



On The Move

Jan. 27, 2020

Official Publication of TWU Local 234

www.twulocal234.net

Union Tackling Cashier Issues Head On

On Friday, January 24, 2020, a criminal suspect fired toxic gases from a fire extinguisher through the window of a cashier booth at Susquehanna-Dauphin Northbound Station on the Broad Street Line. The cashier, engulfed by a cloud of fumes, moved to the back of the booth to minimize the effects of the gas. However, the gas stung her eyes and the extent of her injuries are under investigation.

This is just one of the many problems confronting cashiers as a result of a rise in criminal conduct in the subway, along with an inadequate police presence. Fare evasions have reached an all-time high, in part due to defects in the new fare collection technology, whereby one person with a key card can admit numerous passengers into the paid area. As a result, the cashiers are caught between a rock and hard place, because there is really nothing they can do, except report the incidents of fare evasion. Of course, the problem with reporting the incidents is that they might face retribution from the fare evaders, again without police protection.

On Monday, January 27, 2020, Local 234's Executive Vice President Brian Pollitt, Business Agents Steve Butler and Ron Newman, along with Deputy General Manager Scott Sauer, toured the Broad Street Line and discussed the problems with numerous cashiers. As a result, Sauer committed to taking immediate remedial action including locating, arresting and prosecuting the culprits involved in the fire extinguisher attack. SEPTA has high quality facial photos of the four individuals involved in the extinguisher attack---the photos will be given to the cashiers and posted throughout the subway.

The fare collection problems are a harder nut to crack, especially because the SEPTA police force is extremely undermanned. Recruits are coming in, being trained by the City Police after which they immediately seek employment in other police departments that provide higher rates of compensation. In the meantime, to address the fare evasion issue, SEPTA police should be present at the "hot spots" on the line and SEPTA's subway supervisors and managers have to **get out of the safety of their offices and start patrolling the stations.**

Deputy General Manager Sauer is willing to work closely with the cashiers and the union to figure out how to address these problems. First on the agenda is a meeting between the Union and SEPTA's new General Manager, Leslie Richards on Wednesday, January 29, 2020. The cashier issue will be high on the agenda.

The Union intends to keep up the pressure on the Authority until these problems are solved.

WE CAN AND WE WILL