

Swine Flu Action Plan

**Carolyn Flowers
Chief Operations Officer
Operations Committee
May 21, 2009**

Actions

Overview

- Convened a meeting with Municipal Operator General Managers to discuss consistent communications, action plans and share resources
- Ongoing coordination with Center for Disease Control and Prevention (CDC), Cal OSHA, and County of Los Angeles Department of Health
- COO hosted meeting with other transit operators in Los Angeles County and participated in APTA panel discussion

Preventative Measures for Customers and Employees

- Provided hand sanitizers to all bus operators and made them available at some employee locations
- Operations staff is sanitizing customer surface areas
 - trains, escalator handrails, buses, TVMs, public restrooms and control panels at stations and divisions

Public/Customer Outreach Tactics

Protect Your Health.
Avoid the swine flu and other illnesses:

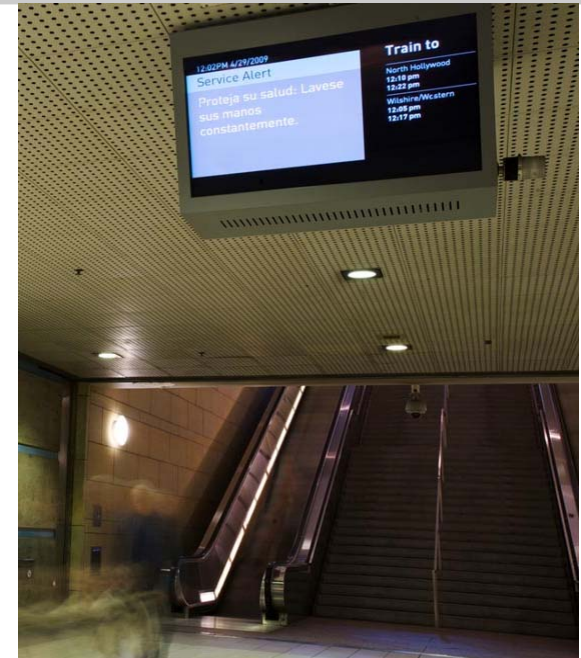
- > Wash your hands often.
- > Cover your mouth when you cough or sneeze. Use a tissue or your sleeve, not your hands.
- > Avoid close contact with people who are sick.
- > If you're ill, stay home. Get plenty of rest and consult your doctor.

Proteja su salud.
Evite la gripe porcina y otras enfermedades:

- > Lávese sus manos constantemente.
- > Cúbrese la boca cuando estornude o tose. Use un pañuelo de papel o su manga, no sus manos.
- > Evite contacto con personas enfermas.
- > Si esta malo, quédese en casa. Guarde reposo y consulte su medico.

metro.net

M Metro



- **Bus Car Cards placed on 2,500 Metro buses and notices posted in rail stations**
- **Health tip flyers distributed as seat drops and customer centers in both English and Spanish**
- **Take one brochures distributed onboard**
- **Messages displayed on video monitors at Metro Rail Stations**

Public/Customer Outreach Tactics

The screenshot shows the Metro website's 'Protect Your Health' page. The page features a search bar at the top with 'Metro.net' entered. Below the search bar is a navigation menu with links for 'RIDING METRO', 'NEWS & INFO', 'PROJECTS & STUDIES', 'DRIVING BUSINESS', 'JOBS', 'ABOUT US', 'METRO TRIP PLANNER', and 'REAL TIME TRAFFIC'. The main content area is titled 'Protect Your Health' and includes a sub-section 'Avoid the swine flu and other illnesses:' with a list of five bullet points: cover nose and mouth, wash hands, avoid touching eyes/nose/mouth, avoid close contact, and avoid spreading person-to-person. Below this is a 'What is Swine Flu?' section with a paragraph of text. At the bottom, there is a 'Related info & Links:' section with two columns of links: 'California Department of Public Health' and 'CDC Centers for Disease Control and Prevention'.

