BEFORE PRESIDENTIAL EMERGENCY BOARD NO. 250

IN THE MATTER OF

AMERICAN TRAIN DISPATCHERS ASSOCIATION; BROTHERHOOD OF LOCOMOTIVE ENGINEERS AND TRAINMEN/IBT; BROTHERHOOD OF MAINTENANCE OF WAY EMPLOYEES DIVISION/IBT; BROTHERHOOD OF RAILROAD SIGNALMEN; INTERNATIONAL ASSOCIATION OF MACHINISTS AND AEROSPACE WORKERS; INTERNATIONAL ASSOCIATION OF SHEET METAL, AIR, RAIL AND TRANSPORTATION WORKERS - TRANSPORTATION DIVISION; INTERNATIONAL ASSOCIATION OF SHEET METAL, AIR, RAIL AND TRANSPORTATION WORKERS MECHANICAL DEPARTMENT; INTERNATIONAL BROTHERHOOD OF BOILERMAKERS; INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS; NATIONAL CONFERENCE OF FIREMEN & OILERS, LOCAL 32BJ/SEIU; TRANSPORTATION COMMUNICATIONS UNION/IAM; BROTHERHOOD OF RAILWAY CARMEN DIVISION, TCU/IAM; and TRANSPORT WORKERS UNION OF AMERICA

NMB Case Nos. A-13998 (ATDA), A-13999 (BLET), A-13986 (BMWED), A-14000 (BRS), A-14001 (IAM), A-14005 (SMART-TD), A-13985 (SMART MD), A-14002 (IBB), A-14003 (IBEW), A-14004 (NCFO), A-14006 (TCU/IAM-Clerical), A-14007 (TCU/IAM-Carmen), and A-14008 (TWU)

CRAFT SPECIFIC PROPOSAL OF THE BROTHERHOOD OF RAILROAD SIGNALMEN-SKILL/RESPONSIBILITY DIFFERENTIAL

July 15, 2022
Introduction

The Brotherhood of Railroad Signalmen (BRS or Union) has an unresolved craft-specific issue with the National Carriers’ Conference Committee (NCCC or Carriers) that has festered for years and now must be resolved by this Board. This issue was presented to PEB 243, which recommended that the Union and the Carriers initiate a joint “responsibility” study, which would hopefully result in an agreed resolution or would be a basis for a resolution in the next round of Section 6 negotiations. The responsibility study was a joint effort between the BRS and National Railway Labor Conference (NRLC). It was completed in 2014, but the issue has never been resolved. This topic has been an ongoing issue within the rail industry for decades and was addressed by PEB 219. The issue “Advanced Training for Signalmen” was also addressed by in PEB 219, which recommended development of a Signalmen training program to ensure that Signalmen are properly trained on new technology. Since PEB 219, the industry has continued to technologically advance while training has been stagnant, and, in some cases, has fallen behind. Computer-based training has been implemented by nearly all Carriers; yet, it is far from an adequate training tool, rather it is a means to meet the bare minimum requirements of Federal Railroad Administration (FRA) regulations (49 CFR Part 243). The responsibility study completed in 2014 identified several areas in dire need of improvement throughout the rail industry. The Signalmen who were interviewed explained that the technical requirements for their positions had increased, as had their level of responsibility for inspecting and maintaining the signal systems to levels necessary for safe and efficient operations.

In 2017, the Class I railroads began implementing the Precision Scheduled Railroading (PSR)/cost-cutting business model. While PSR progressed throughout the rail industry, issues began to arise regarding: safety, training, supply chain issues, and shipper service issues. Employees were no longer considered a priority; and the Carriers’ goals shifted to maximizing profits and reducing operating ratios—which turned into the new measure of success within the industry. As such, strides in training made after PEB 219 have regressed and are now outdated.

Concurrently, the railroads approached the Congressionally mandated due date for implementation of Positive Train Control Systems (PTC), computer-based systems to maintain train separations in order to prevent collisions. The FRA allocated significant resources and funding to develop this new technology to increase the safety of Commuter, High-Speed Rail, and Freight railroads. Signalmen were assigned to install, test and maintain these new sophisticated systems. However, these new technologies did not come with programs to provide training and proper procedures to safely maintain and test the new equipment. It is imperative that as equipment technologically advances, training keeps the same pace to provide proper safety to the traveling public, employees, and railroads.

Implementation of this new technology has added to the skill requirements for Signalmen, and the PSR-related reductions in the work force have added to the responsibilities for
Signal Maintainers and Inspectors. But, despite the responsibility study, there has been no adjustment to compensation for Signal Maintainers, Inspectors, and Technicians.

The BRS conducted a survey in June 2022, wherein 1158 individuals holding numerous positions within the BRS from all Class I carriers participated. The results were troubling at best and showed that Signal Maintainers are spread far too thin. Nearly a third of the maintenance workforce has been reduced and now the traveling public is also feeling the effects of PSR. **Signalman D** points to this when he states, “*My territory includes more than 170 miles of mainline track. Since my bid to this position 10 years ago, there have been over 30 new crossings added, multiple control points, and detectors added. Despite the increased responsibilities, no new inspector position was added to offset the workload. Manpower is at an all time low...I have watched many coworkers walk away and not be replaced over the past couple years. Since I hired on and the first couple decades working out here it was almost unheard of to see someone just walk away but that has changed. When we lose employees and don’t replace them, it adds burdens to the workers who are still here and affects their quality of life. I feel the biggest change I have seen in my career would have to be the lack of morale in the current work environment. Employees feel completely disrespected, as essential workers, Railroaders continue to work in the above stated conditions without a pay raise for over three years.*” *(See BRS Exhibit A)*

**BRS’ PROPOSAL**

Our goal is for employees who are directly responsible for or signatory to FRA-mandated testing to receive extra compensation that directly reflects the added responsibilities for these positions. Additionally, from a safety perspective, it is imperative to keep the most experienced personnel on those Maintenance jobs, the incentive of pay is important to achieve this goal. Because there is no financial incentive to assume the added responsibility for Maintenance positions, the best way to overcome this trend is to add a financial incentive for those jobs. BRS, therefore, proposes a $5.00 per hour skill differential for these positions. This differential is to be applied before any GWI, for maintenance employees and those employees directly responsible for or signatory to FRA-required safety-critical repairs, tests, and inspections, to account for the increased skill requirements and responsibilities for large territories as the workforce has been reduced. Such a differential is not only fair, but it will also help the railroads.

All maintenance employees are exhausted from working an enormous number of hours in an attempt to keep up and, literally, have no time to worry about training. Senior employees are bidding away from Maintainer, Inspector, and Technician positions because, given the increased responsibilities and burdens associated with those positions, they would prefer to work in Signal construction. The railroads need to provide an incentive for senior, experienced Signalmen to take positions that require the most skill and experience. The stress of accepting “trouble” calls while otherwise off-duty, completing work when territories are too large, and dealing with new technology all justify payment of a “Maintenance Employee Differential” of five dollars ($5.00) per hour.

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Duties and Responsibilities of Signalmen

Being a Signalman comes with an elevated level of duties and responsibilities. The principles of good signaling practice and a high standard of competence is required of all signal workers. Those who are responsible for FRA-mandated tests and inspections have an even greater responsibility. **Signalman H** shared his perspective on the duties of a Signalman, stating, “If I was around when the term ‘Signal Maintainer’ was coined, I would have suggested the title of ‘Safety Maintainer’ instead. This is what we do and that is why our job is so crucial. We protect the public from train traffic at crossings. We also protect the trains from colliding with one another or workers on the rail. We do this with our complicated network of signals and equipment. We monitor the switch points to keep the trains on the rail and off the ground. We maintain sensors which detect everything from rock and mud slides to flooded rivers. We maintain the detectors which protect the trainmen and the track infrastructure from dragging equipment or freight as well as overheating wheel bearings and defective wheels. In addition to performing FRA mandated testing to ensure safe and efficient functioning of the railroad, we are often called upon to support the maintenance of way department (MOW). These are the people who install and maintain items such as the ties, the spikes and the rail itself. Many times their work disrupts our signal system and we are needed to ‘disable’ the railroad crossing and or signal system temporarily so that highway traffic can flow. This is one of the most crucial and stressful requirements of our job as it not so simple as ‘flipping an off switch’ and one mistake in this process could cost the life of a member of the public or a coworker. I have just scratched the surface of the daily responsibilities of a Signal Maintainer. We do all of this while being ‘on call’ 24 hours a day for a minimum of six days a week. When called upon to respond to a ‘trouble ticket’ it may be in any location in any weather conditions at any time of the day or night. Regardless of this we must do our job 100 percent correctly 100 percent of the time. If not the consequences are literally life and death for the public or the other railroad workers who trust us to protect them.” *(See BRS Exhibit A)*

Signalmen play a key role in railroad signal systems’ and highway-rail grade crossing warning systems’ safety. Signalmen are responsible for the installation, maintenance, testing, and proper functioning of railroad signal systems, which keep trains operating at peak efficiency while providing adequate train separation for safety. The systems are very complex, and system safety is dependent on the work of many Signalmen who work alone and on teams (crews). Signalmen also are responsible for the installation, maintenance, testing, and proper functioning of active crossing warning devices that warn drivers of approaching trains at the more than 74,000 highway-rail grade crossings equipped with active warning systems across the nation. The stress that comes from the incredible safety-sensitive component is not lost on Signalmen, as stated by **Signalman I**, “When you as a signalman close a door to a crossing or bungalow its always in the back of your mind that someone could lose their life due to your mistake or incompetence. Everyone pretends that a school bus with their kids or grandkids are on that bus that goes across the crossing you just tested. Few people outside our work group understands the pressures and stress that
go into every action we take. We have no option but do the job to the best of our abilities and we are striving to do that every day. To put it in simple terms would you rather get on a plane that has a pilot that is fully qualified and dedicated to your safety or one that has just checked all the boxes and does the bare minimum.”

Signal Maintainers, Signal Maintenance Foremen, Signal Inspectors, and Electronic Technicians are typically the individuals that are directly responsible for FRA-mandated tests, though other job classifications may sometimes perform FRA-mandated inspections and testing. The FRA regulations are in place to ensure that the signal systems and highway-rail grade crossing warning systems are installed and maintained to a certain level of safety and reliability.

CHANGES IN THE SKILL REQUIREMENTS AND DUTIES AND RESPONSIBILITIES OF SIGNALMEN

Signal systems have evolved from relay-based technology to microprocessors, with the mechanical apparatuses remaining relatively the same (i.e., switch machines, crossing gates and lights, cantilevers, wayside signals, defect detectors, electric locks, switch circuit controllers). These mechanical apparatuses are the labor-intensive side of the craft, which Signalmen test on a regular basis, validating the compliance with regard to regulation standards. Railroads implemented microprocessor-based signal systems that replaced the relay-based signal systems, increasing the technical aptitude required to maintain the new technology. No longer can a Signalmen walk into a signal cabin and visually inspect to determine where a problem exists based on the position of a relay. The newer technology requires skimming through logs produced by the microprocessor to come to a conclusion with regard to what the problem might be, then taking that theory (concluded from the logs) to address the problem. It takes more time and knowledge to discern these logs, which are displayed differently from one microprocessor to the next. PTC introduced Signalmen to communication equipment that was never in the wheelhouse of the craft. This equipment was added as an overlay to the current signal system, which required the need to be tech savvy to troubleshoot the issues this equipment would encompass. PTC is attached to existing signal equipment that added antennas and radios to provide communication to trains which requires Signalmen to assure the software is current on the server and radios. Additionally, a download is required to check the health of the server and radio, routinely. Again, this equipment is installed at every existing location where PTC is in service. Signalman X expounds on this in his attached statement. (See BRS Exhibit B)

Signalman T elaborates on the history of the ever-changing technology Signalmen endure throughout their careers, stating, “Coded track re-placed line-wire which took a labor intensive system and replaced it with an very technical system. The line-wire ran on wires a long the tracks, it was prone to failures do to aging and due to theft. Coded track replace the line-wire with its own challenges, physical relays are replaced by vital codes special meters and lap-top reading is needed to extract the information needed to trouble shoot
and maintain the system. The coded track system also needs software and hardware upgrades that are mandated by the carrier for Signal Technicians.

Solid state logic systems replace relay logic systems at control points and crossings. Control points have logic that slows trains so that it isn’t possible to have a train on train collision. Traditionally this was accomplished by using a complex network of relays, this is now accomplished by and even more complex system of solid state logic. Physical relays at these control points are replaced by bit codes that are recorded in data logs in the unit. The same basic concept is done at crossings, this eliminates physical relays with bit logic. These systems are prone to electronic failure and constantly require software upgrades as possible safety issues are found by the carrier.

The implementation of positive train control (PTC) was a huge undertaking for technicians, the equipment itself blurs the line between the jobs of a Signal Technician and a Communication Technician since PTC itself interfaces the signal equipment and then wirelessly communicates to the company network. This means every Signal Technician that maintains PTC had to learn a variety of new skills take are typically only known by the communications department. The two most important skills include telecommunications radio testing and IP addressing.

Recently, the Signal department eliminated all of the Communications department radios from our control points by running the telecommunications through the PTC radio. This is the first step of a multi-step future upgrade. The PTC unit has 8 ethernet ports, in future upgrades these ports will be used to monitor the new Smart rectifiers, new crossing controllers and any other ethernet ready devices in the signal houses. The end goal of the carrier is to have all signal locations in a central reporting system so that the locations can be monitored and controlled remotely. Signal Technicians have already begun to implement these central reporting systems, but new smart rectifiers and ethernet ready crossings are now also being installed that will also be implemented into central reporting.

Upgrades like these are continuously happening across the rail system, training on these systems rarely happens, if it does happen it normally like the PTC training that was giving well after the system is installed and put in service.” (See BRS Exhibit A)

**Signalman F** describes an average day on his territory, “My average day starts with a safety-oriented conference call followed by preparing my vehicle for the day. Usually, I call either one of the Inspectors to see if they need assistance or to get briefings on what went wrong over night or over the weekend. After prepping the vehicle, completing the previous days’ HOS (hours of service) FRA mandated form. I put in Payroll for the day, answer Emails, order materials that are needed. Browsing the EAM asset management tool on my company issued laptop I look and see what Quarterly and 180-day tests are due this week. I usually spend an hour sending in repairs or receiving repairs daily followed by an hour or two of moving materials and repairs to the maintainers. If I have Quarterlies to do, I will work on those for an hour or so or work on one of 4 lists I have regarding

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battery replacement on DED, HBD, VHLC, or Recorders for my territory. I am never really done with these lists because about the time I finish one, another is due. (I just cannot fall behind because it will take months to years to catch up.) It takes 4 hours of driving for me to reach the end of my territory to the west, 2.5 hours of driving to the east and 1 hour to the south. In a sense, if I need to test my last detector to the west, I will drive 4 hours west, test 45 minutes and then drive back home 4 hours (an hour of which is overtime). This is a huge territory for one man. I usually work with only one other person, sometimes I will go all week without working with a person at all. A lot of my time is looking through a windshield where I spend 3 or 4 hours to do a test that might take 45 minutes.

As an ET, I am primarily responsible for the 90- and 180-day tests on all HBD on my territory, as well as coordinating maintenance with the Maintainers on any Wheel-Vision, Acoustic-Bearing detectors, Dragging equipment Detectors, and AEI sites. I currently have 18 HBD locations, and 24 Dragging Equipment Detectors. My secondary role is maintaining the batteries, IC clocks, updating any programs, completing any service bulletins that the BNSF puts out. Some Highway Grade Crossings have recorders that have 3-year batteries that must be changed every three years and most of these batteries are soldered in. When I say soldered in, they are soldered into a board that is from the late 1980’s early 1990’s which makes for a high failure rate when they are booted back up. I have around 85 of these locations. In around 95 locations, we have 10-year batteries which are on the HXP-3 series Highway Grade Predictor. As you may have guessed, these get replaced every 10 years (which you would think would be easier) well most of these cards (initially before upgrade) have their batteries and IC clocks soldered to the board in a 24 and 28 DiMM configuration. In order to change these IC’s, the board must be pulled and close to 50 tiny solder connections must be de-soldered, battery pulled, and an upgraded removable socket inserted and all 50 connections re-soldered. This is one board out of five that needs to be replaced, so 250 joints must be soldered and de-soldered (at least once per location) to complete this task.

Other types of crossings use GCP 3000’s which use a battery that looks more like an AA cell, and these need to be changed every 3 years as well (and some of these locations can take up to 7 or 8 batteries). I have around 33 of these crossings. Every one of my 123+ signal locations with VHLC and EC4 units has a 10-year battery, these require me to get special authority from the dispatcher to take the signals down just to change the battery.

Lastly, every 2 or 3 years the BNSF will come out with an update to software that needs to be installed in any random piece of electronic equipment on the side of the Railroad track, I will be the one who installs it. These product improvement bulletins, service bulletins, or technical bulletins hit me about 3-5 times a year depending on what needs to be looked at. These bulletins usually have an urgency and a deadline of 3 months to a year.

Since I started this current job over 5 years ago, my territory has grown about 100 miles of new responsibility. While the average maintainer has anywhere from 90–120 assets that fall under his purview I have 1103 assets (according to EAM). This number is the same
number as what my signal supervisor has for his territory. While I don’t directly interact with all these assets on a daily basis while testing, I do get called in to repair or assist the maintainers with the repairs to them.

With the implementation of PTC, every location on my territory has 5 additional (specific to PTC) items in EVERY wayside/control point location that wasn’t there 5 years ago. A 220Mhz. PTC radio, Interoperable Messaging Gateway (IMG-2), a 30+ ft tall PTC antenna tower, GPS Antenna, and a PTC-WIU card. This is a Huge amount of equipment that was just thrown on top of the ET’s and maintainers with the expectation that we as workers should just soldier on. Before PTC there wasn’t a whole lot that could go wrong in a signal bungalow, now there is another tower, antenna, GPS Antenna, IMG, and WIU that actually control the locomotives using satellites and Radio waves. It is an entirely new and separate system in the bungalow. This is like putting extra engine in your car but making it where the car won’t run efficiently without both. The PTC components require constant tweaking locally by maintainers. Maintainers are sent out by an entirely new PTC operations dept within the company. PTC is a big enough deal to warrant its own department (within the company), staffed with extra and dedicated employees while maintenance forces are forced to maintain what they did prior to PTC implementation PLUS PTC. Usually on a trouble call I am on the phone with the maintainer or have to go to the affected location myself to sort it out. The 220 Mhz PTC Radio is not that reliable, too hot, or too cold or just no reason whatsoever will cause it to fail and send me or my fellows out to change it.

Positive Train Control (PTC) is a system that is super-imposed on top of the current Centralized Traffic Control (CTC). Before PTC implementation, CTC controlled train movements with track circuits, trains moving through a block, and train crews making braking/speed decisions based on the aspect (color) of the signals presented. PTC basically watches CTC and forces the trains to comply with any braking or speed restrictions imposed. After PTC was implemented on my territory, the BNSF Railway now has two separate systems in place, interconnected with hundreds of new components, around 100 miles of NEW territory, same pay, same long hours, with the expectation that all this extra work is not extra work at all. If I was to just make a guess based upon the 123 locations that require signal batteries, I could multiply that number by 5 and get a rough estimate of at least 615 PTC components added to my territory without any regard for the extra work this placed on the work force." (See BRS Exhibit A)

Over the past 20 or more years, Carriers have experienced difficulty in filling Signal Maintenance positions because of the increased skills and responsibilities that do not come with increased compensation. These desirable jobs are sometimes headquartered in small towns, where the only railroad employee with that headquarters is the Signal Maintainer. Senior employees no longer want these jobs, because there has been no adjustment of compensation concomitant to the increased job requirements and responsibilities: these jobs are often filled by the Signalman with the least amount of seniority, and therefore, the
least experienced. Signal Maintainers are regularly placed in situations where good judgment, on-the-job experience, and proper training is required to prevent catastrophic and deadly events, further, Signalman E points out “(Most current BNSF supervisors haven't been in the field so we have a boss that doesn't know what we do on a daily basis or during trouble calls but most of our tests procedure say if we don't know contact your supervisor)... They no longer promote from within which is why we have most supervisor who don't understand or know what we do on a daily basis. They hire people with degrees at less pay to supervise the daily activities. (See BRS Exhibit A) This point is reiterated by Signalman L, from another Class I railroad, who states “I have 150 miles of positive train control systems that isn’t fully understood by the field lever personnel or management team.” (See BRS Exhibit A)

Because Signal Maintainer positions are very safety-critical and they most often work alone, it is important that Signal Maintainers have not only the training but the experience to perform their duties safely and effectively. Signalman B weighed in on peer-to-peer training: “As an electronics technician I am expected to be able to perform any and all tests and know how to work on every piece of signal equipment that the railroad has out there. With all the turnover in maintainers I spend a lot of time on the phone and one on one training and helping these guys learn how to do their job. Railroad signaling isn’t a job that you can go to school for and come out here and expect to succeed. It takes years in each position to learn that skill set before you're ready to take on the next task. I have been out here going on 16 years and am a 4th generation railroader. I learn new things almost weekly. Mentorship and having guys that you can call on to help is extremely important.” (See BRS Exhibit A)

MID-CAREER QUITS BY SIGNALMEN

In recent years, we have seen an unprecedented number of Signalmen retire early or quit mid-career. Until recently, it was almost unheard of for Signalmen to quit after acquiring eight years of seniority and experience, virtually vested in the industry. These jobs were always considered good jobs with good benefits. But the jobs have been degraded by the railroads, with respect to working conditions and by pressure to work fast, cut corners, and ignore or defer repairs. Employees have reported to us they cannot, in good conscience, continue to perform the work under current conditions of being pressured to cut corners, defer maintenance, skip steps, and not work to the standards they were trained to and met through their careers, until recently. The lack of pay increases, coupled with increased workloads, expanded territories, and newer technology, albeit the railroads continue to make record profits, have also contributed to the mass resignations and early retirements.
THE HISTORY HANDLING OF THE ISSUES OF SIGNALMEN TRAINING AND COMPENSATION FOR INCREASED RESPONSIBILITIES

PEB 219

Before Presidential Emergency Board (PEB) 219, the BRS recognized the advancement of technology and proposed a craft-specific issue of Advanced Training for Signalmen. The BRS cited the technological advancements entwined in new signal systems and the need for advanced signal training to properly educate Signalmen on the advancements to secure the safe passage of trains and the traveling public. Even in the early 1990s, several carriers and the industry had experienced shortages of employees to fill the needs of their Signal Departments. Moreover, it was clear that Signal employees represent a critical element in the carriers’ overall safety system.

Based upon these observations and the evidence of record, the Board recommended a formal advanced training program be established consistent with several of the suggestions made by the BRS. PEB 219, in 1990, 32 years ago, recognized the advanced, specialized, and safety-critical work that Signalmen perform. In its recommendation, the PEB agreed, stating, in part, “...the BRS does represent a unique and highly skilled craft and that proper implementation of a formal advanced training program would redound to the benefit of the Carriers...”

PEB 243

On October 6, 2011, an Executive Order was issued to establish PEB No. 243 to investigate a dispute between the NCCC and the Rail Labor Bargaining Coalition (RLBC), of which BRS was a part. BRS proposed a Maintenance Employee Differential.

The Union’s proposal was as follows:

“Brotherhood of Railroad Signalmen (BRS) – Maintenance Employee Differential Proposal

- Effective January 1, 2010, the base rates of pay of all maintenance employees be increased by $1.50 per hour.

- Effective on the date of this Agreement, all maintenance employees assigned to, or who move into, a maintenance position, who

  a. have or attain eight years of service, receive an additional payment of $1.25 per hour in addition to the aforementioned $1.50 per hour.
b. Have or attain 15 years of service, receive an additional payment of $1.25 per hour, in addition to the aforementioned $1.50 and $1.25 per hour.

- Alternatively, the Organization proposes that the BRS and NCCC submit the forgoing proposal to a neutral fact finding proceeding to facilitate final resolution.”

PEB 243 stated that:

“The Organization argues that the technical proficiency of signal maintenance employees has advanced exponentially at an increasing rate, and that the signalmen have contributed greatly to the productivity of the railroads by learning and taking responsibility for advanced signal technology. This includes positive train control (PTC) requirements that will increase that responsibility. Also, Signalmen training has contributed significantly to that productivity increase. The active role of the BRS in establishing successful training programs has further improved the technical proficiency of maintenance employees and has led to much safer operations and a marked decrease in collisions, injuries, and fatalities at rail highway grade crossings. At the same time there has been a marked reduction in train delays and in false warning activations.

Signal maintenance personnel must have high levels of technical proficiency to properly and safely maintain the complex systems’ operating parameters as well as to repair them.

The Brotherhood notes that the technology used to reduce railroad employment, including labor intensive areas of railroad signaling, have added to the responsibility of signal maintenance employees now working with less than one third of the 1968 roster of 5,000 employees. Automation of railroad labor-intensive tasks has migrated to the use of sophisticated technology justifying added investment in such technology, as well as additional compensation for signal maintenance employees who attain and maintain the advanced levels of technical proficiency necessary to maintain these complex systems according to detailed regulatory and engineering standards.

The Carriers contend that the current economic climate and the substantial premiums that BRS-represented employees already receive, compared to other similarly situated employees make their proposals out of touch with reality. They note that the retroactive wage adjustment for 2010 alone would cost the carriers over $27 million in additional straight time wages and would raise the average BRS maintenance employee by 10.6%. The compounding
The effect of the general wage increase with the proposal would add an unjustified roughly $140 million in wage costs to the carriers.

The Carriers further contend that the proposed seniority-based wage adjustments constitute a substantial philosophical departure from longstanding compensation schemes in the railroad industry where BRS-represented mechanics are promoted to journeyman status receiving the full wage rate for this craft without any tradition or expectation of any seniority component or practice of different employees receiving different pay based on tenure.”

The PEB 243 recommendation on this issue was:

“We recommend that this be sent back to the parties for a single non-binding study and fact-finding designed to focus upon the job responsibilities of a Signal Maintenance employee and a Signal Installer. We anticipate that a single study or fact-finding hearing will occur at which representatives and/or witnesses from all relevant Carriers will participate. The results may serve as a basis for a mutually agreeable solution during the moratorium or barring that will be available to inform the parties on this issue for the next set of Section 6 negotiations.” (See BRS Exhibit C)

### Responsibility Study

Following the recommendations of PEB 243, BRS and the NRLC initiated a Responsibility Study. Interviews were conducted by the BRS and NRLC across four railroads: BNSF Railway, CSX Transportation, Norfolk Southern Railway, and Union Pacific Railroad. The Parties interviewed 18 employees: 1 – Assistant General Supervisor, 2 – Electronic Technicians, 1 – Field Trainer, 1 – Project Engineer, 2 – Signal Foremen, 1 – Signal Inspector, 6 – Signal Maintainers, and 4 Signal Supervisors. As the joint committee interviewed the listed individuals, there were several topics that arose.

More pay and training were listed as the top issues, since a large number of younger employees, with little experience, are forced into Maintenance Positions. The answers indicated the amount of time to become a good Maintainer began at a minimum of two years and some answers indicated five years, on up to 15 years to get a complete grasp on the numerous systems Signalmen work on. Management indicated it was a requirement when any individual working a maintenance position must accept trouble calls. On-track safety was difficult to obtain to perform the required duties associated with regular testing. The territories assigned to Maintenance employees are too large and have an excess amount of testing with employees experiencing issues completing regular preventive maintenance. The responsibility of the position was extremely stressful, and the chance of discipline was
greater with all maintenance personnel. The Responsibility Study revealed that as result of the added responsibility required of those employees performing FRA-mandated testing, more experienced Signalmen were moving away from Signal Maintenance and Testing positions, and toward Signal Construction positions. This undesirable trend should be remedied by providing additional compensation for performance of higher skill/higher responsibility work.

The 2013 and 2014 interviews provided a glimpse into our current era of signaling; the respondents stated Positive Train Control (PTC) would add additional responsibilities to maintenance personnel. On December 29, 2020, the FRA announced that PTC technology was operational across 57,536 required freight and passenger rail miles. Maintenance personnel are now required to accept trouble calls and troubleshoot the system when problems occur with little to no training. The initial proposal in PEB 243 was based on the equipment in service at the time. Since then, the differential has taken on new meaning with the addition of maintaining and testing PTC apparatuses. This added significant responsibility to the workforce, requiring vast knowledge of electronics and communication technology with employees being held responsible to self-educate and peer-to-peer training. The added responsibility has changed our proposal for maintenance employees and those employees directly responsible for or signatory to FRA-required safety-critical repairs, tests, and inspections. (See BRS Exhibit D)

**Precision Scheduled Railroading And The New Cost Cutting Business Model**

In the years since PEB 243, Carriers have implemented PSR and the new cost-cutting business model. This has enabled the Carriers to boast record profits, to the delight of Wall Street and stockholders in recent years; yet, it is has been the employees, customers/shippers, our supply chain, and ultimately the public who suffer from the effects. Signalman N demonstrates the employees’ perspective of PSR, stating “During the implantation of P.S.R. the goal was to increase profit margins to 40%. Without doing so by running the railroad more efficiently they decided to cut man power by cutting jobs. This resulted in several vacant jobs because there were not enough employees to fill these jobs. Causing myself along with two other maintainers having to take care of 5 territories between the three of us.” (See BRS Exhibit A) The Carriers implemented cost-saving measures, which include a drastic reduction in employees, equipment, and switching yards, which in turn has prevented shippers from running at full capacity, as well as turned away smaller customers who do not ship enough through Class I Carriers. The Carriers reduced the number of Signal employees through furloughs and the expanding of existing maintenance employee territories to unmanageable sizes. This resulted in the elimination of critical Signal Maintenance positions, which only exacerbates the problem of getting experienced Signal workers to take these positions. Signalman S stated: “Prior to PTC I was a signal Tech and my job consisted of signal tech work taking care of electronic equipment and systems also providing tech support for the signal maintainers. When my job as a signal tech was cutoff, I was told it was a non-value position because it wasn’t
able to be tracked in a data system as what to we did. As a result of these changes, they cut off all signal tech jobs and signal inspector jobs who were responsible for testing relays and control points. The result was a combined signal tech and inspector job or ETI. My district as a signal tech went from 200 miles and my signal tech job to a new combined ETI job where now I do the work of 2 1/2 jobs prior to the job cuts. As a result of these job cuts those people that could not hold the new position due to not having enough seniority had to go to different positions then that person had to go to a different position etc…” (See BRS Exhibit A)

The new business model involves continued reductions in operating ratios. To achieve their goals, the railroads devastated field employee numbers to obtain that operating ratio. This includes examples from Signalman F, who shares, “While the average maintainer has anywhere from 90 –120 assets that fall under his purview I have 1103 assets (according to EAM). This number is the same number as what my signal supervisor has for his territory... With the implementation of PTC, every location on my territory has 5 additional (specific to PTC) items in EVERY wayside/control point location that wasn’t there 5 years ago.” (See BRS Exhibit A) BRS membership numbers have decreased by 20% since PSR’s inception, which created unprecedented low numbers of staff maintaining the United States rail network. Signalman V explained the results of the decreased head count: “It is literally a struggle trying to take any time off without creating a full-blown fight with the manager since they try to enforce only one maintenance person off on each roster at a time. I was threatened with losing my job after I planned my wedding in Florida because other maintenance personnel were off. This is after prior months of communication with the manager. In I total lost $5,000 on reservations, flights, and rental cars due to the shortage of coverage and management being totally and completely awful in one of the best times in my life. We have postponed our wedding to the beginning of 2023 due to all of this.” (See BRS Exhibit A)

The cost-cutting process has made it more difficult for Signalmen to properly perform their jobs. Signalman G explains the above, stating, “On my current territory I need to get track and time (permission to work on the tracks by the dispatcher). With the train traffic, it sometimes is nearly impossible to get permission for even 30 minutes to properly do my maintenance duties. Any given week I have around 10 or more inspections to complete. It may not sound like a lot, but when drive time, permission from dispatcher, traffic issues, local switchers, vehicle traffic, weather, MOW needing help, weed control, trouble calls, those inspections can get to be very difficult to finish. This is the reason why I pack my own lunch daily, if I were to try and get a decent meal somewhere I would never be able to complete all my inspections by their due date... Just adding the new assets and technology to our territories and expecting those new assets to be inspected and tests performed on those assets without allowing more time, or adding new positions is what makes maintaining my territory so difficult.” (See BRS Exhibit A)
Similarly, **Signalman J**, states that, “The daily workload for a signal maintainer in my position is impractical. There are too many assets on my section to keep up with. FRA testing takes up 90 percent of the daily workload for the day. The other 10 percent is left for maintenance, MOW support, truck repairs, and covering a vacationing employee’s responsibly. There is simply not enough time in the day to complete what is being asked of us... We are encouraged by management to just ‘get it done’ while they look the other way. Safety of employees and the general public become and after thought when overtime is needed, or more employee are needed to help complete job task... PSR has made getting track time nearly impossible. Some days we are not able to receive track time for testing and repairs. With the minimum amount of time we do get, testing is rushed, maintenance is scarce, and repairs are pushed off. The “get it done” attitude by management has become a daily occurrence.” *(See BRS Exhibit A)*

**Signalman K** also describes the impact on PSR and the overall state of manpower and the railroads, stating, “Due to heavy workloads and budget cuts finding materials and time to do the repairs makes it hard to make the necessary repairs to keep all the assets to the high standard the company and FRA sets. We work 8hr days and are subject to being on call 24hrs a day 7 days a week, if we are called out during the night we can only work 12 hours within a 24hr period if we do work 12 hours we have to be off duty for a total of 10hrs this is good for rest but does cut into our time for trying to complete tests and inspections during our normal hours of work. Due to Manpower shortages and abolishment of the relief maintainer position we have to also do tests on open territories where there is not a signal maintainer assigned to it. ... Our territories have increased in both miles and assets, with the implementation of newer technologies the company has cut in the Signal department severely, with these cuts territory sizes have increased as well as more assets have been added to every maintainer, we are expected to do more tests with less people but the tests and inspections are still the same as before.” *(See BRS Exhibit A)*

**Signalman T** details a horrifying experience during a well-known 2021 wildfire, telling “I no longer trust that the company cares about my safety or my quality of life. The easiest to explain example of this happen in 2021 during the “Lava fire” when members of my group on multiple occasions was sent into an active forest fire. The track was out of service because of the fire burning a steel bridge, no train could go over the bridge until the bridge was inspected and the ties were replaced. Commercial power was also lost so signal locations going down, despite the active fire and the out of service track, the carrier wanted to keep all signal locations working. Due to pressure from upper management my manager directed a group of Signalmen to go put out generators even though there was still a active fire surrounding the locations. While putting out generators, two signalmen took a wrong turn and found themselves in smoke so thick they couldn’t see to turn around or back up. They had to back up blind and hope they didn’t hit anything fortunately they made it out unhurt. After reporting the incident to the manager, he made the call to get out of the area. On the way out the manager found himself on a road that was surrounded in walls of fire.
on both sides. Fortunately he also made it out of the fire safely. The next morning on the conference call, my manager told us his story and demanded "NO ONE IS TO GO NEAR THE FIRE FOR ANY REASON", less than two hours later due to extreme pressure from upper management my manager sent 3 guys back into the fire to set out generators they had not put out the night before. The bad decisions weren’t isolated to the Signal department, other department were directed to do even more ridiculous things in even more dangerous situations. I have seen pictures of the track department replacing the bridge ties while they were still on fire. While that is ridiculous, it isn’t even a close to the worst thing that management asked employees to do. The worst goes to bridge and building, in the initial moments of the fire when the fire was moving toward the bridge, management directed the bridge and building employees to get on the fire car and to go protect the bridge from the fire. These are bridge and building employees, the repair bridges and building, they are in no way trained in firefighting, nor is firefighting in there job description. The employees went out on the Fire Car and attempted to save the bridge, the fire came on them fast and soon enough they were surrounded. There were moments that the employees on the Fire Car thought they would have to get in the water tank to shelter from the fire. Ultimately the Fire Car had to abandon the bridge, the fire took it and it was condemned until the repairs were completed. After the bridge was replaced, the carrier wanted to acknowledge employees that helped in the lava fire, they sent out a thank you placard and a gift. The placard the company sent us blew me away. In the middle of the placard there is action shoot of the employees that tried to save the bridge, in the picture they are on the Fire Car in the middle of the bridge trying to soak the surrounding area, smoke has already surrounded them and an ominous glow of the fire that would soon overwhelm them can be see in the picture. On one hand it is nice to be recognized by the carrier, but on the other hand it blew my mind that the carrier would celebrate sending so many of their untrained employees into an active fire in an attempt to save their assets. I think this event summarizes the current environment of working at Union Pacific railroad. Wildfire or not, do whatever it takes to get the job done, if you do what it takes you will be rewarded, if you don’t do what it takes go home.” (See BRS Exhibit A)

**Signalman W** sums up every issue with PSR as he addresses the issues with reduced employees, expended territory, Signalman being forced into jobs away from their homes, to name a few of the issue. Ultimately, Signalman W quit the industry and his Class I railroad lost an experienced, knowledgeable Signalman with an impeccable work history, all in the name of pleasing Wall Street. **Signalman W** writes, “I am a past Union Pacific Employee who worked for the Signal Department in the Pacific Northwest. I am writing this letter in regard to PSR and the effects it had on my work, life, and ultimately my resignation.

I started working for Union Pacific in the summer of 2010 on the construction side of the Signal Department. When I hired on, I was very proud to be a part of Union Pacific and I continued to be for quite a few years after that. After, a few years on construction I moved around on signal maintenance until I ultimately was able to land in a maintenance job that
worked great for my life. I enjoyed the work and the challenge of taking trouble calls at all times of the day and night. Support seemed good from all positions like Foreman, Management, and higher ups in the company. Help was always there when needed and I felt appreciated from above even though it came in very small doses.

Fast forward to 2019 and things started to change. Construction began cutting jobs left and right which I knew could have a large potential of me being bumped. At this point, I was fully invested on the maintenance side of work so I cannot speak for whether or not those construction cuts were justified. I was lucky enough to not be bumped in that round but plenty of signal brothers had to deal with being cut. This is where the shift started to happen in morale and support from higher ups in the company.

Unfortunately, throughout 2019 everyone knew that wasn’t the end. We could not get honest answers from anyone, but we knew more cuts were coming. Starting the Summer of 2020, construction took a huge hit and was essentially decimated to the minimum number of employees the company thought they needed. I was bumped from my position and had to bump into another maintenance position and hour from home. It was a doable job but not sustainable in regard to taking trouble calls in a timely manner. The manner at which Union Pacific had enforced these cuts felt like a slap in the face to all of us. PSR was in full swing, but it was blamed on Covid. This is where I became less and less proud to be part of the company. This opinion was unanimously shared among co-workers, friends, and family. At this point, I would do what it takes to support my family but the direction of the company started to feel very greedy and shady. It left most employees more nervous and anxious when the next cut would happen, without warning. The ability to focus on work became more difficult and the gap between upper management and field employees felt bigger than it ever has.

I spent one month at that new to me maintenance position when the next round of cuts came. This time to Signal Maintenance. They cut most of our Foreman and Relief Maintainers. The only extra help we could get besides from a neighboring Maintainer was now being cut. Unfortunately, for me I was the low man on the seniority list and was bumped, again. I vaguely understood the prior cuts and absolutely did not agree the way it was done. Now, they decide to cut our only support and backup in maintenance and the Manager now has to act as a part-time Foreman? This is when I knew I did not want to be part of a company like this anymore. Morale was in the dirt and any faith in the company to actually see what’s going on in the field was gone.

From this point, I had very few options and that’s with my 10 years of seniority. I had to take a Maintenance position 4 hours from my home, away from my wife and two young kids and had to live out of a trailer, all while working a job that needed me to be on-call and available as much as I could. I took pride in my work and also in covering my territory, so I didn’t make someone else’s life harder. I stayed available as much as I could without ruining my home life but, I was fed up with Union Pacific, and the unjust cuts made in the name of PSR. Not too long into that new job MORE cuts were made. Mind you before this
there were two Maintainers where I was, and we were 3.5 hours from our neighboring Maintainer with no relief or no Foreman. Basically, handed our territories with little to no assistance if needed and it certainly was needed.

Union Pacific decided they needed more with less. UPRR decided the next best way to cut was to extend territories by what seemed large areas in some cases. This move came strictly from test count and somehow managed to not factor in geography, distances, and types of/or large-scale tests. My new territory was relatively small distance wise but had a dense unit count with a lot of older equipment and public traffic. My neighboring maintainer and only help had to spend 3/4 of his time 3 hours away on a split territory. We were now being asked to do more with less. It became nerve wracking how much more was now on our plates. All what felt like was for short term gain while losing employee trust in the company.

I’m not the complaining type, when new standards came out or testing became more thorough, I had no problem with it because it made for a safer railroad and a better product, but this was too far. I did not want to work for a company that made these type of decisions off strictly saving money and not thoroughly examining the effects that could and would happen in the field, let alone the stress on employees and the ability to focus on doing quality and safe work. With these things said I do have to say I did feel we had support from our immediate Managers in them doing the most they could but not much above that.

I resigned a few months after the territory extensions. I felt relatively safe in holding a job at UPRR but at what cost? My family? My sanity? My quality of work?

I used to be very proud to represent the company badge on my truck and clothes but my last few years of working with UPRR showed the company’s values were no longer something I wanted any part of.” (See BRS Exhibit A)

Surface Transportation Board Hearings

The Surface Transportation Board (STB) held hearings on April 26–27, 2022, wherein the STB questioned shippers, labor unions, and executives of BNSF, CSXT, NS, and UP. The shippers sent a loud message that railroads have failed to comply with their Common Carrier Obligation. The STB cited the reductions in the rail work force as a major contributor to the problem. Several shippers explained how the Carriers have attempted to limit the number of shipments by asking several to reduce by up to 20%, under the threat that embargoes would be implemented if they failed to comply.

Labor explained how the Carriers’ implementation of PSR has decimated the labor force by reducing employees, expanding territories, reducing proper work procedures, and working employees’ excessive hours, resulting in covered employees walking a fine line between violating the Hours of Service and complying with the Carriers’ mandates. The STB members sent a clear message to the Carriers: build up the labor force and give their
workers a proper raise since they have not had one in three years. During the hearing, Secretary of Transportation Pete Buttigieg said the Biden Administration is focusing on ways to make railroading a more attractive career to help attract qualified employees. Secretary Buttigieg was not the only one who recognized the wages are not where they should be, stating “The turnover is far above normal levels, which presents safety and workforce concerns.” He went on to say that, “American freight rail has lost a significant amount of its market share, as well as its workforce which has been cut 20% when compared to before the pandemic.”

Further, STB Chairman Martin Oberman stated: “Let’s assume hiring is more difficult, because hiring is difficult in this country, you got to pivot, Walmart just raised their truck driver salaries it’s all over the media to $110,000 from $87,000 they pivoted, so, whatever it takes, when a grain user can’t get their grain because your trains don’t come through, they pay more to trucks, whatever it takes, so, that’s what I think the public interest requires, it’s not like you can’t afford it.”

STB member Robert Primus, reiterated the point, stating: “I know you’re in the midst of negotiations has anybody talked about substantial pay raises they so deserve, the bonuses are high where are we at with raises?”

For the entire STB hearing focused on shippers and employees see (3) STB Hearing on Urgent Issues in Freight Rail Service - April 26 and 27 - YouTube.

**Membership Survey 2022**

The Membership Survey of 2022 further demonstrates the increased technical requirements and responsibilities for Signal Maintainers, Inspectors, and Technicians. There were 1158 participants, of which 91% indicated their responsibility had increased in daily and monthly duties and PSR has affected their workload, with 91% again responding their workload had increased over the last five years as territories were expanded, and 62% indicating their territory was expanded in the last five years, and stating on-track safety was not easily obtainable. Additionally, 89% indicated that newer technology was installed in the last five years. One of several questions asked: How does the current level of responsibility differ from when you began working PSR and alike models impact your ability to perform required testing and maintenance? The answers show clear issues which include extended territories and/or covering multiple territories being required to cover multiple territories, assisting different departments when their work interferes with the normal operation of the signal and highway-grade crossing warning systems while still being required to keep up with regular duties, and drastically increased workloads with unrealistic expectations to complete the work. This, on its face, disregards the true nature of a Signalman’s safety-sensitive role. These ingredients present a recipe for disaster in an industry that has long touted safety for employees, as well as the public. In recent conversation with a member, he explained the pressure on shortcuts: “The expansion of assets and responsibilities is not without cost. The workload is totally unreasonable and applies constant pressure to take
potentially unsafe shortcuts. It is only due to the strong resolve of our brothers and sisters that we do not have major accidents. However, we can only hold out so long. The company policies will drive out those who take ownership of territories and safety.”

Signalman A described the stress and responsibility involved with being a Signalman, stating “I can almost write a book on the pressures facing signal maintainers. When I started maintaining my hair was dark, and my blood pressure was low. Now, I am on medication to regulate my blood pressure and my hair is white as snow. I have an identical twin brother, who weighs 30 pounds more than me, and does not have blood pressure issues. It took his hair 4 years to attempt to catch up to mine. Being genetically the same we should have similar medical issues, but career adds a high measure of stress. Every maintainer constantly worries about the people who use their rail xings, and switches. We all do the very best we can, but are made aware of the dangers involved with railroading. We have all seen mangled lifeless bodies broken by 13k tons of steel, and prayed that death was not a result of an error we could have possibly made. Every day I think of Katy Lund (she was a beautifully young lady who was killed at a xing because a maintainer made an honest mistake), and do everything possible to make sure that never happens again.” (See BRS Exhibit A)

This behavior is not unique to one Carrier or one geographical area, as it is occurring throughout the country. Nevertheless, the Carriers continue to trim what they see as non-valuable work because it does not directly generate increased profits and they have reduced training, ignored legitimate safety issues, telling Signalmen that the ultimate goal is to reduce costs, and overtime, while still completing all tests and other work, which simply is not possible. In fact, the survey showed that some examples include egregious violations such as violating safety sensitive regulations such as the Hours of Service. If the current conditions are not addressed soon, the now frustrated labor force will continue to leave the rail industry in record numbers, which will only increase the likelihood of a major catastrophe; Signalman W expanded on this earlier in our submission, detailing his experience and reasons for leaving the industry. (See BRS Exhibit A) Signalman P also points to the lack of seasoned employees impacting how real-world and carrier-provided training is impacted, stating, “I believe test and inspections were completed in a very similar way but back then the company would provide the hands on training we needed not to mention the senior employees who were very knowledgeable due to working with the equipment for longer periods of time who are no longer with the company. New technology lack of seasoned employees and lack of hands on training so desperately needed is what makes the job more difficult.” (See BRS Exhibit A)

Inadequate training and the general request of doing more with less is a common theme running through the results of the Survey, simply put by Signalman R, recently, “There is no training, there isn’t enough hours in the day, we are overloaded! There is no safety focus either, we watch out for ourselves as conscientious workers. Safety and training does not fit their budget... With so few signalmen left and low number of maintainers with large
territories, when one takes vacation or is off for personal reasons, sick, family, just normal life, the company does not follow the contract and fill the position with a relief. I then am told to do the maintainers tests on top of my tests... They openly say that we are expecting you personally to do more with less for less.” (See BRS Exhibit A)

For additional information on the 2022 Membership Survey, please see BRS Exhibits E and F)

2019 Section 6 “Maintenance Employee Differential Proposal”

The BRS served a Section 6 notice to the NCCC on December 13, 2019, which included a 25% increase for maintenance employees, effective January 1, 2020. This was due to the responsibility Carriers have piled on employees through increased territory sizes, a severely understaffed work force, the increased workload with the addition of PTC equipment, the unpredicted inflation rates, and working through a worldwide pandemic. The BRS proposed a 25% wage increase be applied across all signal positions to right the wages and encourage highly skilled labor to work these safety-sensitive positions.

Current “Maintenance Employee Differential” Proposal

The BRS’s proposal before the Board has tempered our request while still providing a remedy for this long-standing issue. BRS proposes:

(1) Wage Responsibility Adjustment:

(a) A rate increase effective January 1, 2020, in the amount of $5.00 per hour, to be applied before any GWI, for maintenance employees and those employees directly responsible for or signatory to FRA-required safety-critical repairs, tests, and inspections.

