



**PANDEMIC
RESPONSE PLAN**

March 2020

INTRODUCTION

The purpose of this plan is to ensure organization and structure during events that disrupt service for GoBus Transit employees.

A pandemic is an outbreak of disease that spreads across a large region or worldwide that affects a high proportion of the population.

DECISION-MAKING

Limiting service and/or ceasing service will be at the discretion of the Director of Transportation and East Texas Council of Governments Executive Director. Decision-making will be based on information gathered from the Center of Disease Control (CDC), World Health Organization (WHO), the American Public Transportation Association (APTA) and federal, state and local guidance and information.

PREVENTION AND EDUCATION

Crisis Communication

GoBus will develop and deliver a formal awareness program that includes training for employees to disseminate facts and to address concerns. Continue to update GoBus Transit employees with status reports of the virus condition, using all appropriate means of distribution, likely email, dispatch and/or conference calls. GoBus management will utilize factual information from credited sites to ensure that all information is relevant, positive and appropriate.

Information to the public will be transmitted through the ETCOG and GoBus websites, social media, local news sources, GoBus 800 number recordings, and through flyers on buses. The transportation call center will relay any and all messages to clients as prepared by GoBus Management to communicate all information about service, restrictions, preventive measures and expectations.

Sanitization

Vehicles

GoBus Transit will conduct enhanced cleanings of all service vehicles with emphasis towards hand-contact surfaces.

GoBus Transit will have sanitary aids on board all vehicles and in the office located at Stone Road to ensure employees and the public can safeguard themselves in their daily commute and operations.

GoBus has adopted preventive practices from the American Public Transportation Authority (APTA) Guide for Public Transportation Pandemic Planning and Response (NCHRP, 2013) regarding personal protective equipment (PPE), hand hygiene, environmental hygiene:

- Sanitized wipes have been placed in all vehicles for use before and after passengers boarding and alighting.

- GoBus Management has required operators to wash hands as frequently as possible and utilize hand sanitizer when soap and water are not readily available.
- GoBus Vehicle Operators have been encouraged to wear gloves when necessary.
- Vehicles are sprayed with an EPA certified disinfectant twice daily (mid-day and end-of-day), paying close attention to handrails, armrests and seat backs.

Office

All office staff are required to keep their workspace in a clean and efficient manner. At the end of the day all office staff must clear their work area and sanitize with disinfectant spray. If staff are working with the public, they are encouraged to wear protective gloves.

All equipment and touch surfaces must be disinfected daily to include phones, keyboards, copiers and door handles.

SERVICE DURING A PANDEMIC

In the event of a large-scale pandemic, GoBus Transit may need to, or be required to, reduce service to comply with public health department recommendations and directives or due to other variables that may hinder the ability to effectively operate transit service. GoBus has identified essential functions, those primary and supporting services that the organization must continue even in the event of an emergency.

GoBus Transit has identified tasks related to developing service reduction, system shutdown and system restorations plans. Service reduction planning shall identify indicators that will be monitored with regard to ridership and employee availability and include strategies for in service reduction.

Service Reduction

The following indicators will be monitored by Operations as potential service reduction triggers:

- Ridership
- Employee Attendance
- Asset Availability

Service levels will be adjusted as necessary with the following anticipated progressions:

- Shorten Hours of Operation
- Run Limited Services (i.e. In-County Only)
- Limit Trips to Purposes Related to Medical Appointments, Access to Food, and Work
- Shut Down System

Service Shutdown

Given the need to stop service completely, the primary objective will be to execute an orderly, safe closure of service, which preserves GoBus Transit assets in a condition that will facilitate later service restoration.

Operations Shutdown

- Transportation will arrange for qualified personnel to complete service, including staffing of the Call Center.

- All revenue vehicles will be appropriately positioned in the yards at close of operations for the night.
- Notifications will be provided to the other transit providers in the area.

Service Restoration

In anticipation of service restoration, the following actions will be performed:

- Conduct complete system inspection before start-up. This will include facility, fleet, and communications systems.
- Inspect office and vehicles, including power and operational checks of all equipment and supplies.
- Complete any repairs or maintenance identified during the start-up inspections.
- Inspect revenue vehicle fleet.

Service will commence after the aforementioned actions have been accomplished, and contingent upon approvals by the Director of Transportation.

Workforce

Notification of Symptoms or Possible Infection/Exposure

If an employee believes he or she has symptoms, possible infection, or may have been exposed he or she is required to notify their immediate supervisor and follow recommended Local Health Department Guidelines and GoBus Transit Sick Leave Policies.

Quarantine

If an employee believes he or she has symptoms, possible infection, or may have been exposed he or she is required to notify their immediate supervisor and follow recommended Local Health Department Guidelines for self-quarantine in order to limit the spread of the disease.

Staffing Level

During confirmed pandemics by the Center for Disease Control and with the help of local public health departments, GoBus Transit may implement the following staffing and service levels reductions.

