



**Massachusetts Bay  
Transportation Authority**

# Safety Update: Internal Communications

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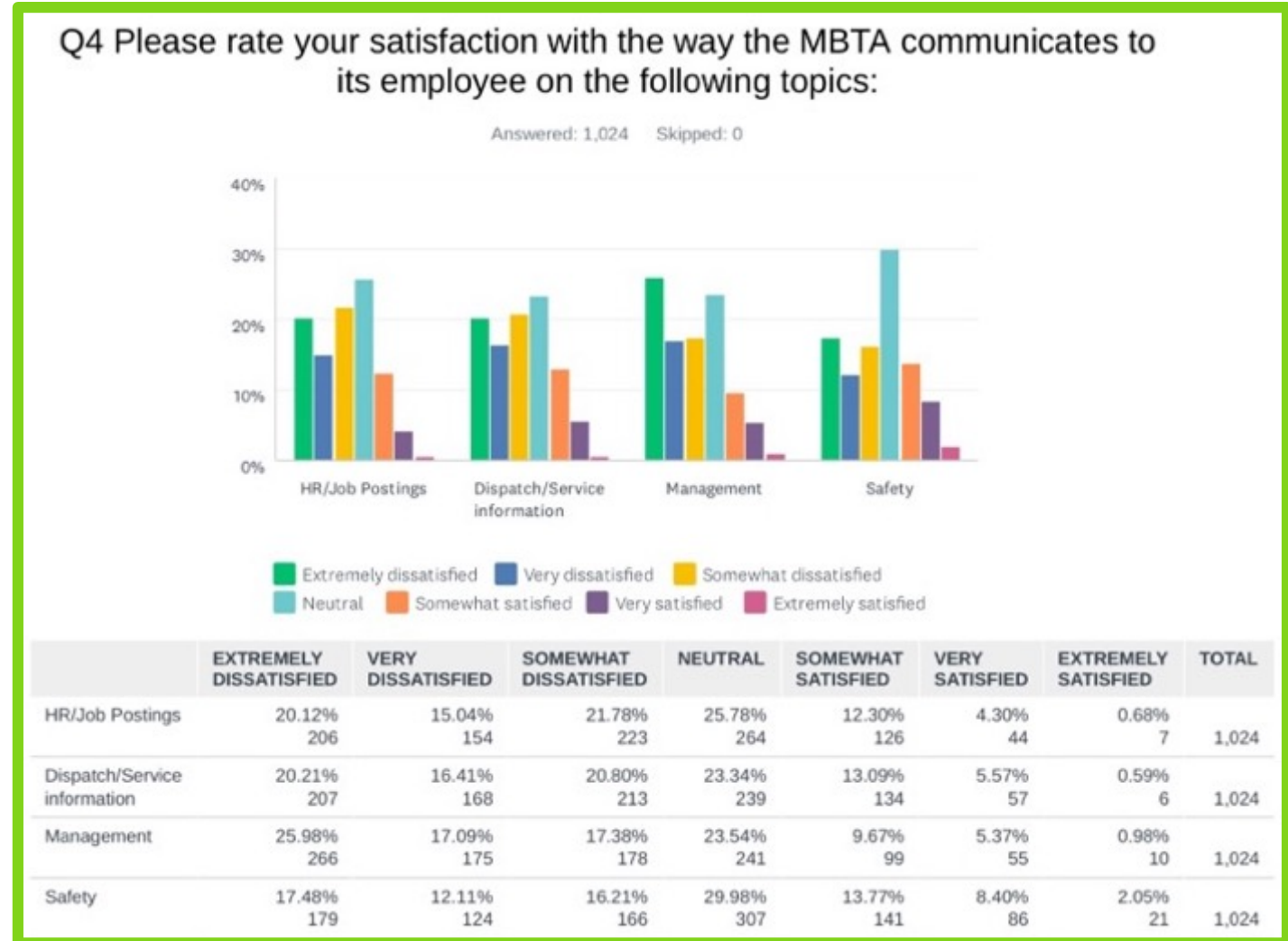
Presentation to the Fiscal Management and Control Board

May 21, 2020

Danny Levy, Chief Customer Officer

# Internal Communications Challenges

- The MBTA must implement diverse strategies to communicate with its employees to build “esprit de corps”
  - 2019 MBTA Safety Review Panel
- 60% of employees are dissatisfied with the way T management communicates to employees
  - 2017 Employee Satisfaction Survey