The $5.00 differential is minimal when this Board considers the many roles a Signalman plays, Signalman C, says it best, stating, “In summary I really want to point out how complex the railroad signal craft is. We work on complex safety systems that require fine adjustments to work correctly. Here’s an example, when adjusting a switch machine there is a 1/8” deference between a loaded freight train stopping safely prior to a gapped point or traveling safely over a switch at high speeds. That is the width of your iPhone charging cord. We work in multiple different fields including high voltage AC and DC, low voltage AC and DC, natural gas and propane systems, radio systems, telecommunications, signal systems and crossing systems. We also have to understand the electrical, mechanical and civil engineering associated with each location and signal systems. That is over 8 different high salary career fields we have working knowledge in. That is not including the night calls and weekends and holidays on call ensuring the safe and efficient movement of railroad freight and passenger services. This is a career and it should be treated as a career by our employers.” (See BRS Exhibit A)
Signalman O demonstrates how the job has changed throughout his 17-year career, stating, “The Signal craft has changed from a mainly mechanical position. Now it is much more of a highly technical position that you can not do anything without having a laptop to be able to login, troubleshoot problems, record results, or basic record keeping. Prior to PTC the Testmen performed their tests on their individual schedule. The tests were recorded by hand. That allowed for supervisors to be able to use Testmen for jobs other than their primary duties. Since we have been instructed to put our test results in electronically, it has tightened up my schedule and forced me to tell my supervisor I can not help out with other projects because my tests are coming due and everyone in supervision will get notified if they are not completed on time.” (See BRS Exhibit A)

Signalman Q provides us with the added responsibilities and time required to handle newest technology, stating, “Most of these new technologies have brought many of their own problems to resolve. There are numerous examples of how this, but the easiest explainable example would be the upgrade of wayside signals being lit by a regular incandescent bulb being replaced by LED lamps during PTC. These LED lamps continuously fail and require a significant amount of time to replace compared to that of a traditional light bulb. Another example comes by way of the introductions of testing procedures at railroad grade crossings for traffic inductance loop-systems and interconnected circuits with state authorities. These traffic loop systems are popular in urbanized developments and have recently acquired a vast amount of testing procedures associated with their functioning.” (See BRS Exhibit A) This is but one more example of why the members of the Signal craft are deserving of the pay differential.

CONCLUSION

BRS urges the Board to remedy the problems of inadequate training for Signalmen and insufficient compensation for Maintainers, Inspectors, and Technicians. Signalman M sums up the crux of our submission in his statement, “My total equipment in February 2015 was the following: 21 crossings, 4 control points with 6 power switches, 5 EL hand throws, 10 regular hand throws, 21 signals. For the past 3 years due to job cuts, territory expansions, manpower shortages and regular scheduled equipment upgrades my coverage is as follows: 24 crossings, 12 control points with 15 power switches, 10 EL switches and 37 total signals. This is a 37% increase in equipment for me alone. Along with these increases have been the addition of new technologies including the PTC system in every CP and signal location as well as a technology upgrade to the signal system. The PTC equipment is stand alone equipment separate from the signal equipment and has its own set of problems for us to deal with. Adding this new equipment to the equation my equipment has increased by 52% in the past 5 years. These systems were installed with little to no training for the maintenance employees. We have educated ourselves about these systems by trial and error and through some online manuals. These systems have increased the overtime calls by a significant amount. Additionally, when these government mandated PTC systems were installed we were “promised” a skill raise for maintaining them. This has never happened.” (See BRS Exhibit A)
This is not only a matter of fairness for Signalmen, but it is best for the public interest, the economy, and the supply chain. It is incumbent of this Board to come to a resolution that was unable to be reached in PEB 243. The parties’ have done the recommended fact-finding, which supported the Organization’s position. Both sides’ participation in the interviews confirmed the accuracy of statements made. The Carriers refused to continue in the joint effort and summarily disregarded the increased level of responsibility these employees perform on daily basis. The only constant the employees endure is more responsibility without proper compensation. Additionally, Signal workers have worked tirelessly through the pandemic as essential workers, experienced a 20% decrease in the workforce which expanded territories and required already overworked employees to do more with less. As if this were not enough, rail workers have also been dealing with the progression of technology with little to no assistance in training and have been told they are overpaid, as Secretary Buttigieg pointed out. The result of this has been unprecedented turnover levels which presents clear safety and workforce concerns. Signalman U, provided an unfortunate but realistic conclusion, stating, “The UP have lost alot of good valuable people because of thier ways and will continue to lose them until change happens if this letter has some influence on a change for the good it was worth any ramifications I might incur.” (See BRS Exhibit A)

We request that the Board send a clear message to Signalmen and all rail workers that they are not unheard, and they are valued properly for their skills and the responsibilities they assume to ensure our overall safety and a thriving economy, so that our great country can provide the opportunity for the betterment of all.

Michael S. Baldwin
President
Brotherhood of Railroad Signalmen
EXHIBIT A
My name is [redacted], and I became a signal maintainer just as PTC was implemented on the [redacted] subdivision. Prior to becoming a signalman, I spent a couple of years as a trainman as both a conductor and an engineer. During that time I was involved in three derailments. Two of those derailments were caused by poorly maintained switches, and the third was from a mistake caused by an exhausted conductor. Those three incidents have sculpted me as a signal maintainer.

It is difficult to describe an average day as a maintainer, because our schedules are always changing. If I am able to start a normal shift, without being on the hours of service, it begins with a briefing to discuss my scheduled daily tasks. I personally am responsible for 36 power switches (amongst many other assets), and struggle daily to get adequate time on the tracks to insure those machines are safe for train use. I also am responsible for two highly trafficked rail xings, five control points, three hand throw switches, two detectors, and multiple signal enclosures. All maintainers are frequently called to support the track department for various reasons which inevitably adds more pressure to our daily tasks.

I started maintaining just as ptc was first put into service on the [redacted] subdivision. I was not prepared at all for the responsibilities I now faced. I had completed the basic signalman training, but that only scratched the surface of the weight I had on my shoulders. The realization that people's lives are affected based off of the decisions I make often keeps me awake at night. I knew first hand the dangers of not having a switch machine adjust correctly. My subdivision has at least 100 trains a day along with passenger trains, and all those lives are depending on a signal maintainer to find potential issues, and fix them before a catastrophe happens.

The signal system has seen many technological improvements in the 9 years I have been a part of it. As a maintainer, we are often called to install equipment and software that we do not have an understanding of. Most of our training is done by powerpoint, which is usually not an effective method for a large portion of the workforce. We often learn as we go, and pray everything works out.

I can almost write a book on the pressures facing signal maintainers. When I started maintaining my hair was dark, and my blood pressure was low. Now, I am on medication to regulate my blood pressure and my hair is white as snow. I have an identical twin brother, who weighs 30 pounds more than me, and does not have blood pressure issues. It took his hair 4 years to attempt to catch up to mine. Being genetically the same we should have similar medical issues, but career adds a high measure of stress.

Every maintainer constantly worries about the people who use their rail xings, and switches. We all do the very best we can, but are made aware of the dangers involved with railroading. We have all seen mangled lifeless bodies broken by 13k tons of steel, and prayed that death was not a result of an error we could have possibly made. Every day I think of Katy Lund (she was a beautifly young lady who was killed at a xing because a maintainer made an honest mistake), and do everything possible to make sure that never happens again.

Being a signal maintainer is definitely the most stressful career I have ever had. Prior to railroading I worked in heavy construction, and owned a grading company. Being responsible for people’s livelihoods had a measure of stress, but it does not compare to being responsible for people’s lives.
Explain your daily routine as a Signal Technician.

I start at 640Am at the office so I can get through my emails and fill out any paperwork left over from the previous day. Usually by 7am one or more of the 12 maintainers that I cover are calling asking for assistance in either trouble shooting or routine testing of signal equipment. At 715 I start 1 of 2 conference calls for the first supervisor that I cover and once that call is over, I immediately jump onto the 2nd conference call that is already under way for the other supervisor that I cover. From there I try and plan the most efficient trip across the hundred plus miles that I will have to travel that day to accomplish as much as possible. On a normal week I have a tentative plan already worked out with the maintainers that are needing my help or have test coming due that I need to be there for. This of course will change hour by hour due to emergency equipment failure and crossing accidents. I due try and reserve 1 day every week so I can sit down and contact outside vendor’s so I can send in equipment for repair. Normally this is a full day to a day and a half process to contact each outside vendor and wait for a Return Merchandise Approval then I have to go through our system to produce and send a Return Material Authorization then finally package everything up weigh it and print off shipping labels so I can drop off at the local UPS store.

Describe the new technology installed on your territory and the training provided for newer signal technology (including PTC).

Currently I have one of two of the largest mechanical detector sites on entire BNSF system on my territory. This site contains a tread view system (looks at the tread of each wheel), TBOGI (Coupler pin view, Wheel view, Brake view), Cracked wheel detector, and Flat spot detection. There has been very little training on these systems from the outside vendor. Usually when we take a trouble call there, we must contact the vendor to walk us through trouble shooting the problem. Also, at this site we manage the MIDAS rack (Network server rack) which is all the servers required to process and send the data back to mechanical dept. BNSF has provided zero IT schooling or training on network management and cisco networking. Everything we do on the server is learned as we go. It is extremely difficult to here inside of the building due to 3 air conditioner units and all the rack fans running all the time. Then you end up on the phone with third party tech support from India and it is impossible to get anything done.

I would say that 90% of my territory has PTC installed and running. They finished up the west end of the sub a couple years ago. We have learned the ins and outs of PTC from all the calls previous. The training that we received was very generic and did really help us trouble shoot it. I will say that the PTC desk has helped a lot in the early stages of learning the equipment and working through fixing it. I probably get 3 or 4 calls a month on PTC. That can range anything from completely rebuilding a site from lightening damage or just replace and reprograming equipment due to failure.

Over the past 5-6 years the amount of active crossing warning devices on my territory has grown substantially. I now cover 139 active crossings. That means I could do annual crossing testing every day of every week all year and still not be caught up. With all the accidents that we
do have I see more crossings being installed in the upcoming years. Distracted driving is becoming a big problem and we are seeing more and more car train collisions.

Before we had all the assets that we have now on each maintainers territory we were able to do a lot more preventative maintenance and spend the time to clean and grease equipment to extend the life and reduce the amount of trouble calls. I feel now that most guys just run from place to place trying to get everything checked off. Its not like we can just show up and work on the equipment we must juggle between track dept working on the track and train traffic allowing us to occupy the track so we can do our testing. In a lot of cases a guy can spend all day at one location trying to work in between train moves to test. That just puts more pressure on us to do the minimum testing and not do the mainance needed.

As with any technological advance a lot more of our systems are computerized. Requiring special programs and a solid set of computer skills to access, test, and program the newer equipment. I get a lot of calls from maintainers that either don’t understand what they are looking at while logged in to a unit or just can’t figure out how to connect to something. Each manufacturer sets up the access to equipment different, so we must be well versed in how to trouble shoot just getting a laptop to talk to a piece of equipment.

As an ET the only test that I really focus on are the hot bearing/cold wheel detector and crossing annual testing.

As an ET the only test that I really focus on are the hot bearing/cold wheel detector and crossing annual testing. The detector isn’t to bad to work on. The crossings on the other hand are a huge liability. Every time I must adjust, repair, or replace a unit or card then its on me 100% if that equipment fails or is improperly adjusted and someone is killed or injured at that crossing. The more crossings that they put in especially close together where we have multiple units starting crossings the more complicated and harder it is to test and verify proper function.

I would say its mostly the number of guys. I cover 12 maintainers assist 2 inspector’s and report to two supervisors. They added a second inspector to cover the testing assigned to that job. Unfortunately, the railroad doesn’t think that they need another ET to break up the coverage. I cover approximately 120 miles of double track CTC, 120 miles of single-track CTC, and about 7 branch lines that.

As an electronics technician I am expected to be able to preform any and all tests and know how to work on every piece of signal equipment that the railroad has out there. With all the turnover in maintainers I spend a lot of time on the phone and one on one training and helping
these guys learn how to do their job. Railroad signaling isn’t a job that you can go to school for and come out here and expect to succeed. It takes years in each position to learn that skill set before you’re ready to take on the next task. I have been out here going on 16 years and am a 4th generation railroader. I learn new things almost weekly. Mentorship and having guys that you can call on to help is extremely important.

Explain the increased duties due to a decrease in manpower.

BNSF has continued to reduce our signal gang manpower so now when we have major track or capital project’s going on, we are expected to drop everything and be able to assist other departments. I had to help install and cutover several crossing projects last year as well as assist with super surfacing, rail relay, and tie replacement last year to the point at which I accumulated over 300 hours in overtime. They are burning good guys out by making them cover more territory and more assets every year.

How have your duties changed over the course of your career?

As I have progressed from assistant signalman to signalman to maintainer and finally to ET each step up, we take on more and more responsibility. Every time we are expected to be able to do all the duties from the previous positions plus any additional tasks. In addition, now that I am an ET I do all the 7.2 or crossing accident paperwork for the signal department. I have seen more than my fair share of nasty accidents, suicides, and homicides. This brings up another side of this job, I have spent several weeks giving depositions and doing trial prep with BNSF lawyers and being cross examined by prosecution. So, whether it’s jeans and a hard hat or suit and a tie we are expected to do whatever is asked of us.

Sincerely

U__, BRS0028
Hello my name is [redacted], known as [redacted] to BNSF. I’ve been with BNSF for 15yrs, 12 as a signal maintainer and the rest I was on the signal crew. Before I get into the questions you’ve asked, I would like to tell you a little about my career and how it has changed over the years. When I hired on I was 19yrs old, eager to learn and ready to work. My supervisors were present, willing to teach, and for the most part they cared about their guys and wanted them to succeed. I felt like the company cared about my future and valued my contribution to their success. They cared about my health and compensated us well for our unpredictable work schedules. They would reward us for working safely by giving out gift cards, hats, coats, etc. I even got a watch one year that I still have today.

Fast forward 15yrs, the company is making record profits while trying to pay employees as little as possible. They are saying we’re over payed, (even though our pay rates have not kept up with inflation), and that we are too big of a burden when it comes to our health. Management no longer gives rewards or recognition for a job well done, or for being injury-free - now I have to call the "service recognition" outsourced company to ask if they still give out a 15yr service award... still haven't heard back from them. If we do get a gift card, it’s only to the bnsf store where we have to use half the amount on shipping because that is extra, even though we are a shipping company. We are being asked to "tattle" on our fellow employees, both in craft and others so supervision can stay in their office rather than going out into the field making sure their territory is up to standard and their guys are working safely. We’re asked to work harder, for a longer time and be grateful they keep you around. I try to maintain a positive attitude, but truthfully it no longer feels like the company appreciates their employees. Don't get me wrong, I am grateful, I'm grateful for the way it used to be. That is what keeps me around, hoping one day, this job, will once again, feel like a career.

This is a very complex question. On any given day I can complete multiple tests on crossings, switches signals and detectors to comply not only with FRA standards but also BNSF standards. In that same day I could be called away on a trouble call that could eat up half my day troubleshooting and repairing, I could be assisted by my fellow signal employees along with multiple different crafts (ie: MOW, telecom, electrical, or vendor’s for mechanical detectors) to assist with troubleshooting or protect signal assets eating up even more of my day and most times extending me into overtime, affecting my home life and personal obligations. Needless to say, I could start my day with a plan and have that plan completely dismantled, all while making sure the stress doesn't affect my ability to keep my head in the game keeping myself, bnsf assets/freight and most importantly the public safe.

Throughout my career I have had a wide range of systems and equipment. Some dating back to the early 60’s all the way up to the most prevalent PTC/EC5/IXS/XP4 systems. The biggest change with the new technology is the use of computers to diagnose and troubleshoot issues. We have to be computer savvy and able to read and understand complex downloading and recording devices. Technology is ever changing and I feel like our training is not keeping up with the changes putting us further behind.
Absolutely it has changed the way we complete and submit our tests and inspections. New reporting systems require time stamps on all submitted tests. The company will use these time stamps to create algorithms to determine territory lengths and the amount of maintainers needed. These algorithms do not take into consideration multiple important factors like velocity, weather, other craft work and vacations. Causing poor work/life balance, stress and fatigue increasing the chances of costly if not fatal errors.

Additional responsibility include reading and understanding field logs. Understanding how to navigate a computer changing IP addresses to log into systems. Understanding complex wiring diagrams and aspect sequences.

Fortunately my territory has not increased in miles, but it has increased in unaccounted for assets. Recently the signal department has "taken over" responsibility for mechanical detectors. These complex system can detect many different issues with train cars, wheels, bearings etc. There has been very little training on these systems, most of which is trying to follow vendors around while they make upgrades or repairs. Most locations picked up one maybe two new systems, not in my case. I have what is known as a super detector. There are over 10 different detectors at this site, with 6 different vendors. These assets were all lumped together as one single asset... making all 30d/90d/180d/360d tests due at the same time. I am constantly getting pended trouble calls to this location's because the vendors are having issues. We haven't taken full responsibility for these systems, we are just the field assistant for these vendors.

They have changed exponentially which is understandable with the way technology continues to grow change and adapt. What isn't understandable is why the company won't keep up on training and they won't compensate for the technical work involved with these new systems.

In summary I really want to point out how complex the railroad signal craft is. We work on complex safety systems that require fine adjustments to work correctly. Here's an example, when adjusting a switch machine there is a 1/8" deference between a loaded freight train stopping safely prior to a gapped point or traveling safely over a switch at high speeds. That is the width of your iPhone charging cord. We work in multiple different fields including high voltage AC and DC, low voltage AC and DC, natural gas and propane systems, radio systems, telecommunications, signal systems and crossing systems. We also have to understand the electrical, mechanical and civil engineering associated with
each location and signal systems. That is over 8 different high salary career fields we have working knowledge in. That is not including the night calls and weekends and holidays on call ensuring the safe and efficient movement of railroad freight and passenger services. This is a career and it should be treated as a career by our employers.
My daily routine as a signal inspector involves testing highway grade crossings, signals, detectors, and switches. I am actively involved with my coworkers by assisting with trouble calls and 360 day crossing inspections. While typing this email I received a call from a coworker with questions regarding a crossing malfunction ticket. My job requires me to stay on call all but 4 days and month. When called to troubleshoot an open ticket, a quick response time is expected and often needed to protect the general public. Technology is a major part of our job and constantly changes, requiring us to stay on top of an ever evolving environment. While some changes have helped our craft, many have added obstacles such as constant service bulletins and additional testing. Job modifications have been implemented over the years which include 30, 90, and 360 day test cycles. Daily changes and responsibilities have made the job much more difficult. We make plans on our daily conference calls at start time and between assisting MOW and trouble calls, which take priority, results in plans postponed and days not going as planned. My territory includes more than 170 miles of mainline track. Since my bid to this position 10 years ago, there have been over 30 new crossings added, multiple control points, and detectors added. Despite the increased responsibilities, no new inspector position was added to offset the workload. Manpower is at an all time low, in my opinion. I have watched many coworkers walk away and not be replaced over the past couple years. Since I hired on and the first couple decades working out here it was almost unheard of to see someone just walk away but that has changed. When we lose employees and don't replace them, it adds burdens to the workers who are still here and affects their quality of life. I feel the biggest change I have seen in my career would have to be the lack of morale in the current work environment. Employees feel completely disrespected, as essential workers, Railroaders continue to work in the above stated conditions without a pay raise for over three years. I love what I do and hope I can continue until I retire but I also believe we deserve more for the work and lifestyle my job demands from its employees.
Daily Routine as a Signal Maintainer - Show up at my office at 7:00am. Check on the computer for tests due, form b's(area's on the track that require trains and any one working in that area to contact the employee in charge before working in that area), pay myself for the day before, re-sync Opac tool( specialized software download for trains and PTC locations. Must be updated bptcefore we can fix a PTC radio) gather any special needs for the or restock items on my work truck. 7:30 mandatory FRA conference call with supervisor and peer team members(government regulates all lone employees to have a briefing before working). 8:00 head to signal locations for testing. Most tests require 45 min. to 2 hrs to do correctly depending on the type of test and frequency of that test(30,90,180, or 360 day tests). 12:00 try and grab something to eat if there is time. Usually eat in the truck while driving to next testing location. 15:00 input all tests into the computer and sync up do back office. (Sometime this is quick, othertimes takes hrs because the BNSF in-house system is down or backoffice has issues. Same problem with payroll system). 16:00 head home.

16:30 arrive home. Have cell phone on me at all times incase the railroad has issue and they need me to respond without undie delay.

16:30- 07:00 Try to enjoy life but always understanding that if the railroad calls I have to drop everything, leave my family, and head back out to fix any railroad issue.

That daily routine doesn't include the always being on call so in the middle of testing we have to respond to a trouble call, other crafts needing signal support for projects they are doing, or supervisor asking you to go help another maintainer out because they are overwhelmed from being short handed or territory was made larger because we are always short of people.

New technology- PTC was government mandated. This added alot to our already heavy workload. New hardware(IMG, PTC radio, GPS antenna, PTC antenna, 240 WIU cards), new testing and maintenance( software checks, verifying prints with checksums and CRC). I also have a WILD detector. BNSF is adding alot of new mechanical detectors.

PTC has added alot more testing and headaches to the signal department. System crashes alot which requires us to respond and fix, hardware has alot of issues during summer time with excessive heat. Installing software and reprogramming when hardware or software stops working can take a few hrs to get system back up and working. Training on PTC or new mechanical detectors is almost none existent we are giving a pdf file with multiple instruction and told to figure it out. On the wild detector the test instruction given out can't be replicated to work correctly. Manufacturer told me their procedures are wrong and to test a different way but can't because of discipline issues at BNSF we must do everything how it is written in tests procedures.
Before PTC- Testing and inspections and size of territory was easier to handle. Not as many
assets, less hardware to test, more helpful and knowledgeable supervision. (Most current BNSF
supervisors haven’t been in the field so we have a boss that doesn’t know what we do on a
daily basis or during trouble calls but most of our tests procedure say if we don’t know contact
your supervisor).

In the 11 years I have been here the railroad is not the same. The acquisition of BNSF to
Berkshire Hathaway has changed things for the worse. They no longer promote from within
which is why we have most supervisor who don’t understand or know what we do on a daily
basis. They hire people with degrees at less pay to supervise the daily activities. I get a letter at
least once a month in the mail from payroll department saying I’m not entitled to that pay even
though my supervisor approved payroll. Most of the time it’s months later and it’s hard to
remember or pull up the tickets or proof needed to get paid. Too many bean counters in a air
conditioned office only caring about of profits for shareholders and not the everyday employee
working to make the railroad and general public safe. The signal department is vital to the safety
of people crossing the railroad everyday at crossings, employees who are on the trains who
count on us to safety test and inspect assets that they travel across everyday. Everyday I strive
to be safe and test everything correctly and safely so I can go home to my family and know my
territory is working perfectly so I can sleep at night. The railroad is making that harder and
harder everyday by adding new technology without adequate training, longer territories, and
fewer qualified signal employees.
Greetings

I am a Signal Electronic Technician with the BNSF Railway, with about 25 years of service. My assigned territory is about 400 miles of track. My schedule is five days a week, eight hours a day with every other weekend where I am required to be on call instead of being off. At the completion of my work day, I am still on call to answer any questions from the 12 guys in my workgroup, or to respond to a trouble ticket until the start of the next shift. So, in a sense, I am either working, or subject to call 6 days a week 24 hours a day. This schedule is all year long, all the time. I carry my work phone everywhere. I have a large assigned territory but can be sent anywhere in the BNSF system if I am needed.

My average day starts with a safety-oriented conference call followed by preparing my vehicle for the day. Usually, I call either one of the Inspectors to see if they need assistance or to get briefings on what went wrong over night or over the weekend. After prepping the vehicle, completing the previous days’ HOS (hours of service) FRA mandated form. I put in Payroll for the day, answer Emails, order materials that are needed. Browsing the EAM asset management tool on my company issued laptop I look and see what Quarterly and 180 day tests are due this week. I usually spend an hour sending in repairs or receiving repairs daily followed by an hour or two of moving materials and repairs to the maintainers. If I have Quarterlies to do, I will work on those for an hour or so or work on one of 4 lists I have regarding battery replacement on DED, HBD, VHLC, or Recorders for my territory. I am never really done with these lists because about the time I finish one, another is due. (I just cannot fall behind because it will take months to years to catch up.) It takes 4 hours of driving for me to reach the end of my territory to the west, 2.5 hours of driving to the east and 1 hour to the south. In a sense, if I need to test my last detector to the west, I will drive 4 hours west, test 45 minutes and then drive back home 4 hours (an hour of which is overtime). This is a huge territory for one man. I usually work with only one other person, sometimes I will go all week without working with a person at all. A lot of my time is looking through a windshield where I spend 3 or 4 hours to do a test that might take 45 minutes.

As an ET, I am primarily responsible for the 90- and 180-day tests on all HBD on my territory, as well as coordinating maintenance with the Maintainers on any Wheel-Vision, Acoustic-Bearing detectors, Dragging equipment Detectors, and AEI sites. I currently have 18 HBD locations, and 24 Dragging Equipment Detectors. My secondary role is maintaining the batteries, IC clocks, updating any programs, completing any service bulletins that the BNSF puts out. Some Highway Grade Crossings have recorders that have 3-year batteries that must be changed every three years and most of these batteries are soldered in. When I say soldered in, they are soldered into a board that is from the late 1980’s early 1990’s which makes for a high failure rate when they are booted back up. I have around 85 of these locations. In around 95 locations, we have 10-year batteries which are on the HXP-3 series Highway Grade Predictor. As you may have guessed, these get replaced every 10 years (which you would think would be easier) well most of these cards (initially before upgrade) have their batteries and IC clocks soldered to the board in a 24 and 28 DiMM configuration. In order to change these IC’s, the board must be pulled and close to 50 tiny solder connections must be de-soldered, battery pulled and an upgraded removable socket inserted and all 50 connections re-soldered. This is one board out of five that needs to be replaced, so 250 joints must be soldered and de-soldered (at least once per location) to complete this task.
Other types of crossings use GCP 3000’s which use a battery that looks more like an AA cell, and these need to be changed every 3 years as well (and some of these locations can take up to 7 or 8 batteries). I have around 33 of these crossings. Every one of my 123+ signal locations with VHLC and EC4 units has a 10-year battery, these require me to get special authority from the dispatcher to take the signals down just to change the battery.

Lastly, every 2 or 3 years the BNSF will come out with an update to software that needs to be installed in any random piece of electronic equipment on the side of the Railroad track, I will be the one who installs it. These product improvement bulletins, service bulletins, or technical bulletins hit me about 3-5 times a year depending on what needs to be looked at. These bulletins usually have an urgency and a deadline of 3 months to a year.

Since I started this current job over 5 years ago, my territory has grown about 100 miles of new responsibility. While the average maintainer has anywhere from 90 –120 assets that fall under his purview I have 1103 assets (according to EAM). This number is the same number as what my signal supervisor has for his territory. While I don’t directly interact with all of these assets on a daily basis while testing, I do get called in to repair or assist the maintainers with the repairs to them.

With the implementation of PTC, every location on my territory has 5 additional (specific to PTC) items in EVERY wayside/control point location that wasn’t there 5 years ago. A 220Mhz. PTC radio, Interoperable Messaging Gateway (IMG-2), a 30+ ft tall PTC antenna tower, GPS Antenna, and a PTC-WIU card. This is a HUGE amount of equipment that was just thrown on top of the ET’s and maintainers with the expectation that we as workers should just soldier on. Before PTC there wasn’t a whole lot that could go wrong in a signal bungalow, now there is another tower, antenna, GPS Antenna, IMG, and WIU that actually control the locomotives using satellites and Radio waves. It is an entirely new and separate system in the bungalow. This is like putting extra engine in your car but making it where the car won’t run efficiently without both. The PTC components require constant tweaking locally by maintainers. Maintainers are sent out by an entirely new PTC operations dept within the company. PTC is a big enough deal to warrant its own department (within the company), staffed with extra and dedicated employees while maintenance forces are forced to maintain what they did prior to PTC implementation PLUS PTC. Usually on a trouble call I am on the phone with the maintainer, or have to go to the affected location myself to sort it out. The 220 Mhz PTC Radio is not that reliable, too hot or too cold or just no reason what-so ever will cause it to fail and send me or my fellows out to change it.

Positive Train Control (PTC) is a system that is super-imposed on top of the current Centralized Traffic Control (CTC). Before PTC implementation, CTC controlled train movements with track circuits, trains moving through a block, and train crews making braking/speed decisions based on the aspect (color) of the signals presented. PTC basically watches CTC and forces the trains to comply with any braking or speed restrictions imposed. After PTC was implemented on my territory, the BNSF Railway now has two separate systems in place, interconnected with hundreds of new components, around 100 miles of NEW territory, same pay, same long hours, with the expectation that all this extra work is not extra work at all. If I was to just make a guess based upon the 123 locations that require signal batteries, I could multiply that number by 5 and get a rough estimate of at least 615 PTC components added to my
territory without any regard for the extra work this placed on the work force.

Respectfully submitted

[Redacted]

BNSF Signal Electronic Technician
I have been tasked with trying to explain, in detail, my daily duties and how they have changed. I have been with BNSF for over 7 years and have been maintaining either CTC (think of how cars operate on a paved road using traffic signals, this is CTC) or Track Warrant territory (trains get permission to go from one milepost to another). In my very short time of maintaining, I have seen my daily/monthly/bi-annually tasks go up with little help from supervision.

Just a few years ago when there was a big production gang on my territory, they were changing out rail on half of my territory. I had zero, zero help. At any given crossing there will be 8 wires connecting to the tracks. If there is a signal inside the crossing circuit, the amount of wires increases. And when they are replacing rail, all the wires must be cut off the rail and pulled back exposing the hoses those wires are inside. Once the rail is replaced, we must connect all those wires back where they were which means having to weld new connections to the rail at all the spots where the wires need be connected. Then, after all the wires are connected, we must test the crossing by placing a shunt at multiple places. This results in having to place a shunt, then drive to the crossing house, driving back to the shunt, driving to the next location, placing a shunt, driving to the house, and so on so forth. When there are multiple crossings affected by replacing rail, one can start to see how much time this can all take. Again, with zero help this made for multiple very long days.

Getting help from Signal gangs has been very tough in past several years. The gangs have less people on them then when I started and are already spread thin. Asking for help doesn’t get too far when the local gangs are out of town working on other projects and do not have enough people to allow a few to break away to help out. I’ve been on those gangs. It puts the signalman and maintainers at odds because the maintainers don’t understand why the signalman can’t come help. The number of gangs and people on those gangs has drastically dwindle in just the past 7 years. When I started in [redacted], I was one of 9 or 10 people on the gang, that same gang now has 4. A total of 4 people including the foreman are on that gang. This is why it is so tough, either you get the whole gang, or you don’t get anybody. Normally you get nobody. In talking with a fellow maintainer, they said there are 40 signal heads that need replaced, on the gang we replaced one head. That is all there was time for. We were needed elsewhere, so now the maintainers must deal with old, failing signal heads for as long as it takes to get help.

My daily tasks involve daily job briefings with supervision, then filling out a personal briefing by myself before I can do any work. It is then up to me to figure my schedule out for the day. On my current territory I need to get track and time (permission to work on the tracks by the dispatcher). With the train traffic, it sometimes is nearly impossible to get permission for even 30 minutes to properly do my maintenance duties. Any given week I have around 10 or more inspections to complete. It may not sound like a lot, but when drive time, permission from dispatcher, traffic issues, local switchers, vehicle traffic, weather, MOW needing help, weed control, trouble calls, those inspections can get to be very difficult to finish. This is the reason why I pack my own lunch daily, if I were to try and get a decent meal somewhere I would never be able to complete all my inspections by their due date.

With the installation of PTC, there is even more assets inside the houses. I can’t think of any formal training, other than a couple of power points that I have been given. A lot of what I have learned has been through my own reading and studying. Those houses have radio units inside as well, the only real training I have had is a class down at [redacted]. The only reason I was in that class, was because I signed myself up for it knowing it would be beneficial. My supervision at the time, argued
with me on the necessity of the class. As the amount of assets have increased, we have been told to keep up with the work. No questions, just more work pushed onto us. If we have difficulty getting them done, we are asked what else we have been doing. It is assumed we are being lazy and not doing our jobs. This has happened to me more than once. Anywhere PTC is utilized there are more assets in every house. This means the amount of inspections required to be done has increased as well. The due dates do not change. No matter how many assets we must inspect, the frequency does not change. There are more towers, more cables, more units, more asset tags, more time needed to check those things.

Overall, my job, in past 5 years having maintained in __________. These are the places I have maintained in just over 5 years. In that short time, I have seen the territories increase in both miles and assets. BNSF started running trains along __________ in ____________ we started maintaining 5 more crossings, plus 2 more signals, and more assets inside a house. Those inspections were just added to the adjoining maintainers list. It may not seem like a lot but when you consider all the other issues regarding getting tests done, this adds another weeks' worth of work to be done on a monthly basis.

Again, the amount work that has been added in just over 5 years is lot. With the installation of PTC, my workload has increased drastically. The number of assets has increased as well. With this added workload, the decrease in the workforce which means decreased amount of people on the signal gangs. This all translates to more work for maintainers, if the signal gangs can not help, the onus is on the maintainers to complete the work. The help just isn’t physically there anymore. When we have to disconnect the wires from the tracks but do not have time to bury those wires in ballast and attach them to the rail ties, we then are chastised for not completing the job 100%. It should go without saying there is a big disconnect between needing help and getting the help from supervision. In fact, while talking to a supervisor about needing some help, they offered to help because there is nobody around on the signal gangs to help. This is not how it should be. This is not how maintaining at BNSF should be. I understand with new technology, there will be new, updated inspections to be performed. As a maintainer I do understand that part. Just adding the new assets and technology to our territories and expecting those new assets to be inspected and tests performed on those assets without allowing more time, or adding new positions is what makes maintaining my territory so difficult. Any time the question is brought up for getting help or adding a new position, it is squashed before the question is asked. It is either there’s no one to help or there is no money if the budget for a new position.

I hope my writing this can help a person to understand how difficult our positions can be with regard to all the work required and the outside forces against us.

Regards,

[Signature]

Signal Maintainer for BNSF

U__, BRS0039
If I was around when the term “Signal Maintainer” was coined, I would have suggested the title of “Safety Maintainer” instead. This is what we do and that is why our job is so crucial. We protect the public from train traffic at crossings. We also protect the trains from colliding with one another or workers on the rail. We do this with our complicated network of signals and equipment. We monitor the switch points to keep the trains on the rail and off the ground. We maintain sensors which detect everything from rock and mud slides to flooded rivers. We maintain the detectors which protect the trainmen and the track infrastructure from dragging equipment or freight as well as overheating wheel bearings and defective wheels.

In addition to performing FRA mandated testing to ensure safe and efficient functioning of the railroad, we are often called upon to support the maintenance of way department (MOW). These are the people who install and maintain items such as the ties, the spikes and the rail itself. Many times their work disrupts our signal system and we are needed to “disable” the railroad crossing and or signal system temporarily so that highway traffic can flow. This is one of the most crucial and stressful requirements of our job as it is not as simple as “flipping an off switch” and one mistake in this process could cost the life of a member of the public or a coworker.

I have just scratched the surface of the daily responsibilities of a Signal Maintainer. We do all of this while being “on call” 24 hours a day for a minimum of six days a week. When called upon to respond to a “trouble ticket” it may be in any location in any weather conditions at any time of the day or night. Regardless of this we must do our job 100 percent correctly 100 percent of the time. If not the consequences are literally life and death for the public or the other railroad workers who trust us to protect them.

As with everything else in the world, the railroad is constantly changing and adding new systems and technology to improve velocity and make our company more profitable. New systems such as PTC have increased safety and efficiency for the rail network. However they are also responsible for a significant increase in the amount of equipment, of which it is the Signal Maintainers responsibility to maintain. Another large increase in workload has come for the implementation of our Electronic Asset Management System. This computerized system tracks all of the electronic equipment (serial numbers, dates of manufacture, software versions and or revisions). While this system is necessary in our modern world it takes quite a lot of time to input the information. Every time a component is upgraded or replaced it must be logged into the system. In addition to this at many locations it is a requirement of our scheduled testing to check every serial, model and revision number on EVERY piece of equipment at that location every time we test that location. We have the same or sometimes more tests to complete in a given time, however the test now takes significantly longer to properly complete.

In my time at the railroad even though the size of my territories in miles or physical size may not appear to have increased “on paper”, the addition of equipment and new responsibilities has increased substantially. What has not increased substantially is my support team. We have had an immense amount of turn over and no new hiring to fill these vacant positions. As a result when someone is out for medical reasons or on vacation there is no one to fill their spot. I find myself
covering multiple territories, many times for weeks on end without a day off call. As recently as a few months ago we had a local signal “gang”. This is a group of signalmen who's job it is to handle construction and repair projects for a localized area. I could count on them to help with large projects such as a crossing being knocked down in a traffic accident. However now, due to the lack of manpower this “gang” has now been cut back to only one person who is also the foreman. The manpower shortage itself is so dire that this foreman is being used to fill a vacant maintainer position that would otherwise go unfilled.

I find myself with barely enough time to complete my required FRA testing and very little if no time to do the other important aspects of my job such as preventative maintenance. Add to this the mental and physical fatigue of the increased workload and decreased support all while knowing that one missed step could end in tragedy for myself, my coworkers or an innocent member of the community.

Myself and those of my coworkers who haven't moved on to other means of employment have stayed for one reason, the safety of the public and of our coworkers. We have upheld this pledge, even as essential workers on the front line of the Covid-19 pandemic. Even now, with the increasing financial cost and extreme labor shortages we show up every day and do a 100% job 100% of the time. I just hope those of us who are left can hold on until relief arrives.
This letter is in reference to the changes in workload, technology and the training I have noticed in my railroad career. Having started my railroad career in 1991 I have witnessed a lot of changes in my journey from the Southern Pacific, BN to finally the BNSF railroad. Some of these changes were good some of them were bad.

The start of my career was like most; I started digging ditches, bonding rail, climbing and setting poles with little need for knowledge just a strong back and good work ethic. Upon becoming a gang foreman, I had a greater understanding of the importance of my duties. Once I became a Signal Maintainer in 2003 the realization of my immense responsibility to the public safety and company came to the forefront. As a side note if you have never driven back to check a power off at a crossing, checked a test nut or second guessed the job you just performed you are either a liar or a lousy maintainer. As a Signal Inspector my duties have not only increased but the technology and responsibility have increased immensely.

As an Inspector my daily routine is usually set by the need of assistance by Maintainers and troubleshooting issues that arise daily. My testing is done a 2-year, 4-year and 10-year inspections which always come due throughout the year on different territories. I average 150 to 300 miles a day depending on where my work or trouble is. Even though the job of a Signal Inspector is to do testing and inspect locations I find that I spend more of my time assisting maintainers. It is not from the lack of trying on their part. We have some of the most eager and ready to learn employees; however, we are all learning this new technology from the ground up. Nothing we had in service when I started has been seen in 15 years. Some of the issues I have is with the lack of real-world training and the increased workload we are putting on our workers. The stress and responsibilities are growing with every new upgrade and expansion of our job scope. I feel like as long as someone fills out the right form or checks the correct box everyone is happy. This is wrong in every sense of the word. I take pride in my work and the jobs I perform but it is becoming more difficult to do this when I have no direction or am just expected to know what I haven’t been trained on.

In my job I have learned to accept new innovations and the new technology that is coming whether I am prepared for it or not. In the past all our tests and inspections were done on paper and submitted to our supervision once the form was completed. Now all this including our payroll is done on the computer. In the field this was left up to the individual to learn this system. We were provided training on some components but usually it was a class or sometimes an online session. All the new upgrades or changes are addressed by emails or word of mouth. All the upgrades and issues are usually learned by trial and error and working with the engineering help desk, Signal engineering or the product manufacture. Our work group spends countless hours on upgrading laptops, learning new program installations or new test procedures all while attempting to do their normal work. On top of the normal work and stress we have the pressure of doing more with less along with the loss of jobs and increase in workloads. From supervision to the gang worker no one knows what the job will be from month to month. A lot of the upgrades and system changes have been a good thing for reliability, but employees still have the increased pressures and responsibility of doing the best and testing to provide the highest level of protection for the public and the other employees.

Regarding the PTC system it changes weekly in the signal system. PTC will be a great system once all the issues are worked out but until then our employees spend an estimated 20 to 35 percent of their time on programing, upgrading and troubleshooting new issues that arise. We are on our third IMG (Interoperable Message Gateway) upgrade and with a new IMG replacement on the way. The lack of
communication between the PTC office the field and the call desk need to be addressed. The PTC back office will make changes then call our field men out to fix the issue with no reason or explanation. There are no FRA inspections for PTC yet, but we still must treat the system as vital control system with no decrease in our expected workload.

It is my belief and opinion that my company has lost sight of the value of the job we perform. The responsibility and pressures placed on our work group has increased immensely over the years with no real compensation. Between new products, increase in technology and just the sheer workload of keeping our equipment in peak working order has been forgotten. These issues have been slow and ongoing with our work groups just simply accepting and putting our heads down and doing the best we can. We have not had an accurate AAR count in many years. This count indicates the equipment and workload that everyone uses to add or reduce jobs. If this count is done now with the addition of PTC, antennas and all the new equipment and new assets the work force would climb to normal standards. I do not believe that the company, government or the public really consider the pressure that is placed on every signalman. When you as a signalman close a door to a crossing or bungalow its always in the back of your mind that someone could lose their life due to your mistake or incompetence. Everyone pretends that a school bus with their kids or grandkids are on that bus that goes across the crossing you just tested. Few people outside our work group understands the pressures and stress that go into every action we take. We have no option but do the job to the best of our abilities and we are striving to do that every day. To put it in simple terms would you rather get on a plane that has a pilot that is fully qualified and dedicated to your safety or one that has just checked all the boxes and does the bare minimum.

Please take all suggestions in this letter into consideration. I understand the company’s and the union’s view on all of this. A lot of these issues can addressed with a little give and take. All we are asking for is some relief and understanding. Our jobs are not completely about the money like some think. We care about the work, the safety of public and doing the best job we can do. The stress and responsibility have come to a point where it’s not worth the effort anymore for some, but those people have quit or have been removed from their job. For the rest of us that are doing the best we can please consider the responsibilities and pressure we are under. We are asking for some peace of mind and security that someone believes in us besides the people that live it every day.

Respectfully,

[Signature]

Signal Inspector

U__, BRS0043
As a signal maintainer for a Class 1 railroad, my job duties entail testing, trouble shooting, and maintenance on all signal equipment within my territory and other territories in the area.

My own section covers about 30 miles of mainline double track 79MPH rail. This includes 10 crossings, 10 power switches, 3 hand throw switches, 5 intermediate signals, 2 defect detectors, 2 sidings, and a yard lead. At a minimum the FRA requires this signal equipment to be test once per month. Also, the signal equipment must be maintained this includes, greased, cleaned, wear able parts replaced, and everything in good working order. I am on call 24 hours a day 7 days a week (unless marked off) in case of a trouble call or OT needs. Trouble calls include troubleshooting, repairing, and testing what is broken in a timely manner. In addition to these duties, I also have to support MOW work with little to no notice of the work they are preforming. Many times they need signal support for tamping, rail change, switch repair, ties replacement, and other things. When I am not in the field, I am at the signal headquarters, there bench testing equipment, ordering parts, cleaning, organizing, and other duties the signal manager request. Many times my company supplied vehicle is in the shop for repair. The vehicles we are supplied are over 10 year’s old, high mileage, rusted, and otherwise unsafe to drive. We do not have a spare vehicle for use to use, so in which case I ride with another employee to complete my job task, sometimes for months until a vehicle is either repaired or replaced.

The daily workload for a signal maintainer in my position is impractical. There are too many assets on my section to keep up with. FRA testing takes up 90 percent of the daily workload for the day. The other 10 percent is left for maintenance, MOW support, truck repairs, and covering a vacationing employee’s responsibly. There is simply not enough time in the day to complete what is being asked of us. We do not have a relief maintainer to help us when the work load becomes overwhelming. We are encouraged by management to just “get it done” while they look the other way. Safety of employees and the general public become and after thought when overtime is needed, or more employee are needed to help complete job task. New technology and the implication of PTC and PSR have become a nightmare to every craft employee on the railroad. Many of our assets are monitored remotely for PTC. Management reviews data for “indications” of trouble that could arise. When these indications show, we as maintainers are expected to drop everything at all cost and report to the spot of trouble and fix something that is not broken. The data the railroad receives is many times inaccurate and out dated. PSR has made getting track time nearly impossible. Some days we are not able to receive track time for testing and repairs. With the minimum amount of time we do get, testing is rushed, maintenance is scarce, and repairs are pushed off. The “get it done” attitude by management has become a daily occurrence.

In the end, a signal maintainer is a good job with the proper amount of training, manpower, supplies, and resources. Manpower is the number 1 problem. We are expected to do more with less and forgo the safety of ourselves and the general public. Shorter sections, and a relief man would greatly help. It will make being a signalman a more safer, enjoyable, and rewarding career.
As a Signal Maintainer our daily routine starts off at 0700 every morning, we load up on ice and water at our headquarters ( ), we get on a safety call with our team and explain where well be, what we will be doing and what forms of track protection we will be using, the call last about 15 mins and we our expected to be to our first testing location as soon as we get done with the call, we as signal maintainer are responsible for a territory of railroad ranging from 20-60 miles of track and sometimes even as much as 100 Miles, within these territories we test everything from Crossings, Switches in the track, Train Defect detectors, and the Signal system, typical territories usually have around 100 testable assets, around 50 of these assets are tested every 30 days, these tests are tested Monthly, Quarterly, and on a Annual basis. We typically complete 4-5 tests daily. during these tests and inspections we complete necessary repairs to keep the crossings, switches and signals to the FRA standards they set for the railroads. Due to heavy workloads and budget cuts finding materials and time to do the repairs makes it hard to make the necessary repairs to keep all the assets to the high standard the company and FRA sets. We work 8hr days and are subject to being on call 24hrs a day 7 days a week, if we are called out during the night we can only work 12 hours within a 24hr period if we do work 12 hours we have to be off duty for a total of 10hrs this is good for rest but does cut into our time for trying to complete tests and inspections during our normal hours of work. Due to Manpower shortages and abolishment of the relief maintainer position we have to also do tests on open territories where there is not a signal maintainer assigned to it.

Recently most main operational lines of rail traffic were upgraded to a newer style signal system, this newer style signal was installed to help increase train efficiency and reduce trouble calls. A lot of newer crossing units are coming out every year unfortunately they have so many different kinds of crossing controllers that there might be up to 10 different kinds of crossing controllers on one persons territory. Unfortunately due to having so many different kinds of crossing controllers training on a lot of these is specialized and with man power shortages there is no time to actually be able to go to any type of crossing training nor does the company offer very many classes and if they are offered only a select few can go at a time.

Technology has affected tests and inspections, one way that it has affected it is by having newer technologies on the territories the company has cut maintainer positions and has increased our work loads by giving us more inspectable assets, all while the newer technologies still have plenty of maintenance needs and the newer technology in some locations is already 10+ years old and is going to continue to degrade and cause more issues and more time spent on “new” technology locations.
With the newer technology being in place we now have more maintenance on some of these signal and switch locations that typically have up to 50 batteries in one location, whereas before they had fewer than 10 in some locations. We are now responsible for having to look at these locations on a monthly basis and increase testing frequency.

Our territories have increased in both miles and assets, with the implementation of newer technologies the company has cut in the Signal department severely, with these cuts territory sizes have increased as well as more assets have been added to every maintainer, we are expected to do more tests with less people but the tests and inspections are still the same as before.

My duties as a signal maintainer have increased over my career with the railroad, they have only gotten worse since I started and are only getting worse as time goes on, we have more responsibility, more assets to test, less time, and less manpower. In the future I only see more cuts due to labor shortages and increased territory sizes which will put more liability on maintainers and stress. I think hiring more maintainers, putting on relief maintainer positions and proportioning the territories evenly will greatly help with quality test and inspections, work loads and increased quality of life.

Maintainer CSXT
I am a signal inspector who's daily routine by job scope is to test magnetic relays that are used in railroad signal systems and road crossing protection systems, test underground cable to ensure its not leaking or damaged and perform train route tests by simulating train movement through the signal system. The repair and replacement of any components associated with these tests.

