



King County

Department of Transportation

Metro Transit Division

201 S. Jackson Street

KSC-TR-0415

Seattle, WA 98104-3856

March 2, 2015

Shari Russell
 Industrial Hygiene Compliance Inspector
 Division of Safety and Health
 Department of Labor & Industries
 315 Fifth Ave S, Suite 200
 Seattle, WA 98104

Re: Update and request for extension of the correction due date for Citation and Notice #317378149

Dear Ms. Russell:

This letter responds to Citation and Notice #317378149, inspection #578037394, issued to King County Metro Transit, P.O. Box 80283, Seattle, WA 98108-9007, phone 206-477-6860 (Metro Transit Safety).

I am writing to give you an update on the actions Metro is taking to improve our restroom program for bus operators. As we agreed to do at a recent meeting with your staff, we will provide quarterly progress reports and requests for extensions of the correction due date through the end of the year. At this time I am requesting an extension of the correction due date to June 30, 2015.

Background

On December 22, 2014, Metro requested and was subsequently granted an extension of the correction date to March 2, 2015 for the following violation:

Violation 1, Item 1 of Citation and Notice # 317378149: “King County Metro did not provide transit operators with unrestricted access to bathroom facilities when needed to relieve themselves in the following circumstances: bathrooms are not available during all hours of each route service; bathrooms are not located at each route terminal within a distance that can be accessed during the scheduled recovery time; operators have been disciplined for running late due to time spent using a bathroom or search for an available public bathroom.”

Recent Actions to Mitigate Restroom Access and Complete Abatement

The following is a summary of steps Metro has taken since December 22, 2014 to correct the hazard, and planned actions that require more time to complete.

Key actions Metro has taken between December 22, 2014 and March 2, 2015:

Planning and policy

- Identified transit routes to target for restroom access improvements in 2015.

- Identified and began restroom access improvements that could be made quickly (Phase 1 – by March 2015; plan attached).
- Agreed on a plan to relocate the Route 73 north terminal from a residential neighborhood to a site adjacent to comfort station #429, in QFC at 1531 NE 145th St, Seattle. This restroom is available from 6 a.m. to 12 a.m. The target date for this change is June 6, 2015.
- Agreed on a plan to relocate the Route 245 south terminal to Eastgate Park and Ride. The current routing will be maintained with service continued back to Eastgate Park and Ride, where there is a Metro-owned restroom. The target date for this change is June 6, 2015.
- Developed an initial draft Operator Restroom Policy.

Program staffing

- Hired an interim, full-time Comfort Station Coordinator on Jan. 23 solely dedicated to the management of the Comfort Station Program until a permanent coordinator is hired.
- Advertised the permanent, full-time Comfort Station Coordinator position.

Long-term solution for Othello Terminal

- Reached agreement with the Seattle Housing Authority for bus drivers to have access to the restrooms at the YWCA (The Willows), 3800 S Myrtle St, Seattle. This is across the street from the Othello Terminal served by Routes 36 and 50. These restrooms are available to bus drivers during all transit service hours. The portable restroom previously used has been removed.

Additional access in Seattle Central Business District

- Reached agreement with La Quinta Inn at 2224 Eighth Ave, Seattle for bus drivers to have access to their restrooms during all transit service hours.
- Reached agreement with Hotel Andra at 2000 Fourth Avenue, Seattle for bus drivers to have access to their restrooms during all transit service hours.
- Reached agreement with Bed, Bath, and Beyond at 1930 Third Avenue, Seattle, for bus drivers to have access to their restrooms during business hours (Mon. – Sat., 9 a.m. – 9 p.m.; Sun. 10 a.m. – 7 p.m.).

Additional access in other areas

- Reached agreement with the ARCO AM/PM service station at 15252 International Blvd for bus drivers to have access to their restrooms during all transit service hours. This AM/PM is across the street from the Tukwila International Boulevard Station and will provide restroom access for the bus drivers of Route 124 and the RapidRide E Line.
- Reached agreement with the Subway restaurant at 8757 Holman Rd, Seattle for bus drivers to have access to restrooms from 7 a.m. to 10 p.m., providing access for Route 15X drivers during all service hours.
- Reached agreement with Cheap Smokes at 9450 35th Ave SE, Seattle for bus drivers to have access to their restrooms from 8 a.m. to 11 p.m. This is the terminal for Route 21X.

