




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

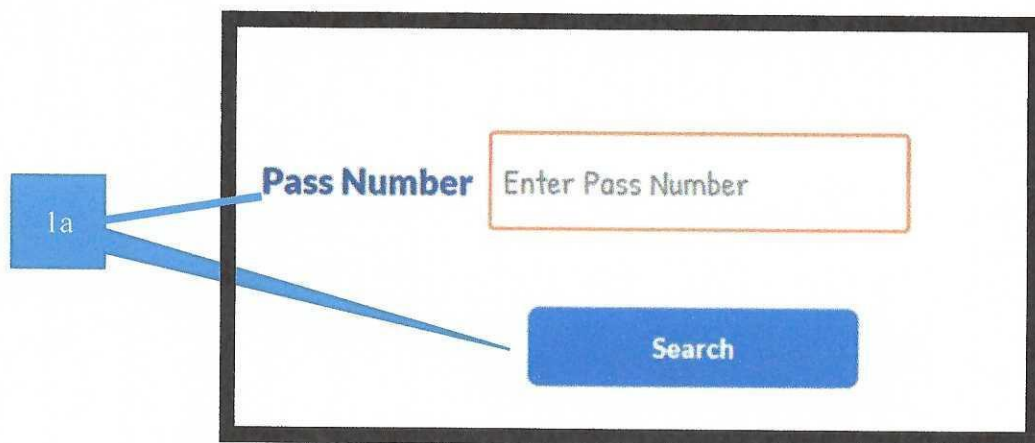
STATION AGENT COMFORT APP USER GUIDE

Check-In and Check-Out Process:



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

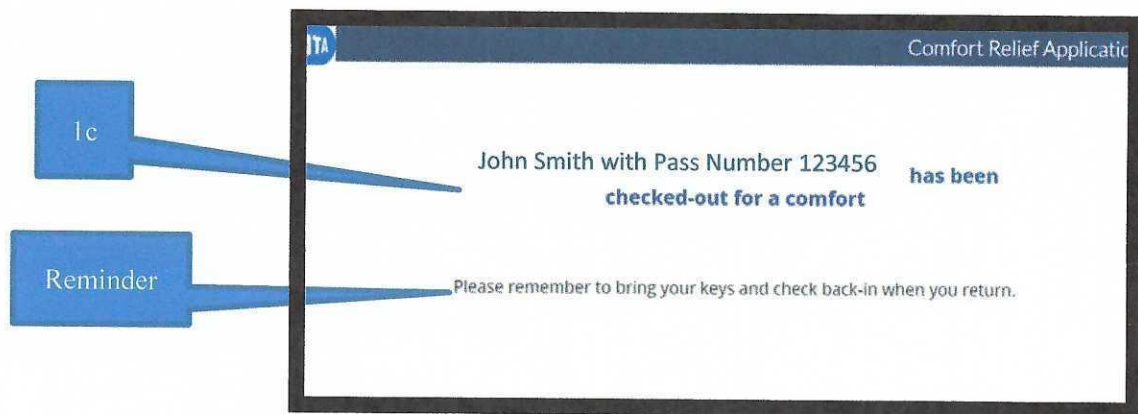
Check-Out: Step 1a. Enter Pass Number and click “Search.”

A screenshot of the app's 'Enter Pass Number' screen. It features a white background with a black border. At the top, the text 'Pass Number' is displayed in blue. Below it is a white text input field with an orange border containing the placeholder text 'Enter Pass Number'. At the bottom, there is a blue button with the word 'Search' in white. A blue callout box labeled '1a' has two lines pointing to the 'Pass Number' label and the 'Search' button.

