



**CORONAVIRUS
EMERGENCY RESPONSE**

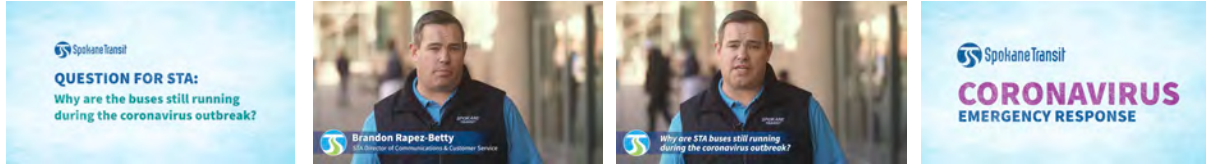
**COMMUNICATIONS
March 14-20**

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VIDEO UPDATES

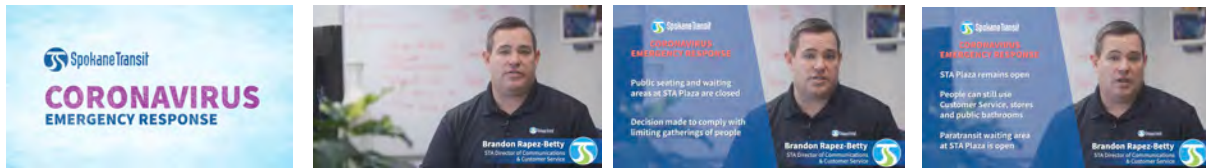
FAQ STA #1 - Why Are Buses Still Running?



Plaza Seating Closed



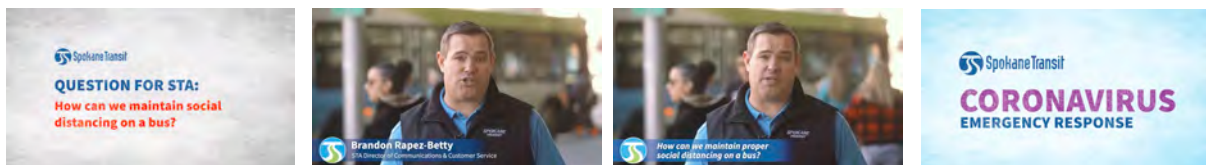
FAQ STA #2 - Why Is The Plaza Closing?



Steve Blaska on Importance of Providing Transit



FAQ STA #3 - Social Distancing on a Crowded Bus?



Social Media



Posts were made on all STA social media channels, including **Twitter**, **Facebook**, **Instagram** and **LinkedIn**, sharing all video updates and relevant information from health organizations.

The image displays seven screenshots of social media posts from the Spokane Transit Authority (STA). Each screenshot shows a video player, a text-based post, or a video thumbnail with engagement statistics like 'People Reached' and 'Engagements'.

- Top Left:** Video titled "QUESTION FOR STA: How can we maintain social distancing on a bus?". 664 People Reached, 211 Engagements.
- Top Middle:** Video titled "CORONAVIRUS EMERGENCY RESPONSE" by Brandon Ropez-Betty. 786 People Reached, 146 Engagements.
- Top Right:** Video titled "QUESTION FOR STA: Why are the buses still running during the coronavirus outbreak?". 1,412 People Reached, 398 Engagements.
- Middle Left:** Text post celebrating Transit Driver Appreciation Day (TDAD). 1,885 People Reached, 688 Engagements.
- Middle Middle:** Video titled "STA PLAZA PUBLIC SEATING & WAITING AREAS ARE CLOSED". 431 People Reached, 51 Engagements.
- Middle Right:** Video titled "Spokane Transit Authority to keep buses running as long as possible - KXLY". 762 People Reached, 268 Engagements.
- Bottom Left:** Video titled "You can depend on STA drivers...". 1,885 People Reached, 688 Engagements.

WEBSITE

Updated Coronavirus Info Tab - consolidated and updated information and added a new employee information link.

Spokane Transit Update on Coronavirus

Updated March 18, 2020

Rider Update

PLAZA USE RESTRICTIONS: In an effort to comply with Governor Inslee's emergency proclamation limiting gatherings of more than 50 people, all public seating and waiting areas inside the STA Plaza (except the Paratransit waiting area) will be closed **effective 3/17/20**. The building will remain open at this time.

Spokane Transit plays a critical role in our community and we understand that public transit is the only means of transportation for many people during this emergency. We are doing everything we can to maintain current service levels in order to create a positive environment for social distancing. Reduced bus service would mean more people on fewer buses.

We want the public to know we take COVID-19 (coronavirus) seriously and are taking actions to help prevent it from spreading.

Our top priorities are to continue serving the public transportation needs of our region and to keep our employees and customers healthy and safe.

[Visit our FAQ](#) for more information about STA's emergency response to COVID-19 (coronavirus).

