

DID YOU KNOW!!

By Rick Lonergan

A verbal warning cannot be issued to you unless:

Management advises you that union representation may be present if you want it. Privacy is to be ensured. Do not let them discuss it in public.

You do not have to stay after your shift or attend meetings on your split it Only SIGNED customer complaints can be used for any discipline.

Your arrival time at the garage is irrelevant. As long as you leave your last time point on schedule, any time you make up is yours. Do not park on the street and stare at your watch for 5-10 mins due to a supervisor hiding at the garage.

Contrary to what some supervisors think, you can eat your lunch in any restaurant you choose.

Leave your transfer bag hanging on the fare box if you choose. Don't be forced into touching infested transfers if you don't want to.

There is a 3 minute holding policy at terminals. You don't have to wait any longer than that.

Supervisors have to follow the same interpersonal workplace policies as you do. If they don't let the union know.

Rick Lonergan

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Editor's note: During the course of the summer we will have at least one new class of trainees, plus a new group has just graduated please help these new members in regards to our presidents concerns regarding this list. To you new drivers you are members of CAW 4304 ask for your union representative or steward at any time there is always one or more on any shift. In the north ask for Bob Simpson, Connelly Nolan, William Wirtz. In the south ask for Wayne Mastromatteo, Al Maine.

also Franz Peters (MP) Peter Jaunts, (MP) Derek Charbonneau (South Dept2) Greg Jahn (North Dept2)

Fare Fraud Is It A Problem?

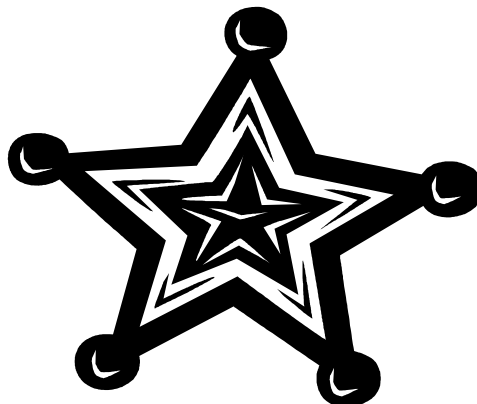
By Phil Whitehead



Fare fraud has always been a concern for GRT bus operators, with some operators expressing their concern more adamantly than others. In an attempt to estimate the actual severity of the problem, a mini-poll was taken on the web site of CAW 4304.

The question asked: "In 2003, the TTC determined that between 18 and 23 percent of its passengers boarded the system by fraudulent means. How serious a problem is fare fraud

(Continued on page 5)



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Contributions sent should be only in word format. If you do not have word, include it as text in a email please.

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Policy Statement

The Informer is a publication of CAW Local 4304 and is intended to educate and inform the members. The views expressed are those of the writer and not necessarily those of the CAW or Local 4304. The newsletter committee reserves the right to edit for clarity and fact. Material of a sexist, racist or defamatory nature will not be printed.



Free Expression in the Workplace is Your Right

By *KL*aus *Bi*emann

One sometimes hears the often used expression “the pen is mightier than the sword”. If issues affecting our workplace environment are dealt with in the media, be it The Informer or The Record, or some other publication, in a manner that is accurate, non-inflammatory, and to the point, then this becomes the most effective means to an end.

Our Charter of Rights enshrines free expression. It is the trademark of all democracies and is what sets us apart from the world’s dictatorships.

But, in order for democracy to function as it is intended, we must be willing to express our opinions freely without fear of retribution, be it from Big Government or your employer. It is your right to voice your opinion and be identified as an employee if it is handled in a journalistically responsible manner.

Your union is there to represent your rights if it is violated by an employer. Utilize it – protect those rights.

Too often I have come across situations in other non-union workplaces where

employee opinion is cut short by threats, gag orders, and ruthless actions directed against would-be “whistleblowers”. Many companies and corporations are guilty of this, where, under the guise of “protecting” the company image, management tramples on an employee’s right to free expression. In this climate of intimidation, violations of the Charter of Rights occur too often.

Free expression enshrined in the Charter of Rights, along with a strong union within the

The “pen” can indeed be “mightier than the sword”.

workplace are the twin pillars of strength that are there to protect you. Exercise your rights or risk losing it someday through indifference.

Through responsible journalism the employee can express his or hers’ concern utilizing the media in an effective and satisfactory manner.

The “pen” can indeed be “mightier than the sword”.



Out on a Limb - with Grey Owl

I’m back ! Like it or not. In the last column I seem to have offended some fellow operators I only stated the facts as I knew them, GET OVER IT ! I did.

I always thought of the Grand River Transit Divisions as one unit until recently. We are one organization but the divisions have two distinct personalities and not just in our numbers, nor the size of our service area, it’s in our attitude and our views of the every day things that effect transit operators. To say that we are different is perhaps a understatement. I’ve worked in both divisions in conventional transit. Here are some of the differences I have noticed.

Turn around times: the Kitchener - Waterloo division generally operates on a 45 minute route, trip time with some exceptions. We in the Cambridge division operate on a 30 minute trip time with exceptions, does that mean that we are faster? Is the K.-W. division always trying to catch - up? Have we in Cambridge lapped you yet? So many questions I will get to the answers later.

Detours and Lane closures:
A plague on all unsuspecting

(Continued on page 4)



operators. In K.-W. you might find a detour or lane closures on Fairway Road one of you main non core shopping areas. In

Cambridge we have detours and lane closures Hespeler Road. If you goes to Waterloo you might have a detour on University Ave or Weber St or King St. North or East or West or South, (come-on people get decide on a direction will you. Please!) In Cambridge we have Hespeler Rd. You in K-W have Fischer - Hallman Rd. with a detour. (what's with all the hyphenated names couldn't you decide which one to use.) In Cambridge we have Hespeler Rd. do you see were this is going? We in Cambridge like to keep it simple one road one detour all summer. Don't you wish all divisions kept it that simple. **Driver friendliness** : In Cambridge we are on a first name basis, a Sue is a Sue no matter who you are talking to although some of the boys get a little upset when you refer to them as "The Boy Named Sue". Our clients (a.k.a. customers) are ever treated well we always try to put out the red carpet for them (to land on) when we throw them off the bus. A overpayment is dealt with candor "what's a overpayment? consider it an additional user fee." and wit.

I've heard it said that you meet the nicest people in

Cambridge. We are one organization but not one Division.

"Y'all com on down to Cambridge and see what we are all about". come an' set a spell but don't stay to long.

