



BULLETIN

BULLETIN NO. 029-20

June 9, 2020

TO: All Division of Station Environment and Operations Employees 
FROM: David Santoro, Chief Stations Officer, Station Environment and Operations
SUBJECT: PILOT OF STATIONS COMFORT RELIEF APPLICATION



The Station Agent Comfort Relief process has gone digital! District 3 will pilot this new App, and then it will be rolled out across all Districts.

This new Comfort Relief App will allow Station Agents to take a comfort break without having to call the District Field Office. The Station Agent will use the booth iPad, tap on the Comfort Relief App, and check themselves out and in from a comfort.



Comfort Relief Process is simplified!



Station Agents will request all comfort reliefs using the new App from the booth iPad.



The App will automatically notify the Field Office Desk Supervisor an Agent has left and returned from a Comfort Relief.



If the Station Agent cannot access the App or if the booth iPad fails, the Station Agent must contact the District Field Office to be authorized a Comfort Relief.



Station Agents must check the iPad during the 15-minute turn over between tours. All unsatisfactory conditions, such as frayed iPad cabling or frozen screens must be reported to Field Supervision or the District Field Office immediately.



A safety notification alert email will be automatically generated to the Desk Supervisor when a Station Agent has not returned from a Comfort Relief, a wellness check call to the booth will be initiated.

CHECK-OUT AND CHECK-IN PROCESS

(See Attachment for User Guide)

Step 1. A Station Agent would like to go on a Comfort Relief; the Agent should open the Stations Comfort Relief Application on the Booth iPad to “Check-Out.”

Check-Out Process:

Step 1a. Enter pass number and click search.

Step 1b. Select “Check-Out.”

Step 1c. The Stations Comfort Relief Application will “**Check-Out**” the Station Agent and remind the Agent to bring the keys and Personal Protective Transmitter (PPT) and check back in upon return.

Step 2. The Station Agent now proceeds with the current process of securing the booth, aperture, taking the keys and PPT, checking surroundings, and exiting the booth for a Comfort Relief. (reference Bulletin 010-14)

Step 3. When the Station Agent returns from the Comfort Relief, the Agent should enter the booth with the Cyber Key, secure the keys and PPT, and open the Application on the Booth iPad to “Check-In.”

Check-In Process:

Step 3a. Click “Check-In.”

Step 3b. Enter pass number and click search.

Step 3c. Click “Check-In” – The Desk Supervisor will receive an email indicating the Agent has returned from the Comfort Relief and the booth is staffed.

Step 3d. Station Agent re-opens the booth for customer service.

A copy of this Bulletin can be obtained from the Station Environment and Operations’ Operations Support and Assignment Center (OSAC) located at 130 Livingston Street, 5th Floor, cubicles 5029-5032 or via MTA Today NYCT.

Attachment:

ATTACHMENT - USER GUIDE

STATION AGENT COMFORT APP USER GUIDE

Check-In and Check-Out Process:



Start by opening the Power App icon on the booth iPad, the following screen will appear:

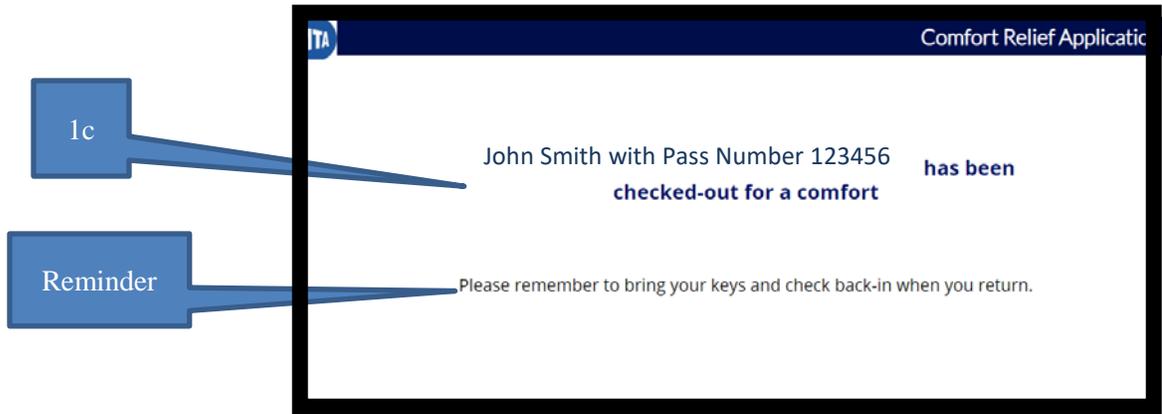
Check-Out: Step 1a. Enter Pass Number and click “Search.”



