



TEAMSTERS CANADA RAIL CONFERENCE DIVISION 320



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March 14, 2010

Subject: TCRC MWED – “how is your employer doing”?

Dear Brothers and Sisters,

You may have already read the article on railway customer satisfaction, if not there is a link to it at bottom of notice. The appended message is posted on the [TCRC MWED](http://www.tcrc320.org) website regarding a recent study that was conducted regarding railway customer satisfaction.

In Solidarity,

Murray Douglas
TCRC Div 320
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S&C Officer

Brothers and Sisters,

It is often surmised that there is a direct correlation between how a company treats its employees and how it treats its customers. If this is true, then it's no surprise that CP and CN have a lot of unhappy customers.

In a survey of railway customers conducted by Andrew Ennis on behalf of the Federal Government, only about 17% of those surveyed said they had a high level of satisfaction with the service they received from either CN or CP. Typically, such surveys in other industries would elicit a response in the 50 - 70% range of high level satisfaction.

As Mr. Ennis points out, most companies go out of business if they don't have satisfied customers. This does not appear true of the railroads. We all know that CN and CP are still realizing huge profits throughout a recession (CP has even been paying dividends on shares).

As railway employees, we know that there is an apparent arrogance throughout management. An arrogance and attitude that gives credence to the old saying, "There is the right way, the wrong way and then there is the Railway."

When the railways are making profits, it is good for our membership and for the country. We want them to continue and we encourage the introduction/application of processes that increase efficiency through safe operations, proper training, work scheduling, competent organization, employee morale and customer satisfaction.

We encourage these processes to be based on reality not just the spin of PR people. Reality based processes will equate to real improvements. No employees should ever hear that the railway "...can operate without these people...". Or that unionized employees, when faced with job abolishments, should "...suck it up, buttercup...". The results of this government requested survey should be a wake up call to CN and CP and hopefully, it will be.

The "Lords of the Line" attitude, unless radically changed, may very well come back to hurt their bottom line in some areas, yet many customers are forced to move their goods through the railways as there are no other alternatives for their locations and/or products. These customers claim to feel "captive" and it would appear that their carrier takes full advantage of this.

Though according to statistics, CP has better customer satisfaction than CN, neither is doing very well in that regard. The railroads have to remember, that in safety, efficiency and/or customer satisfaction, it is not much of an achievement to receive the higher of two failing grades. The goal should be to pass with honours, which is a goal that is not only easily achievable but should be necessary in living up to the company's Vision & Values statement as well as their business ethics policy.

Stay safe, stay strong, stay united,

Bill Brehl
President
TCRCMWED

Railways customers slam freight service

By Scott Deveau, Financial Post March 4, 2010

Read more: [Montreal Gazette article railway customers slam freight service](#)