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

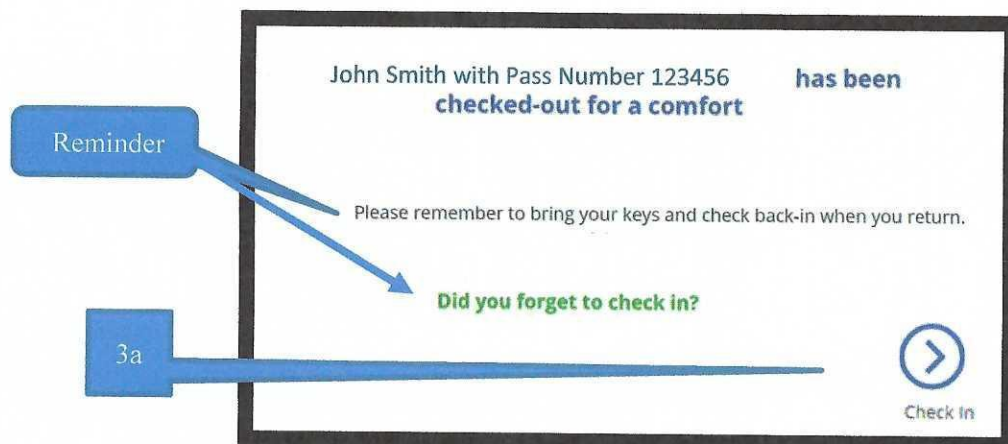
A screenshot of the app's 'Checkout' screen. It features a white background with a black border. At the top, the text 'Pass Number:' is displayed in blue, followed by the value '123456'. Below that, the text 'Full Name:' is displayed in blue, followed by the value 'John Smith'. At the bottom, there is a blue button with the word 'Checkout' in white. A blue callout box labeled '1b' has a line pointing to the 'Checkout' button.

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.”

The screenshot shows the MTA Comfort Relief Application interface. At the top, there is a header with the MTA logo and the title "Comfort Relief Application". Below the header, there is a table with the following information:

District:	4	Booth:	H009	Zone:	1B
District Name:	District 4	Station:	Bedford Av	Line:	L
District Phone:	(718)334-8106/8107	Desk Supervisor:	Narayana Gurraia	Line Name:	Kanarua

Below the table, there is a red box containing the text "Agent on Relief: Mohamed Abedin". To the right of this box, there is a blue box containing the text "Pass Number" and a text input field with the placeholder "Enter Pass Number". Below the input field, there is a blue button labeled "Search". A blue callout box with the number "3" points to the "Pass Number" label and the "Search" button.

Check-In: Step 3c. Click “Check-In.”

The screenshot shows the MTA Comfort Relief Application interface. It displays the following information:

Pass Number: 123456
Employee name: John Smith
Check out Time: 5/29/2020 12:54 PM
Elapsed Time: 22 Mins

At the bottom right, there is a blue button labeled "Check in". A blue callout box with the text "3c" points to the "Check in" button. At the bottom left, there is a home icon and the text "Go Back Home".

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

The screenshot shows the MTA Comfort Relief Application interface. It displays the following information:

John Smith has Successfully Checked-In 😊

At the bottom right, there is a home icon and the text "Go Back Home". A blue callout box with the text "3d" points to the "John Smith has Successfully Checked-In" message.



New York City Transit


Division of Station Environment and Operations



NOTICE

NOTICE NO. 072-20

June 5, 2020

TO: All Division of Station Environment and Operations Employees 
FROM: David Santoro, Chief Stations Officer, Station Environment and Operations
SUBJECT: **DEPARTMENT OF SUBWAYS BULLETIN NO. 20-36: 2020 VACATION CASH OUT – COVID-19**

All employees must familiarize themselves with the attached Department of Subways Bulletin No. 20-36: 2020 Cash Out – COVID-19.

A copy of this Notice 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.

NOTICE NO. 072-20

**NEW YORK CITY TRANSIT
DEPARTMENT OF SUBWAYS
OFFICE OF THE SENIOR VICE PRESIDENT**

DATE: June 3, 2020

TO: All Subways Hourly and Supervisory Employees

FROM: Jacqueline Kuhls, Vice President &  Chief Officer, Operations Support

**SUBJECT: SUBWAYS BULLETIN 20-36
2020 VACATION CASH OUT – COVID-19**

Due to the challenges presented by the COVID-19 pandemic, limitations of cashing out vacation time will be temporarily suspended for the current vacation year.

