforce these rights

You can report your Local bathroom problems, including access, discipline, and obvious or silent pressure to keep working when a restroom is needed.

Then Local Unions can request that employers establish practices to provide enough time for restroom use, identify locations, set procedures for call in and bus safety, and protect workers from discipline and supervisory pressure. Some Local Unions have negotiated contract language establishing the right to timely restroom access for operators, without retaliation. ❖

Connecticut ATU Locals launch a new kind of bathroom access campaign

“Thumbs down to the fact Connecticut’s bus drivers apparently don’t have access to restrooms during their shifts, causing drivers to soil themselves...Drivers need routes that give them the time and space to use the bathroom. The fact drivers feel this way is deplorable.” That’s the opinion shared last month by the editorial board at the Norwich Bulletin in their weekly “Thumbs Up Thumbs Down” column.

The Bulletin was reacting to a statewide bathroom access survey released at a press conference by ATU Connecticut Locals **281**, New Haven; **425**, Hartford; **443**, Stamford; **1209**, New London; **1336**, Bridgeport; and **1622**, Danbury. The survey was conducted over a two week period in early September, and more than 400 ATU members responded. The results were deeply disturbing:

- On average, 60% of operators reported having no clean, accessible, well-equipped, or secure restrooms at the end of or along their routes.
- 80% of operators report that there is not enough time built into their schedule to allow for a restroom break.

- 82% of bus operators say they try to “hold it in” to cope with a lack of access.
- 68% of operators say they avoid eating and drinking altogether to cope with a lack of access.
- More than 30% of operators report using trees, bushes, cups, or bottles to relieve themselves.
- 26% of operators report having soiled themselves on duty because they lacked restroom access.
- 37% report having urinary tract or bladder infections.
- 16% report having been warned, disciplined, or retaliated against for requesting to use a bathroom.

Of course, the employers deny there’s any problem. “Southeast Area Transit District (SEAT) General Manager Mike Carroll said he believes his operators have plenty of options for accessing restrooms during their shifts,” reports the Bulletin.



That's why ATU Locals in Connecticut are taking a new approach to the issue. For starters, they aren't going it alone. Working with the International, they crafted model language that could be proposed in negotiations to ensure bathroom access. Their proposal asks employers to commit to:

- Timely access to safe and clean restrooms on an as-needed basis on all routes
- Adequate recovery time at the end of the line
- No discipline or adverse impact for employees having to use a restroom
- Joint union/management implementation and oversight of bathroom access measures

Then, several Locals (those not currently in negotiations) simultaneously submitted bargaining requests to each of their employers. Instead of a re-opener, they are seeking to establish Memoranda of Understanding, or side letters, that can be enforced until the next CBA is negotiated.

Finally, they aren't bargaining in the shadows. After the Locals submitted their employer requests, ATU

International President Larry Hanley sent a letter to Connecticut Department of Transportation (ConnDOT) Commissioner James Redeker. Hanley laid out the survey results and requested that the Commissioner meet with the ATU Connecticut State Council as soon as possible and work with them toward a statewide solution.

The Locals are also taking the message to their riders. A 2011 study published in *Neurology and Urodynamics* found that an extreme urge to void one's bladder has cognitive effects comparable to being awake for 24 hours or having a blood alcohol level of 0.05%. In other words, when a bus operator holds it in, as more than 82% reported doing in the Connecticut survey, their ability to safely operate a vehicle is severely impacted. That's the kind of fact that gets a rider's attention.

By talking to their members honestly about bathroom access, coordinating their bargaining strategy, publicizing their campaign, and bringing the message straight to their riders, ATU Locals in Connecticut are well on their way to finally getting the dignity, respect, and bathroom access our members deserve. ❖

CONNECTICUT BATHROOM ACCESS SURVEY RESULTS

Do you have clean, accessible, well equipped, and secure bathrooms along or at the ends of your route(s)?



Is there enough time built into route schedules to allow for bathroom access?



How do you cope with lack of bathroom access while driving?



What do you do for relief if you do not have effective access to a bathroom?

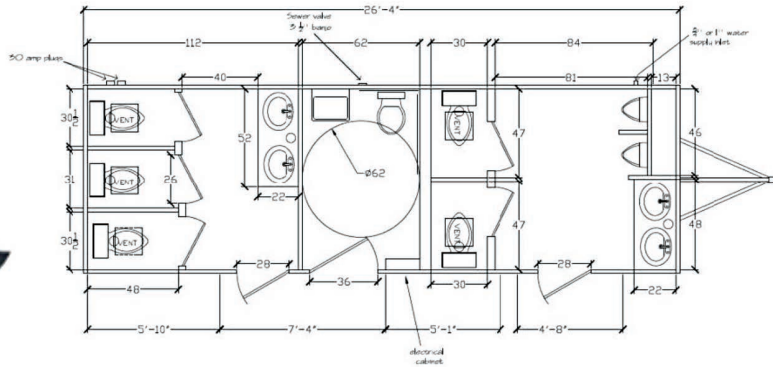


Have you ever relieved (soiled) yourself on the job?



Do restroom facilities on your routes look like this?

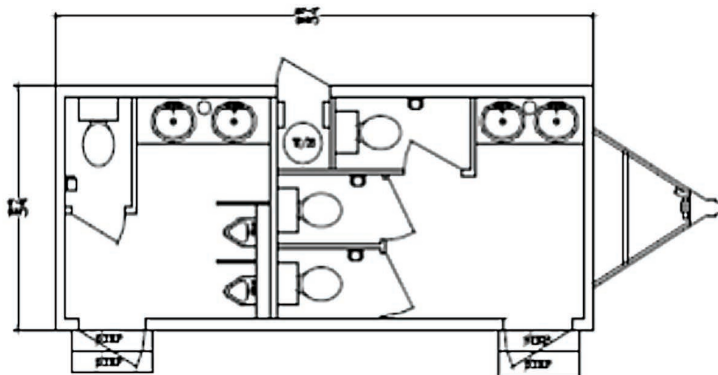
Send photos of what restrooms – good or bad – look like at your agency to communications@atu.org



<https://www.portablerestroomtrailers.com/trailer-types/luxury-serie/>



http://bobbyspottys.mydex.com/4BbpcxYDnUU:YWsnR1XJqo2_TuRAOFGlCEWIsFuUMsEn/http://www.bobbyspottys.com/rentals/trailer-units/prestige-series/



ATU legislative priorities picking up steam on Capitol Hill

With Democrats and Republicans unable to agree on just about anything nowadays, it seems that only a crisis can get lawmakers to act.