We have moved to microprocessor (computer) based equipment with little or no training. It's learn as you go from those who learned it ahead of you. Recently asked for a manual to decipher train movement logs and was told it doesn't exist leaving these valuable resources useless. Technical trouble is handed over to handful of remote specialists when there available. I have 150 miles of positive train control systems that isn't fully understood by the field level personnel or management team

The newer microprocessor equipment requires constant upgrading which means disabling the signal system or crossing warning system while loading latest software. Often relating in various failures requiring replacing damaged hardware or numerous attempts at reloading until elevated assistance can't be reached leaving the systems down until aided. Systemwide recalls of hardware discovered to have defects and then retesting.

We are now using electronic recording of our tests and asset inventory. There is one person who oversees the process which is cumbersome and outside of it's basic recording of regular testing is not fully understood by field personal. There were a series of demo videos to guide us through this process most of which are now obsolete do to system changes. It is formatted with no options to modify making it impossible to accurately document all the different types of scenerios and retesting we come across
I hired on in 1993. It has always been demanding but nothing like it is in its present state. My team once had 2 relief positions used to fill vacancies due to vacation, sick or transferring employees. We had regional maintenance crews used to handle heavy damage projects due to accidents, vandalism and storms. We pull maintainers together on a moment's notice to form these crews often scrambling to get necessary equipment and delaying their test schedules. On top of my listed duties above I'm in charge of all the field prints being compliant and if not corrected and sent in to design dept and returned to the field. Sending in damaged hardware to vendors for repair. Assisting the maintainers in trouble they cannot resolve on their own. Currently working my job and a vacant job waiting to be hired for. This means I'm adding the workload of another employee added to mine. We have new crossing system computers that need to be installed replacing outdated ones along with crossing gate arm motors. We recently had 9 vehicles on a 17 man team all in the shop due to failure to reinvest in an aging fleet. Employees frequently doubling up creating more testing deadline and trouble shooting difficulties only able to work one job at a time. Material is routinely denied that is needed to properly maintain these systems.
My name is [REDACTED]. I have been employed with Norfolk Southern C&S for 15 years in construction and maintenance. Many changes have occurred in my daily responsibilities in the past years due to evolving technologies, new equipment installations and job cuts that have led to expanded territories.

I have been the [REDACTED] maintainer for seven years. When I began the position my daily responsibilities included performing monthly, quarterly and annual inspections on road crossings, hand throw and power switches, and signal locations. Included in these daily responsibilities are covering crossover work with the track department and minor construction projects. I also held calls for trouble every other weekend for my territory as well as half of each adjoining territory for a total of approximately 75 miles. My total equipment in February 2015 was the following: 21 crossings, 4 control points with 6 power switches, 5 EL hand throws, 10 regular hand throws, 21 signals.

For the past 3 years due to job cuts, territory expansions, manpower shortages and regular scheduled equipment upgrades my coverage is as follows: 24 crossings, 12 control points with 15 power switches, 10 EL switches and 37 total signals. This is a 37% increase in equipment for me alone. Along with these increases have been the addition of new technologies including the PTC system in every CP and signal location as well as a technology upgrade to the signal system. The PTC equipment is stand alone equipment separate from the signal equipment and has its own set of problems for us to deal with. Adding this new equipment to the equation my equipment has increased by 52% in the past 5 years. These systems were installed with little to no training for the maintenance employees. We have educated ourselves about these systems by trial and error and through some online manuals. These systems have increased the overtime calls by a significant amount. Additionally, when these government mandated PtC systems were installed we were “promised” a skill raise for maintaining them. This has never happened.

Along with the increase of daily responsibilities, there has been a major increase in trouble calls, both during and after regular working hours. The manpower shortages have increased our hold call responsibilities on most weekends from a 75 mile radius to up to 300 miles at times. These expanded hold call territories lead to extreme delays in response time causing a ripple effect to delays across the system. These long distances also eat into hours of service for available employees, causing a domino effect in manpower shortages. This then causes more overtime calls for employees even farther away. I have personally driven over 300 miles round trip in the middle of the night for trouble calls multiple times over the past three years.

The carriers would have us believe that these manpower shortages and severe reductions in on time performance (latest statistics for NS show on time delivery between 50-55%) are to be solely blamed on the COVID pandemic. This is not the case. Precision Scheduled Railroading (PSR) is a system implemented by the Class 1’s in some form or fashion starting in 2015. PSR is a fancy name for extreme cost cutting,
mostly in the labor force and capital expenditure categories, to achieve the latest statistical fad in finance, low operating ratios. From April 2015 to June 2021 the Class 1 headcount was slashed from 174K workers down to 116K, which is a 33% decline. The majority of these cuts, approximately 46K workers, or 26% of the workforce, were made before the pandemic started in February 2020. Just five years ago, the railroads were among the top 50 best companies in North America for employment satisfaction and retention. Now all Class 1’s are in the top 20 worst companies to work for according to several major studies. Now the carriers are claiming that they are unable to hire enough new employees to keep up with demand. How can they expect to hire new employees at the current rates of pay and the current work environment? And even if they are able to hire a capable new workforce, these jobs are skilled positions that take years of on the job training to become competent in. The estimated time frame for competency is 10 years. That is 10 years of the current employees continuing to fill the gaps.

While looking at the pay gap, it has been over 5 years since our last negotiations. In that time, we have seen the carriers slash our co-workers through threats, suspensions, closure of terminals and layoffs. We have seen employees with over 15 years experience become fed up with the treatment of themselves and their fellow co-workers causing them to leave their employment. This is an unheard of trend in the rail industry. Throughout the last 150 years the rail industry has been a coveted career that many people have dreamed of and worked to obtain and hold onto once they were hired. Yet with rising pay rates and steadily improving benefits packages paid by other companies across the U.S the rail industry has lost their competitive advantage of hiring or retaining the cream of the crop by remaining stagnant in their compensation packages and by the word of mouth and multiple articles of carrier treatment of employees.

Every contract employee in the rail industry has worked through one of the worst medical pandemics in 100 years with NO extra compensation as our supervisors, office workers and executives have been allowed to protect themselves by working remotely from home. We were considered to be essential workers and were proud to be such and thankful to have a job to go to. The pandemic did impact our workforce at times with employees being off work through illness or contact tracing. This left an even bigger strain on the few employees left to cover the same workload, leading to unprecedented hours worked and high stress situations. We have worked regardless of the weather: extreme heat, freezing cold, snow, rain, lightning storms and at times even during tornados. All while attempting to maintain a semblance of a working railroad. All of this we have continued to do as we watch the company buy back stock to drive the stock prices up, consequently watching the executives cash in their options and line their pockets. At the same time, they are pointing their fingers at the reduced workforce from the new deluxe office buildings in Atlanta and from their new company jets. All this while continuing to increase compensation packages for executives.
The U.S. Bureau of Labor Statistics has the current inflation rates for the past 12 months at 8.6% ending May 2022, the highest rates recorded since December 1981. The inflation rate for 2021 was 7%. With these rates of inflation many of our own government officials have recommended at least 7% increases in pay per annum just for workers to keep up. This in my opinion is a fair assessment for the amount of work that we have performed and will continue to perform. The carriers have stalled long enough. It is time to bring a real appreciation of their workforce to the table rather than the empty “thanks” that we have received for the past couple months.

Sincerely,

NS C&S Maintainer
Signalman N

Daily routine involves; Morning job brief with our supervisor leading. After I plan my daily tests which include but not limited to: Monthly, Quarterly and Annual crossing tests and inspections. Monthly Quarterly and Bi-Annual tests and inspections of switch & signal systems. Some days there may be a trouble call that either just got reported or was held from the previous night. For the past 2 years the territories on both sides of mine have either vacant or filled by temporary maintainers. So not only do I manage my own territory I also manage both adjoining territories with help from the two maintainers on the other sides of the vacancies. Most days there is little to no time left to do routine maintenance such as painting, weed control, and other such tasks.

New technologies include Electro logic systems, P.T.C. systems which include different types of radio and cell modems along with antennas, consoles which are programed specifically for each location, and several other electronic equipment added to crossings.

As a front-line Signal Maintainer prior to the implementation of the new technology my test involved a lot more relay logic. I would have to study prints a lot more to be able to know what relays and contacts were affected by whatever test I was try to achieve. Now its mostly flipping switches and pushing buttons.

I really don’t have more responsibilities related to tests and inspections. Where as when trouble shooting comes in there are programs and company web sites that seem to be kept from most maintainers. Most of the time if there is a problem within the systems it is handled remotely or by supervisors that don’t share technology with everyone. When asked for such information it has been my personal experience that I get the “run around” and told that every thing is on the O.M.M. (Operations Maintenance Manual). Personally, I believe that the Supervisors and some Maintainers do not want everyone to be as proficient so they can remain valued and keep their hero status.

My territory has not expanded officially. During the implantation of P.S.R. the goal was to increase profit margins to 40%. Without doing so by running the railroad more efficiently they decided to cut man power by cutting jobs. This resulted in several vacant jobs because there were not enough employees to fill these jobs. Causing myself along with two other maintainers having to take care of 5 territories between the three of us.

Since the beginning of my signalman career the Equipment has changed for the better. My duties have changed from being a hands-on type mechanic towards being a technician type mechanic. This change is to be expected with the ever-changing world we live in. The problem is that the training and information is being given to a select few of the workforce. With the shortage of manpower that this company caused there is more stress both at the jobsite and at home. Why else would tenured employees decide to give up a career and move on to better work environments. Our department superintendent held a meeting a few weeks back where he asked us to be “more available” on week-ends. This is because the manpower is getting burned-out during regular shifts not to mention having to run trouble calls after regular time. Poor management from the top trickles down to the field mechanics and they want us to keep them looking good for their own bonuses and incentives.
My position as a Testman is unique. There is approximately one Testman per front-line supervisor on our seniority roster. I share my office with several other Maintainers, a couple Maintenance Force employees, a Communication's Technician, and our supervisor. Most days I start at 7am, help with various office/paperwork/shipping items. I am solely responsible for scheduling and completing all cable insulation and relay tests that are to be done on every Maintainer's territory (that is under our supervisor). There is no one else to collaborate, or ask questions about my position as I have reached out to various Testmen over the years. It seems each of us does our tests and coordinating paperwork our own way, without much direction, because our supervisors don't really understand our positions either. Generally, the Testman position includes lots of paperwork on the computer and printed out paper as most recently I was directed to keep paper and electronic records. It is solely up to me to "configure" the locations on the electronic paperwork and set them up and enter all conductors and relays at each location. Once I finally leave the office I generally need track time to complete my physical tests at each location. Sometimes that means up to 2.5 hours of driving to get to the location(s). Sometimes that means it's just a few minutes away. Many times I have to wait an hour or more on track time. Other times it is readily available, I am supposed to complete my tests and be back at my headquarters by 3:30p. My testing schedule can be pretty spread out as the relay tests are due every 4 years and the cable insulation tests are due every 10 years. If I don't have testing due, I am many times asked to help with M&W projects, M&W production, various other C&S tests, help transport the Communications Tech, or help cover vacation or vacancies.

The new technology installed on my territory (over 230 miles) is used to control the track circuits and signal system. It does so by using software that was applied to site specific electronic circuit boards. Therefore, it replaced hundreds and hundreds of relays from my territory. A lot of the relays were from the 1940s to the 1980s. There were many crossing upgrades because of changes made to the signal system as well. Which also replaced some of the older relays with electronic crossing controllers. There has been very little training given to me about the new equipment. What has been provided has mainly been computer based training. It's all so new that we wouldn't know what questions we need to ask. There were a lot of antenna connections and analyzers used to install and set up the equipment. It's my understanding that the bulk of this equipment is to be monitored, maintained, and repaired by Signal personnel. However the new troubleshooting equipment has only been purchased and training given to the Communications employees on our seniority lines.
I have worked at NS for about 17 years. The Signal craft has changed from a mainly mechanical position. Now it is much more of a highly technical position that you can not do anything without having a laptop to be able to login, troubleshoot problems, record results, or basic record keeping. Prior to PTC the Testmen performed their tests on their individual schedule. The tests were recorded by hand. That allowed for supervisors to be able to use Testmen for jobs other than their primary duties. Since we have been instructed to put our test results in electronically, it has tightened up my schedule and forced me to tell my supervisor I can not help out with other projects because my tests are coming due and everyone in supervision will get notified if they are not completed on time.

Yes, for the better I feel! Again, we can no longer fudge the records. It takes a lot of time on the Testmen's part to be able to get each location properly set up, or configured, in the system. Once that is complete, inputting the test results should go much smoother and keep much more accurate records as occasionally people move into and out of the Testmen positions with little to no training on our particular duties.

Again, there has never been training on how to configure locations. Even going back to being a Maintainer when we started using electronic records. Each Maintainer set each location up as they saw fit. There was and still has never been a standard introduced on the way locations should be configured. The biggest problem for me as a Testman is the fact that all the new locations were installed and put into service in a relatively short, similar time frame. This has caused havoc by most tests at all locations being due at, or near the same time. I was not a Testman for a couple of years after the PTC installations. The Testman before me did not take the time to begin setting the locations up on a new schedule and it has caused a lot of issues as the four year tests have came due at nearly the same time. It has caused me a lot of extra work planning a new schedule to get all the rests separated out where I can do some tests spread out through the entire testing cycle instead of all of them in one year. It has also meant I need to go out and do a lot of additional testing to get every test on a new test cycle.

Due to all the job cuts and realigning of positions and territories with PSR I have picked up an extra Maintainers territory to test on. That equates to about 20 extra miles of territory I am responsible for. That extra territory put the total miles I am responsible for over 230! That area includes about 4 extra Control Points, which have a lot of cable and relay tests, because those are

U__, BRS0054
locations with signals and switches where trains can meet and pass one another. It added about an extra 50 locations total to my count. Once again, the schedule has suffered as I have had to complete extra testing to realign the tests to better fit with my schedule. Also, the Testman from that area has been vacant and many people have been in and out of the position. Therefore the Testman's tests have not been set up in electronic records. I am not familiar with that area and am working to get the records in electronically and try to verify that each location has been tested in the appropriate amount of time.

- I normally only help train newer employees a day or two about my position because the chance of them filling a position such as mine is rare. Although, I don't think I was ever given proper training for my position, there are only a handful of standards that are used in our rule books to show people about my position. Also, the Federal Railroad Administration has only a few significant numbers to worry about when determining whether a cable, or relay is considered BAD.

- As stated earlier. I have picked up an extra 20 miles of track which included about 50 additional locations where I need to complete tests. Also, my workload has increased dramatically during the times I do not have testing due because I am used as a "relief Maintainer". I help to cover vacancies and vacations. Also, I help with a lot of small and large scale projects such as replacing gate mechanisms, switches, and when tie, or rail gangs come to install new.

Finally, I have held many positions due to trying to get to work closer to home. The Signal trade has changed massively since I was introduced as an Assistant Signalman on a construction gang. I suppose the construction aspect hasn't changed too much. They are just installing ever-changing equipment. Maintenance really has gone from being a very mechanical, hands on, position to a much higher technical position that requires a lot less use of your body and a lot more use of your brain. One needs a laptop and various cables to be able to see what is going on with various pieces of equipment.

Also, our supervision has changed drastically as well. It used to be that people moved up from the craft. These supervisors had very good knowledge of how the signal system worked and were able to help when you needed it. NS does NOT want to pay their managers well anymore. So they have a hard time getting people to move up to the increased responsibilities and time at work while taking a pay cut. The people they hire now are normally right out of college, which means they have good computer skills and are used to learning. However, when trouble comes along that means they are still learning and often times can't suggest ideas, or certain items to check. The last thing is that it used to be complicated to read the print and follow the "trouble", but you were able to pinpoint it directly as long as you tested and followed the prints. Now there is so much
unexplained because it happens in the circuitry that you can not tell, or see, where the problem is wrong. It's more of a "parts change" that repairs many issues.
I am the relay test man Rule103: Signal TestMan- An employee whose primary duties consist of the inspection and testing of signal system, equipment and devices of the Signal Department on the territory to which assigned. Testing the function of relays and cable with provided testing equipment.

The new technology still has issues and hasn’t been throughly tested out in real life conditions in my opinion as there are many issues daily. The training provided is very minimal and reduced to a video or PowerPoint that is really hard to follow without hands on experience.

I believe test and inspections were completed in a very similar way but back then the company would provide the hands on training we needed not to mention the senior employees who were very knowledgeable due to working with the equipment for longer periods of time who are no longer with the company. New technology lack of seasoned employees and lack of hands on training so desperately needed is what makes the job more difficult.

Now I am being told that I don’t have an assigned territory and that I am regional. In addition to my relay and cable testing I also cover and test for maintainers who are off due to vacation, sick, etc. I am also used as Rule 111 Regional Signal maintenance Force and other work as they see fit.

It went from assigned territory to regional without documentation to show that.

It went from not really having any responsibility on a gang as a apprentice to being responsible for everything you put your hands on out here. We electronically sign our name to everything we test performed.
Daily Routine

The daily routine as a Signal Maintainer is extremely uncertain. A maintenance planner schedules the date at which many FRA and Union Pacific inspections and tests need to be performed. These tests are significant and include things like; monthly/quarterly/yearly inspections and tests at railroad grade crossings and power operated switch machines (under the same testing intervals. These tests are only a small scope of the daily job. The real routine includes those tests and inspections but many other things like; power distribution maintenance and repair, locating underground utilities, timekeeping operations, vehicle maintenance, switch heater HVAC maintenance, trouble call management, covering signal construction’s work (without a choice), assisting other railroad departments, defect detectors maintenance and repair (flood, high-wide load, dragging equipment, hot axle/bearing scanners), switching yard operations including presence loop detection and hydros switch maintenance, and document management. It’s important to note that most of these systems are irregular in equipment design and come from many different technological eras.

New Technology

New technologies frequently come unannounced or delivered with a vague email promising future training. Most of our training on these technologies come from direct calls to the manufacturer. These new technologies have come by way of new defect detectors, new hydros switch radio/circuit technologies, new HVAC switch heater control systems, new software upgrades, new presence detection loop systems at highway grade crossings, new traffic interconnection with state authorities at highway grade crossings, PTC technologies, and track coding systems. Most of these new technologies have brought many of their own problems to resolve. There are numerous examples of how this, but the easiest explainable example would be the upgrade of wayside signals being lit by a regular incandescent bulb being replaced by LED lamps during PTC. These LED lamps continuously fail and require a significant amount of time to replace compared to that of a traditional light bulb.

Another example comes by way of the introductions of testing procedures at railroad grade crossings for traffic inductance loop-systems and interconnected circuits with state authorities. These traffic loop systems are popular in urbanized developments and have recently acquired a vast amount of testing procedures associated with their functioning.

Not all technological changes are practiced in the field. New technology has been introduced to manage our own trouble ticket information. This new technology is referred to as “Signal HQ”. Most of the Signal Maintainers can navigate and manage this task, however, it evades the scope of our job description. According the BRS agreement this work belongs to CDC Electronic Technician which is a higher pay scale.

Territory Expansion

Recent organizational changes have significantly impacted my daily duties. I’ve obtained 20 additional miles of assets in a territory covering 70 miles of railroad. These assets include an
additional 4 power switch machines, 5 hand-throw controlled siding switches, 1 railroad crossing at grade, 3 intermediate wayside signals, and 20 miles of power distribution. Additionally, signal construction cannot cover their workload which is then dispatched to the owning maintainer to cover extreme amounts of work. The BRS agreement states in “Rule 1- Seniority Class One Letter “K”” that a Signal Maintainer will not be required to perform constructions work. This is overlooked by management and expected to be covered regardless.
0700-0730 Daily briefing, 24 hrs. overview of calls and trouble, safety info, MSM updates info if available, individual Job Brief for work done that day. This is frequently changed by the MSM. Sometimes this meeting runs 45 minutes to an hour. I personally work for two different MSM’s and the meetings are completely different.

We are never informed of New Tech being installed, it just shows up on the territory and we are left to figure it out via literature left at the location or on the Signal bulletin on line. Once in a while we will have a supplier rep come in to a safety meeting and do a short session. Not seen this for three years now. We are really left to our own devices in trying to understand a new system. They have installed all this PTC using a lot of the existing equipment that takes more understanding, again going as cheap as they can, resulting in numerous more trouble calls and intermittent problems. The equipment we are given to trouble shoot, such has laptops etc. Hook ups to that equipment to work it at 3am, 110 degrees and 20 below are the cheapest things to buy and very inadequate. WE though are expected to do a premium job with substandard equipment.

We used to do comprehensive locking test of a location. Now we simply verify the inputs at that location, test the physical field equipment. We don’t run the routes. They say if the software hasn’t changed then no further testing is needed.

Electronic Locking.

Relays are still the same, Cable megging it the same.

UPRR is constantly trying to install new technology for the main purpose of eliminating personnel. Ex: rectifiers that run self-checks on the crossing lighting system, battery conditions. Eventually they will request that less personnel are needed now that these are in place and they will automatically check this through the radio system rather than qualified signalman doing these checks on site.

We are expected to know this equipment by osmoses, no training, no info unless we go find it and make calls to find it.
Doubled in the last 3 years. 130 Miles of double main territory. Then the MSM decides you should do installation of new tech because they have so cut the construction side of signaling. They add assets without any consideration of the already overwhelming number of assets assigned and miles to drive.

There is no training, there isn’t enough hours in the day, we are overloaded! There is no safety focus either, we watch out for ourselves as conscientious workers. Safety and training does not fit their budget.

With so few signalmen left and low number of maintainers with large territories, when one takes vacation or is off for personal reasons, sick, family, just normal life, the company does not follow the contract and fill the position with a relief. I then am told to do the maintainers tests on top of my tests.

75% has changed, what has remained the same is the FRA tests required. But they have so manipulated the size of territory, the scope of a ETI that was ET or Inspector now combined, plus certain MSM’s expect more out of an ETI, for an example, I work for 2 different MSM’s and have two completely different expectations from one and another set from the other. This is just ridiculous, then special projects show up and who do they call, the ETI because he is the one getting his tests done and doing the job, so let’s have him do it, then when you ask about using a relief maintainer when people are off for 5 days or more, they say, no we will use what we have. They openly say that we are expecting you personally to do more with less for less.

ETI
Daily routine,

As an ETI I am responsible for the FRA testing and inspection of relays and control points on a set schedule defined by the FRA. This consist of driving location to location over the assigned area that my job was bulletined for. These Tests must be done by the due date or they are considered late and the train signal system or railroad crossing system would be required to be removed from service until that test is completed. If a relay or test fails to pass the FRA, manufacture or Railroad design standard for operation then it is my responsibility to make nessecary repairs or adjustments to that system so it passes those standards. I am on call 24/7 in addition to my normal assigned shift of 7am-3:30 pm. Any given time during my off duty hours I can be called by the railroad to go to trouble calls. These trouble calls consist of assisting signal maintainers with questions or problems they are having with the railroad train signal system or railroad crossing system. I also respond to railroad crossing incidents involving train vs vehicle collisions and very often train vs pedestrian collisions. During these trouble calls I am required to verify that the train signal and railroad crossing system worked as designed and perform downloads of recording devices and system tests to send to the railroad for their follow up investigation. There are times that these incidents have not been cleared or cleaned up and I must wait until vehicles or possibly body are removed in order to perform my tests.

Also during daily duty I am receiving phone calls for assistance with questions from the signal maintainers, signal foreman, or signal manager as well as signal design or other groups if they need assistance or information. My district is 200 miles long consisting of 6 signal maintainers, 1 signal foreman and 2 signal managers. When my joining signal ETI is off on vacation I am required to fill in for them on all above listed duties except the regular FRA testing that they are required to have done before they can go on vacation. During times of their absence the district I cover increases to 300 miles long consisting 8 signal maintainers 1 signal foreman and 2 signal managers.

New technology,

New technology installed in the last 12 years is called Positive Train Control or PTC. Along with the PTC system a new solid state signal equipment was installed replacing the old relay based signal system. Training for the PTC system consisted of a one day training class and a guide book to take with us. The rest of the PTC and new signal equipment training is what I call normal on the job training when the system is broke down and the pressure is on to get it repaired to reduce train delay.

Prior to the new PTC solid state signal system install we had very large amounts of relays and control points that required testing in 4 year and 2 year intervals. The relays numbers have reduced considerably resulting in the amount of required tests being reduced reducing my work load. Control point tests were required every 2 years under the old system under the new system when applicable that test schedule has been increased from 2 years to 4 years. As a result of this changes I have had sever coworkers jobs cut off and my job combined and extended.

Prior to PTC I was a signal Tech and my job consisted of signal tech work taking care of electronic equipment and systems also providing tech support for the signal maintainers. When my job as a signal tech was cutoff I we were told it was a non value position because it wasn’t able to be tracked in a data system as what we did. As a result of these changes they cutoff all signal tech jobs and signal inspector jobs who were responsible for testing of the relays and control points. The result was a combined signal tech and inspector job or ETI. My district as a signal tech went from 200 miles and my signal tech job to a new combined ETI job where now I do the work of 2 1/2 jobs prior to the job cuts. As a result of these
job cuts those people that could not hold the new position due to not having enough seniority had to go to different positions then that person had to go to a different position etc...

Effects of technology,

The effects of the new technology for me has been quite a change. I am now doing what 2 1/2 people used to do and due to large amounts of signal maintainers jobs being cutoff there are less signal maintainers to take trouble calls so I take a lot of signal manager trouble calls that I never had to do before. I also choose to take these trouble calls in order to protect my job and try to ensure that reduced amount of train delays for the railroad and public. One of the biggest issues I have seen in the industry is the railroads attitude towards signal employees. The railroad bargaining rep has put out that we as railroad employees are paid an excess amount of money per year for the level of education that we have. I take this as an insult as I have been working for the railroad for 32 years. I started out as an assistant signalman working my way up to the top position of signal tech. During my 32 years I have lived in a camper stayed overnight in my car along the road getting to and from work in another state. I have been laid off 3 times from my district and had to live in my rv in another state in order to keep my job. I have made sacrifices to my family and my health due to this commitment to the railroad and my family to be a good provider.

The railroad signal jobs is a trade job. It is much like a plumber, electrician and auto mechanic. I went through 3 years of assistant signalman program after being hired. I also went through 2 1/2 years of advance training to become a signal tech. This training consisted of 2 weeks in person class every 6 months and home study coarse to be completed on my own time after working all days for the railroad. So to be told we are overpaid for our level of education is not accurate. I have spend 32 years learning this craft and passing on that knowledge to other employees who are learning the craft. I have never made the wages per yer that the railroad claims and I work anywhere from 250 to 400 hours of overtime every year for the last 12 years on top of my 40 hour week. I may not be a college graduate but I have skills that have been learned through the craft trade that is not taught in college it is only taught through the railroad industry and on the job training.
Signal Technician/Testman/Inspector prior to cuts was three separate positions, now it is combined into one position. All of the changes I am going to describe below are as a direct result of the carriers decision to implement PSR (Precision railroading) and trying to achieve G55 (growth 55 cents for every dollar), all this occurred between 2018 and 2021.

As a Signal Technician I ensure safety compliance for all the public safety systems (Crossings) and train safety systems (Signals, Switches and Positive train control). I maintain the appropriate hardware and software levels, so that safety issues discovered by the railroad or manufacturer are immediately addressed. I also trouble shoot advance issues, if necessary I send my recommended solutions to signal engineers for approval. Upon approval I implement the changes and test and verify that the change is safe for train travel and to the public. I organize personnel and equipment to do emergency repairs or to make upgrades to the signal system. as necessary. Additionally, I investigate, collect data logs and build reports for casualties, such as fatalities (a death at a public crossing), false activations (a incorrect signal lined for a train movement) and activation failures (a crossing that fails to activate). While doing this job, I have been deposed as a witness for multiple legal cases. When I was only a Signal Technician I had a 150 district, but this was before PSR/G55.

Signal Technician’s and Signal Inspectors were abolished their jobs were re-branded as Signal Technician inspectors. As a Signal Technician Inspector I was expected to do everything I mentioned before but also the Inspectors job across the same 150 mile territory. The inspector duties added long term testing into my daily duties. Inspectors do federal testing (FRA). the testing they do is extremely involved compared to short term testing, but it is only on a long term basis (2 year tests and 10 year tests). The 2 year tests include testing relay functionality and running locking tests to ensure every possible route a train could take is appropriately protected from train on train collision. The 10 year tests involve completely unwiring a signalized location to isolate the underground cables so that that can be tested for potential safety hazards and or failures. These duties were in addition to the duties of a Technician.

Signal Technician/Inspector by union contract can do any class of work including Foreman, Inspector or Maintainer (Testman), when I first started as a technician it was extremely rare if not unheard of for a technician to ever have to be pulled from their job to do a Maintainer’s (Testman) work. However, due to Maintainer cuts, Relief Maintainer cuts and territory expansions it is not very common for me to also do short term FRA testing for a Maintainer, or to help a Maintainer.
Today as a Signal Technician Inspector I now cover 230 miles and preform the duties that use to be performed by 3 people, the Signal Technician, the Signal Inspector and the Relief Maintainer.

There is a constant flow of new technology from various manufacturers flowing onto railroad property, there is little to no training provided as these products are given to us to install and maintain. As a Signal Technician you are at the forefront of any new technology that will be implemented into the local territory. In my time, we have replaced line-wire with coded track, I have changed relay based control points and crossings to solid state controlled units. The latest addition is Positive train control (PTC), this is a ever changing technology is bringing a lot of new things to the railroads. I received no training before installing any of these systems, after the systems have been installed for a while I often see the carrier give a half-hearted computer based training on the system.

Coded track re-placed line-wire which took a labor intensive system and replaced it with an very technical system. The line-wire ran on wires a long the tracks, it was prone to failures do to aging and due to theft. Coded track replace the line-wire with its own challenges, physical relays are replaced by vital codes special meters and lap-top reading is needed to extract the information needed to trouble shoot and maintain the system. The coded track system also needs software and hardware upgrades that are mandated by the carrier for Signal Technicians.

Solid state logic systems replace relay logic systems at control points and crossings. Control points have logic that slows trains so that it isn’t possible to have a train on train collision. Traditionally this was accomplished by using a complex network of relays, this is now accomplished by and even more complex system of solid state logic. Physical relays at these control points are replaced by bit codes that are recorded in data logs in the unit. The same basic concept is done at crossings, this eliminates physical relays with bit logic. These systems are prone to electronic failure and constantly require software upgrades as possible safety issues are found by the carrier.

The implementation of positive train control (PTC) was a huge undertaking for technicians, the equipment itself blurs the line between the jobs of a Signal Technician and a Communication Technician since PTC itself interfaces the signal equipment and then wirelessly communicates to the company network. This means every Signal Technician that maintains PTC had to learn a variety of new skills take are typically only known by the communications department. The two most important skills include telecommunications radio testing and IP addressing.

Recently, the Signal department eliminated all of the Communications department radios from our control points by running the telecommunications through the PTC radio. This is the first step of a multi-step future upgrade. The PTC unit has 8 ethernet ports, in future upgrades these ports will be used to monitor the new Smart rectifiers, new crossing controllers and any other ethernet ready devices in the signal houses. The end goal of the carrier is to have all signal locations in a central reporting system so that the locations can be monitored and controlled remotely. Signal
Technicians have already begun to implement these central reporting systems, but new smart rectifiers and ethernet ready crossings are now also being installed that will also be implemented into central reporting.

Upgrades like these are continuously happening across the rail system, training on these systems rarely happens, if it does happen it normally like the PTC training that was giving well after the system is installed and put in service.

Traditionally Signal work was preformed with hand tools, precision gages and assortment of meters. The tester would need to have a strong understanding of the equipment that was to be tested and how to test it. The tester would use gages to test the on-track signal systems to ensure it could detect the movement of a train. Then the tester would ensure that the equipment responds correctly to allow or not allow a train move. The test would verify this by doing visual inspections of relays or by observing crossing activation.

The testing that we do is still the same, but now with new technology signalman now have to also use there computer for the testing and troubleshooting. Traditionally, all of the logic circuits that direct a train to stop were relays. These physical relays have largely been replaced by solid state controllers which can only be analyzed by using your laptop to connect to the device. With the implementation of technology, the laptop computer and a high level of

A Signal Maintainers now has to collect data logs from all recording devices monthly, analyze them for issues and send them to there local manager. Signal technicians have to constantly push new software into the solid state units. Pushing software often results in the unit having to be re-programed, re-calibrated and extensively tested for safety.

Prior to PSR/G55 I was a signal technician with a 150 mile district. First the carrier cut the signal inspector making me the Signal Technician Inspector for a 150 mile district. Then a year later they cut my Signal Technician inspector job and absorbed it between the Signal Technician Inspectors North and South of me giving them each 250 miles.

I was forced to bump on to a 30 mile Maintainer job since there were no more technician jobs near me. Six months later the carrier cut my adjoining maintainer and expanded my district to 60 miles. I refused to take the new district and decided it was best to move somewhere with more stable management. I sold my house and moved 400 miles away to a new Maintainer district.
On my new Maintainer district I covered approximately 50 miles, about 6 months into my new job the company expanded my job giving me 100 more miles of rail, for a total of 150 miles. I had to accept the job to stay since I just bought a house. Not long after that, a Signal Technician Inspector job opened up, I bid it and got the position. Now I am a Signal Technician Inspector with 250 miles of rail.

The training given to signal employees outside the training facilities is terrible. The training facilities are ok but they are way behind the latest technologies, they do a good job on older technologies though. Beyond the training facilities the training is absolutely abhorrent. The main form of training is computer based training, they are worthless. The best way to learn is to read the rule books, read the manufacturer's manuals, practice computer skills, research and ask fellow employees questions. I enjoy doing this kind of research because I like challenges, because of this I have a strong knowledge base. Because of this knowledge base I am often the one preforming on-the-job training for new employees. Before PSR/G55 and during the beginning stages of it, I was constantly having to train people. This was because people were constantly getting bumped all over the state, we had dozens of employees coming through our district often for only a few weeks at a time. People were often sleeping in their cars knowing it was pointless to get a place since they would get bumped of the jump any day. Recently I have not had to do as much training because the company laid off every signal employee with under 10 years seniority during PSR/G55.

Prior to PSR/G55, the average manager would have 400 to 500 miles of rail. Each manager would have 2 or 3 Foreman to manage the maintainers who each covered 30-50 miles of rail. Each manager would have 1 or 2 Relief Maintainers to help with vacancies, emergency work and projects. Additionally, each manager would have 1 or 2 Inspectors that covered the entire district, and 2 or 3 technicians that did the same.

After PSR/G55 the average manager still has 400 to 500 miles of rail. However now each maintainer covers from 60 to 100 miles. No relief maintainers except in special cases. Only 1 foreman that covers the whole district. No inspectors except in special circumstances and 2 Technician/Inspectors.

Additionally during PSR/G55, the carrier removed most of the special trucks from service including bucket trucks, crane trucks and back hoes.

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<td>1 Relief Maintainer per 200-250 miles</td>
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<td>1 Foreman per 200 – 250 miles</td>
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<td>1 or 2 Inspectors per 400 – 500 miles</td>
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<td>1 Technician per 100 – 200 miles</td>
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Signal employees are expected to find a way to get the job done even though we have 2 to 3 times more work than before, no support and less equipment to do the job right.

When I first started (2004) there was code-line and relays, only signal technicians needed a laptop, there was enough signalmen and equipment to get the job done safely and correctly even in the case of an emergency. Today, we are so short-handed and ill equipped that concessions are constantly being made to handle the workload. Concessions are made because management threatens the employees that don’t make them. In a conference call to announce more cuts that took 3 more of our maintainers our Director said “we have run the numbers, we know you can handle the new territories. If you want to be the one that gets ‘cute’ you will be removed”, Obviously, management can’t just “remove” you for working safely but management can and will find other ways to remove employees that won’t make concessions to get the job done.

From 2004 – 2018 I would have told you I love my job and I will retire here, today I have no job pride left. I no longer trust that the company cares about my safety or my quality of life. The easiest to explain example of this happen in 2021 during the “Lava fire” when members of my group on multiple occasions was sent into an active forest fire. The track was out of service because of the fire burning a steel bridge, no train could go over the bridge until the bridge was inspected and the ties were replaced. Commercial power was also lost so signal locations going down, despite the active fire and the out of service track, the carrier wanted to keep all signal locations working. Due to pressure from upper management my manager directed a group of Signalmen to go put out generators even though there was still a active fire surrounding the locations. While putting out generators, two signalmen took a wrong turn and found themselves in smoke so thick they couldn’t see to turn around or back up. They had to back up blind and hope they didn’t hit anything fortunately they made it out unhurt. After reporting the incident to the manager, he made the call to get out of the area. On the way out the manager found himself on a road that was surrounded in walls of fire on both sides. Fortunately he also made it out of the fire safely. The next morning on the conference call, my manager told us his story and demanded “NO ONE IS TO GO NEAR THE FIRE FOR ANY REASON”, less than two hours later due to extreme pressure from upper management my manager sent 3 guys back into the fire to set out generators they had not put out the night before.

The bad decisions weren’t isolated to the Signal department, other department were directed to do even more ridiculous things in even more dangerous situations. I have seen pictures of the track department replacing the bridge ties while they were still on fire. While that is ridiculous, it isn’t even a close to the worst thing that management asked employees to do. The worst goes to bridge and building, in the initial moments of the fire when the fire was moving toward the bridge, management directed the bridge and building employees to get on the fire car and to go protect the bridge from the fire. These are bridge and building employees, the repair bridges and building, they are in no way trained in firefighting, nor is firefighting in there job description. The employees went out on the Fire Car and attempted to save the bridge, the fire came on them fast and soon enough they were surrounded. There were moments that the employees on the Fire Car thought
they would have to get in the water tank to shelter from the fire. Ultimately the Fire Car had to abandon the bridge, the fire took it and it was condemned until the repairs were completed.

After the bridge was replaced, the carrier wanted to acknowledge employees that helped in the lava fire, they sent out a thank you placard and a gift. The placard the company sent us blew me away. In the middle of the placard there is action shoot of the employees that tried to save the bridge, in the picture they are on the Fire Car in the middle of the bridge trying to soak the surrounding area, smoke has already surrounded them and an ominous glow of the fire that would soon overwhelm them can be see in the picture. On one hand it is nice to be recognized by the carrier, but on the other hand it blew my mind that the carrier would celebrate sending so many of their untrained employees into an active fire in an attempt to save their assets. I think this event summarizes the current environment of working at Union Pacific railroad. Wildfire or not, do whatever it takes to get the job done, if you do what it takes you will be rewarded, if you don’t do what it takes go home.

First and most importantly, we were demanded to work through COVID-19 under a super restrictive attendance policy, With NO SICK PAY. Many employees worked through with COVID because they couldn’t afford to take 10 + days off work with no pay, it is ridiculous that in 2022 and we don’t have sick pay.

Second, they cut too deep we NEED relief maintainers, we NEED bucket trucks and crane trucks available. The union contract clearly states that a relief maintainer will be provided when a maintainer is to be absent for more than a week. We need the carrier to honor this, we cannot continue this pattern of open districts that are not being maintained. Additionally, Crane trucks and Bucket trucks need to be widely available for use so we can get the job done safely.

Third in 2022 as a Signal Technician I am expected to be a Signal expert a Telecommunications technician and an Electrician. Not only because signal equipment so closely tied to Telecommunications and commercial power, but because the carrier laid off almost all of the telecommunications technicians and Electricians so we have no choice but to do there work. The Union should make the Carrier get us EXTERNALLY CERTIFIED for the jobs we need to preform, including Electrician, Telecommunications, Bucket Trucks, Crane trucks, Electronics and Networking. It is important that this is an external certificate because Rail Road certifications are not recognized outside the rail industry, which puts furloughed employees in a tough position when they us off, but also because most of the Carrier provided training is going to a computer based platform that is 100% worthless.

Lastly, I want what everyone wants wages. Our wages have been stagnant for years, 10 years ago compared to other industries we made good money. Rightfully so, compared to other industries we endlessly travel, we are on-call 24 hours a day 7 days a week for free, we have a myriad of cross craft skills. Compared to other industries we have an extremely high divorce rates, we have a extremely high on the job death rate, we get injured more and we die younger. Despite this, over the last 10 years our wages have become extremely stagnant. A Telecommunications technician

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make between 50 – 60 an hour, and electrician makes 50 – 70 an hour we do both of these jobs in signal. With a 40 year high inflation rate we can not afford to accept some of the pathetic contracts we have accepted in the past. We need a minimum of $10 an hour to make our job relevant and attractive again, but realistically we should get $15 – 20 to us back to where we should be in this ridiculously expensive economy.
My name is [REDACTED] I have been in the Signal Dept for 41 years. 10 years with the Santa Fe and Sp railroad and 31 years on the Up. With the onset of new technology comes the learning curve of how this new equipment works. It’s all on the employee to learn the equipment management has little to say why I dont know I suspect that they to have no idea how it works and can give little if any help on learning it. I as an tech have asked for continuing education but my request has fallen on deaf ears. Its always we dont have the money in our budget for that on theres no time for that to busy with projects to send you. The one class I do remember was a signal cutover class that I went to it was taught by a UP signal instructor that had no idea what he was teaching and I considered this a total waste of time. Im out there on the front line cutting over crossing to protect the traveling public one mistake one wrong input or error on measuring out crossing approaches and I shorten the warning time given to the traveling public and I could kill someone. With that type of responsibility you would think that training would be a priority but its not. I have never been to a crossing cutover class on the Up. I tell you how I learned by trial and error and a whole lot of talking to the man above. I ve been a tech for probably 14 years. That’s one training class instructor led anything else has been computer base training. Another task assigned to a tech is wayside testing that includes route time and indication locking. I will not bore u with details but I’m the final look at the way the wayside signal system works. That’s breaks down to if I dont catch a flaw in the system and a train collision or derailment happens it rests on my shoulders says it on our blueprints " Field to Verify. I interpret that as it’s your ass if something happens. I can give a perfect example of something’s work Put in dispatcher controlled cable during pretesting could not get the system to work call our design team was on a conference call with about 5 different folks new equipment keep in mind to everybody questions asked no answers so I asked has anyone talked to manufacturer about equipment all answers were no well can someone talk to them about our issues crickets they were all finally one speaks up and said I needed to make the call no guidance from management whatsoever. But I’m the one held accountable the old saying shit rolls downhill is alive at the UP. I’m sure there could possibly be ramifications from what I’m saying but I have had many of sleepless nights account replaying the days events through my mind making sure I covered all bases. I am one of the last old heads out here and back in the day you had support in the way of your supervisor because he came up through the craft and new signals now you have a college grad with not a clue and they will admit it all they know are the balance the checkbook game. The UP have lost alot of good valuable people because of thier ways and will continue to lose them until change happens if this letter has some influence on a change for the good it was worth any ramifications I might incur.
My daily routine starts with a morning conference call. Checking over all new tickets that might have come in over night but not dispatched. Close all tickets that I can in our new ticket closing system. Check scanners for any malfunctions. Depending on the day I could have 4 to 6 switch test, a crossing and always keeping an ear out on the radio for any trouble. Ptc resets in certain older site are also part of our new testing process.

The new technology installed on my territory consists of ptc radios, different input/ output cards that monitor everything. Lots of new wiring and connections. Also standalone Wiu, Vio modules in older locations. We received a 2 day ptc crash course training.

Prior to this new technology we weren’t responsible for radio or the telecom process. Now we are lumped together along with all of our other duties.

Yes very much so mainly because of the fail rate on the ptc system. %75 of my trouble call are on the ptc system.

We have these wabtec tickets that started showing up from a third party monitoring system that dispatches and creates tickets based on criteria that they have on all ptc systems. Sometimes ita 3 or 4 different sites where it either needs to be reset or further trouble shooting needed. We also reset the block style WUI systems in older locations and part of our uprr monthly test in the signal maintenance planner.

On my territory this includes both assets and miles. Including 10 extra switches added to my territory. The removal of the relief maintainers also causes a lot of grief will trying to vacation. It is literally a struggle trying to take any time off without creating a full blown
fight with the manager since they try to enforce only one maintenance person off on each roster at a time. I was threatened with loosing my job after I planned my wedding in Florida because other maintenance personnel was off. This is after prior months of communication with the manager. I in total lost $5,000 on reservations, flights, and rental cars due to the shortage of coverage and management being totally and completely awful in one of the best times in my life. We have postponed our wedding for the begging of 2023 due to all of this.

How have your duties changed over the course of your career?

The duties from just being a signal maintainer have turned into a full on lineman dealing with changing transformers, replacing fuses, fixing 1800s years old pole line. Also taking care of radios and the telecommunications side of things as well. Ptc radios and wiu, vio’s were also added to monitor signal aspects we also maintain all of those. Lots of the new style cabins have ac units on them we have been instructed to trouble shoot and fix problems associated with these no formal training was given. I have literally been searching the internet for clues on how to fix these hvac units and become a seat of the pants hvac tech. We also close and explain our own trouble call tickets, Instead of have SOC close them we are instructed that along with everything else that’s our responsibility now too.
I am a past Union Pacific Employee who worked for the Signal Department in the Pacific Northwest. I am writing this letter in regard to PSR and the effects it had on my work, life, and ultimately my resignation.

I started working for Union Pacific in the summer of 2010 on the construction side of the Signal Department. When I hired on, I was very proud to be a part of Union Pacific and I continued to be for quite a few years after that. After, a few years on construction I moved around on signal maintenance until I ultimately was able to land in a maintenance job that worked great for my life. I enjoyed the work and the challenge of taking trouble calls at all times of the day and night. Support seemed good from all positions like Foreman, Management, and higher ups in the company. Help was always there when needed and I felt appreciated from above even though it came in very small doses.

Fast forward to 2019 and things started to change. Construction began cutting jobs left and right which I knew could have a large potential of me being bumped. At this point, I was fully invested on the maintenance side of work so I cannot speak for whether or not those construction cuts were justified. I was lucky enough to not be bumped in that round but plenty of signal brothers had to deal with being cut. This is where the shift started to happen in morale and support from higher ups in the company.
Unfortunately, throughout 2019 everyone knew that wasn’t the end. We could not get honest answers from anyone, but we knew more cuts were coming. Starting the Summer of 2020, construction took a huge hit and was essentially decimated to the minimum number of employees the company thought they needed. I was bumped from my position and had to bump into another maintenance position and hour from home. It was a doable job but not sustainable in regard to taking trouble calls in a timely manner. The manner at which Union Pacific had enforced these cuts felt like a slap in the face to all of us. PSR was in full swing, but it was blamed on Covid. This is where I became less and less proud to be part of the company. This opinion was unanimously shared among co-workers, friends, and family. At this point, I would do what it takes to support my family but the direction of the company started to feel very greedy and shady. It left most employees more nervous and anxious when the next cut would happen, without warning. The ability to focus on work became more difficult and the gap between upper management and field employees felt bigger than it ever has.

I spent one month at that new to me maintenance position when the next round of cuts came. This time to Signal Maintenance. They cut most of our Foreman and Relief Maintainers. The only extra help we could get besides from a neighboring Maintainer was now being cut. Unfortunately, for me I was the low man on the seniority list and was bumped, again. I vaguely understood the prior cuts and absolutely did not agree the way it was done. Now, they decide to cut our only support and backup in maintenance and the Manager now has to act as a part-time Foreman? This is when I knew I did not want to be part of a company like this anymore. Morale was in the dirt and any faith in the company to actually see what’s going on in the field was gone.
From this point, I had very few options and that’s with my 10 years of seniority. I had to take a Maintenance position 4 hours from my home, away from my wife and two young kids and had to live out of a trailer, all while working a job that needed me to be on-call and available as much as I could. I took pride in my work and also in covering my territory, so I didn’t make someone else’s life harder. I stayed available as much as I could without ruining my home life but, I was fed up with Union Pacific, and the unjust cuts made in the name of PSR. Not too long into that new job MORE cuts were made. Mind you before this there were two Maintainers where I was, and we were 3.5 hours from our neighboring Maintainer with no relief or no Foreman. Basically, handed our territories with little to no assistance if needed and it certainly was needed.

Union Pacific decided they needed more with less. UPRR decided the next best way to cut was to extend territories by what seemed large areas in some cases. This move came strictly from test count and somehow managed to not factor in geography, distances, and types of/or large-scale tests. My new territory was relatively small distance wise but had a dense unit count with a lot of older equipment and public traffic. My neighboring maintainer and only help had to spend 3/4 of his time 3 hours away on a split territory. We were now being asked to do more with less. It became nerve wracking how much more was now on our plates. All what felt like was for short term gain while losing employee trust in the company.
I’m not the complaining type, when new standards came out or testing became more thorough, I had no problem with it because it made for a safer railroad and a better product, but this was too far. I did not want to work for a company that made these type of decisions off strictly saving money and not thoroughly examining the effects that could and would happen in the field, let alone the stress on employees and the ability to focus on doing quality and safe work. With these things said I do have to say I did feel we had support from our immediate Managers in them doing the most they could but not much above that.