- Reached agreement with Maplewood Golf Course, 4050 SE Maple Valley Highway, Renton for bus drivers to have access to their restrooms between 7 a.m. and 7 p.m. This is a terminal for Route 102.
- Confirmed Target store at 1215 N Landing Way, Renton as a location for bus drivers to access restrooms during business hours, augmenting other restrooms available to drivers in this area. This is a terminal for the RapidRide F Line.
- Confirmed Target store at 2800 SW Barton St, Seattle as a location for bus drivers to access restrooms during business hours, augmenting other restrooms available to drivers in this area. This is a terminal for the RapidRide C Line and other routes.

Monitoring

- Continued to review and confirm the availability of all comfort stations listed in Metro's Route Book, so that an up-to-date list can be included in the revised Route Book published and distributed to bus drivers in May, before Metro's June service change.
- Completed field inspections and prepared report cards on existing conditions of 250 of the 274 restrooms in Metro's Comfort Station Program. The remaining restrooms will be checked by March 6, 2015.

Communications

- The interim Comfort Station Coordinator is regularly receiving questions and comments about comfort stations from bus drivers via emails, phone calls and Comfort Station Report forms. The Coordinator is responding to most contacts within one or two business days.
- Continued to hold monthly meetings with ATU Local 587 to review the status of the Comfort Station Program.

Actions Metro plans to take:

- Implement restroom access improvements that may involve changes to bus routing, terminal locations, or bus schedules (Phase 2 – April to December 2015; plan attached).
- Continue developing an Operator Restroom Policy that will establish goals, procedures and reporting requirements to be followed by the Comfort Station Program.
- Hire a permanent, full-time, dedicated Comfort Station Program Coordinator by April 6, 2015.
- Conduct quarterly field inspections and prepare report cards on conditions for all restrooms in Metro's comfort station program.
- Continue holding monthly meetings with ATU Local 587 to review status of the Comfort Station Program.
- Relocate the Route 73 north terminal and the Route 245 south terminal to locations where restrooms are available, as described under "Planning and policy" in the list above.
- Define locations where the construction of restroom capital projects would be practical and financially prudent (Phase 3 – 2016-2017; plan to be included in next quarterly report).

- The Comfort Station Coordinator will begin formal quarterly outreach meetings at bus operations bases to review drivers' comfort station issues and improvements (March 2015).
- The Comfort Station Coordinator will begin attending monthly Base Safety Committee meetings to review comfort station issues and concerns (March 2015).

For more details about Metro's actions in response to Violation 1, Item 1, please see the following attachments:

1. An updated table summarizing the Driver Comfort Station Abatement Plan, dated March 2, 2015.
2. A table summarizing Metro bus routes targeted for restroom access improvements in 2015, dated March 2, 2015.
3. A copy of the posting and announcement for the full-time Comfort Station Program Coordinator position.
4. Copies of the Comfort Stations Bulletins dated Feb. 9, 2015 and March 2, 2015.

Metro has taken additional actions to fully correct the following violation:

Violation 2, Item 1 of Citation and Notice # 317378149: "The employer did not provide a compliant clean washing facility with paper towels and hot and cold water or lukewarm (tepid) running water, and handsoap at the Porta-Potty provided as the Othello Terminal restroom for over 6 years. Cited for not providing paper towels and hot and cold water or lukewarm (tepid) running water in each bathroom or comfort station."

Actions Metro has taken:

- Installed a new portable restroom that is equipped with a sink, running water, soap and hand towels at the Othello location on December 15, 2014.
- Reached agreement with the Seattle Housing Authority for bus drivers to have access to the restrooms at the YWCA (The Willows), 3800 S Myrtle St, Seattle across the street from the Othello Terminal served by Routes 36 and 50. These restrooms became available on February 17, 2015 and are available to bus drivers during all transit service hours. With this long-term solution in place for the Othello Terminal, the portable restroom was removed on February 20, 2015.

With this compliant, long-term solution in place, Metro requests that Violation 2, Item 1 be considered as fully abated.

Conclusion – Request for an Extension of Abatement

Metro is committed to rebuilding the Comfort Station Program and ensuring that all bus drivers have access to restrooms as needed. We are continuing to comprehensively assess the issues and develop solutions for giving bus drivers access to restrooms throughout our large service area. Given the scope and time needed for this effort, we request an additional extension of the correction due date for Citation and Notice #317378149, Violation 1, Item 1, from the current date of March 2,

Department of Labor & Industries

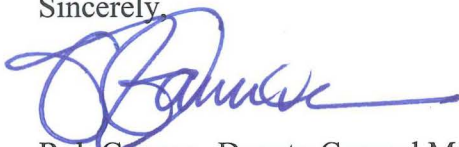
March 2, 2015

Page 5 of 5

2015 to June 30, 2015. We appreciate your assistance and support as we continue our work to create sustainable solutions.