In September, a bus operator in New Jersey was held at gunpoint and forced to run red lights. A few weeks earlier, an MTA bus driver in New York was arrested after he slammed into an 83-year-old woman crossing the street, killing her in a likely blind spot incident. Recent assaults in Chicago have included drivers getting punched in the head, doused in bleach, shot at, egged, and even hit with a bag of frozen chicken.

As Members of Congress have heard from more and more transit workers about the perils of driving a bus and crossing the street in front of one of these massive mobile manslaughter machines, support has quickly grown for

the *Bus Operator and Pedestrian Protection Act* (H.R. 6016). More than 60 U.S. Representatives have now signed on as cosponsors of the ATU's bipartisan bill which was only introduced in June. The legislation requires transit management to work with unions to come up with solutions to address these issues.

In addition, H.R. 676, the *Expanded and Improved Medicare for All Act*, has picked up 123 cosponsors in the U.S. House of Representatives. This bill, introduced by Bernie Sanders in the U.S. Senate, would improve and expand Medicare to cover all Americans, regardless of age.

As transit and school bus workers know all too well from battles at the bargaining table, health insurance premiums have skyrocketed, and people that do have insurance struggle to afford the costs of their deductibles and copays. The U.S. pays the highest healthcare costs per capita of any high-income country. A more humane, comprehensive health system based on patient care and need, rather than ability to pay, is possible. In fact, we already have such a system in this country - Medicare.

Politics in Washington is changing fast. As a result of the November elections, the Democrats have taken control of the U.S. House of Representatives. However, Republicans increased their majority in the Senate, setting up divided government. Yet, no matter who is in charge, it is clear that more lawmakers are taking notice of the crises on our transit buses and in our hospitals. Expect more movement on these bills in 2019. ❖



Kochs want to kill light rail in Phoenix

The Koch brothers' shady campaign to squash public transit continues. Their latest target is a light rail project in Phoenix, AZ.

Three years ago, voters passed a \$31.5-billion transit levy to fund the light rail. The first line — and two extensions — of Phoenix's light rail investment have been a success. Daily ridership is strong, and the investment created hundreds of new housing units in walkable, transit-oriented locations. The new project expands light rail into an underserved area and help connect residents with more economic opportunities.

Better Phoenix, a farce

Now, a new group named Building a Better Phoenix has launched a campaign to gather 20,000 signatures for a voter referendum to overturn the city's light rail plans. Guess who is funding the group? The anti-transit, anti-union, anti-worker Koch brothers.

It's the same scheme that defeated transit expansion in Nashville, TN. The billionaire industrialists have made opposing local transit projects a part of their shadowy agenda.

"They don't want to be the face of this. They want to pretend this is a community group," said Lisa Fernandez of the pro-transit Build South Central Coalition. "If they succeed, this could be the playbook that they use to kill light rail for cities that have approved it." ❖



Majority wants provincial funding restored to Winnipeg transit

Four out of five Winnipeg voters want the province of Manitoba to resume paying for half of the city's transit costs that aren't covered by fares, according to a poll commissioned by Local **1505**-Winnipeg, MB.

After the Pallister government pulled the 50-50 transit funding guarantee, the City of Winnipeg proposed route cancellations as well as fare increases. While the worst of the route cancellations were averted, transit riders in Manitoba's capital were still stuck with a 25 cent fare increase.

"As this poll shows, across the city, we're hearing from voters that public transit must be a priority. We're calling on council candidates to stand up for transit riders and promise voters that they will fight for provincial transit funding" said Local President Aleem Chaudhary, pointing out the Manitoba's capital transit system is already stressed as the city's population grows.

"We also have the carbon tax coming in, and we should be able to put the funding back and ... increase it," Chaudhary continued. ❖



ATU DISASTER RELIEF FUND

When disaster hits we come together, helping out our brothers and sisters in need.

YOU TOO CAN MAKE A DIFFERENCE.

With the recent devastating wildfires in Northern and Southern California, and Hurricane Michael, the strongest storm to hit the US in many years, mother nature's fury has hit North America hard. The wildfires and hurricane have taken countless lives and destroyed homes and property. ATU members and their families are likely to have their communities and property damaged. The clean up and recovery will take weeks and most likely months.

A long history of helping our brothers and sisters in need

ATU members have always stepped up to the plate to help members during times of difficulty. From Hurricane Florence to the Oklahoma tornadoes to Hurricane Sandy, the Colorado wildfires and other disasters, our members have always supported our brothers and sisters in dire need and now it's time we show our support again.

Lend a helping hand by donating to the ATU Disaster Relief Fund

We call on all ATU Locals and members to help our brothers and sisters impacted by natural disasters by contributing to the ATU Disaster Relief Fund. Even the smallest donation will help our fellow members to get their feet back on the ground.

Donations can be made on the ATU website <https://bit.ly/2Rzo1Ox> or by mailing a check to:

Amalgamated Transit Union Disaster Relief Fund
10000 New Hampshire Avenue, Silver Spring, MD 20903
Attn: Lawrence J. Hanley

All donations are tax deductible.



Edmonton Local secures \$20 million for bus shields & safety plan



In the wake of a rider being attacked and an Edmonton bus driver recently being stabbed 13 times by an angry rider, Local 569-Edmonton, AB, and Edmonton Transit System have secured \$20 million from the City Council to strengthen security for drivers and passengers.