I resigned a few months after the territory extensions. I felt relatively safe in holding a job at UPRR but at what cost? My family? My sanity? My quality of work?

I used to be very proud to represent the company badge on my truck and clothes but my last few years of working with UPRR showed the company’s values were no longer something I wanted any part of.
EXHIBIT B
July 14, 2022

VIA ELECTRONIC MAIL

RE: SIGNAL RESPONSIBILITIES

To whom it may concern,

My daily routine working a Signal Maintainer position on the Norfolk Southern Railroad (RR) involves the maintenance, testing, inspection, repair, and sometimes the installation and construction, and the certainty of troubleshooting wayside RR signal systems, RR highway grade crossing (RR Xing) warning systems, and Positive Train Control (PTC) systems. Also, I must support any Maintenance of Way track or switch work on my territory. Furthermore, I am subject to Civil and Criminal penalties in accordance with the Federal Railroad Administration (FRA) safety regulations that are performed at different intervals on Signal equipment and, I am personally responsible under FRA regulations and Federal criminal law for the truthfulness and accuracy of my entries on the signal hours of service records that FRA requires each RR, to maintain for covered signal service. Federal Statute Hours of Service System regulations must be followed, and documentation completed daily for regular assigned working hours and outside-regular assigned-working hours and calls.

To do any switch work, timer work, shunt (a solid or resistant wire used for testing) track and/or perform any work within 4 feet of the track I must get track time from the dispatcher. The dispatcher won't give me track time to work if there is a train anywhere close to the area.

RR Xing Warning Systems are maintained, repaired, tested, and inspected every 30 days to ensure the devices are operating as intended and there are no grounds on the battery systems. A ground can allow electric current flow to equipment in the warning system that shouldn't have any. This condition could cause the RR Xing warning system to not operate properly and/or not activate (false activation, activation failure). RR Xing’s typically have 2 battery banks in the warning system shelter: a 12-volt bank, and a 16-volt bank. The 12 volt runs the equipment that detect a train in the approach to the RR Xing, the 16-volt bank operates the lights, bells, and gates. Every 30 days I test both battery banks to ensure they have the proper charge.
rate and sufficient voltage to operate the RR Xing warning system even when the AC power is interrupted and/or until power is restored when power outages occur. Battery connections are torqued and cleaned when needed to prevent terminal and battery corrosion. The gates are tested to ensure they descend and ascend in the proper operating times and when operated are at the proper horizontal height for approaching motorist. The flashing lights are checked for operation, which includes lenses are clean and free of damage or debris, alignment, and sequence of flashing lights. Bells are tested to ensure they sound when RR Xing is activated. All reflective material on the gates and RR Xing signs are checked to ensure they are not faded and remain visible. Equipment shelter is cleaned, and ventilation fan is checked for proper operation. RR Xing equipment is repaired and replaced as needed. Circuit and design plans for location are checked for accuracy. Every 90 days all wires that are connected to the track are inspected and the island circuit (this is a short distant circuit within the entire detection circuit that extends thru the pavement approximately 50' on each side of roadway pavement) is shunted for one minute to insure it doesn't allow the gates to ascend when a train is on the circuit. Insulated joints in the approaches are inspected for insulation damage and any leakage. Every 365 days the voltages at the lamps are checked for 8.5vdc minimum and the inside reflectors are to be cleaned. The train detection approaches to the RR Xing are inspected and a shunt is placed down to ensure the detection equipment sees the whole approach. Most approaches are over 3k' each side of the RR Xing. Flash sequence is checked for a minimum & maximum number of flashes. The mechanisms (housing on the gate mast) are opened and cleaned, gears, contacts, motor & hold clear are all inspected for damage. Every connection in the whole system is checked for damage and any loose connection. Every 4 years relays are tested so that the appropriate amount of current energizes or deenergizes the relays. Every 10 years the underground cable is Megged to check the insulation of the conductors to each other and to ground.

Wayside signal systems have several different components and systems. Signal Locations are checked for grounds and stand by power every 90 days. Same reasons as listed above. Control Points – switch and signals are controlled by a microwave (wireless) system connected to a train dispatch center, currently located in Atlanta, GA. The power operated switches are inspected every 30, 90 & 365 days. The 30-day inspection is an obstruction test which involves putting a 3/8 gauge 6 inches back in the point and making sure machine doesn't lock up when point is closed on the gauge and the controlling Signal remains at stop. Bolts that connect machine to ties and track are checked, all rods and tie bars are checked for debris and cleaned out if needed. Point pressure against the rail, Track gauge, throw and wedges that hold rail in place are checked too. The 90 day is a 1/4-inch gauge 6 inches back in the point. The machine can lock but not indicate (this is where contacts allow battery to pass to energize a relay or input that sends

U__, BRS0080
indication to the dispatcher on the position of the powered operated switch) safeguarding the controlling signal to remain at stop. The 365-day test involves checking the clutch, (clutch protects the machine by slipping when something obstructs the point) and all connections involved. 4 year and 10 years are same as listed above (relay and cable megging.)

Average mileage between wayside signals is around three (3) miles. Hand throw switches and Electric Lock switches can be outside CP’s and automatic signal locations. Both have a switch circuit controller whose contacts are used to pass battery back to the signals to indicate whether the switch is lined or 1/4 inch from normal position. The switch circuit controller is checked with a 1/4-inch gauge 6 inches back in the point every 90 days. Contacts must be open (battery not passing thru contacts). All internal mechanical and electrical connections are checked for damage, ware, and anything loose. Connecting rods, tie bars and bolts are checked for obstructions and tightness. I check the switch circuit controller centering device every 365 days (this is a spring-loaded device that centers the contacts in the device to cause the signals to display a stop signal, in the event any part fails that connects the protective equipment to the switch point). The turnout side of the RR switch (sidetack to the main line) is protected by wires we call fouling wires. The systems use low voltage pulsed DC to communicate its status to the other end of the block. All track connections and bonding of rail joints must be checked and repaired or replaced when needed. To test a switch turnout, I place a shunting on the main track and use a peak meter to set the level of the track with a simulated train parked on it. I then make three (3) additional shunt test on the turnout, each side of the polarity joints and the final at the clearance point joints. When I put the shunt down, I go back and check the main circuit with the peak meter, and it must read within a .10 of volts of where it was peaked on the main line. This test ensures that a train leaving a siding or industry track and fouling the main line, must put the signals to stop on each end of the block. On Electric Locks the timer that prevents the lock from opening is run and the time must be within 90% of what circuit design plans show. Electric Locks have a 2 yr. test that is called time locking. To do this you start the timer to unlock the switch and try to line a signal at each end of the block to ensure signals remain at stop while testing Electric Locks time locking. No signal should line. 4 yr. and 10 yr. are same as above.

The PTC system is in the equipment shelter at the Wayside Signal Locations. It generally consists of a radio and a message server that is connected via cable to the Electrologix or GEO signal systems. Every 90 days I check to make sure the software is up to date on the server and the radio. I also download a health report to make sure neither piece of equipment is having any errors. The 365-day test consists of checking the lamp voltage on every bulb at the signal. If the location has a physical relay timer, I must
check the time it takes to complete and it must be within 90% of what is called for at that location. If the location is eligible every 4 years I must do "Alternative Locking", which involves verifying no wire has been moved in the case, software level is the same, every signal lamp lights appropriately, and switch position indicates correctly. If location is not eligible, I must do Time Locking, Route Locking & Indication Locking every 2 years. This is a test process where I try to make the signals do what they shouldn't do; line switch opposite direction with signal lined across it, and line signal into opposing signal & line switch or opposing signal while location is running time. To perform these particular tests takes 3-4 hrs. of track time and a minimum of 2 employees per typical location. 4-year test and 10-year test are same as above.

I'm also required to respond to any trouble calls within these systems during my regularly scheduled workdays, every other weekend & it's expected that I will respond outside of regular assigned hours too. When I respond to trouble calls some of the above maintenance, and inspections will be performed in connection with the repairs and testing that go along with that. In more extreme cases such as a train v/s person or automobile at a RR Xing, I perform all repairs, tests and inspections talked about above associated with the RR Xing warning system.

We have a computer program called STAMP that I have to document all maintenance, testing, inspection, repair, and sometimes the installation and construction in this computer program. We have a ticket system that is originated out of the Remedy system that applies a ticket to every trouble call. When work is complete, we must document the fix and close the ticket. The above is a small glimpse of what my daily routine as a maintainer looks like.

In the last few years, I have had the PTC system, Electrologix & 4000 RR Xing equipment installed on my territory. PTC is an overlay to existing wayside signal systems. With Electrologix I have a Radio & Wayside Message Server that connects to the Electrologix via cable. PTC with GEO has a Radio, Wayside Server, and a PTC console or IVUI console that is connected by cable. With either system there is 2 different types of message servers, one is an IMG-2, the other is a Lily 2000. The PTC systems on my territory also have a cell phone modem backup, which is connected to them as well. Electrologix & GEO are types of signal control systems. They are responsible for throwing the power switches, lighting the appropriate lamps on the signals, and indicating whether a track section is occupied or not. The PTC system communicates to the back-office server, located in the Atlanta GA area and to the engines of the trains using this track segment. PTC removes human error when it's working properly and not turned off in the locomotives. If a signal is displaying a "stop" signal and the engineer is not slowing his train to bring it to a stop the system
will do it for him. The signal system we use has several different signal indications that tell the engineer how far they are cleared to take their train and at what speed. With PTC as an overlay to the existing system it takes that information and passes it to the office and the engine so that if the engineer is not controlling their train appropriately the computer on the engine can slow or stop the train before something catastrophic happens. 4000 RR Xing equipment is the train detection equipment that now has the gates & lights control in it. The 4000 also has a SEAR built into it. Previous versions of RR Xing equipment would have all 3 of those systems separate. With these systems the gate mechanisms (masts with the gates) have changed too. The S-60 was a small motor mechanism with a circuit board and contacts. Many failures and recalls lead to my RR no longer buying them. Next was an S-40 mechanism which went back to the older style motor that had a different style circuit board in it. The SEAR is a recording device that records train movements and any time the RR Xing is activated. Backhaul is a RR Xing monitoring system that I began installing five (5) years ago, on my assigned territory. This system is connected to the RR Xing detection equipment, a radio and both battery banks. It uses an Argus or SEAR to record information and transfer it to a radio that transmits it to the back office. It monitors the batteries for insufficient battery voltage, failures in the RR Xing solid state Xing controller (SSCG – equipment that controls the lights, gates, and bell), RR Xing active time, RR Xing activated to long, gates position and commercial power off to name a few. This system reports to the "Remedy" system, which is where tickets are created when the public calls in a RR Xing failure. A maintenance ticket is opened whenever the system reports a failure. Maintenance tickets are usually not dispatched outside of normal duty hours and are emailed to supervision. Ticket resolution must be documented within the ticket before closure and any tests performed during the troubleshooting and verification process are documented in the STAMP system.

When I first became a maintainer 20 years ago, tests & inspections were recorded by hand on paper. Today's standard of 30-day tests were expected to be completed "once a month". As maintainers had access to computers, NS started using a computer program to help keep the frequency of the tests in order. I had to enter all asset information into the STAMP program, (switches, RR Xings, signals, etc.) for my territory. When tests & inspections are completed daily, I enter the information and STAMP shows the test complete and the next test date. My territory was pretty much analog relay-controlled systems and now it's mostly a printed circuit microprocessor computer-controlled system. Except for TC locations (traffic controlled, dispatcher controls switches and signals from remote locations) there was no real time monitoring of any equipment. Today my whole territory is TC, signals with the PTC system, and some RR Xings have the Backhaul system. The real time status of this equipment adds more trouble calls and along with that more tests and inspections. With the addition of the PTC system as an overlay to the signal
July 14, 2022

system I get more trouble calls. The wayside signals can be working properly but if the PTC system is not communicating with the engine and back office the trains must stop or run at a restricted speed. A computer is used when Troubleshooting equipment and when equipment is changed, I must verify the signals and switch positions that match the field to the back office.

When these new RR technology systems were first implemented there was no training. Any information gained was through calls to the manufacturers and by begging anyone at the help desk to email me information they had. Coworkers shared our experiences and knowledge. After the fact, the company put together some online training modules for training of different equipment.

With the implementation of the Precision Schedule Railroading (PSR) operating model, the RR line segment that I am assigned had a maintainer’s and signalman’s position abolished, which has led to more responsibilities (increased miles and assets), on my territory. I acquired 7 additional miles, 9 RR Xings, Electric Lock switch, Hand Throw switch, 3 automatic signals and a Hi-Wide detector with a dragging equipment detector.

Respectfully,

[Redacted]

[Redacted]

Brotherhood of Railroad Signalmen (BRS)

cc: [Redacted]

U__, BRS0084
EXHIBIT C
REPORT

to

THE PRESIDENT

by

EMERGENCY BOARD

NO. 243

SUBMITTED PURSUANT TO

EXECUTIVE ORDER DATED OCTOBER 6, 2011 ESTABLISHING AN EMERGENCY BOARD TO INVESTIGATE A DISPUTE BETWEEN THE NATIONAL CARRIERS' CONFERENCE COMMITTEE OF THE NATIONAL RAILWAY LABOR CONFERENCE, REPRESENTING UNION PACIFIC RAILROAD COMPANY; BNSF RAILWAY COMPANY; CSX TRANSPORTATION, INC.; NORFOLK SOUTHERN RAILWAY COMPANY; THE KANSAS CITY SOUTHERN RAILWAY COMPANY; ALTON & SOUTHERN RAILWAY COMPANY; THE BELT RAILWAY COMPANY OF CHICAGO; BROWNSVILLE AND MATAMOROS BRIDGE COMPANY; CENTRAL CALIFORNIA TRACTION COMPANY; COLUMBIA & COWLITZ RAILWAY COMPANY; CONSOLIDATED RAIL CORPORATION; GARY RAILWAY COMPANY; INDIANA HARBOR BELT RAILROAD COMPANY; KANSAS CITY TERMINAL RAILWAY COMPANY; LONGVIEW SWITCHING COMPANY; LOS ANGELES JUNCTION RAILWAY COMPANY; MANUFACTURERS RAILWAY COMPANY; NEW ORLEANS PUBLIC BELT RAILROAD; NORFOLK & PORTSMOUTH BELT LINE RAILROAD COMPANY; NORTHEAST ILLINOIS REGIONAL COMMUTER RAILROAD CORPORATION; OAKLAND TERMINAL RAILWAY; PORT TERMINAL RAILROAD ASSOCIATION; PORTLAND TERMINAL RAILROAD COMPANY; SOO LINE RAILROAD COMPANY (CANADIAN PACIFIC); SOUTH CAROLINA PUBLIC RAILWAYS; TERMINAL RAILROAD ASSOCIATION OF ST. LOUIS; TEXAS CITY TERMINAL RAILWAY COMPANY; UNION PACIFIC FRUIT EXPRESS; WESTERN FRUIT EXPRESS COMPANY; WICHITA TERMINAL ASSOCIATION; AND WINSTON-SALEM SOUTHBOUND RAILWAY COMPANY AND THE RAIL LABOR BARGAINING COALITION CONSISTING OF:
allegedly used by Carriers to avoid paying employees for using their personal automobiles to travel to the next work site. The proposal provides that if employees elect to use their personal automobiles rather than crew buses to travel from one work site to another, those employees will be reimbursed at the standard IRS mileage rate currently at 55.5 cents per mile.

The Organization is of the strong opinion that it is impossible to resolve this issue through local handling. The Carriers’ suggestion in this regard flies in the face of the fact that some time ago the Carriers sued the BMWED to force them to bargain nationally.

The Carrier notes that there is great variability in meal and lodging arrangement on different Carriers for per diems. These arrangements were bargained locally based on a variety of factors, including location, distance of travel, scheduling and individualized carrier needs. The adequacy of travel arrangements for production gangs is demonstrated by its relative popularity of this work to headquartered gang work. Notably, the Carriers continue, they have no difficulty filling traveling gang jobs. The Carrier contends further that the overall cost of BMWED’s proposal is excessive ($120 million per year) for which there is no quid pro quo.

Single rooms for other crafts are easier to manage because employees work alone or in groups of 4 to 6. BMWED employees can travel in groups as large as 180 people and they do so in remote areas.

**Brotherhood of Railroad Signalmen (BRS) – Maintenance Employee Differential**

The Brotherhood of Railroad Signalmen proposes:

Effective January 1, 2010, the base rates of pay of all maintenance employees be increased by $1.50 per hour.

Effective on the date of this Agreement, all maintenance employees assigned to, or who move into, a maintenance position, who

a. have or attain eight years of service, receive an additional payment of $1.25 per hour in addition to the aforementioned $1.50 per hour;
b. have or attain 15 years of service, receive an additional payment of $1.25 per hour, in addition to the aforementioned $1.50 and $1.25 per hour.

Alternatively, the Organization proposes that the BRS and NCCC submit the foregoing proposal to a neutral fact finding proceeding to facilitate final resolution.

Overview of the Positions of the Parties

The Organization argues that the technical proficiency of signal maintenance employees has advanced exponentially and continues to advance at an increasing rate, and that the signalmen have contributed greatly to the productivity of the railroads by learning and taking responsibility for advanced signal technology. This includes positive train control requirements that will increase that responsibility. Signalmen training has contributed significantly to that productivity increase. The active role of the BRS in establishing successful training programs has further improved the technical proficiency of maintenance employees and has led to much safer operations and a marked decrease in collisions, injuries and fatalities at rail highway grade crossings. At the same time there has been a marked reduction in train delays and in false warning activations.

Signal maintenance personnel must have high levels of technical proficiency to properly and safely maintain the complex systems’ operating parameters as well as to repair them.

The Brotherhood notes that the technology used to reduce railroad employment, including labor intensive areas of railroad signaling, have added to the responsibility of signal maintenance employees now working with less than one third of the 1968 roster of 5,000 employees. Automation of railroad labor-intensive tasks has migrated to the use of sophisticated technology justifying added investment in such technology, as well as additional compensation for signal maintenance employees who attain and maintain the advanced levels of technical
proficiency necessary to maintain these complex systems according to detailed regulatory and engineering standards.

The Carriers contend that the current economic climate and the substantial premiums that BRS-represented employees already receive, compared to other similarly situated employees make their proposals out of touch with reality. They note that the retroactive wage adjustment for 2010 alone would cost the carriers over $27 million in additional straight time wages and would raise the average BRS maintenance employee by 10.6%. The compounding effect of the general wage increase with the proposal would add an unjustified roughly $140 million in wage costs to the carriers.

The Carriers further contend that the proposed seniority based wage adjustments constitute a substantial philosophical departure from longstanding compensation schemes in the railroad industry where BRS-represented mechanics are promoted to journeymen status receiving the full wage rate for this craft without any tradition or expectation of any seniority component or practice of different employees receiving different pay based on tenure.

**International Association of Machinists and Aerospace Workers (IAMAW) – Roadway Equipment, Traveling and Lead Mechanic Differential**

The IAMAW seeks a $2.00 per hour increase above the current $0.50 differential for its Roadway Equipment Mechanics who perform service with and are assigned to production gangs. The Organization seeks a $1.00 per hour increase above the current $0.50 differential for Traveling Mechanics and Lead Mechanics when performing non-production gang work (shop, district, normal maintenance, roustabout, etc.).

**Overview of the Positions of the Parties**

The $2.00 per hour increase is justified for Mechanics assigned to production gangs, IAMAW argues, because the current rate has remained unchanged since 1994. Due to inflation
EXHIBIT D
18 - people were interviewed across four railroads, Burlington Northern Santa Fe, CSX, Norfolk Southern, and Union Pacific. Below is a list of the positions the respondents held when interviewed.

Assistant General Supervisor - 1
Electronic Technician - 2
Field Trainer - 1
Project Engineer - 1
Signal Foreman - 2
Signal Inspector - 1
Signal Maintainer - 6
Signal Supervisor - 4

**Take Aways**

1 - Assistant General Supervisor

- Track and Time is not difficult to get, but there are bad days.
- Maintainers are responsible for taking calls.
- Maintainers are younger.
- The overtime is getting better.
- Concerned PTC will contribute to calls/overtime.

2 - Electronic Technician

- 2 - Track and Time is difficult to obtain to perform work.
- 2 - More pay and training for maintenance due to the amount of responsibility.
- 2 - Maintenance territories are too large; the job is stressful and there is not enough time to perform proper maintenance.
- 2 - Can take at least 2 years, 3 to 4 years to fill comfortable in a maintenance position.
- 2 - The Maintainer is responsible for the daily testing and maintenance of the signal system.
- 1 - Discipline is higher in maintenance than construction due to responsibility.
- 1 - More field training for all signal jobs.
- 1 - No one covers the position, but he continues to provide support while on vacation.
- 1 - The Maintainer and ET are responsible for taking calls on the territory.
- 1 - No mentoring program for an ET.
- 1 - Higher technical ability required for the ET position with, training, additional software, and communications equipment.
• 1 - Maintainers are young because of increased responsibility.
• 1 - The Technician has 20 maintainers and 800 miles of track.

1 - Field Trainer

• Not enough field trainers. Railroads need to have to have a robust training department to organize training and implement it in the field.
• Can be a long process to become a good maintainer but depends on the individual.
• More pay and training for maintenance due to the amount of responsibility.
• Construction is not as labor intensive, and maintenance requires a higher technical level.
• More computer-based knowledge required, but the newer generation needs the knowledge of how the equipment works.
• Signalmen are forced to maintenance and do not have proper training to take care of the basics.
• Approximately 50% to 70% of a maintainer’s time is spent testing depending on the territory size, opposed to performing maintenance.

1 - Project Engineer

• Track and Time is difficult to obtain because of train traffic.
• PTC will add responsibility to Signal Maintenance.
• Changing cards requires testing the same as wiring changes.
• New installations are cut-in and the Project engineer is responsible for signing off on the project.
• There is always room for training, and it’s unknown if PTC training will be provided.
• Technology has evolved in maintenance.
• Microprocessor upgrades have been installed since the 90’s.
• Maintainers in the past went to training, but now shadow other maintenance employees.
• Maintainers receive help from adjoining maintainers or supervisors.

2 - Signal Foreman

• 2 - Track and Time is difficult to obtain to perform work.
• 2 - More pay and training for maintenance due to the amount of responsibility.
• 2 - Maintenance territories are too large; the job is stressful and there is not enough time to perform proper maintenance.
• 2 - Takes about 5 years to become a good maintainer.
• 1 - Discipline is higher in maintenance than construction due to responsibility.
• 1 - The Maintainer is responsible for the daily testing and maintenance of the signal system.
• 1 - More field training for all signal jobs.
• 1 - Construction is made up of younger signalmen.
• 1 - The work can be technical with wiring, upgrading equipment and testing.
• 1 - 65% to 70% is labor intensive work.
• 1 - 50% of the work involves using prints.
• 1 - Training is in a large group setting and is not particular to any equipment, so it is difficult to figure out how the equipment functions.
• 1 - Younger signalman do not receive training on wiring equipment.

1 - Signal Inspector
• Track and Time is difficult to obtain.
• Added responsibility due to increased train traffic and additional pressure to keep trains moving on time.
• PTC added more equipment to trouble shoot and more software upgrades.
• More likely to be disciplined in a maintenance position.
• Adjoining inspector covers the job when on vacation or training.
• The responsibility of maintenance deters senior employees.
• It takes a minimum of 2 years in maintenance and there is still a lot to learn.
• The person making the test or repairs to the signal system or to PTC is responsible.
• The FRA can personally hold someone responsible for not properly testing.
• Construction is easier than maintenance.

6 - Signal Maintainer
• 6 - Track and time can be difficult to get due to train traffic.
• 6 - Maintenance has a high level of responsibility and stress.
• 6 - Learn every day no set time. Lifetime at least 2 years plus, at least 5 years, takes between 7 to 10 years, 10 to 15 years to become a good maintainer.
• 6 - Maintainers are responsible for tests and repairs for their territory.
• 5 - Higher chance of discipline due to responsibility and higher liability.
• 5 - Maintainers are responsible for taking calls on their territory.
• 5 - More training.
• 5 - Mentoring in the field and hands on, expos and crossing training.
• 4 - More pay with the amount of responsibility and liability, construction employees can make more money with less responsibility. 4 - PTC will add to the Maintainers work and responsibility.
• 4 - Maintainers often have both relay-logic and Microprocessor systems on their territory.
• 3 - The adjoining maintainer may perform tests or cover calls on the territory if on vacation or training.
• 3 - The FRA can personally hold someone responsible for not properly testing which contributes to the responsibility or pressure of the job.
• 3 - Maintainers must have a good understanding of relay-logic in order to work with solid-state equipment (Microprocessors).
• 3 - 75%, 2-90% of the time is spent testing.
• 3 - No PTC training in the works.
• 2 - Trouble shooting requires more technical ability then testing.
• 2 - Maintainers assist other maintainers with maintenance and testing.
• 2 - Not all Maintainers get help from the adjoining Maintainer.
• 1 - A typical week can be preparing for tests with preventive maintenance, but when track and time is obtained there is only enough time for testing.
• 1 - Relay-logic requires a meter and Microprocessor requires a laptop.
• 1 - Some maintenance positions are like a revolving door with employees coming and going.
• 1 - Higher seniority Signalmen work in construction for more money and less responsibility.
• 1 - The work can be physically demanding by digging up cables or performing switch tests, and the pressure to get the work done is physically demanding.
• 1 - Any change to the signal system requires additional testing and there is added stress when the dispatcher is anxious to get trains running.
• 1 - The ET course only covered the bare minimum to get an FCC license.
• 1 - After attending training, it can be 3 to 4 years before it is used.
• 1 - Even in the yard’s technology has changed from mechanical to more technology in the signal house.
• 1 - Testing a crossing can take a couple of hours.

4 - Signal Supervisor

• 4 - It is required when the maintainer bids the territory to take calls.
• 4 - At least 3 years, 4 or 5 years, to be a good maintainer.
• 3 - Track and time can be difficult to obtain due to experience and train traffic.
• 3 - Maintainers will need more technical expertise when working with PTC.
• 3 - Maintainer or employee-in-charge or ET is responsible for tests and repairs made to the signal system or PTC.
• 3 - PTC will add additional responsibility to Maintenance employees.
• 2 - When trouble shooting microprocessor-based equipment you must log in with a computer then use the same procedures as you would with relay-logic.
• 2 - Maintainer spends 50% of his time testing.
• 2 - Training is needed on newer equipment.
• 2 - Will need to understand both relay-logic and Microprocessors.
• 1 - When a maintainer is out on vacation, they complete the tests before leaving, or the adjoining maintainer must perform the required testing.
• 1 - Construction is easier the money is better, and the responsibility is less.
• 1 - Construction performs technical work when they log in to the microprocessor, perform testing, and cut-in the work.
• 1 - It can take up to 2 years to teach a maintainer to comfortably perform tests.
• 1 - Maintainers use electronic record keeping.
• 1 - Additional testing is required when changing out a card with a microprocessor.
• 1 Management tries to make sure Maintenance personal understand the FRA can hold them personally responsible for testing.
• 1 - There are a lot more electronics, the user interface takes time to get used to, now readings are taken on the equipment rather than using external equipment.
• 1 - Unknown if there are plans for PTC training.
• 1 - Technology evolved in maintenance.
• 1 - Pay would help make maintenance more appealing to experienced signalmen.
• 1 - Technology has made the work more intimidating.
EXHIBIT E
The Brotherhood of Railroad Signalmen surveyed the membership regarding the effects of PSR related to their on-the-job duties.
Has PSR and alike operating models affected your workload?
Describe how PSR and alike operating models impact your ability to perform required testing and maintenance.

“Too much of a workload from all the open jobs. You’re having to fill in on territories that you normally wouldn’t have to. You have very little time for required maintenance and handling trouble calls on other territories.”

“NS has furloughed and bought out many employees. They have treated people terribly causing many more to quit. That has left the ones of us that remain to try and perform the remaining work. We have went from a department that performed preventive maintenance to a department that barely is able to get the tests complete on time. They have also reduced stock material. Causing us to have to try and use recycled and patch up equipment instead of getting the right part/tool for the job which has created repeat trouble calls.”

“The Carrier has added more testing to my workload. There was already not enough time in the day to get done what needed to be done as far as FRA testing. The Carrier has even put time limits on testing, though they wont admit that. Several maintenance people are given 30 minutes to complete a monthly crossing test. It takes that long just to review all the paperwork. This has added stress and causes an unsafe work environment. Coming to work daily with the fear of being fired is not a safe way to work.”

“PSR has made a huge impact on the testing schedule based on a number of variables. We have lost manpower and maintenance sections due to cut backs which in turn requires employees to perform work outside their scope of work making it harder to maintain their sections and upkeep them to an acceptable standard.”

“Through the reduction of forces caused by the PSR model, it requires more employees to do more with less. In 2020 on the subdivision that I work on, it had a staff of fourteen signal maintenance employees. Seven maintenance employee positions were eliminated throughout 2020. This has really affected the coverage for trouble calls due to hours-of-service limitations. Now an employee is more likely to be outlawed during their regular shift and not available to perform the maintenance required to prevent the trouble calls in the first place. It also burns the employees out by having to handle the current workload, which could lead to unsafe conditions and/or injuries due to fatigue.”

“More work with less people. Supervisors are more worried about getting FRA testing done 100% on time, which leads to people taking shortcuts to get tests done to avoid retribution or added scrutiny from supervisors.”
Has your territory been expanded?

- Yes: 57%
- No: 43%
“Maintainer territories have been expanded which increased the length (miles) and amount of testable assets. This allowed CSX to cut positions because of the expanded territories. This also happened to Inspectors and Technicians position as well. Their territories are to the point it takes 3 1/2 hours to traverse their territory. This limits their ability to perform work with having to drive so much on the clock. It is very inefficient for us frontline workers.”

“In my area we had 8 maintainers for 202 miles of rural track with only one major metropolitan area. Now we have about 225 miles and only 6 maintainers. Before each territory was roughly 30 crossings and 12-15 power switches, on average. Now every maintainer has more than 40 crossings and the 12-15 power switches. We must perform at least 4 FRA test every work day to keep up. I am pressured to "test ahead" if I want to take vacation because we have no relief positions then when I get back the next month if I did test ahead I have so many tests at once that I can not possibly complete them on time.”

“Technically, I still have the same territory. However, they did cut our 2 man gang off that helped with tests, trouble calls, switch installs, etc. They expanded my workload without expanding my territory.”

“As a signal maintainer my territory was covered by myself and the local maintenance signal team. With PSR it has eliminated the maintenance team so now when other maintainers have issues requiring assistance I’m expected to leave my assigned territory to assist with that job task as well as cover his territory while he’s on vacation”
Is on-track protection easily obtainable.

- Yes: 62%
- No: 38%
Issues with obtaining positive on track safety.

“Lining trains out over sixty miles away makes it harder to obtain exclusive track authority to perform tasks that take a minimum of one hour, fifteen minutes of track n time doesn't cut it when you got to fill out the track-authority form, initiate over-limits double, track n time verification form and up-date your job briefing book with the track n time limits.”

“The trains are longer and are becoming more frequent. The sidings are still not long enough to house most trains so the main is always occupied.”

“Always have trains back to back and dispatchers are refusing to give time because they're being told they have to keep a schedule and not stop trains”

“Trains still run frequently through the area. Most are very long. The dispatchers do not like to let people out for fear of slowing down trains. There are also many days that tests don't get completed because there are trains that do not have crew members aboard that are tied down for days while waiting on new crew members to get on them.”

“It is very difficult to get time to do just a monthly switch test. As I fill this out, I have very literally been trying to do my 2yr. locking tests for 3 1/2 weeks and have yet to get one route done.”

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Describe any safety incidents that are related to the implementation of PSR and alike operating models.

“With longer territories and less man power we are required to do more work alone. Whether it is heavy lifting, working on busy crossings, hurrying to accomplish tasks in our small Windows leave a lot of opportunity for things to get forgotten.”

“People are exhausted from working all the time. Crossings are left blocked for days at a time because there are no crew members to move the trains and the trains are so long they only fit a few places. There have been a bunch of incidents where people are not mentally sharp, or prepared to do the work needed done because of all the confusion of running all over the place all the time and lack of material.”

“An increase in train length has resulted in numerous calls from the public about blocked crossings. Trains are blocking crossings much longer than the State and Federal guidelines and restrictions. The general public and Local Law Enforcement contacts the crossing safety hotline to report these issues in an ever increasing number. They utilize the option to report an issue or failure with a crossing knowing they’ll be able to speak to a live person rather than leave a voicemail on a different call in option.”

“Crossing stay blocked because sidings are not long enough to fit the longer trains. For example in Leggett Tx on the UPRR Lufkin sub. A train blocked the crossing for over a hour causing an ambulance to not make it for a small child in time. Resulting in the child passing just a few months ago.”

“Due to fatigue, we have experienced a rash of injuries, track time violations and ill-qualified personnel in some positions without the proper training.”
Additional impacts PSR and alike models have presented.

“Public sentiment with longer trains has made it hard to spend time at crossings that are always being blocked for hours. School busses and other public safety departments are always being delayed. Reducing work force has required employees to cover larger distances and travel farther leaving everyone exhausted. Also, with less employees around our time to arrive in trouble calls has greatly increased. Leaving crossings down longer and teaching the public to go around down gates. With the crossings that are repeatedly down the public doesn’t even look for a train when gates are down.”

“The moral is awful!! Everyone is on the edge of their seat waiting to see when/how their position is going away. I've never seen so many people leave the railroad! Managers tell is things are getting better, but we have definitely not see any positive changes in the field. Also, claims and grievances have been at an all time high to do the lack of appreciation for those remaining employees.”

“PSR requires the field personal to do more with less. In my sixteen years on the railroad, I observed safety go from the number one priority to the last priority. When I joined my freight railroad sixteen years ago, we use to aggressively compete for the E. H. Harriman Award, which was awarded to the safest railroad every year. Now safety is an afterthought. I must argue with management over proper testing and inspecting constantly because I understand the consequences of unsafe practices, taking short cuts and the dangers they present. Management looks at everything from a dollar sign perspective. In my honest opinion if it wasn’t for positive train control being implemented the rail industry would suffer many catastrophic incidents due to unsafe practices, lack of spending on maintaining its infrastructure, lack of training, and employee fatigue caused by PSR. It has become a safety net which companies now rely on so they can squeeze profitability out of their operations.”

“We are frequently asked to break FRA hours of service laws. Low level management always breaks it because they do not record it. It is not their fault because we have a workload higher than our manpower allotted by PSR.”

“Our jobs are to protect the public and to assist with the operation of trains safely. We are constantly highly pressured to do more and more with less and less and to split hairs on if it is safe or not. Everyone works at full max everyday every week. Guys are exhausted. Guys are getting burned out. This will lead to short cuts taken, errors made from just being tired. PSR is just one unlucky incident away from a major disaster. We aren't maintainers anymore we are just testers and liability holders for the railroad to push the blame off on when this disaster happens. I believe it will be worse than the crash that caused the emergence of PTC. I see the same thing being done to the other crafts.”
BNSF membership numbers 2016-2021
CSX Transportation membership numbers 2016-2021
Norfolk Southern membership numbers 2016-2021
Union Pacific membership numbers 2016-2021
Has your responsibility increased in your daily/monthly/duties?

- Yes: 91%
- No: 9%
Do you have any comments regarding the changes in your level of responsibility as a Signalman?

“The expansion of assets and responsibilities is not without cost. The workload is totally unreasonable and applies constant pressure to take potentially unsafe shortcuts. It is only due to the strong resolve of our brothers and sisters that we do not have major accidents. However, we can only hold out so long. The company policies will drive out those who take ownership of territories and safety.”

“Every year the carrier puts more responsibility on the Signal Craft. The Scope Rule is non-existent. Management constantly asserts that Signal Personnel are responsible for performing the proper test and that more and more managers lack the knowledge of the Signal System. Watching a video and CBT criteria does not make you qualified. Signal Maintenance Personnel performing Signal Construction Work thus eliminating the Scope Rule.”

“The increasing responsibilities have pushed maintainers to become far more technical, increasing their level of knowledge needed and levels of responsibility for assets. While the need for maintenance, repairs, and improvements to locations has, if nothing else increased for each employee. This limits the ability of personnel to collaborate on such work. Increasing the odds of failures, trouble calls, potential for injury, and job stress. If statistics don’t reflect this conclusion, it is wholly due to the extreme efforts of signal personal to go above and beyond.”

“Responsibility as a signalman is very high. We carry the burden for train crew safety as well as every person in the public that drives across a railroad crossing. We are grossly underpaid for that responsibility and burden. If I am found that I didn’t perform a test correctly or a malfunction due to something I did, I can be fined and sued. As a maintainer I have the responsibility of taking trouble calls. It can be a lot at times, and I feel bad when I can’t take a trouble call because of the lack of manpower the carriers have because I feel like I am pushing that burden off on another member I work with every day. It is time that we are properly compensated for the responsibilities of our job, to the public, and to be on call our entire careers. If we don’t see very well-deserved improvement in wages in the next contract these problem will get far worse when myself and many other BRS members start accepting job offers in other careers.”

“It’s no secret that the workload of a Maintainer has doubled for us all. The responsibilities have doubled. The territories were expanded. The manpower was cut to the bare minimum. I have lost complete confidence in the company I work for. Use to I would dream about having a good retirement when the usually crumble. We are spread out to thin, overloaded, and told to suck it up and be glad you have a job.”

“Responsibility as a signalman is very high. We carry the burden for train crew safety as well as every person in the public that drives across a railroad crossing. We are grossly underpaid for that responsibility and burden. If I am found that I didn’t perform a test correctly or a malfunction due to something I did, I can be fined and sued. As a maintainer I have the responsibility of taking trouble calls. It can be a lot at times, and I feel bad when I can’t take a trouble call because of the lack of manpower the carriers have because I feel like I am pushing that burden off on another member I work with every day. It is time that we are properly compensated for the responsibilities of our job, to the public, and to be on call our entire careers. If we don’t see very well-deserved improvement in wages in the next contract these problem will get far worse when myself and many other BRS members start accepting job offers in other careers.”
Has your daily/weekly/monthly workload increased in the last 15 years?

- Yes: 86%
- No: 14%
How does your current level of responsibility differ from when you began working?

“I’m covering multiple areas because the work is to much no one will take the job”

“We used to have more manpower in the past. Since over the last few years we had to get used to doing more with less. It got so bad we have had vacant positions for over 1 year. I as a signal inspector not only had to do my job, but two open positions as well. To show how much it’s changed what used to be covered by three people is now covered by one. I cover half the state of Florida”

“Again with the extra projects and “DO MORE WITH LESS” attitude the BNSF care more about profits than employees. Example: we did a switch panel install in July in the Mohave desert 120 temp. Because the division engineer had put off FRA defects all year long. I for one suffered heat exhaustion .. profit over safety and workload over compensation i.e. the project could have been done at night or earlier in the year.”

“I was a maintainer but now I’m an electronic tech. Still in the same department. When I was maintainer I was constantly bounced around, working non stop in DC with no lunch. I was threatened to have job abolished if I did not start working more overtime. So I took the first tech job available and lucked out. People are leaving DC because there’s no incentive to stay there. The supervisor and inspector are good people but are struggling to keep it together in DC”

“I now have 169 miles of territory when I began on this job I had 65 miles”

“I cover 202.8 miles of territory and now I’ll have an additional 200 miles of territory”
Has your daily/weekly/monthly/workload increased in the last 5 years?

- Yes: 91%
- No: 9%
Has your territory and/or work group territory expanded in the last 5 years?

- Yes: 38%
- No: 62%
How has your workload increased due to an expanded territory?

“I went from around 38 locations to 74 locations. They cut off 2 adjoining maintainer jobs to my territory. And more equipment added on my hold call territory. Short staffed for such a busy area.”

“I was given the added responsibilities of Signal Inspector as well as an Electronic Technician”

“There are so many daily FRA test responsibilities, there is little time left for preventative territory maintenance.”

“Responsible for jumpers when crossings are taken out across 100 miles of territory. Territory used to have two inspectors.”

“I definitely don’t get to spend the quality time at locations I used to. I definitely don’t get to be as thorough and detailed as this safety sensitive position deserves”
Newer technology been installed in your area in the last 5 years?

- Yes: 89%
- No: 11%
How do your responsibilities differ with the new technology?

“With the new tech, we are at the mercy of our Electronic Tech’s, since none of us have been provided laptops, or training on how to deal with or even troubleshoot the ECS modules. If they aren’t available, the trouble just sits if it is a trouble call for example.”

“Same testing routine as before, but now adds the increased tasks of updating and maintaining and testing more complex (and sensitive) electronic equipment. This includes newer and more equipment for signals and crossings PLUS two complete PTC systems (I-ETMS and ITCS).”

“It is both aggravating and stressful. A lot of the new technology we are getting we know nothing about. We are expected to “learn on the fly” which is very unsafe especially in the setting we have.”

“Again, I have a safety position but I can tell you the work load is intense and physically and mentally”

“As part of a construction team I am responsible for the installation of new technology. We often are give new equipment to install with no training as to the proper function and expected sort it out on our own. A major downside to this is we are often asked by the local maintenance forces to explain/teach how to properly test/inspect such equipment. We have very little info to offer.”

“I am expected to be a computer programmer as well as a signal maintainer, truck driver, backhoe operator, ditch digger, electronic specialist, and electrician”
Adequate training on the new technology in your area?

- Yes: 79%
- No: 21%
Concerned about the level of training?

81% Yes
19% No
Responses by Railroad

- BNSF: 36%
- CSX: 28%
- NS: 14%
- UP: 22%
Responses by years in current position

- 3 or less: 15%
- 4 to 10: 31%
- 11 to 15: 45%
- 16+ years: 9%
Responses by years of service

- 5 or less: 11%
- 6 to 10: 4%
- 11 to 15: 26%
- 16 to 25: 31%
- 26+: 28%
EXHIBIT F
How does your current level of responsibility differ from when you began working?

More administrative work. Doing more work that was previously assigned to specialist work. Also with lack of construction gangs we are doing more upgrades

When I began I worked on my division now you work your division one month another division the next and so on. Maintenance has had equipment installed damn near every year little by little so it looks like it was only a few things, but it’s been going on for years, so it has added up to a heavier workload.

Our Electronic Technician retired and his position was left vacant even though we have several guys who have taken and passed the ET course. All the work he used to do is now the responsibility of maintainers and inspectors. We need peanut maintenance gangs to assist some of the more extensive maintenance duties. Signal instructions and test procedures are constantly adding more requirements.

Seems like I'm on a local construction gang instead of a maintainer. Less help all the time. Less personal time. Yet still expect us to be on call constantly.

Due to micromanaging, we are being required now to fill out unnecessary forms daily detailing exactly what work we did, this is actually new as of two weeks ago. Beyond that, we are no longer permitted overtime for regular testing, so if a trouble call, project, or any other thing comes up, and we are expected to rush around and get things done, sometimes bouncing between testing and supporting the track department, etc. This also requires moving testing up constantly, so instead of a 26, 28, or 30 day schedule, the testing is now just constant shifting, so that we end up testing the same locations sometimes 14 or 15 times a year for monthly testing.

Higher expectations with more tedious requirements

I do slight mow work now with tech work on top of my regular duties.

More responsibility after maintainer position cut.

Territory expanded by 3 CP's and 30 miles of track

Substantially, it seems every few weeks there are “extra” duties put out from management.

I think it’s a cumulative between, vehicle inspections, job briefings (ORM), note taking for potential questions in regards to trouble tickets, OOS tests on crossing tickets, pictures on all trouble tickets.

I’m covering multiple areas because the work is too much no one will take the jobs.

I now do both Tech and Inspector testing

Twice the assets to maintain

PTC, 2 power switches, 7 hand throw switches and a remote house, out of 37 crossings 8 had gates when I started, now 28 have gates

Seems like every week there is something extra we need to do or go check. Then being on call all the time with no incentives.

Equipment is much more technical

More complicated network devices, device quantity has tripled, device complexity and maintenance requirements has increased

I was a TC room maintainer in 2005. With upgrades my job was eliminated and my territory changed to a main line maintainer which included two branch lines.

More restrictive rules, more paperwork, more electronics tracking our every move

Covering vacant jobs often.
We used to have more manpower in the past. Since over the last few years we had to get used to doing more with less. It got so bad we have had vacant positions for over 1 year. I as a signal inspector not only had to do my job, but two open positions as well. To show how much it’s changed, what used to be covered by three people is now covered by one. I cover half the state of Florida.

There are far less people, to do far more work.

ALOT more paperwork ALOT more testing ALOT more territory

Been covering 90 miles due to them not hiring a replacement for a retiree. Took over a year to start the hiring process

When I started it was very easy to get help doing things that required extra people now the supervisors want everything done with just one person no matter what it is

I am in c&s I began the maintainer program last year so I’m taking on more duties as I get closer to becoming a maintainer.

A lot less jobs increased test counts that are required to be completed in the same amount of time

I was a yard ESS downgraded to ES during consolidation agreement (no pay change), and now downgraded to a Signal ET. However, during that time, my responsibility has steadily increased as my pay went down. My career started maintaining and tuning the hump computer system where in essence I was an insurance policy. As long as the system was running I never heard or was asked to do anything. We were as busy as we wanted to be. Most people at CSX didn’t even know we existed. As the years came and went managers changed. A major change was when Hunter Harrison and PSR came to CSX. That ushered in new managers for me who had zero knowledge of my job or responsibility, more reports that were never looked at or acted upon and had no relevence to my job or responsibility that only served transportation demands, and that brings me to this job where I escaped that stupidity only to take on a more varied work day but with a more black and white way of doing tasks.

Again with the extra projects and "DO MORE WITH LESS" attitude the BNSF care more about profits than employees. Example: we did a switch panel install in july in the mohave desert 120 temp. Because the divisiin engine had put off FRA defects all year long. I for one suffered heat exhaustion .. profit over safety and workload over compensation i.e. the project could have been done at night or earlier in the year.

Just in my current position, over 50 F-4 retarders have been added to my maintenance responsibilities.

Doing other crafts work

Wiring, Testing and quality control vs wiring

More workload per person due to shortage of people.

Test frequency of older equipment has been changed and new equipment is constantly being added.

My territory is twice as what it was. 2 adjoining maintainer jobs cutoff.

More testing that requires forms to be filled out and signed

I was hired as a helper, just do as your told. These days I am responsible for getting jobs done and doing testing, so much more responsibility.

Larger territory, new technology, less help

The technical knowledge and requirements have increased the level of responsibility exponentially.
I was able to complete testing and do maintenance on worn equipment, now it's a struggle to get the required testing done properly in the allotted time.

More assets, certifications, and total workload

I test crossings, switches and other wayside equipment. Taking responsibility for the public's welfare

More equipment due to PTC

Yes there is much more work involved with higher demand in technological knowledge

Taking care of 2 territories

Management has added many tasks and responsibilities to our everyday schedule compared to when I first started this position. These added tasks take time from an already busy schedule.

Much more computer work

less people so workload has increased.

No average 40 hours or per half up from 16. Now have 22 xings most double look in heavy urban traffic environment up from 15 xings.

More tasks added and more skills needed

Additional tasks placed on the maintainer outside of signal testing.

Highly stressful with twice the workload / responsibilities and the same pay

3 men covering 5 territories

Responsibility has increased due to new employees who don’t have experience

Lack of people working here or that want to come work here and they have cut a bunch of positions in 2019. That means more work for everyone else

Ptc enforcement, networking troubleshooting of wayside equipment, communications workload of using site analyzer for ptc antennas and gps cell antennas. Understanding networking basics to connect and troubleshoot wayside equipment. Increased and combination of divisions. Supervision who has no clue what they are doing support.

It has increased significantly.

Increasingly more communications and IP based equipment

Added responsibility like training, job planning, technical support for rest of crew

Added a signaled siding, 5 electric locks, and a crossing. Not to mention on the montana division maintainers along with local inspectors and techs install all switches and some crossings.