Now that I have noted just some of the differences here are some similarities :

We in Cambridge are proceeding with the building of a new City Hall our mayor sees this as his legacy to the city. Gee I remember when Kitchener built their new Taj Mahal. (it was Kitchener Transit at that time) and the mayor of Kitchener saw it as his legacy. Dom will always be remembered for that. Here's the similarity both mayors names begin with the same letter Doug Craig , Dom Cardillo. Both spent or will spend more than the agreed upon price to build the edifice. Both cities could have purchased the existing rented space for a lot less than is being spent to build their respective mausoleum. Just a note the Taj Mahal is actually a tomb maybe Kitchener and Cambridge will be buried in theirs when we go to one tier government. Who Knows " The Shadow Knows ".

That's all for this time around. Have a Good summer and we will see you in the fall.

Willf (Grey Owl)

Fighting fish plant cuts

CAW/CALM

CAW members in Atlantic Canada are fighting plans by major fish companies such as Fishery Products International and Clearwater Fine Foods to misuse fish quotas a Awarded to them by the federal government by exporting fish processing jobs to China.

The resulting loss of processing work to China will mean hundreds of people in coastal communities will lose their jobs.

CAW/FFAW president Earle McCurdy said the fish resources of Canada must be considered a national resource and the federal government must prevent companies with quotas from processing the fish outside of Canada.

"That's a wrong headed policy to allow someone to take that resource and ship it out of Canada," McCurdy said.

CAW Halifax area director Larry Wark said the government needs to have the guts to say to just one company that if they move processing and close a fish plant then they should lose their quota.

Cont. from page one...

at GRT by comparison?"

Respondents to the survey could select between "less serious" (19% selected this option), "within the same range" (71%) and "more serious" (10%).

The frequency of fraud at the TTC was determined by a study conducted by management. At the time, it was applying to Toronto city council for a large expenditure to replace the existing fare collection system with a swipe card system, and needed a reliable estimate to support its application.

In the mini-poll, the TTC study was used as a benchmark against which GRT could be compared.

31 members responded out of the 121 on the CAW 4304 e-mail list to whom the notice of the poll was sent. Most members on the e-mail list are operators, and a higher response rate would have provided a better sense of operators' opinions.

The positive result of the survey results was that 90% of operators stated that fare fraud at GRT is not worse than at the TTC, or, one might assume, other transit systems.

Under the usual current practice, only the more flagrant cases of fare fraud are identified. In one instance, that occurred approximately a year ago, a passenger who was found to be saving transfers and carrying

them around in an attaché case, with the transfers being filed in an orderly manner by colour and letter. When he was spotted by an operator, a supervisor boarded the bus and removed attaché from the individual. The passenger was removed later from the bus by WRPS and charged with theft.

The introduction of dated transfers is an important step toward reducing fare fraud. Operators began stating the need for a date to be printed onto a transfer almost immediately after the inception of the timed transfer system.

There is a cause for concern, however, that the dated transfer system may not be working as well as intended. On June 15, an operator took over a bus and found that the supply of transfers contained two books of transfers dated June 14. To make matters worse, some of the June 14 transfers were distributed before a customer noticed the problem. Later, the problem was brought to the attention of a supervisor.

While steps have been taken to reduce fraud, further steps would be helpful. With fraud occurring at the current rate, the honest passengers who pay proper fare are being cheated. Reducing fraud further would only be *fair*.



BUS DRIVERS PRAYER

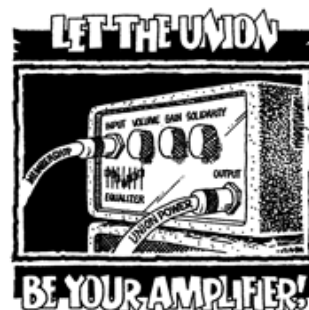
By Maurice Levesque

Dear Lord

So far today I've been a good bus driver.

I haven't left anyone standing at a stop, cursed the traffic or driven through a yellow light. I haven't run early, sped or rolled through a stop sign. I haven't left my bus to get a Timmy's, splashed students on the sidewalk or even run over a single squirrel.

But soon I will put this bus in gear and leave the garage and then Lord...I will REALLY NEED your help.



Passenger Awareness Education

By Jim Charters

Brother Mastromatteo made some excellent points on educating the public when walking around our buses. One time I suggested that transit staff go to the senior public schools and do presentations on proper transit etiquette, but this never materialized. We do light tours for the seniors as a thank you so why not do something for our new potential customers

Until there is some formal awareness program new passengers will continue to learn by following the example of other riders and the direction they are given by drivers. Lately some of our drivers have given passengers direction to do some very hazardous transfers. frequently drivers in and around our terminals will call a bus to stop on the street so a passenger can run out or over to get on another bus. This passenger and all the others watching now assume it is ok to chase buses out on the road to board. Chasing buses sometimes turns out to be an unnecessary risk when the passenger finds the bus is out of service or the wrong route!

Another contentious issue is weather it is safer to pickup or leave someone when they come to your door out in an intersection.

I still agree with the old school of training of not opening the door for you are also authorizing debarking by opening the door. Pedestrians have come out into

intersections wanting on my bus to buy newspapers and ask directions. So I am not going to take the chance of someone getting hit leaving my bus out in the road after buying a newspaper! Pedestrian traffic in and around our terminals could be controlled a lot better by using barriers to keep them in specific areas than signs. There has to be the will to enforce the signage to make it effective other wise it will be ignored. After an incident at the Charles Street terminal fences were installed on the barrier walls to deter passengers from running out between the buses and jumping over the wall. This incident seems to be long forgotten for our new outer terminals have nothing in place to control pedestrian traffic. Driving into Highland Hills Mall when the students are getting out of school is the equivalent of driving through a school playground. It is only a matter of time until someone again darts out from between parked buses in front of another bus. We have a posted formal stop request program that states the driver is to determine a safe location to stop .From this policy one could assume the driver could be held liable for an occurrence at any unregulated stop when discharging or picking up passengers. If some of our members want to go out on their own to make risky connections they shouldn't expect other operators to want to assume the same liability. Some senior operators may also have bad memories of how fellow operators were treated in the past after a bus pedestrian incidents. Most of these concerns could be addressed by controlling pedestrian traffic in and around our transfer points and

changing our schedules so we have time at transfer points for passengers to transfer properly. Is there any logic in buying a low floor bus to accommodate people with walking problems and then expect them to run to make connections?

