



Tillamook County Transportation District

CONTAGIOUS VIRUS RESPONSE PLAN

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CHAPTER 1 – INTRODUCTION

This plan provides the Tillamook County Transportation District (TCTD/District) guidance in preparing for, and responding to a pandemic. Since it is unknown when, and to what degree a pandemic virus will affect the District’s service areas, different activities and expenditures are defined in the plan as a function of the risk involved.

To gauge the risk involved, the World Health Organization (WHO) has identified six distinct alert phases. Although these six phases are helpful and provide general guidance, more definition is needed to define appropriate milestone to stimulate action for independent agencies. In accordance, this plan lists the six WHO phases and then defines several sub-phases under each phase. The six WHO phases, and corresponding sub-phases are shown in Table 1.

The remaining chapters in this plan cover specific response initiatives. The degree of implementation of each initiative will be contingent on the threat of the virus as delineated by phases and sub-phases in Table 1.

This plan should be used in conjunction with a Continuity of Operations Plan (COOP). A COOP generally covers subjects related to an all-hazards emergency event where facilities may be damaged and where availability of the workforce may be significantly reduced. It includes elements such as identification of vital functions within an organization, cross training and reassignment of employees, succession of responsibilities, and the like. Although there are some overlaps, the Contagious Virus Response Plan does not duplicate the subject matter of the COOP, but rather focuses on specific elements relevant to a pandemic that is absent in the more general COOP.

World Health Organization Phases		Sub Phases	
1	Virus may be present in animals, but the risk of human infection or disease is considered low	1.a	No human nor animal cases within the USA
		1.b	No human cases, but evidence of animal cases some areas of the USA
		1.c	Rare animal-close-contact human transmission the USA, but outside of Oregon
		1.d	Rare animal-close-contact human transmission within Oregon, but outside of the Tillamook County area
		1.e	Rare animal-close-contact human transmission Tillamook County area

2	No new virus subtypes have been detected in humans. Animal virus subtype poses a substantial risk to humans	2.a	Reports of increased animal-to-human transmissions outside of the USA
		2.b	Reports of increased animal-to-human transmission within the USA
3	Human infection(s) with a new subtype, but no human-to-human spread, except for rare close-contact instances	3.a	Report of human infections with a new virus subtype, but no human-to-human spread, except for rare animal-close-contact instances - outside the USA
		3.b	Report of human infections with a new virus subtype, but no human-to-human spread, except for rare animal-close-contact instances - within the USA
4	Small cluster(s) of highly localized human- to-human transmission	4.a	Report of small clusters of highly localized human- to-human transmission outside of the USA
		4.b	Report of small clusters of highly localized human- to-human transmission within the USA
5	Larger cluster(s) of human-to-human spread, but still localized	5.a	Larger cluster(s) of human-to-human spread, but still localized - outside of the USA
		5.b	Larger cluster(s) of human-to-human spread, but still localized - within the USA
6	Increased and sustained transmission in general population	6.a	Increased and sustained transmission in general populations outside the USA
		6.b	Increased and sustained transmission in general population within the USA

CHAPTER 2 – INFORMATION AND EDUCATION PROGRAM

This initiative focuses on two distinct groups: Internal communications and education for TCTD employees, and external communications and education for TCTD customers.

Table 2 identifies the activities recommended for internal communications and Table 3 identifies activities recommended for external communications. The tables identify when each activity should commence (with reference to the alert phases defined in Table 1) and the department(s) responsible for each activity.

TABLE 2: INTERNAL COMMUNICATIONS		
Alert Phase	Action	Responsibility
1.a	<ul style="list-style-type: none"> • Update the District's Wellness Program Plan with a section on precautions against contagious viruses • Distribute personal hygiene information 	Human Resources Human Resources
1.b	<ul style="list-style-type: none"> • Develop bulletins on employee personal hygiene and precautions against contagious viruses. 	Human Resources
1.c	<ul style="list-style-type: none"> • Disseminate bulletins developed in 1.b through internal communication means including email and paper copies • Partner with public health departments, especially the Oregon Health Authority and Tillamook County Department of Health, and Tillamook County Emergency Response Team, to acquire timely information, and to coordinate appropriate news releases to our employees and riding public 	Human Resources Human Resources and Operations Department
1.d	<ul style="list-style-type: none"> • Develop a training program on hygiene and precautionary measures against viruses both at work and in the home. • Commence disseminating educational materials to District departments. • Place pertinent information in email and on bulletin boards 	Human Resources in coordination with Operations Human Resources
1.e, 2.b, 3.a and beyond	<ul style="list-style-type: none"> • Develop and deliver a more formal awareness program that includes personal visits to employee work locations to disseminate facts and address concerns. This will include briefings to managers and union to solicit their support • Continue to update employees with status reports of the virus condition, using all appropriate means of distribution 	Human Resources Operations Administration and Human Resources

