



## An Update from us on COVID-19

Below is a short highlight of the Transit Safety Meeting held via conference call on March 27th, 2020 at 4:00 p.m. Safety is a priority and we are working to keep all of our drivers, passengers, and communities as safe as possible throughout this pandemic. Please read through this and if you have any questions call, text, or email your program director.

- **Transit Safety.** To keep the spread of the virus down seats will be designated to help with social distancing. Vehicles need to be cleaned regularly throughout the day. Seats in buses need to be marked with designated seating signs three to six feet apart to ensure safety, buses should not carry more than 3 passengers at a time. In minivans all passengers are required to sit in the back and no more than two passengers are allowed unless otherwise stated. Keys and other materials need to be cleaned at the end of each day.
- **No Fares.** Starting Saturday, March 28, 2020 we will no longer accept fares from riders on any of our routes. Cash has been proven to be unsanitary and we do not want to transmit any germs from handling cash.
- **Gas Pumps.** Be careful pumping gas, wear gloves and dispose of them afterwards; or use wipes to wipe the pump down before touching it.
- **Reduced Hours.** Due to doctor's offices closing and doing video conference calls we may see a reduction in Sooner Rides. We are working in each of the counties to find a meal program to help bring food to community members as well as hours to the drivers.
- **Authorization to Travel Letter.** Employees will receive a letter from the agency stating they are an essential employee. Please keep this letter in your vehicle or on your person at all times in order to travel to and from work.
- **Limiting People in Office.** We have limited the number of people allowed in the offices. 4 people or less should be in one room together depending on the size of the room. Some offices should have no more than 4 in the building at all times. Good social distancing judgement is advised in order to prevent the spread of any viruses.
- **Outside Activity.** Employees are encouraged to the extent possible to: avoid recreational or other leisure classes, meetings, or activities where you might come into contact with contagious people, avoid handshaking as a means of greeting, use only your knuckle to touch light switches, elevator buttons, etc., use tissue or disposable gloves when opening doors especially bathrooms or other public areas.
- **Avoid Contact.** Avoid meeting people face to face, employees are encouraged to use the telephone, online conferencing, email, or instant message to conduct business. Minimal face to face meetings in a large room with at least 6 feet between people. Do not congregate in work rooms, pantries, copier rooms, or other areas where people socialize.
- **EWS Coding.** All special services need to be coded under COVID-19 in the EWS system. If you need help please contact [Erica](#) through email or by phone.
- **Human Resource Manager.** Please contact the Human Resource Manager, [Victoria Yates](#) about payroll, employment, or other benefits.
- **Emails.** Your email address is the first letter of your first name, dot, last name, @incacaa.org (e.pogue@incacaa.org). Please check your email regularly for updates and information.
- **Stay engaged with your social following.** More information will be provided through the social media outlets, please like and follow INCA so that you can stay informed about what INCA is doing and for updates on COVID-19

- [Click to Follow INCA Community Services on Facebook](#)
- [Click to Follow JAMM Transit on Facebook](#)
- **Utilize INCA's Website for Updates.** Stay informed about what INCA is doing and COVID-19 updates on [INCA's Website](#) here.

**WE'RE IN  
THIS TOGETHER**



### Chicago Transit Authority

As Chicago continues to respond to the Coronavirus outbreak, public transit remains an essential service. "We are committed to providing the highest level of service possible, and normal bus and train schedules remain in place."

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