The Edmonton Transit Service will speed up the rollout of new bus shields on all buses to protect drivers on late night and sketchier routes. The shields can be pulled down

during the day and other times when drivers feel safe. The retractable bus driver shields will also have heating, ventilation, and air conditioning inside them.

“It’s huge for us. Our membership, there’s never been as much anxiety as there is right now. Our members are quite afraid to be working late-night service,” said Local President Mark Tettersington.

Security personnel are deployed

Among the other measures security personnel are stationed at 26 stations around the clock to provide protection.

“We must continue to ensure that we have equal access for everyone – that they feel safe – whether they apply for a job as an operator, whether they want to ride our systems. That’s our commitment: safety,” Edmonton City Councillor Bev Esslinger said. ❖

Baltimore exposes the dirty truth about Transdev

Calling it another example of the serious problems with transit privatization, ATU International President Larry Hanley slammed Transdev for overbilling the City of Baltimore to the tune of \$20 million.

Baltimore sued Transdev for overbilling for the service it provides on Baltimore’s downtown circulator shuttle service. The lawsuit states that, over the past eight years, Transdev billed the city for thousands of hours more than the Charm City Circulator actually operated.

And Transdev’s egregious actions and false promises are not isolated to Baltimore. In fact, it’s just the tip of the iceberg.

Washington, DC, Indianapolis, IN, and the Bay Area in California have all seen problems since transit services were contracted out to Transdev.

Among the issues are serious service problems, worker coercion, unilateral contract modifications, refusal to furnish information to bargaining parties, violation of Weingarten Rights, and more. ❖

Criminal behavior

“This is criminal behavior, and officers of the company who are responsible should be criminally charged,” Hanley said. “Baltimore should end this contract immediately.”



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Vehículos Autónomos, AV, El Autobús Sin Conductor. ¿Un Fin para el ATU?

Hay mucha especulación sobre el desarrollo de autobuses sin conductor. Algunos piensan que ya están aquí. Otros piensan que aún quedan 30 años porque faltan desarrollos en infraestructura necesarios, que se tomarán ese tiempo en desarrollar para hacerlo un éxito.

No lo sé. Estoy de acuerdo en que tomará tiempo desarrollarlo. Pero no podemos dar por sentado que nuestra industria y nuestros trabajos están a salvo. Primero, ese jefe amigable que todos tenemos estaría feliz de tener un sistema sin conductores. En segundo lugar, ahorrará un montón de dinero. En tercer lugar, los desarrolladores de la nueva tecnología se harán muy ricos.

Hay grandes fuerzas detrás de esto.

¿Y qué hay con los trabajadores?

Estamos desarrollando una estrategia

Si no tomamos nuestro lugar en la discusión, nuestro futuro no será la preocupación de nadie. Así que debemos sopesar, y lo haremos. Estamos desarrollando una estrategia a través de la próxima convención para salir de esto.

Pero, el panorama más amplio es uno de los desarrollos tecnológicos continuos en todas las industrias. Y en todas las industrias, habrá desplazamientos masivos de trabajadores.

No podemos permitir que los propietarios de las tecnologías obtengan todos los ingresos en ese mundo. Por lo tanto, aquí hay algunos pensamientos.

Un Comienzo

1. Debemos limitar las horas de trabajo semanal a 20 horas. La paga debe permanecer igual a la de 40 horas por una semana laboral de 20 horas. Los empleadores pueden permitirse esto, ya que los robots harán el trabajo restante.
2. Todos los empleadores deben capacitar a empleados actuales para llevar a cabo estos trabajos de alta tecnología.
3. Todos los autobuses sin conductor deben tener un encargado para llevar a cabo todas las funciones críticas que no son el conducir – primeros auxilios, asistencia a pasajeros con discapacidades, averías y fallos de funcionamiento del autobús - que se realizan diariamente.

Al final, como los puestos de trabajo y los trabajadores se sustituyen por máquinas, necesitamos una forma de compartir en la economía que sin duda está viniendo.

Esa es la verdadera pregunta central, no si ¿vamos a trabajar? La pregunta es ¿vamos a compartirlo? ♦

Véhicules autonomes, VA, autobus sans conducteur. La fin du SUT?

Beaucoup de spéculations circulent sur le développement des autobus sans conducteur. Certains pensent qu'il est déjà complété. Certains le croient terminé depuis 30 ans, car il faudra mettre en place les infrastructures nécessaires qui prendront autant de temps pour en faire un succès.

Je ne sais pas. Je conviens qu'il faut du temps pour développer un tel projet. Mais nous ne pouvons supposer que notre industrie et nos emplois sont en sécurité. Premièrement, ce patron sympathique que

nous avons tous serait heureux de gérer un système sans conducteurs. Deuxièmement, cela fera économiser beaucoup d'argent. Troisièmement, les développeurs de cette nouvelle technologie seront très riches.

Les forces motrices derrière ce projet sont énormes.

Mais qu'en est-il des travailleurs?

Nous développons une stratégie

Si nous ne prenons pas notre place dans la discussion, personne ne s'inquiétera de notre avenir. Nous devons donc faire le poids, et nous le ferons. Nous sommes en train de mettre au point une stratégie pour le prochain congrès afin de prendre les devants.

Cependant, la situation dans son ensemble s'inscrit parmi les développements technologiques continus que connaissent toutes les industries. Et dans toutes les industries, il y aura un déplacement massif de travailleurs.

Nous ne pouvons permettre aux propriétaires de technologies d'amasser seuls tous les revenus générés. Alors, voici quelques pistes de réflexion :

Un début

1. Nous devrions limiter le nombre d'heures de travail à 20 heures par semaine. La rémunération demeurerait à 40 heures pour une semaine de travail de 20 heures. Les employeurs peuvent se le permettre vu que les robots effectueront le reste du travail.
2. Tous les employeurs devraient être tenus de former les employés actuels à ces postes de haute technologie.
3. Chaque autobus sans conducteur devrait avoir un conducteur à bord pour exécuter toutes les fonctions critiques non liées à la conduite – première intervention, assistance aux passagers handicapés, pannes et dysfonctionnements – que nous effectuons quotidiennement.

