

Borough COVID Mitigation Plan: Transit Department

Introduction:

The Ketchikan Gateway Borough takes the health and safety of its employees very seriously. With the spread of COVID-19, the Borough must remain vigilant in mitigating future outbreaks.

This plan relies on guidance available from the Alaska Department of Health and Human Services, the CDC and OSHA. This plan is subject to change as the State of Alaska adjusts its Health Mandates. The Borough may also amend this plan based on operational needs.

This plan is effective on May 22, 2020 until further notice.

Employee Responsibilities:

The Ketchikan Gateway Borough is asking each employee to assist with the prevention of the spread of COVID-19. All employees are required to following the OSHA and CDC recommendations to reduce the risk of exposure. These include:

- Frequently wash their hands with soap and water for at least 20 seconds. When soap and water are unavailable, utilize alcohol-based hand sanitizer with at least 60 percent alcohol.
- Avoid touching their eyes, nose, or mouth with unwashed hands.
- Follow appropriate respiratory etiquette, which includes covering coughs and sneezes.
- Avoid close contact with individuals who are sick.
- Utilize sneeze guard protections at public counters.
- Maintain 6-foot distances between themselves and others whenever possible. If unable to do so, utilize a mask.

In addition, employees must familiarize themselves with the symptoms of COVID-19, which include the following:

- Coughing
- Fever
- Shortness of breath or difficulty breathing
- Chills
- Body aches
- Sore throat
- Headache
- Diarrhea
- Nausea and/or vomiting
- Runny nose
- Loss of taste or smell

Staff members exhibiting new symptoms listed above will not be allowed to come to work or will be sent home immediately and directed to call their healthcare provider for guidance prior to returning to work. If testing is recommended due to symptoms or a COVID-19 case contact investigation, testing will be required by the Borough as a condition for returning to work. A negative test result or clearance from a doctor would be an additional requirement if testing occurred.

Staff members who are at work and unsure if they have a fever may check their temperature in the Manager's Office, Transit, the Gateway Recreation Center or Animal Protection offices.

Job Site Protective Measures:

- Any employee, customer or visitor on Borough property exhibiting COVID-19 symptoms will be asked to immediately leave Borough property.
- Staff meetings or meetings with members of other agencies or the public will be encouraged to be held via phone or WebEx whenever feasible.
- Visitors will be encouraged to wear a mask or cloth face covering at the Bus Barn.
- Only one customer will be allowed in Transit's front office and keep a 6 feet distance, unless a plexi barrier is in place.
- No customer sitting or waiting will be allowed within the building until completion of the public waiting area.
- Hand sanitizer dispensers will be mounted at the front office, Driver's Den and shop areas for public and employee to use.
- Transit is procuring hand sanitizer dispensers for all buses.
- Signage has been installed aboard buses and in bus shelters that advised that bus should be used to get to essential services, adhere to social distancing guidelines of six feet between individuals, stay home when sick and wearing a face covering is highly recommended.
- Transit is procuring plexi barriers for bus driver seat area.
- Has procured a sneeze guard for the front office and is considering sneeze guards for other administrative areas.
- Signage explaining proper handwashing protocols is provided in each bathroom at the Bus Barn.
- Social visits with staff in Borough offices will be restricted until the State of Alaska enters Phase 5 of its plan to Reopen Alaska Responsibly.
- Digital distribution of paperwork is being promoted whenever feasible.
- Communal snacks or beverages are prohibited in Borough offices until the State of Alaska enters Phase 5 of its plan to Reopen Alaska Responsibly.

Bus Passes & Tokens:

- Customers are encouraged to purchase tokens and bus passes over the phone using a credit card or debit card. Passes can be mailed, expect 5-7 business days for processing. Tokens will need to be picked up at the destination where purchased.
- Walk-in customers may purchase these items at the Bus Barn using a credit card, debit card or exact cash/change only, cannot accept checks.
- Walk-in customers may purchase these items at the Whitecliff Building using various methods of payment.

Lost and Found

- Customers are encouraged to call ahead to determine if their item was found.
- One walk-in customer will be allowed in the front office at a time and wait in a designated area to maintain 6 feet of distance unless plexi glass is in place.

Bus Schedules

- Customers are encouraged to call ahead to request copies of bus Timetables. Bus Timetables can be mailed if a small quantity. Larger quantities will need to be picked up at the Bus Barn.
- One walk-in customer will be allowed in the front office at a time and will be asked to wait in a designated area to maintain 6 feet of distance while administrative staff prepares the schedules.

Reporting a Complaint, Compliment or Suggestion or Needing Information:

- Customers are encouraged to call or email the Transit Department to receive or provide information.
- If a customer is reporting a complaint due to the actions of a bus driver or other employee it is highly recommended that customers call, email or use the online complaint form so that the supervisor may conduct an investigation to determine the validity of the complaint and how and if the issue can be resolved or if disciplinary action is needed.
- If a customer requests to meet with staff the customer will be encouraged have a meeting via phone or video conference whenever feasible, or Transit staff will provide masks if the meeting will take place in-person.

Bus Fares:

- When the suspension of fares is rescinded, the Transit Administrative Assistant will temporarily assume bus fare preparation responsibilities until adequate social distancing can be met at the administrative office for fare counting employees to be able to return to work.

Job Site Cleaning and Disinfecting:

- Transit will provide disinfectant spray at each public counter and within communal spaces. Employees will be required to wipe down pens and counters between each public interaction.
- A contractor currently disinfects the buses daily during evening hours.
- Transit maintenance employees currently disinfect buses that are on route daily, approximately midday; and clean the exterior and interior of buses daily.
- A janitorial contractor currently cleans the office areas, bathrooms, break rooms three times a week.

COVID-19 Record Keeping:

- Transit will maintain a visitor log. The logs will be scanned and emailed to melissah@kgbak.us each Monday

Aboard Buses:

- **Only Ride if Necessary:** With the continued advisory to social distance and due to limited space on the bus, please only take essential rides. Essential rides include access to food, medicine, essential work and other essential services.
- **Passenger Limits:** Buses are limited to 10-15 riders at one time-10 individuals, or up to 15 if people are riding together (such as couples, families or individuals sharing a household). If a bus has 10-15 riders it will not pick up additional passengers until someone exits. Drivers will ask fellow passengers to give up a seat, if it is possible for someone on-board to take the next bus. Customers are encouraged to leave extra time for their trip, if possible.

- **Seating Restrictions:** In order to help with social distancing, some seats may have signs that ask passengers not to sit there. These signs are arranged to give a safe amount of space from each other and the driver.
- **Social Distancing:** Local and national health experts recommend people stay six feet apart whenever possible for social distancing purposes. Transit is asking riders to keep at least six feet between them and other riders while waiting for the bus, when boarding and exiting, and while riding.
- **Suspension of Fares:** Transit has temporarily stopped accepting cash on buses in order to minimize the time riders spend near our bus drivers. (Suspension of fares will end after driver plexi-glass barriers installed).
- **Rear Door:** Also, Transit is still requesting that passengers enter and exit through the rear doors, until further notice (Front door entry will commence after driver plexi-glass barriers installed). .
- **Face Coverings:** Transit is asking riders to please consider wearing a cloth face covering when riding the bus to protect other riders and staff.