TABLE 3: EXTERNAL COMMUNICATIONS		
Alert Phase	Action	Responsibility
1.b	<ul style="list-style-type: none"> • In accordance with information provided by the Oregon Health Authority and Tillamook County Health Department, disseminate passenger bulletins on the risks involved 	Marketing and Outreach
1.c	<ul style="list-style-type: none"> • Prepare outreach/education materials from authorized sources in the form of news releases, passenger bulletins, and website articles that provide guidance on personal hygiene, and keep patrons informed on the risks involved • Commence disseminating information prepared 	Marketing and Outreach Marketing and Outreach
1.d	<ul style="list-style-type: none"> • Develop educational materials on personal hygiene and precautionary measures to take while riding on TCTD • Disseminate materials and continue to disseminate information prepared in 1.b • Partner with public health departments to acquire timely information, and to coordinate appropriate news releases to our employees and riding public • Prepare letters to Board of Directors and public officials regarding what TCTD is doing 	Marketing and Outreach Marketing and Outreach Human Resources General Manager
1.e, 2.b., 3.a and beyond	<ul style="list-style-type: none"> • Continue to disseminate timely information to patrons. • Issue letters to public officials 	Marketing and Outreach Executive Director

CHAPTER 3 – DISINFECTION PROGRAM

The Center of Disease Control (CDC) reports that some viruses can survive on various surface materials for several days. Consequently, it behooves TCTD to do whatever is practical to decontaminate all surfaces that patrons are likely to touch (hand-contact surfaces) while utilizing the TCTD system. This includes surfaces within buses such as handrails and armrests, and surfaces within the transit center and transit office such as door handles, seats, counters, etc.

Table 4 identifies the disinfection activities recommended, when each activity should commence (with reference to the alert phases defined in Table 1), and the department(s) responsible for each activity.

TABLE 4: DISINFECTION PROGRAM		
Alert Phase	Action	Responsibility
1.c	<ul style="list-style-type: none"> Commence planning for enhanced cleanliness of TCTD buses and transit center and offices, particularly hand-contact surfaces. The plan should assess in-house resources and explore contract services that are geared to the different alert phases 	Operations Department, Maintenance Department
1.d	<ul style="list-style-type: none"> Commence the initiative to provide a cleaner transit center, transit office and buses so that patrons perceive TCTD to be a safe environment to utilize 	Operations Department, Maintenance Department, Transit Center Staff
1.e, 2.b, 3a, and beyond	<ul style="list-style-type: none"> Commence program of disinfecting hand-contact surfaces in the transit center, transit office and on buses several times throughout each day 	Operations Department, Maintenance Department, Transit Center Staff

CHAPTER 4 - SANITARY AIDS TO LIMIT SPREAD

Sanitary aids can assist in limiting the spread of the virus. Accessibility of these aids as individuals enter (or exit) the system, along with the District’s Disinfection Program, can help alleviate health concerns of the riding public and generally assist in building confidence that TCTD is a safe and viable means of transportation. Additionally, sanitary aids can reassure District employees and provide them with an added layer of protection in performing their daily functions.

Three forms of sanitary aids have been identified that could be utilized by TCTD: Disposable

face masks as recommended by the CDC that are effective against a virus, disinfectant gels and disinfectant wipes.

Regarding the practicality of supplying these sanitary aids, the District will obviously need to purchase and stock adequate supplies of these aids to serve our employees. Additionally, the District may choose to provide free disinfectant gel at passenger stations and on all buses for TCTD customers.

Table 5 identifies the sanitary aids activities recommended, when each activity should commence (with reference to the alert phases defined in Table 1), and the department(s) responsible for each activity.

TABLE 5: SANITARY AIDS		
Alert Phase	Action	Responsibility
1.b	<ul style="list-style-type: none"> Establish funding authorization for pending sanitary aid expenses related to the pandemic Procure a supply of 100 face masks and 3 cases of disinfectant gel in reserve for use by District Employees. Work with suppliers to ensure a steady flow of these aids for employees, given a progression of the virus to higher alert levels. Estimate supplies needed for each alert phase. With reference to alert phase 4.b (below) estimate disinfectant gel needed for patrons, and work with suppliers to ensure a steady flow of this item when the time arrives. 	Finance Operations Dept. and Maintenance Dept. Operations Dept. and Maintenance Dept. Operations Dept. and Maintenance Dept.
1.e, 2.b, 3a, and beyond	<ul style="list-style-type: none"> Disseminate disinfectant gels throughout the District for employee use, including reporting locations, transit center and transit office, shops, and office buildings. 	Affected Departments
4.b	<ul style="list-style-type: none"> Provide employees who work in patron high-density environments protective masks <i>if it is recommended by local health officials</i>. Make recommendations regarding the use of protective masks based upon the specifics of the situation. Provide disinfectant soap in the rest rooms for use by patrons at the transit center and transit administration and operations center. 	Operations Department Finance
5.b	<ul style="list-style-type: none"> Provide protective masks to office employees for use within office environments if there are localized cases <i>and health officials recommend it</i> as a precaution. Promote social distancing (avoid face contact meetings, explore telecommuting). 	Affected Departments Affected

