



ALERT LEVEL 3/2: COVID-19 Guidance for Transport Operators

Last updated: 11.00am, 20 October 2021

1. 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.
2. It is intended to be read in conjunction with:
 - the [COVID-19 Public Health Response \(Alert Level Requirements\) Order \(No 12\) 2021](#); and
 - official information about COVID19 Alert Levels 2 & 3 contained on, or linked from, the [covid19.govt.nz](#) webpage and on the [Ministry of Transport website](#).
3. This guidance is subject to change as the response develops. This version contains the following key updates (highlighted in yellow):

- From 11.59pm on Tuesday 19 October 2021, Northland will move to Alert Level 2.

Executive summary

- Community transmission remains under investigation in Auckland and Waikato.
- Auckland is at Alert Level 3, step 1.
- The following areas of the North West Waikato Region are at Alert Level 3: Raglan, Te Kauwhata, Huntly, Ngāruawāhia, Hamilton City, Waipa, Ōtorohanga, and Waitomo (Hamilton Airport is in the Alert Level 3 Area).
- At 11.59pm on 19 October 2021, the Northland Region will move to Alert Level 2.
- The rest of New Zealand remains at Alert Level 2.
- Information about the Waikato areas that are at Alert Level 3 is available [here](#).
- A map of the Alert Level 3 area is available [here](#).
- The Alert Level 2 and 3 areas are defined by [the Order](#).
- At Alert Level 3, Businesses that require close physical contact cannot open. All other businesses can operate, but with restrictions. Transport entities that are able to operate at Alert Level 3 include: passenger transport services (including micromobility), freight transport services, airports and ports, essential vehicle safety and recovery services (subject to specified conditions), the transport Crown Entities (subject to specified conditions), the transport State Owned Enterprises (subject to specified conditions).
- All businesses and services can operate at Alert Level 2, with restrictions.

Travel Restrictions

- Travel remains severely restricted within the Alert Level 3 Area.
- Auckland is at [Stage 1](#) of easing the Alert Level 3 settings (note, the Stage 1 easing of these restrictions does not apply to the Waikato part of the Alert Level 3 Area). This includes:
 - expanding outdoor recreation within the Auckland region to allow previously prohibited activities. For further information visit [the Unite Against COVID-19 website](#). Recreational activities must be completed in one day (i.e. the activity or trip cannot span multiple days). Only people who live on Waiheke and Great Barrier Islands can undertake outdoor recreational activities on these islands.
- Travel is not restricted within the Alert Level 2 Area.
- Interregional travel between the different Alert Level areas remains very restricted. Transit across an Alert Level 3 area is allowed in some circumstances under some conditions. Refer to section 4 for details on interregional and transit travel.

Testing Requirements

- Testing requirements and carrying evidence of a COVID-19 test apply to the Auckland Alert Level area. In general terms:
 - For permitted personal travel out of the Auckland Alert Level area, most people will need to carry evidence of a test.
 - For permitted personal travel into the Auckland Alert Level area, people are not required to carry evidence of a test.
 - For permitted work travel into or out of the Auckland Alert Level area, workers are required to carry evidence of a test.
- Refer to section 5 for more information on the testing requirements, and to Appendix C for a detailed table of the testing requirements for the type of travel being undertaken, and where exceptions apply.

Public Transport

- At Alert Level 2 physical distancing is generally not required on public transport services. The “no standing” rule for public transport services has been revoked.
- Physical distancing requirements on public transport services at Alert Level 3 are the same as at Alert level 4.
- For public transport services that are travelling between Alert Levels (whether to or from Auckland/parts of Waikato), the Alert Level 3 physical distancing rules apply for the whole journey.
- At both Alert Levels (2 and 3), physical distancing needs to be observed at terminals, stations, and airports.
- Face coverings are required to be worn (with some exceptions) on public transport services and at arrival and departure points (for example bus stops, train stations and airports).
- Operators are required to support contact tracing. Most transport operators are 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) do not need to display QR codes.
- From 11.59pm on 5 October 2021, the following additional requirements will apply to the displaying of QR codes at workplaces and on public transport (except public transport with five or fewer seats):



- additional copies of the QR code are to be displayed in one or more prominent places elsewhere in the workplace/vehicle so far as is reasonably practical, and
- displayed copies of the QR code are not altered in a way that makes it unclear that the QR code was issued by the New Zealand Government for the purpose of enabling contact tracing.
- From 11.59pm on 5 October 2021, the following additional requirements will apply to the displaying of QR codes at workplaces and on public transport (including public transport with five or fewer seats):
 - displayed copies of the QR code must be in a condition that enables the QR code to be scanned for the purpose of enabling contact tracing.
- Operators should continue to clean vehicles, vessels, aircraft and facilities (e.g. terminals) in line with Ministry of Health guidance.

