

# SAFETY NOTICE

**TO:** All Employees

**Document No.:** S20-004

**FROM:** E. Susan Meyer, Chief Executive Officer  
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**DATE:** March 20, 2020

**SUBJECT:** **Coronavirus (COVID-19) Situation Update #4**

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This notice advises employees of our preparedness for COVID-19. Currently, The Spokane Regional Health District is reporting **Spokane County has 11 confirmed cases of COVID-19.**

As the COVID-19 situation changes rapidly, we will continue to keep in touch with local entities such as the County Emergency Coordination Center, Spokane Regional Health District, and others. This Safety Notice provides a summary of our actions taken to date.

In order to keep employees informed, we will publish a Safety Notice at least weekly, a summary of communications, and update STA Informed. We encourage you to go to our STA website, click on the Coronavirus Info tab, and scroll down to review the information posted for employees.

**Two primary measures remain the same since the beginning of the COVID-19 situation:**

1. Stay home if you feel sick. Specifically, COVID-19 symptoms are:
  - Fever
  - Cough
  - Difficulty breathing/shortness of breath
2. Practice the hygiene techniques endorsed by CDC.
  - Cover your mouth with a tissue or your sleeve when you cough.
  - Wash/disinfect hands often.
  - Avoid touching your face.
  - Achieve social distancing as much as possible.

The following is a summary of actions taken so far:

## **Personal Protection Equipment (PPE)**

- Hand sanitizer available. Bring back your 2 oz bottle for refilling when empty.
- Several wipes available.
  - Lysol wipes pre-positioned on all coaches and vans. They will be refilled by Cleaners at night until inventory is expended.
  - Purell Hand Sanitizing wipes available.

- When inventory of wipes is expended, we will preposition spray bottles with disinfectant and paper towels.
- Gloves available.
- N 95 respirators supplied to coach and van operators who request one. We started to distribute our stock of these. CEO has coordinated for us to be on Spokane Regional Health District list of priority to fill our orders but due to worldwide shortage, resupply is in doubt. we ask that operators read the handouts that come with these masks outlining their effectiveness and utility.

#### **Vehicle and Facility Protective Measures**

- Revenue vehicles disinfected nightly. New backpack sprayers augment traditional wiping down of hard surfaces.
- Midday cleaning of fixed route buses at select transit centers and Plaza (began March 20).
- Disinfectant supplied to all Paratransit vans for van operator use between customers.
- Expanded seating and tables for Fixed Route drivers to use during shift changes.
- Expanded facility cleaning with spray bottles of disinfectant available in key rooms
- Wall mounted Purex hand sanitizers and soap routinely checked at all facility bathrooms and other locations.
- All public seating and waiting areas inside the STA Plaza (except the Paratransit waiting area) were closed **effective 3/17/20**. The building remains open at this time.

#### **Customer Information / Operational Measures**

- All customer communications have encouraged them to use CDC hygiene guidance and refrain from using our service if they are ill.
- Audio announcements on buses instruct passengers to take precautionary measures in general and on the vehicle.
- Paratransit passenger loads minimized.
- Fixed Route Operations Notice posted instructing coach operators the process they can follow to deny service to individuals who do not follow operator instructions regarding protective measures.
- On hold message on Paratransit reservation line with instructions to refrain from booking trips if they have symptoms.

#### **Employee Policies**

- Attendance policy has been suspended for the period 1 March to 30 April.
- Attendance information disseminated/posted by Human Resources.
- FAQ posted.

There is one other action taken in other communities which we will continue to evaluate. This action could create more challenges than they solve.

Reduce Fixed Route service levels. A reduction in service would increase the number of passengers on the reduced number of vehicles. This is counter to our ability to maximize social distancing

opportunities achieved with full service. At this time, our ridership remains at/above what we experience with regular Saturday level of service. We have developed contingencies for service reductions.

Cc: E. Susan Meyer  
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