If you have questions or concerns about the requested extension or the actions described herein or in the attachments, please contact me at rob.gannon@kingcounty.gov or 206-477-5911, or Transit Safety Officer Darryl Russell at Darryl.Russell@kingcounty.gov or 206 477-6860.

Sincerely,



Rob Gannon, Deputy General Manager
King County Metro Transit

Enclosures

cc: John Stebbins, IH Compliance Supervisor, Washington State Department of Labor & Industries
Harold S. Taniguchi, Director, King County Department of Transportation (DOT)
Kevin Desmond, General Manager, Metro Transit Division, DOT

Driver Comfort Station Abatement Plan Summary – Revised March 2, 2015

How Metro will make satisfactory restrooms available to all bus drivers

Actions Taken or Planned	Completion Date
1. Inspected and evaluated all restrooms in Metro’s comfort station program. For each restroom, the reviewer noted the times of day it is available and its condition, and how far it is from the bus terminal where drivers take their breaks.	Target: 12/5/14 Complete: 12/5/14
2. Assigned a member of the Operations management team to immediately prioritize and respond to comfort station issues until an interim Comfort Station Program Coordinator is selected.	Target: 12/10/14 Complete: 12/10/14
3. Developed a database and maps to help identify gaps in the comfort station network—where restrooms are not available or are too far from terminals for drivers to reach during their breaks. Metro will use this information along with adopted policies and procedures (policy adoption scheduled for February 2015) to determine what Metro must do to provide unrestricted access to bathroom facilities during all hours of service within an acceptable walking distance.	Target: 12/11/14 Complete: 12/11/14
4. Communicated with employees about Metro’s commitment to rebuilding and sustaining a comfort station program that really works for bus drivers, and informed them about specific steps being taken. Metro’s General Manager wrote a message that was emailed to employees and posted in all workplaces.	Target: 12/15/14 Complete: 12/15/14
5. Replaced the portable restroom at South Myrtle Street (Othello Terminal) with one that has running water and towels, and increased the minimum cleaning frequency to at least three times per week, and additional maintenance as necessary.	Target: 12/15/14 Complete: 12/15/14
6. Appointed an interim Comfort Station Program Coordinator to serve until a permanent, full-time coordinator is hired (planned for March 2015).	Target: 1/16/15 Complete: 1/23/15
7. Provided Metro bus drivers an updated list of restroom locations when they select their work assignments between January 10 and February 22, 2105 for Metro’s February 2015 service change.	Target: 1/23/15 Complete: 2/22/15
8. Developed a prioritized list of restrooms where improvements will be made. The L&I report will be the basis for this list. Phase 1 will include improvements that can be made quickly (by March 2015), Phase 2 will include those that can be made by year-end 2015, and Phase 3 will include those that require construction and will be completed in 2016 and 2017.	Target: 1/30/15 Complete: 2/23/15

<p>9. Will adopt Metro policies and procedures for ensuring access to, and satisfactory condition of, restrooms for Metro bus drivers</p>	<p>Target: 2/2/15 Revised: 6/30/15</p>
<p>10. Will make Phase 1 improvements—those that can be done quickly— by confirming with agencies and businesses that bus drivers are allowed to use their restrooms, and updating information for Metro bus drivers about where restrooms are available and how to access them.</p>	<p>Target: 2/27/15 Complete: 2/27/15</p>
<p>11. Will hire a permanent, full-time, dedicated Comfort Station Program Coordinator.</p>	<p>Target: 3/11/15 Revised: 4/6//15</p>
<p>12. Will develop budget requests to plan, design, and construct restrooms that Metro must build. These will require budget approval from the King County Council. Plan assumes any required budget will be approved in November 2015.</p>	<p>Target: 7/1/15</p>
<p>13. Complete Phase 2 improvements—those that will require a combination of revisions to bus routing, terminal locations, and bus schedules. These locations will require some detailed analysis related to bus routing and cost to operate/ adjust the bus service.</p>	<p>Target: 12/31/15</p>
<p>14. Make Phase 3 improvements—those that will require additional costs for project design, permitting by cities, and construction.</p>	<p>Target: 1/4/16-12/31/17</p>