Advice for traveling safely under either Alert Level 3

4. We all need to remain vigilant in the battle against COVID-19. We recommend travellers:
- note that travel restrictions are in place, please check <https://covid19.govt.nz/> before travelling;
 - be kind and patient with each other and transport staff, especially your driver or crew;
 - observe physical distancing measures on board public transport services, at terminals, at stations, and at airports;
 - wear a face covering while on public transport, and while waiting for a service;
 - keep a record of where you go and your 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 and drying your hands thoroughly with soap and water (or hand sanitiser if soap and water not available), coughing and sneezing into your elbow, and not touching your face;
 - plan ahead, and allow extra time to ensure your journey is as comfortable as possible;
 - stay home if you're unwell, or may have COVID-19. You should also not travel if you: have been requested to self-isolate/quarantine, have symptoms of COVID-19, or are awaiting COVID-19 test results.
5. We also recommend operators:
- encourage their passengers and users to follow the safe travel tips (list above) by publicly displaying COVID-19 educational posters on site, and through social media and public announcements (e.g. in terminals and on-board);
 - provide information/direct people to information on Alert Level restrictions on their websites, including wherever possible at the time of booking.

Advice for traveling safely under either Alert Level 2

6. We all need to remain vigilant in the battle against COVID-19. We recommend travellers:



- note that travel to, from, or through Auckland and parts of Waikato is restricted, please check <https://covid19.govt.nz/> before travelling to, from, or through Auckland and parts of Waikato;
- be kind and patient with each other and transport staff, especially your driver or crew;
- observe physical distancing measures at terminals, at stations, and at airports;
- observe Alert Level 3 physical distancing measures on public transport services when travelling to, from, or through Auckland and parts of Waikato;
- wear a face covering while on public transport, and while waiting for a service;
- keep a record of where you go and your 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 and drying your hands thoroughly with soap and water (or hand sanitiser if soap and water not available), coughing and sneezing into your elbow, and not touching your face;
- plan ahead, and allow extra time to ensure your journey is as comfortable as possible;
- stay home if you're unwell, or may have COVID-19. You should also not travel if you: have been requested to self-isolate/quarantine, have symptoms of COVID-19, or are awaiting COVID-19 test results.

7. We recommend operators:

- encourage their passengers and users to follow the safe travel tips (list above) by publicly displaying COVID-19 educational posters on site, and through social media and public announcements (e.g. in terminals and on-board);
- provide information/direct people to information on Alert Level restrictions on their websites, including wherever possible at the time of booking.

8. If you require further information or advice, please email the Ministry of Transport at: essentialtransport@transport.govt.nz. We will do our best to address your questions as soon as we can.

About this guidance

9. This guidance outlines key information for transport service operators under the current alert level settings. Specifically, the following matters are covered:

Section 1: Workplace health and safety

Section 2: Alert Level 3 businesses

Section 3: Alert Level 2 businesses

Section 4: Travel restrictions

Section 5: Testing requirements for workers crossing the boundary

Section 6: Physical distancing

Section 7: Face coverings



Section 8: Supporting contact tracing efforts

Section 9: Cleaning practices

Section 10: Customer compliance

Section 1: Workplace health and safety

10. 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 (where this may be relevant to their health and safety arrangements) – <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>.

Section 2: Alert Level 3 businesses

11. At Alert Level 3, there are restrictions to keep workers safe, limit interaction with customers and help prevent the spread of COVID-19. Everyone should work from home if they can. Restrictions are placed on how businesses and services are permitted to operate at Alert Level 3. Unless a business or service is specifically listed in [Schedule 2 of the COVID-19 Public Health Response \(Alert Level Requirements\) Order \(No 12\) 2021](#), no customers or clients may enter the workplace and there is to be no close personal contact with or between customers. Please see the [COVID-19 website](#) for more details.
12. Please note, physical distancing restrictions of 1 metre do apply to stations, terminals, airports, and public transport (except for air transport and small passenger service vehicles). Public transport services provided by means of air transport or small passenger service vehicles must have systems and processes in place to maintain physical distancing so far as is reasonably practical.
13. For the full list of Alert Level 3 requirements for businesses and services (including the conditions) [see Schedule 2 of the Order](#). Also please note the entities specified in [clause 53](#) are fully exempt from the Order.