# Multiple Platforms to Engage with Employees

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- General Manager Communications to Workforce
  - Regular GM Updates
  - GM Video Series
- Quarterly Newsletter to Employees – *Between the Lines*
- Social Media Employee Spotlight Series
- Internal Digital Communications Pilot Project
  - Employee Communications App
  - Mobile Website
  - Intranet (2021)
- Employee Safety Communications



# GM Communications to the Workforce: Email

## COVID-19 Update from the General Manager employee email communications launched March 10, 2020

**T** EMPLOYEE COMMUNICATIONS  
COVID-19 | UPDATE - #15

April 9, 2020

Dear Colleagues,

The MBTA began employee temperature screening last week at the **Cabot** garage, followed soon thereafter at **Charlestown** and **Southampton Street** garages. This effort is being undertaken for the health and wellbeing of our frontline employees.


Tomorrow employee temperature screening will begin at the **Everett** garage with the program expanding further to include the **Quincy** garage starting Monday, April 13 and the **Lynn** and **Arborway** garages on Tuesday, April 14. With the inclusion of these facilities we will be performing temperature screenings at all our bus operations, allowing us to expand the program to rail by the end of next week.

Moving forward, the screening personnel will be following the schedule below.

THIS WEEK	FRI 4/10	SAT 4/11
	Cabot Charlestown Everett Southampton	Cabot Charlestown Southampton

NEXT WEEK	MON 4/13	TUE 4/14	WED 4/15	THUR 4/16	FRI 4/17	SAT 4/18
	Charlestown Everett Quincy	Arborway Cabot Lynn Southampton	Charlestown Everett	Arborway Cabot	Charlestown Southampton	Cabot

Thank you for your dedication to the MBTA and your fellow colleagues.



Steve Poflak  
General Manager

**T** Massachusetts Bay Transportation Authority

**T** EMPLOYEE COMMUNICATIONS  
COVID-19 | POLICY UPDATE - Temperature Screening

TEMPERATURE SCREENING FOR ON-SITE WORKERS DURING THE CORONAVIRUS (COVID-19) OUTBREAK

March 31, 2020

**OVERVIEW**

The Massachusetts Bay Transportation Authority (MBTA) is taking extra screening measures to ensure the health and safety of its employees. Given that the number of MBTA employees that have tested positive for COVID-19 is increasing, the MBTA will start taking the temperatures of all individuals before the start of their shift.

Individuals with a temperature in the normal range (less than 100 degrees Fahrenheit) are allowed to report to their shift. Any person with a temperature of over 100 degrees Fahrenheit is asked to leave the property immediately and should take the following actions:

- Call Work Partners,
- Notify their supervisor/manager by phone or email, and
- Contact their medical provider.

**FREQUENTLY ASKED QUESTIONS:**

**Where do I go to get my temperature taken?**

The MBTA will set up screening areas at each facility. The screening will take place on a bus to ensure privacy for you and the medical staff.

The first screening location will be at Cabot starting April 1, 2020. The next location will be Charlestown.

**Should I still come to work if I do not feel well but do not have a fever?**

Under the MBTA COVID-19 HR Policy, please stay at home and notify Work Partners.

**How will the MBTA be taking temperatures?**

The MBTA will use disposable thermometers.

**What safety measures has the MBTA added in this temperature screening process?**

The screening process was designed with the least amount of contact between the screening staff and the employees. Employees are not required to fill out any forms. There will be hand sanitizer at every staging area.

**T** EMPLOYEE COMMUNICATIONS  
COVID-19 | SPECIAL UPDATE

March 25, 2020

Dear Colleagues:

Last night, I learned that several MBTA employees have tested positive for the COVID-19 virus. I wanted to communicate this information to you as quickly and transparently as possible. We wish our colleagues a full and speedy recovery.

The MBTA is a crucial part of our community and, as this community grapples with COVID-19, we should expect additional positive tests in the coming days. I wanted to share with you how we are responding to these initial positive results and how we are working to protect our workforce and riders.

Under the applicable DPH protocols, DPH will communicate with individuals who had prolonged direct contact with these employees. Under health information privacy laws, the MBTA is **prohibited** from providing identifying information about a particular employee's medical status.