The screenshot shows the Metro Twitter profile page for @metrolosangeles. The profile name is 'metrolosangeles' and the location is 'Los Angeles, California U.S.A.'. The bio states 'Metro is the agency that oversees the trains and buses in Los Angeles County'. The page shows a tweet from May 1st: '6 marches downtown May 1. Nearly all buses to be detoured. Go Metro Orange, Red, Purple or Blue to avoid traffic. http://tinyurl.com/db9pr6'. There are also two other tweets visible, one in Spanish and one in English, both about swine flu prevention. The page includes a 'Join today!' button and a 'Login Join Twitter' link.

- Metro website features links to CDC and California Department of Public Health
- E-alerts emailed to over 6,000 subscribers
- Health tips sent to Metro's twitter subscribers
- Message played for telephone customers on hold

Metro Employee Communications

- CEO distributed memos to all Metro employees
- Articles posted on the intranet

FW: 4/28/09 – Metro taking precautions to protect passengers and employees from swine flu

↳ Ferreyra, Grisel <FerreyraG@metro.net>
To: "Lejeune, Michael" <LejeuneM@metro.net>

⊗ To protect your privacy, some pictures in this message were not downloaded. [Download pictures](#)

From: Arthur T. Leahy [mailto:leahya@metro.net]
Sent: Tuesday, April 28, 2009 7:55 PM
To: Morse, Warren
Subject: 4/28/09 - Metro taking precautions to protect passengers and employees from swine flu

Tuesday April 28, 2009

Metro taking precautions to protect passengers and employees from swine flu

- We are taking all prudent actions to address issues related to the current outbreak of Swine Flu.
- A [Public Health Alert Notice](#) has been posted on the home page of www.metro.net
- Tomorrow we are convening an emergency meeting with all the municipal operators to discuss the precautions that are being taken on the regional system and will report back to the Board.
- We are directing our Division Managers to have our Service Attendants to start wiping down the stanchions and handles of our vehicles with alcohol based cleaner (per the [FLASH report from Cal OSHA](#) and the [CDC](#)).
- We will be in contact with FTA for updated advisories for transit agencies regarding this issue.
- Emergency Preparedness will be reviewing our emergency plans for epidemic/pandemic scenarios.
- We are printing customer notices and car cards in English and Spanish and will begin distribution during tomorrow's pm pullout.
- Rail Operations will be programming stations with video monitors to display notices, and we will post additional notices at stations without monitors.
- Governor Schwarzenegger has [issued a Proclamation](#) to confront the Swine Flu Outbreak.

Additional Information:

Cal-OSHA Flash Reports
<http://www.cal-osh.com/articles/COR06-20090424-002.html>
Centers for Disease Control and Prevention (CDC)
www.cdc.gov/swineflu/
1-800-CDC-INFO (232-4636), TTY (888) 232-6348; cdcinfo@cdc.gov
CDC on Twitter
<http://twitter.com/cdcemergency>
CDC Travel Health Precautions
<http://www.cdc.gov/travel/content/SwineFluMexico.aspx>
U.S. Department of Health and Human Services (HHS)
<http://www.hhs.gov>
World Health Organization (WHO)
http://www.who.int/csr/don/2009_04_24/en/index.html

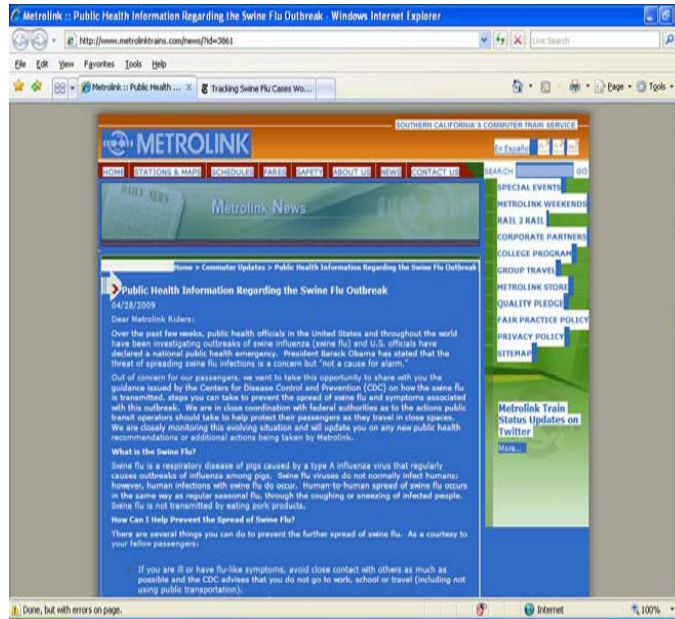
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Schedule "Send & Receive All" will run in 7 minutes



