

511 Traveler Information Center (TIC) Standard Operating Procedures (SOP) Pullout

Handling Transit Incidents for 511

MAJOR TRANSIT INCIDENTS are:

- Delays of 20 minutes or more on a rail, ferry or cable car line (*Except* if cable car line is replaced by alternative shuttles),
- Closure of one or more rail/ferry/cable car lines
- Transbay Tube closure
- System-wide shut downs
- Other incidents which, in the judgment of the supervisor on duty (or on call) justify designating the incident as major.

ACTION REQUIRED FOR MAJOR TRANSIT INCIDENTS

- A message (tweet) posted on Twitter,
- A Ticker at the Main Page and Transit Page (linked to the Transit Page announcement),
- A floodgate at the agency menu or higher, depending on the severity, and
- An announcement on the Transit Page.

MINOR TRANSIT INCIDENTS are:

- Delays of 10 to 19 minutes on a rail, ferry or cable car line,
- Temporary suspension of a ferry, rail, or cable car line that has been replaced by an alternative, such as a bus bridge,
- Other incidents which, in the judgment of the supervisor on duty (or on call) justify designating the incident as minor.

ACTION REQUIRED FOR MINOR TRANSIT INCIDENTS

- A floodgate at the agency menu, and
- An announcement on the Transit Page.