

COVID-19

- **CO**rona**VI**rus **D**isease 2019
- Pandemic Plan



Washington Metropolitan
Area Transit Authority

Pandemic Plan

WARNING: This record is For Official Use Only (FOUO). It contains information that is sensitive, but unclassified, and may be exempt from public release under the Freedom of Information Act (5 U.S.C. 552). It is to be controlled, stored, handled, transmitted, distributed, and disposed of in accordance with policies relating to FOUO information and is not to be released to the public or other personnel who do not have a valid "need to know" without prior approval of an authorized WMATA official.

Pandemic Task Force

- Phase I - Progression to Phase II
- Weekly Meetings
- Cleaning Protocols
- Supplies / Procurement
- Exercise COOP via Drills
- Public Health Officials
- Internal Communications
- External Communications



March 8, 2020

In order to provide you with the latest information we have on Coronavirus (COVID-19) in the region, we were advised by health officials that people who have COVID-19 traveled recently to an event at a facility in Rockville, MD. In addition to Montgomery County, MD, cases of the virus have been confirmed in Fairfax County, VA, and the District.

While there is no evidence that anyone who has been exposed to the virus traveled by Metrorail, Metrobus, or MetroAccess, the facility in Rockville is routinely serviced by MetroAccess. Out of an abundance of caution, extra cleaning of MetroAccess vehicles has been performed and daily cleanings will continue.

We will continue to update our employees and customers as information becomes available. Please be sure to listen to our special edition [Metro Voices](#) podcast coming this week where we talk to our Chief Medical Officer, Dr. Amy Espy-Smith, and Chief Safety Officer Theresa Impastato to answer some of your questions on this important issue. Thank you.

Transition to Phase II - Following CDC Guidance

■ Phase I


- Preparedness and potential impact

■ Phase II

- Increased communication
- Targeted deployment of resources
- Confirmation of critical stockpiles
- Review of plan with employees
- Continued use of disinfectants
- Monitoring staff absences

STATUS AND ALERTS


[« Back to Status and Alerts](#)



SUBSCRIBE TO
METRO NEWS
RELEASES

SUBSCRIBE

[Metro's privacy policy](#)

 7

Metro takes additional steps, coordinates with public health authorities on COVID-19

Important update regarding MetroAccess service

March 8, 2020

Metro was advised by health officials that a person with COVID-19 traveled recently to an event at a facility in Rockville, MD. While there is no evidence that anyone who has been exposed to the virus traveled to that event by MetroAccess (or via other public transit), the facility is routinely serviced by MetroAccess. Out of an abundance of caution, extra cleaning of MetroAccess vehicles has been performed and daily cleanings will continue. We will provide updates for our employees and customers as additional information becomes available.

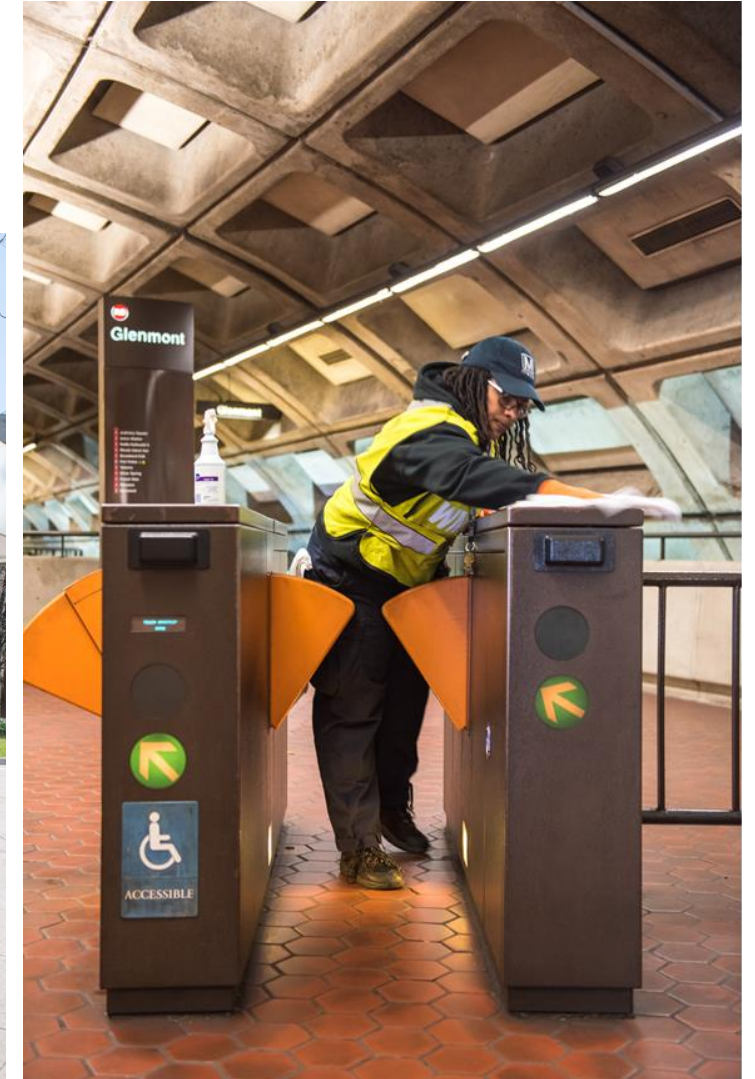
As of March 6, 2020, Metro is operating at Phase 2 of its Pandemic Flu Plan (PFP), in light of the confirmation of three cases of COVID-19 in Maryland. Phase 2 continues to ensure that Metro is able to respond effectively in the event of a regional outbreak of the disease through community transmission.