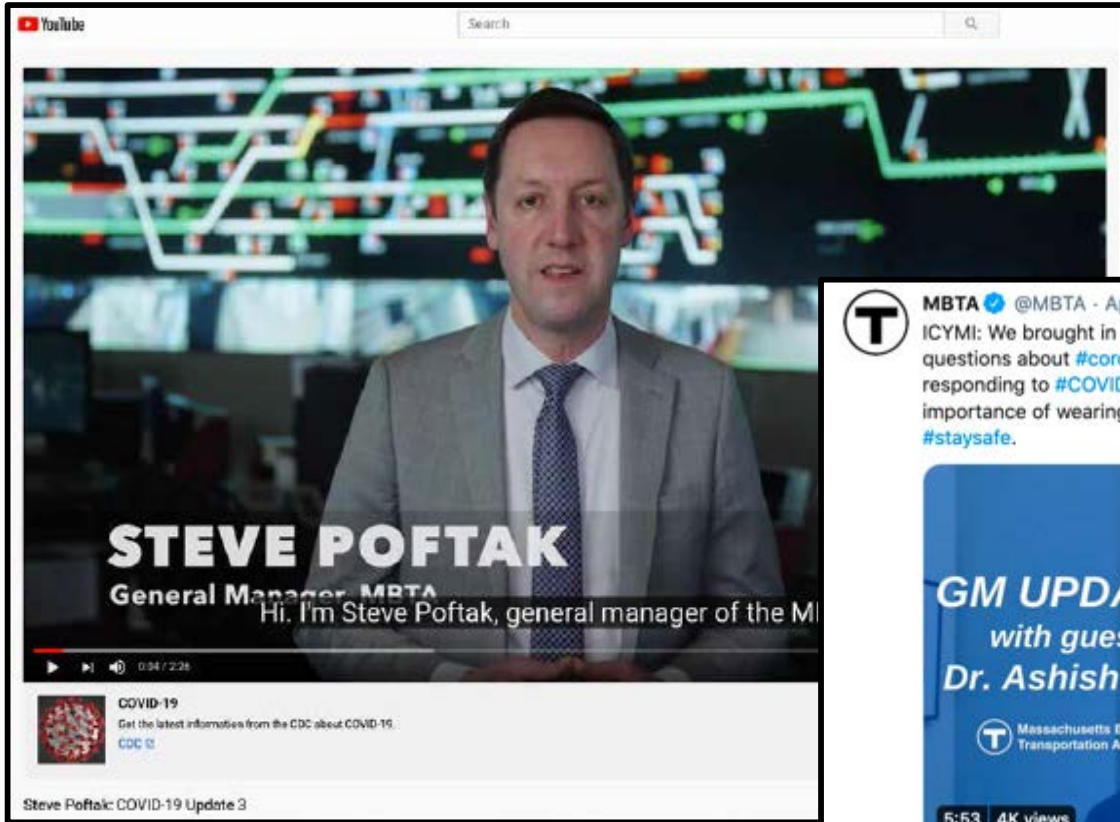
Consistent with guidance from the Centers for Disease Control (CDC) and the Massachusetts Department of Public Health (DPH), the MBTA has enacted its COVID-19 outbreak plan. We are disinfecting the employees' workspace, vehicles and equipment they may have come into contact with.

Also, as I have mentioned in the past, the MBTA, working in close coordination with the DPH, has augmented its regular measures to sanitize and clean transit stations, vehicles and facilities. We will seek to increase these efforts in the coming days.

I want to be prudent and err on the side of open communications and caution. This should also serve as another reminder to take care of yourself by practicing basic habits of good hygiene to protect against colds and viral illnesses. These simple precautions include:

- Cover your mouth when you cough or sneeze, using a tissue or the inside of your elbow.
- Wash your hands for 20 seconds with soap and warm water frequently and use hand sanitizer when soap and water are unavailable.
- Try not to touch your eyes, nose, or mouth.
- If you have a fever or feel sick, stay home and call your healthcare provider.
- Additional information is available from the CDC (include link or website)

