

STRIKE STORIES



By Mary Jane West

Transportation Project Manager
Countywide Planning and
Development

Although I wasn't originally assigned for strike duty, I wanted to be part of the strike effort. I had visions of filling in a day here or a day there. I was told to fill in for another employee who was assigned to Customer Information on a six-day shift!

When I reported for duty, I was filled with apprehension. I was briefed and given a headset and a Thomas Guide, although I wasn't sure why I needed the Guide. I took a deep breath and took my first call. The calls came one right after the other.

By the end of the first day, my ear hurt from the headset and my right hand hurt from writing down the information, typing it into the computer and thumbing through the Thomas Guide. I learned what the map book was for.

I served six days in Customer Information. I had mixed feelings when I was pulled off. It had become easier each day as I learned which areas had alternate service. I grew accustomed to the "new physical activity". But I gained far more from my experience than I thought.

I gained respect for the supervisors, who worked cheerfully and tirelessly day after day. I gained appreciation for our customers because I got to experience first-hand what they must go through each day and what they are willing to sacrifice to get where they need to go. Most importantly, I gained appreciation for my job. I remain grateful for the experience.

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