



**Tell New York:
No Low Pay Highway!**

**CALL:
(518) 436-2983**

**Is *EZ PASS* Service Quality in Jeopardy?
Is a NYS Thruway Authority Contractor Paying
PIECE-WORK in Staten Island?**

EZ Pass Workers on the "Low Pay" Highway

EZ Pass Workers at the Staten Island Call Center are the backbone of the EZ Pass system. They work hard every day answering questions from the public, and correcting billing mistakes. They work for a New York State contractor called ACS.

Tired of mistreatment, low pay and unaffordable health insurance, they formed a union with Communications Workers of America in May. The very day they won the election, the employer told the EZ Pass workers that they would be paid per call instead of per hour. This piece-work scheme appears to be nothing more than punishment for forming a union. In other Call Centers that have changed over to piece-work, some workers saw their drop to minimum wage!

EZ Pass Service Quality to Suffer?

EZ Pass workers aren't the only ones who have a lot to worry about now. EZ Pass customers may soon see a rapid deterioration of service when they call for help. Because the Staten Island Call Center workers will get paid per call, many fear there will be an economic incentive to dispose of customer calls quickly.

Will your billing disputes be handled properly?

If you have a violation notice, will you be able to discuss the issue without the person on the other end of the phone staring at their clock?

***NYS Thruway Authority Should Stand Up For Quality
Service at EZ Pass and Stand Up For EZ Pass Workers!***

The New York State Thruway Authority and other State agencies oversee this contract. They can help stop this piece-work scheme before it starts. But so far, they have refused to step up to the plate to protect fellow Staten Islanders and to protect Service Quality.

**Tell the Thruway Authority that piece work is not acceptable in Staten Island!
Please call right now and demand an end to this piece-work scheme!**

**Call the NYS Thruway Authority at (518) 436-2983 and tell them to
protect our fellow Staten Island citizens and to protect our EZ Pass!**

Paid for by the Communications Workers of America, AFL-CIO. For more information visit us at www.cwa-union.org