



# Cupe Local 4500 NEWSLETTER

**Cupe 4500**  
**On The front Line**

Volume 1, Issue 2  
May 2007

## Crucial times ahead for Cupe Local 4500 *By Rob Woods*

Well, we're into our 2nd quarter of 2007 and the gears are shifting higher as we prepare for some significant tasks ahead.

Bargaining is now complete for all other bargaining units except us. Our bargaining team is currently being assembled and will be preparing very soon. It is recognized that with the new technologies we are facing, our jobs will change as well.

Additionally, we are still in meetings pertaining to other departments that have been encroaching in our work. This continues to be a huge issue, but for the moment we are seeing some progress.

Again, we continue to call upon ALL Cupe Local 4500 members to be diligent in your actions and to assist in maintaining our jobs and protecting our work.

Your uniform committee has advised CMBC of several concerns over quality issues of the uniform, this years order process, the change in altering stock sizes, etc..

Conference calls and meetings are taking place to address the concerns and it is expected to have these issue resolved quickly.

MDT Meetings are also

in progress to get the computers and mounts up to par and the requirements in place to coincide with the INIT system.



Albert Einstein:

The world is a dangerous place, not because of those who do evil, but because of those who look on and do nothing.

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### Famous Quotes that makes you say ..... Hmmmmm.

- "You can't talk your way out of problems you behave yourself into." *Stephen Covey*
- "Being challenged in life is inevitable, being defeated is optional." *Roger Crawford*
- "The most important single ingredient in the formula of success is knowing how to get along with people." *Theodore Roosevelt*

## Occupational Health & Safety News

Extendible sticks are now at all kiosks, and all A-Cars in VTC. Additionally, some suburban areas should have the sticks as well. If you have never been trained using the extendible stick, call your OH&S rep. ASAP. The practice of climbing on top of the trolley roof tops to retrieve poles that are stuck in the overhead is to stop in all instances. If the poles cannot be dislodged using the sticks, it then becomes a trolley over head crew call.

Have you received your training for the New Flyer (new) Trolley buses yet? If not, contact your OH&S rep. We are still trying to ensure all Supervisor have been trained. See a safety hazard, please be sure to write a report, and or call your safety rep.



## **CCTV on buses** *By Rob Woods*

We currently have four vendors that are being assessed, with equipment now installed on CMBC buses. Several representatives sat in on presentations by the vendors who explained their technologies and software. Out of the four, two seemed quiet good. The pilot's will continue for some time, but here's a break down on what the capabilities are.

The camera equipment itself seemed rather consistent between the four. Camera setup, spec's, etc were pretty much the same. Where the major differences lay is in the software capabilities. GE seemed to take the spot light in this area with a system that is configurable, secure and offers some interesting options. One of the concerns expressed by all parties is security of the video data. Encryption looks after this, and the neat thing about GE's setup is that the video can't be viewed unless there software is installed on a system. Their software is not generic and not available for downloaded on the internet. This is important should a video file get leaked out.

Transit Security will be responsible for managing the data, and requests from authorized departments meeting the set criteria for video will documented. Discussions are on-going with CMBC as to what purposes the video data can be reviewed, with the main intended purpose being for legal evidence. Of course, the flip side is the question, can the company pull a video to review a customer/employee complaint?

The technology of the camera's/software allows an option that could be hugely advantageous to us for assault/belligerent/etc, calls. Technology allows a set up where we could actually access the live video stream from a coach. While on route, we could see exactly what is going on with the coach/people involved from the MDT's mounted in our vehicles. There is a limit on distance as it uses y-frame connection and would require to be within a specified distance. But an interesting feature. CAW is considering this, and would be tied in with the operator assault button, there by giving the operator control over who and when a live feed could be accessed.

While the vendor is being selected, the next stages are policies and procedures on the data will be stored.