NYCT Department of Subways employees (*hourly & supervisory*) can cash out any number of vacation days throughout the year, up to a maximum of 10 days. All other policies relating to vacations will remain in effect.

If you would like to cash out vacation days up to a maximum of 10 days, send an email to SubwaysCashOuts@nycct.com. Allow up to two pay periods to be processed.

Emails to SubwaysCashOuts@nycct.com should include the following information:

- Name
- Pass / BSC #
- Title
- Contact number - *the best number at which DOS timekeeping can reach you if necessary*
- Number of vacation days requested to cash out

Management/Supervision should discuss this bulletin with all employees during daily toolbox safety talks.

cc: S. Librera F. Jezycki M. Brown D. Crichlow D. Santoro B. Greenblatt J. Joyce P. Kohner J. Santamaria C. Hamann	L. Montanti A. Saha K. Moore-Ward T. Utano (TWU) M. Carrube (SSSA) V. Modafferi (TSO) T. Wilson (SMART) V. Mandile (TCU) M. Cummings (ATDA) M. Bucceri (UTLO)
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New York City Transit
Division of Station Environment and Operations



NOTICE

NOTICE NO. 075-20

June 5, 2020

TO: All Division of Station Environment and Operations Employees 
FROM: David Santoro, Chief Stations Officer, Station Environment and Operations
SUBJECT: **DEPARTMENT OF SUBWAYS BULLETIN NO. 20-38: WORKPLACE VIOLENCE
PREVENTION POLICY STATEMENT (Supersedes Subways Bulletin 12-21)**

All employees must familiarize themselves with the attached Department of Subways Bulletin No. 20-38: Workplace Violence Prevention Policy Statement.


A copy of this Notice 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.

NOTICE NO. 075-20

POST ON ALL BULLETIN BOARDS
NEW YORK CITY TRANSIT
DEPARTMENT OF SUBWAYS
OFFICE OF THE SENIOR VICE PRESIDENT

DATE: June 3, 2020

TO: All Subways Employees

FROM: Jacqueline Kuhls, Vice President &  Chief Officer, Operations Support

SUBJECT: SUBWAYS BULLETIN 20-38
WORKPLACE VIOLENCE PREVENTION POLICY STATEMENT
(Supersedes Subways Bulletin 12-21)

All Subways employees are reminded that it is MTA, New York City Transit's policy to promote a safe environment for all employees. The agency is committed to maintaining a workplace free from violence, threats of violence, harassment, intimidation, and other forms of disruptive behavior.

Attached is the New York City Transit's Workplace Violence Prevention Policy Statement.

1. It discusses the NYC Transit workplace violence prevention policy.
2. It indicates how to report an incident.
3. It advises supervisors and managers of procedures that must be followed upon receipt of an incident report.

Each RC head is responsible to permanently post a hard copy of the policy statement in a place or places where notices to employees are customarily posted. They must not be altered, defaced, or covered by other posted material.

Each RC head should discuss this bulletin during their monthly safety meetings and with hourly employees during daily toolbox safety talks.

Attachment

cc:	S. Librera	L. Montanti
	F. Jezycki	A. Saha
	M. Brown	K. Moore-Ward
	D. Crichlow	T. Utano (TWU)
	D. Santoro	M. Carrube (SSSA)
	B. Greenblatt	V. Modafferi (TSO)
	J. Joyce	T. Wilson (SMART)
	P. Kohner	V. Mandile (TCU)
	J. Santamaria	M. Cummings (ATDA)
	C. Hamann	M. Bucceri (UTLO)

**WORKPLACE VIOLENCE PREVENTION POLICY FOR THE NYC TRANSIT
AUTHORITY, MANHATTAN AND BRONX SURFACE TRANSIT OPERATING
AUTHORITY, AND STATEN ISLAND RAPID TRANSIT OPERATING AUTHORITY**

The New York City Transit Authority, Manhattan and Bronx Surface Transit Operating Authority, and Staten Island Rapid Transit Operating Authority (collectively, "the Authority") policy is to promote a safe environment for all employees. Workplace violence presents a serious occupational safety hazard to employees. Threats, threatening behavior, or acts of violence against employees or anyone on Authority property will be thoroughly investigated and appropriate action will be taken, including summoning the police, where warranted. All employees are responsible for helping to create an environment of mutual respect for each other, following all policies, procedures and program requirements, and for assisting in maintaining a safe and secure work environment.