Biemann's Final Answer

By Phil Whitehead

The previous two editions of *The Informer* described the disciplinary action taken against operator Klaus Biemann, and his subsequent appeal, after he allegedly criticized publicly the policies of the Region.

In December, 2005, Biemann decided to reply to the "transit-bashing" by certain politicians by writing an article for the *K-W Record* that called for improved urban planning and greater support for transit. The subsequent disciplinary action might not have been so serious if the *Record* had refrained from publishing his job title and the name of his employer, as was his request.

After a grievance was filed by CAW 4304, the Region decided to "purge" the letter of warning from his file because his criticism of the Region had been inadvertent. Management acknowledged that his otherwise understandable intention was to counter the negative publicity that GRT had received in the media and to promote the Region in

(Continued on page 8)

Total Quality Management (TQM) In the Public Sector

By David Driver

In today's fast paced and global environment, businesses are finding it more and more difficult to remain efficient. Organizations are struggling to keep pace with changing demographic patterns, employee expectations, shifting societal demands, increasing competition, fiscal constraints and the need to adopt new technologies.

To better adjust to such numerous changes, companies the world over are adopting the principles of Total Quality Management (TQM). By following such principles organizations are altering their

core competencies that often increase both customer and employee satisfaction, improve productivity and reduce costs. In a transit environment – though sheltered from various market forces – we could apply TQM concepts to improve transit service and increase rider ship, while still working towards the social goals of public transit as a whole. TQM is not a quick fix. It requires a long-term commitment to progressive ideas and a desire to make the most of current and future goals by learning to change, improve and continuously evolve. It achieves this by focusing on people. People are not only our greatest organizational asset, but people are also those that keep us operating. The truth is that the overall success of public transit depends on attracting and retaining customers to use the provided service.

However, no one party can achieve desired success without commitment from other level. As former President of ATU Local 308 (Chicago) stated, “Labour and management are both participants and that makes a big, big difference”.

Let's take a look at some of the “past and future” methods and consider where Grand River Transit finds itself on the spectrum.

It is encouraging to see that business practices are changing for the better. Successful companies are empowering both their internal and external customers; meaning, the focus is not only on the customers that ride the bus everyday, but also on you and I, the internal customer, the employee. By striving to focus on shared interests such as effective communication, professional training, improved labour/management relations and

	Outmoded Characteristics	Future-Orientated Characteristics
The Organization	<ul style="list-style-type: none"> • Focused on the boss • Follow the rules • Closed • Oriented to organization chart • Waiting for orders • Rigid 	<ul style="list-style-type: none"> • Focused on the customer • Live the values • Open • Oriented to processes that create value • Taking responsibility • Evolving
Senior Management Role	<ul style="list-style-type: none"> • Tactical focus • Manage conflict with unions • Emphasis on tasks 	<ul style="list-style-type: none"> • Strategic focus • Partner with unions on common interests • Emphasis on people and culture
Mid-Management and Supervisor Role	<ul style="list-style-type: none"> • Manage your own department or group • Enforce the rules • Maintain performance 	<ul style="list-style-type: none"> • Team-manage the work of groups or processes • Coach, mentor, and support • Implement improvements
Front-Line Associate Role	<ul style="list-style-type: none"> • Do what you are told 	<ul style="list-style-type: none"> • Manage own work • Suggest and make improvements

increased rider ship, together we can achieve excellent and consistent customer service.

For change to happen, it requires an extra effort from the top down. Strong and consistent leadership is required to motivate and inspire employees at every level. Since I have been here – almost three years – various positive changes have been achieved and I expect to see more down the road.

However, there will always be obstacles and opponents of change and this will likely be our greatest challenge.

In the private sector the current thought is to re-train managers, supervisors and employees, and if they still refuse to partake in the new organizational culture and continue to use management techniques from the “outmoded” column they are asked to seek work elsewhere. While a Jack Welsh – CEO of General Electric from 1981 – 2001, and my all-time corporate hero – or a Donald Trump would immediately toss an unproductive or uncooperative employee, we are unlikely to see such measures in the public sector.

Yet such a ridged – albeit effective – approach does not need to be taken.

In an article entitled “An Economic Approach to Conceptualizing the Utility of Human Resource Management Practices”, Wright and Jones state that using best practices in recruitment and selection will,

“Improve the knowledge, skills, and abilities of an organization’s current and future employees, increase their motivation, and help to retain high-quality employees while encouraging poor performers to leave.” Best practices meaning a method, technique, incentive or reward that achieves results above and beyond any other.

By focusing on the right people from the top down, using future-orientated characteristics at all employee levels, and encouraging those that remain in the outmoded characteristic column to leave, will help to ensure that our ultimate goal in achieving excellent customer service will be achieved. It may take some time, but the prospects are overwhelmingly encouraging.

(Continued from page 6)

general. Although the disciplinary action was withdrawn, it was accompanied by a recommendation to Biemann to consult with management staff prior to making any future public statement.

The removal of the letter of warning can be regarded as a victory, but the process of clearing the employee’s record was lengthy. The investigation meeting was held on Dec. 14, 2005 and the letter revoking the disciplinary action was dared Jun. 11, 2006.

Mobility Plus

By Kathy Loewan

We are the drivers of Mobility Plus
For our spoiled we can't do enough.
For two and a quarter we drive them around
For ever they wish to go in our town.
"That way is too bumpy-Don't drive over there!"
"Can you adjust the footrest on chair!"
"Help me to put my jacket on!"
"Can you wait a sec while I go to the "john"!"
"Carry my "walker"- my packages too!"
"Oh, can you help my tie up!"
" I can't find my ticket -please wait while I search!"
"I'm not ready to go -I must eat my dessert!"
But when we're running late- they don't understand
That WE had to find time to go to the 'can'!
Our schedules stink, the roads are all ice
When they scream and yell, we still have to be nice.
We smile sweetly and curse under our breathe
But when we get home we sure need the rest!
A cold frothy BEER or a Hot BUBBLE BATH
Whatever it is that it takes to relax,
So that we can recharge and go out on the morrow
With a quick prayer to GOD for his patience to borrow
Because our poor patrons, whoever they are,
Cannot get around in their own motor car.