## **MDT's finally coming to life** *By Rob Woods*

Talino Garofalo and John Arkoulis have done really good work in working with CMBC to identify the faults that have been holding us back on full utilization of the MDT's. They have been working with in the committee that includes Mike C., Richard B. and various individuals from IS. Reviewing and assessing both hardware and software requirement, and presenting our needs during the many meetings on this, we are now on the right track to get these MDT's working as they should be to assist us in our work requirements. From increased speed using new wave/air card technology to fully function (installed on the hard drives) the MDT will actually become a fully functioning laptop, non-reliant on the network. When internet requirement's come up for email, drive/folder access, a simple connection to log in would be required. This will significantly improve the over all function and speed of the MDT's.

Looking ahead at the reporting process, TMAC (new radio) requirements, and the possible CCTV features, these MDT's are going to be an incredible tool for us. Discussions are on-going as to who and what we will be doing with the new radio system portion of entering data to the records (DCR's), but the process is moving along very quick now thanks to the great efforts of Talino, John and the support of CMBC.



## Memorandum sent April 23, 2007 *By Rob Woods*

*For those who haven't read this yet, please read this very important memo.*

A disturbing trend is developing within the T-Comm and Transit Supervisor groups that I'd like to address through this memorandum to help maintain the integrity and protection of our work. Yes, it is becoming so serious that if the trend isn't addressed it **WILL** affect our jobs. If we don't band together now and follow these recommendations (some of which are CMBC Policy as well), then our work will simply erode given the current path it's on. You are urged to read this memorandum carefully, remember the message being relayed and to act accordingly to ensure YOUR job is protected.

Please follow this closely.

T-Comm Supervisors, it is recommended that the current CMBC policy be followed when dispersing calls from T-Comm using what Cupe Local 4500 recommends as ``best practice``. When it comes to any calls given from T-Comm that are potentially violent in nature, (sleepers, belligerents, fare disputes, etc), he calls are to be given via the following;

“Area car transit supervisor, attn backup Transit Supervisor and Security, T-Comm”

Eg: “Car 6, attn Car 5 and Security T-Comm”

It is absolutely crucial that the calls be consistently given in the above order. No exceptions.

Transit Supervisors, when the above calls are given, state “10-4”, to confirm attending the call, nothing else needed. Again, using best practices when responding to ALL calls given from T-Comm, simply and only respond with “10-4”. If you are busy and unable to copy, state that initially when called as you normally would, and/or advise you will call when free. There is a tremendous amount of air time being used up lately with reasons why Transit Supervisor's can't take the call, or prefer not to take the call, etc, etc. It is in our best interest to simply say ``10-4``, accept the call, add it your list if you are carrying a queue and delegate if necessary to surrounding area supervisor.

It is hoped that surrounding area Supervisor will continue to jump in and balance the work load as required, just as we currently do most of the time. If your queues are un-manageable, keep this as a log and report the details to your union rep., and/or a member of the deployment committee. Otherwise, we are potentially giving OUR work away!

As a reminder, we have additional staff listening to the on air transmissions and some are very enthusiastic to pick up our work when dealing with sleepers, belligerents, fare disputes, etc. whether we attend or not. Therefore it is important we respond saying ``10-4``, and then co-ordinate the best response among those involved in the call and to attend the call.

It is essential that the back up Supervisor continue to location even if Security is attending. If Security arrives before the Supervisor(s), the back up supervisor can stand down by advising all parties, but is recommended to continue if possible.

As with Security related calls, it is equally important that we try our best to respond to Maintenance calls given within your area. Both types of calls can, and often do impact service. Therefore a Transit Supervisor should be on scene.

It's our work; we need to respond professionally (as above) and consistently in order to protect it.