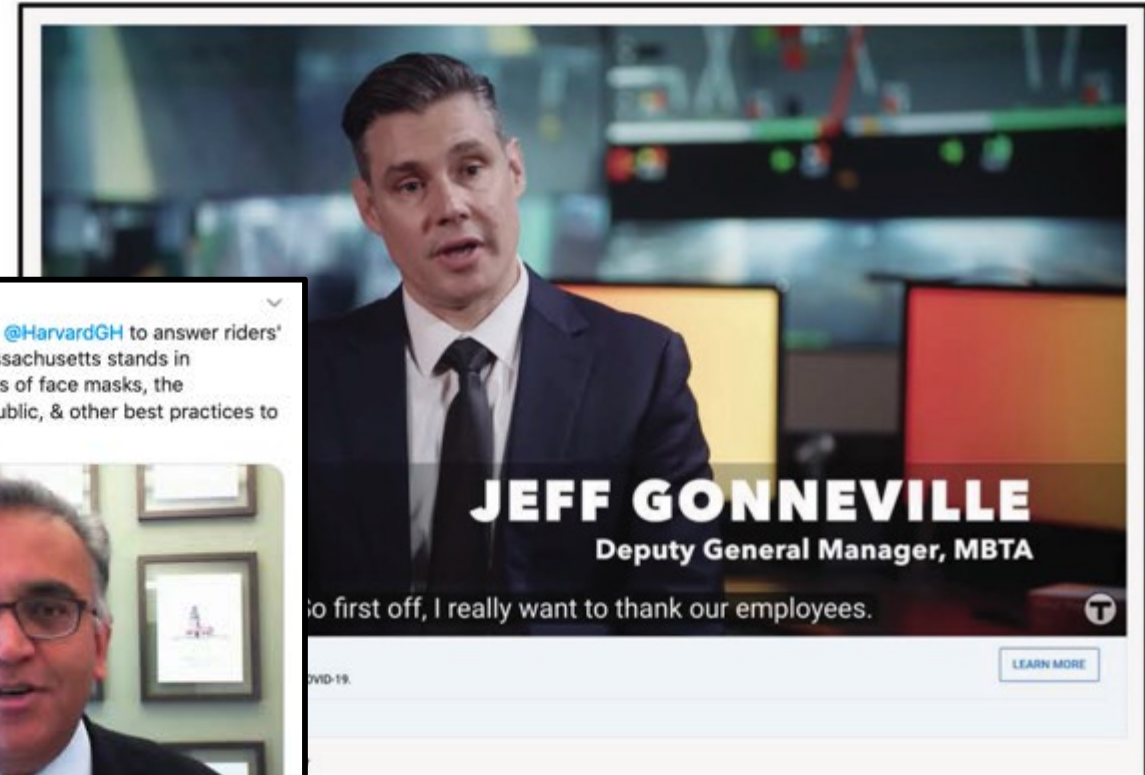
# GM Communications to the Workforce: Video



GM Update 3



GM Update 5 with Dr. Ashish Jha



GM Update 7 with DGM



# Quarterly Newsletter

Fall 2019



## Madeleine Amy Sweeney Award for Civilian Bravery Awarded to MBTA Lineman Ross Dugan

MBTA Lineman **Ross Dugan** was returning home from his overnight shift at the T's Charlestown EBM Transmission and Distribution Facility in February when he came upon a four-car crash on Route 24 near Exit 18A. Ross pulled over to provide assistance, helping four people escape from the fiery roadside crash in West Bridgewater.

With the assistance of another motorist with a fire extinguisher, Ross pulled the occupants to safety from his vehicle which was engulfed in flames. The victims were taken to hospitals and Ross suffered second degree burns.

In recognition of Ross' bravery, Governor Charlie Baker, Lieutenant Governor Karyn Polito and Secretary of Public Safety and Security Thomas Iruzo awarded Ross the Madeleine Amy Sweeney Award for Civilian Bravery at a State House ceremony commemorating the events of September 11, 2001.

"Ross Dugan's quick and selfless actions helped others escape from an incredibly dangerous situation," said Governor Charlie Baker. "Our Commonwealth is fortunate to be the home of brave people like Ross, who embodies the spirit of the actions taken by Madeleine Amy Sweeney on September 11, 2001."

"The Madeleine Amy Sweeney award honors the courage of ordinary people in extraordinary circumstances," said Lieutenant Governor Karyn Polito. "It's a privilege for us to recognize that her legacy lives on through the heroes among us like Ross Dugan."

Anna Sweeney presented Ross with the award given annually in her mother's name, the Madeleine Amy Sweeney Award for Civilian Bravery. The award is given in memory of the Acton flight attendant



Ross Dugan

aboard American Airlines Flight 11 on Sept. 11, 2001, who contacted the airline's ground services crew to convey critical information about the hijackers and their actions before the plane hit the North Tower of the World Trade Center.

"Ross' actions epitomize the importance we place on safety and the public welfare at the MBTA," said GM Steve Pofkak. "On behalf of everyone at the T, thank you Ross for your heroic actions and your selfless determination to put yourself in harm's way to save the lives of people in need."