Check- Out: Step 1b. Click “Check-Out”

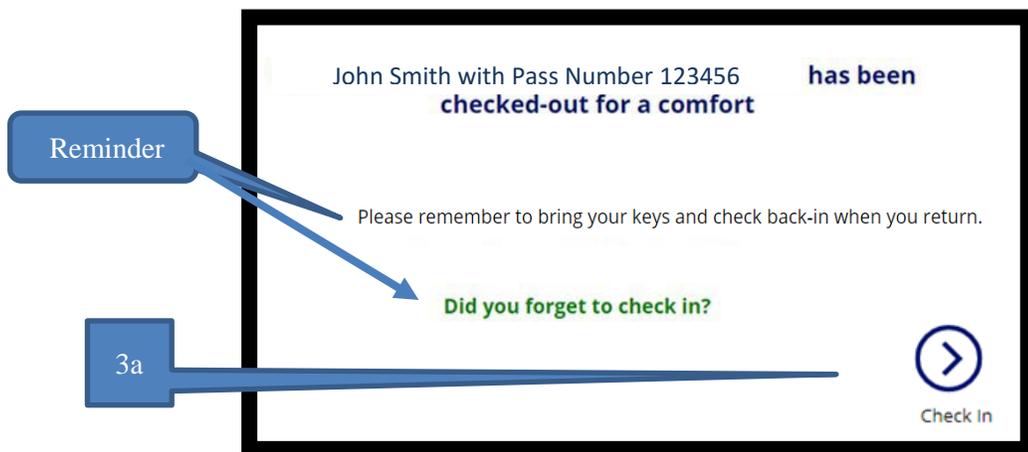


Check-Out: Step 1c. Checks-Out the Station Agent and provides a reminder.

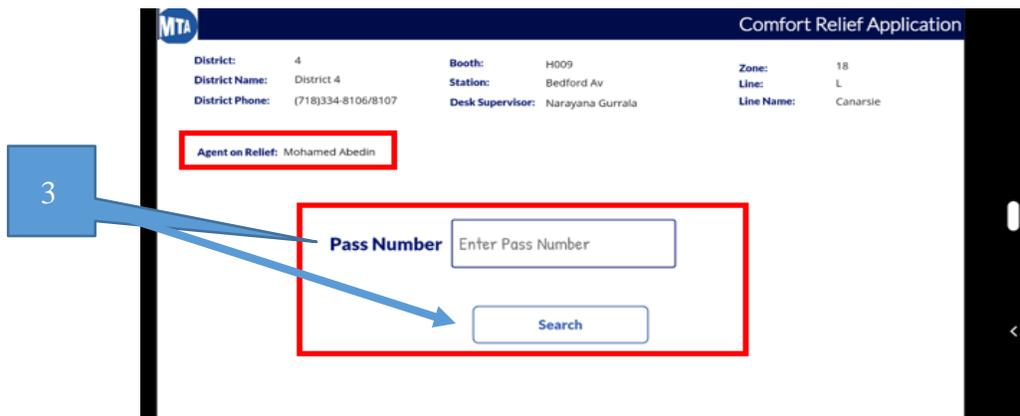


Check-Out: Step 2. The Station Agent now proceeds with the current process of securing the booth and aperture, taking the keys and PPT, checking surroundings, and exiting the booth for a Comfort Relief.
(reference Bulletin 010-14)

Check-In: Step 3a. The Agent returns to the booth and clicks “Check-In.”



Check-In: Step 3b. Enter Pass Number and click “Search.”



Check-In: Step 3c. Click “Check-In.”



Check-In: Step 3d. Check-in complete Station Agent re-opens the booth for customer service

