

ALERT LEVEL 1: COVID-19 Guidance for Transport Operators

Last updated: 1650hrs, 5 October 2020

1. The government has agreed to move Auckland to Alert Level 1, meaning all of New Zealand will be at Alert Level 1. This change will come into effect at 11:59pm on Wednesday 7 October.
2. This guidance is applicable to operators for the provision of all transport services, including public transport, aviation, maritime and other land-based passenger services. To the extent that it is relevant, it may also be used by organisations transporting passengers without hire or reward.
3. It is intended to be read in conjunction with official information about COVID19 Alert Level 1 contained on, or linked from, the [covid19.govt.nz](https://www.covid19.govt.nz) webpage and on the [Ministry of Transport website](https://www.transport.govt.nz).

Executive summary

- At 11:59pm on 7 October Auckland will move to Alert Level 1, and all of New Zealand will be at Alert Level 1.
- With regards to workplace health and safety, operators should consider advice and guidance from Worksafe and the Ministry of Health.
- At Alert Level 1 individuals are not required to observe physical distancing, but passengers are still encouraged to keep their distance from others where possible.
- Effective at 11:59pm on 7 October, face coverings are no longer required on public transport services that travel within, from, to, or through Auckland.
- At Alert Level 1, the Ministry of Health encourages people to wear face coverings, where practicable, on public transport services.
- Operators will still be required to support contact tracing, and most transport operators will still be required to display QR codes. Public transport services that require passengers to provide their name and a contact phone number (in order to use the service) will not need to display QR codes.
- Operators should continue to clean vehicles, vessels, aircraft and facilities (e.g terminals) in line with Ministry of Health guidance.
- Operators will still be asked to continue with efforts to educate and encourage their passengers to travel safely, including: tracking their journey, practising physical distancing where possible, practising good hygiene including washing their hands regularly; and staying home if they are unwell.
- Transport operators are not expected, or required, to enforce passenger compliance with the Ministry of Health guidelines; but may provide advice to passengers for travelling safely for example by displaying public information posters.

ALERT LEVELS 1

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Advice for traveling safely under Alert Level 1 (All of New Zealand)

4. We all need to remain vigilant in the battle against COVID-19. We recommend travellers:
 - Be kind and patient with each other and transport staff, especially their driver or crew.
 - Where it is possible to do so, keep your distance from others
 - You are encouraged to wear a face covering on public transport services, where practicable.
 - Keep a record of where they go and their interactions on the NZ COVID Tracer App; including scanning QR codes (where available), or manually recording travel information in the NZ COVID Tracer App (where QR codes are not available); OR keep a manual record if you do not have a smartphone.
 - Practice good hygiene and follow Ministry of Health advice. This includes washing their hands thoroughly with soap and water and drying them (or using hand sanitiser if soap and water is not available); coughing and sneezing into their elbow; and not touching their face.
 - Plan ahead, and allow extra time to ensure their journey is as comfortable as possible.
 - Stay home if they're unwell, or may have COVID-19. They should also not travel if they: have been requested to self-isolate/quarantine, have symptoms of COVID-19, or are awaiting COVID-19 test results.
5. We recommend operators encourage their passengers and users to follow the safe travel tips (list above) and by publically displaying COVID-19 educational posters on site, and through social media and public announcements (e.g. in terminals and on-board).

About this guidance

6. This guidance outlines key information for transport service operators under Alert Levels 1 and 2. Specifically, the following matters are covered:

Section 1: Workplace health and safety

Section 2: Physical distancing

Section 3: Face coverings

Section 4: Supporting contact tracing efforts

Section 5: Cleaning practices

Section 6: Customer compliance

7. If you require further information or advice, please email the Ministry of Transport at: essentialtransport@transport.govt.nz.
8. If you would like access to collateral, including posters for your transport assets (e.g. buses, trains) or facility (e.g. terminals, platforms), please email the Ministry of Transport at: essentialtransport@transport.govt.nz.

Section 1: Workplace health and safety

9. When considering workplace health and safety arrangements, transport operators should consider:
- any advice or guidance issued by Worksafe <https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid/>
 - advice or guidance issue by the Ministry of Health <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus> (where this may be relevant to their health and safety arrangements).

Section 2: Physical distancing

10. Physical distancing is not required to be observed at Alert Level 1; however, passengers are still encouraged to physically distance where possible.
11. Regional authorities (in the case of public transport) and transport operators should continue public messaging that discourages people who are unwell from using their services.

Section 3: Face coverings

12. Face coverings are not required at Alert Level 1; however, the Ministry of Health encourages people to wear face coverings, where practicable, on public transport services.
13. Effective at **11:59pm on 7 October**, face coverings are no longer required on public transport services that travel within, from, to, or through Auckland.

What kind of face covering can be used in relation to meet Ministry of Health guidance?

14. Any face covering that adequately covers the mouth and nostrils can be used, these include: single use disposable masks, washable reusable masks (whether purchased or homemade), or other types of face coverings (e.g. a scarf wrapped around the face).
15. Information from the Ministry of Health, regarding the use of face coverings in the community, is available [here](#).