En fin de compte, étant donné que les emplois et les travailleurs seront remplacés par des machines, nous devons trouver un moyen d'obtenir une part de cette économie qui s'en vient inévitablement.

La vraie question fondamentale n'est pas « travaillerons-nous? », mais plutôt « partagerons-nous? » ♦

ATU Establece el Estándar para el Aprendizaje de Tránsito

ATU ha sido un líder en el trabajo con el Centro de Aprendizaje de Transporte (TLC, Transportation Learning Center) para desarrollar programas innovadores de aprendizaje de tránsito para que los operadores de autobuses se preparen para los desafíos que nuestros miembros enfrentan en el día a día del trabajo.

Como parte del esfuerzo conjunto para promover el aprendizaje registrado, como la respuesta habitual para el desarrollo de la fuerza laboral de tránsito, los locales de ATU, las agencias de tránsito de todo EE. UU., y el personal de TLC asistieron a una reunión animada del Comité de Aprendizaje de Tránsito para Operadores de Autobuses de TLC, organizado por el Local 1005- Minneapolis / St. Paul, MN, y Metro Transit.

TLC es una organización nacional que se centra en ser la primera fuerza de trabajo en transporte público y transporte en general. Es la única organización financiada por la Administración Federal de Tránsito, el Departamento de Trabajo de los EE.UU. y el Programa de Investigación Cooperativa de Transporte para desarrollar y apoyar asociaciones de capacitación técnica para personal de primera línea del hoy y del mañana. ATU es partidario y defensor de los programas y asociaciones de TLC desde hace mucho tiempo.

El Comité de Aprendizaje de Tránsito para Operadores de Autobuses, fue formado en enero de 2016 para promover programas de aprendizaje desarrollados conjuntamente, está compuesto por 22 miembros provenientes de locales del Sindicato de tránsito y sus contrapartes administrativas.

Durante el entrenamiento de cuarenta días, funcionarios de la agencia de tránsito y oficiales locales de ATU se unieron al personal del Centro para proporcionar actualizaciones a los programas existentes y desarrollar programas de aprendizaje. La agenda incluyó discusiones sobre los beneficios de los aprendizajes registrados, incluidos los de los veteranos que regresan, y las relaciones laborales/administrativas esenciales para implementar programas efectivos.

Metro Transit recientemente se convirtió en la segunda agencia de tránsito en la nación en implementar un programa registrado de aprendizaje para operadores de tránsito para operadores de autobuses. Esfuerzos para lograr esto se guiaban por los éxitos anteriores de Local de ATU **265** - San Jose, CA y la Autoridad de Transporte de Santa Clara Valley de San José (ver el artículo en la página 16).

El ex miembro del Local 265: Tom Fink, ahora jubilado y que trabaja para el Centro, inició el programa para atender las necesidades de muchos años para mejorar la formación y aumentar la tasa de retención de nuevos conductores. Basándose en su experiencia como un operador de autobuses de 25 años y oficial de ATU, y en sus relaciones con la administración de VTA, el Hermano Fink encabezó el desarrollo de una asociación de gestión de trabajo conjunto para abordar las cuestiones operativas de trabajo frente a sus miembros y los de la industria.

Tradicionalmente, la capacitación de conductores de autobuses se ha centrado en la operación segura del vehículo, prestando menos atención a mejorar y valorar las relaciones diarias de los conductores con los pasajeros. Sin embargo, son estas interacciones y estos problemas los que a menudo elevan el estrés del conductor, lo que conduce a problemas relacionados de la salud; y socavan su compromiso con el trabajo. ATU ha descubierto que la mejor manera de abordar estas brechas en la capacitación es a través de programas de aprendizaje y mentores iniciados por el sindicato y patrocinados conjuntamente.

El éxito del programa de ATU Local 265 con VTA apoya esto. Su programa de tutoría y aprendizaje fue construido sobre la base de tres principios fundamentales. Fue centrado en el trabajador, orientado a la comunidad y reflexivo de las normas y necesidades de la industria. Los programas en San Jose y Minneapolis/St. Paul se diseñaron alrededor de estos principios.

Mientras la conferencia de septiembre de 2018 estaba en sesión, el Local 1005 y Metro lanzaron su primera clase de alumnos, que asistieron al programa de apertura y se presentaron. Además, alrededor de 30 mentores para operadores de autobuses, entrenados recientemente con el programa TLC, participaron en varias de las sesiones.

Al igual que en San José, los Programas de Aprendizaje de Tránsito para Operadores de Autobuses en Minneapolis/St. Paul son ejemplos de un esfuerzo mayor dirigido a “los aprendizajes registrados que se afianzan dentro del sector del tránsito para abordar las inminentes necesidades de desarrollo de la fuerza laboral”.

El Presidente Internacional de ATU Larry Hanley, y Presidente del Consejo Directivo de TLC; ha defendido durante mucho tiempo el Centro y su enfoque mixto de la mano de obra y de la administración para acercar las necesidades de la industria en términos de contratación. “Estoy muy alentado al ver que el Local 1005 y Metro han desarrollado y comenzado a implementar un programa de aprendizaje para los operadores de autobuses. ATU Internacional sigue comprometido con apoyar la expansión del aprendizaje para ayudar a construir las habilidades y oportunidades laborales de nuestros miembros”, dijo Hanley. “La buena formación y carreras en gradiente nos dan una herramienta para alcanzar a las comunidades que servimos.”

Los mentores proporcionan habilidades críticas de supervivencia en la calle

El mentoreo formal se centra en las “habilidades de supervivencia de calle” que son críticas y en lidiar con el estrés diario relacionado a pasajeros, el tráfico y las perturbaciones ocasionales tanto dentro como fuera del autobús. Estas habilidades son clave para reducir la creciente tasa de agotamiento entre los nuevos empleados. ¡Y además funciona!

