

# Speak Out Now at BART (12/4/17)

## Stresses and Strains

The stresses and strains of working with the public day in and day out can take its toll. Of course there are the nice exchanges, ending with a “Thank you” when the anxiety of a passenger is relieved by assistance provided by a BART worker. But these are easily overshadowed when someone, whose life have been shattered by this world, goes off and threatens a Station Agent, System Service Worker or a Train Operator. In addition, for Train Operators, sweeping the last train of the night or Station Agents clearing the station before closing or opening can be a life-threatening experience.

Many of these problems are beyond BART’s control. But having adequate staffing, like two agents to open or close and an additional person to sweep the train isn’t a luxury. It is a necessity.

## Trying To Show A Good Face

Is overtime on again for System Service Workers on all the lines? At this time of year, BART wants to put on a good face when people are flooding into San Francisco to go shopping, see a show, or meet up with friends and family.

This doesn’t mix well with the reality of urban life, which litters the stations and trains with empty food containers, paper, urine and feces. And now, with the growing heroin epidemic, an increased number of needles are on the trains and platforms.

Brightening crews and more System Service Workers can’t cover up the reality but the stations can be cleaned up. Why is this just a holiday effort? Shouldn’t everyone be treated with the same respect as these holiday riders? It’s the same old simple math equation. More riders should = more System Service Workers.

## Don’t Include Us In Your Holiday Plans

On some lines “discussions” have become as regular as rain. Sometimes it pours and then there’s a let up.

We don’t need any of this nonsense, ever. But with the holidays on us and all the extra pressure – a word to the wise...Management: If your preparations for the holidays include increased harassment, keep them to yourself.

## **Do Include Us In Your Holiday Plans!**

**Speak Out Holiday Party - December 16**

Get your tickets from your Speak Out distributor

## They Don’t Tell Us Anything!

Customers come to the booths every day to ask us all kinds of questions about BART. But management never tells us anything- we have no idea what’s going on with the new trains, for example.

When we can’t answer their questions, riders roll their eyes or think we’re not doing our job...but it’s not our fault! BART management needs to keep us in the loop so that we can actually respond to riders’ concerns.

## Bom-Bailout

Bombardier’s latest failures at BART aren’t much of a surprise. They missed key deadlines to supply rail cars to London and Toronto, and the city of London ultimately cancelled their contract. They also lost bids to supply cars to Chicago and Boston.

The reward for their failures? A \$1 billion bailout funded by Canadian taxpayers. The bosses planned to use some of the bailout money to increase the pay of their top 6 executives by 50%, until protests and a public uproar forced them to delay the pay raise.

When the bosses fail, they fire us, cut our pay, and ask us to do more with less, all while they fatten their pockets. After the latest delays on the BART trains, maybe the Bombardier bosses will try for another 50% pay increase.



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