



## MTS commissions Human Factors Study to Assess Workload

Dear Members,

By now you will be aware that MTS has commissioned a Human Factors study to assess workload and challenges facing the frontline since the City section opened.

We have spoken to many members who experiencing challenges.

This is an opportunity for your voice to be heard and the union encourages members to honestly report how they are feeling and what improvements are needed to make MTS a better place to work.

Some of the human factor issues members have raised include-

- Seating for Station Staff
- Unrealistic expectations about standing for long hours and station presence.
- Feeling unsafe on single person stations particularly around carpark and outer perimeter areas.
- Lack of seating and a safe cabin for Trains staff.
- WHS concerns around back and knee fatigue for Trains staff.

The Human Factors study is not a substitute for contacting your HSR's if you have immediate WHS concerns but it does assist us in campaigning for more funding, increased staff numbers, and modifications to Stations and Trains.

The RTBU encourages members to engage in this process.

**Authorised by:**  
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**Branch Secretary**