

# COVID-19 Best Practice Information: Supply Chain

---

## Background

- Commercial truck drivers play a critical role in the coronavirus (COVID-19) response by delivering essential supplies including medicine, food, fuel, and personal protective equipment as part of the supply chain. With many gas stations and restaurants closing or reducing their operations in response to COVID-19, truck drivers are struggling to access meals, showers, and rest. This document compiles best practices for jurisdictions to consider how to ensure these services remain available to truck drivers.
- This document contains considerations and recommendations from previous incidents and existing information, which may be helpful to support planning for COVID-19 efforts. These are best practices for consideration and do not constitute and should not be considered as guidance in any way.

## Key Considerations

- Many truck stops are continuing to provide services with online status updates. These status updates are valuable resources to share with truck drivers.
- Associations for the trucking industry are advocating for the continuation of services during the COVID-19 response.

## Lessons Learned Related to Commercial Trucking in Supply Chain during COVID-19 Operations

Truck drivers need information on businesses that continue to provide services.<sup>1</sup>

- **Potential Best Practice:** Consolidating and sharing information on the operational status of truck stops with truck drivers and associations for truck drivers will help them to obtain necessary services along their delivery routes.
  - Service centers along the highway, like [Love's Travel Stops](#), [Pilot/Flying J](#), and [TA-Petro](#), continue to provide services which include food, showers, and laundry. The location and status of available services for their travel stops is available online.

---

<sup>1</sup> The businesses and links provided here are for informational purposes only, and their inclusion is not an endorsement.



**FEMA**

- [UrgentCareTravel](#) has launched a telemedicine-based Driver Coronavirus Evaluation Service to provide medical services for truck drivers to access from the road.<sup>2</sup> They also operate walk-in clinics at 13 different Pilot/Flying J locations.<sup>3</sup>

## Outreach to associations advocating for truck drivers.

- **Potential Best Practice:** Associations that represent the trucking industry are working to ensure adequate provision of services for truck drivers. Coordinating efforts with these groups can have a greater effect in ensuring services continue and provide awareness of areas with the greatest need.
  - To encourage continued service, the National Association of Truck Stop Owners (NATSO) has recommended truck stop employees remain part of the essential workforce. NATSO also created a letter template for truck stops and travel centers to carry which shows their inclusion in a U.S. Department of Homeland Security (DHS) Memorandum on Identification of Essential Critical Infrastructure Workers.<sup>4</sup>
  - American Trucking Associations (ATA) worked with transportation officials to reopen rest-stops and service plazas that recently closed in Pennsylvania, North Dakota, and Nebraska.<sup>5</sup>

## Coordinating local support.

- **Potential Best Practice:** Communities, businesses, and associations are voluntarily providing free services directly to truck drivers. Engaging with these groups and helping to notify truck drivers of their availability will ensure their services are provided most effectively.
  - The Iowa Motor Truck Association has provided complimentary boxed lunches for truck drivers, as well as a website with useful information on available services.<sup>6</sup>

---

<sup>2</sup> <https://urgentcaretravel.com/coronavirus/>

<sup>3</sup> <https://urgentcaretravel.com/locations/>

<sup>4</sup> <https://www.natso.com/topics/are-truckstops-considered-essential-businesses#>

<sup>5</sup> <https://www.trucking.org/news-insights/keep-rolling>

<sup>6</sup> <https://ktiv.com/2020/03/23/complimentary-boxed-lunches-to-be-provided-to-truck-drivers-at-two-iowa-weigh-stations-on-i-80/>