

RMT NEWS

London Underground has announced plans to create a two-tier workforce in revenue, undermining the RCI grade and exploiting a new grade of worker ("Revenue Control Officer", RCO) who will do revenue work for nearly £20,000 less than RCIs are currently paid.

RCOs will be paid at the salary level of existing CSA1s, around £33,000 per year, and will perform most of the functions of the current RCI role. They will not, however, be trained or licensed to deal with fraud, meaning they will face the increased danger of frontline work (RCIs are four times more likely to be assaulted than other station staff) without being able to contribute to tackling the worst fare evasion. This latest cunning plan is supposedly a response to the fact that 90% of assaults are because of ticket fraud, as are up to 96% of WAASB reports. In reality through the actual job of prosecuting fare evaders, and thus making a real difference, will remain with an ever dwindling number of RCIs.

When pressed by your RMT Functional Council reps, LU refused to give a guarantee that a forthcoming further review of revenue, to be conducted by LU's new Managing Director Andy Lord, would not recommend the wholesale abolition of the RCI grade.

RMT believes that the creation of the RCO grade is part of a longer-term plan to do away with RCIs. We are now balloting RCI members for industrial action to stop the imposition of this scheme, and to demand that LU recruits new RCIs, on existing terms and conditions, to fill the 100 vacancies it has been carrying for a decade. This in turn will offer real promotional opportunities to station staff. At FfTf, LU decided, for no apparent reason, to treble the amount of AMs, at a cost of £6 million per year. Despite pleading poverty, they're now recruiting even more managers, wasting more cash than the cost of 100 RCIs who would actually make a real, positive, difference to the safety of our



members and help to recover the £100 million lost each year to fare evasion. LU's determination to drive down costs by making frontline cuts apparently overrides even the need to collect fares. What sort of "business" recruits more managers on inflated salaries but lets £100 million walk out the door unchecked?

After four painful years of Fit for the Future, it's time to fight back against the consequences of understaffing on stations.

Widespread lone working, unfilled vacancies and uncovered duties, punishing shift patterns, and spikes in antisocial behaviour and workplace violence against station staff are making working life intolerable for many station workers. To stand any chance of fixing the problems, we have to attack their root cause: an inadequate staffing level. That's why RMT is renewing the campaign for properly staffed stations, and building towards a likely industrial dispute with London Underground on the issue.

Over the past two years, we've seen a number of local disputes – on Bakerloo South, District Centre, Heathrow, and District East – over issues related to short staffing. Whilst these have resulted in some concessions, such as agreements by LU to cover all duties, the company has, at best, found temporary fixes rather than agreeing to increase the staffing level.

On District East, where RMT members voted by 94% to take industrial action over lone working, our employer has thrown TfL revenue enforcement staff – who aren't trained or licensed to work on LU stations – at the problem, not so much putting a plaster on the wound as rubbing salt in it.

Despite this initiative having accomplished nothing, LU have now announced the recruitment of 150 "CPOS" officers, employed by TfL but working mainly on our stations. The salary for these jobs is 27k, rising to 30 after probation and 75% of the cost is carried by LU which is another 4.5 million quid that could be better spent on more LU staff.

RMT's demand that the existing agreed RCI establishment be filled, on current terms and conditions, is part of a wider charter of demands for increased staffing levels and greater safety on stations. We are also fighting for:

- An end to lone working
- A substantial, combine-wide increase in station staffing levels, including on Night Tube
- Fill all RCI vacancies on existing terms and conditions
- A shorter working week to reduce fatigue and improve work/life balance
- Equalise the CSA grade: train all CSA2s to CSA1 standard and upgrade all CSA2 positions to CSA1
- Achieve Parity with train operators on Boxing Day pay arrangements

CAN LU AFFORD IT?

LU claims the removal of its subsidy means it has no money to increase the staffing level. But let's look at some of the money it has wasted:

- £16 million: spent on the "Rostering and Coverage Tool", a farcical waste of time and money that ended up in the bin
- £90 million: the company's own figure for lost revenue, which it refuses to address, and is probably a conservative estimate
- £85 million: amount paid to engineering firm Bombardier in 2016 to buy them out of their contract for the SSL signalling upgrade after they messed up the works. The project is now nearly £900 million over budget.

Yes, the funding situation for TfL/LU is difficult since the Tories' abolished the central government subsidy (without a whisper of protest from our Labour mayor). But LU still makes an "operating surplus" of tens of millions of pounds, much of which is siphoned off by TfL to plug budget deficits of

private bus companies! If bus travel was taken back into public ownership, this would also create additional funding.

We should not accept our bosses' pleas of poverty. They found the money to give themselves pay rises of up to 74% in the past few years. Our bosses do not have to work punishing shifts; they do not have to go weeks without spending proper time with their families because they have to get up at 03:00 for an 04:30 start time; they do not have to face weeks of disrupted sleep patterns due to working nights, or deal with the threat of assault at work. They work office hours, in comfortable office buildings, and are paid extremely handsomely for it. And these same bosses want to tell us they "can't afford" to implement measures that are essential for the wellbeing of their staff?

LU senior managers would be well advised to remember who actually makes the railway run. If senior managers didn't turn up for work, it's unlikely London's travelling public would notice. But if we don't turn up for work, stations don't open and trains don't run. Workers run the railway, and we should make no apology for demanding improvements.



WHAT CAN YOU DO?

- Distribute this leaflet in your workplace and on staff WhatsApp groups
- Talk to your workmates about these issues and discuss the possibility of a dispute
- Get involved in your union: attend your local branch meetings
- Support RMT's national "Staff Our Stations" campaign: www.rmt.org.uk/campaigns/rail/sos-staff-our-stations