



# **Tillamook County Transportation District**

## **CONTAGIOUS VIRUS RESPONSE PLAN**

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## TABLE OF CONTENTS

	<b>Page</b>
<b>Chapter 1 INTRODUCTION.....</b>	<b>3</b>
<b>Chapter 2 INFORMATION AND EDUCATION PROGRAM.....</b>	<b>4</b>
<b>Chapter 3 DISINFECTION PROGRAM .....</b>	<b>7</b>
<b>Chapter 4 SANITARY AIDS TO LIMIT SPREAD .....</b>	<b>8</b>
<b>Chapter 5 VACCINE / ANTIVIRAL MEDICATIONS .....</b>	<b>9</b>
<b>Chapter 6 REDUCED SERVICE AND SHUTDOWN PLAN.....</b>	<b>10</b>

## CHAPTER 1 – INTRODUCTION

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

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 milestones to stimulate actions. In accordance, this plan lists the six WHO phases and then defines the sub-phases as 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 detailed by phases and sub-phases in Table 1.

This plan should be used in conjunction with a Continuity of Operations Plan (COP). A COP 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 COP, but rather focuses on specific elements relevant to a pandemic that is absent in the more general COP.

<b>TABLE 1: FLU PANDEMIC ALERT PHASES</b>			
<b>World Health Organization Phases</b>		<b>Sub</b>	
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 in some areas of the USA
		1.c	Rare animal-close-contact human transmission in 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 within 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: 1) Internal communications and education for TCTD employees; and 2) 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.

Internal communication includes, but is not limited to:

- Review and implement mask and face covering guidance requirements for all drivers, office staff and visitors to wear mask/shields or face coverings.
- Cleaning administrative office/Bus Maintenance Facility frequently. Conduct targeted cleaning every four (4) hours, with a focus on disinfecting frequently touched surfaces.
- Access to administrative building and operations facilities is limited to District and Tillamook Family Counseling volunteers and employees only.
- District employees are directed to avoid being on District property unless they are reporting for work or conducting work-related matters (with exception to the District Wellness Center). No visitors or family members of employees are allowed in the administrative building or operations facilities.
- Use of District Wellness Center is limited to the capacity posted following current Oregon guidelines. In order to use the District Wellness Center, employees must sanitize equipment before and after each use.
- Access to administrative offices to visitors conducting essential business only. No non-essential business visitors at this time. All visitors must have an appointment prior to arrival and will be escorted to their appointment location within the building.
- Upon arrival, all visitors must check in with a TCTD Dispatcher, sign in and have their temperature taken in order to conduct business. Any visitor with a temperature based on the Oregon guideline of 100.4 will be denied access and given information on options for rescheduling their meeting.
- A safe and sanitized area has been designated in the Robert J. Kenny Hearing Room for Board members to enter the building for signing of any documents and/or checks during the pandemic.

External communication includes, but is not limited to:

- Establish three (3) feet of physical distance between passengers.
- Establish six (6) feet of distance between driver and passengers. Reinforce this requirement by cordoning off seats as appropriate.
- Post signage stating the maximum occupancy for each vehicle.
- Signage for boarding vehicles, inside buses, inside transit stations and at bus shelters.
- Review and implement mask and face covering guidance requirements, except those exempt from State of Oregon's Orders, for all drivers and passengers to wear mask/shields or face coverings. Make masks/face coverings available at no cost to passengers and visitors.
- Use signs at high traffic stops to encourage physical distancing while waiting for buses.
- Post signage at administrative offices instructing the public on how to access services by appointment only.
- Posting Public meeting protocol regarding conducting meetings via telephone and video conferencing.

**TABLE 2: INTERNAL COMMUNICATIONS**

<b>Alert Phase</b>	<b>Action</b>	<b>Responsibility</b>
1.a	<ul style="list-style-type: none"> <li>• Create a District Wellness Program Plan that includes a section on precautions against contagious viruses</li> <li>• Distribute Plan to all employees</li> </ul>	Human Resources
1.b	<ul style="list-style-type: none"> <li>• Develop a training program on hygiene and precautionary measures against viruses both at work and in the home</li> <li>• Develop bulletins on employee personal hygiene and precautions against contagious viruses</li> <li>• Commence disseminating educational materials to District departments</li> </ul>	Human Resources and Operations Departments
1.c	<ul style="list-style-type: none"> <li>• Distribute internal communication in email, paper copies, bulletin boards and ADP home page</li> <li>• Partner with public health departments, such as the Oregon Health Authority and Tillamook County Health Department, and Tillamook County Emergency Response Team, to acquire timely information, and coordinate appropriate news releases to our employees and riding public</li> </ul>	Human Resources and Operations Departments
1.d,1.e, 2.b,3.a and beyond	<ul style="list-style-type: none"> <li>• Meet with employees at remote work locations to distribute Wellness Program Plan</li> <li>• Conduct face-to-face meetings with employees to listen to their concerns and discuss District's policies and protocols</li> <li>• Continue communicating with all District employees.</li> <li>• Provide union with District's Contagious Virus Response Plan, policies and protocols</li> </ul>	General Manager, Human Resources and Operations Departments