Section 3: Alert Level 2 businesses

14. Generally, all businesses can operate at Alert Level 2. However, there are restrictions on how businesses can operate. See the [Unite Against Covid Website](#) for more information.
15. Please note physical distancing restrictions of 1 metre do apply to stations, terminals, and airports; and the number of people that can be within the building is restricted on the basis of being able to maintain physical distancing (rather than an absolute number restriction).



Section 4: Travel restrictions

Travel within the Alert Level 3 Area (Auckland, and parts of Waikato)

16. Travel within the Alert Level 3 area remains severely restricted. Travel is only permitted for the reasons [listed](#).
17. Transport operators should not carry passengers who are not travelling for a permitted reason.
18. Passengers are recommended to provide documentary evidence to support their reason for travel (where possible). Recommended documents, which the passenger should provide to support their reason for travel, can be found at Appendix A.
19. From 11.59pm on 5 October 2021, Auckland enters [Stage 1](#) of easing the Alert Level 3 settings (note, the Stage 1 easing of these restrictions does not apply to the Waikato part of the Alert Level 3 Area). This includes:
 - expanding outdoor recreation within the Auckland region to allow previously prohibited activities. For further information visit [the Unite Against COVID-19 website](#). Recreational activities must be completed in one day (i.e. the activity or trip cannot span multiple days). Only people who live on Waiheke and Great Barrier Islands can undertake outdoor recreational activities on these islands.

Travel within the Alert Level 2 Area (rest of New Zealand)

20. Travel within the Alert Level 2 Area (rest of New Zealand) is not restricted. However, travel to, from, or through the Alert Level 3 Area (Auckland and parts of Waikato) is restricted (see below).

Travel between the Auckland and the Waikato part of the Alert Level 3 Area

21. Travel between the Auckland and the Waikato parts of the Alert Level 3 Area are restricted. Travel is only permitted for the reasons [listed](#).

Travel between Alert Level 3 (Auckland and parts of Waikato) and Alert Level 2 (the rest of the country)

22. Travel between the Alert Level 3 Area (Auckland and parts of Waikato) and the Alert Level 2 Area (rest of New Zealand) will be severely restricted. Anyone who travels across the Alert Level Boundary will be required to provide evidence of their eligibility to travel, either at a checkpoint or at a spot check.
23. Everyone should work remotely if they can. Travel across an Alert Level Boundary will be very limited. Maintaining public health is paramount as we move down Alert Levels. Travel is only permitted for the reasons listed:
 - Link: [Personal Travel](#);
 - Link: [Business Travel](#).



24. Businesses must have systems and processes in place to minimise travel across the boundary or between regions within an alert level area.
25. People may travel from the Alert Level 2 Area into the Waikato part of the Alert Level 3 Area and return home to their place of residence afterwards for the purpose of going to work (this permission does not allow for travelling through the Auckland part of the Alert Level 3 Area). Note, this is for people travelling into the Waikato part of the Alert Level 3 Area only. People travelling from the Waikato part of the Alert Level 3 Area into the Alert Level 2 Area for work (and then returning home to the Waikato part of the Alert Level 3 Area) may only do so for permitted work purposes.
26. Transport operators should not carry passengers, between the Alert Level 3 Area (Auckland and parts of Waikato) and the Alert Level 2 Area (rest of New Zealand), who are not travelling for a permitted reason. Passengers are required to provide documentary evidence to support their reason for travel.
27. Examples of relevant evidence can be found at Appendix A and may (but need not) include a document issued by MBIE. If you are uncertain about the situation with respect to permitted movements, please email essentialtransport@transport.govt.nz

Transit across an Alert Level 3 area

28. Transit between or through Alert Level 3 Areas (e.g. flying from Tauranga to Wellington via Auckland or vice versa) is permitted for certain reasons under some conditions (see links under relevant titles).
 - [Airport Transfer](#)
 - [Personal travel through Alert Level 3 without stopping](#)
 - [Travelling directly through an Alert Level 3 area.](#)
29. In particular please note that for personal travel through Alert Level 3 without stopping, people can only travel if their reason to travel is permitted under [clause 18 of Order](#). The traveller will also require evidence that they are permitted to cross the Alert Level 2/3 boundary. For more information please see the [Unite Against COVID-19 website](#).