WHAT TO DO IF YOU'RE INJURED

By Paul Lalonde

Since I have been the WSIB rep I have received numerous questions. In this article I will address the initial and most important step which is **WHAT DO I DO IF I HAVE BEEN INJURED ON THE JOB**

The first and most important thing is try to relax and compose yourself. If the injury was caused while driving a Bus, working as a mechanic, or operating Mobility Plus Van. Report it to some one immediately. If you're driving a bus, pull over as best you can and ask for assistance from a passenger if need be or call Transit 2, 4 or control and report it to the supervisor immediately. If the injury occurs at the terminal look around for assistance. Hopefully another operator will be around to assist you if not get someone on the platform. Who ever comes to your assistance get their name. This is very important because it shows the necessary people such as the WSIB and Region that you reported it immediately. When you are talking with the Supervisor or security remember that they are there to assist you and will take down

whatever you may say. **“SO KEEP TO THE FACTS AND ONLY THE FACTS.”**

Remember that you are a bus operator, mechanic or Mobility Operator not a **DOCTOR**. Tell them what part of your body you have injured only and how



it happened. As an example “I was driving the bus and reached up with my left arm to change the destination sign and felt a severe pain running from the fingers of my left hand thru my arm, shoulder and into my neck”. Or I was walking down the platform and slipped on a piece of ice causing me to fall on my back, knee causing me severe pain.

The Supervisor will then ask if you want to go to the hospital. It has always been my opinion that if you go to the hospital by Supervisor van or on your own, you will be placed on list of people to see, so be prepared for a long wait. My personal belief is that if you are taken by ambulance you **MAY** be seen right away. But that may not be the case. If you prefer not to go to the hospital,

make an appointment with your family doctor as soon as possible.

It is also your right that should you go to the hospital because the injury is that of a serious nature and you can also go to your family doctor immediately there after.

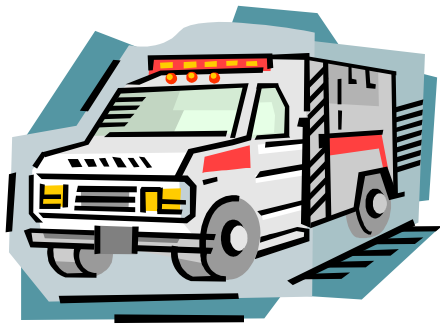
I can not stress enough how important it is to report an injury even though it may appear to be minor in nature. A paper cut on the finger may become infected in a day or so and my lead to inflammation of the finger or hand causing you to miss work and now the ball starts. Report this minor injury to the Supervisor and call your WSIB rep immediately.

When the Supervisor brings out the package of forms, remember that if you are not comfortable in completing these forms you can request that the WSIB rep be present. There are a few forms to complete and sign. The HR 18 is the most significant as it contains questions as to how the injury occurred. Be detailed if you wish but try to remember to cover the following. Where did it happen, what happened, what did you injure and When did it happen. When the HR 18 is completed you can request that a copy be made and placed in an envelop for the WSIB rep. The reason that you want a copy of the HR 18 form is so that when other forms are completed you want to maintain the consistency in the language of how it happened.

I cannot stress enough the importance of calling your WSIB rep as soon as possible. When you

call I will inform you of what to expect from the WSIB and the Region but more specifically how I operate and what you can expect from me.

Once WSIB receives the initial forms they will send you a Form 6 for completion. The form 6 usually arrives 2-4 weeks after the injury. Form 6 carries with it time delays. Because of this it is important that you call me immediately and I will assist you in completing this form.



Witnesses to your injury are important. They can be people who actually saw the accident or those who did not see what happened but saw that you were in trouble and came to your assistance.

There are many other things that need to be done, hopefully what I have outlined above will help you get started and relieve some of the anxiety.

If you have any other questions or comments I can be reached by the Union Home page or by phone at 500-3553. When you call please leave a message and I will return your call after 7 PM.

Paul Lalonde
WSIB rep

Benefit Challenge

By *Jim Charters*

Our new benefit booklets have been distributed so I would like to challenge the members to see if they can identify any changes or problems with this booklet. One example of a concern is the way the life insurance and LTD is calculated compared to our union contract.

There is a disclaimer on page 2 that states this booklet is only a summary of the provisions and you should refer to the master policy for specifics. According to our booklet this policy is supposed to be available to us from our benefit coordinator. I will pay \$50.00 to the first member that can obtain a copy of this master benefit policy for me.

This benefit coverage is part of your pay package so any benefit you may lose out on is the equivalent of a pay loss. Most members' check their pay stub weekly and will complain if they are short a day's pay so they shouldn't neglect their benefit package. If you are not familiar with your benefit package you may be paying for medical expenses out of pocket when you could be getting reimbursed.

Sun life does occasionally make mistakes on the amount they reimburse for medical expenses. In this case you should ask human resources to follow up on your concern and keep your union rep updated on the outcome.

In the last few years our union membership has grown considerably and with this the number of concerns and time to address also grows. Until the membership grants more time for union business you will have to take some responsibility and do research on your own.

If we have a member that has experience in the insurance industry and is familiar with these benefit contracts I am sure their help would be appreciated.

Service vs. support

Internet/CALM

If restaurants were run like on-line support...

“Waiter!”

“Hi, my name is Bill, and I’ll be your support. What seems to be the problem?”

“There’s a fly in my soup!”

“Try again, maybe the fly won’t be there this time.”

“It’s still here.”

“Maybe it’s the way you’re using the soup. Try eating it with a fork instead.”

“When I use the fork, the fly’s still there.”

“Maybe the soup is incompatible with the bowl. What kind of bowl are you using?”

“A soup bowl.”

“Hmmm, that should work.

Maybe it’s a configuration problem. How is the bowl set up?”

“You brought me the bowl on a saucer.”

“Tell me everything you did before you noticed the fly in your soup.”

“I sat down. Then I ordered the

soup of the day.”
 “Have you considered upgrading to the latest soup of the day?”
 “You have more than one soup of the day?”
 “Yes, the soup of the day changes every hour.”
 “Well, what is the soup of the day now?”
 “The current soup of the day is tomato.”
 “Fine. Bring me the tomato soup and the cheque. I’m running late.”
 “Here you are, sir, the soup and your cheque.”
 “This is potato soup.”
 “Yes, the tomato soup wasn’t ready yet.”
 “Well, I’m so hungry now, I’ll eat anything.”
 “Waiter! There’s a spider in my soup!”

The bill
 Soup of the day \$5.00
 Fly feature no charge
 Upgrade to new soup of the day \$2.50
 Access to support \$1.00

Women still earning less than men

News Bulletin/UNA/CALM
 Women’s incomes still lag behind men’s, according to a recent report from Statistics Canada.