Constant changes to testing procedures and no real black and white written record of what they want. It feels like they prefer to leave things confusing/unclear just to have any excuse to discipline me later for not filling said unclear instructions to their always changing expectations.

I have more assets now to test and when I started I was able to plan and schedule maintenance on my territory. Now it’s impossible to do the proper maintenance required without falling behind on test schedule.

Territory size has increased and as a result, number of FRA inspections has increased. In addition, Positive Train Control has been implemented and I have the responsibility of maintaining the equipment along with any trouble that may arise. Service bulletins from manufacturers, upgrades on equipment among numerous other little things. All of which has limited the help that a maintainer could potentially receive if their brothers and sisters are too busy themselves. The track department constantly needing assistance from signal maintainers.
The supervisors and foremans expect us to do 3 times the amount of work in half the time because they have 5 year deadlines that must be completed in 2 weeks.
Lacking manpower so covering more than one territory a lot of times
They have added assets to my territory
The responsibility of what was two separate positions now comprises one position. The workload of the original position has increased at the same time the other positions responsibility was added.
Having to cover a lot more open positions and their work, along with doing my owe.
Add more assets while having to do everything else as before plus the new. For example 5 upgraded crossings now w exit gates and radars
More responsibilities. More stress. Feel pressured to be constantly thinking about work.
I have more assets/territory. More testing requirements. We no longer have signal technicians, which assisted in testing and helping maintain Defect Detector reliability.
Asset count has over doubled since 2012(30 crossing warning systems in 2012, 39 crossing warning systems and 32 dark territory PTC switches currently).
Higher unit counts. More software upgrades, More equipment, more signals/repeaters. Higher test counts.
We get allot more extra things to check or verify placed upon us from upper management, with short completion times
I am Covering as Forman for guys on a different zone trying to communicate and provide parts and tools but being on a different zone it’s difficult. Working with my maintainers is harder as they all need more assistance due to having larger territories and dealing with more and longer trains. Construction is short handed and so capital projects such as rail gangs and stuff are falling to me and my maintainers, who are already short handed and over worked, to cover over weekends and stay late to get the signals up and working safely. This should be covered by capital support gangs. With the layoffs and being short handed on construction there are maintainer jobs not being filled and who is coming in have no interest or ever had any in maintaining but are being forced into it so I’m training guys to do a job they want.
Maintainers jobs have been cut and their territories have been divided among the rest of the group increasing work loads for everyone
More/Newer equipment gets installed and we receive no training on it besides what we are told on cut over day and are expected to be able to fix it
No relief maintainers. Now they want you to double up on your tests so none are due while you are on vacation. Takes months to get back on schedule.
We have fewer employees from when I started this position. Having that problem, the work load increases on individual employee to make up for the the low staffing issue.
Scheduled testing and not enough time for maintenance
We don’t have enough employees to do the work we have been given
There are a lot less signal employees with the same amount or more work that needs done so everyone is required to do more with less
NS abolished all of the field Electronic Leaders on the Pittsburgh division 2.5 years ago. The ET was responsible for maintaining the HBD's/HWD's/ DED's/ AEI's. I have 8 detector sites on my territory. NS also installed 7 radio control switches on my section, also added a crossing. NS also eliminated a DATS/Test maintainer from every supervisors territory in Pittsburgh.
After PTC I went from ABS to CTC which added a double crossover and over engineered crossings.

<table>
<thead>
<tr>
<th>Personally accountable for FRA/UPRR mandated tests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Now a Forman, signal construction, more responsibility added regularly, higher expectations from management for capable foreman</td>
</tr>
<tr>
<td>We used to have inspectors for cms, building locations, building tests, etc. Now they expect us to do it. Even though we have no idea how to do it, cause we haven’t had to since raildocs, now we are just being thrown into it.</td>
</tr>
<tr>
<td>More tests. Opening and closing tickets. Less help when needed.</td>
</tr>
<tr>
<td>Being asked to fill in open jobs handle all signal/software issues and keep electronic records in order</td>
</tr>
<tr>
<td>Began as an assistant. My responsibility was a shovel. Now I manage several projects at one time</td>
</tr>
<tr>
<td>They expect us all to be technicians now and add more and more all the time</td>
</tr>
<tr>
<td>They eliminated My foreman and my relief maintainer. They also made the electronic tech signal inspector territory much larger. These cuts have made it impossible to perform all of the duties required of me. When I asked management for help they told me there was no help available.</td>
</tr>
<tr>
<td>More work load from paper work to testing and trying to get the same amount of work done with less workers</td>
</tr>
<tr>
<td>Seems like more is being put on us Maintainers. Like we are construction as well and then with the sections and surfacing gangs and trouble calls- coupled with increased rail traffic- it’s hard to get/find time to do all sometimes.</td>
</tr>
<tr>
<td>I have an unmanageable amount of assets that I am personally responsible for.</td>
</tr>
<tr>
<td>My primary focus use to be long term testing and software upgrades. After relief signal maintainers were eliminated I have been added to help signal maintainers with projects they can not complete on their own that the relief person use to help out with. I have to also assist the signal manager with “focused assessments” on locations looking for problems. The foreman is overwhelmed with doing the testing of maintainers when they are off because there is not a relief maintainer so I have to assist him with keeping up with material and assisting maintainers with jobs the foreman would normally assist with. New gated crossings are being installed were crossbuck crossing use to be. We also now have to close and maintain our own tickets instead of using SOC.</td>
</tr>
<tr>
<td>I am tasked with performing significantly more duties and performing significantly more tests. I am also expected to learn the new equipment faster because I’m the one installing and testing new systems.</td>
</tr>
<tr>
<td>Gangs are smaller more load on everyone plus CDL driver lots of responsibility.</td>
</tr>
<tr>
<td>More assets, more tests and doing more of what used to be signal technician work.</td>
</tr>
<tr>
<td>Now responsible for more and different equipment and had no further training.</td>
</tr>
<tr>
<td>Less people = more work per person = more prone to injury = more stress</td>
</tr>
<tr>
<td>I do all ordering, inventory, receiving for materials for Managers entire territory plus occasionally order materials for other outside locations. I also repair/ rebuild spare parts for gates and switches for entire territory</td>
</tr>
<tr>
<td>Tests used to be the main focus of our daylight maintainers now they are thrown all over the property to complete obscure tasks and tests get pushed to the side. When tests become close</td>
</tr>
</tbody>
</table>
to overdue or even overdue the maintainers are then asked to stay over or come in on an off
day to get the tests done.

Territory has been added. I bid off 2 jobs because of this. And am back on one that was
extended but back on it due to close to home.

The biggest responsibility increase in 6 months has been driving company vehicles.

1st 3 years of service, I was not responsible for FRA testing.

Way more tracks to cover, helping mow because they are short handed helping coms

Well for maintainers, they instilled more tests that does not cover us under our contract for
examples backup generators

I am required to put myme on required monthly testing, with very minimal training or even
explanation. "Here are TP’s and SI read those and you can figure it out." We are watched and
ruled to death, just so the company can protect themselves. They give ridiculous training and
make us sign it so they can say, see he did they training he is fully qualified. As an assistant
you aren't required to do anything but shovel so my responsibility has increase 100 fold.

I have more work than I do hours in a day

supervision excepts the same amount of work to be done with less help.

Larger territory. More assets. Cut jobs and extended territories. No time for maintenance. Only
FRA testing

One Maintainer job cut off on subdivision in 2017. Increased asset count.

More Responsibility, More computer work.

Since going to electronic tests on everything it seems everything got more frequent and more
tests being done

Increased maintenance measures, harder to get the equipment needed to do our job, expanded
work territory and overall responsibilities.

Along with being a signal maintainer, I’m also required to be a communication technician and
a signal inspector now

Work load has increased due to inspections increased from cutting jobs and extending
territories.

Used to be 4 other BRS positions, be that maintainer, a test maintainer or inspector that those
jobs have been abolished and duties reassigned to other force numbers. Just in my small 70
mile area.

By leaps and bounds. More paperwork more technical responsibilities. More training and cross
craft rule responsibilities

I no longer work on a gang so the decisions to work safe and efficient are solely on me.

We have acquired more technology and assets

Originally I only worked within roughly 3.5 hours from home. I now have had to travel as far
as 13.5 from home due to workforce reduction. All travelling done on my own time without
compensation and considered as "Off duty" when reporting for hours of service. As our
manpower has dwindle do to cut backs we've been expected to produce at higher levels with
the company at one point in time even implementing quotas for production expectations called
the process management tool, created by the Boston consulting group. We were handed a sheet
daily with quotas on it and made to initial for return to supervision.

More assets, less maintenance money. We don’t improve assets, we just fix, keep it running

Since we no longer have Relief Signal Maintainers I’m sent to do the Signal Maintainers
test’s if they are off for vacation or on the hours of service.
Increased testing due to new locations added to territory.

As Signal Maintainers, we've been asked again and again to increase our technical competency with absolutely zero increase in compensation.

When I started the S&C Maintainer Position I had about 40 testable assets on my territory. With a couple new crossing installs and PTC being rolled out I have about 70 testable assets. Alot less time to do any maintenance.

More rules and regulations. An increased daily work load and expectations that are both scrutinized by incompetent management personal.

I have to cover Track work along with my regular duties

More pressure to get test done added test no overtime allowed

Paperwork is now on the computer and takes as much as 5 to 10 times longer to complete. Added PTC equipment that has to be maintained, more accountability / responsibility on highway grade crossings and MLT baseline cutover records that need checked, corrected, and re-tested.

In the hump yard not much but as a maintainer tremendously more than when i began

I've covered 2 to 3 different positions in any given week

Management splits our team to cover multiple TSC assignments because of lack of people.

Everything is micro managed so we are constantly being told were to go to check this or that instead of having a testing routine. We are responsible for learning how to operate and test new equipment as no manuals come with new equipment.

We have to check electricians heating rods and make sure they are working in the winter and not coming out of the clips in the summer.

Increased testing equals increased responsibility.

We are lacking manpower and are being overworked constantly.

Duties are about the same. Nothing really changed other than crossing amounts increased.

Increased pressure to get inspections complete even when getting called out for trouble calls and being on the HOS.

Way less physical work to do and more with computer. The new equipment, except for the Safetran/Siemens junk has been great to have compared to the old, neglected equipment that we had back then. There has always been a lack of training with new installations that makes it difficult to feel confident working with new technology. There also is nobody to help you like there was before. Many things that were always taken care of be a lead man do not happen any more because so many jobs were eliminated. Maintenance is greatly lacking due to time constraints. A small mini gang ran by maintenance and not construction would help eliminate many issues and allow maintainers to properly do their day to day tasks. Maintainers many times cannot get problem items done by themselves and so they are not done unless there is multiple trouble calls. Then, everyone comes and usually band aids the issue. We should be better than that.

When i started we had a section to cover, then as foreman’s have their favorites. They start to pawn off their favorites responsibilities on people like myself

I went from an assistant on a construction gang to now testing and inspecting FRA crossings and switches

Larger territories. Fewer positions on our district resulting in less employees available to help. AEI/Dragger locations became maintainers equipment. Etc.
There were not as many Test to complete nor did we have to report on everything we do like inventory surveys for territory realignments.

Same amount of testing responsibility with lower manpower number.

Less, I work in a signal shop.

Job cuts and being short handed has created more work and responsibility for the guys who remain.

Went from 9 Floating Signalman to 4 on my division. The 4 remaining have to try and do the work of 9 men, especially working with production gangs.

Machine operator/ responsible for my crew and machinery.

I'm maintaining, my territory is 200 miles. I have 25 xing, 8 detectors, and 4 switches, 4 snowmelters.

Stress level has increased significantly with an increase in responsibility.

Newer xings and new equipment that we have never been trained on but are expected to understand. More steps to do any jumpering of xings. Also, supervisors are constantly having us cover other territories when our adjoining maintainers are gone for over a week.

When I had my maintainer position the first time now my territory is longer and now more information is asked for on my computer like Signal hq, Timers and WHMS.

Assets have increased almost 700%. I’m an ET on CTC/PTC subdivisions and I cover almost 400 miles. No added jobs.

My work load and territory have increased to where I barely have anytime for actual maintenance. It is all I can do to keep inspections done and handle trouble calls.

More responsibility for less hourly wage when adjusted for inflation.

With there being less people now than before PSR started taking hold in our company, it’s harder to get a second man for testing that requires that such as annual crossing tests and two year/four year locking tests at control points.

Work load has almost double. Less family time. Management has really takin advantage of all employees. Very disrespectful.

Company cut 6 jobs on our team plus added over 100 miles of territory on our team.

More monthly and quarterly inspections and more trouble calls.

I have to verify more software/programing and not just physical components on my territory.

I have more territory due to force reductions. Therefore, more equipment and less time to do maintenance as inspections come first.

I was a maintainer but now I’m an electronic tech. Still in the same department. When I was maintainer I was constantly bounced around, working non stop in DC with no lunch. I was threatened to have job abolished if I did not start working more overtime. So I took the first tech job available and lucked out. People are leaving DC because there’s no incentive to stay there. The supervisor and inspector are good people but are struggling to keep it together in DC.

I am a signal maintainer. We are now told we will do program installations, we currently put in new switches and switch slider components and other signal appliances that used to be crews work. We are told we have to drive the boom truck and install these projects as maintainers. We are told by supervision, you will do whatever I tell you to. We used to have crew and technician help.

Less workers.
The increase in territory/workload has led to a decrease in maintenance that I am able to complete on a daily basis. Used to plug holes in work group covering maintainer work and covering the FRA testing for that position. I'm responsible now for doing things I used to have help doing. On top of that I am doing Tech work & also SOC work because of job cuts & changes in the system. A lot more technical without any training. Being asked to do more, avoid overtime at all costs. Increased work loads, subpar tools and PPE, failure of the company to provide adequate training or materials needed to do my job. Shortage of manpower when we have to maintain following rail and production gangs and expected to still be able to get our testing done with no OT or as little as possible.

More test needing done. We have the exact same amount of maintainers as when I started 22 years ago. Added switches, crossings, other items and more MW but haven't added anyone. Workload has simply went through the roof. Southwest commitment with track circuits changed from within calendar year to within the month of last year. Paperwork is a must. Bonding is a termination threat. Cameras are an added stress. Manpower is means of being forced to Gallup. Hiring is a huge issue because young seniority personnel are being forced to maintain with lacking knowledge. Adjoining maintainers feel responsible for teaching them.

Always demanding more with less people and no increase in pay or benefits. Being on call all the time without a fair wage to cover the responsibility. I could have less responsibility and get paid more in another profession due to the lack of raises and the constant 3 year wait with no contract or raises. Territory is bigger from cuts. More testing and more stress.

I am now responsible for configuration management, managing material, and maintaining vacant positions. There are currently 6 vacant positions in my area. Short handed I have to take care of a lot more stuff. A lot more responsibility as a signal maintainer and being tied to a phone for trouble calls. I now have 169 miles of territory when I began on this job I had 65 miles. Territory/tests required have increased due to adjoining maintainer jobs eliminated. PTC, more Mechanical Detectors, much more paperwork and difficulty for jumpering crossings, less gang support, more service bulletins, countless more restrictive rule changes.

For the past ten months, I have been forced to do maintenance, testing, and take overtime calls on two territories. The carrier has added crossings and detectors to my territory. The carrier has required me to carry a company cellphone to do all of my ticket closings and accept overtime calls on. There is less help therefore daily tasks are more and rushed. Also my territory has increased causing more work.

Increase in the work load being shifted to each individual. Having to complete inspectors workload due to no inspectors on the job. Management takes less responsibility. Much more responsibility. I'm responsible for all of the FRA testing, MOW support and trouble calls on 40 miles of track.
<table>
<thead>
<tr>
<th>Overworked. More assets, more trouble calls, less employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less employees which leaves many open territories and creates more locations that need to be tested and calls covered for, etc. Having management trainees and interns riding with you.</td>
</tr>
<tr>
<td>You responsibility is from start to finish now, you have to figure out everything on your own. For example service max- you need to figure how to enter the tests performed or new equipment entered with out any real training besides maybe 1 class. Same goes for all new equipment installed</td>
</tr>
<tr>
<td>I started as an assistant signalman was not allowed to deactivate crossings, now as a signalman I do several each day.</td>
</tr>
<tr>
<td>They've included generator maintenance with no proper training. Snow Melter Maintenance increased.</td>
</tr>
<tr>
<td>More crossing changes and always a different revision level for a signal about every 2 months</td>
</tr>
<tr>
<td>Ever since the company did away with the mobile inspectors position, the workload has increased significantly.</td>
</tr>
<tr>
<td>Started out as an assistant. Now fully qualified signalman with CDL</td>
</tr>
<tr>
<td>When I started working for the railroad we had enough employees to routinely maintain and test assets. Now we have a malnourished skeleton crew where we can only do FRA testing and we cannot maintain assets as the company wants.</td>
</tr>
<tr>
<td>I am now in charge of maintaining the line truck I drive as well as the equipment I need/use</td>
</tr>
<tr>
<td>Ptc equipment installed requiring testing. Test procedures have increased such as Rail heater/HAB 6mo testing, ptc inspections. Electronic forms of reporting have been challenging. Vehicle inspections have increased do to HLCS and hyrailing. There are many that I have probably forgotten.</td>
</tr>
<tr>
<td>When I began I already had a very large territory with very high test count but I had help from foreman or relief maintainer when needed. Now with no backup I have a hard tom time keeping up with testing and have almost no time for maintenance. Also trying to take vacation with no backup is near impossible.</td>
</tr>
<tr>
<td>We no longer have a signal construction crew, so the maintainers are now handling some of that work, along with it being contracted out.</td>
</tr>
<tr>
<td>I’m a maintenance foreman as well as relief maintainer since they were cut off. I cover for anyone who has to be off because the others are to heavy a work load.</td>
</tr>
<tr>
<td>More testing requirements that change on a monthly basis and we as employees are expected to know every change. Not to mention the safety rules that seem to change daily, in one of five different rule books we are supposed to track.</td>
</tr>
<tr>
<td>I am now responsible for public safety at 32 crossings</td>
</tr>
<tr>
<td>We have no man power to complete daily inspections so everyone is basically covering 2 or 3 jobs.</td>
</tr>
<tr>
<td>Less employees, makes for each person more responsible for production.</td>
</tr>
<tr>
<td>As a maintainer I now have to test the Defect Detectors. Plus doing extra tasks that the technician and/or the test inspector should be doing. IE Meg cables, test insulation, remove more than 2 wires on a switch/crossing/bungalow etc. and be expected to put the equipment back in service without a second look by the inspector.</td>
</tr>
<tr>
<td>More equipment/ many newer types while maintaining the older equipment/ have slowly introduced many responsibilities over the years and continue to do so</td>
</tr>
<tr>
<td>Was a helper to start, now perform tons of testing and maintenance</td>
</tr>
</tbody>
</table>
Stressful, started medication because of the stress. My work load has increased due to territory change and cutting job so it’s has put a load on my shoulders. Working with M&W and having to get inspections on crossing all at the same time. If you don’t answer the calls better be ready for some type of talking to.

More requirements, coordinating time off, other maintainers ask for help.

Additional inspections and maintenance are being required on a weekly basis simply based on a knee-jerk reaction to the possibility of trouble occurring.

As the years have passed I've taken the initiative to become a better signalman to help make the group of guys I work with better as a whole.

Less support from management, less supplies. And just get it done attitude toward field workers

Much more steps to many of the signal test procedure, i.e. grounds testing.

Maintainers are now responsible for more territory, larger test loads without any relief for vacation. I am also required to act as my own foreman because they have eliminated the position in my state under my manager.

Expected to cover more work than in last. The workforce has diminished, yet the projects have continued.

All scanners and detectors, all ptc equipment, all new style electronic equipment, data radios and other equipment.

Multiple positions were combined into fewer, and I have seen added complexity and more responsibility being forced upon fewer workers.

More work same pay. No raise in 4 years.

High speed rail equipment added. EXIT GATE MANAGEMENT SYSEM, itcx, quad gates, fiber battery banks

Expected to complete more work and have it recorded or micromanaged

Fewer men meaning more workload. I have also been forced into maintenance multiple times to cover open positions

Assistant signalman to signalman being thrown into maintaining.

A lot more paperwork, and seems no matter how by the rules you are if you look close enough there rules that’s contradicted by another rule

The increase in paperwork responsibility is one of the biggest increases as a signalman. As well as the company setting very challenging time constraints on project installations.


There are a lot more rules to follow with crossings. Filling out tickets to disable. Not that it’s a bad thing but makes everything take longer.

Less employees to complete duties

I shoveled. Now I place crossings and control points into service.

Now performing the duties of 2 positions, Signal Inspector and Electronics Technician. The size of my territory I am responsible for is has more than doubled. And with the recent reduction in force, I no longer get assistance with some testing that used to be considered "a 2 man job" (IE megging cables).

I'm expected to take a leadership and/or training role if my foreman or manager is gone.
When I first started, Signal Inspectors and Electronic Technicians were the go to men to fix, replace, and verify proper operation of the signal equipment. CSX has pushed to have signal maintainers to make all repairs without the help of highly trained and qualified positions. At the same time, inform us that everything we do is important and no errors can occur. The moto More with less has been the catch phase. The additional help to complete a task has disappeared. CSX has barely provided any training on the newer equipment but scold Maintainers if they can not repair the equipment.

<table>
<thead>
<tr>
<th>Larger territory, more testing, more paperwork (computer input) timed tests, higher rail capacity, longer wait time for track n time. shorter response time expectations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>They have increased the number of test we perform by taking test that inspectors did and giving them to signal maintainers.</td>
</tr>
<tr>
<td>More specialized, insufficient training, much greater workload. &quot;Do more with less.&quot; A trait for PRS.</td>
</tr>
<tr>
<td>More tech type work such as SATS, downloads and more in depth troubleshooting expectations.</td>
</tr>
<tr>
<td>Lots more testing. More miles of track more equipment to test less employees. More demanding and more stress.</td>
</tr>
<tr>
<td>A lot more responsibility. I’m reliable for several xings and switches that have to be working correctly</td>
</tr>
<tr>
<td>More rules=more stress and more pressure to not screw up. Management hiding in the weeds. Heavier work load, and noone to fill open jobs putting even more work on everyone else to cover the open jobs. Guys have gone almost a month without a day off.</td>
</tr>
<tr>
<td>Less time to get more done, less time to learn new equipment</td>
</tr>
<tr>
<td>More software responsibility more assets</td>
</tr>
<tr>
<td>More monthly tests due to 1 man off for injuries for over a year. Then short another man according to the AREMA count.</td>
</tr>
<tr>
<td>Stress levels are higher for fear of getting pulled out of service over simple things like not checking a box on paperwork….</td>
</tr>
<tr>
<td>More paperwork,liability</td>
</tr>
<tr>
<td>Rushed maintenance. No time for up keep or repairs. Just don't take long.</td>
</tr>
<tr>
<td>Administrative duties and testing requirements have increased dramatically</td>
</tr>
<tr>
<td>New tech has required additional training. Expansion has led to increased asset/testing. Supervision has been pushing doing work outside my bid position and even craft at times. PTC implementations. The list goes on.</td>
</tr>
<tr>
<td>Due to extended territories and job cuts while my territory is the same trouble calls and handling issues requires that we cover larger areas.</td>
</tr>
<tr>
<td>Being an assistant you are asked to do the work and help where needed as you learn the daily tasks as a signalman. Now as a foreman, task have changed to teaching, constructing, payroll, delegating work, on top of testing for newly constructed sites</td>
</tr>
<tr>
<td>There's no extra help. You have to do it yourself or get help from your adjoining maintainer or just ignore it</td>
</tr>
<tr>
<td>We gained PTC added on to the added stress of the company extending territories and cutting jobs. (Not to mention the pay not that you care about that) but it would be nice if we could get a raise and not worry about looking for a second job.</td>
</tr>
</tbody>
</table>
My regular workload has increased dramatically as a signal maintainer. Plus, I am doing many tests that were used to be considered a signal tech duties.

Keep adding new non FRA tests and shortage of employees

I am a signal inspector and started as a helper

I was a helper now a maintainer. But even as a maintainer when I began to now it seems we have more responsibility.

Much more technology. More rules. RR asking to learn/perform other craft’s tasks

More knowledge based work load, more testing, and more travel.

No help, we have no relief maintainers or maintenance teams to help with bigger tasks. We’re tasked with doing our tests, dealing with MOW, doing tests on vacant jobs. It’s become expected of us, especially since PSR came to be...

I have had equipment added to my section adding tests and maintenance. We are installing new equipment and doing more work, while still being responsible for are normal duties.

Increased number of test to complete on all equipment. Increased data entry.

More crossings, more miles of pole line, more signal locations

As you get further in years of service, your expectations increase. Pending if a manager makes a rule or adds to it your workload can increase based off of that.

My position as a signal inspector/tester was abolished. I only had 2 choices. More than double my testing on the only main line left. Or take the yard inspectors position.

 Mostly administration work and sing what used to be the electronic leaders job

More required coverage due to open jobs.

More assets to take care, thus more responsibility. Also public safety.

Addition of PTC network and doubling of in-service radios to support. PTC qualification necessary for position.

More computers and more gang coverage

It has increased significantly

None of the Supervisors will take any responsibility for anything. The answer is always refer to the manual

With new technology coming out so fast it’s hard to get the training needed for installing new equipment. Also with PTC, and MALT testing it is a lot different testing wise, it requires more training and skill level.

Addition of PTC network and doubling of in-service radios to support. PTC qualification necessary for position.

More computers and more gang coverage

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With new technology coming out so fast it’s hard to get the training needed for installing new equipment. Also with PTC, and MALT testing it is a lot different testing wise, it requires more training and skill level.

I have a lot more testing to do, both FRA and company required.

More testing due to technological advances. There is also a lot more Data entry of the tests

Many new GI tests have been created ranging from 30 day, 90 day, 180 day and 360 day intervals since I have started. Territory limits have not changed in this time. Former crossbuck only crossings have been upgraded to gate/light protected systems, existing xing and signal systems have been upgraded with newer more complicated designs requiring more testing and pieces of equipment to maintain. Track forces have been depleted and more emphasis has been placed on signal maintainers to inspect and report/escalate track conditions that cause signal issues (power switch layouts, poor ballast conditions, IJ’s). I’m a signal maintainer, not a damn track inspector.

Yes. We are required to work extra when your adjoining maintainers takes vacation. Work his/her daily duties and trouble calls.

More test are now in EAM then there used to be. It seems every year they are adding little more to test. Always asked to help (train)other new maintainers. Every time someone shows...
up to audit they are always paired with me and one other individual and we end up correcting them half of the time because they have limited experience.

Held to much tighter standards and higher expectations, but are expected to do so much more with less resources.

I have become more comfortable with maintaining and getting my stuff done I wanted to after two years. Still busy though.

taking care of 2 signal territories because of open jobs the railroad is having trouble filling.

Much more responsibility and demands on my inspections to be per company standards which is fine but they also don’t always allow the time to produce the quality of work for which they demand

I’m a maintenance foreman. The task of my job is to check and teach my maintainers better practices and procedures. With the cut that have been put down and people quitting I find may tasks more as a relief maintainer, that we don’t have either. I feel the spot of open positions and try to teach people how to maintain that have been forced to a position that they don’t want to be in.

We are required to order material, pick up material, seem to be helping all other depts more

More workload, new equipment, adding to testing but we never take anything away. Less time to complete task

Combination of decrease in personnel, with increase in testing responsibility (defect detectors, communication equipment). And work with more complex systems that once we're handled by technicians and inspectors.

Started off as a helper in a construction gang. I’m now a qualified maintainer in charge of an interlocking

Co workers are taking more time off and I cover their tests because there is no vacation relief person

Signal Inspector currently performing additional work normally allocated to Maintainers and crews due to manpower shortages. Includes testing normally assigned to Maintainers, supporting MOW production gangs, and minor construction work.

More pressure time restraints can’t get material they don’t care about you or your home life


More assets to test. More territory to cover. Less help working with TSC.

The more you know and learn the more useful you become in completing tasks without direct supervision.

Responsible for more trackage, testing beyond that which we are trained for as basic signalmen to include 3 year testing on hbd

I'm a signal inspector and am responsible for my usual duties plus construction projects because we have no foreman any longer.

Still only “responsible” for one territory even though we are all helping with open territories.

Larger work loads. Tighter timelines. Many small duties added to what was already a heavy workload.

When I was maintaining, more work was put on the maintainer after the cutting of the relief/lead. We were required to do more of the "special" tasks with the same workload and testing requirements.

It seems like a lot of stuff to know in a quick hurry. There are so many rules and regulations, this job takes a special kind of person to do all task and responsibilities asked to do.
I was a laborer for first couple years. Now I am responsible for complex signal testing and protecting the public at railroad crossing and safe efficient train movements.

Do more with less. So many signalman have quit and walked away that now the remaining have to pull extra weight to complete each task safely and efficiently. Being stretched so thin means it is only a matter of time before people are so over worked and over exerted that injuries go up. The technology is ever changing and we are expected to work and maintain equipment spanning from the 1940’s up to the current day day stuff. We take call day/night/weekend/holidays with fewer people to take call outs.

Since they got rid of relief maintainers I have been covering for and doing maintainers testing regularly.

More assets more responsibility of working with MOW and having to keep up FRA test.

More assets and lack of relief maintainers to assist with daily tasks.

We are now responsible for xing cutovers. This was the responsibility of the exempt employees. I have cut over 30 xings in the last 4 years as a maintenance tech.

More equipment and tests. Specifically for detectors (hot wheel, draggers, and high car detectors)

More testing with less people and lack of trucks that are not junk.

Larger territory no materials Rob from Peter to pay Paul I am performing on average 10 percent more monthly switch tests on the same switches due to track conditions and cannot get any track maintenance completed by MOW due to low manpower just had to reinstall and tighten 7 wedges in a switch just to get switch to pass test.

I started in construction on a gang consisting of more than two people. I got bumped and had no other option but to bid into maintenance as an independent maintainer. In construction the responsibility was to essentially just show up. Maintenance has another aspect where the employee can be held personally liable for incidents involving outside parties as well as FRA rules and regulations. A single maintainer now has to take on the added responsibility as opposed to being with a gang where there are more people. I have also taken on the role of the safety coordinator for the group. Planning and implementing training has been solely left up to me.

I went from doing the construction to now we are the experts running the construction. Also responsible for staffing a 24/7 call desk to support all yards on the system.

About four times more workload. We have since taken over all of the Maintenance of Way duties in the last 5 years, and some of the Communications duties. The company has been able to get rid of about 6-8 company employees along with about 17 Union employees. We are doing about four times the work with 30% less manpower.

In charge of keeping up with all test performed in the hump yard. In charge of all material ordering. Keep up with safety notices and updates. Keep up with deliveries and stocking materials. Keep up with paying bills for signals in yard.

I have more responsibility with switch failures, do to management saying they want switches tested 3 times after a failure on separate occasions, and the monthly switch tests have now been escalated to include ground testing.

More responsibility and more accountability.

I went being an assistant to having 48 crossings, two interlockings, 3 defect detectors, and 11 power switches.

I cover more territory, with more tests. With the addition of PTC a lot of more sites and more tests were added again.
More capitol work and night track maintenance takes away from my time to test and makes maintenance almost impossible

Started as a signal inspector and now technician duties are also my job and they are also trying to make us maintenance Forman.

There is new equipment getting put in currently and plans for future equipment getting put in that requires more Maintenance but the man power doesn’t match.

More FRA testing, closing our trouble tickets, facilitating TSC, new software and hardware. New equipment is always being installed. New policies and V procedures to follow

Fورد to bid bump into a position and only available was Signal MTR. Huge liability and responsibility not proportional paid for level of personal liability

Having to always do more with less. They cut headcount and expect twice the work.

More workload with less employees is the new model for CSX. We have some signalman working two territories due to a lack of employees in the Signalman craft and maintainers are doing more tests than maintenance. Signalmen are more fatigued and stressed than ever.

Ptc more software changes required

Increased significantly with new rules, tests, and technology. There's a lot more to maintain now than when I started.

Doing more of the supervisors work lack of material and more responsibility

PTC almost doubled work load, going from code line that communications handled to radio interface that signal department is mostly responsible

I’m performing some of the manager’s duties, foreman’s duties, and covering for maintainers positions that are going unfilled.

More equipment new equipment no training to fix or repair. More computer work trouble shooting with no training.

More communication with other departments that supervision should be doing

More territory, required to help with others testing due to MOW work, vacations etc. since relief maintainers were eliminated

The requirements of any given inspection has gone up 10 fold without any additional labor force added. The BNSF has cut labor force. In the past they would allow us to use crew force, they have taken that option away from us

Increased workload by increasing territory lengths of all job classifications has resulted in me having to help others try to keep up.

I went from having 40 track miles to 67 track miles. I went from having 28 testable assets to 48. I went from having 2 HBDS to having 5. I went from doing 12 30 day tests a year to doing 15. I went from doing 4 90 day tests a year to doing 5 to 6. There is more that is being required of us everyday and there just isn't enough time to do actual basic maintenance that I should be able to do.

No gang support, now following gangs and doing major construction work with no support other than et, inspect, maybe another maintenance person. Doing more of the service bulletins. Management has a new list every other month to check on as well.

Increased territory, no relief maintainers, constant pressure to perform testing, upgrades, m/w support, and adhoc tasks.

More testing required and supporting track gangs when still required to do testing and run service calls
Test count has more than doubled, sub-par equipment and materials for repairs, and ZERO time for preventative maintenance… work vehicle included.

When I began there were 400 people on our roster to handle the workload, and while the workload has increased the roster to handle the workload has been nearly cut in half. 214 currently.

More territory as well as no support for MofW work or assistance when others are on vacation. Need to do the work of multiple maintainers not allowed overtime to complete tests.

Manage approximately 20 people

More Equipment/tests. I gained another CP, another was doubled in size. Added a coal yard to my territory. 6 yard switches added. Installation of PTC.

Greater amount of BNSF testing

All there is time for is testing. Not enough time for testing to fix anything. If you find problems, management is mad and expects you to fix it on straight time and not fall behind in testing. No time for preventative maintenance

Work load/ responsibilities

More work expected with less manpower

Production reporting, Old/non reliable equipment. Constant rule changes. Increase to work load. Poor living conditions leading to inadequate rest.

With more new maintainers, It falls on me to assist with troubleshooting, testing and showing how to properly maintain signal equipment and crossings.

There is more testing required at each location. And more documentation. Unable to let tests go late over the weekend. Required to go to more training. Having less time to do tests. Larger territories and more assets. Unable to let 360 day tests go to 365 yearly. Tests keep moving to winter months because of that. Never any help from the signal crew like we had when there was more people working here.

More crossings, PTC radios & messaging servers. Everything is electronic and software-based.

Personally responsible for the safe operation of crossings and signal system.

Fra testing, adhocs, time on track, psr

Territory Size increased. The equipment we are responsible for today is more technical. FRA responsibility has increased. Precision Railroad Scheduling has become more stressful with the fact if equipment failure stops a train your stopping more trains since they are connected. Quickly has replaced safety in my opinion.

I find myself having to locate parts and documentation about newer technology on my own.

Any problem in the yard I am called and they want to know why, how, and what happened. I go through logs, get video recording together, and write reports.

Now have 123 work orders a month, Up from 98. Not counting more computer entry and Support of MOW activities and Capital Projects.

14 upgraded locations from PMD2 mostly HWS to XP4 NBS, PTC added that increased 90day switch/grounds test to 24 more and 1 new crossing added with remote house and 3 on ICC books to be added soon

Increased substantially with cutting maintainers, extending our territories, adding crossings and control points to our territories, and having us do testing on a 28 day cycle.
Well, I was an assistant with no responsibilities, now I’m the only signalman on the gang with plenty. But, that’s NOT a bad thing. I love responsibility and work, it makes the day go by faster

Required knowledge of signal systems, construction methods, equipment maintenance and operation knowledge have all increased.

As a Maintainer when we go on vacation for a week or more, we have no support in having a relief come in. So what it comes to is adjoiners coming together on 45J or overtime to complete testing and take care of trouble calls. Further straining our own workloads, weekend plans, etc.

Comparing the Signal Inspector job I worked on from the time I started work on this position until last day on that position

More detailed. More accountable and responsible for all testing and maintenance. With little support from company to do maintenance

Not near as much time to take doing a great quality job at maintaining and working on craft and learning

More testing has accumulated over the years that require more climbing/inspecting and memorization. Stricter standards have been adopted over the years that require much more effort on day to day tasks.

Day and night difference. They have trimmed the workforce down to bone. Increased workload and more demanding than I've ever seen!! Overtime has been cut and shorts cuts are being done by them everywhere. Managers even go around trying to sneak in late test.

PTC has added additional training requirements and testing. Signal Maintainers are more exposed to FRA fines compared to any other craft. Covid rules/policies have increased workload by limiting adequate airflow in hotter work environments. Time and pay requirements much more in depth as to data required and applying time spent to AFE’s making employee responsible for budgeting metrics.

I have to do vehicle audits for all the trucks on my crew. Supervisors used to do this.

Increase in the details of inspections, CMS details, annual xing inspection details. Heavier territory assets due to added asset & making territory bigger.

I have a unique position that most of my territories have been sold off over the years and I am covering a handful industrial tracks that used to be mainlines years ago.

An increase in the amount of locations on the territory and the amount of time spent supporting other crafts (track department).

More individual responsibilities less group responsibilities it seems

PTC and having to take more calls off territory after job cuts

More equipment with more technology. Railroad doesn't do maintenance anymore which leads to higher probability of something bad happening around my equipment.

1/2 more than what I started with

A lot more knowledge of working equipment is needed

Have to do more with less. Expected to make due when we don't have supplies and also do just as good of a job with those less supplies

When I hired out, construction forces would assist maintainers with their workloads and cover them for their vacations. Now, there is not much help available to me other than relying on coworkers who are friends to assist with an ever growing workload. We have our daily
duties while trying to also be available for night work. Sleep is hard to get for a 24 hour business

- Gained over 75 pieces of equipment and no additional resources
- Newer assets require more work/knowledge. The longer we work the more is expected of us.
- Less help. No crew support for following gangs. Jumpering more crossings by myself. Territory assets have expanded.
- Alot more testing over a larger area
- Four maintenance positions in our work group have been abolished and all territories lengthened and grew in asset count
- Increased testing requirements due to EAM referencing like checking software and module numbers. They add more stuff to testing all the time.
- Assets increase overtime due to company capacity projects and state crossing upgrade projects.
- Ordering supplies and returning material for repairs was not in my job description
- More territory, more inventory having to order and make sure it's delivered. Having to communicate with more contractors and other departments in company to get work done.
- Seems like we are responsible for a lot more items. For instance just recently we were told to start checking switch heater propane tanks to make sure they are at nominal levels.
- I am a second shift maintainer no testing
- I'm a Lead Signal Maintainer now, so I have more responsibilities
- More responsibilities. Ptc troubleshooting. Added Mechanical testing. Supervision more worried about bottom dollar than safety but Say safety all the time.
- No Relief Maintainers to help with projects or the increased testing schedule
- Almost double the amount of testing in regards to new crossing installation with more equipment and change of testing from quarterly to monthly.
- Seems like there is alot more track work going on and they don't let u know they need u till that morning witch puts u behind on test and ptc stuff
- There are more testing responsibilities. Also because of the 30 day rule I am required to frequently move tests up to account for rest days and vacation.
- They have added 2 new crossings, and will ad another 3 this year. Brings my total to 35 crossings. 3 of them have as enough equipment to count for 2 each.
- I have a lot more. I must do FRA testing and Tech responsiblies.
- Have a lot of new employees with less than a year that need to be supervised and trained.
- Increased technology and territory, my workload is at least 6 times what it was when I started in this position as an Electronic Technician.
- Used to be on a construction gang then moved into a maintainer position
- Jobs were cut and expanded our territories for maintenance.
- Taking on more projects that are beyond the scope of job position.
- When i started at CSX i worked on a signal construction team for 8 years . I was not responsible for fra testing . Now as a signal maintainer i perform fra tests, and am resposible for the overall maintenance of the signal systen on my territory.
- When I started my only responsibility was to work in a safe manner. Today I am responsible for other employees safety, fra required testing of vital circuits, assisting others in troubleshooting ect.
Company hiring process is slack and they asking us to cover more than one territory on straight time ND not allowing over time to compensate for the additional workload

I'm responsible for many projects

Less employees so the work hasn't decreased but the responsibility have doubled

0700 expected to give a detailed job briefing explaining every open and closed trouble call in the last 24 hours. Expected to prepare on own time. Work like replacing cards and calibration equipment that used to be techs work. On something like a broken gate we are expected to retrieve a download check torque to explain why a gate was broken. When planning vacations with no relief maintainers anymore it's expected to have all tests done. So when taking a week off we are expected to have a week's tests completed. We have to manage time reporting all day to start and stop a timer and record everything we work on. Just another distraction.

I am asked to do supervisory type tasks, along with tasks that are not included in my specific job title/description.

Required to perform more tests, more maintenance and more construction.

I began with 36 route miles of mainline territory and two hot bearing detector sites. I now how six HBD sites and more than 100 route miles of territory -- and I have not changed positions. Still the Seattle signal electronic technician.

Take maintainer trouble calls instead of railroad calling another mtr and do maintainer's inspectors when they are off for medical or vacation.

Less relays by a lot (PTC upgrades). Replaced with doing wiring updates, print updates, switch panel wiring prep, way more computer work and paperwork.

I am doing some if what used to be considered Inspector and ET work.

Well the company has ran off laid off or fired so many employees the we are having to do 2 or even 3 jobs work 12 hour shifts and cover well over 100 miles on hold call weekends . Safety doesn’t seem to matter to the company

4x the amount of work needs to be done with a third of the people we used to have and and eighth of the supplies and 0 equipment. And no relief maintainers so I can’t even take the very little vacation I have.

zero project communication from management or any craft that isn't my section. every 3 mo management adds just one more thing to check or due. paper work must be exactly perfect, down to the damn binder. tons of little stuff like that.

250% technical or increased technology

The signal technology and infrastructure has increased vastly which has caused us to make multiple decisions at a time to do the same task.

Many more crossings and switches add to territory

Also spend lots more time on other maintainers territory do to job cuts

More paperwork for testing. Went from simple railroad to more precise railroad. For example TWC to PTC/CTC. Shelf relay to vital logic. More double crossovers with crossings next to them with HXP4 box. MD crossing box to Predictor box. More electric locks were installed. PTC equipment to make sure is running. More assets to test when changed to PTC/CTC. Not enough education on new equipment.

Had roughly 25 miles double track territory. Now currently have 30 miles double track and roughly 50 miles single track.

Have to include more detail in trouble incidents including picture

More assets have been assigned to maintainers due to job cuts over the 12 years I have been here
More tracks, more switches, more assets. Being expected to perform maintenance and construction duties.

Covering 50% more locations including the additional maintenance, testing, MOW support and Trouble Calls that come with it.

More company testing procedures, with added equipment (HABs, Exit Gates, New Xings, New Control Points, PTC all added) requiring more people to comply with crossing safety/Protection and OTS protection in tighter windows of testing opportunities.

Work load has increased. Never enough time to complete without being rushed in a safety sensitive position.

The added work load that the company keeps putting on us. Along with less employees to help spread out the responsibility. The amount of stress on us is getting to be unbearable. Causing many bad health issues.

More territory and assets to test, repair and maintain.

Went from assistant/Signalman duties doing construction and upgrades across the system to Main Line Maintaining. Physical responsibility’s were higher on the construction side & mental responsibility’s increased while Maintaining. Biggest responsibility aspect for me would be crossings the amount of complexity and issues that can arise from them seem to be endless. Basically there is a lot that can go wrong if you don’t have a good grasp and understanding of what’s going on.

Higher personal responsibilities in testing and providing a safe workplace and environment for employees and the public.

Equipment upgrades to newer electronic based operating systems have required more maintenance on the equipment, testing, and verifications of software upgrades.

It’s doubled I take care of my old job plus what was an adjoining job.

Proportionate to the job. From assistant maintainer to maintainer.

More assets to test. Increase in maintenance of way support that takes time away from testing.

We don’t have any people. We have been covering open jobs for over a year.

Fra testing and on call.

Started in construction gang, now maintaining.

Way more testing, imputing a test for pretty much anything we touch.

More tests, bigger territories, excepted to do others jobs.

Different daily work on a signal gang then compared to a signal inspector now.

Larger work loads, quicker turn around times etc.

There used to be more employees and more allotted man hours to complete projects, now there and less employees and less hours to complete projects and more work is expected putting safety behind production or safety is only important to management as it effects their bonuses.

SAFETY IS A JOKE AT CSX NOW.

Keeping track of more pieces of equipment because crews from other divisions come and use them. Auditing my crews vehicles. When machines break down it’s always a change to figure out who to call for certain situations and repairs. So many supervisors around that decisions are called standards that aren’t so our work is always changed, even if it’s standard.

I am expected to cover tests on vacant jobs rather than the company hiring someone.

Several tests have been added since the maintenance planner came into effect more Upr testing.
I am now doing a lot more wiring and hooking up wires and getting to understand blueprints and how everything works. I started out just being labor and mainly shovel and getting tools.

I do everything now and most of my job has nothing to do with signal maintenance.

Increased train traffic volume, more advanced equipment, more total equipment, more strict testing on assets, inability to get track authority in timely manner.

Much more responsibility than when I started, more technology.

Yes. More gang related work is being forced on maintainers now that gang numbers have been reduced, so maintenance hours have been reduced.

Less manpower and limited track time contribute to this. I work in a very busy terminal. When I first hired on, there were 8 employees to help with tests, TSC, and taking trouble calls. Now there are 4. Managers try to take advantage of a good employee's work ethic by attempting to guilt trip them into working past hours of service. They don't directly ask us to do so but use “lawyer talk” for lack of a better term.

Maintaining more assets. Don’t have manpower on signals gangs to fulfill gang work.

Required to do more work with less people/less help, with less time to complete more tasks.

Territory is larger with more assets. More reports to keep up with on computer. Special projects have been added to job because there are no headquarter gangs that used to do them. Being “on call” nights and weekends is expected or we get lectured or threatened to get schedule changed. Level of responsibility has been raised to tech work. Less personnel but a busier railroad.

Territory increased in size by roughly 15 miles. With the job cuts (PSR) all territory’s increased in size.

More technology and more equipment requiring more testing and maintenance.

Territory increase, equipment increase, Ptc, variability reduction, support of maintenance of way system gangs.

Currently if your would like to take vacation management asked you double up on testing so the week when your out you won’t have any testing due, or possibly have vacation request denied.

Could cover area in 3 weeks, would spend 4th week on projects and additional maintenance.

When I first started, we used to go out with a gang of 6 men. Over the last 10 years or so they have been sending us out in gangs of 2 or 3 to do the same amount or more work.

PTC and different equipment added. Duties added.

Increased responsibilities including ordering materials, testing, additional systems/equipment that were not present when I started. Learning or being asked to do other tradework or jobs including electrical and IT work.

More switches, more labor intensive testing, fewer windows for foul time, more technology but not enough training.

Just feel like I run to put out fires for other people, and my responsibility are put on the back burner.

With increased projects and completion of those projects we have to maintain the equipment and tools.

I now hate coming to work now. Where before I couldn’t wait to come back the next day. Management doesn’t care how it gets done as long as it’s done.

I was hired in 1991, staffing was low at the time similar to todays levels. I hired in with 30 other guys that year. We did local construction.
Seems like we are doing more non FRA test and having to support MOW a lot more supervisors are calling us when marked off because they don't have enough people to cover tickets an wanting us to work with big projects. an not going by contracts.

Our territories have increased in size, extra tests have been added. We have been given more responsibility across the board.

Required to do more testing of electronic equipment which use to be done but manager. Now required to travel over multiple territories, company allowed to change work hours for no pay difference

Job title was changed from ET to ETI. Territory was shortened but picked up long term testing.

More responsibility, less physical work

No adjoining signalman. Jobs are empty. Having to do that jobs inspection s regularly

The workload has almost tripled due to no gang support and multiple projects being redistributed to maintenance.

Have bout half the time for my preventative maintenance work that I had before. Support of MOW work has increased dramatically

Less people on gang so there's more to get done in the same amount of time when we had more people

Increased workload due to PTC. Increased workload due to retirement and promotion of other members in the position

Not really I’m still responsible for maintaining signal equipment

We cover not only our territory but testing and maintenance on others. We are forced to do large scale production work due to reduction in force of maintenance gangs. Covering MOW work when testing should be getting done.

