

where exactly the restroom is located in a business or area.

During the course of the inspection it became clear that most Base Chiefs and Superintendents think there is a full-time "Comfort Station Coordinator" (CSC); there is not. Currently CSC responsibilities are an additional responsibility to a member of the Service Quality Departments Construction Information Team. This person "manages Comfort Station Reports"; If an issue is formally reported on paper, it will be forwarded to an appropriate department but they do not necessarily track the outcome.

In the past the CSC position has been a temporary 6 month detail position held by drivers on temporary assignment. The last CSC and CS 'audit' was filled in 2012. CSC duties include spot checking existing CSs for existence, cleanliness, running water and scouting for new CSs on new routes. The spot check 'audits' are supposed to be conducted quarterly; if there is no one in the position, the spot check is not completed. The most recent temporary CSC stated the CS database is limited and rough to update and nearly impossible to provide more information such as special access info, distance, where to park. She also said she was told something happened to the database since 2012 and it may just be a spreadsheet now.

There is no standardized way to communicate real time CS changes, issues or alternative locations when there are CS issues from management/facilities to drivers. And there is also no standardized way to communicate CS issues from drivers to the person(s) responsible to address them in the Service Quality Department (SQD). Most of the interviewed drivers had never seen or heard of a "Comfort Station Report" or of reporting CS issues on an Operator Service and Facilities Report or "Green Card".

Documentation

CS issues/repairs and changes are not being addressed promptly. See pages 159-174 showing four months of South Base Safety Committee notes indicating CS56 was closed due to construction with the nearest alternative being 40 minutes away. Also, while speaking with contracted CS160 owner it was reported that he has called and tried to reach Metro to tell them the TKey lock was vandalized and unusable and needs to be replaced. He has not received a response for over 2 months. Therefore the CS is only available to drivers during business hours and not 24/7 as listed in the RBook.

The Amalgamated Transit Union (ATU) 587 has a small blurb regarding comfort stations in their contract. However, the union is not following through with reviewing new routes and identifying new CSs on new routes. The ATU has not stepped up to take a proactive stance in regards to the CS program.

Although most Metro management and administration started out as drivers, and so are aware of these issues from the past, most were drivers well before the 2009 service audit and resulting 'productive' scheduling changes. (This inspection does not address break time issues). In general, management and administration are not familiar with the real time impacts the recent service changes, route changes, squeezed time schedules, and increased stressors current transit operators encounter. In short, management, administration and the ATU think the restroom/comfort station program/issue is being handled. Time, effort and energy has not been dedicated to developing, maintaining, updating and training on a comfort station program which is useful, cost effective, productive and in compliance with regulatory requirements for King County Metro Transit Operators.

Circumstance 1: Bathrooms are not available during all hours of each route service

Q: How are employees exposed?