## Article 48—CAW 2200 agreement, do you know it? *By Rob Woods*

*For reference only for those who are not familiar with the below agreement Cupe Local 4500 has with CAW Local 2200*

### **LOU#48 Minor On-Road Bus Problems**

*(formerly LOV#61)*

It has been agreed among Maintenance management, CAW Local 2200, TMA/CUPE and Transit Control that the following define what a Transit Supervisor can do in the area of minor on-road repairs:

1. Tighten and adjust mirrors.
2. Reset emergency shut-down switch.
3. Start buses from the engine compartment.
4. Top-up engine coolant.
5. Clear fare boxes.
6. Check engine oil and transmission fluid levels, but not add oil or transmission fluid.
7. Cut trolley rope, and tie loose to other trolley pole.
8. Re-set radio.
9. Realign maxi-alarm photo sensor units that may have been bumped out of alignment, and lean reflectors when dirty or wet.
10. Manually lower wheelchair lift in situations where it becomes stuck with a passenger onboard trying to leave the bus. Restore the lift, allowing the bus to continue with lift out of service.
11. Replace safety equipment - fire extinguishers, wheel blocks - as may be necessary on in-service buses. This shall be done on a rotation basis, with stock drawn from Stores through the regular process and carried in Supervisors' vehicles. Equipment issued by Transit Supervisors in this fashion shall be replenished from Stores through the regular process.
12. Carry and use a star wrench, screwdrivers, and pliers for the above adjustments and repairs.

Transit Supervisors are expected to refrain from the following:

1. Becoming parts delivery persons, except in emergency or critical situations where there may be no alternative.
2. Delivering mechanics to buses requiring repairs when there is any reasonable likelihood a second garage staff member or a shop truck may be required. There may be some circumstances where this assistance is sensible - nearby location, no garage staff available - and shall be acceptable, on an exception basis.
3. Accessing or interpreting engine diagnostic failure codes.
4. Replacing any bus parts such as mirrors, wiper blades, trolley ropes.

As well, Transit Supervisors shall be permitted to install and remove temporary bus stop signs redirecting passengers to stops off the normal route when there are ten or fewer signs involved, and the work is to be done outside normal working hours. Transit Supervisors may make up signs in an emergency situation when nobody else is available, while advising the bus stop crew as soon as possible thereafter, so that more permanent signage may be created and installed.

## Cupe BC—2007 Convention Highlights *By Rob Woods*

I attended the Cupe BC convention held in Victoria May 9—12, 2007. As a first time delegate, it was a pretty amazing experience. Having the opportunity to not only get up to date with what’s going on at Cupe BC, but to mingle among other delegates from other locals to share experiences, issues and so fourth. On May 10, along with the regular business at the convention, Cupe BC President, Barry O’Niel talked about bill 36 and the concerns resulting from it. We then proceeded to the legislative lawn to protest. Several speakers (see story in Cupe BC website), shared their concerns and since it impacts our local as well, it was very humbling to see the support of all during this rally. A lot of material and information was brought back and will be invaluable to our local.

National president Paul Moist and National secretary-treasurer Claude Généreux joined CUPE BC president Barry O’Neill and BC Federation of Labour president Jim Sinclair, transit workers and user groups and hundreds of delegates at a rally to protest legislation that guts democratic governance of Translink, the Greater Vancouver Transportation Authority . Sisters and Brothers, this convention reconfirmed to me that solidarity is very much alive and active. Brothers and Sister from various Cupe local across BC, (including CUPE 7000), as well as COPE 378 were there opposing this bill as well.



Jim Sinclair highlighted the destructive, anti-democratic nature of the Campbell Liberals’ privatization obsession, from dismantling group homes to forcing public-private partnerships on health authorities and trying to force a P3 in the Greater Victoria sewage treatment project. “The battle’s on and we can win if we stick together and unite to stop privatization,” said Sinclair. He acknowledged CUPE BC’s leadership in fighting Bill 36, the Greater Vancouver Transportation Authority Amendment Act, that would take control of TransLink away from elected councillors and mayors and put it in the hands of an unelected, appointed board.

(from Cupe BC website)

Federal NDP leader Jack Layton brought a strong message of solidarity and activism to the B.C. division convention, thanking delegates and CUPE members for the work that they do in communities from coast to coast.



