



Administration, Law, and Accounting (Ch. 19)



- Information Technology
 - Computers
 - Internet

- Labor Relations
 - More in Chapter 20

- Human Resources

Comply with EEOC, IRS, NLRB, Others
and States

Federal Hours-of-Service Law

Training Program

- Purchasing and Materials Management

One-Fourth of Revenue

When, What, How Much, Where

Competitive

- Public Relations/Corporate Comm./Investor Relations

Advertise, Press Releases, Image,
Customers

- Law and Public Affairs

Regulations – In-House Attorneys

Legislation – Lobbyists

- Accounting
 - Bill Customers
 - Pay Bills
 - Auditing, STB Rules
- Traffic
 - Interface with Customers

- Corporate Development
Planning
- Real Estate and Insurance
Manage
Induce
Level of Protection

- Marketing and Business Development
 - Develop Businesses
 - Service to Customers
 - Industrial Development
- Economic Forecasting
 - “The Crystal Ball”

- Sales

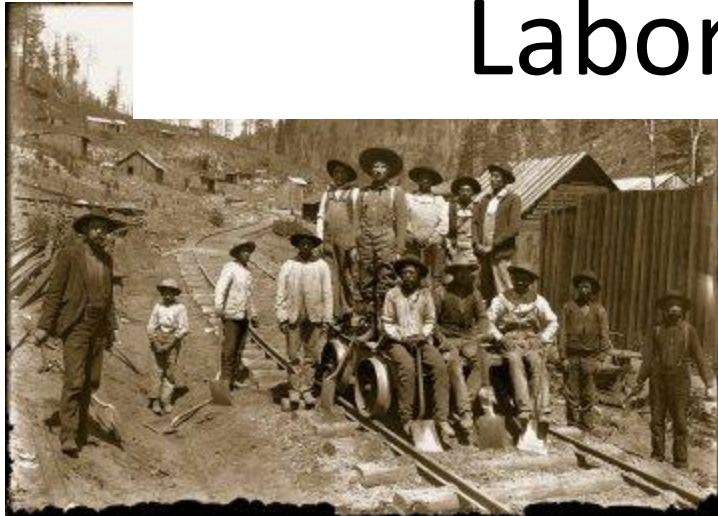
On/Off Line

Interline Traffic

Specialize in Commodity Groups



Labor Relations and the Railway Labor Act (Chap. 20)



- Railway Labor Act – Railroads and Airlines
- National Labor Relations Act – Truckers and Most Other Workers
- 1926 – RLA Passes – First

- Five Basic Purposes of RLA

Avoid Interruption to Commerce

Right for Employee to Join Labor Union

Union is Independent

Assist in Settlement of Disputes of
Conditions

Assist in Settlement of Disputes of
Grievances/Interpretations

- The National Carriers Conference Committee
 - Negotiates with the Big Five
 - Other RR may Negotiate Individually
 - Many Different Unions
 - Dispute Categories
 - Representations – Elections
 - Major – Formation/Modification
 - Minor – Grievances

- Major Disputes

RLA Provides 3-Member National
Mediation Board

Voluntary Arbitration

Presidential Emergency Board –
Cooling Off

Legislation

- Minor Disputes

 - RAL Provides for Binding Arbitration
Federal Courts

- Labor (Income) Protection

 - Mergers, Consolidation, Acquisitions

 - Six Years

 - Surviving Contract

 - New York Dock