### CHAPTER 3 – DISINFECTION PROGRAM

The Center of Disease Control (CDC) reports that some viruses can survive on various surface materials for up to several days. The District will take appropriate measures to disinfect all surfaces that all employees and patrons are likely to touch (hand-contact surfaces) while utilizing the TCTD system. This includes surfaces within District vehicles such as handrails, armrests, seats and surfaces within the District’s facilities such as door handles, seats, counters, etc.

<b>TABLE 3: EXTERNAL COMMUNICATIONS</b>		
<b>Alert Phase</b>	<b>Action</b>	<b>Responsibility</b>
1.b	<ul style="list-style-type: none"> <li>• Distribute information provided by the Oregon Health Authority and Tillamook County Health Department, to general public on expectations and safety protocols during the contagious virus pandemic</li> </ul>	General Manager
1.c	<ul style="list-style-type: none"> <li>• Prepare outreach/education materials from authorized sources in the form of news releases, passenger bulletins, and website articles that provide guidance on expectations and safety protocols during the contagious virus pandemic</li> <li>• Distribute prepared materials</li> </ul>	General Manager
1.d,1.e, 2.b,3.a and beyond	<ul style="list-style-type: none"> <li>• Develop educational materials on personal hygiene along with precautionary measures while riding on District vehicles</li> <li>• Distribute educational materials to passengers and general public</li> <li>• Partner with other transit agencies and health authorities to acquire timely information, and coordinate appropriate news releases to the media, general public and employees</li> <li>• Prepare reports to the District’s Board of Directors, and other public officials if necessary</li> </ul>	General Manager and Operations Department

Table 4 identifies the activities recommended for Disinfection Program. 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.

<b>TABLE 4: DISINFECTION PROGRAM</b>		
<b>Alert Phase</b>	<b>Action</b>	<b>Responsibility</b>
1.c	<ul style="list-style-type: none"> <li>• Develop a Plan to enhance the cleanliness of District vehicles and facilities</li> <li>• Assess in-house resources such as personnel, equipment and supplies</li> <li>• Identify contract services that are geared to the different alert phases</li> </ul>	General Manager, Operations and Maintenance Departments
1.e, 2.b, 3.a and beyond	<ul style="list-style-type: none"> <li>• Implement the Plan to provide cleaner District vehicles and facilities to create a safer environment for employees, passengers and the general public</li> <li>• Disinfect hand-contact surfaces in District facilities and vehicles throughout the day</li> </ul>	Operations and Maintenance Departments

**CHAPTER 4 - SANITARY AIDS TO LIMIT SPREAD**

In addition to the District’s Disinfection Program, limiting the spread of a contagious virus requires the use of sanitary aids. Accessibility of these sanitary aids are necessary to provide District employees and passengers an added layer of protection.

The District has identified the following three sanitary aids: face masks/shields, disinfectant hand sanitizing dispensers, and disinfectant wipes.

Vehicle, transit station and administrative offices cleaning:

- Cleaning transit vehicles and stations frequently. Conduct targeted cleaning every four (4) hours, with a focus on disinfecting frequently touched surfaces of vehicles and transit stations. Disinfect touch points before, during and after each trip.
- Install hand sanitizer stations on vehicles and transit station to the extent possible.
- Consider installing clear plastic barriers.
- Establish policy and practice for providing alternate transportation for riders who are ill and need transportation to obtain medical care that limits possible exposure to transit employees and other members of the public.
- Disinfect touch points before, during and after each run.
- Full sanitation of vehicles during breaks and end of shift.

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.