This policy is designed to meet the requirements of New York Labor Law, Section 27-b, which requires a public employer, such as the Authority, to evaluate its workplaces to determine the presence of risk factors that may result in workplace violence to its employees, develop and implement a written Workplace Violence Prevention Program, as well as provide employees with information and training on the risks of workplace violence in its workplaces. In going about this process, the Authority will establish a committee or task force made up of management and Authorized Employee Representatives (AERs), who will have an ongoing role of participation in the evaluation process, as well as recommend methods to reduce or eliminate the hazards identified during the process. AERs will also have an input in the written Workplace Violence Prevention Program, as well as participate in the annual program review, including a review of incident reports. Also, all employees will participate in the annual Workplace Violence Prevention Training Program that the Authority will provide.

The Authority does not tolerate any act of violence and will continue to strictly enforce a "zero tolerance" policy on workplace violence. As has always been the case, any report of violence will be taken seriously and handled appropriately. Threats, assaults, or acts of violence that require immediate attention should be reported to the police at 911. Employees are to inform a supervisor or manager or the appropriate Command or Control Center (Bus Command Center [at 718-927-7777], Rail Control Center [at 212-712-4480], Security Command Center [at 718-694-4278], and SIRTOA Control Center [at 718-876-8302]) if they observe or experience violent, threatening, harassing, intimidating, or other disruptive behavior by anyone on Authority property that does not require immediate attention.

The Authority's Department of Security maintains a record of all such incidents as part of the Authority's Security Incident Tracking System (SITS) program (Policy Instruction No. 1.14.0). A supervisor or manager who receives a report of workplace violence should interview the employee making the report, make required notifications, and prepare a Security Incident Reporting Worksheet ("Worksheet"). The current version of the Security Incident Reporting Worksheet, and instructions for preparation, are posted on the Authority's intranet on the Department of Security's webpage. The completed Worksheet should be forwarded to the appropriate department Command or Control Center for entry into the SITS database.


The Authority will record privacy concern cases in accordance with the provisions set forth in the Department of Labor regulations 12 NYCRR Part 800.6. For cases involving privacy concerns (sexual assaults, HIV infections, etc.), the Authority will remove the name of the victim and will enter the designation "Privacy Concern Case," in place of the victim's name, before sharing such report with anyone other than the Commissioner of the Department of Labor.



NOTICE

NOTICE NO. 077-20

June 8, 2020

TO: All Division of Station Environment and Operations Employees 
FROM: David Santoro, Chief Stations Officer, Station Environment and Operations
SUBJECT: **DEPARTMENT OF SUBWAYS BULLETIN NO. 20-30A: SELF-CHECK
TEMPERATURE SCREENING GUIDELINES (Supersedes Subways Bulletin
No. 20-30)**

All employees who perform work or supervise work on the right-of-way must familiarize themselves with the attached Department of Subways Bulletin No. 20-30A: Self Check Temperature Screening Guidelines.


A copy of this Notice 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.

NOTICE NO. 077-20

POST ON ALL BULLETIN BOARDS
NEW YORK CITY TRANSIT
DEPARTMENT OF SUBWAYS
OFFICE OF THE SENIOR VICE PRESIDENT

DATE: May 26, 2020

TO: All Subways Employees

FROM: Jacqueline Kuhls, Vice President &  Chief Officer, Operations Support

SUBJECT: SUBWAYS BULLETIN 20-30A
SELF-CHECK TEMPERATURE SCREENING GUIDELINES
(Supersedes Subways Bulletin 20-30)

The guidelines below must be followed by all Subways employees who are participating in departmental temperature screening as the program is phased in at various DOS locations.

