



How Indian Trails and Michigan Flyer Are Responding to the Coronavirus

March 11, 2020—The safety of Indian Trails' customers and employees is always our top priority. Therefore, we are closely monitoring the coronavirus situation, and taking action based on guidance from public health experts, such as those at the Centers for Disease Control (CDC).

You should know that, while efforts to contain the coronavirus (a.k.a. COVID-19) are still evolving, Indian Trails has already taken steps to help ensure that passengers have healthy travel experiences. This is true regardless whether they ride on one of our daily scheduled routes, a group charter motorcoach, the Michigan Flyer-AirRide shuttle, the new D2A2 service between Detroit and Ann Arbor, or on any of our shuttles operated on a contract basis.

How We Clean and Disinfect Our Buses

Indian Trails uses a high-grade, EPA-registered disinfectant on all buses to kill most germs that cause communicable diseases. As of this announcement, we have 1,900 gallons of this disinfectant on hand. At least once a day, we use it to wipe down all hard surfaces on each bus. This includes but is not limited to:

- Passenger doors
- Hand rails at the entrance of each motorcoach
- Window ledges throughout the passenger compartment
- Overhead luggage bins
- Arm rests at each seat, as well as seatbelt buckles
- All hard surfaces within the restroom area
- The driver's steering wheel and surrounding hard surfaces

In the restroom of each of our motorcoaches, we also provide hand sanitizer for passengers. As an additional safety measure, we frequently spray Lysol disinfectant throughout each bus.

We're Also Waiving Change Fees

Currently, Indian Trails and Michigan Flyer have no route cancellations or travel restrictions due to the coronavirus. Even so, we realize that passengers may have concerns about traveling at this time. So, people with existing or new reservations made before April 30, 2020, may change or postpone their reservations without incurring change fees.

How to Help Keep Yourself and Others Safe

According to the CDC, the person-to-person spread of COVID-19 appears to occur mainly by respiratory transmission (i.e., coughing and sneezing). Signs and symptoms include fever, cough, and shortness of breath, which usually occur within 2–14 days after exposure. Older adults and persons with underlying health conditions or compromised immune systems may be at greater risk for severe illness from this virus.

The CDC recommends that everyone follow these everyday prevention practices:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning product.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains 60%–95% alcohol.

Also, studies have shown that “social distancing”—i.e., staying away from mass gatherings—can reduce the community spread and impact of infectious germs such as pandemic flu, even when drug treatments and vaccines are not available.

The CDC does not recommend that travelers wear facemasks to protect themselves from COVID-19. You may choose to wear a mask, but it is more important to take the commonsense steps above.

We will continue to monitor this situation daily and communicate updates with our customers. You can always check in for more information at www.indiantrails.com or www.michiganflyer.com.