Section 5: Testing requirements – travel across the Alert Level boundary

30. The guidance in this section is intended to be read in conjunction with official information regarding boundary testing contained on, or linked from, this [COVID-19 webpage](#), Ministry of Transport and [Ministry of Health](#) websites.

Testing for workers who are permitted to cross the Alert Level boundary

31. The testing requirements will not apply for workers travelling across the Waikato Alert Level 3 boundary (however if the worker is travelling from Northland into Auckland, or vice versa, they will need to meet the testing requirements at the Auckland Boundary).
32. COVID-19 testing requirements have been introduced for permitted workers travelling into or out of the Auckland Alert Level 3 Area:



- persons traveling across the Alert Level boundary into or out of Auckland for the purpose of providing a business or service, will be subject to COVID-19 testing. This requirement came into force at 11.59pm on 16 September;
 - employers now have a duty to have systems and processes in place, to ensure, so far as reasonably practicable, their workers are not required to travel into, out of, or through the Auckland Alert Level 3 Area unless the worker has evidence of having had a COVID-19 test in the prior 7 days.
33. Employers must have systems and processes in place, to ensure, so far as reasonably practicable, their workers are not required to travel into, out of, or through the Auckland Alert Level 3 Area unless the worker has evidence of having had a COVID-19 test in the prior 7 days.
34. An employer must also not prevent their workers from reporting for and undergoing testing, medical examination, or both during their working hours, if testing and medical examination are available during those hours.
35. To meet these obligations, it is recommended employers:
- maintain a record of workers that are or will be travelling across the Auckland Alert Level 3 boundary
 - facilitate these workers obtaining a COVID-19 test using either:
 - testing providers, available at community testing sites, pop up testing centres and GP clinics. Testing providers can be found at: <https://www.healthpoint.co.nz/covid-19/>;
 - IANZ accredited suppliers (ianz.govt.nz) for on site testing. Where possible it is recommended that they use ECLAIR to record testing;
 - where you are confident it can be completed in time, saliva testing is also available. Further information about saliva testing is provided below;
 - communicate to your employees to ensure they are aware of their responsibilities:
 - they need to obtain evidence of having undertaken a test from the testing provider, or a medical certificate for those who cannot undergo testing;
 - different advisory systems currently operate e.g. in some cases, the person will receive a text at the time of the test, in others they will receive the result via text message. The requirement is to provide evidence of undertaking a test within the past 7 days, and both types of text would be acceptable if this is available prior to crossing the boundary. If evidence is not forthcoming, your worker must request this (e.g. a medical certificate may be requested from a GP or clinician, or receipt from the testing provider). This should include:
 - name of the testing provider;
 - name of the individual;
 - address of the individual;
 - date the test was completed;
 - they must carry this evidence with them on their journey;



- implement an assurance/checking process to ensure that workers are complying with their obligations. This includes taking steps to address any compliance issues.

36. Should a test result come back as positive for COVID-19, the worker will be notified and the standard protocols for COVID-19 tracing take place, led by the relevant DHB.

Testing options

37. Generally, employees can currently choose to undertake one of two types of tests: a nasopharyngeal swab or an oropharyngeal bilateral anterior nares swab. A range of additional testing services are being progressed to help improve access to testing.
38. Dedicated testing facilities at easy to access locations near the boundary will be stood up to ensure testing can be undertaken as easily and efficiently as possible. This will include the set-up of both dedicated pop-up testing centres near the boundary and on-site testing at some larger workplaces.
39. Site locations will be communicated as soon as they are available on the [Ministry of Health website](#) and through direct communications to the sector.
40. Saliva testing is available to give permitted workers different options to comply. It is self-administered and available 24/7. Workers can collect tubes beforehand and drop their sample at multiple collection points. Saliva testing is a series of 2 tests, at least 2 days apart within 7 days. For those using saliva testing (initially), they need to download and install the APHG saliva testing app. The app will also record your tests and results which can be used as evidence when crossing the Alert Level boundary. You can find out more at covid19salivatesting.co.nz.
41. It is important to note that where saliva testing is utilised, it is the employer's responsibility to ensure the requirements of testing are met. An employee will be compliant at the boundary if they provide evidence of completing a single test within the past 7 days.