I have less time to maintain due to increasing computer work, and time supporting track dept. repairs.

They have cut off jobs and made our maintainer have more miles. On top of this, they have cut off all relief maintainers, this means we have no one besides the foreman or technicians to help, which pulls them away from their jobs, and when people take a vacation, we have to test and cover for 2 jobs.

They have cut many technicians jobs making their jobs a lot more of a work load which means I have less time to do anything besides testing and troubleshooting. I have no time to work on prints, upgrades, or anything else.

I am on a signal construction team currently. When I was a local maintainer I had to cover other vacant territories because nobody would bid those jobs. The amount of assets made it almost impossible to do actual maintaining instead you rushed to complete tests. Signal construction has slowed down some with ptc being complete.

CMS, blue lights and presence detectors added, wild edge detectors, crossing disable procedures, iPhones, hot spots.

Two entire subdivisions with CTC/PTC installed and a portion of a third replacing dark TWC territory

My responsibilities have doubled due to far testing and trouble calls have increased with no relief I’m overwhelmed

Work load added, such as heavy maintenance or upgrades to equipment that was once performed by or with assistance of a "localized maintenance gang" (these were abolished).
Sometimes we get help from SMG, but mostly they stay strictly used to follow TSC. Crossing speed upgrade with no AFE, gang assistance or overtime allowed.

From construction new installations to maintenance is a big change in responsibility.

Territory has been made longer due to job cuts and extra locations have been added due to PTC Hold call territory has doubled to accommodate job cuts.

More crossings than 20 years ago. Ptc.

I went from a dark territory to ABS. My current territory was dark and was converted to CTC.

Currently working on a trouble truck position doing track support & handling signal failures. Prior to this I was an independent signal maintainer for the freight rail.

More and different items to install and maintain

I gained an extra 16 miles of territory along with all of the assets.

They lose their minds over every single trouble call. And it's ALWAYS the employees fault......no matter what.

More tests to complete. More Territory to cover and expected to maintain.

Less help within the workforce and wait longer for projects to get started and completed.

Have added fuel cells to all locations and added new locations and PTC

A lot more responsibility went from working in a trade to dealing with emergency type work

Larger territory, covering gaps in maintenance support. Performing construction duties in place of no gang support.

Increase level of monitoring field communications. Decreased level of technical diagnosis and repair.

More assets have been added to my territory. PTC has been added, this adds more knowledge requirements. I have been expected to support track work regardless of what testing was due.

More sole responsibility for testing procedures being performed correctly

More people to supervise, office workload has more then doubled .

A job was abolished and instead of replacing the maintainer we had to absorb his workload.

Digging cable and construction of locations not in service to maintenance of in service equipment as well as on call to respond around the clock coverage

Longer territories due to the reduction in maintainers, having to cover for your adjoining maintainer due to cutting off the relief maintainer.

We have gained more power switches, derails, and retarders but no gain in positions. More work for the same amount of people.

Having to cover more because, being so shorthanded. Also with the company having more expectations and all of the newer equipment.

Longer territory limits with more equipment to test and maintain

I have 140 Miles of Double Main Line on one of our busiest routes. I started working as a Maintainer in Iowa with 47 Crossings and an interlocker. Triple the work load at least!

It has increased as peers pull less of their weight.

More rules / More items to check

A lot more expected from me . Helping maintainers keep up

They hold us more accountable for every little thing than they ever have before and it seems like they are constantly trying to change the way we do things and or work rule changes. Seems like they are constantly adding more responsibility to our plate all the time. Work load also increased when they decided to cut jobs. Causing us to have more locations to keep up with but our pay never increased.
More fra/UPRR testing locations. Downloads, open and close tickets. Putting bars on broken
rail Dutchman. Running time clock having to do hours of service payroll everyday before the
shift starts. No relief maintainer a jointer have to do their testing when on vacation. More sat.
took away half the work force and expect more than when they were here

We are expected/required to do much more design work in the field now. Instead of the signal
design department making circuit modifications and sending them to the field, we now
routinely have to create the circuit changes in the field and submit them to the design
department for approval. Field employees are not and should not be designer's!

Nearly 50 more miles of double main line. Im responsible for 191 miles total of double
mainline and 30 plus or minus miles of dark branch lines with crossings.

Significant increase in locations responsible for, lack of help and back up from job cuts

We use to do tests once each actual calendar month per FRA requirement giving us time to
actually fix items. Why cant they just be set date and never move with an allowance of a few
days but none due on days after the 28th due to February? Now we pile on PTC issues and the
fact that the carriers are solely depending on PTC as in they don’t monitor the red repeater any
longer.

I cover 202.8 miles of territory and now I'll have an additional 200 miles of territory.

When I started in maintenance, I had significantly less testing than I do now and I also had help from my Forman, the relief maintainer, the tech and the inspector. I no longer receive help from anyone, my Forman is now 300 miles away from my HQ, our relief maintainer has been abolished, the techs and inspectors combined into one job then they extended their districts leaving us with no help. Then, after they took the help away the extended our districts and cut maintainers. I am left solely responsible for everything.

Have been put incharge of shop and material organization; ship and receive materials, organization of shop, keeping catalog of shop materials, purchasing, assisting unqualified Signal maintainer in daily task, and covering vacant territory testing

We have lost multiple jobs including a construction gang, but still must perform construction, along with testing and maintenance

Territory has expanded. I have to maintain, troubleshoot, follow M&W, production gangs, and test. No extra help, Dax maintainers have been removed.

There are fewer employees to help with the responsibilities and testing and maintenance now, so I do very little maintenance.

Less people staying in the RR so there is more work for one person.

The RR has “cut off” relief maintainers from all managers and one technician from each manager. Now we also have the state DOT breathing down our neck as well as FRA. Increased workload with less employees. Signal maintainers have the most responsibility of any position on the railroad. Not only do we do maintenance work we do construction, electrical, track, and COMMS. The added work load coupled with loss of employees and truck shortage is ridiculous. We can barely keep our heads above water.
**How has your workload increased due to an expanded territory?**

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<thead>
<tr>
<th>Yes, everyone’s has from maintainer, inspector’s and even the relief maintainer has had to endure the workload.</th>
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<tbody>
<tr>
<td>Regardless of if the work is being done on our territory, management acts like we are 100% obligated to be there when they need production done. No regards for our personal life or own personal plans.</td>
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<tr>
<td>Since territory’s are bigger, it is harder and more stressful to juggle everything we have in a day, tests, maintenance, trouble calls, maintenance of way, not counting if we have FRA, or other management inspections, or even management telling us certain days we cannot perform tests, it’s all around bad, unsafe and stressful.</td>
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<tr>
<td>We have taken new territory, and the equipment counts has increased in the past 5 years. Some of the increased responsibilities comes from updating 1990's equipment with state-of-the-art devices, and some comes from installing TWO PTC systems (I-ETMS and ITCS) and all the supporting equipment that is required for both interoperable systems.</td>
</tr>
<tr>
<td>Taking Trouble-calls on other Manager Territories to safeguard the Signal Craft, having to cover adjacent maintainer territories when the owning maintainer is sick or on vacation</td>
</tr>
<tr>
<td>More assets on the track more testing more places for something to fail</td>
</tr>
<tr>
<td>Myself and others have been forced to cover open territories, due to job cuts. I now receive trouble calls 24 hrs a day for 3 different territories, and at least every other day on average. I have also been force to cover 2 hold call territories for over 1.5 years, but don’t receive the hold pay for the additional territory.</td>
</tr>
<tr>
<td>Loss of personel count causing territory shifts and increases in territory size which means more testing</td>
</tr>
<tr>
<td>I would like to think so. I spent my first 15 years in the yard. 30 computer systems in the classification area. Don’t touch them without transportation approval and I might have actually been doing task related things half of my working day. Now I am driving, or working on things from 6AM (an hour before my start time) with travel sometimes to 5:30 at night home (my day ends at 3:30) Being that I have one of the most expansive territories as the ET with 100 miles of railroad and supporting six maintainers two inspectors, and two supervisors over 350 FRA testable assets I would say it increased.</td>
</tr>
<tr>
<td>First off when I had a territory and I gained an extra crossing, the UGC rep said I was not entitled to a equipment bump. While I was a test man I was required to act as a sectional maintainer due to a lack of personnel and cover the territory for months until it was filled then train the new maintainer for 2 weeks.</td>
</tr>
<tr>
<td>I went from around 38 locations to 74 locations. They cut off 2 adjoining maintainer jobs to my territory. And more equipment added on my hold call territory. Short staffed for such a busy area.</td>
</tr>
</tbody>
</table>
Yes I am fortunate enough to been able to attain a Safety position 4 years ago my territory is larger and my work is not the same as signal maintenance but I see the men doing this work and the stress they are under

I was given the added responsibilities of Signal Inspector as well as an Electronic Technician. Less maintainers and the fact that the relief maintainer was abolished has made working on more territory.

Yes, supervisors from multiple areas now defer to me for troubleshooting as they cut my class of jobs.

My territory hasn’t expanded in length but it has expanded in assets and I’m expecting two more crossings to be installed this year.

Although, I have 6 fewer locations to inspect now, my previous territory had 21 crossing signals on non-signaled track. Now my territory is all in Traffic Controlled which has produced more required FRA testing.

They combined 1 Huntington and 2 Babylon gangs rather than create a new foreman to run each gang individually. They will take workers from each gang and split them up to work wherever they want regardless of the HQ they report to. They send us anywhere from Ronkonkoma to Jamaica to Lindenhurst. It’s irrelevant.

Storm standbys that occur, they would rather have Huntington employees report to Babylon rather than Huntington even though 99% of storm damage happens on the North shore.

I work in the Signal Shop now. There has been large increases in work as we service all territories due to PTC & New technology being developed.

Yes don’t have enough people so they can’t force someone to these territories like I was made to do so I am asked to test on adjoining territory also.

Yes, I gained 6 more miles of territory, including 4 crossings, 1 signal, and 8 switches and derails.

My work load has increased by hundreds of tests a year for the amount of crossings and switches i have inherited.

We have vacant territory’s on our subdivision and adjoining maintainers are asked to take care of all FRA testing and maintenance on vacant territory’s. Hiring is stagnant. Positions to not look like they will be filled until they can hire people that live in certain areas. The railroad industry in general is not very lucrative anymore and getting good employees is tough when the carrier tells candidates you have to travel and have to be on call.

There are so many daily FRA test responsibilities, there is little time left for preventative territory maintenance.

Equipment that I was not responsible for before, is now! Also added additional equipment that requires monthly FRA testing.

U__, BRS0151
Yes, went from ABS to CTC with an added double crossover and extra crossing remote houses.

Because they expanded the territory we have been required to do more fra testing with less time and less employees. Preventative maintenance is being ignored and tests are being shortcuted.

Larger territory: more tests, more responsibility, more liability, more driving, more interaction with the public/homeless, more stress. And NO More PAY!

I am now a system Testman, and not working just one territory/district.

Due to job cuts territories have been expanded which forced people to expand our and cover more sections. also with having people hours away from homes it has made call outs for trouble tickets more of a hassle

Extended driving.

More assets added to existing territories.

When territory was increased I received the inspections and maintenance that came with the expansion.

More territories brings more rule changes. With changes from divisions to sub divisions and rules comes added stress to do the right thing. Providing the correct protection is always a constant change while shuffling territories and jobs.

Before I was only required to work in Michigan, I now have had to travel as far as Albany NY and Newport News VA. I now work mostly in unfamiliar areas and relying solely on others for my track protection.

My workload has increased due to an expanded territory and an adjoining vacant territory that the carrier expects adjoining maintainers to cover. Two territories for the price of one maintainer.

I have an unusual position as a "Testman". I don't have monthly tests. My test schedule is based on 4 year and 10 year tests. Another Signal Maintainers territory was added to my territory within the last 2 years. Also, I used to be allowed to work overtime to complete my tests when I was working over an hour from my HQ. Now, sometimes I have to drive for four hours a day and use the other 4 to try to get track time and test!

Understaffing and having a supervisor nobody will work for forces the few guys present to cover 4 to 5 consistently open positions

Somewhat, one crossing was added this year. Three crossings are planned for next year.

It has changed several times but it has basically balanced out well. Flexibility in testing would be very helpful. The current scheduling is not good when you do not have even one extra worker to pick up the slack. Inspectors are being used to do maintainer work at a constant rate, this pulls them away from their actual duties.

adjusted daily planner and balanced workload for the week . Every territory has a test count, most managers try to keep all the maintainers test close each other.
We had some headquartered gangs to help with the workload. All the gangs are sent off somewhere so we end up having to cover a lot of areas we normally don’t.

More than doubled. 42 miles, 49 crossings and 40 switches. No time to do the work.

Gained more assets and FRAbrequired test. We have also lost our Division gangs and relief Maintainers due to cut back in forces

No, more from having to constantly fix my computer problems and re-enter prints or fix bugs in the computer programs.

Not so much as expanded territory just more to do on each inspection and seems like something is added often.

2 CPs 1 crossing that comes with 4 more miles of track. So more monthly, quarterly and yearly testing for all apparatuses.

I have more FRA inspections because of expanded territory. Not to mention all the mandatory inspections that do not appear in stamps like high and wide detectors and draggers. While my adjoining maintainers have half the territory I have.

Running more with less. Expected to cover what 2-3 workers would normally cover

No, but many more tests have been added to all territories due to FRA / Standards department mandates.

Not enough people to handle the workload so they force responsibility on others to complete work.

Yes it was increased extensively but we gave up a foreman position to take some load off the ETIs

No, but my workload has increased due to being bumped because of job cuts & inheriting a neglected territory.

1 foreman, no reliefs. I cover the Mojave sun from Bakersfield to Colton. The cima sub from Vegas to Colton. The Yuma sub from Colton to the salton sea. 1 foreman no reliefs!

A lot more territory

Personally my territory hasn’t expanded but they have added new equipment and often time flat refused to buy enough spares / replacement part. Leading to excessive calls or drive time for parts.

As the signal testman. It used to be covered by two separate employees each having roughly half the state. Now a job has been cut and I do the entire territory.

More assets have been added to my territory. Also I am maintaining several vacant positions.

I have over 100 miles of track to take care of and 2 sections, 2 welders, 2 tamper and plow to take care of everyday while I’m trying to test

I used to be able to do preventative maintenance because I had enough time to do my work and tend to issue I saw that needed fixed. Now I drive 2 hours do one or two test and have to drive back to the headquarters before quitting time.
My territory was changed which required more maintenance on the new locations to get it up to date.

Due to employee shortages, there are fewer maintainers to take calls. I generally work fifty to sixty hours per week.

There used to be 4 lead maintainers for 13 maintainers and 200 miles of territory. Now there is 2 lead maintainers for the same territory and one less maintainer.

Yes, I gained additonal control points, signal locations, crossings and PTC equipment. My territory expanded an additional 10 miles about 2 years ago due to job abolishments.

Far more power operated switches within the yard. Many new testing items. Increased testing requirements for new equipment.

I do not have a defined territory, they can send me anywhere between Bensenville, IL and Portal, ND

I have 41 power switches 1 xing 2 yard derails 3 yard push buttons switches. Also I have 3 elocks and one inside switch.

More equipment to install and maintain

My current territory used to be 60 miles long. Now it is above 80 with 20 more added assets. Figure in the daily testing and working with M&W on track projects it makes for a very difficult time to get to assets that need attention.

Helper or Maintainer was only within specific area. Currently this job is entire division. All tests for entire division for certain apparatuses.

FRA testing, trouble calls, MoW work, and no relief maintainer. Can’t drive territory from one end to the other in time much less get proper work done.

It has more than doubled and I am still expected to have a higher level of maintenance and coverage of other crafts.

As inspector a maintainers territory was just enlarged by taking 4 new crossings and approximately 10 miles of track

More maintenance and tests must be completed every day of the month. What used to be days set aside for maintenance and housekeeping are used to perform major switch machine overhauls and heavy crossing work.

No, just different equipment getting put on us, the electronic techs used to take care of all detectors, scanners and radios, and were told they would be responsible for ptc radios and systems, but everyone is responsible for all equipment except base station radios

As more equipment is being added and more intricate testing is being required, along with advanced skill sets and knowledge, no positions have been added to offset the increased workloads.

CSX believes signal maintainers need more "assets" to "justify" the jobs. When I first started, the territories were smaller to allow for employees to perform all require FRA tests, respond and investigate trouble calls thoroughly. This allowed us to take trouble calls at night and not
get behind on FRA tests. The current situation leaves managers with barely enough employees to cover trouble calls in the middle of the night. If one situation happens to require multiple employees to fix the trouble, it leaves the manager with no employees to respond to calls until they are rested.

Simply put, required to perform more FRA test, More travel time to worksites, more afterhours call response, more situations that I have to work overtime (not enough people to pass overtime too), more reports to the manager for every little move I make.

Not applicable to me. I have been 'displaced' for over a year living in my camp trailer 100 miles from home.

We used to only handle sd1 and sd2 but they added sd3 and Albany

I test more equipment and have more miles of track to maintain due to personal cuts, poor business model and PSR.

Was given extra assets because of adjoiner territory had added extra circle track and xings

We are forced to cover more territory due to staffing shortages from the RR not hiring anyone, or people quitting due to poor treatment or bad work conditions.

Started having to drive to Florida from VA for 63 fucking dollars.

Less people to handle issues (floating signalmen, less Electronic Techs, less Test Maintainers)

Work load has increased because the UPRR is constantly adding company tests to things, these aren't tests that mandated by the FRA.

There are vacant maintainer territories that has to be covered by inspectors and adjoining maintainers.

I have more switches to test and do inspections with track on. Also monthly inspections on moveable bridge.

I’m in signal construction and we now go system wide. We used to be just division wide

My territory has had more equipment added as well as taking on more responsibilities that were previously outside vendors responsibilities.

My position as a signal inspector/tester was abolished. I only had 2 choices. More than double my testing on the only main line job left. Or take the yard Inspector Tester job. I chose the yard as there is far less testing in the yard and go back to being mostly an Inspector.

Also around 5 yes ago they eliminated the Maintainer Test jobs, the Forman jobs and the Inspectors jobs all.

So, no more maintenance Foreman, and created an Inspector/Tester job to do the job of 2 different positions. Then 2 years after that the eliminated one of 3 of the Inspector/Tester positions. Leaving the main line with 1 person doing the territories of 3 people. ( 2 testers and one inspectot)

We encounter new signal equipment with out any training but expected to know and understand it.
New control points with more switches and adding swing nose frogs to control points.

Multiple maintainer jobs have been cut over the past few years. There’s been no changes under our new manager, but as for the previous two managers a lot of changes.

Yes only in the sense that we are expected to cover the territory of people who are off but are not paid the vacation relief. We’re just told by management “we cover for each other, it’s what we do. You don’t get any extra for it”

More often there are vacancies outside my responsible territory. When that occurs I am redirected to cover such vacancies.

We absorbed three territories after supervisor layoffs at the same time they did away with relief maintainers.

My maintainers have had there positions increased with removal of adjoining maintainers, having to cover more territory not able to give testing the quality time needed to make things better. We have been lucky so far that we have not many failures so far. But my team is getting tired and close to falling off the rails.

The carrier has laid off 40% of our local signalman (4 positions on the zone 3 alone). There is no relief maintainer any more, so everyone has to cover vacant districts. Inspectors were eliminated so tech responsibilities doubled.

In the last 5 years my district has been expanded 5 times, my position was also eliminated to expand someone else once.

Mine has not, but others have seen increases. This increase limits their ability to aid myself and others in routine maintenance and support of production hangs.

My territory has not increased but the addition of new xings and increased testing procedures has increased the workload

With the loss of the relief position, I have had to take on a lot more which has made it harder to do normal testing.

Do more with less…..doesn’t work! Period. The workload and testing goes up and gets more thorough and entailed with each year, but the man power goes down. How is that supposed to work? Employees want and deserve to be paid WELL for the level of responsibility, stress, and knowledge our jobs entail plus always being on call or traveling away from our homes and families associated with being on a crew. For what is asked of us, we should be compensated well. Years ago railroad employees were considered upper middle class income, now days we are at the bottom of middle class income due to every other employee catching up to us and in many cases passing us by in wages and benefits. This contract should be in NO way concessionary to the carriers. Their top executives each make millions annually, but yet they continually tell us that we are the ones that are over paid!

Line was sold so redistributed tests and lost more men than what were on the line.
They have added more double track, gap fill detectors, AX houses instead of TJC’s and NX switches.

There has been no formal training to my knowledge for the adjoining maintainers but we are on the call list.

The territories have not been lengthened but have had more assets added (i.e. switches, track circuits, defect detectors). Testing and inspections have become increasingly overwhelming due to not only freight having to be ran but as well as passenger service in the DC to Baltimore area.

Started with TPC. Added NX systems and are about to add bridges tunnels and mainline monitoring.

More locations equal more tests and more trouble calls and more issues to deal with on a daily basis. This expands as you go to yearly, biannual, and 10 year testing.

More test with less time on top of more M/W coverage and doing adjoining maintainers test when there on vacation or hogged.

It has increased due to not having a manager that knows his job, and the loss of a foreman, relief maintainer, slide fence gang, and a maintainer. We are also covering more of the telecoms responsibilities.

The BNSF has me inspecting Signal assets all over my seniority districts. They have me inspecting non-FRA inspectable assets in a Hump yard. I don't know why

Shifted responsibilities of the ET and inspectors no longer able to fit everyone's territories into the schedules. So have to do their work as well as daily duties

Yes and the fact I haven't had an adjacent maintainer on one side of me for almost 9 months and I cover that section as well. They fact that alot of us are being forced to do work that isn't even in our scope because they don't want to create a position (electronic leader) that other sections of the Railroad has. We have to do all our own ordering and card repairs.

Unequal distribution of high variability territory. Adjoining maintainers u fee adjoining MSM have lighter districts using the railroads STI weighted score.

Many more switches, crossings, DAX houses, control points, intermediate signals, repeaters, and detectors. All on a double main, HIGH traffic subdivision. Now, add in new crossings, DAX houses, and repeaters being newly added within my territory limits.

More FRA tests, more maintenance on more assets and less employees to assist with maintenance and testing

Old territory was 23 miles with 28 crossings, 10 power switches 11 handthrow switches and 1 hot box detector

New territory is 38 miles. With 42 crossings, 9 power switches 14 handthrow switches and 3 hotbox detectors
Added another CP. Existing one doubled in size. Added a coal yard on my territory. Added 6 yard switches to my territory. Installation of PTC. The position I am in doesn't covers all of the zone I work in. However we still see the problems with the territory increase to maintenance. In the past the local maintenancer would be able to get familiar with his/her territory. Now the test load and work load they have is unobtainable. They don't have time to complete all their tests adequately, much less help a mobile zone gang.

Along with showing new maintainers the equipment to test, my testing has increased due to double track being added and upgrades to RTU's on my territory which I installed for maintenance. More testing involved at locations. 180 day detector test. 360 day signal grounds tests. Having to work under 3 different MOW road masters and accommodate their work while getting regular testing done.

Upgraded crossings to include gates. Also going to have 4 more crossings built between this year and next. Adding an additional 17 gates to very busy roadways. This will bring my total to 35 crossings, 2 D signals, SWCC on a hand throw and an intermediate sig. Keep in mind that on my territory I still have DC stick crossings all the way up to XP4 equipment fully upgraded.

More testing, more miles driven. The expectations they require are ridiculous. They hardly ever buy material. Parts are taken off old equipment from bone yard. Larger territory to cover for MOW needs, along with more testing and less time for maintenance.

I had a job on a section. I enjoyed it. I've been bumped I believe 6x in 2 yrs so my terr. Changes often

More equipment to inspect. More recorders to get in and download. That's if our company computers are working due to slow inspection programs and payroll and hours of service applications.

Yes more crossings, switches, detectors and no crew support because they are usually off district. No relief maintainers available when adjoining maintainer is off for extended period of time. Asked to do work usually done by ET.

More assets and more driving just to get to them

More railroad miles and crossings installed. New crossing installations are significantly more complex e.g. Auxiliary houses, more predictors etc

Territory miles are not increasing but equipment within each territory has been on the rise for many years.

Responsible for jumpers when crossings are taken out across 100 miles of territory. Territory used to have two inspectors.
| Having more test and having to deal with roadway on more switches and rail changes while trying to do the test and try to do maintenance. |
| More Locations to test on a 28 day testing cycle. Tests become bunched up leaving little time to do anything but test |
| Mobile gang that moves from territory and different subdivisions off district |
| I no longer have a set territory. I frequently inherit other maintainers testing on their territories on top of my own duties due to a shortage in manpower. Septa is very understaffed. |
| Yes, track mileage and asset count increases drive up the workload. |
| No more Maintenance Leaders or Signalmen to assist with the SPG gangs. The maintainer must do his testing, and all of the Gang work, without any backhoe or boom truck. Knockdowns are haphazardly put back. Nothing is correct. |
| Increased amount of testing on crossings, switches, signals, CP’s, HOT BOX DETECTION DEVICES. |
| Bigger territory with more assets. Testing has increased as far as switches and crossings are concerned. |
| Territory hasn't expanded but, due to a lack of manpower, off territory projects have become more frequent. |
| Traveling long distances for work on the construction team. Less employees is leading to more favors being asked by management, and with no time to perform extra tasks. Leading to fra tests being rushed. |
| More locations, increase in technical knowledge needed to perform tests or troubleshoot. |
| More crossings and switches to test/maintain. I feel like the quality is being sacrificed. Adhocs and other checks are always being added. Something happens on a trouble call in the group and now everyone has to double-check locations. Sometimes by the end of the week. |
| Gained mainline, more CTC equipment. Electric locks, upgraded crossings, control points with PTC upgrade |
| Twice as much driving in congested traffic, three times more defect detectors, more crossings, and now PTC. |
| Helping with switch panels and more on my adjoining Maintainer Testman's territory. |
| Gained 3 X-ings, 2 hand throws, 1 power switch, 3 intermediate signals, 2 repeaters, 1 HBD, and 1 stick dragger. |
| they shifted all the territories in my area. they say my asset count is the same, but now i have to drive up a pass in blizzards. 8 months of the year top half of my territory is highrail only, |
| Yes new crossings installed 8 total |
| Many more assets to test |
| We no longer work just the territories we bid on. We work all territories and work all different jobs. They have abolished our construction gang and higher rated jobs, and have maintainers doing those jobs at a lower rate. |
More crossings and signals to be responsible for with less time to maintain them due to longer drive times to locations

More FRA tests due to bigger territories

In the new castle area the territory was realigned prior to my arrival however in doing so it added nearly 20 additional assets on an already difficult territory.

More assets to test and more track gangs to support. Construction duties have been added to my work load.

More crossings and assets. Less help during production gangs. No help due to lack of coverage due to less manpower

Company wants us to do more and cover more territory and have more responsibility the in the past.

My answer to this question is based on workload changes between construction side to maintenance.

I don’t think the workload itself has increased substantially construction/maintenance seem to be two different worlds with different factors involved, one common theme is that both sides have pressure from the carrier to get the projects and tasks completed.

My work group has grown in the past 5 years by having new maintainers and more territories added, causing myself and the rest of my work group more work by covering these jobs while those employees are off work.

They have split up my supervisors territory to include another maintainer. And have also expanded the existing maintainers responsibilities to include more equipment over a larger area

Monthly, Quarterly, and Yearly testing increased. On call intake has increased. Plus the company is constantly requiring other tasks. No time for preventative maintenance !

Signal foreman. More broader projects in the road, more unfamiliar territories to input test for any construction or ground braking. A lot overall

More equipment to maintain and test

All signal maintenance employees are working beyond their means on territories that have doubled in length and are not getting the budget they need to keep them running safely.

Management is asking without asking employees to lie on tests.

Increase in signal equipment. Maintenance and repairs.

More assets. Again supervisors think their way is the only way so day to day it’s a circus!

In my previous position I was cover 50 miles of railroad plus another 50 miles of vacant territory

Current territory is expanding from single track to two main. On top of daily responsibilities, I have been involved in the construction side also. This project is essentially doubling my testing time once complete.
We haven't been subject to expanded territories on the Twin Peaks Sub, but the Raton Sub is way too long, with way too many assets to cover with only 3 maintainers.

Yes they cut a maintainer job thus increasing territories.

We are required to do wayside interface updates on all locations when available and ptc exec and bin file updates

More assets to maintain within the same amount of time. More difficult to get on track authority for testing.

Added more yard tracks, hand throw switch’s, another detector

No, but having to cover other territories that are not being filled due to being short staffed

Extra territory means more FRA testing and less people available for trouble calls therefore increasing my call outs during my off time.

Expected to do CDC tech work and projects that should be and have been the responsibility of the construction dept, not maintenance.....I am a maintenance worker.

Not enough time to maintain locations properly. Doing minimum to get by. No additional assistance available due to cut positions (ie, foremen, relief maintainer, dedicated bucket truck operator).

Responsible for a whole yard and all equipment. Group territory was expanded to include an additional yard. Territory was then expanded as a whole which increases travel and response times, which creates an urgency and pressure to get to a site quickly and resolve an issue fast.

New physical characteristics, new technology, lack of available replacement parts for maintenance and troubleshooting.

As a signal inspector you cover 14 maintainer Territories and when they’re working tsc or on vacation or HSL just take a guess who covers that.

60 assets to be tested. Management cut off 2 maintainers and expanded territories

While i was a maintainer it gave me more test to do in the same time as when i had less test which still was hard to get in in a month

More crossings & control points

Before i bumped positions 3 yrs ago my section was 25 miles, 17 switches and 10 road crossings on a double main line and 2 industrial lines.

My territory was increased to 33 miles, 21 switches and additional crossing.

More testing, more call outs and having to support MOW more

We used to work close to our headquarters. Now we are required to cover the entire district since they cut crews and sent others to different districts to work.

Different territories use different equipment, nomenclature and working in their areas we get treated different (required to do more with less personnel then locals) by managers

Maintaining the equipment are about the same but the mini Gangs that don’t have any support are now a bit of a problem especially having my territory spread over 3 subs make it harder to cope when MOW want to utilize the same window.
<table>
<thead>
<tr>
<th>Changed and expanded</th>
</tr>
</thead>
<tbody>
<tr>
<td>My territory was double tracked in multiple locations. Also added swing nose frog switch at every turnout.</td>
</tr>
<tr>
<td>Work load has increased due to job cutting and territory expansion tripling the work load.</td>
</tr>
<tr>
<td>Added or updated equipment at a crossing or 2 and upgraded DD with added &quot;Hot wheel&quot; detection at this point.</td>
</tr>
<tr>
<td>More locations to test, added work when M of W needs to have signal support on site at multiple locations.</td>
</tr>
<tr>
<td>Instead of splitting up extra inspections when jobs are cut off they are just being added to adjoining maintainers and having complete territories added to hold call territories.</td>
</tr>
<tr>
<td>I took numerous locations, power and hand switches, hot box detector, multiple regen and intermediate locations as well as added crossings and pole line.</td>
</tr>
<tr>
<td>Larger territory means more assets to test and maintain, as well as more MOW work too support. More trouble calls and more, and longer travel times.</td>
</tr>
<tr>
<td>More drive time, less time to focus. Higher demand with not enough time in the day.</td>
</tr>
<tr>
<td>More tasks to complete, less time to address repairs, have to work faster. Sometimes have to try to remember to finish something later. Later never comes.</td>
</tr>
<tr>
<td>More testing for more switches and automatic derails - new Control systems new procedures.</td>
</tr>
<tr>
<td>As a maintainer the FRA and company required test load has increased. As a maintenance foreman the number of people under me has doubled, also covering for maintainers when on vacation and school and expected to stay current on my foreman duties. This is all due to a reduction in man power.</td>
</tr>
<tr>
<td>I maintainer territory was abolished pushing that territory onto about 5 maintainers after shifting everyone's territory around and longer. Longer track, more testing. Removal of relief maintainers make us have to double or triple test to have days off.</td>
</tr>
<tr>
<td>No just have my test and help maintainers keep up since they are over loaded.</td>
</tr>
<tr>
<td>Because of job cuts, they stretched out every maintainer to cover more territory, which means more locations and inspections and maintenance to have to perform each day, week and month.</td>
</tr>
<tr>
<td>I definitely don’t get to spend the quality time at locations I used to. I definitely don’t get to be as thorough and detailed as this safety sensitive position deserves.</td>
</tr>
<tr>
<td>Less time for maintenance and support (and more territory to support on) due to more time required for testing and inspections.</td>
</tr>
<tr>
<td>Of you get on a territory that had a maintainer on it for last 20 years then it is not terrible but if you are on a territory that had a tester on it then it is ran down. So when they expanded territories, now we are trying to fix junk along with doing the so called 28 day test cycle but reality is 20 working days. So every 21st work day you starting back doing same test again.</td>
</tr>
<tr>
<td>It increased when we went to CTC/PTC in 2018 and now with the new OMA/TWIS system.</td>
</tr>
<tr>
<td>More locations, milage and testing. Less (zero) help.</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Inspector foreman, testing branford,ct - Springfield,ma</th>
</tr>
</thead>
<tbody>
<tr>
<td>More testing and larger area to cover</td>
</tr>
<tr>
<td>Dedicated hump maintainers are required to leave the hump to take trouble calls to the end of our lines.</td>
</tr>
<tr>
<td>Not enough employees to cover for vacations. So as a Foreman I’m out maintaining in addition to my own job</td>
</tr>
</tbody>
</table>
How do your responsibilities differ with the new technology?

When I hired on I was taught basic relay logic. With the new equipment relays are starting to be a thing of the past. The new equipment gets installed, and we have to figure out how to maintain it.

When new equipment is cut over and put in service the maintainers must learn a completely new system of which we were not trained.

With the new tech, we are at the mercy of our Electronic Tech's, since none of us have been provided laptops, or training on how to deal with or even troubleshoot the EC5 modules. If they aren't available, the trouble just sits if it is a trouble call for example.

It is both aggravating and stressful. A lot of the new technology we are getting we know nothing about. We are expected to “learn on the fly” which is very unsafe especially in the setting we have.

Same testing routine as before, but now adds the increased tasks of updating and maintaining and testing more complex (and sensitive) electronic equipment. This includes newer and more equipment for signals and crossings PLUS two complete PTC systems (I-ETMS and ITCS).

Again, I have a safety position but I can tell you the work load is intense and physically and mentally PTC has created another level of responsibility through new technologies and learning curves. It has added more testing and trouble shooting

Pertaining to technology specific to signaling; testing has become a little more efficient but constant bombardment of different technologies are causing confusion.

More technological, more understanding of programming languages (python, unix bash, ruby) networking troubleshooting(ip addressing subnets, ethernet wiring configurations) new tool called a site hawk site analyzer to measure swr/dB loss of antennas and cabling for ptc equipment.

We are expected to know and fully understand new equipment that we have very little or inadequate training on.

Differences in testing methods without specific guidance from the company.

PTC has added responsibility and involvement in anything switch related, new solid state equipment requires more testing, all new crossing warning systems are gated, adding to workload

More software upgrades. More troubleshooting with the newer equipment finding issues. More testing needed for the newer equipment

More trouble calls associated to PTC and a new TADS detector, the testing that was proposed at training for the TADS TWD, went from every 6 months to 30, 90 and 360D tests

Updating software, following up on after hours remotely monitored alarms that may or may not active issues, updating enterprise management whenever new work is conducted. Replacing entire crossing equipment no longer supported by vendors for repair of individual components. Assisting manager and undertrained signalman on trouble shooting

Trying to learn how to install and maintain the newer equipment with little to no training on them.

More work and testing and electronics, less formal training, with less training with more responsibilities
Most of the new technology installed in my area is being integrated into old technology locations so it adds more items to maintain inside each location. So a location now has old and new technology to take care.

We are expected to test new machines and deal with new crossing problems with no proper training on the equipment. We get a quick run down by our supervisor and off we go trying to fix a problem without understanding the system.

New battery chargers they are sending with crossing upgrades are now being required to be pulled off XB and put else where. Nothing like doing something multiple times to accomplish something.

Increased responsibility of maintenance on those new technologies as well as now having to pulling logs and diagnosing new issues with those technologies

I think the new technology is great, I still have pole line in some areas of my territory. Sometimes the new equipment is a lot more involved in troubleshooting because it’s not as easy as walking in and seeing a relay is down

Still expected to test, maintain and troubleshoot new technology with no formal training on it other then the manual.

You have to learn or sometimes relearn procedures as they often change with updates and the lack of communication from others makes this responsibility sometimes more difficult than it needs to be.

As part of a construction team I am responsible for the installation of new technology. We often are give new equipment to install with no training as to the proper function and expected sort it out on our own. A major downside to this is we are often asked by the local maintenance forces to explain/teach how to properly test/inspect such equipment. We have very little info to offer.

We are given minimal, if any, training on any new technology that is installed on our territories, yet we're held responsible to understand exactly how that technology works.

New crossings have newer equipment we had to learn how to test and operate. PTC also was all new for me that I had to learn mostly hands on. There was never any class training for the new equipment.

More demanded understanding and ability to install, maintain and upgrade systems and equipment for the same pay and benefits.

More reports and managers want us to do more like Electronic Signal specialist work and electronic specialist work

Increased training to keep equipment software up to date. Constant service bulletins to upload latest software version/revisions on over 350 locations and every location has to be updated.

Many more things to do with computer and newer technology. Besides lack of training in these areas, the testing model that we use is terrible and prevents proper scheduling and planning. Testing should be set back to actual monthly, quarterly, and yearly tats with flexibility. The way that it is now, everything gets shifted backwards and you end up with annual tests in winter where they cannot actually be done correctly. It also messes up scheduling in regards to people vacations. They also need to bring back compensation for someone working on another's territory while they are away. You take responsibility for another's equipment all at once. This could be a big step as you do not know how responsible they have been in completing their duties, whether they know our not if they are doing a good job.

We have gone to much more electronic technology that is not as reliable as the mechanical technology we have abandoned therefore very inconsistent troubleshooting
Recording capabilities are great, but take time and knowledge to be useful. Intermittent failures are common and hard to identify. Some many different types of equipment, it’s hard to be proficient in all of it.

Every new piece of equipment requires a new understanding of how it works entirely. Just reading logs on an electrologics is like trying to read a foreign language. All equipment is accessed through a different program or browser and keeping track of all of it is exhausting. Your brain is fried just looking up information, then you need to fix the actual physical problem.

construction is rushed to install and cut in new equipment, leaving trouble to be diagnosed and fixed later, but with increase in responsibilities, some of this trouble will not be repaired for 6 months or more

I am expected to be a computer programmer as well as a signal maintainer, truck driver, backhoe operator, ditch digger, electronic specialist, and electrician.

Learning new systems with almost no training and having to clean up after construction because they had to move on and not finish the job because they were needed elsewhere because there is not enough help.

With more technology comes more testing and tracking by the company. Not to mention you and as signal maintainer are expected to learn the new tech with no training. In signal we are on call 24-7 and it gets very old knowing that you have no idea what you are doing on a call.

Electronic equipment has proven to be more difficult to troubleshoot and more susceptible to failures than the more reliable relay logic equipment. It has also forced upon us a much more advanced skill set that requires a greater attention to detail and increased the workers stress levels because of this added responsibilities.

Going to digital signal system, it is more important to have to proper programming in the units. If the wrong program is in place, it could create a catastrophic effect with train traffic. More technical knowledge is required to work on these updated units.

New technology means that Signal equipment has vastly capabilities-performance, monitoring, and remote access. There is more than can go wrong. There is more to test. It takes more time to do these. Still, no training on any if it.

I left being the only Signal Technician for 17 years, to become a Signal Inspector/Tester. They used to have 2 Technician territories.

Since they already had me doing double the work as Technician and Remove the Maintainer Tester positions and Removed the Foreman's position, I only had one choice to get out of the Signal Technician's position by having to now bid an Inspector/Tester position when it opened up. After getting the Inspector/Tester position they eliminated one of the only 2 Inspector/Tester positions left on the main line, I only had 2 choices. Do more than double the testing (as the other territory had many more assets) or go I to the Yard Inspector Tester which has very little FRA tests compared to the main line tests. I also have the 3 maintainers the do the switch tests and I can be the Inspector again. I don't think the remaining Inspector Tester job on the main line should have to do the work of what 3 people used to do. We need more technicians not less!

More recorders to test and repair. Longer times spend on track when needed to hydraulic into Electric locks and Intermediates with recorders or anything that is electronic with a time stamp

Increased the amount of tests performed and time required to maintain equipment to reliable standards
More in involved testing without due compensation. Testing without appreciable training in the new systems.

With software upgrades and software management surveys to determine what equipment the railroad has where since PTC was rushed to be installed in so many areas we have been bombarded with territory surveys to know what kind of equipment is where.

Training on new and existing equipment has not been made accessible since PSR has been instituted. The railroad expects the workforce of being able to service and maintain the new equipment with zero training and then criticize when trouble tickets come in and the employees don't know how to fix the issue.

Handle all PTC which has increased the workload by about 15% -20%. Remoting into Wayside Interface Units "WIU's" troubleshooting from the office.

More sites to test and troubleshoot, more sites to have to visit and maintain, more trouble calls. More equipment to learn and a larger group of people to include in trouble issues. Less and less equipment is now a standalone issue, there is always someone who has to be called no matter what you are trying to do and they also have a job so time is wasted waiting for the call back.

We use to carry a pair of plyers and a RACO socket, now Signalman carry a laptop and seiral cable. Signalman today are expected to diagnose signal equipment through the laptop and make repairs. With implementation of PTC a Signalman is expected to troubleshoot radios, antennas, coaxial cables/connects, and LAN at any given signal location. This is our work, no doubt, yet the workload has not only gone up significantly so has the requirements for the knowledge base to work on this equipment. This not to mention the dozens of sites a Signalman has to deal with to report about all the new equipment.

Added pressure to explain trouble issues that are generally caused due to new tech. not operating well with older tech. ABSOLUTELY ZERO training on new tech. and UP’s ridiculous online applications and software.

Increase to the amount of responsibility/liability. Increase to testing. And VERY inadequate training on the new technology that is placed in service. My PTC training was a 6 hour course. I've had to resort to Google and YouTube for information because Union Pacific Railroad doesn't want to spend the money to properly train their field employees on the advanced equipment.

More time consuming. Having to deal with poor internet connections in rural areas. 3 way check every signal location to verify assets are correct and print and certificate are correct.

Yes. We now have to manage PTC equipment and respond to braking events that used to not happen due to intermittent track indications that never were manifested in the form of a visible dropped signal. Everything with a computer component has to be tracked as an asset. Moving equipment from one location to another requires detailed updates to the inventory system. Things like battery chargers now have computer components and must be tracked. With more electronics comes more service bulletins. There has been a huge increase in the number of service bulletins for a wide range of equipment that used to be "dumb" but is now electronic.

The responsibilities that occur when newer technologies become adopted are as follows:

- Self-learning of equipment
- Troubleshooting equipment with little to no guidance
- PTC and EAM require constant inventory monitoring. Verification of CRC and checksum. Migration from ATC to PTC-ITCM. Constant monitoring of trouble tickets that are handled by the back office or pended for normal hours. Having to learn telecom craft specifics with migration from ATC to PTC primary communication. Supervision email requirements. Cell
Phones have increased expectation for constant updating of tickets. Crossing disable requirements require so many steps that it can take upwards of 30 minutes to complete documentation prior to exiting truck to actually disable crossing.

PTC goes down a lot. More trouble calls. Less help so we have to install more software. More testing and complaints if it takes too long according to Supervisor even though we are testing thing that keep railroad employees and the general public safe.

Every time something new is added from signal or telecoms it becomes the maintainers responsibility, and we never get trained on the new equipment, we are just expected to know it or figure it out on our own.

PTC requires more workload due to emerging and evolving technology ie: increased trouble calls and maintenance due to stale signals, PTC enforcements and other issues.

Some added PTC responsibilities, Software data base and Card Data base inventory has expanded to where everything must be tagged and accounted for in a bungalow now at both xings and waysides

The added responsibility with newer technology is just adding more fatigued and stressed employees. Cameras watching us non stop the tracking every move we make and timing every test we do and daily asking why something took so long.

Responsibilities have doubled, but the training for the newer equipment is a figure out as you go training. There has never been technical training for any of it. You train and figure out the equipment when you have a trouble call.

New systems are introduced with no comprehensive training. Systems are often introduced a documentation is sparse for those that want to learn on their own. Networked equipment has been introduced with no training, even though there are people that spend years in college becoming IT professionals specializing in certain areas, we are expected to know these things with no training.

we must know it seems 5 different xing controllers, plus 2 or three signal units an how to use computers to get info to set up or take out of service to do our jobs. plus comply with company rules an processes.

The automated self reporting of defects by newer equipment. These reports go to SCC and they judge whether to call a maintainer out or not, mostly "not". Then is added to the next day's work load (with higher priority) on normal working hours instead of on OT. Of course setting you back on your testing and maintenance duties.

They think that new technology means less testing. In some cases that's true, but then the company will add their own test or check they want done that doesn't get recorded so the FRA and probably the upper managment doesn't even account for.

Just explained it above

Expected to change electronic cards , occasionally install software, keep track of electronic cards and other equipment. Before the upgrade it was just supervise , assist maintainers when needed, help with periodic training.

With PTC we have more calls to reset, repair or replace equipment. Cell modems are constantly going down at every location and they want them working so we are constantly getting calls about them

they want us to do technician work even though they decreased the amount of technicians and haven't trained us on how to do the work

A much greater degree of technical knowledge is required to keep up with the technology advancements.
Without proper training, we now have to figure out what is causing a PTC issue and most of the time it is not a signal issue, it’s a PTC issue that very few actually knows how it works. The carrier won’t allow us in the system so now we are dependent of guys in the backroom that were hired off the street with little to no signal or electrical knowledge.
16. Do you have any comments regarding the changes in your level of responsibility as a Signalman?

<table>
<thead>
<tr>
<th>The past 16 years the duties for a signal maintainener have greatly increased, from management configuration, firmware updates, software updates, bi weekly dd testing, hot list checks, and much more which years ago were inspector or technician responsibilities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>So far from my side anyways I have been able to work safely. That being said not having adequate supply of good spare parts is a safety hazard. Which boils down to budget crunching.</td>
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<tr>
<td>It is getting harder to do the job when we already spend a lot of time on our territory and away from home and the carrier keeps asking for more of your time. In the same breath also treating you like they are doing you a favor while not valuing your knowledge, work and time. It’s a shame.</td>
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<tr>
<td>I will always take the safe course to protect the public and coworkers but the pressure to resolve issues without the proper training and manpower can be very stressful. I can understand why these conditions can sometimes entice personnel to cut corners which could lead to catastrophe.</td>
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<tr>
<td>The work load has put an extreme amount of stress on myself, which gets transferred over into my home time.</td>
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<tr>
<td>We are expected as local Maintainers to do as much as a signal construction crews plus inspections plus trouble calls plus overtime, with 1/2 the manpower as a gang. Takes a toll mentally and physically. Our safety award was &quot;being Able to be employed&quot;. That moral is making the workplace extremely toxic. MOW also is not held to the same standard as Signal. We're expected to be there first, find the problem, wait for them to gather the help to fix the problem (because they're under staffed as well) or were pretty much expected to do it ourselves. No regard for our personal lives. I live within my means I should have to hour out almost every day every spring through winter, and then be on call seemingly constantly during peak season. Then when you can't, they make you feel like you're in the wrong. It's not worth it at this point, our pay has not even kept up with inflation. I want my life back.</td>
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<tr>
<td>It isn't necessarily the &quot;level of responsibility&quot;, but the fact that we are required to do more with less help when needed, less time, without the proper tools or training. We have been denied safety gear and training, yet are expected to perform tasks without it. And when we question management regarding these things, they either yell at us, or simply get mad and hang up from the conference call, because they never seem to show up in person to group meetings.</td>
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<tr>
<td>They need to put more then one maintenance signal man in the yard then just have one for 2 yards with over 80 switches</td>
</tr>
<tr>
<td>Seems like the company wants to keep us in the 1970s with pay but expect us to be up to date in all latest technology. The compensation we get as signalpeople is so low for the amount of things we are responsible for. And to be on call 24/7.</td>
</tr>
<tr>
<td>The PSR business model that NS is currently using prioritizes operating ration over all other aspects of running the company, including the long term health of the company.</td>
</tr>
<tr>
<td>Increased workload in the winter months make completing all tasks difficult because of winter weather travel.</td>
</tr>
<tr>
<td>This is unsustainable, as a signalman with 15+ years I find myself wondering if I am better off doing something else career wise. I pride myself in the job I do and expect the railroad to have the same respect for me as I do for them. They expect way more than we can provide under the</td>
</tr>
</tbody>
</table>
circumstances we are left to work with. I hope it changes, I do not know how much longer I will be willing to wait to see if it does.