Ross has been with the MBTA since 2016. As a Lineman his responsibilities include maintaining and rebuilding a network of overhead and underground electrical systems of high-voltage cables, substations and catenary wires that extend over hundreds of miles throughout the MBTA service area.



Winter 2019/2020



## Safety Counts at the MBTA

The 2019 Annual MBTA Safety Counts awards ceremony in November at the State Transportation Building was highly attended by award recipients, distinguished guests, senior staff, and front-line employees.

Chief Safety Officer **Steven Culp** and General Manager **Steve Pofkak** opened the ceremony, welcoming the 20 award recipients who demonstrated the highest standards of safety awareness, collaboration, customer service, and open communication.

FMCS Chairman **Joseph Aiello** introduced **Mike Eruzione**, captain of the 1980 U.S. Men's Olympic Hockey Team, who gave a rousing motivational speech about the significance of his "Miracle On Ice" gold medal victory. His message of team work and a shared mission was timely as we implement our safety management system.

Recipients accepted plaques from Chairman Aiello, GM Pofkak, Deputy General Manager Jeffrey Gonnerville, CSO Steven Culp and Mr. Eruzione. Gonnerville recognized employees that participated in the restoration of the Red Line following the June 2019 derailment.

Culp noted that the MBTA is presently advancing a new safety culture by implementing new safety management systems. While it was a very challenging year for the MBTA, it's important to recognize



2019 Safety Counts Awards

those who have gone above and beyond with safety excellence. Culp noted employees should utilize all methods (such as the Safety Hotline, safety meetings, discussions with supervisors, etc.) to ensure that the MBTA is the safest transit system for our customers, employees and the general public.

**Everyone Counts on Safety.**

## Hear Something?

We are all familiar with the "See Something. Say something" campaign, but what if you heard something that just didn't sound right?

In the case of Heavy Rail Instructor, **Fich Doherty**, who heard an uncommon sound on the new OJ train, while training a new Motorman, he felt compelled to alert his supervisors.

"Being on the trains for a while," said Fich, "I was a Dispatcher, before that a Motorman, just knowing trains, and knowing how they sound, and this being a brand new train,



A New Orange Line Train at Assembly Station

something didn't sound right. Something just didn't sound right at all." After conferring with his trainer, **Lataria Harrison**, who also heard the noise, Fich alerted three different engineers, who escalated this to the head engineer of the program, resulting in the new trains being pulled out of service.

There, the problem was diagnosed as accelerated eroding of the wear pads that sit on top of the "trucks" which house the wheels of the train. The wear pads are designed to prevent metal on metal friction between the trucks and the car frame.

"It was one of those things," said Fich, "if it was never reported, I think something serious would have happened. Could it have been a safety issue down the road?" Definitely.

Fich, from our employees and customers alike, we applaud you. To others, this is a reminder to please say something, not only if you see things out of the ordinary, but if you hear something too.



Spring 2020



## MBTA and the Pandemic: A Look Back As We Plan Ahead

by General Manager Steve Pofkak



Deputy General Manager Jeffrey Gonnerville and General Manager Steve Pofkak discuss the future of the MBTA at the Operations Control Center

Mike Tyson once said that "everyone has a plan until they get punched on the mouth."

Well, COVID-19 has been that punch in the mouth, not just for the MBTA's plans but for businesses, governments, and families.

As recently as last January, our capital improvement plan, the most ambitious in MBTA history, was a key highlight of Governor Baker's annual State of the Commonwealth Address.

To fast track the pace of capital investments, and to speed our transformation to a modern, safer, more reliable transit system, we were ready to put in motion a five-part plan that prioritized core system investments into vehicles, track, signals, power systems, and maintenance facilities. In short, Building a Better T 2020.

As we left 2019 behind and tamed the calendar to 2020, we were excited for what the New Year would bring. All of us looked forward to the opportunities 2020 promised to make meaningful changes to deliver the level of service our customers and employees had a right to expect.

Eleven days after Governor Baker's speech, however, the Public Health Department announced the first case of COVID-19 virus in Massachusetts. The pandemic was on our doorstep.

Late February kicked-off the start of our budget season with the FMCS. What seemed like business as usual turned out to be the calm before the storm. Deputy GM **Jeff Gonnerville** and I conferred about a revamped bus system, new routes and more bus-only lanes, and did so while keeping a close eye on the approaching march to public health.

