



## Responding to COVID-19 concerns and preparation:

The health and safety of our employees and customers is our top priority. With the COVID-19 National Emergency and Ketchikan's emergency declaration yesterday, we want to update you on what measures The Bus is taking to ensure your well-being. Last week, our agency updated its vehicle cleaning procedures to include nightly disinfecting of all high-touch areas in all our buses. We want to ensure clean surfaces each morning to assist our riders in having a safe journey to their destination. We have also asked our drivers to use disinfectant wipes on frequently touched bus surfaces during their shift.

## New Actions we're taking at The Bus:

- To prevent the spread of illness we are discontinuing the sale and use of punch passes until further notice. Unused or partially used punch passes may be exchanged with your driver for an Unlimited Monthly or saved for use at a later date. Customers who exchange punch passes in March will receive an April Unlimited that will be honored for the rest of March and April. Monthly Unlimited passes will be sold at the same price as punch passes until further notice, credit cards may be used over the phone;
- Due to additional cleaning requirements and low ridership, starting Friday (3/20/20) we are suspending the "Late Night Service" routes until further notice. Friday & Saturday night scheduled departures (indicated in Yellow on the schedule) will be canceled;
- Due to spot cleanings throughout the day, there may be system delays. Please consult the DoubleMap app for real-time bus information ([ktn.doublemap.com](http://ktn.doublemap.com));
- The Transit Administrative/Maintenance building is closed to the public. Please call 225-8726 for assistance with schedules, lost and found, fare and pass information, etc.;
- Subscribe to the Borough's emergency system to receive texts and emails regarding emergency information and transit service alerts. To subscribe: text 99901 to 888-777 or go to: [nixle.com](http://nixle.com).; and



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- Paratransit and senior van customers that are calling to receive transportation to a medical provider for a respiratory illness, must call ahead to let their provider know they are coming. The provider may instruct the client to call EMS services for transport. If the provider instructs the client to use paratransit for transport, the client will be required to wear a mask (supplied by Paratransit services).

We are asking customers to refrain from riding The Bus, **if you or your family members are sick, please stay home**. Remember to take everyday preventive actions to prevent the spread of respiratory viruses including:

- Continue to wash your hands for at least 20 seconds, especially after using the bathroom, before eating and after blowing your nose, coughing or sneezing.
- Avoid touching your eyes, nose and mouth.
- Cover your cough or sneeze with a tissue and throw it in the trash.
- Disinfect frequently touched surfaces using a regular household cleaning spray or wipe.
- Older adults and people who have serious chronic medical conditions like heart disease, diabetes or lung disease should avoid crowds, especially in poorly ventilated spaces.

Our top priorities are to continue service to the public and to keep our employees healthy and safe. Thank you for partnering with us to help prevent the spread of illness.

***There are currently three confirmed cases in Alaska (Anchorage & Fairbanks). They are travel-associated cases of COVID-19, not cases of community-acquired infections.***

If you have questions or concerns about the virus, or if you are experiencing symptoms (fever, dry cough, shortness of breath) we encourage you to contact the local health authorities:

- Ketchikan Public Health Center: (907) 225-4350
- Dial 2-1-1 in the State of Alaska for non-clinical questions
- PeaceHealth Ketchikan: (907) 225-5171
- Centers for Disease Control (U.S. government) 1-800-232-4636