### Communications award winners

CUPE 4500 (BC Transit Authority) won in both website and newsletter categories for our membership size, while CUPE 2045 (Port Hardy Schools) won in both categories for locals with 100-500 members.

*Photo’s on this page are from Cupe BC website*

## Sound Off!



Peter Drucker:

*“The leaders who work most effectively, it seems to me, never say “I.” And that’s not because they have trained themselves not to say “I.” They don’t think “I.” They think “we”; they think “team.” They understand their job to be to make the team function. They accept responsibility and don’t sidestep it, but “we” gets the credit.... This is what creates trust, what enables you to get the task done.”*



*Cupe Local 4500  
Website & Forum is  
online for you to use,  
have a look,  
participate!”*

[www.cupe4500.com](http://www.cupe4500.com)

*The forum is secure  
and private to our  
members only.*

## Members Sound off section

PARKING @ VTC: LOCKERS @ VTC:

BROTHERS AND SISTERS:

We have been in our new facility for approximately 8 months now and still we are constantly having parking problems. This problem the company knew of and have stated that they are doing something about it. Well, let me tell you..... I think the priority of such doings is about 11 on a scale of 1-10. We have had constant problems with some members of specific departments parking in our meagre 7 stalls when they have many assigned to them. Ours are for "A" cars more than they are for us. Theirs are for their private cars and still they insist on, from time to time, using one or more of ours as they are not so far to walk into the building and all the way up to the fourth floor. We are constantly changing shifts and coming and going in and out of our stalls and they park and forget their cars for about 9 hrs at a time. We need the open stall and the other six for the purposes of changing shifts etc. There have been days when a other private cars are in our parking stalls and there have been as many as four open stalls in their assigned parking. Come-on guys !!! At what stage is the company at in the negotiations to try and attain the lot under the bridge by either leasing or buy for additional parking? Does this take years to accomplish? I realize it doesn't happen overnight, but 8 months and no one knows or is it not the users business?

Lockers? What lockers? The big ones that we need for our gear. We carry more stuff with us to and from work than anyone else in this company and we have lunch bag size lockers to put it in. This was promised to be looked into as well. Well guess what # this is in the priority of things. You guessed it, # 12. What is wrong with double width lockers which I think the mechanics have? If they cannot be found, then we have a carpentry department that could design and build them for us. With input from us I hope. After all, weren't they the ones that designed and built our lovely new kiosks? With any luck at all we should have bigger and better lockers by the time I retire.

In all fairness to the company whom I have been grateful to over the years to have been employed by, I do understand that these things do not happen quickly, and there have other pressing issues to deal with in the past three months. However, it would be nice if the powers to be could see fit to keep us informed on the progress of such happenings so as not to create dissension amongst the ranks over such issues. Translink spent millions on updating the training and maintenance end of the business, how about a few thousand on the Service Delivery Section "Traffic". Without us the company does not roll. That is not to say that we could, without the others, it is to say we are all equally important in this company and lets all be treated equally.... WE ARE NOT ASKING FOR THE WORLD !!!

Fraternally Yours:  
Brother Bob



## TMAC Meetings - on again *By Rob Woods*

After a short hiatus, the meetings are resuming later this month. To say the time line is concerning is understatement, as the INIT system is a mere few months away.

The purpose of the meetings are to lay the ground work for when the system arrives and begins installation. A working plan needs to be in place well before this.

How it's all going to unfold and how the new system will impact our jobs are being discussed. This impacts T-Comm & Transit Supervisors, but also could also involve external departments such as Security, Maintenance, Depot and Call Centre as the later part of TMAC coming into play with the SOC centre (phase two of the INIT System). It is agreed that

the technology is far more efficient than our current method in which the day to day functions of our work is performed, mostly due to out dated equipment. It is hoped when these meetings now resuming this month they will be productive so we can pass along more detail to all members.