Phase 1 - Restroom Access Improvements by March 31, 2015			Hours		
Route(s)	Terminal	Approved/Documented Restroom Location	Weekday	Saturday	Sunday
15X	Blue Ridge	Subway, 8757 Holman Rd, Seattle	0700-2200	0800-2200	0900-2200
21X	Arbor Heights	Cheap Smokes, 9450 35th Ave SE, Seattle	0800-2300	0800-2300	0800-2300
36/50	Othello Station	YWCA, 3800 S Myrtle St, Seattle	0000-2400	0000-2400	0000-2400
102	Fairwood	Maplewood Golf Course, 4050 SE Maple Valley Hwy, Renton	0700-1900	0700-1900	0700-1900
124, 671	Tukwila International Boulevard Station	ARCO AM/PM, 15252 Tukwila International Blvd, Tukwila	0000-2400	0000-2400	0000-2400
676	The Landing, Renton	Target, 1215 N Landing Way, Renton	0800-2300	0800-2400	0800-2000
Multiple	Westwood Village	Target, 2800 SW Barton St, Seattle	0800-2300	0800-2400	0800-2300
Multiple	Seattle, North CBD	La Quinta Inn, 2224 8th Ave, Seattle	0000-2400	0000-2400	0000-2400
Multiple	Seattle, Central CBD	Hotel Andra, 2000 4th Ave, Seattle	0000-2400	0000-2400	0000-2400
Multiple	Seattle, Central CBD	Bed, Bath, and Beyond, 1930 3rd Ave, Seattle	0900-2100	0900-2100	0800-1900

Phase 2 - Restroom Access Improvements April to December 2015					
Regular Service Routes		Peak Period Routes		Current Portable Restrooms	
Route(s)	Terminal	Route(s)	Terminal	Route(s)	Terminal
3	Madrona Playfield	17X	Loyal Heights	Multiple	E-3 Busway
11	Madison Park	55	Admiral	41	Northgate N125/5th Ave NE
26	East Green Lake	64	First Hill	119	Dockton, Valley Center P & R
48	Loyal Heights	77	North City	192	Star Lake
73	Jackson Park	84	Madison Park		
105	Renton Highlands	111	Lake Kathleen		
128	Admiral	113	Shorewood		
168	Maple Valley	114	Renton Highlands		
208	North Bend	143	Black Diamond		
238	UW-Bothell	159	Timberlane		
245	Factoria	182	NE Tacoma		
246	Clyde Hill	186	Enumclaw		
248	Avondale	193	First Hill		
1, 3, 4	Queen Anne	217	North Issaquah		
164, 181	Green River Community College	219	Redmond-Fall City Rd		
19, 24, 33	Magnolia Bluff	242	North City		
Multiple	Seattle CBD	268	Redmond		
Multiple	University District	277	Juanita		
Multiple	Alaska Junction	303	First Hill		
		308	Horizon View		
		316	Meridian Park		
		775, 795	Water Taxi Shuttle		



King County

Invites Applications for the Position of:

Comfort Station Coordinator

Apply online at <http://www.kingcounty.gov/jobs>

King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.

OPENING DATE/TIME: 02/12/15 12:00 AM (GMT -8:00)

CLOSING DATE/TIME: 03/05/15 04:30 PM (GMT -8:00)

SALARY: \$80,641.60 - \$97,468.80 Annually

LOCATION: Multiple locations in King County

JOB TYPE: Career Service, Full Time, 40 hrs/week

DIVISION: Department of Transportation - Transit Division

JOB NUMBER: 2015SE04562

SUMMARY:

The Comfort Station Coordinator is the point person for all aspects of King County Metro's Comfort Station (Operator Restrooms) Program. This position will handle many tasks independently, performing both routine and complex tasks. Routine work is performed with minimal direction and guidance, while more complex tasks and projects will be performed under the supervision of the Superintendent of Service Quality. The Comfort Station Coordinator will be responsible for managing program budgets, communications, responses, action plans, and coordination with stakeholders.

Who may apply: This position is open to King County Transit employees who are career service employees, career service exempt employees, current probationary employees who attained career service status in a previous position. This position is NOT open to the general public.

Forms and materials required: Applicants for this position are required to submit the complete online application form and answers to the attached

supplemental

questions.

Work location: This recruitment will be used to fill one current vacancy located at Service Quality, at 1270 6th Ave S, Bldg 2, Seattle, WA 98134.