By early March, news of the pandemic out of Italy was horrific. New

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The MBTA was deeply saddened in March when longtime Inspector **Andrew Wang** passed away. Andy was the first MBTA employee to pass away after contracting the COVID-19 virus. Andy joined the MBTA in 1968 and worked as an operator out of Bartlett garage before moving to the Southamptton Street garage.

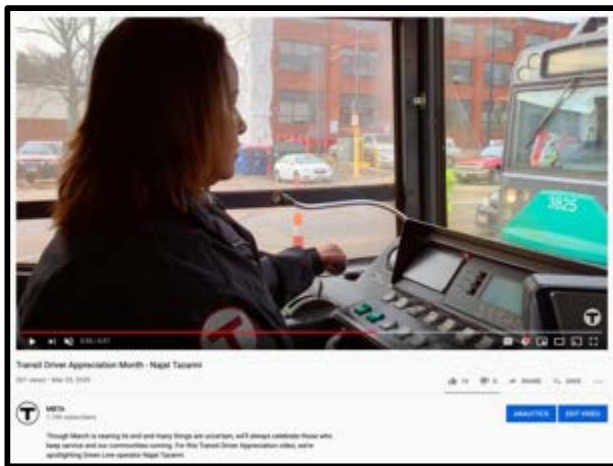
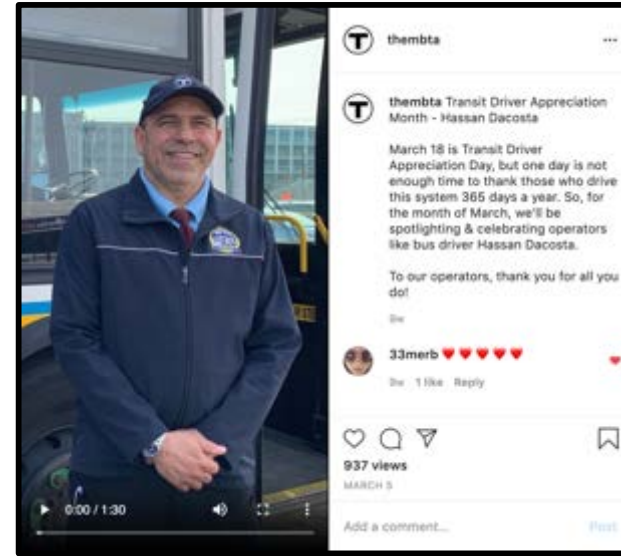
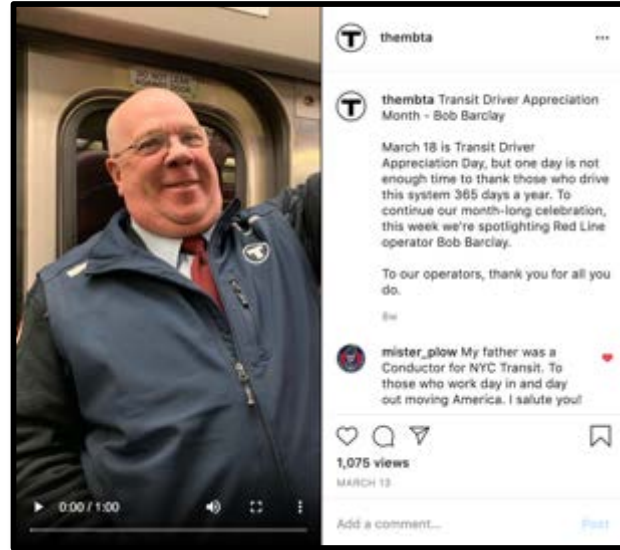
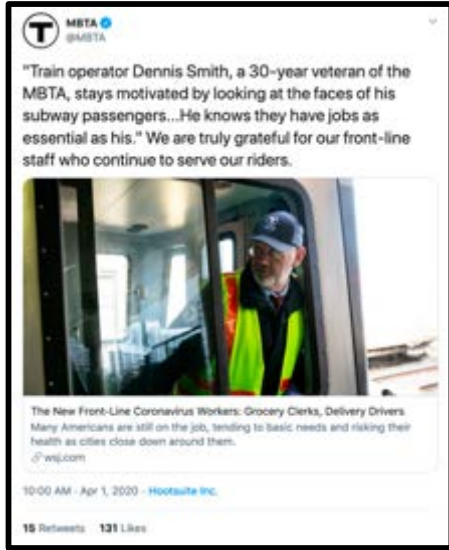
Local 589 said of Andy, "he was an incredible guy who was an absolute asset to the MBTA. Dedicated, hardworking, dependable, honest, and down-to-earth, he was the kind of guy who made everybody look and feel good."