I feel overall our workload itself hasn't drastically changed but the little things the company expects from us mainly on trouble tickets is cumbersome and also increases anxiety. Nothing is cut and dry out here and they want definitive answers with implications it will never happen again and that creates a very tense work environment.

They have cut jobs and put more work load on us. Which means more stress and hours. It's a lot harder to get track time to perform tests and dispatcher are always pushing us to hurry up. Our miles we have to drive to cover territories are much further.

I'm expected to now how all the equipment works with no training. I'm also having to read manuals on my own time to find out how it works

I think a lot of old heads have not conformed and don't like change
The world changes every day and so does the rail road
But Carriers and share holders forget who is the front line

They always want more for less. Not only do we have fra and company standards but each new vp director and manager comes with their directives. Cant keep up

Twice the work load with no pay increase and multiple open positions on the team make the work environment very stressful

More crossings and equipment added often and manpower is not increased. Sometimes even decreased.

Op-tempo has doubled or tripled, and we have lost 40% of the work force, and there isn't a big push to higher any replacements.
There's only so much we can do. Every day is a challenge to decide what falls of the plate and doesn't get completed. All this with no promise of any new hires, or ability to work any overtime to attempt to catch up. We've lost all the good people because they get burned out, or get ticked and leave.

With little training on new equipment leaves a greater risk of not being 100% sure of actions and tasks being done while troubleshooting and maintaining. With the company being quick to take you out of service it creates an environment of anxiety and undue stress.

Every year the carrier puts more responsibility on the Signal Craft. The Scope Rule is nonexistent. Management constantly asserts that Signal Personnel are responsible for performing the proper test and that more and more managers lack the knowledge of the Signal System. Watching a video and CBT criteria does not make you qualified. Signal Maintenance Personnel performing Signal Construction Work thus eliminating the Scope Rule.

More responsibility more equipment more rules every year, the only thing I have received in the last 3 years is a pay cut in the form of losing our contracting agreement!

Due to a shortage a signalmen more testing has been put on the remaining signalmen since the relief maintainer job has been abolished

What's there to say. It's forced upon us and we have no say so. Lower management is forced from above to implement a lot of these policies.

Major concerns. Employees following their yellow book testing procedures likely do not have enough time to perform testing correctly. No relief maintainers adds stress to test ahead for vacations or when we're on the hours of service. Signal construction constantly trying to push their work onto us which we do not have an “appreciable” amount of time to donate to them. I've expressed my concerns about signal constructions work and refused to cover this but it creates tension between coworkers who then are asked to cover it. We have 1 electrician who
needs help from maintainers consistently. I’m not an electrician and do not feel I should be a
replacements. Hire another electrician to assist. Maintainers are taking on major tasks in every
direction that aren’t their own assigned duties.

Only thought is we need real training when new technology is introduced to a crossing or
interlocker.

I have more equipment and territory than ever to cover, but don’t receive any additional pay. I
only have 4 days off per month and have zero sick days. The carriers clearly show that they
have no intention or interest
in giving us a fair share of the pie.

PSR and just in time policies make it increasingly harder to get proper OTS/RWP or enough of
it to be able to properly test locations. We are told we have plenty of time and to not rush, but
we are also told to not have overdue/late tests or tasks. We are under constant threat of write
ups or MAPS if we are non compliant with getting things done. Extra work is always being
added in the form of ADHOC tests and other duties. Again the threat of discipline is ever
present with getting things done before the due date. Every year our training due dates are
subjective depending on the manager. The due date is July. But the manager wants to be the
first group done so they impose a stepped up date to March. Giving us less time to get things
done, again with the threat of discipline ever present.

We are being told to do more with less resources overall. Shareholder value is #1 concern.
Responsibilities never went down as I dropped down in pay grade and classification. I like
having things to do, but I never imagined taking on longer days (paid lunch originally now
unpaid lunch= longer days) plus drive times, and supporting more people and assets has
certainly increased my workload and responsibility. We also had more people working too
back then. Get rid of people, but keep the same work or increase the workload in most cases
for all signalmen means your responsibilities increase. No contract and competitive pay in
other areas is looking better every year. Guys I know are interviewing at Verizon and National
Grid for better pay @ 47.00 /hour to start as an equipment operator. The only thing keeping
me here is a pension at this point.

The lack of personal takes it’s toll on employees as whoever is left has to pick up the load. So
when you have to basically do two jobs it’s double the responsibility.

Given the amount of safety that a signalman is responible for, the training the support and the
compensation are not in line with amount of responsibilty. We maintain a culture if safety and
hold ourselves to a standard of zero accidents or incidents through testing and maintenance the
quality of life thataccompanies such responibility is unlike most carreers out there, as such
our pay and benifits should mirror said responibilities.

Yes, we need increased pay and training for the increased levels of responsibility and
understanding of equipment outside of our job description.

We aren't able to properly do our day to day duties because of cuts in jobs. Which is causing
us to cut corners that shouldn't be happening.

New equipment is continuously being implemented without appropriate training for employees
who are required to perform testing and maintenance. Older equipment is still in service and
refresher training is necessary. Training for both new and old technology to properly perform
the duties of a Signalman.

Too hard to keep up basic maintenance in order to get inspections completed. Afraid it will
lead to health problems because of the stress load.

More testing and more upgrades is causing more work. We have less pe people to do the work
With the newer tech installed there are many new tasks to be performed. Also added is constant service bulletins, more training and more safety meetings, and more conference calls and more computer work. Administrative tasks are starting to take large amount of time.

We need to be compensated for the work we are doing!!! The company wants more done with fewer people

Company is adding responsibility, micromanaging every aspect of the job, threatening discipline at every turn, and forcing unsafe working environments with new rules, while still demanding a "safety focus" that is becoming increasingly difficult to meet.

Signalmen are the backbone of efficiency in moving trains the safe movement of trains is our business these men are the first to arrive at any troubles and the last to leave they are expected to be available all the time and with no extra pay it’s time this craft is recognized as a vital part of the Rail industry

The fact that railroad pay has not kept up with other industrious around us and with their philosophy of how to run the railroad which has caused them to be voted the most hated companies to work for in the United States has caused a mass Exodus out of the railroad and until they realize that it will continue. We have too much work to get the job done. We just get by is all we're doing a lot of work is being put off and not being done because of lack of help

Management is constantly pushing for us to do more in terms of new installs and added spreadsheets, spreadsheets that were always performed by management for years.

We have just recently be given the added responsibility of creating and closing our own Signal tickets with absolutely no training.

The company needs to step back and assess what's working and what's not, rather than answering every problem with more tech, which is not necessarily better tech.

We have a lot more responsibility and have managed to do our jobs safely and work through Covid with no big disruptions to trains. But our superiors won’t recognize it and take care of the people who work for them.

More is required, more responsibility, more knowledge yet anything that goes wrong I get blamed and punished because supervision is inadequate in providing safety and training yet I am still responsible for new equipment and technologies.

One of my largest concerns is my ability to “control my own destiny” Years ago a maintainer could repair things when they need repair. Now it’s always a fight to get needed materials and parts. However I’m sure it will be my head on the chopping block when a major problem arises from the lack of spending.

I feel like they just keep piling on all the time. Like I’m just a number and not very appreciated for what I bring to work every day. We are getting our so-called training by watching videos on the computer, the training videos contain broad and general information, which is better than nothing, but I feel like they lack the attention to detail to help us in the field, especially concerning Positive Train Control.

The supervision are basically dictators. They expect a job that takes 10 men to be done by 3 men. They don't allow us any comfort when we return back to HQ after a hard days work, hard benches to fit 2 people with 12 guys in the locker room.

As for responsibility, the bosses have no regard for how much time it takes to report to a site, do the work and return in a safe manner.

For example, they expect 40 poles to be replaced and changed our in 1 week. When they don't
offer any OT or r
ail time. When confronted they get angry and basically tell us to sit down and shut up.

We are always expected to turn out more with less hours & personnel. We are expected to be at work no matter if you're sick or not. It's always how much more can you do with least amount of time.

Newer equipment being installed/used means more responsibility in knowing different kinds and types of equipment.

My responsibility to the public are through the roof so the RR can stay liability free but my compensation has grown less as the Trump economy went out of sight now fighting through a pandemic with people quitting right and left we are expected to maintain this RR at the same levels as before. Everyone is getting fed up with this lifestyle always on call.

To follow the required carrier created job guidelines has restricted our ability to perform our jobs. The only important agenda to the carrier is removing their liability and placing in it all on the employee while increasing the workload. Then they blame us for lower productivity after reducing staff levels by 30 to 40%

Although safety is a personal responsibility, PSR has contributed to increased work loads, fewer time for maintenance, and drastically decreased head-count numbers. This all contributes to maintainers being overwhelmed at times, and the inability to achieve proper maintenance practices. We need more local maintenance teams to help facilitate and assist with more involved items such as, gate mech changes and switch head block tie changes. Our local MOW is way understaffed and stretched out over 150 miles. There are only 3 people on the local section to cover this much territory. Therefore track maintenance has become an major area of concern.

In my opinion, PSR has driven railroads to do as much as possible with a bare minimum pool of employees. Relief help isn’t provided. The weight is on the employee, on and off the clock. Expectations are higher than ever.

With the larger territories it’s difficult to test a cording to the yellow book and so tests in alert are increasing performing the duties safely can be done if people are willing to say no and take the time needed but with the work climate the railroad has created it encourages people to take short cuts and make decisions based on their time constraints rather than being able to focus on proper testing and safety.

Overall the level of oversight and mentoring has been reduced in favor of plausible deniability and sole responsibility being placed firmly upon employees to perform tests in inspections bases on technical manuals and instructions with little to no guidance.

Our jobs were barely manageable before psr started now its practically unbearable. We're drowning and the railroad wants to pay us less to do more

Responsibility as a signalman is very high. We carry the burden for train crew safety as well as every person in the public that drives across a railroad crossing. We are grossly underpaid for that responsibility and burden. If I am found that I didn’t preform a test correctly or a malfunction due to something I did I can be fined and sued. As a maintainer I have the responsibility of taking trouble calls. It can be a lot at times and I feel bad when I can’t take a trouble call because of the lack of man power the carriers have because I feel like I am pushing that burden off on another member I work with everyday. It is time that we are properly compensated for the responsibility’s of our job, to the public, and to be on call our entire careers. If we don’t see very well deserved improvement in wages in the next contract these
problem will get far far worse when myself and many other BRS members start accepting job offers in other careers.

Workload and responsibility are not always the same thing. I've spent most of my time over the last 12 years as a signalman on a construction gang. I had plenty of workload but little responsibility and little computer work. Bidding a maintainer position on the mainline came with a steep learning curve and allot of anxiety. Learning how to use the computer was difficult.

Our work responsibilities have increased, new technology is constantly being installed. The Carrier only cares about us doing our test and not the quality we do them at. When we send in our FRA inspection its all on us as an employee.

Signalmen and foremen are expected to perform duties that were once taken care of by supervisor. We are also expected to conduct the work of Signal Inspectors on top of all of our other duties with no extra pay.

With more responsibility one should receive more pay. We need more employees, less supervisors and higher wages. The work load is overwhelming and unsafe.

The consensus is the same, no matter which signal maintainer you speak with. The work responsibilities of a signal maintainer significantly differs from the responsibilities of a signalman. The only people who are in signal maintenance is because there is a must to be in that position.

Our pay should reflect the level of responsibility we have. Also the amount of coverage that needs to be provided needs to be addressed, 2 days off every other weekend leaves zero family time.

The work load has been increased, they have cut positions, and expect the same amount of work to get accomplished. They tell you that safety is their number one priority, but then they pressure you to get work done on time for a cutover etc. They preach safety but they don't mean it. If they want to do everything safely, then we need to be trained properly, for everything we do, not just a box to check next to an employee name so they can take the monkey off their back

You have the ability to do it safely but with more tests and less people they want you to test ahead for vacations and holidays and beings there's no relief maintainers there's no there to cover your tests and help test when needed. Mow has projects they do so we have to cover that on top of out test which then leaves less time to do preventive maintance.

Inspectors are expected to be familiar with large multiple territories with minimal time for travel because of how large the territories are

Doing more with no overtime to complete work outside of normal duties, less material, less help

We have more responsibilities in the field with equipment as well as taking on more of the managers responsibilities as a result of them shifting it to the employees

Need more people, all they care about is getting profits not the life and work they are giving there employee’s

Because of the job cuts and position eliminations it is no longer possible for a signal maintainer to complete all of the work the railroad has thrust upon us. Any specific railroad is a dangerous place to work. Employee morale has hit rock bottom. Signal Maintainers across the Union Pacific Railroad are being forced to make one of two options in order to keep our jobs.
Option one
Take shortcuts, compromise safety and pencil whip the tests that are required by the Federal Railroad administration so everything looks good on paper

Option two
Be honest, let the FRA tests go overdue and end up getting fired because you are not capable of completing the impossible workload.

<table>
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<tr>
<th>Safety concerns about getting more work done with less workers and not being trained on newer equipment. Don't even get refresher training on crossing equipment and broken rail like we use to at start ups, just told to do a cbt and no one to make sure we're even understanding it right anymore. Took over two years to get CPR certificated again because company has cut so many programs out for us.</th>
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<td>The added pressure of management wanting to firing you for less pay and more responsibility is always there. Its never enough. Management doesn’t have to follow there own trainings of approaching others and respecting others. Pressure of setting you up to fail happens all the time, and happy to investigate you for everything at any moment when just trying to learn a job.</td>
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| We are overloaded with testing and following M/W. They keep adding things for us to do but don't take nothing away. We have no relief maintainer so now we cover our adjoining maintainer test but are not expected to have overtime doing it when we barley have tome for our long and heavy territory. Our number of crossings per maintainer is getting out of control |
| The carrier does not take into consideration the amount of time and energy needed to make sure I am performing my duties thoroughly and safely. |

| New tech, rail, night maintainers and new locations have made the maintenance, callouts, and general stresses of the job before the new equipment seem minor. I don't forsee it ever getting better than I have it now. |

| CSX training sucks. We have to watch how to safely run a chainsaw video, or know how fast a tamper can go over a switch, but less than 5% of guys know how to properly set up gate torque or maintain a WCH hold/ clear or dial into a data link radio to try to find a problem it's like they want us to not have the info we need |

| We as signalmen are expected to take on extra work on our territories without the proper training, on top of doing obscure tasks and gang work in our areas. |

| PSR…Do Less with Less |

| I can’t do everything all the time. We need competitive wages for current employees and so that way BNSF can actually recruit capable person’s to help easy to work load. |

| It would be nice for our territories to be shorten back up. I work right against the Little Rock hump yard hub and all those guys have shorter territory. They have the ability to help their adjoining maintainers. They have taken the relief guy away from us and the maintenance foreman is now our relief guy with all the other responsibilities he has. I along with others morale about the UP and the BRS are at an all time low and falling. Within the past year I know of 7 signalmen who have left the UP for other opportunities. Truly is sad that this was once the premier job to have in my area. Now no one wants to work for them because of the stories employees tell them and that we tell our friends that they do not want to work here. Truly is sad. |

U__, BRS0176
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<th>Thanks</th>
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<td>Bryan Conner</td>
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Over worked and not rewarded for it. Takes a toll on me and my family because they see the stress and anger from me

most signalmen need the additional training ad followup training to keep up with the new monitoring systems that are being installed

I would invite management to walk a mile in my shoes. Not immediate supervisors but upper management. You come and be on call 24/7 and expect to go out in thunderstorms or blizzards just so the precious TY&E can run a train from point a to point b. We have no budget so I cannot get proper tools to do jobs, my truck has 331000+ miles on it, that’s not a safety hazard? I need more time off, sick time for my family, and compensation for all the responsibility put on me by the position.

management wants to cut cost and forgo the safety of public. If a second man is need on OT for troubleshooting or help. Management says they can’t afford another man. It’s all about there bonus and looking good to upper management. Nothing else matters.

We need a decreased asset count per maintainer in order to do QUALITY work. Getting a test done and doing quality preventative maintenance are vastly different things.

The cuts made by psr has not only costed me financially but mentally. It's put a strain on me and my family. Due to the cuts I had to move across country for almost 2 years living in a camper helping to cover multiple sections due to people quitting over the work load. Things need to change and many more are on the verge of quitting

I am on call 24/7, no rest days, and can barely get relief for a vacation. My territory is in an isolated area without an adjoining so to say the least I can see where and why most people in the rail industry is burnt out and quit. We used to make a great living compared to everyone else but now it feels like people only stay for the pension. Most of the people I talk to are just here, nobody enjoys working in the industry anymore. We have no quality of life and no home life.

I'm on a signal gang. Our workload and responsibilities have increased but our manpower has decreased. Norfolk Southern continues to expect more without having the equipment and tools to perform our tasks safely and efficiently

With the job cuts that were made it has put more work on fewer employees. The same work is still there, they want it done with less employees and fewer hours to do it in.

With the increased level of responsibilities and the always changing territories, rules, special instructions, hotels, airports, drives & the level of over your shoulder spectating from supervisors whom of which have the lack of experience in the field as most makes this job the most underpaid and under appreciated places I’ve ever worked

Many jobs were cut, including my home job which I worked from 1/17-11/20. With all the cuts and so many vacant jobs maintainers are asked to do much more than normal.

Concerns I have is the lack of training. It seems like anytime we get training it’s an outdated technology that we don’t even use anymore. And when new technology rolls out you’re pretty much training yourself. Or I’m being trained by somebody who learn the technology by there self. Basically what I’m saying is before any new technology is rolled out there should be proper training by a Qualified trainer

Please help us return our railroad to a place where safe job practices were celebrated not castigated. Where employees were given the time to brief before starting a task, and allowed to take the time necessary to perform an FRA test/inspection without fear of retaliation.
There’s little to no time to conduct preventive maintenance, and new equipment but limited training on it only leads to extended trouble call time and added frustration and stress. Adding additional locations to territories with no changes in working limits creates an unbalancing of responsibility. There is no formal journeyman training for PTC, and what journeyman classes are available fill so fast the demand far outweighs the supply. Testing dominates all work, but increased traffic and dispatcher use of the “route planner” lines a signal from 40 miles out making us wait to get authority instead of actually getting work done when we could have long before the train would have arrived.

PSR is destroying our way of life as railroaders. We are expected to do more with less, both with material and staff. For example, next week, I will be the only maintainer on duty for four territories spanning almost 200 miles. It’s exhausting and dangerous, as we are barely able to do minimal maintenance and testing.

More is expected in same amount of time as before. Certain tests have been reduced from fsm but we are still expected to do them or we are blamed when there is failures. Basically still expected to preform testing and maintain equipment but credit is not given.

Since I try to get my tests completed before they are due and we have been short staffed for a couple years it has been very regular to use me to fill in on other vacant positions. Finally, I have been assigned a lot more computer work than in the past because NS is trying to get caught up on years worth of lackadasical paperwork filing.

Yes. The management personnel and company supervision for CN railroad are, for the majority, incompetent and terrible leaders. It’s simply an absolute disgrace to deal with most decisions being made by incompetent management personnel. Almost all who spend little to no time actually doing the job of which they are so called the boss of. From the idiot Tom Hilliard and all whom he is affiliated with are a great place to start if you want examples of what I’m saying. Almost all managers and supervisors and all the way to the top of the order in various company positions are cowardly, selfish people. They’re leadership styles and tactics are terrible to say the least. They have embedded toxic attitudes and bad tastes into the ones that make there dreams and demands come true everyday. So, when I’ve seen levels of responsibility rise through the years it’s makes dealing with them an absolute nightmare.

I am required to accomplish more work in a 40 hour week with less material to work. I have more equipment to maintain which places a greater responsibility on me to protect the public and train crews.

The responsibility of the job has increased while the training hasn't increased or changed with tech. The job/testing has become more difficult and time consuming. Responsibility gets higher and higher but pay stays the same.

I just feel like they keep adding more and more to maintainers tests, audits, things handed down from director the list keeps growing but time stays the same, and it’s frowned upon to let a test go over therefore people will get there test done on time. The only question is how thoroughly between test count, maintenance, and everything else expected of maintainers.

This used to be a good job. The horrible treatment by management and no contract/raise for going on 3 years, coupled with increased responsibility does little to help with morale.

There is a LOT more stress with all the responsibility. We used to make a decent wage for it but now we are under trained and under payed.

To much work and responsibility for the amount of pay we receive. Also having to deal with supervision trying to fire us every time we turn around.
More and more responsibilities added without any written in stone job description. Can easily get in trouble based on whoever decides to show up.

Crossings that need closed/exempt need to be addressed. Supervision doesn't seem to push as much to close out of service equipment.

The railroad just keeps adding equipment to the territory and adding more to do with the equipment on top of covering other departments. No staff added, only way any personnel changes is when someone retires or quits. At this point it is impossible to legitimately do the FRA tests with the track time available and the work time available.

For me it is all sell trained plus 30 years experience. For the newer employees it is a hard and trying process. The constant "Perceived Pressure" is there every day regardless if management says its not.

We could use more workers but we would be better off if the ones that we already have would quit complaining and playing games and just do their job. If the company would just take care of the workers, and the union would stop sending money to the Democrats and following their terrible lead no matter what, we would be better off. Before Trump was elected all we heard was how close we were to a great contact. Afterwards, talks are not even happening because they never see a contact while a republican is in office. Fast forward to now. You have the absolute biggest contributor to United States socialism in the history of our country that is giving everyone everywhere money and we still do not have a contract. You should have gotten it done while the economy was great two years ago. Now, this administration is destroying our country along with the rest of the world and we can't even afford to pay our bills while making what used to be a great living. This is where all of the stress come

I have more responsibility, my pay doesn't reflect rise in responsibility. As for training, I am 100% competent in everything I do at work, but I also seek out answers and information on my own. I do not feel that everyone I work with has the same outlook.

I believe our RR is top heavy with management, specifically management that has not been grown thru the ranks therefore they take no responsibility for work being done in the field, management has lost touch with how things in the field function. Constant upgrading, service bulletins, changing/updating of programs used to track equipment and testing without proper training has put signaling in a position of reactive signaling and much less preventive maintenance. Management continues to flood field personal with all their latest and greatest ideas on trying to improve on things that are not broken. The last line of defense is the ET's, Inspectors and few maintainers with many years of knowledge! These are the folks that step up and take on the most responsibility every day! These are the folks that need to be getting paid!

There’s not nearly enough people. If something doesn’t change soon we will be completely screwed.

Training is always vital to do our jobs. Along with refresher course to just stay at peak level of performance. It’s safety critical to the public and to ourselves and our company.

We are expected to do too much in the allotted time. Need more maintainers. Spread too thin. Corners are being cut and we are the ones that are signing off on everything just so we can go home.

If I make a mistake someone of the motor public may loose their life. That's a lot of pressure for the same amount of money I can get else where

Training on new equipment might as well be non existent. The training is done by watching a video that is so boring, they don't even have a human to narrate it. It's a robot voice talking
almost entirely in acronyms. My desktop is flooded with programs to log in to various equipment. Putty, DT, Chrome, explorer, etc. And none of them use the same one. Load a program and on some the first screen is just black. Ctrl + L will open the log menu. Guess who "trains" you on these things..... Hopefully, if your lucky, there's someone nearby that has worked there longer that will teach you. Or, you could always take the company's advice and read the book. 500+ page manuals times the 1 or 2 dozen various equipment types that I work with each day.

We need more people. They are using and abusing people to get the same amount of work done with less people. Also have not seen any increases in compensation to go with increased work load.

Workload has more than Robles as a maintainer. Corporation runs stopwatch program on all tasks.

We are expected to keep trains moving and keep public safe while performing our duties in a safe manner. Which is what the majority of our craft do all while our company make record profits and we haven't had a good pay raise in years.

I work in a signal repair shop, I'm sure you would have different responses from brothers working on the rails. I'm blessed to not dodge trains anymore.

Personally I think the increased workload has taken away from maintenance and has caused more issues to arise as well as safety issues due to lack of nearby assistance and ability to work needed overtime to get things accomplished safely and properly.

We need more people due to we are being told we cannot have overdue test and being short handed plus no relief people for vacation or other reason why we could be off we have to always be testing plus track work and trouble.

We are responsible for more now than ever before. We should be paid a lot more. We are signing our name to these inspections and can be held liable.

I know that the signalman definitely use more training on the different varieties of the things they are responsible for knowing.

Maintenance positions carry high responsibilities and also having the camera in truck adds to stress.

I truly believe I am the sole of all the responsibility of my signal apparatuses and will be the first to blame if anything were to happen. To that I am trying my best with the training I have to do my due delegenace on maintaining my territory. I was also told that GPS units would be installed in our trucks again since the signal timers aren't being used by some maintainers. That would totally change my attitude towards this company.

Increased workload without any help added or pay increased. As an employee right now I feel like the “Kmart Blue Light Special.” I’m an amazingly good deal for the company.

Wages are too low for the level of work and inflation . I think at least 1000.00 monthly. Bnsf has eliminated maintenance positions and expected the same work performance .

More training and more personnel are need to return to the service we had years ago. Management is being pushed to reduce costs to the point that someone is going to get hurt or killed due to exhaustion, lack of training, short handed, failing equipment from being wore out.

We are expected to maintain or territories to the same level as before they expanded our territory and there is not enough time in the day. An average trouble call has increased to 4 hours if I'm lucky. I am constantly called for locations off my division the are over three hours.
It is also a common occurrence to be outlawed until twelve noon or later from covering so much territory.

We aren't required to be certified in our duties. Absolutely ridiculous! Increased pressure to preform and maintain systems in accordance with ever changing processes and upgrades with no real training.

I feel like we are being required to do more with less, and whenever we have failing equipment and batteries it becomes extremely difficult to get adequate replacements in a timely manner.

About ready to quite!! Not being paid half as much I should be for the responsibility’s of my job. Other company’s are paying 65 plus dollars an hour for less work. Very un happy with BNSF.

Maintenance of equipment and locations has decreased due to the increases in responsibility, PTC, track maintenance, loss of maintainers and covering other territories.

I believe that our signal positions need to have a more definitive scope of work so we can make sure the carrier isn’t taking advantage of individuals new to a position and may not know what is actually required of them.

We are spread thin, it only works unless there is an afterhours call, MOW has work that requires maintenance help, Truck issues. Anything out of the ordinary puts everyone behind. Being in charge of a gang I’m finding maintainers are taking shortcuts, refuse to do testing and switch adjustments/inspections correctly, don’t care about the importance of their job and furthermore management doesn’t care when confronted with the problem.

Yes. We have increased workloads and increased stress and pressure to do more with less. I loved my job at one time, now I struggle to go in everyday. I no longer recommend people to seek employment with the railroad unless I dislike them and I haven’t found that many that I dislike that much. I can’t wait for January 2023 so I can sing “Free at Last, Free at Last” as I walk off the property if I can make it until then?

We are required to just know how to do everything but the training isn't provided and sometimes the little things we are told are rushed like it's a burden to train us. And if you ask you're talked. And treated like your a idiot. If u don't feel comfortable with doing something and say you refuse your threatened with loosing rights and privileges.

we are constantly bullied into signing off on things that need more attention and not getting paid overtime when it is due. if you ask for proper compensation, they will threaten and/or pull GPS records and hours of service records to nitpick and write up or discipline, so that others will falsify reports.

I feel like I have had a good opportunity to learn the new technology but that same experience is not being afforded to the new maintenance members. They are making large mistakes because they do not fully understand the equipment. They can not look to management for answers as they do not know either. That is left to the few experienced members of maintenance but they are so over worked it is very hard to find time to spend with each guy.

Im very upset about the mandatory vaccine mandate. I feel like I was takin advantage of by my company & they new the whole time it was not going to be upheld. Since getting it, I keep having headaches & am in the worst shape of my life because I dont have any enegy. Is it a mental reason that my morale is down because I feel I got swindled into taking something I didn't want to take so I could keepmy job? I guess III never know. I am almost to the point of going & finding another job because with no responsibility because the amout I have right now is overwhelming. This job takes over my life & consumes me...
Need to reinstate the second inspector and relief man and stop asking maintainers to do gang work. We are not equipped for it.

The work load has increased substantially due to inadequate training, lack or materials, shortage of personnel, and the do more with less attitude of the company. Failure of the company with persicion railroading has turned sidings into parking lots meaning. Making it extremely hard to find clear track for testing crossings or even getting time to do the testing we need to do.

More things to take care of in the same amount of time isn't congruent with caring about the traveling public. A company can't do that and in turn say they care about public safety. You can have one or the other but you can't have both.

We have been severely understaffed and it's a constant challenge to keep up with crews,daily testing, and issues that arise.

Very short handed on maintainers and the company is pushing you to complete in soon vacant jobs

The gap between pay for a signalman on the gang and a signal maintainer is nonexistent. The responsibilities placed upon a signal maintainer compared to a signal gang hand doesn’t reflect in pay scale.

Employees with 10 yeas of service do not have basic signal knowledge and expect to be told every move they make

A signal maintainer and or signalman with the level of safety sensitive responsibilities we have we should be financially compensated much more than we are we don’t need eslt training, approaching other training or family days !

Yes they have placed a lot more responsibilities on us after getting rid signal tech jobs and our relief maintainers. We are now required to do things that the tech used to do and we rarely have help when we need it

Workload is always busy in signals and with maintenance of way projects. It doesn’t leave enough time to do preventative maintenance.

More work and responsibilities with less people, no overtime amd no increase in pay or benefits

I working in a hump yard and while I'm comfortable with my job, it’s safety and duties, I could not say that if I was asked to help on the main line

I like the new technology for the most part. Training is somewhat inadequate. Worst thing is company adding numerous steps and tests to monthly and quarterly tests that are not fra required.

They are expecting us to be willing to cover more territory with no extra compensation or acknowledgment and there is always threats that we will have further cuts to make it worse

No time for preventive maintenance. Always late with test, no help with track support. Stress is causing problems with personal life.

I am continually being expected to do more work with less help and less material to work with. On a larger territory of my own. As well on the many vacant positions in my area. Most of these positions have been vacant for a year or more.

To much for size of territory at certain times hard to get all done if
Have vacation scheduled or meetings Rushed

We as maintainers need to be paid more for being tied to a phone. I understand we get paid a protect day but when you give up a whole weekend one day of pay isn’t justified. I will gladly give up my protect day to not cover the weekend.
My number one concern is the direction all railroads have taken with this Hunter Harrison business model of running railroads into the ground. NS has an army of UNQUALIFIED supervision making critical decisions and in many cases the WRONG decision and there is ZERO oversight. At what point does the FRA step in and start requiring extensive training for signal supervisors? Why are they not required to attend the same level of school and training as the rest of us? At what point does our union show some backbone and walk off the job until we get a contract even if it means going to jail over it? We have been beat down, told we are worthless to the company, lied to, mistreated, over worked, underpaid, and slapped around for YEARS. At what point do we call a general strike with the other crafts? Where's the survey on what I think of my union?

Due to job cuts, expended territories, added assets and mutual accountability with other craft it's is impossible to perform routine maintenance and inspection without cutting corners.

I have asked for training many times. Print reading, switches, Eletro Logics. We are told training is available but we are to short handed to send anyone away for a day or two to get the training.

Same excuse. Not are DE fault, Jacksonville make the decision on man power issue.

Feels like level of competition for level of responsibility is not keeping up with the rest of the world. A lot of jobs at home with family are paying better I feel that is why we are losing so many people.

Since territories/responsibilities have increased; training and better compensations need to be offered.

Our pay has not increased anywhere near what our responsibility and skill and knowledge level has

It seems the more new systems are put in place the more work we take on without any extra help. Just like the new wayside signals all have flower pots that need to be removed before any maintenance of way work. Where before we let them work and then just checked wires afterwards. Now we have to go out jumper systems and unhook wires let them work and then put everything back together and in service. With no extra help and no extra time for getting tests done. And it won’t let me scroll up to see what I wrote so I hope it’s somewhat coherent.

I feel responsibility has moved from supervisor to us. While we Manage to get things done it’s only because we feel a grave responsibility which causes everyone to be over worked and stressed. I’d say stress levels of the jobs have tripled in the last few years due to all the cuts and territory realignments. With all the increase in responsibilities and stress levels there has been been zero compensation.

Due to job abolishments, maintainers are expected to take on addition tests and maintenance despite already being overloaded prior to the job cuts.

Cutting more jobs with the workload staying the same to make company look like it’s doing good.

We have gone from a mechanical job to a technology job which is way more in depth than it was. I’m expected to learn many new systems to do my job than I ever had. Our pay has not increased the way all other jobs have over the last few years. We are severely under paid for our liability aspect of our industry. All other jobs and industries are now paying more including minimum wage jobs and the service industry.

Yes, we are required to be signalmen, computer technician as well as expected to know track rules and structure
With only online training the safety of the total work force is at greater risk for injury or on track violations.

Maintainer territories need cut down to allow for proper testing and preventative maintenance tasks to be completed. Tasks are added but nothing has been taken away in years.

The job requirements continue to increase and our areas of responsibility continue to expand and yet nothing else has. All we have been told is to get the work done or they will find others to do it.

The quality of my performance has been greatly reduced to psr railroading. I don't have time, equipment, or training I feel is necessary to effectively or proficiently perform to the level required of our responsibilities. I believe we as Signalmen, the public, and the nations supply chain is being abused by precision scheduled railroading.

Don’t mind the work or responsibilities but I do mind us signalman not being appreciated and not having a new contract for the last several years.

Our union 183 although bogged down by many investigations, seems to care more about softball games, baseball games and non railroad activities compared to signalman’s work and on the job challenges.

I think they should create jobs that are responsible for certain preventative maintenance and repairs that are included in are everyday task. Example: Prints - there should be a person that covers more than one territory who does Conditions of Plans and also inspect plans for accuracy and changes.

Inventory - The same person could check inventory through SAP and keep track of changes. The company is installing generators and snow melters in bulk. Why not have another job like we have a Communications Dept for Radios. We have a Dept for Generators and Snow Melters. They'll be properly trained in maintenance and repairs. Also like Signalman work on Signals everyday and there are certain issues we recognize from experience they would have the same know how with Generators and Snow Melters to keep them operational.

A segments responsibility has grown more and the last 10 years that what it has in any other time more and more is putting on each signal from asset Management to actually happen to install crossing equipment without a gangs help.

The leadership in this company stinks! They don’t promote with in, why does signal dept have a director that’s from Supply? Why are our signal trucks being designed by maintenance of way person and has ZERO knowledge or background in building trucks!! I do!! I’ve designed firetrucks and speced out police cars! I could do a way better job!! Buying the cheapest isn’t always best in the long run! Why is it that signal and Maintenance of way get crap Freightliners, but supply drivers get to spec out there Peterbuilts and Kenworths? They get to select there equipment, I don’t!!

I'm a signal specialist, i have had to move twice for my job. When I started it was just calling out maintainers , helping them troubleshoot and taking calls from the public for crossings. Now we're doing all the MOW call outs, and PTC, they've reduced our staff by over 40%. People are getting denied vacations and personal days due to lack of coverage. I've never seen it this bad in my 26 years on the railroad.

I see day in and day out men and women leaving what used to be a “great” career. This is a stepping stone job now where we don’t have people wanting to stay rather they come through the door and see what the railroad is and turn right back around and quit. Maintenance and call outs are hard to complete with the lack of employees and the bosses still expect you to work

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twice as hard to pick up the slack of the companies neglect to hire proper employees. I can say that I know off hand at least 10 employees that are talking about quitting if the PSR does not go away and the railroad turns around and gives employees the proper resources to get the job done safely and efficiently.

It’s not worth it to be a maintainer it’s unbelievably stressful mentally and any thing you do can cause a fatality and there’s no compensation for it. With responsibility should come pay.

More responsibility has been pushed on us, including doing electrical work on buildings and infra structure around our property and we are seeing smaller raises and more arguments from management pushing to cut the fat everywhere, even if it means employees quitting due to being fed up with conditions.

Feel mistreated and not cared for. Told just get the job done and keep your mouth shut. Just get through this and it’ll get better. But nothing ever does. Empty promises on the help me out one more time system!

I hired on in 2014 and was forced to maintain with a year and a half on. I had no idea what I was doing. The company forced me to maintain five different territories over a 2 year period. Which, involved learning different things every time I got bumped not to mention the stress of living in hotels and apartments on my own dime with a family at home. I view responsibility in this company as trying my best to not get in trouble. It seems like every time you turn around there is someone lurking in the weeds trying to catch you doing something wrong. I feel that the level of responsibility with crossings alone we should be payed twice as much as we do. The company doesn’t care enough to monitor their biggest liability, why should I.

Working short handed and filling in when people are off covering their territory and being responsible for their tests

Some actual hands on training would be very beneficial. All we are provided with are some computer training modules.

We are required to keep the public safe, but aren’t compensated as such. We are classified as essential, but not treated as such. Work expectations don’t match the amount of signalman per crew. Our work force is low and have a large number of peoples unfit for the job, increasing the work load for signalman able to do the tasks required.

We have lost double digit employees and haven't had any replacements hired and have had all overtime cut so we can't properly maintain brand new equipment. Just barely have enough time to do the minimum fra required testing.

I am currently searching for alternative employment due to the stress on mine and my family's mental health from constant overwork, discipline, lack of sleep, general fatigue, and constant beratement. What was once a "dream job" is now an absolute nightmare.

It’s getting really bad. We are doing everything as bare bones as possible. More work expected with less employees and budget. Do you think testing is done 100% by the yellow book? It will bite them in the ass. today? Probably not. Soon? Yes. PSR has never worked nor never will.

Continuing abolishments of positions. With increasing workload. Grossly Understaffed while company continues to announce record profits. It’s very frustrating

With added assets and less positions it makes it difficult to keep up on maintenance, testing and supporting MOW.
I am doing the work that was previously two positions. I will admit that my work load had not doubled due to this fact, but it is the workload of 1.5 men.

I have been told to drive to Alabama to do 2 inspections when I am in Memphis. It takes 2:30hrs to get there. I told supervision I couldn’t make it there in time because I will be on the law. I turned around when I hit 12hrs of service. I was told why I can’t get those inspections. I was asked to at least try and get them. I told I am was on hrs of service and still had to get investigated on what I did that day. So supervision could get me try to fire me. I couldn’t drive in the snow in 2021 I told them I couldn’t see the road and it was dangerous and still was told I can’t believe you couldn’t come out here to fix a switch with 6 inches of snow on the ground.

Better put things in writing or they will come after you for something

Responsibility has been shifted to performance of menial tasks while trust and a good faith relationship between craft employees and officials is gone

There has become some much more pressure, more work less help. It's only a matter of time before something bad is going to happen. Stress levels have resin to new levels among employees, attitudes towards the company from even management not liking the way stuff is going in wearing off on us.

I feel maintainers are being asked to perform duties above and beyond there scope of work because there is no one else to perform the task. Maintainers are being dispatched on trouble calls on normal hours inst6 of when the problem comes in. This is requiring us to have much more workload during the day then normal

The Railroad as a whole has decided that profits are more important than lives and property. They get away with it now because older guys no how to adjust and keep pushing forward but in time and that time isn't far away veteran's will retire and the young and uneducated in safety will begin to take over as they progress so will accidents. As they always do an blame the techs for poor 3orkmanship

I do but I believe about 80 to 90% of the guys out here in the field do NOT.

Also the so called advanced training is a joke. Learning how to Log in to a piece of equipment is not training. Just because you can log in does not help any with commands or pulling a log, does not mean you can read it if you don't know what your looking at.

Signalmen are being forced by the carriers to do work and perform tasks that are at an advanced level and have not seen a comparable increase in either job classifications or wages to account for such added skilled work.

PSR has destroyed morale on the railroad across the board. Can we do our job safely and properly? Yes but it is getting close to the tipping point where the time allotted for the demands will not add up.

It doesn’t pay nearly enough for the level of responsibility. Ordering system not user friendly and time consuming for users who don’t use it everyday. No relief maintainer to assist with workload on adjoining territories.

The Carrier is looking after their bottom line over everything. Even safety. They always say their is no price on safety. PPE is changing constantly to cheaper junk. They looked at installing skate retarders in a yard but weighed the cost instead of the safety of the men working on the other end. This is not the railroad I hired on to 16 years ago. It is disappointing.

The largest problem is that we are not given the equipment to do the jobs properly. Told to pass tests by managers and then when we refuse he sends other maintainers out to pass the test that shouldn’t be passed. No track support in getting items repaired.
Union Pacific has made it clear by its actions that their bottom line is more important than running a safe railroad and the employees that try to keep it that way. This company has created an atmosphere that has deflated the attitudes of the employees within my work group and that concerns me as bad attitudes tend to affect the quality of work being performed.

I'm old enough that I will take the time I need to make something right and by the book whether or not management likes it but I worry about the younger people that may feel pressure to take short cuts to get trains moving again.

We are not paid nearly enough for the responsibility of mine and your family on are shoulders. And not enough time off to clear are head and be with are family.

CSX is no longer "military ready" to respond to issues as they arise. They have the bare minimum staffing levels before failure, if not failing now. It leaves no room for when problems actually arise.

I don't get paid much more for being a maintainer than a signalman on the gang. Yet my responsibilities have increased exponentially.

More responsibility is ok as long as there is consistent training and proper compensation. Management and ARASA's need to stop the excessive policing and punitive judgment.

Yes. The increased responsibility, the constant monitoring and harassment from management has turned this into an undesirable job. The pay and benefits do not match the constant demand from management and the executive team. There is NO work/life balance. It is costly on families and marriages. I am nearing the end of my RR career and approaching retirement. If i had to do it all over again, I would altogether choose a different career. I would not recommend a RR career to anyone with a family - especially after the Hunter Harrison takeover.

over worked, doing more with less, and no help with more positions cut off. not right to be on call all the time and being dispatched 3-4 hours from my home because were short staffed.

We all need to 'rethink' the model. We have young signalmen having to take maintainer jobs with no experience. The company theory is that they went to the signal school and should be able to do the work. Reality is that most of these guys need more daily guidance and OJT but with job cuts everyone is over extended and unable to assist these new signal maintainers.

The piss poor business model of G55, PSR, and a company that that cares more about share holders than its employees or customers. I like what I do. But these times with do more with less are getting everyone burned out and stressed out. More testing, longer territory’s and less man power is not working. We test put out fires and don’t have much time at all for preventative maintenance.

More training should be provided from the company. Instead it is done in the field by our peers.

I'm on a signal support gang.. we do more daily FRA testing than any maintainer on any railroad …. They have cut so many jobs and still expect us to keep up the same level of safety… Leadmen on these gangs should be making foreman wages for the amount of phone calls and computer work that is required daily!!

Due to less field help we are called on to handle almost anything. Supervision generally is unable to help. Their answer is “It’s your job”.

Over the past few years the higher qualified jobs have diminished, where they put those tasks on the crew guys. Just cause I sit through a 5 day class doesn't mean I know the ins and outs of equipment to put my name on the documents.
As a maintainer each year I get 50 to 100 new tests and with attic crossings I get even more testing required monthly, quarterly, or yearly. We are so shorthanded that I find myself working 95% of the time by myself because there is no help around. If I need help with a switch problem, I have to call the manager to see if anyone is free to help. Tamperers on my territory are a nightmare; we do not have the time or help to pull wires as we used to for machines. Also, we have many conversations with maintenance of Way personnel that they are “tamping and surfacing in areas just to get their miles in”, so they don’t get cut. Well, I still have my testing to do, so when that happens we are starting to push our test to the next 24 hours because we can’t keep up and I am encouraging all the maintainers to do this instead of running ourselves ragged or trying to take a shortcut just telling the manager we couldn’t get it done and it will be late.

I believe our supervision puts others’ work load on maintainers so he can use ET’s and inspectors for construction work without being in a construction gang as long as it’s on straight time.

On the construction side of things, there is constant pressure to get things done quickly in all weather conditions. Extreme heat, cold, and stormy days are no exception.

Signal maintenance is stretched past its limits. Deep personnel cuts, budget restraints, we have to beg for the most basic of materials. Tasked with making tests and inspections on vacant jobs or for vacationing team members. Managers calling you when you're marked off trying to get you to work. Managers that are clueless about our work. Demand and expectations are at an all time high while morale is dwindling away. PSR IS A DISEASE THAT IS DESTROYING RAILROADING.

The responsibilities have increased along with the equipment. We are expected to do more in an 8-hour day and there is no way to accomplish everything that is expected. This leaves equipment lacking maintenance that would normally be completed. This is all done to make the supervisors looking like they accomplished more without increasing the cost of overtime.

Not enough training on new equipment. The supervisors and managers here have created testing and standards over and above company standard. The company continues to increase work loads as well by increasing test and service bulletins. The pencil pushers in the offices create more work for unionized staff to justify their own positions.

I would like more training and refreshing of changes. Also like to walk through tasks to better myself and help new signalman.

CSX needs to take the less manpower issue more seriously and raises. More tests need to be complete with less and it seems like safety takes a back seat which is unacceptable.

They all want us to be able to do as much as we can with out getting compensation for the job performed. On construction gang.

I have became a test man not a maintainer. I barely have enough time in a month to properly test the required assets and keep up with MOW. I have late tests consistently because I can't keep up.

Increase workload with minimal support, manpower is seriously lacking. No support with immediate supervisor that still thinks the old way without an open mind for any fresh ideas. Material is an issue with the older signal system as there are not enough parts or repair facilities for this equipment.

Whereas my territory didn't expand, new crossings have been added in an already stressed workload. A neighboring position has recently been abolished and added to neighboring territories. All territories have excessive workload and we have no foreman nor relief.

U__, BRS0188
maintainer to help out. Vacations must be very carefully planned and tests must be doubled up because there is nobody to do the tests while we're away as everyone is busy keeping up with their own territories.

<table>
<thead>
<tr>
<th>More responsibility, more territory, more rules and expectations. More micro management at every step.</th>
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</thead>
<tbody>
<tr>
<td>Removing out maintenance force or DATS maintainers has put their responsibilities on the territory maintainers, it also gives us one less man during situations where people are outlawing. The elimination of “mini gangs” has also placed their responsibilities upon the territory maintainers. We now have to do out Test and maintenance per usual, and work with any M&amp;W production gangs ourself plus upgrade locations ie new cable installs, new gates, new bungalows ourself. All while being down at least one man (DATS) and having had experienced maintainers leave during the buy out and replaced with far less experienced maintainers.</td>
</tr>
<tr>
<td>More support, or more training, but also seems like we have to know everything and do everything for the same low rate.</td>
</tr>
<tr>
<td>I feel the wages for the amount of responsibility is under pay. There should be some compensation for being on call 24 hours a day 7 days a week.</td>
</tr>
<tr>
<td>It’s an unspoken truth that with the added responsibility it implies an rush to get the tests and inspection completed as to free up time to get caught up with other maintenance issues.</td>
</tr>
<tr>
<td>The company pushes for zero tickets especially on track ckts and switches while giving us less track time because dispatchers can't afford to delay any train for any amount of time.</td>
</tr>
<tr>
<td>Less signalman to assist with repairs and gangs. Have to assist MOW along with getting our normal work done putting stress on us to complete the work on regular hours. If you ask for help either told no or pressured into handling it alone. When you do get help they are only able to help for a short time than due to manpower issues have to leave and assist in other areas leaving you alone to cover the extra work alone.</td>
</tr>
<tr>
<td>Safety is not the issue but ability is. They have been using training videos to inform us of some of the new equipment with no hands on or ability to ask questions.</td>
</tr>
<tr>
<td>It always gets increased but they don’t add more jobs to help take care of the new equipment. We rarely get any help from crews when tie and steel gangs are on our territory.</td>
</tr>
<tr>
<td>The upper management of all railroads really don't have any idea what Signalman do, and what it takes to do your job safely and in a timely manner. Everything we do is voodoo to them!!</td>
</tr>
<tr>
<td>The amount of change in the equipment over 30 years is incredible. When I started all you needed was a meter, now you need a computer, flash drives and a bin full of manuals.</td>
</tr>
<tr>
<td>Being a Railroad Signalman has a high level of responsibility for the publics safety and the safety of train crews. This job requires a lot of knowledge and skill, it is by no means just a railroad laborer.</td>
</tr>
<tr>
<td>Monthly Tests must be done every 28 days and Quarterlies must be done every 84 days, so the pressure is on to get tests done and entered into the system. Signing your name that you took a class doesn’t constitute a strong understanding of the subject. The combination of our workforce getting younger, pressure to get work done or be disciplined, and the lack of training will result in future, unfortunate deaths and derailments.</td>
</tr>
<tr>
<td>Training has been a big concern, over the past years. The big concern is man power in covering work load, when summer construction crew begin new project.</td>
</tr>
</tbody>
</table>
Everything is more riskier with more responsibility which holds heavier consequences if anything goes wrong.

