

[Home](#)[CEO Hotline](#)[Viewpoint](#)[Classified Ads](#)[Archives](#)[Metro.net](#) (web)

Resources

[Safety](#)[Pressroom](#) (web)[Ask the CEO](#)[CEO Forum](#)[Employee Recognition](#)[Employee Activities](#)[Metro Projects](#)[Facts at a Glance](#) (web)[Archives](#)[Events Calendar](#)[Research Center/Library](#)[Metro Classifieds](#)[Bazaar](#)

Metro Info

[30/10 Initiative](#)[Policies](#)[Training](#)[Help Desk](#)[Intranet Policy](#)

Need e-Help?

Call the Help Desk
at 2-4357

[Contact myMetro.net](#)

Metro taking precautions to protect passengers, employees from swine flu



Top: Director of Customer Relations Gail Harvey distributes public alert notices to customers lining up for fare purchases. Below, left, Customer Information Agents Leslie Smith and Debra Coddington head to the Metro Gold Line platform after working the Metro Red/Purple Line area, at right.

Metro employees asked to take precautions for swine flu

- Agency issues alerts on website, rail platforms and at Customer Service Centers to keep passengers safe

By LAURA KLOTH
Staff Writer

(April 29, 2009) With concerns growing over the spread of the Swine Flu, Metro employees today are being asked to take extra precautions to stay healthy and safe.

"We're taking a very cautious stand here at Metro," said Stefan Chasnov, DEO of Metro Human Resources.

"The authorities don't know if it's going to turn into a pandemic. Right now it's a flu that's rapidly making its way around the country. It doesn't appear to be that much worse than any other flu," Chasnov said.

He indicated that administrators have been in touch with the state and county health officials, as well as health experts at the Centers for Disease Control to stay on top of the latest information.

At the same time, Metro has launched a weighty campaign covering all fronts to alert rail and bus passengers on steps to guard their health.

Some of the precautions include posting a [Public Health Alert Notice](#) on Metro's home page with important health tips like covering your mouth when you cough, and keeping your hands clean.



Director Gail Harvey and Customer Information Agent Claire Fitzgerald prepares to distribute public service alerts to Customer Service Center windows.

An emergency meeting has been scheduled today with all municipal operators "to discuss precautions that are being taken on the regional system" reads an email sent out by CEO Art Leahy.

Flyer lists health precautions

To promote passenger safety, Director of Customer Relations Gail Harvey said her department has been busy distributing flyers listing health precautions in English and in Spanish during peaking riding periods, and those efforts will continue through the end of the week, and may continue through next week. DOWNLOAD: [Protect Your Health](#)

Further, Harvey said, her employees have been reassuring passengers who call or email with concerns that that Metro "is still a safe way to travel."

Division Managers and Service Attendants are being instructed to wipe down the stanchions and handles of vehicles with an alcohol-based cleaner.

Chasnov said while some bus operators have requested masks to wear on buses, Metro is discouraging this.

"Masks are not helpful. If you're sick it might help contain the illness," he said.

VMS flashes series of health messages

Director of Bus & Rail Operations Control Roman Alarcon said riders are also getting alerts on the variable message signs (VMS) or monitors situated over the rail platforms giving specific steps to take to stay healthy.

Despite the fact that no cases of the Swine Flu have been confirmed in Los Angeles County, the most obvious advice for employees and others to prevent its spread is to practice good hygiene, Chasnov said.

“Wash your hands often with soap and keep the common areas clean,” advises Chasnov. “Don’t leave food or any other stuff lying around. If you’re sick with flu-like symptoms, stay home and take care of yourself.”

Cleaning crews double efforts

General Services officials have instructed cleaning crews to double efforts in keeping public restrooms at Metro’s Gateway headquarters clean, and additional hand sanitizers will be set up at the entrance of the Metro Café and other public locations, Chasnov said.

Don Ott, Executive Officer Administration, said not only are crews doubling the schedule restrooms cleanings, they are also disinfecting common areas including the employment, records management and customer service offices on the plaza level. They are also disinfecting the child care center and vehicle pool offices.

The escalator railings are wiped down daily, and every floor will be getting a hand sanitizer near the elevators.

“Those are the major things that we’re doing right now. We’re trying to hit the high traffic areas, and areas where people meet,” he said.

Metro’s corporate safety and human resources departments will continue to monitor situation, Chasnov said. “This is a fluid situation that we’re going to continue to monitor,” he added.



Anna Mercaldi disinfects hands at newly installed sanitizer on the 19th floor. Below, the devices are being installed near the elevator doors on every floor.

