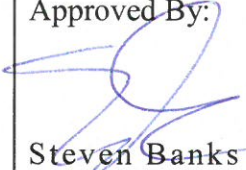




PROCEDURE NUMBER 17-402

Subject: Subway System Suspension of Service	Applicable To: MTA/DHS/BRC (and/or other contracted) Subway Outreach Teams	Effective Date: June 27, 2017
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Administered By: Adult Services	Approved By:  Steven Banks Commissioner/Administrator Human Resources Administration/ Department of Social Services
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I. INTRODUCTION

In the event of severe weather emergencies, the New York City Subway System may be required to suspend operations. During such suspension, BRC Outreach will have limited access to canvass stations and trains. To best serve chronically Homeless Street and subway clients, the Department of Homeless Services (DHS), in collaboration with the Metropolitan Transportation Authority (MTA) and BRC, has developed this "switch-over" procedure.

II. PROCESS

- A. Verifying Subway Closures** — During severe weather emergencies, DHS staff and the MTA staff shall maintain close communication regarding the status of any potential suspension of subway services. This procedure shall be activated upon MTA verification that the subway system and services will be suspended at a time certain.
- B. Notification of Procedure Activation** — Upon such verification by the MTA, this protocol shall be activated by an official notification to BRC management from either DHS staff or the MTA with the scheduled time of the system suspension.
- C. BRC Outreach during Subway Service Suspension** — Once this protocol has been activated by the MTA and/or DHS, BRC will strategically re-deploy its outreach teams throughout New York City to cover both major/end-of-line train stations and high volume areas of homeless activity.

1. Depending on the amount of notice BRC receives prior to the subway system suspension, BRC will continue normal operations and coordination of services for vulnerable clients.
2. At least two (2) hours prior to the scheduled time of official suspension of subway service, DHS staff shall request that the New York City Police Department (NYPD) Transit Bureau and Crisis Homeless Outreach Unit (COSU) deploy officers to certain end-of-line stations and canvas all stations that will be closed.
3. At least two (2) hours prior to the scheduled time of official subway suspension of service, BRC-deployed vehicles will be diverted to the major end-of-line stations to offer services and transport to clients exiting discharged trains.
4. Deployment areas outside of Manhattan:
 - a. Pelham Bay Park Station (6)
 - b. Coney Island Station (N,Q, F, D)
 - c. Parsons/Archer (E, J)

Any additional available vehicles will canvas Manhattan.

5. BRC Outreach and NYPD will remain at the end-of-line stations until the final trains enter the station and all clients have been engaged.
6. Upon resumption of subway service, BRC will return to its normal schedule of operations.