“The average earnings of

employed women are still substantially lower than those of men, even when they are employed on a full-time basis,” Statscan said. For example, in 2003, average earnings in Canada for full-time employed women were \$36,500 a year, or 71 per cent of what their male counterparts earned. Women are much more likely than men to be considered low-income. In 2003, 31 per cent of single women were in that category.”



"IN OUT OF THE DARK" TO KEEP AN EYE ON THINGS

What is poverty?

Journal/IAMAW/CALM

Poverty can be a highly subjective concept. Some people think of themselves as poor if they can't buy a new Porsche every year.

To the Fraser Institute, you don't count as poor if you have the means to stay alive, even if you have to beg for them.

The most frequently quoted poverty measure in Canada is the Statistics Canada Low Income Cut-Off (LICO), also known as the poverty line. These poverty lines are calculated by referring to how much an average family needs for the necessities of life. For example, if surveys indicate that the average Canadian family spends 34.7 per cent of its gross income on food, shelter and clothing, the poverty line would be the point at which a family was paying 20 per cent more than the 34.7 per cent, or 54 per cent of their income on food, shelter and clothing.

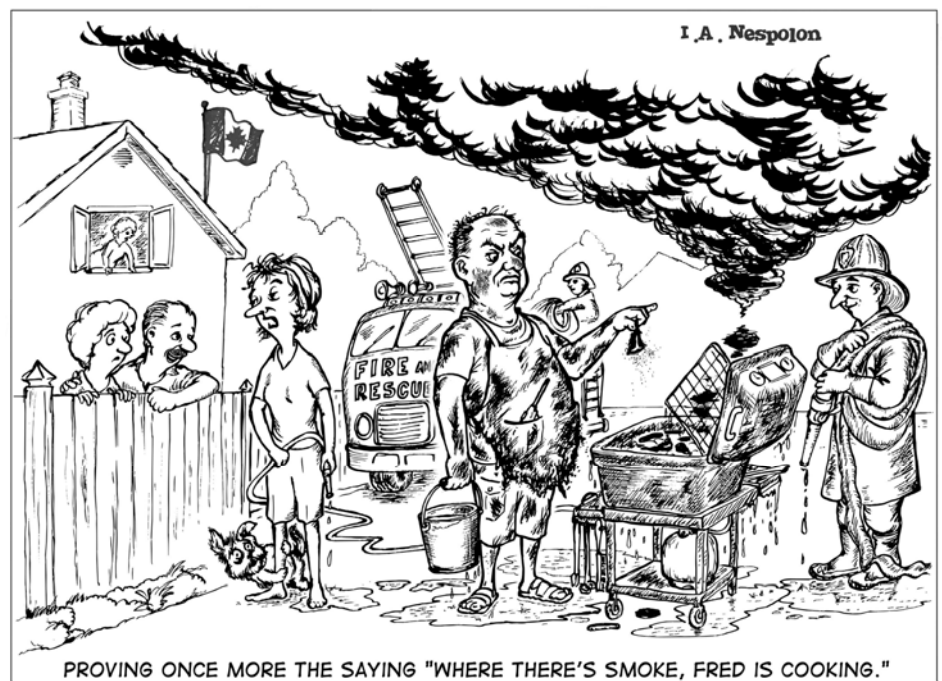
StatsCan calculates poverty lines for seven different family sizes from a single person to seven family members and up. There are five different sizes of communities from rural to

centres with populations of 500,000 and higher. In 2004, StatsCan LICOs ranged from \$14,000 for a single person in a rural area to \$53,821 for a family of seven in a major city. The average LICO was \$37,791, considerably more than two people working full-time for a year could earn at any minimum wage in Canada.

Other poverty line estimates in Canada, like Market Basket Measures, are based on realistic living costs in various cities, which vary primarily due to shelter costs (Vancouver and Toronto are the highest), and are higher than the StatsCan LICOs. Another factor to consider is the so-called depth of poverty. While knowing the number of families

living below the poverty line is instructive, it is difficult to quantify the difference between an income just below the poverty line and one just above. While welfare benefits vary widely between provinces and different circumstances, none provide welfare recipients with incomes more than two-thirds of the poverty line. Frequently, the benefits are less than half the poverty line.

Groups like the United Nations identify incomes of below \$1 or \$2 a day—basic survival—as a measure of poverty. Recent figures indicate that 9.9 per cent of Mexico's population lives on less than \$1 a day and 26.3 per cent on less than \$2 a day. In China, 16.6 per cent of the population lives on less than \$1 a day and 46.7 per cent on less than





This photo is the old terminal building that was located across from the car barns on King Street at Preston Street. It later became the site of Berkley Tavern and a new terminal. The photo also includes one of the street cars that went down King Street and turned around at this terminal. In the distance are the car barns. The photo is part of Vern Hett's collection.

All at sea

Internet/CALM

One pitch-black night a captain saw a light dead ahead. And, it was on a collision course with his ship. Because of poor radio transmission he used his spotlight to signal, "Change your course to 10 degrees east."

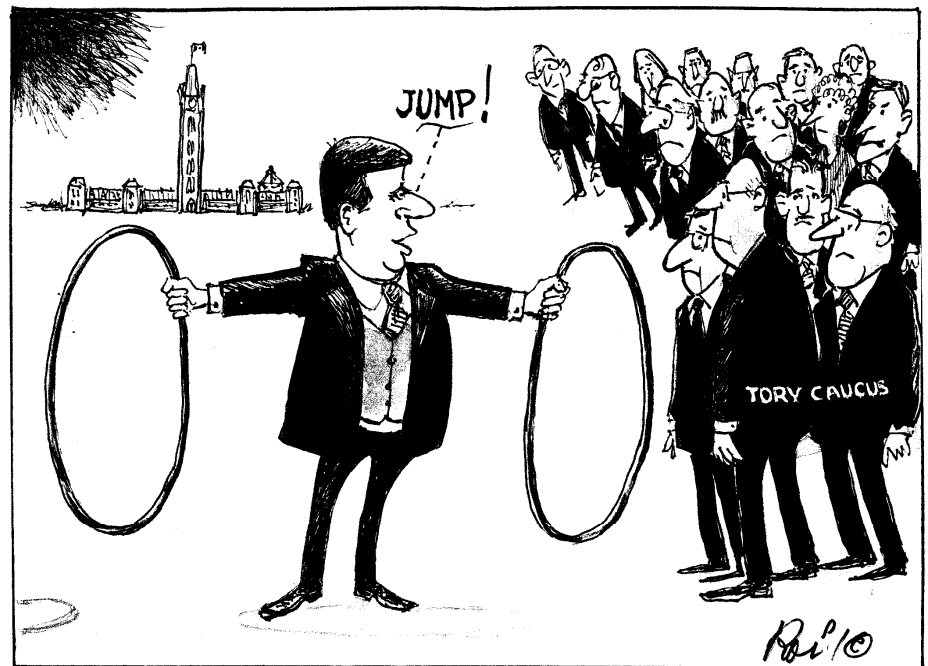
The light source signaled back, "Change yours to 10 degrees west."

