

# 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:

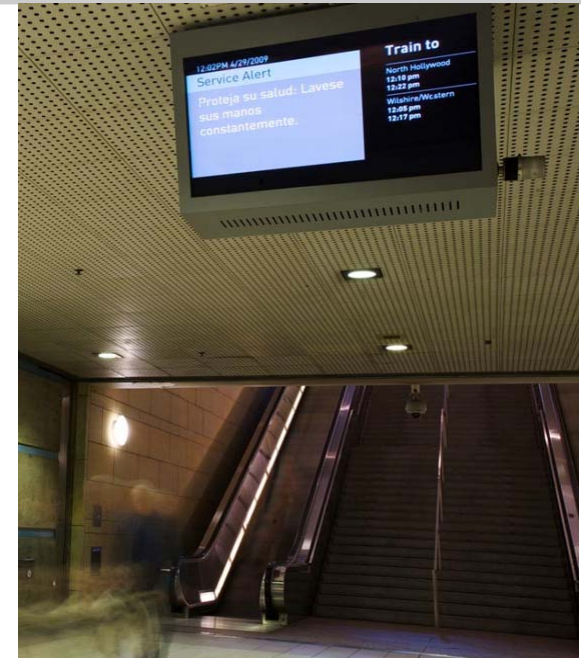
- > Wash your hands often.
- > Cover your mouth when you cough or sneeze. Use a tissue or your sleeve, not your hands.
- > Avoid close contact with people who are sick.
- > If you're ill, stay home. Get plenty of rest and consult your doctor.

**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 header includes the Metro logo and navigation links like '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 an update date of Wednesday, April 29, 2009. It features a section for 'Avoid the swine flu and other illnesses' with a list of tips: covering nose and mouth, washing hands, avoiding eye contact, and staying away from sick people. Below this is a 'What is Swine Flu?' section with a brief description and a 'Related info & Links' section containing links to the California Department of Public Health and the CDC's Swine Flu FAQs.

The screenshot shows the Metro Twitter profile page for @metrolosangeles. The profile bio states: 'Metro is a free service that lets you keep in touch with people through the exchange of quick, frequent answers to one simple question: What are you doing? Join today to start receiving metrolosangeles's updates.' The profile shows 1 update and 442 followers. Recent tweets include: '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', '1 de Mayo seis demostraciones en el centro desviarán mayoría de autobuses. Use los trenes Metro y evite tráfico. http://tinyurl.com/r009pr6', 'Guard against swine flu by washing your hands often ... plus other tips. http://tinyurl.com/cpt6s6', 'Previenga fiebre porcina lavándose las manos frecuentemente. más consejos. http://tinyurl.com/cqzpc6e', and 'Avoid Fiesta Broadway traffic Sundays. Take the Red Line to Civic Center or Pershing Square stations. http://tinyurl.com/acog7db'.

- 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](http://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/](http://www.cdc.gov/swineflu/)  
1-800-CDC-INFO (232-4636), TTY (888) 232-6348; [cdcinfo@cdc.gov](mailto: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](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

The screenshot shows a web browser window displaying the Metrolink website. The main content area features a blue header with the Metrolink logo and a navigation menu. Below the header, there is a section titled "Public Health Information Regarding the Swine Flu Outbreak" dated 04/20/2009. The text addresses Metrolink riders and provides information about the swine flu outbreak, including symptoms, transmission, and prevention measures. A sidebar on the right contains various links such as "SPECIAL EVENTS", "METROLINK WEEKENDS", and "RAIL 2 RAIL".

## 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.

The screenshot shows a news release from Los Angeles World Airports. The header includes the airport logo and the text "Los Angeles World Airports". The main title is "News Release" and the date is "Issue Date: 4/27/2009 12:00:00 AM". The contact information is "Contact: Katherine Alvarado (424) 646-5260". The main heading is "LAWA STATEMENT REGARDING SWINE FLU PRECAUTIONARY MEASURES". The text states that Los Angeles World Airports officials have taken reasonable precautions at LAX as more cases of swine flu are confirmed. It lists various measures such as sanitizing door knobs, handrails, and faucets, and providing public education signs. The release also mentions that airline employees, passenger information and assistance staff, customs and border protection officers, custodians, and airfield bus drivers are reminded to follow long-established practices on good respiratory etiquette. The actions are noted as reasonable precautions and not mandated by federal, state, or local public health officials. The release concludes by stating that several airlines at LAX operate a total of 45 daily flights to and from several destinations in Mexico, including LA/Ontario International Airport (ONT) with one scheduled daily flight from Mexico.

