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## **Red Line Single Person Train Operations (SPTO) FAQ**

- 1. What is SPTO?** Single person train operation (SPTO) is the practice of operating trains with a single crew person rather than two (2) person crews. The Motorperson will perform all functions normally conducted by both the Motorperson and Train Attendants including door operation and station announcements.
- 2. When will it be implemented on the Red Line?** SPTO is expected to begin on the Red Line at the start of the fall schedule September 3<sup>rd</sup> 2011.
- 3. Why is it taking place?** Through SPTO the MBTA will allocate its finances in a more efficient manner, improve customer/station security, customer safety, and provide improved service.
- 4. In the event of an emergency (fire/smoke, medical emergency, or a police action) is my safety compromised because there is only one (1) crew member?** No, our customer safety is never compromised. In the event assistance is needed each car is equipped with passenger emergency intercoms (PEI). Additionally more Officials and Platform Attendants will be available for our customer's needs.
- 5. How do I contact the Motorperson (Vehicle Operator) in the event of an emergency?** Passengers have the ability to contact the Motorperson at anytime via the PEI system located in each car.

**6. With the expected cost savings of the Single Person Train Operation (SPTO), what will the MBTA do with the money?** Personnel will be reassigned throughout Subway Operations to support increased safety and security throughout the Subway Operations. Red Line Operations will be able to improve service frequency, station improvements, security enhancements, and accessibility improvements.

**7. What will you do with the Train Attendants that are no longer on the train? Will there be any layoffs?** There will not be any layoffs associated with SPTO but through attrition, staffing will be reduced. Personnel will be strategically assigned in areas to provide additional customer assistance and door safety oversight.

**8. Will the MBTA add service? If so, when and how often?** Yes, some of the savings will be reinvested into improved service frequency. The weekday rush hour will see an improvement from 8-9 minute headways to 8 minute headways. Weekday midday and evening frequencies on each branch will improve from 12-13 minutes to 11-12 minutes. All Saturday service improves from 14 minutes to 11-12 minutes. Service all day Sunday will improve from every 15-16 minutes to 13 minutes. An extra service train will be utilized during school dismissals to reduce overcrowding and improve frequency. Lastly, there will be greater coordination between the Ashmont Branch and the Mattapan High Speed Line.

**9. Will there be additional personnel working in stations?** Yes, Platform Attendants and additional

Officials will be assigned to station platforms. Platform Attendants and Officials assisting with doors will improve safety, security, and provide improved customer assistance.

**10. How has the Orange Line benefited from SPTO?**

The Orange Line benefited from service improvements through shorter waits for the next train. During weekday rush hour times and the afternoon period trains arrive 30 seconds sooner. Evening weekday service after 8:00PM improved from every 13 minutes to every 10 minutes. Saturday service before 8:00AM improved from every 11-15 minutes to 10 minutes. Saturday service after 6:00PM improved from every 13 minutes to every 10 minutes. On Sunday before 10:00AM service improved from every 15 minutes to every 12.5 minutes. After 10:00AM Orange Line service improved from every 13.5 minutes to every 10 minutes.