En San José, así como en Minneapolis/St. Paul, mentores se convierten en guías amplias para nuevas contrataciones al familiarizarlos con los rigores del nuevo trabajo. Los mentores están ahí para escuchar y ayudar a los nuevos conductores a aprender las habilidades esenciales para hacer frente a situaciones, garantizando un servicio de calidad. El nuevo programa de San José fue tan eficaz que, desde sus comienzos, el 100 por ciento de los nuevos conductores todavía trabajaban dieciocho meses después de comenzar. Las quejas de servicio al cliente disminuyeron, el ausentismo se redujo y la satisfacción laboral aumentó.

Locales de ATU que desarrollan aprendizajes para otros trabajos de tránsito

Mientras el comité de operadores de autobuses de tránsito se reunía en Minneapolis/St. Paul, el Local **1287** -Kansas City, MO, estaba finalizando un programa de aprendizaje para mecánicos de autobuses en KCATA. El Local 1287 participa en un Comité Nacional de administración de trabajo conjunto para promover el aprendizaje de mantenimiento de autobuses según las directrices establecidas por el Departamento Estadounidense de Trabajo (DOL, U.S. Department of Labor). Expertos en la materia (SMEs, subject matter experts) de 18 agencias han desarrollado un marco de aprendizaje integral de mantenimiento de autobuses, aprobado por el DOL, que las agencias pueden usar para establecer un aprendizaje registrado de 3 años. Como todo aprendizaje patrocinado por el DOL, el programa está diseñado con flexibilidad, permitiendo a las agencias para que se beneficien de las directrices nacionales, pero adecuándose para abordar las necesidades de cada agencia y sus recursos.

El Local **757** -Portland, OR, y Tri-Met establecieron un programa de aprendizaje registrado para mantenedores de señales. El Local **268** -Cleveland, OH, y la Autoridad de Tránsito Regional del Gran Cleveland (GCRTA, por sus siglas en inglés) establecieron programas de aprendizaje registrados para técnicos de vagones. Otros lugares están buscando replicar eso.

Hiram Nix del Local **689** -Washington, DC, ayudó a liderar un esfuerzo temprano para desarrollar el aprendizaje de tránsito en la Autoridad de Tránsito del Área Metropolitana de Washington (WMATA). Hiram y sus colegas en WMATA mantienen la mayor variedad de equipos de transporte vertical en el Hemisferio Occidental. Ello requiere trabajo duro y mucha habilidad.

En 2009, WMATA y el Local 689 unieron fuerzas con sindicatos de tránsito y la administración en otras tres agencias (BART, NYC Transit y SEPTA) para enfrentar una creciente escasez de habilidades. Con la orientación experta de la TLC, crearon un Consorcio para la Formación de Operadores en Mantenimiento de Ascensores y Escaleras Mecánicas. Trabajadores calificados y gerentes de primera línea identificaron las habilidades esenciales, involucradas en tecnología digital muy avanzada. Los diseñadores en instrucción trabajaron con ellos para desarrollar una capacitación lista para el aula. Para el 2013, el DOL reconoce un nuevo marco de aprendizaje nacional de mecánicos de tránsito de ascensores y escaleras mecánicas.

Sello de aprobación de DOL

El logro de un estado de registrado reconoce que la capacitación de formadores cumple con los estándares adoptados por la industria y garantiza que los empleados estén adecuadamente preparados para sus

múltiples responsabilidades laborales. La certificación del DOL requiere el establecimiento de comités de formación conjuntos con la misma mano de obra y la administración en la gestión de los formadores locales.

Los programas de formación registrados pueden acceder más fácilmente a los fondos federales y estatales que los programas de capacitación independientes y también pueden obtener más fácilmente la aprobación para que los veteranos reciban beneficios educativos y de otro tipo en virtud del Proyecto de Ley G.I.

Los formadores de tránsito son claves para abordar la escasez de mano de obra

Dada la creciente complejidad de los sistemas actuales de transporte, junto con la creciente escasez de trabajadores cualificados, el tránsito no tiene más remedio que formar su propia gente. Los programas de formadores desempeñan un papel dominante en solucionar una crisis a nivel industrial de la mano de obra, originada por un número de factores.

Las nuevas tecnologías en la industria del tránsito vienen en un momento en que un alto porcentaje de técnicos mayores se está acercando a edad de jubilarse, y las nuevas contrataciones están llegando a ser cada vez más escasas. Eso deja a las agencias luchando para satisfacer demandas del servicio. Tránsito tiene el porcentaje más alto de trabajadores adulto-mayores en los E.E.U.U. entre todas las industrias: con 35% que están por encima de los 55 años.

Hay varios pasos necesarios para alcanzar el estatus de formador registrado. Primero, los principales representantes laborales y administrativos de la agencia deben comprometerse con el programa. Se forma un comité conjunto de formadores (JAC) de SMEs con representación equitativa para desarrollar estándares locales que determinan cómo se estructura el programa de formadores (por ejemplo, el proceso de selección de formadores y mentores, horas de trabajo, escala de salarios, etc.) y el contenido del programa de capacitación (por ejemplo, agendamiento del proceso de trabajo, OJT y coordinación de aula, etc.). El último paso es registrarse formalmente con el DOL y lanzar el programa.

El TLC ofrece ayuda con el registro en el DOL, ayuda con el desarrollo del acuerdo conjunto de la administración del trabajo y agenda el proceso de trabajo y proporciona entrenamiento del mentor en el sitio.

Hay muchos beneficios a la creación de un programa de formadores registrados. Formadores del Sindicato reciben una educación técnica con poca o ninguna deuda, tienen el potencial de ganar créditos y se les da una oportunidad de carrera a largo plazo con potencial de aumento de salario. Las agencias, mientras tanto, obtienen garantías de que los candidatos que pasan por su programa están debidamente capacitados para mantener adecuadamente la flota. ♦

Le SUT établit la norme des apprentissages dans le transport en commun

Le SUT a joué un rôle de premier plan en collaborant avec le Transportation Learning Centre (TLC) dans la mise au point de programmes d'apprentissage novateurs dans le transport en commun à l'intention des conducteurs d'autocars afin de les préparer aux défis auxquels nos membres sont confrontés jour après jour.