We continue to feel the loss of Andy and share in the grief with his family, friends and our colleagues.





# Social Media Employee Spotlights



YouTube, Twitter, Facebook, Instagram Posts

# Internal Digital Communications Pilot Project

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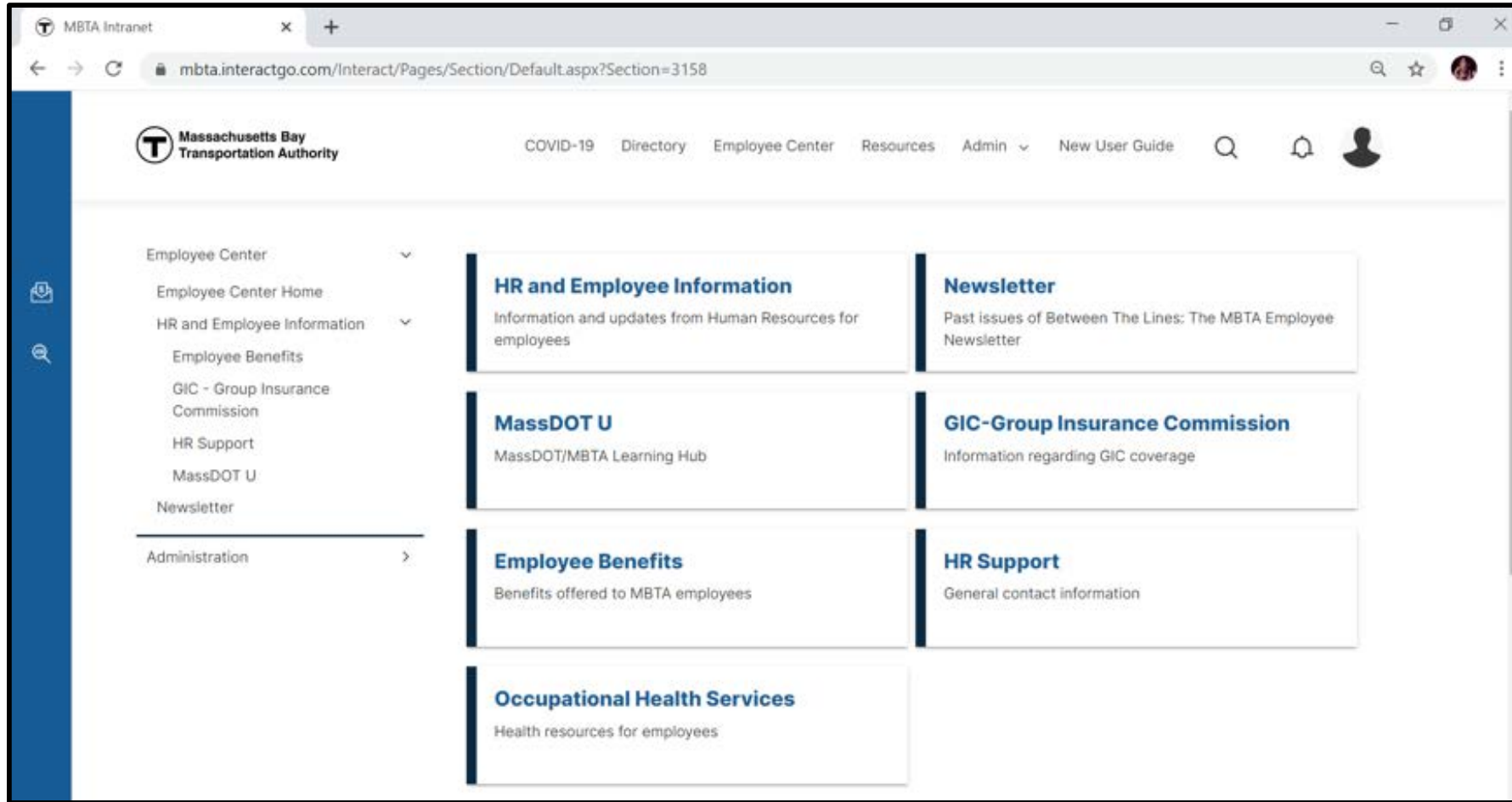
- A new web-based communications platform available on desktop, mobile, and tablet devices as an app
- The Internal Digital Communications Platform will:
  - Allow employees to receive critical alerts, announcements, news, or events
  - Centralize policies and resources
  - Keep employees connected to the MBTA, their department, the facilities they work in, and each other
  - Deliver content information in a manner that is fully accessible to employees with disabilities, including those who use assistive technology
- Addresses the need to provide an Authority-wide communications platform to communicate to our vast workforce, many of which have no access to MBTA email.
- Pilot schedule: May 12 – May 26
- Mobile website launch: Summer 2020



