

BULLETIN NO. 012-20

**(Supersedes 007-14)**

August 31, 2020

TO: All Division of Station Environment and Operations Employees

FROM: David Santoro, Chief Stations Officer, Station Environment and Operations

SUBJECT: **UPDATED** **PERSONNEL AUTHORIZED TO USE STATIONS' EMPLOYEE RESTROOMS**



**Station Agents are required to issue the restroom key to all NYPD personnel, including NYPD School Security (see ID below), FDNY personnel with a valid ID, and MTA NYCT employees with a valid EPIC pass requesting to utilize the employee restrooms **for their personal use only**.**



**Authorized personnel must show valid identification**

NYPD School ID



**IMPORTANT REMINDER**

**Station Agents must issue the restroom key to all NYPD, FDNY, and MTA NYCT Employees with valid ID.**

**IMPORTANT REMINDER**

**NYPD and FDNY in uniforms must also present a valid ID.**

**IMPORTANT REMINDER**

**Station Agents will have all authorized personnel sign the booth "Key Log."**

**IMPORTANT REMINDER**

**Station Agents will under no circumstances bypass the Key Request procedure.**

**IMPORTANT REMINDER**

**The restroom key must be returned and signed back-in before any authorized user leaves the station, and the Station Agent must sign the key back in before going off duty.**

**IMPORTANT REMINDER**

**Station Agents are not allowed to hold an EPIC pass or any ID when a request is made for the restroom key.**

BULLETIN NO. 012-20

**\*\*A Key Log will be kept in each station service booth inside the key cabinet to track the use of restroom keys\*\***

### **Restroom Key Request Procedures:**

**Step 1**

A restroom key request is made by NYCT Transit employee, NYPD, or FDNY to a Station Agent.

**Step 2a**

**Verify Photo ID for NYC Transit Employees:** The Station Agent will ask the employee to swipe his/her EPIC pass at the Booth Reader.

**Step 2b**

**Verify Photo ID for NYPD or FDNY personnel:** The Station Agent will ask NYPD and FDNY personnel to present their photo identification card to ensure that the photo matches the person making the request.

**Step 3**

**Sign Key Log:** The Station Agent must have the **NYCT employees, NYPD, or FDNY personnel sign the "Key Out" side of the key log by writing their name, pass number, key number, and time in the Key Log.**

**Step 4**

The Station Agent will then **initial the "Key Out"** side of the log.

**Step 5**

**When the Restroom Key is Returned:** The Station Agent must **enter the time in the "Key In"** area of the log.

**Step 6**

**Confirm Return of Key:** The Station Agent on duty at the service booth will confirm receipt of the restroom key by **initialing the log on the "Key In" side.**

**Note:** The Station Agents in the booth will under no circumstances bypass the above procedures and hold an EPIC pass or any other ID in exchange for the employee restroom key. If the employee restroom key is missing, lost, or stolen, and it is determined that an employee failed to comply with these procedures, the employee will be subject to disciplinary action as well as be liable for the monetary value of the missing key. If the service booth does not have a "Key Log," or it is missing, contact your District Office for a replacement.

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, 5<sup>th</sup> Floor, cubicles 5029-5032 or via MTA Today-NYCT Stations homepage.