If you have questions or concerns about coronavirus, we encourage you to contact the local health authorities:

- [Spokane Regional Health District](#)
- [Washington State Department of Health](#) WSDH Call Center: 1-800-525-0127, then press #
- [Centers for Disease Control and Prevention](#)

STA Employee Update

The health and safety of STA employees and the public are a top priority. We are taking the COVID-19 outbreak seriously and want to keep employees informed with the latest information and guidance available. Important updates for employees will be posted here, so please check back regularly.

Read STA's [COVID-19 Employee HR Bulletin](#)

Read STA's [N95 Memo & Instructions](#)

Read STA's [Employee Attendance Program Memo](#)

Read STA's [Insurance coverage for COVID-19 Document](#)

Read STA's [3/17/20 Operations & Customer Service Memo](#)

Read STA's [Coronavirus FAQ](#)

Read the CDC's [FAQ on Masks \(Respirators\)](#)

Read STA's [Recommended Personal Protection](#)

STA INFORMED NEWSLETTER

Digital Newsletter sent 3/18

March 2020 Special Update
 COVID-19 (coronavirus): The Latest News and Information from Spokane Transit

[View this email in your browser](#)



STA Continues to Maintain Regular Service Levels

STA leadership remains focused on dual objectives -- maintaining regular bus and paratransit service during the coronavirus emergency, and keeping the public and employees safe. Maintaining service levels with lower ridership means people are better able to spread out and practice social distancing on the bus.

For many in the Spokane region, STA is their only means of transportation -- whether it's to go to jobs, doctor appointments or to buy groceries.

[Due to the closure of Eastern Washington University, Routes 66, 67, 662, 663, and 664 are on non-EWU service until April 6 when classes are scheduled to resume.]



STA Plaza Update

On March 17, all public seating and waiting areas inside the STA Plaza were closed through March 31 or until further notice. This move follows Governor Jay Inslee's order to prohibit gatherings of more than 50 people to limit the spread of Coronavirus. The Paratransit waiting area remains open for Paratransit customer use only.

Three businesses in the STA Plaza are also still open, including Joe's Mini-Mart, Subway and Pizza Rita. Although the seating area is closed, customers can still buy take-out at Subway and Pizza Rita. Spokane County Library and Metro PCS are closed.

The public is free to enter the STA Plaza, though security is limiting the number of people inside at any one time. People can still get schedules, access Customer Service, check bus arrival and departure times and use the public restrooms.

In the video below, STA Director of Communications and Customer Service Brandon Rapez-Betty explains why the public seating and waiting areas were closed and what it means.



How STA Sanitizes the Plaza

Stay Up-to-Date on COVID-19

STA has created a dedicated web page where riders, employees and the general public can quickly find the latest information on COVID-19 (coronavirus) and its effect on local public transit. Simply go to SpokaneTransit.com and click on the red Coronavirus info tab.



STA is producing several new videos as part of an effort to provide timely updates and late-breaking information to the public. These informative videos include STA leadership and front-line employees speaking directly to the public about what STA is doing to combat the threat of COVID-19 (coronavirus). The videos are available on STA's Facebook, Twitter, Instagram and LinkedIn channels, as well as SpokaneTransit.com. All videos are also accessible here.

You can also receive text or email messages about your routes and other important information from STA-Linked, just click [here](#) to sign up for updates.



TRANSIT DRIVER APPRECIATION DAY

Spokane Transit

It's National Transit Driver Appreciation Day!

STA's coach and van operators take great pride in getting you safely where you need to go. You are their priority -- every day, every night, in every condition imaginable -- they honorably get you to work, medical appointments and all the other important places that make up your busy life. So today, especially in these uncertain times, make your driver a priority and say THANK YOU.



Team Up With STA To Stay Safe

There are several ways you can team up with STA to help keep public transit safe.

Social Distancing - STA's onboard announcement requests that people practice social distancing on the bus by spreading out into the vehicle's empty sections. With lower ridership, this is a practical solution for those needing to ride public transit. Customers are also asked to give drivers extra space by standing several feet behind the yellow line.

Practice Good Respiratory Etiquette - If you cough or sneeze, cover your mouth with a tissue or your sleeve. Coach operators may instruct passengers to comply with this safety practice.

The CDC also recommends:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Stay home if you are sick.
- Clean and disinfect frequently touched objects and surfaces.
- Wash or sanitize your hands often.
- Self-quarantine to prevent the spread of COVID-19 and other seasonal illnesses.

Special Note: The CDC does not recommend that people who are well wear a face mask to protect themselves from respiratory diseases, including COVID-19. Face masks should be used by people who show symptoms of COVID-19 to help prevent the spread of illness, or healthcare professionals and first responders treating patients with COVID-19.

Read the CDC's full recommendation on the use of face masks [here](#).