Dans le cadre de l'effort conjoint visant à promouvoir l'apprentissage enregistré comme solution de choix pour le développement de la main-d'œuvre dans le secteur du transport en commun, les sections locales du SUT, les agences de transport des États-Unis et le personnel du TLC ont assisté à une réunion animée du comité d'apprentissage des conducteurs d'autocars du TLC, organisée par la section locale **1005** – Minneapolis/Saint-Paul, MN et Metro Transit.

TLC est une organisation nationale qui cible les travailleurs de première ligne dans les transports en commun et les transports en général. C'est la seule organisation financée par l'administration fédérale du transport en commun, le ministère du Travail des États-Unis et le programme de recherche coopérative sur le transport en commun qui développe et soutient des partenariats de formation technique pour les travailleurs de première ligne d'aujourd'hui et de demain. Le SUT est un partisan et un défenseur de longue date des programmes et des partenariats du TLC.

Le comité d'apprentissage des conducteurs d'autocars, formé en janvier 2016 pour promouvoir les programmes d'apprentissage élaborés conjointement, est composé de 22 membres issus des sections locales du syndicat des transports en commun et de leurs homologues à la direction.

Au cours de la formation de quatre jours, des responsables d'agences de transport en commun et des dirigeants locaux du SUT ont rejoint le personnel du centre pour fournir des mises à jour sur les programmes d'apprentissage existants et en développement. L'ordre du jour comprenait des discussions sur les avantages des apprentis inscrits, y compris ceux destinés aux anciens effectuant un retour, et sur les relations entre les partenariats travailleurs/dirigeants indispensables à la mise en œuvre de programmes efficaces.

Metro Transit est récemment devenu le deuxième organisme de transport en commun au pays à mettre en œuvre un programme d'apprentissage agréé pour les conducteurs d'autocars. Les efforts déployés à cette fin ont été guidés par les succès antérieurs de la section locale **265** – San Jose, CA, et de la Santa Clara Valley Transportation Authority de San Jose (voir l'article à la page 16).

L'ancien membre de la section locale 265, Tom Fink, maintenant à la retraite et travaillant pour le Centre, a lancé le programme pour répondre aux besoins de longue date d'améliorer la formation et d'augmenter le taux de rétention des nouveaux conducteurs. S'appuyant sur son expertise en tant que conducteur d'autocar et de dirigeant du SUT pendant 25 ans, et sur ses relations avec la direction de la VTA, notre confrère Fink a dirigé l'élaboration d'un partenariat travailleurs/dirigeants commun visant à résoudre les problèmes opérationnels en milieu de travail auxquels ses membres et l'industrie sont confrontés.

Traditionnellement, la formation des conducteurs d'autobus était axée sur la sécurité du véhicule, et on accordait moins d'attention à l'amélioration et à la valorisation des relations quotidiennes des conducteurs avec les passagers. Pourtant, ce sont ces interactions et ces problèmes qui, le plus souvent, augmentent le stress du conducteur, entraînent des problèmes de santé connexes et sapent leur engagement au travail. Le SUT a constaté que le meilleur moyen de remédier à ces lacunes en matière de formation consiste à mettre en place des programmes de mentorat et d'apprentissage parrainés conjointement par les syndicats.

Le succès du programme de la section locale 265 du SUT avec la VTA peut en témoigner. Leur programme de mentorat et d'apprentissage a été élaboré sur la base de trois principes fondamentaux. Il était centré sur le travailleur, sur la communauté et il reflétait les besoins et les normes de l'industrie. Les programmes offerts à San Jose et à Minneapolis/Saint-Paul ont été conçus autour de ces principes.

Alors que la conférence de septembre 2018 était en cours, la section locale 1005 et Metro ont lancé leur première classe de stagiaires, qui ont assisté au programme d'ouverture et qui se sont présentés. De plus, une trentaine de mentors d'exploitants d'autocars, qui ont récemment suivi le programme du TLC, ont participé à plusieurs séances.

Comme à San José, les programmes d'apprentissage pour conducteurs d'autocars du transport en commun à Minneapolis/Saint-Paul sont des exemples d'un effort plus vaste visant à « mettre en place des apprentis inscrits dans le secteur du transport en commun afin de répondre aux besoins imminents de développement de la main-d'œuvre ».

Le président international du SUT, Larry Hanley, président du conseil d'administration du TLC, défend depuis longtemps le Centre et son

approche conjointe travailleurs/dirigeants pour répondre aux besoins en matière d'embauche du secteur. « Je suis très encouragé de constater que la section locale 1005 et Metro ont développé et commencé à mettre en place un apprentissage pour les opérateurs d'autocars. Le SUT International reste déterminé à soutenir le développement de l'apprentissage afin d'aider à développer les compétences et les opportunités de carrière de nos membres », a déclaré Hanley. « Une bonne formation et des échelons de carrière nous donnent un autre outil pour atteindre les communautés que nous desservons. »

Les mentors fournissent des compétences essentielles pour la survie sur la route

Le mentorat formel est axé sur les « compétences essentielles pour la survie sur la route » et sur la gestion du stress quotidien causé par des passagers, la circulation et les perturbations occasionnelles à l'intérieur et hors du bus. Ces compétences sont essentielles pour réduire le taux d'attrition croissant chez les nouveaux employés. Et ça fonctionne!

À San Jose ainsi qu'à Minneapolis/Saint-Paul, les mentors deviennent des lignes de résonance pour les nouveaux employés à mesure qu'ils se familiarisent avec les rigueurs de leur nouvel emploi. Les mentors sont à l'écoute et aident les nouveaux conducteurs à acquérir les techniques d'adaptation indispensables pour assurer un service de qualité. Le nouveau programme de San Jose a été si efficace que, depuis son lancement, 100 % des nouveaux conducteurs travaillaient toujours dix-huit mois plus tard. Les plaintes concernant le service à la clientèle ont diminué, l'absentéisme a été réduit et la satisfaction au travail a augmenté.