Frustrated and getting angry, the captain signaled back, "I'm a navy captain! Change your course. That's an order."

The light signals back, "I'm a seaman, second class. And with all respect, sir, you'd better change yours."

The captain was furious, "I'm the captain of a battleship. I will not change my course!"

The last message last was, "I'm a lighthouse keeper. Your call."



LORD OF THE RINGS

\$104 million pay equity settlement at Bell

CEP/CALM

The Communications, Energy and Paper-workers Union of Canada and Bell Canada have reached a tentative settlement of their 14-year-old dispute over pay equity for 4,765 telephone

We think it serves justice and provides fair monetary compensation to our past and present members at Bell Canada,”

operators.

CEP president Brian Payne said the \$104 million settlement “will bring closure to one of the longest fought struggles in the labour movement.”

CEP filed its claim for pay equity on behalf of the largely female operators, dining service and house services workers in 1992 with the Canadian Human Rights Commission. The case was referred to a tribunal but has been the subject of extensive legal challenges,

including a challenge to the Supreme Court, over the years. At the urging of the Commission, the parties agreed to mediation late last year. The proposed settlement, covering the years 1993 to 1999, was reached in mediation. Current and former employees affected by its terms will vote on acceptance or rejection at a series of meetings during May and June across Ontario and Quebec.

“This is a very good settlement made possible by the strength and determination of CEP members over many years. We think it serves justice and provides fair monetary

compensation to our past and present members at Bell Canada,” Payne added. The settlement provides compensation in three specific categories: settlement money, payment for pain and suffering (tax exempt), and adjustments to pensions. For instance, an operator currently working at Bell Canada and who worked the full period covered by the settlement will receive \$16,500 in settlement payment, \$6,000 in pain and suffering and a maximum of additional pensionable earnings of \$13,530.



THE CRITIC

Suffering In Silence

By Susan McIntyre

Hello to my fellow co-workers. I have been asked to sit down and write about what has been happening with the seats. Well I thought that I might start back at the beginning, for those who don't know the story.

The trouble started about two months after I started to work for GRT, where I noticed pinching and some pain in my lower back. I paid very little attention to this, for this was minor discomfort, which would come and go away again, repeatedly. I figured it was just because I was not used to sitting for long periods of time. I would adjust.

But one day, in December 2004, I'm walking around my bus and received a sharp pinching pain in my lower back. This pain pinched and shot straight down the back of my left leg. I was quite uncomfortable from that point forward. I knew something was wrong, but didn't think it was all that bad. I spent the next few weeks in and out of pain depending on what I was doing. I went to see a chiropractor in January 2005. The pain eased a bit but would continue to come and go. Near the end of January I become very sick with a very bad cough. The muscles contacted and tightened in this area. The pain came back, stronger. More visits to the chiropractor, the pain eased up a bit

In February, I became very sick again, with bad coughing fits again. The pinched pain started in my lower back, between my tail bone and left hip. Muscles would spasm again and again. The pain continued to increase during the week and by Friday I was in what I refer to severe pain. Come Saturday morning, I realized that I had a very serious problem. I could barely walk. I can not ever begin to explain the intensity of this pain. Except that it was so excruciating as I tried to sit or



stand, with extreme burning and pinching in my lower back, and electric shocks of pain running down my left leg. I became bedridden immediately. The only place where the pain didn't threaten to render me unconscious. Oh, I knew that I was in trouble! Being Saturday, my chiropractor was not available until Monday. There was nothing I could do, save lay in bed, ice my back and sleep. All the while, the muscles tightened and locked into permanent charlie horses all the way across my but, hip and down my leg and into my foot. No pain killer would even take the edge off of this.

By Monday, I was in very bad shape. The muscles had tightened so hard that my left foot was pulled out of alignment and I lost feeling in half of the bottom of my foot. I was unable to step on it at all and could barely move around even with the aid of crutches.

So with daily visits to the chiropractor, extreme pain, being bed ridden and ice packed on my back day and night, pain killers not strong enough, exercises I could hardly handle to do, and the diagnosis of a severely pinched sciatica nerve. (Caused from improper posture and poor support for the back.) I spent the next two weeks, trying my hardest to return to normal.

When I was able to return to work, I was still in a lot of pain and was still limping severely, but I was able to drive. Even though I was in pain, I could lift my foot to activate signals. Thank goodness, this happened in my left leg and foot. For if this had been my right leg, I probably would have had to go on Long Term Disability.

Shortly after my return to work, I began to notice some things. The first thing that I realized was that I was not able to sit in some types of seats with out having my symptoms increase and cause me more pain and discomfort.

I soon found out that I could sit on an USSC seat (530 buses) for a period of a half hour before the pains would start. After a couple of hours, I could barely walk and would be in severe pain. OUCH!!!

Now the ISRI seats (high floors ,

two orange levers) were a bigger problem. Five minutes in this seats was the same as a couple of hours in the USSC seats. And any more than an hour, I was in as much pain as when the problems started. MAJOR OUCH!!!!

Meanwhile sitting in Ricaro seats actually relieved the stress and strain.

I was able come to work, do my job and I would be no worse for the ware at the end of the day. My back would be tired and sore, of course, but was able to get through my work day, without worsening the symptoms.

Quite out of my character, I had no choice but to request time away form these seats until I could recover. Now let me tell you, there is not much that I'm afraid of in this world (except of spiders, perhaps!). But I feared this injury and the constant return of the pain/symptoms and the possibility of never recovering or worse, an operation.

At first I was given a gracious three weeks to recover. In this time, I had some other difficulties. Even though, I had been granted temporary accommodations, and would receive trade offs as needed, I quite often would start work on a bus that I wasn't supposed to sit in until a trade off was available. So therefore, I've had to limp over to the bus, unload my stuff, set up my seat and mirrors, circle check the bus, suffer increased symptoms from sitting in the seat, then gather my things, limp across the platform to the next bus and do it all over again. I found this to be a serious hassle and caused me a lot of aggravation and unnecessary pain and suffering.