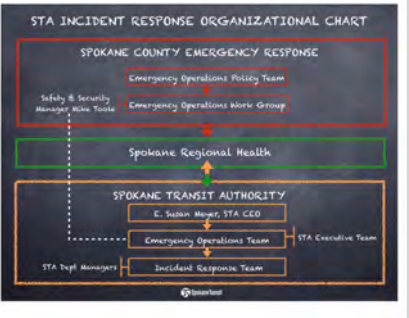
STA Partners With Spokane County's Emergency Management Team

The Spokane County Emergency Management Team's primary objective during the COVID-19 outbreak is to implement procedures to sustain the region's critical services including police, fire, medical and transit, and to provide the public with timely, accessible and accurate information.

Under STA CEO E. Susan Meyer's direction, Mike Toole, Safety & Security Manager, has been assigned to represent STA's objectives and concerns on the County's Emergency Operations Work Group. STA Chief Operations Officer Steve Blaska serves as the Incident Commander for Spokane Transit's Emergency Operations Team.

"We are the regional transportation providers. People need to get to work and they need to get to health care facilities," Blaska said. "So it's very important we maintain a consistent and reliable public transportation service. Our collaboration with the County's Emergency Management Team helps us achieve this important objective."

The graphic below illustrates the framework of the County's partnership with Spokane Transit.



Opt-in to receive regular updates from STA

Twitter Facebook Email

Copyright © 2020 Spokane Transit Authority. All rights reserved. You are receiving this email because you are a valued member of the STA community.

SIGNAGE

Waiting Areas Closed / Open businesses - Plaza Signage Versions 1 & 2

Laminated 11x17 signs for temporary exterior signs, 22 x 28 double-sided stanchion-mount signs for each waiting area and laminated 22x28 double-sided exterior signs to replace 11x17 signs within 24 hrs.



ONBOARD BUS ANNOUNCEMENT

New onboard message (social distancing/standing behind yellow line/respiratory etiquette):

Attention riders. If possible, please spread out to empty sections of the bus. Give the driver space by standing several feet behind the yellow line. Practice good respiratory etiquette. If you cough or sneeze, cover you mouth with a tissue or your sleeve. Wash or sanitize your hands often and avoid touching your face. And, if you have cold symptoms or feel sick, please stay home. Thank you.

PLAZA MONITORS UPDATES

Social Distancing



Plaza Seating Closed



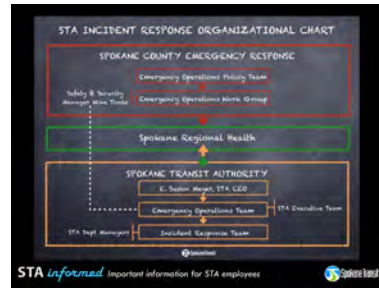
STA INFORMED UPDATE

New STA Informed Update

YOU ARE ENCOURAGED AND EMPOWERED TO:

- Instruct passengers to cover their cough/sneeze with a tissue or sleeve.
- Instruct passengers to practice onboard social distancing when possible.
- Instruct passengers to stand several feet behind the yellow line.

STA Informed Important information for STA employees



Sick Leave

For those employees who become ill and have to stay home, we are fortunate to have paid leave programs such as Washington Paid Sick Leave (WPSL) and STA Sick Leave to maintain wages during time away from work.

If you have question, please contact HR at 325-6008 or hrhelpdesk@spokanetransit.com.

STA Informed Important information for STA employees

Attendance Policy Suspended

During this unprecedented time, STA will suspend its attendance policy from March 1, 2020 to April 30, 2020.

During this time, any attendance violations will be "frozen" until the COVID-19 pandemic status has been lifted and the attendance program resumes.

Violations that occur during this timeframe will not be counted towards an employee's attendance record.

If you have question, please contact HR at 325-6008 or hrhelpdesk@spokanetransit.com.

STA Informed Important information for STA employees

Employee Attendance Program

As we navigate the daily challenges presented by COVID-19, we are committed to doing our part to keep employees and the public safe.

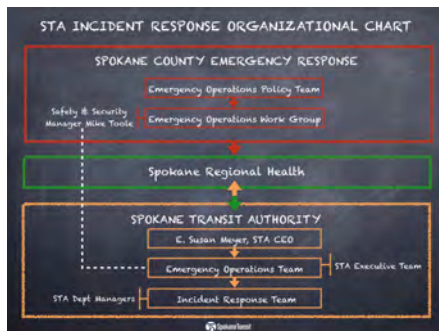
To that end, we ask you to **stay home if you feel sick**.

If you have questions about this announcement or sick leave usage, please contact HR at 325-6008 or hrhelpdesk@spokanetransit.com.

STA Informed Important information for STA employees

INCIDENT RESPONSE ORG CHART

Updated Org Chart for Emergency Management Team (Incident Response Org Chart)



COMMUNICATIONS SUMMARIES

Week Three Communications Summary created and printed (75 copies)