<b>TABLE 5: SANITARY AIDS</b>		
<b>Alert Phase</b>	<b>Action</b>	<b>Responsibility</b>
1.b	<ul style="list-style-type: none"> <li>• Establish funding authorization for pending sanitary aid expenses related to the pandemic</li> <li>• Procure a supply of face masks and disinfectants in reserve for use by District employees</li> <li>• Identify suppliers with these aids</li> <li>• Estimate supplies needed for each alert phase</li> </ul>	General Manager, Operations and Maintenance Departments
1.e, 2.b, 3a, and beyond	<ul style="list-style-type: none"> <li>• Distribute sanitary aids throughout the District for employee use, including reporting locations, District vehicles and facilities</li> </ul>	Operations and Maintenance Departments
4.b	<ul style="list-style-type: none"> <li>• Provide employees who work in patron high-density environments protective masks if it is recommended by local health officials</li> <li>• Make recommendations regarding the use of protective masks based upon the specifics of the situation</li> <li>• Provide disinfectant soap in the rest rooms for use by patrons at the transit center and District facilities</li> </ul>	General Manager, Brokerage and Operations Departments
5.b	<ul style="list-style-type: none"> <li>• Provide protective masks to office employees for use within office environments if there are localized cases and health officials recommend it as a precaution</li> <li>• Promote social distancing (avoid face contact meetings, explore telecommuting)</li> </ul>	General Manager, Brokerage and Operations Departments

## **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 (HHS) 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.

<b>TABLE 6: VACCINE / ANTIVIRAL MEDICATIONS</b>		
<b>Alert Phase</b>	<b>Action</b>	<b>Responsibility</b>
1.c	<ul style="list-style-type: none"> <li>• Monitor State and local health authorities' guidelines for the development and eventual allocation of pandemic vaccine and antiviral medications</li> <li>• Partner with agencies such as CTAA, ODOT, and the OTA to lobby for prioritizing transit employees to receive vaccines and antiviral medications</li> </ul>	General Manager
1.e, 3.b	<ul style="list-style-type: none"> <li>• Determine the availability of purchasing vaccines and antiviral medications on the open market</li> <li>• Commence contracting process to engage appropriate medical assistance for administering these precautionary treatments to employees</li> </ul>	General Manager and Human Resources Department
4.b	<ul style="list-style-type: none"> <li>• Vaccines and/or antiviral medications acquired through State/local health departments for precautionary treatments to employees</li> <li>• Priority should be given to those employees with the greatest exposure to high-density customer environments</li> </ul>	General Manager and Human Resources Department

## **CHAPTER 6: REDUCED SERVICE AND SHUTDOWN PLAN**

The District's intent is to provide continuous service to its customers throughout the life cycle of a pandemic, unless the Oregon Health Authority and Tillamook County Health Department recommends restricting transit services.

In anticipation of a worst-case scenario, this chapter of the Plan covers four main areas: Service Reduction, Service Shutdown, Disinfection of Facilities and Vehicles, and Service Restoration.

### **Service Reduction**

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

- Ridership
- Employee Attendance
- Facility and Vehicle Contamination

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

1. Reduce NEMT service
2. Reduce local fixed route service
3. Reduce level of service at specific locations or service areas
4. Adjust Dial-A-Ride service to meet local needs
5. Reduce inter-city service
6. Shutdown the system

Service reduction protocols will consider the following:

1. Safety and welfare of District employees, passengers and general public
2. Administration of COVID-19 Temporary Human Resources Policy
3. Consultation with ATU of Collective Bargaining Agreement
4. Assess the hygiene and social and physical distancing guidelines

### **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. Establish temporary service suspension time and end date
2. Notify media, appropriate agencies and general public of pending temporary service suspension
3. Update Rider Alert line, telephone system for hours of operations and call-forwarding, websites and transit app service alerts
4. Suspend operations
5. Secure Transit Visitor Center
6. Secure TCTD Administration and Operations Facility
7. Secure Bus Maintenance Facility and maintenance equipment
8. Secure vehicle parking areas
9. Ensure all route documents, fare boxes, MDT tablets and keys are properly returned
10. Establish communications and logistics plan for administrative work (possible coordination from home, individual office, or continued dispatch operation from alternate locations)

### **Disinfection of Facilities and Vehicles**

Upon shutdown of service, the following actions will be performed:

1. Contact Anthony Nobel of ServPro at 503-453-7957 to determine disinfection schedule
2. Coordinate access to the contaminated areas and vehicles with General Manager and Operations Superintendent
3. Inspection of District facilities and vehicles after completed disinfection process

### **Service Restoration**

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

1. Determine service restoration date and time
2. Determine personnel availability
3. Determine what services can be restored and at what level of service
4. Notify media, appropriate agencies and general public of pending service restoration
5. Update Rider Alert line, telephone system for hours of operations and call-forwarding, websites and transit app service alerts
6. Complete any repairs or maintenance identified during the service restoration inspection
7. Dispatchers schedule drivers and vehicles for service restoration

Service will commence upon accomplishment of protocols and approval by the General Manager.