



MEMBERS' BULLETIN

RAIL TRAM AND BUS UNION

Bulletin No: 66/2009

12th October 2009

To all RTBU Members: CityRail

IMPACT ON STATIONS FOLLOWING STAFF REVIEWS

Members have advised the RTBU that following the implementation of staff review rosters that reduced staff and operating hours on CityRail stations, numerous problems have been identified. This includes:

- Indicators not being attended to because of increased queues at ticket windows
- Passenger complaints about reduced customer service
- Inefficient station staff at terminating stations
- Passenger and staff emergency evacuation procedures have not been developed to match the reduced staff
- Staff assistance for disabled passengers in wheel chairs have been reduced
- Salespersons unable to deal with increased queues and provide service to CountryLink customers
- Staff do not have adequate time to give or receive handovers at start and end of shift
- Part-time shifts remain uncovered because of delay in recruitment
- Lack of consultation and agreement with staff into the rosters, staff and duty sheets
- Cleaning duties, other than OHS cleaning, is being forced onto station staff because presentation staff rosters are not operating
- Management putting pressure on the gate staff despite the reduction of staff
- Fatigue rostering being used to suit changed staffing level

The union has met with Senior RailCorp Managers and requested these matters be investigated and the union be advised what action RailCorp will take to rectify there problems.

It appears RailCorp Management are more interested in the 11th October timetable and have not responded to the RTBU.



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Members are requested to document problems at their stations and forward these to the RTBU urgently so we can identify those locations that need to be further investigated to ensure proper safety, customer service and adequate resources to meet managements directions. Information on increased vandalism, graffiti or customer complaints about station closure on weekend should also be forwarded to the RTBU.

Members are being asked to again assist with the smooth implementation of a new timetable yet no consideration is being given to the lack of resources or staff to deliver proper service.

Members are requested to provide this information by 30th October 2009.

Bulletin Issued By
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Bulletin Authorised By:
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Secretary