Les sections locales du SUT élaborent des apprentissages pour d'autres emplois dans le secteur du transport en commun

Alors que le comité des opérateurs d'autocars de transport se réunissait à Minneapolis/Saint-Paul, la section locale **1287** – Kansas City, MO, apportait la touche finale à un programme d'apprentissage pour les mécaniciens d'autobus de la KCATA. La section locale 1287 participe à un comité national mixte travailleurs/dirigeants chargé de faire progresser les apprentissages dans le domaine de l'entretien des autobus conformément aux directives établies par le Département américain du Travail (DOL). Les experts en la matière (SME) de 18 agences ont mis au point un cadre d'apprentissage complet pour l'entretien des autobus, approuvé par le DOL, que les agences peuvent utiliser pour créer un programme d'apprentissage de 3 ans. Comme tous les apprentissages parrainés par le DOL, le programme est conçu de manière flexible pour permettre aux agences de bénéficier des directives nationales tout en les adaptant aux besoins et aux ressources spécifiques de chaque agence.

La section locale **757** de Portland, OR, et Tri-Met ont mis en place un programme d'apprentissage enregistré pour les responsables de la signalisation. La section locale **268** de Cleveland, OH, et la Greater Cleveland Regional Transit Authority (GCRTA) ont mis en place des programmes d'apprentissage enregistrés pour les techniciens de wagons. D'autres sites cherchent à reproduire ces initiatives.

Hiram Nix de la section locale **689** de Washington, DC, a contribué à la mise en place d'un système d'apprentissage du transport en commun auprès de la Washington Metropolitan Area Transit Authority (WMATA). Hiram et ses collègues de la WMATA entretiennent la plus grande gamme d'équipements de transport vertical dans l'hémisphère occidental. Cela nécessite des efforts considérables et beaucoup d'habileté.

En 2009, la WMATA et la section locale 689 ont uni leurs forces aux syndicats du transport en commun et à la direction de trois autres agences (BART, NYC Transit et SEPTA) pour remédier à la pénurie croissante de travailleurs qualifiés. Avec l'aide d'experts de la TLC, ils ont créé un consortium pour

la formation à l'entretien des ascenseurs et des escaliers mécaniques. Des travailleurs qualifiés et des gestionnaires de première ligne ont identifié les compétences essentielles associées aux technologies numériques très avancées. Des concepteurs pédagogiques ont travaillé de concert avec eux pour développer une formation prête pour la classe. En 2013, le DOL a approuvé un nouveau cadre national d'apprentissage pour les mécaniciens de remontées et d'escaliers mécaniques dans le transport en commun.

Le sceau d'approbation du DOL

L'obtention du statut enregistré reconnaît que la formation en apprentissage est conforme aux normes adoptées par l'industrie et assure que les employés sont adéquatement préparés à leurs nombreuses responsabilités professionnelles. La certification DOL exige la mise en place de comités mixtes d'apprentissage avec une voix égale de la main-d'œuvre et de la direction dans la gouvernance de l'apprentissage local.

Les programmes d'apprentissage enregistrés peuvent accéder plus facilement aux financements fédéraux et étatiques qu'aux programmes de formation autonomes, et peuvent également obtenir plus facilement l'autorisation pour les anciens combattants de bénéficier d'avantages éducatifs et autres au titre de la loi G.I. (G.I. Bill).

L'apprentissage dans les transports en commun est essentiel pour remédier à la pénurie de main-d'œuvre

Compte tenu de la complexité croissante des systèmes de transport en commun actuels et de la pénurie croissante de travailleurs qualifiés, le transport en commun n'a d'autre choix que de former ses propres employés. Les apprentissages jouent un rôle clé dans la résolution de la crise de la main-d'œuvre dans l'ensemble du secteur provoquée par un certain nombre de facteurs.

Les nouvelles technologies dans le secteur du transport en commun arrivent à un moment où un pourcentage élevé de techniciens expérimentés approchent l'âge de la retraite et où les nouvelles recrues se font de plus en plus rares. Les agences ont de la difficulté à répondre aux demandes de service. Le secteur des transports en commun compte le pourcentage le plus élevé de travailleurs âgés aux États-Unis parmi toutes les industries : 35 % ont plus de 55 ans.

Plusieurs étapes sont nécessaires pour obtenir le statut d'apprenti inscrit. Premièrement, les principaux représentants du personnel et des dirigeants de l'agence doivent s'engager dans le programme. Un comité mixte d'apprentissage composé de PME est constitué d'un nombre égal de représentants pour élaborer des normes locales qui déterminent le mode de structuration du programme d'apprentis (processus de sélection des apprentis et des mentors, durée du travail, progression des salaires, etc.) et le contenu du programme de formation (calendrier des processus de travail, OJT, coordination de la classe, etc.). La dernière étape consiste à s'inscrire officiellement auprès du DOL et à lancer le programme.

Le TLC fournit une aide pour l'enregistrement auprès du DOL, aide à l'élaboration de l'entente conjointe entre les travailleurs et la direction et le calendrier des processus de travail, et fournit une formation sur place pour les mentors.