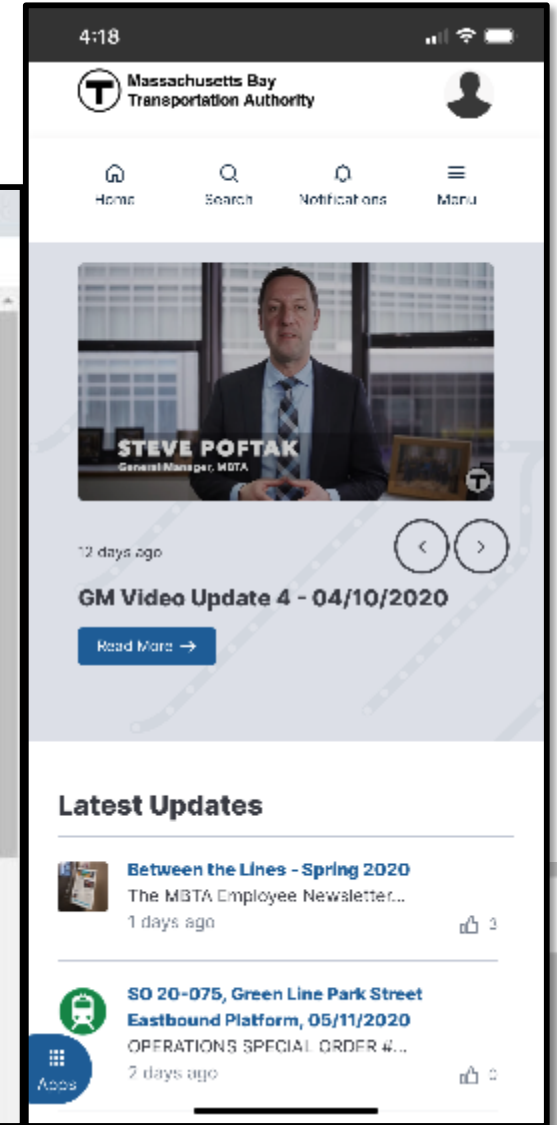


# Internal Digital Communications Pilot Project

Desktop



Mobile



# Safety Update: Employee Safety Guidelines

Safety Posters displayed at all garages

## How to Properly Fit and Use Safety Glasses



**Check Fit**

1. There should be no uncomfortable pressure or pinch points on the side of the head, nose, or behind the ears.
2. Glasses should fit close to the face without hitting eye lashes.
3. Glasses should stay in place when moving your head front to back and side to side.
4. Glasses are designed to fit over normal prescription glasses for those who require them to complete the task they are performing – make sure there are no obstructions to vision.

**Check Vision**

1. You should be able to see in all directions without major obstruction.
2. Safety glasses should NOT impair or obstruct your vision.

**Safety Glasses Care**

1. These are not disposable safety glasses.
2. Keep glasses clean by wiping with a dry clean cloth or washing with soap and water.
3. Store with the lens facing up to avoid scratches.
4. If the lens breaks, becomes cloudy, or scratches obstruct vision, dispose in the trash.

 Massachusetts Bay Transportation Authority

## Removing Disposable Gloves

**NOTE:** To remove gloves without spreading germs, never touch your bare skin with the outside of either glove.



- 1. Pinch Glove**  
Pinch the palm side of one glove near your wrist. Carefully pull the glove off so that it is inside out.
- 2. Slip Two Fingers Under Glove**  
Hold the glove in the palm of your gloved hand. Slip two fingers under the glove at the wrist of the remaining gloved hand.
- 3. Pull Glove Off**  
Pull the glove until it comes off, inside out. The first glove should end up inside the glove you just removed.
- 4. Dispose Of Gloves And Wash Hands**  
After removing the gloves, Dispose of gloves and other personal protective equipment (PPE) in a proper container.

 Massachusetts Bay Transportation Authority