Other Local Agency Efforts

- Metrolink
- LAWA



METROLINK COMMUTER UPDATE

April 29, 2009

Dear Metrolink Riders:

Over the past few weeks, public health officials in the United States and throughout the world have been investigating outbreaks of swine influenza (swine flu) and U.S. officials have declared a national public health emergency. President Barack Obama has stated that the threat of spreading swine flu infections is a concern but "not a cause for alarm."

Out of concern for our passengers, we want to take this opportunity to share with you the guidance issued by the Centers for Disease Control and Prevention (CDC) on how the swine flu is transmitted, steps you can take to prevent the spread of swine flu and symptoms associated with this outbreak. We are in close coordination with federal authorities as to the actions public transit operators should take to help protect their passengers as they travel in close spaces. We are closely monitoring this evolving situation and will update you on any new public health recommendations or additional actions being taken by Metrolink.

What is the Swine Flu?

Swine flu is a respiratory disease of pigs caused by a type A influenza virus that regularly causes outbreaks of influenza among pigs. Swine flu viruses do not normally infect humans; however, human infections with swine flu do occur. Human-to-human spread of swine flu occurs in the same way as regular seasonal flu, through the coughing or sneezing of infected people. Swine flu is not transmitted by eating pork products.

- How Can I Help Prevent the Spread of Swine Flu?**
- There are several things you can do to prevent the further spread of swine flu. As a courtesy to your fellow passengers:
- If you are ill or have flu-like symptoms, avoid close contact with others as much as possible and the CDC advises that you do not go to work, school or travel (including not using public transportation).
 - Avoid contact with people who are ill.
 - Cover your nose and mouth when you cough or sneeze. Throw used tissues in a trash can.
 - Wash your hands often with soap and water or use an antibacterial gel if soap and water are not available.
 - Avoid touching your eyes, nose and mouth.

Los Angeles World Airports

News Release

Issue Date: 4/27/2009 12:00:00 AM
Contact: Katherine Alvarado (424) 646-5260

LAWA STATEMENT REGARDING SWINE FLU PRECAUTIONARY MEASURES

"Los Angeles World Airports officials stated today that reasonable precautions are being taken at Los Angeles International Airport (LAX) as more cases of swine flu in the United States were confirmed by federal health officials over the weekend. Airport custodians, who normally clean and sanitize restrooms twice an hour in LAX's five terminals where incoming international flights are processed, are paying additional attention to sanitizing door knobs, handrails and faucets on a regular basis. In addition, public education signs with general tips on preventing the spread of illnesses – that are regularly posted throughout the airport during regular flu season – are being re-posted.

Airline employees, passenger information and assistance staffers, customs and border protection officers, custodians, airfield bus drivers, etc. have all been reminded by their employers to follow long-established practices on good respiratory etiquette, such as covering mouths when coughing or sneezing; avoiding close contact with others who are ill with a cold or flu; keeping fingers out of mouth, nose and eyes; not sharing towels, drinking glasses and utensils; and, of course, wash or sanitize hands frequently.

These actions are reasonable precautions and are not mandated by federal, state or local public health officials.

There are several airlines at LAX that operate a total of 45 daily flights to and from several destinations in Mexico. LA/Ontario International Airport (ONT) has one scheduled daily flight from Mexico."

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