Work schedule: This position is exempt from the provisions of the Fair Labor Standards Act, and is not overtime eligible. Typical work hours are between 8:00 a.m. - 5:00 p.m., Monday through Friday. Employees may be required to work extended hours and weekend and holidays as needed.

For more information regarding this recruitment, please contact:

Susan Eddy, SPHR
Senior Human Resource Analyst
206-477-6003
susan.eddy@kingcounty.gov

JOB DUTIES:

- Monitor the status of every comfort station in the Metro system by coordinating with and collecting this information from Line staff in the field.
- Develop and maintain databases for all comfort station information (i.e. status, location, availability, cost, etc.).
- Coordinate with Service Development and Design and Construction staff to establish the priority and scope of need for new Metro owned/operated Comfort Stations to be built through a capital program budget managed by Service Development.
- Establish an operating budget for leases/agreements, and track and report on expenses against that budget.
- Work with Service Development to identify gaps in restroom access for current and future/planned changes to the service network.
- Review Service Change Packages published by Service Development for all revised and/or new routes, including changes to span of service hours to ensure inclusion of comfort station requirements; provide comfort station information for The Book to meet publishing deadlines.
- Locate potential new comfort station facilities and conduct an evaluation process for considering a business for the comfort station program.
- Negotiate contracts with Comfort Station Program vendors.
- Respond to concerns, comments and suggestions from operators, first-line supervisors and other county employees and business owners/managers that participate in the comfort station program.
- Field and respond to Operator complaints about inadequate/unavailable restroom facilities.
- Prioritize and respond quickly to urgent issues.
- Maintain a log of outstanding issues and record the dates when issues were resolved.
- Initiate work order requests for Comfort Station repairs (i.e. replace/fix locks, replace t-key cylinders, and repair heaters, fans, toilet, sinks, repair vandalism, etc.).
- Identify comfort station locations that have changed their hours of

operations.

- Identify comfort station locations that are no longer needed.
- Produce monthly/quarterly program reports, as needed, to help others understand the status of Metro's comfort station program.
- Produce and distribute Comfort Station Program Newsletter/Bulletins.
- Manage relationships (financially and operationally) with external providers of restroom facilities for Operators.
- Confirm that payments for comfort stations are going to the appropriate comfort station providers.
- Maintain and use step-by-step instructions to pay for services.
- Draft external correspondence about the Comfort Station Program for supervisory staff or senior management.
- Provide accurate Comfort Station information for Service Quality's Geographical Information System (GIS), The Book staff, and transit service planners.
- Develop program recommendations as needed.
- Perform other duties as assigned.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- Three years of experience with project or program management including coordination of multi-faceted and multi-disciplinary project teams.
- Knowledge of research methods and project management principles.
- Skill in facilitation, coordination and negotiation to engage and ensure timely accomplishment of work goals throughout the agency.
- Demonstrated excellent written and oral communications and presentation skills, including a range of writing ability that spans writing executive summaries to sharing information with front line employees.
- Skill in data analysis and problem solving; experience with quantitative and qualitative data analysis.
- Skill in program evaluation, advocacy and promotion.
- Skill in gathering information and data and processing that in MS Excel for presentation has chart, graphs, or other reporting tools in MS Word or PowerPoint.
- Skill in gathering, manipulating and using computerized data utilizing MS Excel and other tools.
- Skill in working effectively as a team member to coordinate accomplishment of tasks.
- Skill in managing multiple tasks within deadlines.

SUPPLEMENTAL

INFORMATION:

Selection process: Applications will be screened for clarity, completeness and qualifications. All materials will be evaluated for spelling, grammar and punctuation usage. Qualified candidates may be invited to participated in an evaluation of computer program proficiency in Word and Excel. Upon passing the computer exam, the most competitive candidates may be invited to participate in a series of interviews, including written and oral evaluations of skill, knowledge and experience.

This position is represented by Local 17 - Professional/Technical Unit.

Class Code: 871401

Note: Online applications are preferred. However, if you cannot apply online, go to www.kingcounty.gov/jobs for other options.

If you need an accommodation in the recruitment process or an alternate format of this announcement, please inquire directly with the contact listed on the job announcement or the department's Human Resources Service Delivery Manager.

