

## Driver Comfort Station Abatement Plan Summary – Revised September 30, 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  Revised: 9/30/15  Completed: 9/26/15</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  Complete: 4/20/15</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  Revised: 4/20/15  Revised: 09/30/15  Completed: 08/21/15</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. Efforts to resolve issues at the remaining phase 2 terminals will continue through the Comfort Station Resolution Group.</p>	<p>Target: 12/31/15  Target: Ongoing</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>