

OPERATIONS SPECIAL ORDER #20-062

TO: ALL OPERATIONS PERSONNEL

**SUBJECT: OPERATIONAL CHANGES DUE TO COVID-19
CORONAVIRUS**

OVERVIEW

As a result of the COVID-19 Coronavirus worldwide pandemic, Operations activated “Level 3” Emergency schedules (Special Order 20-056) on Tuesday March 17th, that will remain in effect **Monday through Friday** until this Special Order is cancelled. The “Level 3” Emergency schedules consists of the following:

- Bus Operations – Saturday service levels with select express routes
- Heavy and Light Rail - Regular Saturday service
- Commuter Rail – Reduced schedules
- Commuter Ferry – No service

Additionally, the MBTA is implementing new measures to promote social distancing and reduce the number of common touch points. **Effective with start of service on Saturday March 21st, 2020** all subway station doors will be propped open, Streetcar Motorpersons will provide customers with all door boarding options, and seats nearest to the Green Line Operator will be marked as a no seating zone. Bus Operators will encourage rear door boarding with front door opened upon request and Bus Inspectors must be proactive in assisting the management of bus crowding levels.

DOORS PROPPED OPEN IN SUBWAY STATIONS

All subway station doors must be propped open to allow customers to easily enter and exit stations without contact with doors or door handles. Officials should utilize door stops, wooden wedges, overhead door arms or whatever means is currently available to prop open doors. MBTA Carpenters will be producing wooden wedges and will be distributing them as needed. Officials that are unable to prop open the subway station doors should notify their Superintendent’s Office.

SUPERVISOR’S RESPONSINBILITIES

Supervisory personnel must ensure that all personnel have received a copy of this special order. Additionally, Supervisors should keep a matrix of stations that require wooden wedges to prop open doors and that information must be relayed to the Carpenters to expedite delivery.

OFFICIAL’S RESPONSIBILITIES

All Officials are responsible for understanding their role outlined in this Special Order. Opening Officials will be responsible for opening all station doors by means of door stops, wooden wedges, overhead door arms or other means. In the event that doors cannot be propped open, the

Official must update the Superintendent's Office. The Superintendent's Office will either provide a wooden wedge or will notify the Carpenters to make repairs so that the station doors can remain open. Any door defects aside from the door's ability to remain open should be reported to the Maintenance Control Clerks at x5278. All Officials in the course of their duties must periodically check station entrances to ensure that the station doors remain in the open position. If wooden wedges are used to keep station doors open, closing Officials when securing the station must store the wooden wedges in a location where they could be easily located by the opening Official.

CUSTOMER SERVICE AGENT RESPONSIBILITIES

Customer Service Agents (CSAs) are responsible for understanding their role outlined in this Special Order. All CSAs in the course of their duties must periodically check station entrances to ensure that the station doors remain in the open position. If a door is found in the closed position the CSA must attempt to prop the door open. Should the CSA be unable to prop the door open then the station Official must be summoned to rectify the door problem.

TRANSIT AMBASSADORS RESPONSIBILITIES

Transit Ambassadors (TAs) are responsible for understanding their role outlined in this Special Order. All TAs in the course of their duties must periodically check station entrances to ensure that the station doors remain in the open position. If a door is found in the closed position the TA must attempt to prop the door open. Should the TA be unable to prop the door open then the station Official must be summoned to rectify the door problem.

BUS OPERATIONS:

- All conditions cited in Special Order 20-056 (Implementation of Level 3 Emergency Service Levels in Response to Covid-19 Coronavirus) are still in effect.
- To provide for more social distance from customers, Bus Operators are encouraged to initiate **rear door boarding, with opening of the front door only upon request** (or where the Operator can surmise the need for use of the front door such as a customer using a wheeled mobility device). Please be prepared to offer reasonable accommodations to customers who may require your assistance. Customers should still pay fares but, in accordance with social distancing guidance issued by the Massachusetts Department of Public Health (DPH) and the Center for Disease Control (CDC), enforcement is not required.

Bus Operators must make the following announcement as needed:

Attention customers, as a response to COVID 19, the MBTA has instituted a rear door boarding policy, the front door will be opened upon customer request"

- In another effort to increase social distancing for our employees, Bus Operators are encouraged to exercise their discretion as it relates to crowding issues on the bus. If a Bus

Operator determines that by serving a bus stop the resulting crowding would exceed a safe level of passengers, then the **Operator has the discretion to bypass the bus stop.** In cases where a bus stop is bypassed, the Bus Operator must send a “Bus Full” Quick Message through the TransitMaster system. Management will review bypass complaints from customers and from other Bus Operators, checking bus and station video, to determine whether appropriate discretion was used.

- Since these are new procedures, customers are likely to be confused and possibly angry. As always, **Operators employees must avoid arguments and exercise patience and self-control under all conditions.**
- Bus Officials must be proactive in engaging customers so that only a safe level of passengers is permitted to board. Bus Officials must also consider the ‘normal’ ridership pattern to ensure that space is left on buses to serve downstream customers. For example, an Inspector at Charlestown would know that Route 111 trips leaving Haymarket are essentially at peak load levels at that location and would not necessarily leave extra room. That is different from a Route 23 trip leaving Ashmont where the peak load builds throughout the trip. In a case like this the Ashmont Inspector should leave space for customers along the route.

LIGHT RAIL OPERATIONS:

- All conditions cited in Special Order 20-056 (Implementation of Level 3 Emergency Service Levels in Response to Covid-19 Coronavirus) are still in effect.
- Streetcar Motorpersons are responsible for safely berthing their trains and opening all platform side doors to allow customers to board and alight the train.
- To provide for more social distance from customers, Streetcar Motorpersons are required to open all platform side doors at all stops. Customers should still pay fares but, in accordance with social distancing guidance issued by the Massachusetts Department of Public Health (DPH) and the Center for Disease Control (CDC), enforcement is not required.

Streetcar Operators must make the following announcement as needed:

“Attention customers, as a response to COVID 19 the MBTA has instituted an all door boarding policy, seats adjacent to the Operators cab have been designated a no seating zone.”

- When the doors and yellow safety line are clear the Streetcar Motorperson would follow normal door closing procedures.
- Decals denoting a no seating zone will be placed on seats nearest to the Green Line Operator except for priority seats. The no seating zone is in place to promote social distancing between the Streetcar Operator and MBTA customers.

SPECIAL ORDER COMPLETION AND/OR CANCELLATION

This Special Order will remain in effect until further notice.

If you have any questions regarding this directive, please contact your Supervisor's Office or OCC Dispatcher.

Signature Page

This is the signature page for Document #20-062, created 3/19/2020 5:05 PM.

OCC & Training Approval 3/19/2020 4:29 PM
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Chief Safety Officer Approval 3/19/2020 4:40 PM
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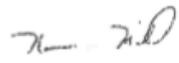
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Engineering and Maintenance Approval 3/19/2020 4:40 PM
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Senior Director of Engineering & Maintenance

AGM Bus Operations Approval 3/19/2020 4:40 PM
Carney, David 

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AGM Rail Operations Approval 3/19/2020 4:40 PM
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