I then decided to talk to the Supervisors, and was able to RED FLAG my name, so that in the morning, buses were slotted into place for where I was to arrive. What a big difference this made! I was beginning to feel safer and happier coming to work.

Now some of you noticed that I was sitting in Ricaro seats only. And some of you wondered what I had done to be so "lucky" as to have a 2300 or 2400 on a 53/66 run. But, most understood once I



had explained the problems.

This opened the door for a lot of conversations where I heard from many of you what kinds of things you have been suffering with. It wasn't long before I had an understanding that many more operators other than just myself where suffering with the same kind of symptoms. Some of you for very long periods of time too. And like me, you would just come to work, do you job, deal with the aches and pains, which would increase and decrease, depending on what we were doing. And like me, not associating these pains with the seats. Just that they were uncomfortable to sit on.

The more you shared your aches and pains with me, the more I knew that there was something wrong here. There was just too many of us. And just because most of you do not suffer from a full blown injury, as I have, we were all suffering many of the same symptoms. This concerned me to no end.

A short time later my chiropractor informed me that it would take a better part, if not more than a year for the pain and symptoms to go away. A YEAR!? How on earth could it take that long??? And that was only if I continued my visits to my chiropractor, my exercises, ice constantly and did not aggravate the problem.

But I've never had a problem this bad with my back before. Being raised a farm girl,

I have often worked hard and had aches and pains at the end of the day. I was raised to get up and get right back to work, in order to loosen those tight muscles. Work through the pain, and it goes away.

(But there's something else I have learnt, that there's big difference between tired overworked muscles and an injury. Yikes!)

So being in denial, that it was going to take a year or more for me to heal, I truly felt that I would be fine soon. But in doing so, did not receive the proper form for my chiropractor to fill out and three weeks later, I was suddenly denied accommodations. Still in serious pain and needing more time to heal.

This, of course, led to my first work refusal.

Doing a work refusal was the very last thing that I would ever want to do, but I was left with no choice. It came down to having to get past feeling like I was being insubordinate or to take a stand to protect myself. This was a very upsetting situation. I was guided to call Maurice Levesque. He was more than happy to assist his southern cousin with this problem in John Livingstone's absence at this time. He very nicely explained to me the process, procedures and my rights in a work refusal situation. I felt much better after that. (Good job Maurice, thanks.) Now this led to an assessment being booked for me, and my accommodations continuing.

Now let me tell you, if you feel something is going to hurt you, it is your right to refuse to do it.

By this time, I experienced enough of this problem and heard enough of your stories to know that something had to be done. I now had the chance to stay out of these seats, but my heart would go out to those of you who were still hurting.

I strongly felt that these seats were harmful to our health and well being.

I started to ask questions as to how we could get them replaced. I was shocked at some of the responses I got at first.

Some of the excuses I heard:
What I thought to myself:

“There's no money”

“Then find some! Our backs are important!”

“Ricaros won't fit in those buses”

“Let's go measure and find out, shall we?”

“Ricaros have more controls,
“And?! What's your point?”

more things to go wrong”

They are better support for our backs!”

“Mechanics don't have time”

“Then hire somebody!”

Oh! Come on! This was not rocket science! I began to realize that this was a problem, yes, but maybe one that no one really wanted to tackle.



Well good thing I don't take NO for an answer very well. I am also a firm believer that negatives can be turned into positives. Good thing I'm stubborn, too.

Undaunted, and slightly ticked off, I set myself on a mission to improve our offices on wheels. Every time I got a negative response, I would seek out help elsewhere.

Finally, Zeke Baker, helped me with the form to collect “members opinion”. (Thank you Zeke, very helpful.) At first we though the best we could do was to claim the old Ricaros from

buses being retired in the North. Any thing would be better then what we are sitting on. Now that is desperate! That idea fell through, for there was a need for the buses after all. AARG!

This gave me a chance to talk to each and every one of you. This is when I realized that this problem was way bigger than I had first thought. I think that I shocked some of you with my plan to approach the Region for new seats, but most of you were very supportive and happy that I was taking up the problem.

In a conversation with John A. McDonald, he came up with the idea to call Greg Jahn to check into possible Ricaros sitting in the North garage. Greg took pictures of what was there and sent them to John A. These seats having parts missing, had been used to fix other seats. (Good detective work John and Greg, thanks for trying)

So then I decided that I needed some way to show the Region what was happening to us, and began to think up the “Drivers Seat Survey”. With support and approval from our president, Rick Lonergan, Al Maine and I teamed up to create a survey to gather the facts. Wayne Mastramattao helped us to polish it up. (Thanks for your help, Wayne)

It was well into May when I printed and distributed the surveys with my return envelopes. I know most of you were slightly disappointed that these were not special invitations for some occasion, sorry but they were special and important too. We then set about a method of collection.

We set a cut off date in early

August to have them returned. Al and I then set about tallying the results and put together the "Seat Survey Report, September 2005." (which is still posted on line under our Union web site) In which we laid out answers to all the questions on the survey, including graphs, percentages and all of your comments and input.

We requested a "Repair it or Replace it, solution" to these problems.

I'd like to thank you, Al for giving up so much of your time for the three grueling weeks it took to do that. I am very pleased with the end result of our joint efforts.

At this point I would like to personally thank each and every one of you who returned your survey to us. For you see, I really could not have approached this situation with out them. Having the ability to compile our information confidentially and to create the report, was just what I needed to get the Region to sit up and take notice.

In the mean time, my personal Ergonomic Assessment came up. This in which I received an informative overhead presentation on the health of our backs. Then I was taken to have me sit in a USSC and ISRI seats to see the problems. Well, I just couldn't bring myself to sit the ISRI seat, as to the fact that I was fearful of increasing my symptoms again, for I was still in much discomfort at this time. So I refused it sit in the seat.

Well that refusal got me denied further accommodations, which ended in another work refusal. This time, however, there came the conference with the Labor Board. (Attending with me John

Livingstone and Wayne Mastromatteo, thanks for being there)

This in which I reported my side of these problems. Ending with a need of another report from my chiropractor, who was willing to come to the garage and check out these seats himself as part of the report. My accommodations continuing, and me reserving the right to protect myself.