All employees entering the facility must take their temperature, regardless of title.

Contactless Thermometers will be available at facility entrances along with a box of vinyl gloves.

Upon entering, employees must:

1. Put on a pair of vinyl gloves
2. Pick up the thermometer and turn it on
3. Point the thermometer toward their own forehead, keeping it at least 1-2 inches away.
Avoid touching their skin with the thermometer.
4. Squeeze the trigger to take the temperature.
5. Report the temperature to the supervisor in charge of temperature screening at the location.

If the employee has a temperature of 100.0 degrees F or higher the attending supervisor must:

1. Ensure the employee wears a facemask.
2. Complete the attached **DOS On-Site Temperature Screening Form**.
3. Send the employee home with TWO (2) HANDOUTS:
 - The attached **OHS Temperature Check Program Handout**
 - The attached **Federal Emergency Paid Sick Leave Act (EPSLA) Handout**
4. Advise the employee to check-in with their own health care provider.
5. Submit temperature screening forms in accordance with normal division attendance protocols.

DOS On-site Temperature Screening Form

All employees entering the facility must have their temperature taken, regardless of title.
This form must be completed if the employee's temperature reads 100.0 degrees or higher.

Date: _____

Time: _____

Temperature screening location _____

Attending Supervisor Full Name _____

Attending Supervisor Pass # _____

Employee Last Name _____

Employee First Name _____

Employee Pass Number _____

Employee Temperature Reading _____

Notes

Submit this form per normal attendance protocol. The employee's confidentiality must be respected at all times.

FEDERAL EMERGENCY PAID SICK LEAVE ACT

If you are being sent home due to COVID-19 related symptoms, **including fever**, you may be eligible for COVID-19 related leave under the Federal Emergency Paid Sick Leave Act (“EPSLA”).

EPSLA allows all MTA employees to take up to two weeks of partially paid sick leave when unable to work or telework because they **are experiencing COVID-19 symptoms and are seeking a medical diagnosis**.

Therefore, if you are sent home because you are experiencing a fever (or other COVID-19 symptom) and are getting a medical opinion from your doctor, EPSLA may provide you with up to 2 weeks of paid leave (up to 80 hours, or a part-time employee’s two-week equivalent) with a daily limit of \$511.

Employees wishing to apply for EPSLA leave may do so by completing and submitting your Agency’s EPSLA Leave Request form. Each Agency’s EPSLA forms can be accessed on “My MTA Portal” under BSC Forms/Human Resources/COVID-19 Forms and Information.

If you have questions regarding your Agency’s EPSLA application process, please contact the BSC Hotline at (646) 376-0123.

If you have questions regarding your eligibility for these benefits, please contact your respective Human Resources Representative listed below.

Agency	Name	Contact Information
NYC Transit	Arthur Mahler	Arthur.mahler@nyct.com (347) 643-8333
	Ronald Liburd	Ronald.liburd@nyct.com (347) 643-8154
	Lillian Kristiansen	Lillian.kristiansen@nyct.com (347) 643-7252
MTA Bus	Jennifer Wiehler	jennifer.wiehler@mtabusco.com (718) 696-3642
	Marlene Masiello	marlene.masiello@mtabusco.com (718) 696-3643
Bridges & Tunnels	Kim Leake-Sowell	KSowell@mtabt.org (212) 360-2950
	Deborah Wells	DWells@mtabt.org (212) 360-2946
LIRR	Kim Hanley	kmhanle@lirr.org (516) 523-6637
Metro-North	MNR FMLA Hotline	212 340 2112
HQ	Michael A. Kalish	MKalish@MTAHQ.org (917) 575-3693
	Judy Giberstone	jgiberst@mtahq.org (917) 597-1371
Construction & Development	Luz Pacheco	Luz.Pacheco@mtacd.org 646 252 3245
	Coleen Cohen	Coleen.Cohen@mtacd.org 646 252 3183