*“ Please get to know the Cupe Local 4500 Bylaws. They are designed to unite our local, have it exist with structure and professionalism.*

## T-Comm/Radio Update *By Ian Shepherd*

With spring finally making an appearance & the sun maybe chasing away the rain clouds, TComm call volumes may be trending back to more normal levels soon. The lack of equipment, brought on by mechanical difficulties identified on the new trolleys and the lack of mechanical staff to fix CMBC's increasingly aged fleet, may soon be alleviated.

Staffing problems remain and with the planned retirement of three very senior communications supervisors, keeping an adequate number of experienced full timers actually taking calls every hour is an ongoing challenge. The march towards the new radio system continues it glacier-like progress bringing with the changes many irksome problems and protocol re-examinations.

Pulse Check number two went down and the results have been posted in the room as promised. There has been some improvement in how we see things are going but the tsunami of change sweeping through the horseshoe has not yet made our workplace a morale booster.

Our contract with CMBC is up for renegotiation & renewal at the end of this year. As we watch the ongoing bargaining for a new agreement with the company by each of the unions, we can get an idea of what is in store for our group. As this goes to press the CAW locals have not yet been able to get management to come up with an acceptable package. In the past, that union was known for its "No Contract, No Work" approach to bargaining. Their contract expires March 31, 2007.



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## T-Comm/Radio Cont. *By Ian Shepherd*

Cont. from page 7

More of our brothers and sisters have stepped up to the plate when asked to help in union activities. Gennie Adair has volunteered to handle the "care" duties contacting those who are off sick. Mark Hammer will look into writing a draft of overtime rules for the room. Tony Madrid and Tony Liew have agreed to help President Rob with the newsletter & web page. Dave Doney helped with the new system of meal breaks.

The second floor now houses CMBC Security. Construction noises & other activities from that end of the second floor have died down. The new proximity cards seem to be working at each of the many closed doors now encountered on the way to work. And with their new location, we are gradually getting to be able "to put a face to a name" as the security members go about readying themselves for their shift, then signing on with TComm.

Vehicle cancellations have been a huge problem over the winter but with the new trolleys going back into action there should be far fewer for every transit centre soon. TComm now uses more DCR codes than ever before to record various kinds of situations where the bus is not out on the road picking up intending passengers. Verifying these has been a continuing time consumer for all so any respite is a welcome relief.

Next sheet, beginning Mar 26/07, features a new approach to meal breaks.

Both the first and last breaks have been moved to double up with other mid-shift breaks. This should give more of us a break nearer the middle of the shift while at the same time keeping service levels up during the rush hour.

The TMAC new radio project continues to move ahead. The February presentation went ahead with representatives of all CMBC unions attending. The March update was cancelled. The Bus route survey is a few weeks behind but this should not affect the testing phase as those routes are all complete. Some communications supervisors have been given a demonstration of the new system. No word yet on the testing of the "mini bus fleet" of 25 coaches including diesel and trolley coaches which were to be fitted with the new radios and sent out for thirty days.

At Surrey Transit Centre parking arrangements have changed drastically.

From TComm's perspective, there appears to be enough spaces to handle our requirements. The shift change from day to afternoon remains a concern with some afternoon supervisors occasionally having to wait for a departing day shift colleague to vacate a spot.

Training new supervisors is continuing at a frantic pace but the end is in sight with the current class almost finished. The 450 hour grind takes its toll on trainees and mentors alike. The program is in transition with management now looking at a train the trainer program. The last mentoring sessions were conducted about 7 years ago.

### Cupe Local 4500 Contacts

President - Rob Woods  
Vice President/Maintenance - Dan Staschuk  
Treasurer - John Arkoulis  
Recording Secretary - Ian Shepherd  
T-Comm Director - Ian Shepherd  
VTC Director - John Arkoulis  
NVT Director - Gord Elgar  
BTC Director - Darryl Wolf  
RTC - John Smith

STC - Ken MacFayden  
PTC - Jim Eaton  
BC Transit (Victoria) - Fraser Gatt  
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Ideas for the news letter? Want to submit an article, or get involved with the website, newsletter or other local functions?  
Contact Rob Woods or John Arkoulis  
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