At this time, there is no evidence of person-to-person (community) transmission in our area. The steps Metro is taking are with the goal of ensuring that we are able to respond quickly and effectively in the event the situation changes.

The most effective way to prevent the spread of disease are things you do yourself. We strongly encourage everyone to follow these recommendations from the Centers for Disease Control:

Cleaning Protocols

- Stations
 - Daily Disinfection of Frequently Touched Surfaces
- Equipment
 - Daily Disinfection of Frequently Touched Surfaces
 - Buses
 - Trains
 - MetroAccess vans
- Spot disinfection capabilities for all locations and equipment



Employee Communications


■ Messages

- Task force plan info
- CDC guidance
- EAP resources
- Q&A from medical expert

■ Multi-channel communication

- Written: Bulletins, email messaging
- At Worksites: Postings
- Digital: Intranet updates; Podcast
- External Live Webcast with ATU





Washington Metropolitan Area Transit Authority
Department of Safety and Environmental Management

Safety Alert

SA #20-01 (REVISED)

January 29, 2020

2019 Novel Coronavirus

Public health officials – including the World Health Organization, the Centers for Disease Control and Prevention (CDC), and our local Health Departments – are closely monitoring an outbreak of a respiratory illness caused by a novel (new) coronavirus (termed “2019-nCoV”) that was first identified in Wuhan, Hubei Province, China and reported in December 2019. Infections with 2019-nCoV are being reported in a growing number of countries across the world, including five confirmed cases in the United States, all of whom have had recent travel to China.

2019-nCoV is a new virus that has not been previously identified by public health officials. As a coronavirus, it comes from a large family of viruses, some causing illness in people and others that circulate among animals.

Symptoms of 2019-nCoV can include fever, cough and shortness of breath. Symptoms may appear in as few as 2 days or as long as 14 days after exposure. If you experience symptoms, do not wait to visit your doctor and follow their instructions.

How Can You Protect Yourself and Your Family?

There is currently no vaccine to prevent 2019-nCoV infection. The best way to prevent infection is to avoid being exposed to this virus. However, the CDC recommends everyday preventive actions to help prevent the spread of respiratory viruses like 2019-nCoV, as well as influenza and the common cold, including:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Cough and sneeze into your elbow, not your hand. Alternatively, cough or sneeze into a tissue, then throw the tissue in the trash, and wash your hands.
- Clean and disinfect frequently touched objects and surfaces such as keyboards, mobile telephones and steering wheels.

Metro has convened the Pandemic Task Force to monitor and respond to the situation. We are working closely with health officials including the DC Health Department and the CDC.

We will continue to provide updates to employees.

Employees who have additional questions or concerns should refer to the CDC web site at <https://www.cdc.gov/coronavirus/2019-nCoV>.