La création d'un programme d'apprentissage enregistré présente de nombreux avantages. Les apprentis syndiqués suivent un enseignement technique, peu ou pas endetté, ont le potentiel d'obtenir un crédit universitaire et se voient offrir une possibilité de carrière à long terme avec un potentiel salarial accru. Les agences, quant à elles, ont l'assurance que les candidats qui passent par leur programme sont correctement formés à maintenir adéquatement la flotte. ❖

In Memoriam

Death Benefits Awarded July 1, 2018 - August 31, 2018

1- MEMBERS AT LARGE

CHARLES THOMAS COX
JEFFERY HADRICK

85- PITTSBURGH, PA

JAMES V CAFE
NICHOLAS DABRUZZO
BERNARD A GARDNER
DAVID GRASSO
JAMES R KERR
JOSEPH J MINICK
KALMAN C PRICE
EDWARD GROVER THOMAS
ARTHUR TRUZZI

113- TORONTO, ON

FRANK CARNOVALE
BERNARD S CUNNINGHAM
CYRIL T HAYWARD
GEOVANNY HIDALGO
WAYNE C KELLAR
FRANK MAC NEIL
BRETT MOORE
JAMES O'NEILL
ROY PERKINS
DONALD G PRYKE
JAMES S SWEETAPPLE
CHARLES C WALTERS

174- FALL RIVER, MA

ALPHONSE J GUERRETTE

241- CHICAGO, IL

LINDA BELLAMY
LAVONE DAVIS
THOMAS DUBOSE
ROBERT F FLETCHER
MATTHEW H FRYE JR
ROBERT HAWKINS
SESSOR HOWARD
RICHARD D JONES
KARL KASSAL
CLEARCHIE LAWRENCE
LARRY MCDANIEL
LEODIS PITTMAN
ROBERT J ROSS

265- SAN JOSE, CA

W RON R ABUNDIZ
JOHN D FRANCO
DEBORA A NELSON
RICHARD J TRUJILLO

268- CLEVELAND, OH

WILLIAM GUNN
ANTOINETTE E PHOESON
EUGENE ROSS
BENJAMIN E ZYWIEC

279- OTTAWA, ON

MAURICE J D DIONNE
DIETER M KLIMPEL

282- ROCHESTER, NY

ESTEBAN P NIEVES

425- HARTFORD, CT

CRAIG CONNOR
CHARLES R MC CAHILL
PAUL D MURPHY
JOHN ROSS SR
FRED S THORPE

508- HALIFAX, NS

EDWARD J CRIDDLE

569- EDMONTON, AB

STEVE BRODA
MARK M CHORNEY
RICHARD W HARBOTTLE
DANIEL B MORRISON
LEO JOSEPH NAULT
MARJORIE SCHURMAN

583- CALGARY, AB

DARCY G JONES
DALJIT SINGH

587- SEATTLE, WA

RODNEY R MOORE
SHERIDAN R NELSON
JOHN R NESBITT
ROBERT J PIETRANCZYK
PAUL J STRETCH
LLOYD G WOLFE

588- REGINA, SK

WILLIAM MC MILLAN

589- BOSTON, MA

PAUL F DONOVAN
WALTER J HARAN
DAVID ISOM
BEN L JOHNSON
STEPHEN LANCIONE
THOMAS R MC INNES
MICHAEL F MC PHEE
MICHAEL W MEAD
EDMOND F POIRIER
DANIEL S WALSH
AUDREY M WASHINGTON

616- WINDSOR, ON

DAVID E YOUNG

618- PROVIDENCE, RI

MICHAEL KOJOIAN
RALPH J MONTI

628- COVINGTON, KY

DARYL T GADE
GEORGE A KUNTZ

689- WASHINGTON, DC

CHARLES ARMSTRONG
MARSHALL LEE BETTIS
HAROLD S BLACKWOOD
MILTON A BROOKS
GILBERT CHAPLIN
EDWIN M CHICHESTER
ZACKARY V HAYES
DIANE A HEWLETT
DELORES MCCRAY-DAVIS
JESUS RABAGO
WILLIE SPEIGHT
EDWARD DOUGLAS WARD

713- MEMPHIS, TN

LILLIE M YANCY

717- MANCHESTER, NH

ANDRE A BEDARD

726- STATEN ISLAND, NY

FOREST BUTLER

732- ATLANTA, GA

EDWIN CONAWAY
JAMES T GOODEN
JACQUELINE H JACKSON
MINNIE L JOHNSON

HUBERT F PORTER
CLARENCE EDWARD SHAW
DELOIS WILLIAMS

758- TACOMA, WA

HARRY E PROCTOR

788- ST. LOUIS, MO

PATRICK K SQUIRES

819- NEWARK, NJ

EDWARD STARKS
JULIEN WILSON

820- UNION CITY, NJ

HARVEY BRENNER
MATTHEW SUTTORA

824- NEW BRUNSWICK, NJ

ROBERT R BANIS

857- GREEN BAY, WI

WILLIAM M THIERLING

880- CAMDEN, NJ

EARL E CUNDIFF

987- LETHBRIDGE, AB

COLIN R THOMSON

993- OKLAHOMA CITY, OK

ROLAND R CARD
MORELL LA RUE

998- MILWAUKEE, WI

SOLOMON HENRY JR
JOHN HOSZOWSKI
THOMAS A RICHTER

1005- MINNEAPOLIS

& ST. PAUL, MN

SIMMIE HINTON
KAREN M NIELSEN

1039- LANSING, MI

JEAN-PIERRE DAVIS

1177- NORFOLK, VA

JOHN H GALBREATH

1181- NEW YORK, NY

ULRICK ALEXIS
PATRICIA A CATERINA
PIERRE FRANCOIS
JERRY H RAMKE

1189- GUELPH, ON

WAYNE H O'BRIEN

1225- SAN FRANCISCO, CA

SAMUEL WATKIN

1235- NASHVILLE, TN

JIMMY D SHELER

1267- FT. LAUDERDALE, FL

DENNIS KEMP

1277- LOS ANGELES, CA

EMMITT MC GEE JR
PAUL TASSONE

1290- MONCTON, NB

ERNEST DAIGLE

1300- BALTIMORE, MD

LYNELL A BROWN

1321- ALBANY & TROY, NY

FRANK NIEDZWIEDZKI
WILLIAM C REDDEN

1336- BRIDGEPORT, CT

HENRY BROWN
CHARLIE YOUNGER

1338- DALLAS, TX

MILTON MAJORS
SAMUEL L THOMPSON

1342- BUFFALO, NY

PAUL J BATTAGLIA
HASKEL G BUFF
HENRY J CHLEBOWSKI
ALBERTA HOOKER
JAMES M MARSZALEK
EMANUEL J TAIBBI
HILDA E WITMAN
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