COMFORT STATIONS

February 9, 2015



Hi. I'm Michael Baruso, your Interim Comfort Station Coordinator. I would like to give an update on the Comfort Station Program – its current status and vision for the future. Progress continues towards improving the access and conditions of restrooms that our transit operators use across Metro's 200+ routes. The issues with our vendor concerning the single temporary porta-potty at 39th and Myrtle have been resolved thanks to feedback from operators who contacted our program back in December and

January... Metro is engaged in an effort between Operations, Service Development, Power & Facilities, and other internal stakeholders to find better ways to engage and communicate with Operators about the access and conditions at the comfort station located across our transit system. Using this bulletin as a communications tool is part of that effort. Our efforts include:

- Having a stronger communication effort in place. Metro should be more responsive to concerns from operators. There are now an active phone line, (206)571-6952, and email account, station.comfort@kingcounty.gov, that are monitored routinely by the Comfort Station Coordinator.
- Departmental staff involved with maintaining and planning for changes to our current system of comfort stations are noticeably working together to build a more robust Comfort Station Program. The key task of conducting a comprehensive analysis of over 260 comfort stations has begun. This includes identifying and fixing gaps within the system. There are already plans afoot to make a few adjustments to routes in June to improve comfort station access.
- Metro has pledged to work with ATU Local 587 on this now and in the future. Senior Management and Union leadership are meeting periodically to discuss progress and next steps.
- This comfort station bulletin has been initiated as a communication tool to include updates on comfort stations and provide updates about the program.

Metro's staff will continue to team up with community businesses and will continue to try to help find solutions and fix problems so our operators will have access to facilities where and when it is needed. We will continue to meet with Labor and Industries and report our progress toward providing unrestricted access to restroom facilities across the transit system.

On a personal note, as an operator, let me encourage all of my fellow operators to stop and use the restroom when the need arises. This is a basic human need and our customers should respect and support you taking good care of yourself.

As a reminder, this Comfort Station Program benefits you! We will need your continued support in helping identify any problems with comfort station stops along your route. Please fill out the Comfort Station Report at the base with any related issues. Should you have any questions, I can be reached by phone (206-571-6952) and email (station.comfort@kingcounty.gov).

COMFORT STATIONS



I want to thank all those who have recently contributed to making the Comfort Station Program more responsive to the needs of our operators. Your guidance, assistance and input are the key to building a program that is responsive and successful in delivering restroom access for operators. I really appreciate all your efforts! Metro will continue to communicate to our operators on a regular basis as the program evolves and grows. To date, improvements include:

- South terminal comfort station for **Routes 36 & 50** is now the YWCA, open 24/7. Please remember to turn off lights as you leave during off hours.
- Three new **CBD** terminal comfort stations include La Quinta Inn 2224 8 Ave, Hotel Andra 2000 4 Ave, and Bed Bath & Beyond 1930 3 Ave.
- The ARCO AM/PM at 15252 International Blvd. is now an option for operators laying over at **Tukwila Int'l Blvd. Station** looking for a better option than what is available at the layover.
- The Subway located at 8757 Holman Road in Ballard is available to **Routes 15X, 40 and 674/D Line**.
- Maplewood Golf Course is now available at the **Route 102** terminal.
- Target stores located at The Landing (**Route 676/F Line**) and Westwood Village (**Routes 673/C Line & 21**) are now confirmed as comfort stations.

I am regularly receiving and responding to questions and comments from operators via email, phone calls and Comfort Station Report forms. I continue to work closely with Service Development, Power & Facilities and other internal stakeholders to help review and confirm availability of all comfort stations, complete field inspections, and make updates to The Route Book for June. Some of the improvements involve possible changes to routes and/or terminal locations. Metro is also looking to re-establish a capital program that would construct new Metro operated comfort stations in key locations.

Metro's staff, along with ATU 587, are currently drafting a bunch of new Operator Restroom Policies that will establish goals, procedures and reporting requirements to be followed by the Comfort Station Program. We will begin formal quarterly outreach meetings at all the bases to review operator's comfort station issues and improvements, and attend monthly Base Safety Committee meetings. Comfort stations come and go. Here are some gentle reminders for operators to help our program succeed:

- Remember to check the base bulletin boards for comfort stations news
- Be polite, courteous and let the businesses know that you are a Metro driver, if needed. Remember you are their guest. If so inclined, tell them how much you appreciate the service they provide and say "thanks!"
- You don't need authorization from the TCC to go to a comfort station, however, you should notify them if you're deviating from your planned work or observing service delays.

We will use these bulletins as a tool to help answer questions and update you on major changes to the comfort station list. Thanks again for the wonderful support to the Comfort Station Program! You are a vital part...no one knows the system as well as you and I really appreciate it! – Michael Baruso