Customer Communications

■ Messages

- CDC guidance
- Customer preventive actions
- WMATA preventive actions

■ Multi-channel communication

- Home page of website updated
- Emails to SmarTrip and SmartBenefit customers
- CDC messages on digital network systemwide
- Additional networks



Coordination

- HHS/CDC
- DHS/TSA/FEMA
- USDOT/FTA
- APTA/UITP
- Regional Health Authorities
- Transit Agencies
- Regional business, education, tourism and industry partners



» FACTSHEET

MANAGEMENT OF COVID-19 GUIDELINES FOR PUBLIC TRANSPORT OPERATORS

FEBRUARY | 2020

OBJECTIVE

These guidelines have been prepared in February 2020 in the framework of the coronavirus disease (COVID-19) outbreak. They aim to assist public transport operators in tailoring business continuity plans responding to the specific challenges of communicable diseases.



CONTEXT

According to the WHO, the new coronavirus is a respiratory virus, which spreads primarily through contact with an infected person through respiratory droplets generated by coughing or sneezing, which can be inhaled or contaminate hands and surfaces. It is still unknown how the virus can survive on surfaces, but preliminary information suggests that it may last a few hours or more.

Public transport systems have to be considered a high-risk environment due to:

- ① high number of people in a confined space with limited ventilation;
- ② no access control to identify potentially sick persons;
- ③ a variety of common surfaces to touch (ticket machines, handrails, door knobs, etc.).

Public transport is an essential service to provide mobility, also in times of pandemics, not least to provide access to health care facilities. The key objective for public transport operators therefore has to be maintaining the operation. Consequently, public transport operators should focus their pandemic plan efforts on staff, trying to protect them and preparing to deal with absenteeism.

Next Steps: Preparing for Phase III

- Identify & Prioritize Critical Functions
 - Operations and Maintenance
- Identify Crucial Gaps
 - HR policies, IT capabilities, Supply Chain
- Maintain Transit Operations
 - Evaluate potential options for reduced or alternate service
- Communications Ramp Up
- Prepare response scenarios for a potential Phase III
 - Service and staffing expectations

What you need to know about coronavirus disease 2019 (COVID-19)

What is coronavirus disease 2019 (COVID-19)?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.

Can people in the U.S. get COVID-19?

COVID-19 is spreading from person to person in China, and limited spread among close contacts has been detected in some countries outside China, including the United States. At this time, however, this virus is NOT currently spreading in communities in the United States. Right now, the greatest risk of infection is for people in China or people who have traveled to China. Risk of infection is dependent on exposure. Close contacts of people who are infected are at greater risk of exposure, for example health care workers and close contacts of people who are infected with the virus that causes COVID-19. CDC continues to closely monitor the situation.

Have there been cases of COVID-19 in the U.S.?

Yes. The first case of COVID-19 in the United States was reported on January 21, 2020. The current count of cases of COVID-19 in the United States is available on CDC's webpage at <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>.

How does COVID-19 spread?

The virus that causes COVID-19 probably emerged from an animal source, but now it seems to be spreading from person to person. It's important to note that person-to-person spread can happen on a continuum. Some diseases are highly contagious (like measles), while other diseases are less so. At this time, it's unclear how easily or sustainably the virus that causes COVID-19 is spreading between people. Learn what is known about the spread of newly emerged coronaviruses at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>.

What are the symptoms of COVID-19?

Patients with COVID-19 have had mild to severe respiratory illness with symptoms of

- fever
- cough
- shortness of breath

What are severe complications from this virus?

Many patients have pneumonia in both lungs.

How can I help protect myself?

The best way to prevent infection is to avoid being exposed to the virus that causes COVID-19.

There are simple everyday preventive actions to help prevent the spread of respiratory viruses. These include

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

If you are sick, to keep from spreading respiratory illness to others, you should

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

What should I do if I recently traveled to China and got sick?

If you were in China within the past 14 days and feel sick with fever, cough, or difficulty breathing, you should seek medical care. Call the office of your health care provider before you go, and tell them about your travel and your symptoms. They will give you instructions on how to get care without exposing other people to your illness. While sick, avoid contact with people, don't go out and delay any travel to reduce the possibility of spreading illness to others.

Is there a vaccine?

There is currently no vaccine to protect against COVID-19. The best way to prevent infection is to avoid being exposed to the virus that causes COVID-19.

Is there a treatment?

There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.

03/14/20-4 4/22/2020

For more information: www.cdc.gov/COVID19