

March 12, 2020

Dear Thousand Oaks Transit, Moorpark City Transit,  
Kanan Shuttle, Agoura Hills Dial-a-Ride, and ECTA InterCity  
Dial-a-Ride Riders:



Over the past few weeks, we have been hearing a lot about the novel coronavirus (COVID-19) that is raising health concerns across the globe. We are monitoring the situation closely, along with the transit operators across Ventura County.

We are reaching out to you today to assure you that your safety remains our highest priority. We also wanted to share the steps we are taking to reduce health risks to riders:

**Enhancing Cleaning:** We have increased frequency of cleaning on our fleets and at Transportation Center to multiple times a day. We utilize recommended disinfectants to wipe down surfaces and equipment, with specific emphasis on high touchpoints.

**Increasing Supplies of Antibacterial Products:** We have increased available supplies to staff and drivers, such as antibacterial hand-sanitizer, wipes, and made them available throughout employee workspaces.

**Reinforcing Good Hygiene Practices:** We are sharing with employees and passengers the best ways to prevent against communicable diseases, as well as implementing social distancing techniques, when possible. Materials are distributed throughout our operations.

**Services are Running as Scheduled:** Currently, our services are not affected by the coronavirus; however, should changing circumstances require us to adjust or cancel service, we will provide timely and detailed service information via email, our website, and social media.

**Finally, here are tips on how riders can help keep themselves and the community healthy:**

- Wash your hands frequently with soap and water for at least 20 seconds. If you can't wash your hands, use hand sanitizers.
- When sneezing or coughing, use tissues and promptly dispose of them or cover your mouth with your sleeve or elbow.
- If you are feeling ill, please stay home until feeling better. Please do not use public transit services if you are ill.
- Instead of hugs and handshakes greet others with a toe tap, elbow bump, or wave.

If you would like more information on the coronavirus, please visit the CDC's website, [www.cdc.gov/coronavirus/2019-ncov](http://www.cdc.gov/coronavirus/2019-ncov), and for local emergency planning information go to: [www.vcemergency.com](http://www.vcemergency.com)

Thank you for your cooperation in helping to keep our community healthy!