The level of responsibility and the pressure that management puts on you makes my stress level very high.

We are asked to do more with less. I work more overtime when there is no vacation relief maintainer. I don’t see how they expect to save money. Just puts more pressure and more work load on less guys.

The company just adds more testing and newer equipment and just throws it at us without and sort of training and just tells us to figure it out on our own.

We need better training. We need supervision with some field experience. Taking an individual straight out college and putting them in supervisor role is dangerous they should spend a few years shadowing experienced supervision. Individuals transferring from the craft to management should also have a minimum of 5-10 years experience along with holding different jobs(maintainer, inspector or ET). Having an individual with only signalman experience and there first supervisor job they are in charge of maintainers makes absolutely no sense.

During the current work model we are expected to do far more with far less. Jobs are rushed, trouble tickets are rushed, corners are cut. People (management, dispatchers, dispatcher chief) are constantly hounding you for updates and interrupting the actual work/repairs trying to get done. It causes a sense of being rushed just to do whatever it takes to say “ok it’s good, get traffic moving”. CSX is running its entire workforce at redline and it’s just a matter of time before the motor blows, whether that be derailments and/or deaths. Also they do this all while refusing to acknowledge our hard work and give us a fair contract, of course employees are going to be disgruntled and not care, causing them to be complacent or have an absolute bare minimum attitude coming to work. That’s not even bringing in the fact of the company throwing money and/or gifts at the train crews over and over again while blatantly sticking the middle finger to the rest of the crafts.

With the abolishment of inspectors and supervisor positions being eliminated, signalman have to perform duties outside of their normal scope of work. That is a trial by error in many instances because there isn’t anyone to properly train us.

my experience is that I have to have my own ambition to want to excel on my job. That means seeking my own info from manufactures and books provided. Also just going to the field and experiencing the way equipment functions. Im not sure that the supervisors that are hired have as much or less experience than I do which makes it sometimes frustrating. The company doesn't to my knowledge have anyone maintainers can contact if supervision is stumped.

sometimes these problems get brushed off because there are “too many irons in the fire”.

I answered yes above cause as a signalman I will always take the safe course but in regards to this question signalman are years of not decades behind in training and pay. The company I work for which I am happily employed by has a 1 year apprenticeship program and very little schooling. This in my opinion is unacceptable due to the nature and safety of the work we perform. Other similar and not so similar trades have extensive apprenticeship programs and also higher levels of pay with not near the responsibility. Plumber and pipefitters, carpenters, elections, sheet metal workers, laborers, operators, ect all high paying jobs and highly trained and skilled union workers as we all should be.

It gives me great pride to do my job. But it hurts to think that see quality people come in the door with hopes and dream to be furlong minutes later, and to have the carrier try to call them
back with no luck. Then they have the audacity to ask us if we have friends that would want to work here. If I didn’t have 10 years + I would walk the hell out of this job. All I do is give 120% to get shit on by some manager that doesn’t even know his/her job so they can move up in this company.

I am an Electronic Signal Technician. Due to the pandemic all the other Electronic Signal Technicians left for other employment that became available and I am the only Technician left.

We have had Signalman, Assistant Signalman, Signal Maintainers and Electronic Signal Technicians leave and Signal Supervisors leave in the last year and half. The work load is beyond any thing I ever experienced. The pay has not increased even though the demand for testing has gotten worse.

The company has cut all the essential equipment from our craft including bucket trucks, crane trucks and back hoes. We are pressured to “make it work” when something comes up, when we bring up the safety concern later we are told we can always rent something. When we ask to rent something we are told it isn’t in the budget.

We are under immense pressure in areas due to unfilled job positions. The core of this problem is the shit show management teams that brow beat the hell out of these new guys to the point of their leaving the company. These management turds love to stack these guys personal files with reprimands so they can have the thumb down on them. Deferred maintenance despite PTC on the signal side but all crafts are seeing the effects of this greedy company. The CEO of Canadian National should have been hauled in to Washington with the rest of them. We are the founding company of PSR and have been suffering the longest…or cooking their books longer.

Expanded territories due to employment reduction mostly only allows for on the job training. Higher unit counts and a lack of knowledge, i.e. human error, is not the greatest for public safety.

Our maintenance is taking the hardest hit. We are expected to do so much more so our time to do proper maintenance is lacking

Need better training. Should utilize the safety carts classes better on how to test new equipment vs the same things we go over year after year that do not even come close to what we do.

The increasing responsibilities have pushed maintainers to become far more technical, increasing their level of knowledge needed and levels of responsibility for assets. While the need for maintenance, repairs, and improvements to locations has, if nothing else increased for each employee. This limits the ability of personel to collaborate on such work. Increasing the odds of failures, trouble calls, potential for injury, and job stress. If statistics don't reflect this conclusion it is wholly due to the extreme efforts of signal personel to go above and beyond.

Need more money for this job and all the responsibilities it in tales. Plumbers make more than us and truck drivers now do also.

We have more responsibility then anyone out there. Supervisors that don't know simple circuits, no help with cutovers, aways asking other people for help and there is not rely of any one besides of own union members to get us through the day and problems. With increased work loads, we want more money

Ask for 2hrs of track and disbatch changes it to 1, cant get track between 2 CP’s because trains need 22miles of head room
BNSF need to hire and bolster the BRS roster so current employees are not stretched thin and performing tasks that other positions used to handle.

Everything is do more with less people and money. There is no forward thinking what’s so ever. Less people make it harder and less room for error. It’s not a problem here untill it's a problem.

Just more Fatigued being short staffed. Weekends on call and no time off.

We used to have a total of 8 of us to cover our area:

4 maintainers
2 man gang
1 signal inspector
1 technician

They cut the gang, changed the location of the technical and moved the inspector, so the number went from 8 to 4.

It has come to my attention that where I work in MN the average workload for a Signal Maintainer is significantly more than the system average. This is anecdotal but we can look at different territories system wide and the workload difference is easily observed.

As Signal Maintainers we have alot of things to look after aside from our C and S testing responsibilities. There are times where track conditions become our responsibility. Or PTC related problems also become part of our responsibility.

Yes, why doesn't our pay reflect our workload. Why is training so insignificant compared to the amount of equipment we have to maintain.

Even though we all are having to put forth more effort to get the work done, management has quit helping to get the materials to do the job properly. I have personally had trouble tickets closed by someone in Omaha even though they were in temp fix status. I feel this is making the railroad a very unsafe place to work.

The railroad decimated our department (prepandemic) and doesn't want to hire any new employees. We have higher work loads because of this decision and more stress because of poor planning. As well as just having worked everyday through the pandemic with no appreciation no incentives no hazzard pay and no contract (cost of living raises, benefits etc.) Moral is low.

I feel Norfolk Southern needs to do more as a company to seek out federal and state funding to upgrade more locations, especially crossings. It seems we have hit a lull with the pandemic affecting funding and resources for viable upgrades.

Lot less time to perform adequate and safe test. Feel more pressure to do the work faster and less safe.

I'm new to signaling but I do like it. Its a boat load of stuff to know. Huge responsibility and a bit of a major under taking at times. Many factors make the job hard to do at times: management, excessive amount of rules, train traffic, weather, lack of materials and supplies, on the job training is tough because everyone that should help you is already busy doing something else. Sometimes you will have a day planned out for the amount of work given to you, but then you get a trouble call witch puts you behind on FRA testing, or track maintenance needs a crossing out of service on the other side of your territory. This type of job is definitely not meant for just anyone. It really takes a special kind of person to know and
understand the scope of things going on day to day. On the job training would really help out a lot more to ease some headaches.

it would be nice if the rail road would hire in a more timely manner instead of waiting until there is a mass lose of people due to retirement and leaving the craft.

They expect more and give less. We are not adequately compensated or appreciated. Safety use to be priority now it’s profit.

The training on the new Technology his been mostly self induced. I do not feel the carrier has provided adequate training on new technology.

Test load has increased, man power has decreased. Still have to cover the same amount of MofW working on territories as well as other unforeseen day to day things.

Yes for sure I cannot understand why the signal dept is managed with one set of standards and MOW is not if we do not get the track maintenance performed at a much higher level and in a timely manner we will continue to deteriorate our railroad putting the public at risk and eventually signalman cannot apply anymore bandages to serious problems and the frequency of derailments is most likely to increase for sure and there’s nothing more dangerous then cleaning of a mess that could have been avoided thank you for listening we need some help please

The amount of responsibility in relation to the time, effort, area I work in, and stress involved with performing my job duties does not reflect in my paycheck.

Would really love a sufficient amount of man power to achieve a better level of maintenance on my equipment.

Signalman over the years have been over looked in wages. Our craft has more responsibility and skill set than any other department, but wages do not show that anymore.

Yes, I feel with the current model and testing to maintain assets I feel I have enough time to do tests, but not enough time to do all preventative maintenance.

My opinion based on years of participation in this job is that the railroads are taking the easiest way out for them. That is to find and hire the dumbest people they can find who will do the job without any understanding of what they are doing and the consequences of doing it wrong. Not to mention the consequences to the public. They also demonstrate less and less regard for actual public safety since they now can find more dumb people to blame the issues on without regard for the truth, they themselves are responsible for setting the railroad up in this manner, not the signalmen. They are going back to the blood bath days of old with no thought or regret.

Our pay and benefits are subpar to crafts with our responsibility. Public safety at crossings (people not getting hit) and making sure trains don't run into each other. Ours jobs should be held to higher esteem than your average maintenance man.

We need more people trained and able to do this job. The infrastructure is worn out and we have little time to do routine maintenance

Need more training and pay for the responsibilities and stress we have to deal with, and also need more help with the expanding territories.

I understand that pay and responsibility go hand in hand. But im seeing a large influx of more responsibility and the pay is not going up as well.

They pay differential between signalman, signal foreman compared to signal maintainer is grossly outdated when compared
To the liability and responsibility associated to the task completed
Monthly on a single person. The expectation is 100% everyday all day no exceptions. We are humans and people first

U__, BRS0193
People are quitting all the time because of terrible working conditions created by psr and corporate greed. This used to be a great place to work. Shocking how many people say they will quit if another opportunity presents itself.

Harder to do maintenance with the PSR model. It is all about moving trains without maintenance in mind. More difficult to get track time from dispatchers due to fear in their jobs, which in turns makes our jobs harder to perform. Maintenance has gone down in the past 4+ years.

Our headquarters needs to hire more Maintainers to cut down on the length of territories that each worker is responsible for. There's a lot of testing being done but not enough maintenance.

PSR will be the death of the railroads and will ruin the life for many good men and women out there.

Increased work load. Can’t take days off because no one is there to do your testing. They want you to move test up in order to free those days up. Very short handed. Always adding more work on top of the scheduled work.

The training models are nice, but not enough depth and interaction and your inspections still need to get done

More and more responsibilities are being added with fewer people to do the work. Many of our maintainers aren’t staying on the jobs long enough to learn how to do the jobs, so we’re constantly training new maintainers.

We have become a person with tons of responsibility but treated like unskilled labor. When trying to get help the so called experts don’t listen to you and creating tests that have already been done

Under PSR, BNSF keeps adding more and more requirements to every inspection. They always say "it only takes a few more minutes". At the end of the day those minutes add up to you either rushing through your inspections or working overtime. Doing inspections on overtime is highly frowned upon

These jobs used to be one of pride and craftsmanship. Now its all about chasing the little red ball for testing. There is minimal if any time for maintenance. No maintenance is done until a failure or trouble ticket is made because the territory is so big you can not do anything but test. Their emphasis is not safety but clearing profits. A prime example is CSXs switch tracking software. It is not accurate, they know it yet try to use it. It over counts switch anomalies from testing and track work on top of actual switch throws. Recently we had a crossing have two trouble tickets in one week. There was no "data" sent out that you better fix this before mid level mgmt comes out to find the problem. There was no mention of it on calls or emails. But let one switch show up with a low score or just trouble ticket and all hell comes down from management. Data of how poorly the switch is working-see above, they want pictures and results immediately. If not then mgmt comes out to harrass you

Under paid with the responsibility we have of safe and efficient movement of trains and public safety duties

Everyone wants things done right now. Nor enough time or people to test or maintain properly.

We are constantly being stretched thin. We are always being rushed on trouble calls because of possibly delaying trains. We are being told to test assets 4 to 7 days before they are actually due.

If the company turned half of the "supervisors" into testmen, maintainers, and electronic leaders We would NOT have nearly as many problems, or trouble calls as we do. Locally NS
has 4 levels of management, the is literally double to what CP had. There is constant rule and policie changes that sometimes we are made aware and sometimes we aren't. It's extremely frustrating when you're not sure what you shoyld be doing or not doing because of that.

I would like to see relief maintainers brought back into service. Performing testing, upgrades, adhocs, & m/w support is overwhelming and not sustainable under the current work load demands.

We on the signal support gangs do more testing than the local maintenance guys we clean up their territory and we make less hourly wages than they do how is this fair . The lead men need Forman pay and signalman need at least what the maintainer is making we have more responsibility!

I am always on call and never have a chance to get away from the stress of work due to insufficient time off and overwhelming amount of maintenance that needs to be completed with little to no help

Money is taking priority over safety. There is no such thing as maintenance anymore. You do your testing and that's all you have time to do.

We are all proud of our work. We desire to do the best we can at our positions. There is a breaking point for everything that carries a load.

With a lot of job cuts, like getting rid of maintenance gangs, expanding territories and less maintainers to do the work, the workload and responsibilities have dramatically increased. Especially under PSR.

Feels as if workload has close to doubled while removing support roles in workgroups. As well as adding duties that were performed by employees receiving technician pay at maintainer pay level.

Current management always question our every move. We always need to defend everything we do. It's never correct, always telling management to stop doing our work. Soon as we except a trouble call we're being called by management wanting answers. Always wanting proof of what we found as the problem.

I am currently on disability. A lot of my depression was brought on by very unrealistic expectations and all the constant changes in rules, expectations, abuse,

I am personally surprised that a fatality hasn't occurred yet due to the man power cutbacks, increase workloads, and very poor training. All of the above is a direct result of PSR. PSR is bad for employees, bad for customers and bad for America. The only people who prosper from PSR is the top earners at Union Pacific and large shareholders. I once was proud to work for Union Pacific, now I avoid telling people where I work.

We are spending more time learning about equipment on the job, with equipment already in service. No advanced training has been provided to me yet. Also along with new equipment, our test procedures don't seem to stay up with the installation. Most times I am interpreting our rules to new hires along with performing tests that aren't worded to suit the electronic equipment we are testing.

Some of us older maintainers were not born with a computer strapped to our ass and company believe s we should understand all new technology

In a normal job anywhere else, added responsibilities comes with added wages and benefits. Since the carrier doesn't seem to think on that frame of mind, there are PLENTY of other opportunities out there that are peeking the interests of others just like me. I like what I do, but I'm not here to do it for free!!
<table>
<thead>
<tr>
<th>Need to decrease territory and pay us accordingly due to the amount of electronic equipment we need to keep up with</th>
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</thead>
<tbody>
<tr>
<td>It takes increased coordination and time to get the help needed to complete tasks that require more than one person.</td>
</tr>
<tr>
<td>The biggest problem is we are expected to do more with less. Do more testing with less people. And are constantly monitored and micro managed. We are unable to take vacation without getting our testing done beforehand. There is no relief maintainers available which in turn screws up our testing schedule for the following months.</td>
</tr>
<tr>
<td>We need to re-hire an ETI and at least 2 relief maintainers. We’re running on absolute bare minimum man power with no backup for vacations or unforeseen incidents or vandalism, storm outages or damage caused by the traveling public.</td>
</tr>
<tr>
<td>I have the ability to perform my job safely right now, but I’m not so sure I’ll have the same ability in the future. NS adapted PSR and abandoned the work force. They don’t care about the workers they invested in. We’ve seen them offer buyouts to maintainers and then be short staffed 6 months later. We don’t have have the people to take the jobs of maintainers who are retiring in the next 2-5 years.</td>
</tr>
<tr>
<td>More responsibility with less time and none of the proper training required to better do my job and having to compromise safety</td>
</tr>
<tr>
<td>Signalman position now has to order materials and receive delivery of these materials. We now have to manage most of all capital projects and make corrections after the fact of a large project. Seems more now we have to not only maintain our area but also be manager, clerk and project manager for any and all projects in our area.</td>
</tr>
<tr>
<td>Need every job they cut off put back on, territory’s are too big and hold call is unrealistic with the amount of territory one maintainer has to cover</td>
</tr>
<tr>
<td>The test load that EAM shows is generally able to be completed but the tests outside of EAM are almost always late to be able to complete.</td>
</tr>
<tr>
<td>They just keep adding more work and responsibilities for us to do but not giving us anymore time to get it done. I have the ability to get the work done but not enough time or training to get it done safely.</td>
</tr>
<tr>
<td>They seem to keep adding more and we keep having less people. Forcing newer individuals to do short cuts on tests. Because the newer equipment is not taught in school so they are having to wing it.</td>
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<tr>
<td>Most are underpaid due to the Fra Responsibility and BNSF Responsibility and Public Safety we need to provide. Different technology on each Maintainer territories and other jobs paying well over $40 to $60 per Hour with No on call and no Weekends.</td>
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<tr>
<td>We need more people but i know that’s difficult right now. Might need to look into relief maintainer jobs again. I also have no track support and have to constantly involve the FRA to get anything done. I replaced an IJ with a track inspector just to get it done after two roadmasters said they could not help. Then add in the fact that i have crossings that are jumpered up OOS all winter long due to melting snow and drainage issues. The constant trouble calls are draining for something i cannot fix. I need xing rehabs done and undercut for better drainage. Maintainers going on vacation with no relief. I have no problem having all the overtime when this happens but it gives me no home/personal life. It’s to the point that a different job with less responsibility with better pay is worth it.</td>
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<tr>
<td>Manpower shortages lead to unsafe conditions. Numerous maintainer territories have been vacated due to there not being enough employees to permanently fill the positions. This</td>
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</table>
causes adjoining maintainers to have to cover two or more territories which causes their own territory to suffer. All adjoining territories quickly fall into disrepair which causes more call outs. The increased call outs causes the maintainer to be off during the day due to Hours of Service when he would normally perform maintenance duties. This causes the territories to decline even more. This situation causes high turnover so the railroad forces low seniority employees to fill these positions who do not have the experience nor the support of management needed to rectify the situation. When one territory declines, it pulls down the entire work group like a black hole and does so rapidly. To recover from such a disparity takes years of hard work.

I don't have a problem with responsibility as long as the company supports the work with money to workers, maintenance and training for the worker.

We need more employees for help to do quality work and work together to make everything run and work as efficiently as possible

Overall the workload has increased, the training has not kept up with new equipment out in the field.

I have a smaller territory then some other co workers and feel stressed about my work load so know they have to feel same stress and anxiety

Expectations to be able to program all aspects of PTC radio under FCC guide lines as well as WIU work and GRS , that covers dispatcher screens and field to office issues

The responsibility of maintaining is beyond challenging. We take calls 24 hrs a day Throughout the week. If you check out on weekends your off for 48 hours. We get calls at all different times of the night. As a maintainer we make sure the public stays safe and every school bus that comes across that railroad crossing are trusting us with their lives. We are mismanaged and under appreciated. Hopefully the TSB will make changes!!

Our responsibilities and territories have increased significantly in recent years, and training on new technology is lacking to put it mildly.

As Sa Foreman I believe that all of us have taken on more responsibility over the last 5/10 years, which should result in more pay.

IT’S PAST TIME TO MAKE IT WORTHWHILE TO BE IN THE MAINTENANCE FORCES RATHER THAN CONSTRUCTION FORCES. THE LAST SEVERAL CONTRACTS HAVE BENEFITED CONSTRUCTION FORCES OVER MAINTENANCE FORCES. THE DAYS OF THE RAILROAD JOBS BEING DESIRED ARE GONE. THESE JOBS USED TO BE SOUGHT AFTER, NO LONGER THE CASE. YA’LL HAVE ALLOWED THE RAILROAD TO GUT OUR CRAFT. IT’S A GOOD POSSIBILITY THAT IT’S TOO LATE FOR YA’LL TO SAVE OUR LIFESTYLE. YOU HAVE ALLOWED OUR CRAFT TO LOSE GROUND IN THE JOBS MARKET. WE ARE SO FAR BEHIND POWER COMPANY PAY, WHICH USED TO BE A GAUGE OF OUR VALUE. WE ARE NOW BEING PASSED UP BY UNSKILLED LABOR JOBS.

The only time I have problems with workloads is when off hour trouble tickets get deferred and we have to deal with them while getting planned tests done at the same time during work hours.

Constantly hounded by supervision in regards to daily SEAM reports. Even though there’s no reported failure I have to go look at the switches that are on the report.

The workload and responsibilities have definitely increased our the past 6 years. However the pressure to “hurry up and get it done” I try to not let it get to me. The railroad is persistent
with the pressure and I doubt it will change anytime soon. Currently we have supervision that doesn’t have a clue what they are doing and are unable to perform their jobs let alone mine.

Not enough time spent on testing and maintenance, it seems like the main emphasis is on m.o.w support and repairs.
And lack of sleep due to trouble calls. Even if your rested per h.o.s regulation, it doesn’t mean you have slept.

I have to go farther on trouble day and night. Employees are having to work MW production gangs by themselves because of lack of employees. These gangs used to be worked with 4 employees. More trouble calls and going farther lead to less normal sleep. No in person training sessions on equipment anymore. Supervisors on all levels routinely encourage and intimidate employees into short cutting inspections. Signalman now have all the responsibility on the C&S side and no proper training with no support from Supervision.

Our front line supervisors that's have had are still trying they're best with how they are being treated. They're hands are tied. But above that there is a huge disconnect. There is just this kinda "be lucky you have a job" kind of attitude. It's never been said to me but it's the general consensus.. unfortunately they are getting alot of resentful employees here me included on what level of care I will put out for a co. That seams to treat everyone as they are replaceable. I will never shorthand a crossing or any other tests or inspections but I can tell you my level of concern is near non existent. I have gone from a guy that always did that much more. To even staying off the clock to makensure something was done and done right. To I'm here for 8 hrs and after my time is up I haven't a care in the world for this company.

No I do travel the territory and some of the maintainers have gotten a lot more equipment as well as assets

Our positions are general railroad safety and some of our jobs involve working together with other crafts. If there's pressure on other crafts to not turn in work orders or defects, then our workload can and will decrease as well. Bonding, IJs and switches are are place where track and signal meet. Also, using a computer program called the SEAM report to notify Signal Maintainers during normal business hours of switch issues instead of calling them out, as a way to avoid overtime, is not a very safety conscious decision. We are cheap insurance for safe and efficient movement of freight across America

Assets are consistently added to maintainers responsibilities while the company expects the same or less labor to Perform the additional work

The railroad has seemed to deprioritized the urgency of tickets and defects. We used to be able to keep on top of tickets and calls as well as the testing, but now we see slow and crossing orders out for hours and days and they don't seemed concerned. Tickets are open for months and they don't seem to care about slowing traffic down.

Over worked and underpaid employees cause low moral equalling a unsafe environment for everyone.

We have more work load, more open jobs that they want us to take care of on top of what we already have. Then the deferred of tickets that they want us to take of on straight time instead of overtime so more load and stress. People are tired and don't care anymore about doing good work because it's never good enough they always want you to do more with this same pay.

A few struggles learning the idiosyncrasies of the new equip. But always had support system available.

PSR is creating an unsafe work environment in the field. Causes more stress on system and on employees. Current management style on care about shareholders and we are overpaid

U__, BRS0198
crybabies is how we are treated. All we want if fair pay for being to subject to call at a moments notice, we work in a more hazardous environment than a typical 9/5 so we need better Healthcare. Walking on rocks out in the elements vs air Conditioned office chair deserves better Healthcare and pay.

Always more and more responsibility is being shifted on to us as the railroad fires or furloughs employees.

We perform multiple types of trade work and carry a big responsibility on our shoulders to make sure everything operates and functions as intended. Should be paid better for what responsibilities and trades we perform.

Carrier is demanding more extensive testing, on more equipment, and even changed some testing from 90 days to 30 days. That has increased our test work load!

They differ alot of tickets also car on tracks they do not call out a maintainer anymore and have track inspector put it back in service when they don't even know what they are looking for.

My responsibility is ever expanding. The railroads pile more and more work on us with no regard for fatigue or safety.

I have not been a signalman in a long time. When I was on the gang as a signalman we followed production gangs. We were paid less than maintenance and inspection forces, but our responsibility was similar. We disable crossings and test them and enter tests. We also did mid manual labor than maintenance forces.

I'm capable of performing the tasks assigned to me, but the carriers defense for cutting Inspector positions was due to decreased workload for that class, but they won't respond when it's pointed out that the E.T. headcount has been cut while increasing our workload leaving us with less time to perform preventative maintenance work and to assist the Maintainers with persistent repeating problems.

It’s enough to have to fill out FRA testing every day and get your testing done while working with dispatcher’s that only care about moving trains, but now we are being told that we have to do the jobs at SOC now also opening and closing tickets! I don’t remember getting trained on any of that and I’m pretty sure nobody else does either. But it’s been sent down from above that it’s part of our job now and it has never been part of it before, so how much more stuff are they going add onto us after that? And how many more jobs are gonna get cut so share holders can make more money?

My current position as a Test Maintainer has become more of a construction signalman position with the increased project workload and without the added benefits.

with the devastation of all construction jobs, the work load has increased without added hours. So maintainers are forced to do the bare minimums and not devote their full attention to proper maintenance.

For the amount of responsibility and pressure put on by the carrier the compensation does not align with that demand.

We work with 1/4 of the man power we use to. We have wore out equipment that's over 20 years old. The railroad wants us to get the work done with a three man crew and broke down equipment just as fast and safe as we did with a 7 or 8 man crew and new equipment. Do more with less.

Since the major cuts we have lost a lot of workers and have never replaced them so the work has increased because they never decreased the amount of work. We are still expected to perform at the same level with less people.
<table>
<thead>
<tr>
<th>My compensation should double or the assigned duties I have be redistributed. I have twice the assets, twice the driving, twice responsibilities and thus twice the risk than I had 10 years ago.</th>
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<tbody>
<tr>
<td>In response to last question, under normal conditions the answer is yes. But when I have to support rail gangs, tie gangs, surfacing gangs, track department, capitol projects, and all the other things I get spread really thin and am unable to give my testing what I feel is adequate attention.</td>
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<tr>
<td>The Agra needs to step in and do something because it is clear that all the class 1 railroads care about is operating ratio.</td>
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<tr>
<td>It is ridiculous, they are working us harder and longer and expecting more every day, it is just push push push until people get hurt and then they blame the employee. My job gets worse every day and has done so since 2018. We are not slaves, but Union Pacific railroad sure thinks we are.</td>
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<tr>
<td>I was an inspector for 10 years, I was able to get necessary training but the younger guys I don’t believe get the training needed for the responsibility’s put on them</td>
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<tr>
<td>This current administration doesn't care about safety. They are concerned about keeping the trains moving at any cost. The responsibility's will be increasing more and more as the railroad will do anything to increase the profits of the railroad and keep the shareholders happy.</td>
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<tr>
<td>THE WORKLOAD HAS DOUBLED SINCE PSR. MY BODY HAS TAKEN A TOLL SINCE THE PSR WAS IMPLEMENTED, THERE ARE NO BREAKS JUST A LONG LIST OF THINGS TO DO THAT WILL NEVER BE COMPLETED. MY FAMILY SEES ME LESS BECAUSE I AM OUT OF TOWN OR TO WORN OUT AND HAVE TO SPEND MY WEEKENDS RECOOPERATING, IF I DON'T GET CALLED OUT. I DON'T GET TO MANY WEEKENDS WITHOUT A CALL. COVERAGE DUE TO LACK OF MANPOWER HAS MADE THINGS ROUGH.</td>
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<tr>
<td>I would rather be on a single territory instead of traveling system wide to figure out how different equipment works for certain applications. Be trained on one territory and know how it works and not worry about being fired because there is no one to show you.</td>
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<tr>
<td>As stated earlier, training requirements need to be implemented. New equipment is installed and we are expected to maintain these electrical units with little to no knowledge of their workings.</td>
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<td>Used to enjoy my position with the railroad. I used to be excited for my future. I used to be proud. Now it feels like I am at a work-release prison program. I constantly deal with paranoia and anxiety about my job. I'm exhausted, and i feel beat up both physically and emotionally by the time I get home at night. I don't know how much longer I can endure this.</td>
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<tr>
<td>Seems like the railroads are always looking to cut jobs and not fill open jobs in a timely manner. Most jobs still give us enough time to satisfy FRA testing but not enough time to do maintenance along with testing. There is some time to do maintenance, but if your on a territory that fell behind, catching it up will take several years.</td>
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<tr>
<td>Company keeps adding assets to my already unmanageable workload. They also provide very little training in new equipment.</td>
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<tr>
<td>I think training is paramount out here not only for signalman but management as well. If we are not given the proper tools to be successful, failure is a certainty. Workers are stretched thin and often not provided with what is needed to safely operate across all systems. We all understand that workers are hard to find and everyone certainly has stepped up to keep progress moving forward more can be done at all levels.</td>
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Little to no training. I came from the military and Environmental world were training was everything.

More responsibility and stagnant pay equals morale that is an all time low among my peers / craft.

There is never enough time to do the "required testing" they want and maintain a compliance with the rules. Training on their testing they want us to do is basically reading the company policy, (which is beyond the FRA requirement) to us and not a training on the application. Then when something goes wrong because we were rushed, ie not enough time to test between trains; then they throw their company policy at us.

The amount of work added to each employee and the amount of employees that have been fired or resigned just adds major stress and fatigue on the remaining workers. We are pushed to perform more work with less time on a daily basis. And supervisors are pushing more of their responsibilities on us workers. The added stress and fatigue has lead to several employees I know including myself that have all of a sudden have heart issues and have all been told that the stress level must go down.

I do believe that I have the ability to safely complete my daily tasks at this moment. I am not afraid to ask for help from other employees. I have never been the person to guess or shoot from the hip when I’m not confident in knowing how to do something.

More responsibilities should come with higher pay and more paid time off to help decompress after dealing with these issues 24 hours a day for weeks at a time sometimes.

Due to the level of responsibility and risk of getting fined by FRA pay should be substantially higher

I believe that the railroad is trying to get us to do more so they can reduce our work staff, which would in turn increase our workload even more.

Increased responsibilities and workload due to upgraded equipment and a scarce workforce due to company cutbacks and buyouts.

Responsibility has increased in maintenance. Would like to see standby pay for availability and relief maintainers that specifically support maintenance of way.

It’s no secret that the workload of a Maintainer has doubled for us all. The responsibilities have doubled. The territories were expanded. The manpower was cut to the bare minimum. I have lost complete confidence I. The company I work for. Use to I would dream about having a good retirement when the time came. Now I wonder if I’ll have a job in a year. You can’t run a multi-million dollar company on penny’s and expect it to grow. Things will eventually crumble. We are spread out to thin, overloaded, and told to suck it up and be glad you have a job. This company has changed so much in the last 14 years, to the point I don’t recognize it anymore. The employee morale is at a all time low. There is no team attitude anymore. It is a every man for himself attitude. We use to have fun, we use to love our job, we use to love our fellowship… But all that was taken away.

We now are doing expected to do way more, with far less time and always being spread thin. Everything is a hurry up anymore.

The load has not really increased. But the company piles rules over everything. Technology has pressured the men more. ( I know this is the company’s job and equipment and have the right to make certain rules and changes )

With the level & the professional job that I/we have been doing & the increased pressure put on us to put out a product faster, the lack of a raise, the lack of increased benefits & the absurd lack of sick days is a slap in the face of the men who do this job & do it at a high level.
Removing of electronic leaders in my area is making the work load responsibility more difficult and supervision has stepped into that role with maintaining installation procedures where it was once an ET/EL work.

With increased responsibility it has become more difficult to keep all tests up to date in a timely manner. With certain maintainers having to work territories that are a great distance from their homes it is even more difficult. We have no choice but to take a considerable amount of time out our rest to be back at work after going HSL. All of this adds up to a significant decrease in quality work and safety because we are tired and rushed to complete everything.

I still do my job safe but in last 4 years 6 jobs have been cut. But the maintenance of switch heaters burying boot legs covering mow has doubled plus doing every day testing and inspection other areas are worse because of no plan to have a standard.

Yes on BNSF sw div management has figured out to help their budgets to have maintenance do construction work under afe’s to pad their budget. Without concern for the safety or health of the maintenance employees. I have personally told my manager I want to be able to walk when I get out of here. We built switch panels. Installed new sw heaters installed new gate mechs. Not just a couple. Around 28 sw heaters 10 sw panels. 14 gate mechs. And we were required to cover all maintenance gangs no matter how large or small. And the kicker was we would follow the gang it would get to the Kansas division Line and they would have a signal construction gang waiting to take over. During all of this we did our inspections maintenance and took calls at night. They are killing signal maintenance on the southwest division. Erik Southard Signal inspector Clovis NM.

I don't mind the increased responsibility and work thats being added, but we need to be fairly compensated for the increased work load and stress as signal maintainers.

Maintainers need more training with this new technology instead of figuring out how it works as you go along.

The increasing responsibility of maintainers doing gang work has been amplified by our Supervisor pretty plainly this year. We have already been told that our "system" gang has way to much work to do, so we have been advised to be ready, to install paddle draggers if necessary, to get "the" work done as necessary deemed by the "Carrier" for C-Par expenses or under an AFE...this is gang work being forced on Signal Maintainers because of what the Carrier will not say is PSR. Stop cutting Signal Gang positions and forcing that work on Signal Maintainers to save the Carrier money. Less time to Maintain any territory, means more trouble tickets and more overtime...yet, the Carrier, according to most maintainers I've talked to, doesn't care that we are being woken up in the middle of the night, driving in the worst conditions, putting ourselves in danger, because of PSR, that the carrier says they are not implementing, to simply save a buck! It's as simple as that. The Carrier doesn't care!

As I said earlier, the responsibilities in the terminal I work at were a lot even before PSR. Now having to do the same job with less man power is ridiculous. Managers think that they employees should violate HSL to make up for this self inflicted man power issue and I for one think that’s incredibly detestable.

The disconnect between upper management and its workforce. They have no idea what it takes to get jobs done and the lack of manpower out on the rails. They expect work to be done with little to no manpower. Some gangs have 1 Forman and 1 signalman with maybe 2-4 assistance who don’t have time to train new employees. This can only result in someone getting fired.
hurt, or killed. Not to mention the responsibility they put on maintainers to be on call all the
time cover lack of manpower and if something goes wrong the blame is left on the employee
not the management that put them in that position. We are underpaid under appreciated and all
they ask if more. We have become to feel like more of a number than a employee of this
company who doesn’t seem to care of the sacrifices they make. The moral has decreased
vastly since I started especially when the company brags about record profits but has no
intention on improving the working conditions or life’s of the people who made that happen.

| We are underpaid and overworked. The company does not train us the way they need to on
| new equipment. This company does not care about its employees or the work they perform.
| All they care about is its numbers and to make the share holders happy. The employee
| morale is the lowest i have ever saw. People are leaving left and right. They need to give us a
| contract and also the required training we deserve. We the employees are what makes this
| company successful...
|

| I feel that we are underpaid for the work that we put in. We are held to a higher standard than
| every other department, we have more rules & qualifications to know as well. We are always
| pressured by management to do more.
|

| I’ve been putting in resumes for other employment. The RR used to be a competitive place to
| work compared to other corporations but no longer. I’d rather take a $20K pay cut to work a
| Monday-Friday job than be called out all hours just to be criticized about how I did the job no
| one else would do!
|

| Management is asking (requiring) more and more from us. Taking us away from our homes
| and families more. Our Safety is only a priority for this company when it benefits the
| company. We are highly over worked to the point of exhaustion. When this is brought up to
| Management we are threatened with possible termination for insubordination of not doing
| what they say. This is by far the worst it has been in my 11 years.
|

| They expect more, give less, and punish more severely. I haven't heard of anyone who has
| been set up to succeed. They set you to task but what do they do to help you achieve the
| expectation? Other than give more expectations and punishment for not meeting them.
|

| We are all over worked right now. Not much time for actual maintenance it’s more about get
| the testing done. But that not all more time away from family also due to more trouble calls.
| With out a contract for 3 years and no pay raises I’m really starting to dislike my job. It can be
| very frustrating. Their seems to be a do more with less attitude and I’m just tired of it and can’t
| wait to retire.
|

| PSR has made it very difficult to keep up with the FRA mandated testing schedule and normal
| preventative maintenance on our equipment in the field.
|

| The work load has caused stress, anxiety, lack of sleep and has physically taken a toll on my
| body. I constantly consider changing my line of work due to the complete disregard at the way
| we are expected to live for the carrier. We are constantly loaned out to other managers several
| states away from where the jobs we bid are located.
|

| Due to the cutting of all relief signal maintainers and additional signal Maint foreman, there is
| no one to do fra testing when you are out on vacation, out sick, supporting track forces, dead
| on the hours of service etc. relief maintainers played a vital role in the signal Maint dept
| especially due to the fact that we are governed under the hours of service law. All of our relief
| maintain jobs have been cut. Territory’s have been expanded, there is not enough time for
| general Maint anymore. I even submitted a safety hotline about these issues but fell on deaf ears
| by the company.
Quality signal employees are leaving because of the companies actions. Employees do not want to return when asked. We have 1 electrician to do work in 4 states. We don't have enough telecom techs to keep up and we are asked to work on their PTC equipment. The workforce has been reduced to a skeleton crew.

Had 46 crossings, now have 56. Hard to properly maintain AND tend gangs AND relieve other areas.

More responsibilities are always added and expected without training or compensation. Jobs are cut and or expanded/combined and we are expected to just deal with it.

I am not a signalman. I am a communications technician that is in a signalman's union. I am a minority with no voice and rarely any of the wide sweeping decisions by the union take myself or my fellow technicians into consideration.

There is a lack of knowledge that was at one time a proud culture of word of mouth and teaching the correct ways from old to young, as well as too many managers hired off the street who do not possess industrial knowledge or even attempt to listen to those who do have the knowledge, and make decisions based on spreadsheets and statistics rather than on people and day to day operations.

You can't plan anything now days because whatever is the hot list from upper management that what you take care of the day or week

It doesn’t seem right that we bought out slash laid ppl off just to put a bigger work load on less men

The carrier is going to burn out all their senior/experienced members and be left with useless, untrained and exhausted workforce. Can't wait to see this house of card implode right in front of their greedy eyes.

My responsibilities have increased due to psr and it has created an ever increasingly difficult and toxic work environment.

As our Local Financial Secretary I have seen our local go from 120+ members down to 80 ... That's a loss of 40 additional members to carry the work load.

We the 80 left active now do the work for 120.

sometimes it's just to much. doing operational test an working with long term trk department work. surfacing an tie teams we must do both at same time.

Tests used to be based on 30 day intervals, Now they what 28 days or less If not done on 28 day you are reprimanded or disciplined

The new Responsibility and larger territories hasn’t come with anymore pay. I receive less help from Supervisors and neighboring Maintainers. We don't have time.

The work load has blinked and the hold call coverage area is astoundingly large. 3hrs from on call to the next at times

The more testing that has been added has quickly made it harder to maintain equipment, which has led into an increase of delays

This job is not what it used to be. A majority of signal employees are looking for other work. Home life and mental/physical health is not a priority of the company. We are definitely just a number.

Need more training and continuing training on all the newer technologies that are going in service

As a signalman on a construction team, I've seen many changes over the years, managers roles have changed and have pushed what they use to do on the signalman
Again I'm in construction my responsibilities differ from maintenance these Questions really don't cover Construction  thank you

Work load has changes for me to be both a maintenance signal inspector and a construction inspector, a et and troubleshooter... not to mention picking up slack for lazy God damn maintainer

Level of responsibility has gone up dramatically last 10yrs, we are having to support MOW a lot more than we used too and we do a lot of signal.tech work because of the large area they have to take care of.

It would be nice if you had a place on the network where out of the ordinary problems and how to remedy them was available to use if it is 03:00 AM and you want to double check that what you are doing is correct or to just get a starting point for trouble shooting.

Reduction in force has caused more stress and more irresponsible management orders to overcome the added work without allowing overtime. Management pressure and retaliation for not meeting unattainable goals are causing members to consider leaving the railroad for a less stressful but more balanced life.

This RR doesn't care how good the testing gets done. Just that it gets done. I use to see supervision come out to the field weekly and visit with different maintainers and go over there territories. Now, everybody I'd so overworked that supervisors stick to their office and just watch to make sure the test show complete.

PTC upgrades require additional skill sets and training. Much of current ongoing issues is because PTC is becoming a primary mode for Metra when it was developed to only be a secondary measure of safety for the RR, but today our jobs are required under the same pay to implement new skills and knowledge above our current pay scales without new measures to the value we bring to metra to be able to implement both signal and PTC as one.

It's different, like I said we use computers more. And jumpering Crossing has gotten takes alot more than it used too.

They are putting way more responsibility on us and less on the supervision and then we get all the blame.

I feel that the amount of assets assigned to local maintainers is overwhelming and at times dangerous. Jobs have been cut and territories have been made larger. The addition of new technology is great if people are properly trained to use and work on it. Sending someone to training the puts more work on others that have to cover for them. It is easier in construction to have a guy go get training because the rest of his team is able to continue the project.

More responsibility added continuously year after year but no change in pay or time off. Never got training on news equipment just supposed to know and understand it.

The work load increase due to job cuts and more train traffic has made what used to be a good job unbelievably difficult to maintain.

Working TSC at night (the only way at CSX) with very little help, with the expectation that you keep your tests "on time" and maintenance exemplary is BS. Maintenance rushed and by flashlight is a recipe for disaster.

The demands by the company to "assist" trains when they have trouble (stopped for Air, broken knuckle or other mechanical problems) interfere with our normal duties. Normally I haven't minded helping but the "emergency stops" are occurring far more frequently since PSR .

They add more work to you and still demand that there is no excuse for tests running late. When these complaints were voiced at a "mandatory meeting" to an upper level supervisor he
merely stated "If you are not happy working here, then there is the door" pointing at the classroom door.

I believe territories are being made too large and hold call territories are ruining maintainers home life. I believe the territories should be divided up and pay should increase with the heavier workload.

Safety first, work completion second. We are short 4 of 7 signalmen. We are wearing ourselves out trying to keep up. Regular maintenance is being put off so testing can be done. They seem too have this attitude that we only test. They don't understand everything else that goes along with the job.

Not compensated well enough for the risks, and responsibilities that are required now. Feel rushed, don’t feel like I can be as thorough as I once was.

When there is track work or problems it sometimes makes it tough to get our tests done without overtime so you feel pressured at times.

More Compensation for the position that were in. For the work and knowledge that we have the pay is a little low.

Need to get the campus in KC up and running and push for higher journeyman level expectations. And qualifications.

Managers need to be able to decide for themselves how many employees they need. Employees need to have the ability w/o any retaliation to explain if they are overwhelmed. If the manager is able to show the employee a way to be more productive than good. But if the manager is unable to prove all the work can be done with reasonable and sustainable effort. Then the carrier needs to increase the man power.

The expansion of assets and responsibilities is not without cost. The work load is totally unreasonable and applies constant pressure to take potentially unsafe shortcuts. It is only due to the strong resolve of our brothers and sisters that we do not have major accidents. However we can only hold out so long. The company policies will drive out those who take ownership of territories and safety.

Signal dept is the most critical assets to RRs in my opinion I feel like for the constant 24/6 coverage provided by most maintainers/inspectors they are highly undervalued and seen as equivalent to other crafts when considering the level of responsibility In regards to Xing maintenance testing I think wage increases should represent this over other crafts although unlikely and Obviously more training help in the field! I haven’t seen a trainer help in the field in years! Classroom/field training worlds apart.

The last question needed an area for comments. Yes I can safely and properly do my job, but by doing so I have to work overtime in order to do that. Man power has been cut to bare minimum in my area, responsibilities, expectations, and test loads have all increased. It’s a general consensus that the company doesn’t care about safety or quality of testing. In my area the work load of the ETI has at least doubled if not more, maintainers test loads have increased a minimum of 20% with add responsibilities and expectations, and maintenance foreman’s work load has increased by 3 times if not a little more. Needed repairs and maintenance goes to the back burner, unless it’s unsafe. Now we are expected to open and close our on tickets, which has historically been a cdc responsibility Less time with friends and family, higher level of stress. All of this because the company wanted to get to a 55% or lower operating ratio. Moral is at an all time low.

The additional stress and workload of the new equipment and lack of employees takes a toll on our personal lives and we are expected to do everything with less. It is hard to commit any

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activity outside of the workplace because of the extra workload that is placed upon the employees due to lack of manpower. Although I am able to safely perform my duties, I feel that sometimes some basic maintenance can suffer due to the increase in the amount of our responsibilities.

Signalman are continuously getting more work with less jobs. Expanding territories, gaining assets, more tests. Difficulties working with train department because every train on the track seems to be the most important one on the railroad.

Yesterday we had a safety meeting (What a joke.) we were told that middle management understands were doing more with less and no contract, but we are going to be expected to do even more with even less as we continue on. That is exactly what a middle manager said 24 hrs ago.

Because of the way that signal operations is set up you are rewarded for being lazy and not engaging and doing anything it’s a handful of people that actually make that place run.

I’m concerned that they are going to want to reduce the workforce again at some point due to PSR and I’m concerned that there won’t be enough people to work and or we will be stretched out so much that we will not be able to perform our jobs properly or safely.

Maintainer is not a desired job anymore. We carry too many responsibilities without any checks and balances.

the railroad fired or just didn't rehire people after people quit/retired. now they want us to pick up that slack.

In regards to my above comment about having to do design work in the field. We are told on a regular basis it is because the signal design department is short handed which I believe is a direct result of staffing changes made to initiate PSR.

PSR causes undue stress because the employee wants to do the best job possible and cannot due to lack of - time, material, or equipment.

A stressed employee is not a focused employee.

Ot’s all about covering your butt anymore. We have managers that think you can test crossing cable with a 25W light bulb and if it has 2.5A DC on it then that crossing cable is good and put it back in service. This is dangerous. Another item they have done is to put wide gap lock rods in switches. They don’t comprehend that we dont care about the back side of the lock rod per say. The carrier says that they only added an 1/8” on either side, no they added a 1/4” to the back side so now when the temperature changes, the locking dog goes past the lock rod and we are soley dependent on the point detector for protection. One side with float but other side does not. This is another dangerous practice they are doing just so they don’t stop trains. So these two issues alone has increased our responsibilities that we have no control over. There are many more things that we now do that is very dangerous that increases our liability. Again I notify the carrier and Gus Demott of all these items.

It is scary the requirements that have to be met with the amount of testing and little to no training on new equipment.

We are being stretched extremely thin with not enough training or compinsation leaving the railroads gambling without enough proper maintenance. They have also become cheap with materials they no longer buy the same quality they used to expecting more from less.

I feel that I am competent enough to learn new technologies but I can not say the same about the majority of Signal maintainers under my supervisor.
Keep doing more with less and constantly changes to company polices/rules. Most managers are hired to manage people and don’t know the first thing about railroading or how to plan a project.

I’m fine with doing my job, whatever that is. Just don’t tell me I’ll go to prison or am personally responsible for fines if you’re not going to show me the correct way to do something.

I’ve been here for 41 years and I’ve seen a lot of changes. Some good some bad. I will say I’m glad I’m getting out when I am! 47 days to retirement

The workload and responsibilities have more than doubled. Man power is less than ever. My body is taking a toll. I’m thinking of leaving the railroad.

How does the company want me to work and learn a territory when I have been assigned to 26 different locations in a year.

The RR not wanting to renew our contract is outrageous to me. We were “essential” employees during the “PLANDEMIC” but now they could care less about us. We should strike now!