

Tom Uffner 11-12-17

*P. E.
T.M.W.
11/17/17*

New York City Transit Authority
and
Transport Workers Union, Local 100

The parties have had on-going discussions regarding the "Subway Action Plan" within the Department of Subways, Service Delivery, in response to the state of emergency declared by Governor Andrew Cuomo and have reached agreement on a number of items set forth below.

Customer Service Ambassador Program

1. The Authority intends to create a Customer Service Ambassador ("CSA") Program to be filled by Station Agents.
2. There will be a total of up to approximately 355 Customer Service Ambassador jobs to be filled by Station Agents, including Absentee Relief.
3. Customer Service Ambassador jobs will be picked by seniority, after a pre-bid qualification process. The pre-bid qualifications are as follows:
 - a. a good time and attendance record;
 - b. a good customer service record (which may include commendations);
 - c. successful completion of a training program, in which Local 100 may attend the actual classes; and
 - d. a satisfactory disciplinary record.

Management will share the qualified pre-bid list with the Union. The Union will have the opportunity to meet with Management to discuss individuals that were determined not to be qualified; however, the final decision on qualification shall rest with Management, which shall be reasonably exercised.

4. Customer Service Ambassadors shall be required to service the area near the station entrances, the platform area, the mezzanine area, passageways and fare control area, providing pro-active customer assistance by giving directions, disseminating real-time train service information, including scheduled service, planned or unplanned diverted service or information pertaining to service delays; assisting customers with the use of fare media and all station equipment with which the customer may come in contact (turnstiles, vending machines, elevators, talkback systems, etc.) and assisting in customer flow. CSA's duties will not infringe upon the exclusive jurisdiction of Platform Controllers.
5. To the greatest extent possible, CSA's will be assigned to a static reporting location, from which CSA's will be deployed at the discretion of

Tag Ulan 11-12-17

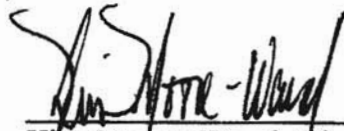
*S E
JWW
1/12/17*

management. CSA's may have a different sign off location from their reporting location. It is understood that CSA's may be directed to report to a different reporting location, as emergency circumstances, special events and holidays may arise. Reasonable prior notice shall be given to CSA's who are directed to report to a different reporting location. In the case of special events and holidays, the Authority will provide two (2) days' notice, where feasible.

6. Station Agents and/or Platform Conductors who are not acting as CSA's shall continue to perform the same functions as currently exist. There shall be no reduction in headcount for Platform Controllers as a result of this Agreement.
7. There shall be a one-year lock-in for this position.
8. Employees who pick Customer Service Ambassador jobs shall receive a differential rate of \$1.00 per hour over the Conductor rate for the time they perform CSA duties. The differential shall not apply to any non-CSA overtime work that may be performed. Those Station Agents who are in the pre-bid qualification pool who do not have picked CSA positions may perform CSA functions on overtime. First preference for CSA overtime shall be given to those who are locked into the position.
9. Selected employees shall undergo a minimum of 2 - 3 days of training, be required to wear a CSA uniform, carry required security and personal protective equipment, and use electronic device(s), Smartphones, etc. The particulars of the above, such as uniform design and material, scope, security and proper use of electronic devices will be the subject of continued impact bargaining.
10. This is a pilot program which the parties will re-evaluate after one (1) year.
11. The Authority agrees that there will be no reduction in Station Agent Headcount as a result of this pilot.
12. Without waiving any rights the parties may have, as technological advancements and improvements to the NYCT Subway system are implemented, the parties will continue their ongoing discussions to preserve the jobs of Station Agents and to integrate job functions of the Station Agents with the improved technology to support an overall enhanced customer experience.

Dated: New York, New York
November 9, 2017

For New York City Transit Authority

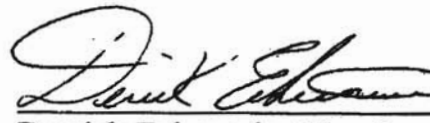
 11/12/17

Kim Moore-Ward, Vice President
Labor Relations

For TWU Local 100

 11-12-17

Anthony Utano, President

 11-12-17

Derrick Echeveria, Vice President,
Stations