STAFFING LEVEL CHART

Level 1

- **CONCERNING**

- 100% staffed
- This level follows the Center for Disease Control hazard level criteria where bacteria for which the threat of antibiotic resistance is low or there are multiple therapeutic options for resistant infections. These bacterial pathogens cause severe illness. Threats in this category require monitoring and in some cases rapid incident or outbreak response. Basic education and supplies will be administered to conduct rudimentary housekeeping and hygienic practices.



Level 2

- **SERIOUS**

- 50% Staffed
- This level follows the Center for Disease Control hazard level criteria where there are significant antibiotic-resistant threats where these threats will worsen and may become urgent. At this level public government has urged or required that travel be reduced. This level consists of employer and business center shutdowns where only minimal services are to be rendered



Level 3

- **URGENT**

- 0% Staffed
- This level follows the Center for Disease Control hazard level criteria where there is a high-consequence of antibiotic-resistant threats because of significant risks identified across several criteria. These threats may not be currently widespread but have the potential to become so and require urgent public health attention to identify infections and to limit transmission.

ALERT STATUS DESCRIPTIONS

Alert Status 1

(Actively Monitoring - No reported cases in service areas)

- More frequently clean common areas including door hardware, bus seats, etc.
- Communicate online the precautions to avoid spreading COVID-19
- Continue to monitor attendance and communicate with local health officials
- Communicate to staff to stay home if sick
- Review Pandemic Plans
- Begin bi-weekly departmental briefings for communication updates

Alert Status 2

(Cases in service areas)

- Continue to monitor attendance and communicate with local health officials
- Ramp up cleaning efforts to expand cleaning to less frequently used areas in addition to common areas
- Potentially limit all unnecessary travel
- Potentially limit large gatherings to only essential events or consider postponing essential events
- Potentially limit/restrict outside visitors and guests
- Potentially restrict outside food deliveries to facilities
- Communicate to staff to stay home if sick
- Develop contingency plans

Alert Status 3

(Confirmed cases amongst service areas and/or GoBus employees)

- Potentially close buildings
- Potentially cancel all business-related staff travel
- Potentially cancel all events
- Potentially close office in consultation with the local health officials
- Communicate to residents the extent of closures, length, and work accommodations
- In the event of facility closures, communicate to staff which staff members are to report to duty to maintain services
- Perform a deep clean of all areas

CENTER FOR DISEASE CONTROL RECOMMENDATIONS

- Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick, too.
- Stay home when you are sick. If possible, stay home from work, school, and errands when you are sick. You will help prevent others from catching your illness.
- Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.
- Cleaning your hands by washing them often or using hand sanitizer will help protect you from germs.
- Avoid touching your eyes, nose, or mouth. Germs often spread when a person touches something contaminated with germs and then touches his or her eyes, nose, or mouth.
- Practice other good health habits. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.
- Contact your family doctor if you have coronavirus-like symptoms and you have any questions.

COVID-19
CORONAVIRUS DISEASE 2019

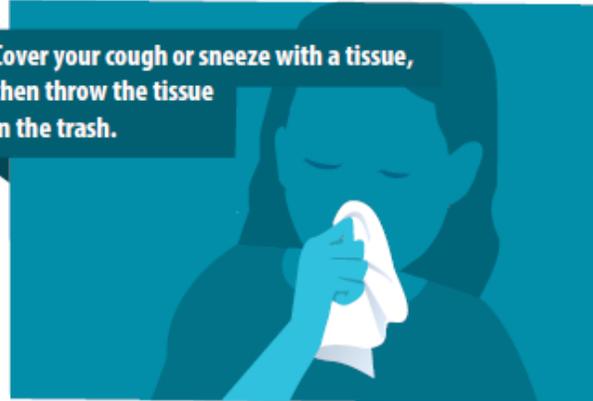
STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

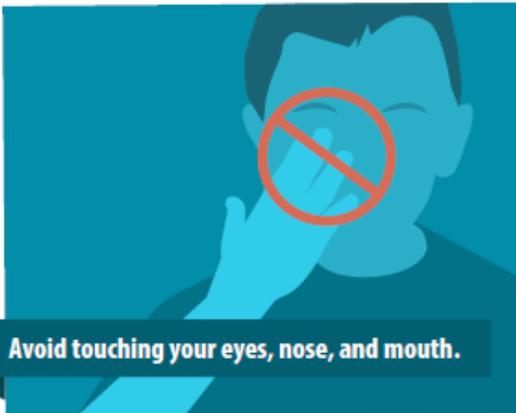
Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



TEXAS
Health and Human
Services

Texas Department of State
Health Services

For more information: dshs.texas.gov/coronavirus

Stop Germs! Wash Your Hands.

When?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage



How?



Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.



Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.



Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.



Rinse hands well under clean, running water.



Dry hands using a clean towel or air dry them.

Keeping hands clean is one of the most important things we can do to stop the spread of germs and stay healthy.

LIFE IS BETTER WITH

CLEAN HANDS



www.cdc.gov/handwashing



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