

# CTAA Best Practices:

## Working with Your Local Health Department



CTAA members, working together with schools, businesses, health care systems, and state, local, and tribal health departments have an important role in slowing the spread of COVID-19, particularly among high risk populations. Public transportation must work collaboratively - it is just one part of a community, local, regional, and national effort. However, CTAA recommends that the transportation agencies first and foremost reach out to your local, state, (and tribal when applicable) health departments as they are the experts and leaders on the ground in conjunction with health care providers.

Below are CTAA's recommendations on best practices for reaching out and engaging with your local public health departments, provided with information directly from the [CDC](#).

1. Reach out and check in with your state and local health authorities. Public health officials may recommend community actions designed to limit exposure to COVID-19, depending on the risk of an outbreak or the severity of an outbreak.
2. Determine the available guidance and assistance available to you from federal, state, local, and tribal public health agencies and emergency responders. Understanding your public health agencies capacity to assist, in addition to their recommendations of best practices and local mitigation strategies will give you a sense of the best ways to plan, prepare, and react to this crisis.
3. Assign a point of contact to maximize communication between your system and your state and local public health system
4. Develop a communications plan between you and your local public health department.
5. Update your emergency operations plan with the help of your local public health department, emergency operations coordinator or planning team, and other relevant partners to include COVID-19 planning.
6. Ensure continued communication and coordination between local providers and public health officials will be necessary to ensure recommendations are shared across agencies, and updated as the situation evolves.

Currently the CDC has created guidance for community-based organizations into three categories based on the level of community transmission (Read more about these strategies here and level of transmission is available in [CDC's framework for mitigation](#)). It is recommended that all decisions about implementing these strategies (e.g., alteration or reduction of services, event cancellations, other social distancing measures) should be made locally, in collaboration with local health officials who can help determine the level of transmission in the community.

### Looking to get started? Use NACCHO's Directory of Local Health Departments

The National Association of County & City Health Officials (NACCHO) has created a tool to help you search for local health departments in your area. Please note, the contacts listed in this directory are the department's "primary contact" at each local health department, and may not be the primary contact for COVID-19 response activities. While the information will still help you with initial contacts, you will likely be directed to a more appropriate contact person at the agency. [Access the directory of local health departments here](#).