

## STRIKE STORIES



**By Augusto Lopez**  
Senior Administrative Analyst  
Bus Operations Safety

**During the strike, I was volunteered to work as a "Transit Ambassador."** I reported early in the morning to fulfill my duty.

After almost 11 years of service, this was my second strike experience and both experiences were different. During the 1994 union negotiation, I worked at Division 10 as a service attendant warming up, fueling and blowing-out buses to sustain the limited service provided.

This recent strike, I learned to adapt to cold, warm and hot conditions, not necessarily in that order, at and around the East Portal area of Union Station.

Rush hour commuters wanted to be heard. Whether they were positive or negative, I listened. I knew that they were speaking from the heart. They were frustrated, pressured and angry. I greeted them with respect. Almost apologetic at times. If they seemed lost, I offered help. Occasionally, I received cold responses. One may agree that this strike was educational, resolvable, and worthwhile.

After standing for 5 hours, it was tiring but fulfilling and fun. I know that I have in some way made a difference in people's lives - the public, our dearest customers - by providing assistance and directions to get to the downtown area during rush hour and the UTU union negotiation.

Thanks to the general public - without whom there would be no MTA - for the experience and opportunity to serve.

[Back to 'Strike Stories'](#)