

Memo



OPERATIONS DIVISION

To: All Operations & Customer Service Employees
From: Steve Blaska, Chief Operations Officer
Date: March 17, 2020
Re: COVID-19

THANK YOU!

Coronavirus is a National Emergency. As such, extraordinary measures are being taken by extraordinary people. You – STA's Operations and Customer Service employees -- are those extraordinary people.

Our communities rely on essential services for their citizens to manage through a crisis. As recently as last night, Dr. Bob Lutz, Spokane Regional Health District Health Officer, confirmed that public transportation is one of those essential services.

Your response to this awesome responsibility is inspiring. We have been able to maintain a high level of service to those who continue to travel to work, grocery stores, medical appointments, child care, and many other important destinations. That achievement is possible because you are here, hard at work, committed to our mission to be a source of pride for the region.

As this situation evolves, we will keep you informed and take necessary steps to respond to changing conditions. We will be updating information in the Employee Update section of the Coronavirus Info tab at www.spokanetransit.com. Please check the website regularly for updates.

Great work! In times like this you always come through, and it is the reason our public holds you in such high regard.

Honored to work with you all,
Steve

Cc: Operations Managers
Fixed Route Supervisors
Paratransit Supervisors
Foreman
Valley Service Center
Customer Service