Should operators be encouraging and educating passengers about wearing face coverings?

16. Yes, the support of operators and staff in encouraging and educating passengers about the wearing of face coverings is appreciated.

Section 4: Supporting contact tracing

What is contact tracing and why is it important?

17. The purpose of contact tracing is to prevent potential onward transmission, raise awareness about the disease and its symptoms and support early detection of suspected cases.
18. It is important that everyone undertakes practicable actions to support a quick and robust contact tracing process. Contact tracing (coupled with testing and quarantine/isolation measures) is a critical pillar in supporting New Zealand's goal to eliminate COVID-19.

Who undertakes contact tracing?

19. Contact tracing is undertaken by Public Health Units (in the DHB where the confirmed, or probable case was diagnosed), or by the Ministry of Health's National Close Contact Service.
20. When there is a confirmed or probable case of COVID-19, a contact tracing process will occur to:
 - identify all 'close contacts' of the confirmed or probable case – so that these people can be quarantined/isolated (and tested if required); and
 - identify 'casual contacts', of the confirmed or probable case, and ask them to get tested if they have (or develop) symptoms of COVID-19.

What's the difference between a close contact and a casual contact?

21. Generally, a 'close contact' is someone who has been within 2 metres for more than 15 minutes of a confirmed or probable case of COVID-19. The full definition of 'close contact' is available on page 11 of this factsheet:
<https://www.health.govt.nz/system/files/documents/pages/updated-advice-for-health-professionals-covid-19-16-aprilv3.pdf>
22. A 'casual contact' is someone who may have been in contact with a confirmed or probable case of COVID-19, but more than 2m apart or for less 15 minutes.

What should regional authorities and transport operators do to support contact tracing?

23. Under Alert Level 1, transport operators are required to support contact tracing.
24. Regional authorities, and transport operators, are required to display QR codes that are compatible with the NZ COVID Tracer App for their transport assets. Those QR codes need to be displayed in an easily accessible prominent place.
25. Public transport services are not required to obtain and display QR codes if they require all passengers to provide their name and a contact telephone number (in order to use the service); these may include services, such as:
 - air passenger services,
 - interregional bus services,
 - interregional passenger train services.
26. In addition the following services do not need to obtain and display QR codes:
 - school buses (meaning dedicated school services contracted by: the Ministry of Education, or Local Authority, or School Board, or Auckland Transport), or
 - car sharing services and carpooling services.
27. Regional authorities (in the case of public transport) and transport operators should also take steps to promote and enable users and passengers to keep records for contact tracing purposes. We recommend transport operators issue public messaging (e.g. through posters, announcements, social media) to encourage users and passengers to:
 - use the NZ COVID Tracer App by scanning the QR code (where display of the QR code

is available), or recording the trip manually in the NZ COVID Tracer App (if the QR code is not available); OR keep a manual record if you do not have a smartphone.

- use public electronic ticketing cards where these are available (e.g. AT HOP, Snapper, Metrocard or Bee Card) and make sure those cards are registered with the passenger's contact information.

What can regional authorities and operators expect if there is a confirmed or probable case of COVID-19 on their transport service?

28. If there is a confirmed or probable case of COVID-19 on a transport service, a health official will notify the regional authority (in the case of public transport) and/or operator and request your support with identifying the contacts of that person. The health official will be particularly interested in details you might have of any people who were in 'close contact' with the COVID-19 case on the bus/train/ferry they are investigating.
29. For example, you may be asked to review CCTV footage, or online passenger registers (e.g. public transport electronic ticketing card registration details).
30. The health official may also ask you to provide any contact information you might have for people who were in 'casual contact' with the COVID-19 case on the bus/train/ferry/aircraft they are investigating. This is so they can ask these 'casual contacts' to get tested if they have (or develop) symptoms of COVID-19.
31. If you do not have this information (but are not certain that there were no 'close contacts') the health official will discuss with you what action should be taken. For example, they may request that you undertake public messaging asking people that travelled on the service to contact the COVID-19 Healthline.
32. If you are certain that there were no 'close contacts' (e.g. CCTV footage shows no 'close contacts' were established), then you should advise the health official of this and ask if there is anything more that you should do.

Section 5: Cleaning

33. Transport operators should apply cleaning practices consistent with Ministry of Health guidance.
 - Ministry of Health general guidance on cleaning can be found [here](#)
 - Ministry of Health cleaning FAQs can be found [here](#)
34. Cleaning regimes should include:
 - cleaning the vehicle/vessel/aircraft regularly with particular attention to high-touch surfaces (where possible, at the end of each shift/sailing/flight, but at least at the end of each day).
 - as far as practicable, frequent cleaning of high-touch surfaces throughout the day.

Section 6: Customer compliance

35. Transport operators are not expected, or required, to enforce passenger compliance with the Ministry of Health guidelines.
36. Transport operators, however, may choose to stop passengers boarding, where it is lawful to do so on health and safety grounds as per their standard operating procedures.

37. Transport operators may also provide advice to passengers for travelling safely for example by displaying public information posters.