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CHIEF EXECUTIVE OFFICER

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To: All STA Employees  
From: E. Susan Meyer  
Date: March 24, 2020  
Re: **Emergency Proclamation 2020-01**

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This morning I signed Emergency Proclamation 2020-1 that states the existing conditions related to COVID-19 warrant the enlistment of emergency powers to implement additional safety measures.

As a part of STA's ongoing response to COVID-19, I will initiate emergency, temporary practices to protect the public and our employees from the spread of the virus, while continuing to provide essential transportation services, as designated by Governor Inslee's Executive Order, to those in need.

Beginning Thursday, March 26 and until further notice:

- **Suspended Fares** – Fare collection for all STA services will be suspended.
- **Rear-door Boarding** – Customers will be asked to use the bus's rear doors only. Customers requiring mobility assistance can continue to use the front doors.

These practices will maximize safety by reducing interactions between passengers and coach and van operators, and by enabling proper social distancing.

- **Rides for Seniors** – In an effort to protect vulnerable seniors, Spokane Transit will offer rides to people age 60 and over who must travel to essential destinations. Passengers will ride door-to-door in STA Paratransit Vans, and passengers per vehicle will be limited to maximize social distancing during travel. Trips can be scheduled the day before, or the same day with at least two hours advance notice. See the list of service details below for additional information.

**Rides for Seniors Details:**

- Customers will be required to show proof of age.

- Rides for seniors are limited to essential trips to grocery stores, pharmacies, medical facilities and work.
- Trip origins and destinations must be within STA's Paratransit boundary which is defined to be within three-quarters (3/4) of a mile from an existing bus route.
- Trips can be scheduled the day before, or same day with two hours advance notice.
- Seniors may be accompanied by one companion.
- Trips are based on van and operator availability, and may be subject to adjustments.
- Van operators may arrive up to 30 minutes after the scheduled pick-up time.
- To schedule a trip, contact a Paratransit Reservationist at 509-328-1552.
- Paratransit Reservationists may provide additional information and instructions to customers.

Clearly, these measures are a significant departure from our normal operations. They will affect employees and customers alike, and will require flexibility, clear communication and critical thinking as we work through their implications. Your supervisors will follow up with additional information and guidance.

Your commitment to public service and our customers during this global pandemic is inspiring.

Cc: Steve Blaska  
Brandon Rapez-Betty  
Nancy Williams  
Karl Otterstrom  
Monique Liard  
Thomas Leighty  
Sam Hairston  
Mike Kunder