My Chiropractor wanted me on a graduated return to use of these seats, over a period of a few weeks in the fall. In this time, I journalist every day, keeping track of which buses I used, for how long, and what kind of effects I got during and after use. I found a disturbing pattern of the pain and symptoms increasing with certain seats. Which proved to me, that we could not get this problem solved fast enough.

With the news of my report on it's way, I get the news that there will be a Ergonomic Assessment done on the seats. John Livingstone worked with Will Stratford of Advantage Ergonomics Canada Limited to do the assessment on the seats. Two of each kind of seat, ISRI, USSC and Ricaro, were randomly pick and assessed.

At the Health and Safety meeting in September, 2005, John Livingstone presented copies of the Seat Survey Report to the members on my behalf. (Thank you, John, for your ideas and the time you put to help with the seat assessment)

Shortly after, a special seat committee then meets to discuss the problem. Turns out that the Ergonomic assessment shows why we are having so many

problems, the seats in question did not come up to industry standards!

The Region took this problem seriously and presented a plan to solve the problem. This including a decision to have all the seats in question, assessed. The information on all the seats was presented at next Health and Safety meeting.

Another meeting was held with the Region, and a more clear cut plan is put into place as follows:

- Removal of the eight USSC seats and to be replaced with new Ricaros.
- Ricaros were ordered immediately.
- USSC seats to be refurbished to replace eight of the ISRI seats.
- Ricaros sitting in North garage to be rebuilt and used to replace the remainder of the ISRI seats.
- Operators having difficulties, would now be able to request trade offs due to the seat problem, with or with out accommodations.
- Notice to be posted informing operators. (Posted Feb 14)

Note: At this time, I'd like to tell you what a great job Zeke is doing for us as our Operations Rep. Not only was he the first person who did not say "no" to me, but actually helped me get the ball rolling. Every single time I have asked him to check into what's been happening, he would be right on it and back to me immediately with answers. He then keeps every one else in the know, by posting it on our Operations Web site. (Great Job, Zeke, you get

my vote.)

As it stands at the time of writing this article:

- The new Ricaros arrived around the end of April, 2006. They were successfully installed part way through May, 2006. (Nicely done Less Hoph)
- A representative from USSC came to inspect the removed seats and gave his opinions and suggestions.
- Parts for repairing/refurbishing the USSC seats have been ordered and should arrive shortly.
- A mechanic has been trained by someone from an Auto Glass company to do the refurbishing.
- Work will start shortly after the parts arrive.
- Zeke is looking into what going on with the rebuilding of the Ricaros sitting in North garage. I'm sure he'll let us know as soon as he knows.
- I am still in a little bit of pain even today. But I am on the road to recovery now. The last bit of pain easing away with the ability to sit on good seats on a more regular basis.

I have to tell you though, that all through my recovery and my battles, I've gone through to get to this point, there were a few occasions where I almost walked away from everything because of the pressure and frustrations on this situation.

But many of you saved me, and probably don't even know that you did.

To many of you, I am forever grateful for:

- Those who cared enough to put their opinions down on paper and show support.
- Those who would check in with me to see how I was doing.

- Those who would listen to details, and tell me I was doing a great job.

- Those who would lend me their knowledge and experience for me to learn from.

- Those who showed their support by standing by my side and encouraging me to not give up.

- Those who would lend me their shoulders to cry on or their ears for me to vent.

- And those who would suddenly give me a hug, just because I looked like I needed one. (Because I did)

You know who you are, and I thank you.

“We must not suffer in silence any more, speak up and protect yourself.”

Note: I'd also like to make mention of how nice it was to witness our Operations, Health & Safety, Union Reps along with Management and the Region coming together to work together on a common goal.

I'd also like to make a Special Acknowledgment to Rick Lonergan, who always listened patiently to my all of worries,

concerns and general babbling. He helped me set up meetings, attended all of them with me, as well attending my Ergonomic Assessment. He just plain cared about myself as well as all of you and these problems. He's never-ending input and support was a blessing. Thank you, hardly begins to covers it. (Rick, you are great at what you do and I for one appreciate that you are our president.)

For all of these things, helped keep me strong and keep me going. And now, against all odds, we have new seats, and the entire problem is going to be fixed.

In conclusion, I am grateful for all of my experiences, the things that I've learnt and for our new seats. But my message for all of you, is that if something is bothering you, the only way for change is to seek help and take action. It is important to stand up for what you believe in, no matter how difficult the road is to get there.

We must not suffer in silence any more, speak up and protect yourself.

And to answer the question scribbled on one of my notices, which asked "Who Cares?"

The answer is "I do! So do many others and together we can make a difference"

**Sincerely,
Susan McIntyre**



Summer BBQ Recipes TRY THIS!!!

Have a Great Summer.

By John Mac Kay



As the title says have a great summer, it is only tens weeks but

take it one day at time .We tend to focus on things and events that get blown out of proportion, so sometimes you just have to live for the day. Make it count, look to things that make you happy or satisfied, do not set your goals so high that you set yourself up for disappointment. Today is the first day of the rest of your life, a philosophy I have tried to follow up in my life.

We are caught up in the day-to-day politics of transit, and you know there is a lot more to life then that.

So enjoy; the fall sign up will be here soon enough, and that is the last I am going to speak of any thing work related until Labour Day!

Wedding Invitation:

John A. McDonald is getting married. All employees of GRT and their partners are invited to join me in celebrating the start of my new life with the most precious woman in the world.

Who: John A. McDonald and Carol Storey

When: Saturday, September 16, 2006 at 1:00 pm

Where: Forward Baptist Church, 455 Myers Rd. (at Franklin), Cambridge

Reception: There will be an informal reception immediately following

If you are able to attend, please RSVP at least one week prior:
Email: caw4304@rogers.com
Phone: 519-241-5623

Bring only best wishes.

A super-easy glaze is the final touch of flavor for the best-grilled chicken.

Prep: 5min | Total : 30 min {incl. marinating}

1/4 cup Kraft Zesty Italian Dressing, divided

4 small boneless skinless chicken breast {1 lb}

1/4 cup Kraft Chicken & Rib BBQ Sauce

2 Tbsp. Pure Orange Marmalade

Preheat : grill, pour 2 tbsp. dressing over the chicken in plastic bag. Refrigerate 10 minutes.

Or up to 24 hrs.

Mix remaining ingredients Place chicken on grill cook 15 minutes brushing mixture over chicken the last few minutes of cooking! Enjoy!!