CHAPTER 5 – VACCINES / ANTIVIRAL MEDICATIONS

An effective vaccine against a pandemic may not be available in the early stages of a pandemic. The Department of Health and Human Services guidelines for Pandemics indicate that there will likely be federal controls over the distribution of vaccine according to pre-determined grouping and risks.

Additionally, the Center of Disease Control (CDC) recommendations regarding the priority use of limited supplies of antiviral medications such as Tamiflu, is that they be used for treatment of those already infected. The World Health Organization (WHO), however, believes there may be a role of these medications in preventing a pandemic under certain situations. Information is still emerging regarding the efficacy and safety of antiviral medications.

Table 6 identifies the vaccine/antiviral medications activities recommended, when each activity should commence (with reference to the alert phases defined in Table 1), and the department(s) responsible for each activity.

TABLE 6: VACCINE / ANTIVIRAL MEDICATIONS		
Alert Phase	Action	Responsibility
1.c	<ul style="list-style-type: none"> • Work with state and local health departments to track the U.S. Government development of guidelines for the allocation of pandemic flu vaccine and antiviral medications. • Partner with agencies such as CTAA, ODOT, and the OTA to lobby for prioritizing transit employees to receive vaccines and antiviral medications 	Human Resources General Manager
1.e, 3.b	<ul style="list-style-type: none"> • Determine the availability of purchasing vaccines and antiviral medications on the open market. • Commence contracting process to engage appropriate medical assistance for administering these precautionary treatments to employees 	Finance HR
4.b	<ul style="list-style-type: none"> • Assuming vaccines and/or antiviral medications were acquired either through state/local health departments or purchased on the open market, commence administering these precautionary treatments to employees. Priority should be given to those employees with the greatest exposure to high-density customer environments 	HR to oversee process, Affected Departments to assist.

CHAPTER 6: REDUCED SERVICE AND SHUTDOWN PLAN

The District's intent is to continue to provide service to its customers throughout the life cycle of a pandemic, to the extent that TCTD complies with Oregon Health Authority, Tillamook County Health Department and the Tillamook County Emergency Response Team recommendations and directives, and to the extent that TCTD's employees are available to maintain and operate buses. In anticipation of a worst-case scenario, this portion of the Plan covers four main areas: Reduced Service, Shutdown of the System, Property/Asset Protection, and System Restoration.

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 progression:

- Reduced Weekday Service
- Reduced or eliminated Sunday Service schedule
- Reduced or eliminated Saturday Service schedule
- Shutdown the system

Service reduction issues are anticipated to include the following:

- Labor contract language
- Employee welfare
- Development of work rules/guidelines regarding hygiene practices in the work environment

Service Shutdown

Given the need to shutdown service, the primary objective will be to execute an orderly, safe conclusion of service, which preserves District assets in a condition that will facilitate later service restoration. Major tasks involved in the shutdown of the system consist of the following:

1. Complete operations
2. Close Transit Visitor Center and TCTD Administration and Operations Facility
3. Secure shop/yard buildings
4. Recover all types of maintenance equipment
5. Deploy property protection
6. Establish communications and logistics plan for administrative work (possible coordination from home, individual office, or other location as needed)

Initial Shutdown –

Operations will arrange for qualified personnel to complete service

1. All revenue vehicles will be appropriately positioned in the yards at close of operations for the night.
2. Notifications will be provided to the appropriate agencies
3. Property protection will be provided by TCTD Operations Superintendent and supported by other District departments as necessary.
4. Management will evaluate their essential functions, and either suspend work or develop contingency work plans as needed

Restoration of Service

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

1. Evaluate and assess personnel availability and determine level of service.
2. Conduct complete system inspection prior to start-up.
3. Complete any repairs or maintenance identified during the start-up inspections
4. Inspect revenue vehicle fleet

Service will commence subsequent to the accomplishment of the aforementioned actions, and approvals by the General Manager.