Testing for personal travel permitted across the Alert Level boundary

42. The testing requirements will not apply for people moving out of the Waikato Alert Level 3 area into an Alert Level 2 area for permitted personal reasons.
43. Most people who are permitted to travel across the Alert Level boundary out of the Alert Level 3 Area (Auckland) and into the Alert Level 2 Area (rest of New Zealand) for personal reasons need to:
- carry evidence of a negative COVID-19 test received within 72 hours before crossing the boundary; or
 - carry evidence of having taken a COVID-19 test within seven days of their travel (but will not be required to have had the test result before they travel).
44. This includes people who travel into the Alert Level 3 Area for a permitted activity before, immediately after completing that activity, travelling out of the Alert Level 3 Area.



45. People travelling across the Alert Level boundary into the Alert Level 3 Area (Auckland) for permitted personal reasons and remaining there will not be subject to COVID-19 testing requirements.
46. The permitted reasons for personal travel and the different testing requirements are set out at Appendix C.
47. There will be some permitted reasons for personal travel (for example, travel for an emergency) which will not require people to have a COVID-19 test or negative result before travelling (and therefore they won't need to carry evidence of having had a test). One such reason is people travelling into and then out of the Alert Level 3 Area (Auckland) for a medical appointment. This exception applies only for people who live outside of the Alert Level 3 Area (Auckland) and travel into the Alert Level 3 Area (Auckland) for their appointment. It does not apply to people who live in the Alert Level 3 Area (Auckland) and travel to the Alert Level 2 Area for a medical appointment.
48. Travellers required to get tested will be able to access public testing sites to get a test and will not be charged for this. Evidence can be paper-based or in electronic form, e.g. a text message.
49. Operators providing services that cross the boundary are asked to make their passengers aware of the testing requirements, preferably at the time of booking.

Compliance

50. New Zealand Police are the lead agency for managing the enforcement of permitted travel across the land and domestic air boundary in partnership with key agencies. The New Zealand Aviation Security Service has been issued with enforcement authority to assist New Zealand Police and ensure compliance of the current Health Order in respect to air travel into and out of the Alert Level 3 Area.

Land

51. At the land boundary, Police will commence compliance checks from 11.59pm on 16 September 2021.
52. Where possible, vehicles will be diverted from the main thoroughfare to minimise the impact on other vehicle movements. Where a driver does not have appropriate evidence of a test, they may be turned around. Drivers who need to undertake a COVID-19 test will be directed to testing facilities near to the boundary to ensure they can complete a test and return to their journey as quickly as possible (subject to testing capacity at the time).

Aviation

53. Aviation Security Officers have been made enforcement officers under the COVID-19 Public Health Response Act 2020, and are authorised to carry out the following powers and functions:
 - checking evidence of a COVID-19 test or certificate in accordance with an order;
 - checking evidence of permission to travel in accordance with an order;
 - checking the location of destination of travel in accordance with an order;
 - ensuring that travel requirements in place are complied with by people who are travelling;



- monitoring the purposes for which people are travelling and, if necessary, directing the movement of persons who are not permitted to travel.

54. Auckland domestic terminal. Aviation Security are currently undertaking checks of outbound passengers at the terminal front-door to ensure they are travelling for permitted purposes. From 11.59pm on 16 September they have also been asking passengers who are travelling for permitted work purposes to provide evidence of a COVID-19 test. From 11.59 pm on 23 September, they will ask outbound passengers who are travelling for permitted personal reasons, and who are required to have a negative COVID-test before they travel, for evidence of their test result. (Please see Appendix C for the list of testing requirements for personal travel).
55. Wellington, Christchurch, Dunedin, Queenstown domestic terminals. Aviation Security are currently undertaking checks of outbound passengers into the Alert Level 3 Area at the boarding gates to ensure they are travelling for permitted purposes. They are also asking:
 - travellers who are permitted workers to provide evidence of a COVID-19 test, and
 - passengers who are travelling to the Alert Level 3 Area (Auckland) for permitted personal reasons, and who are required to have a negative COVID-test before they travel, for evidence of their test result. Note, this does not include people who are travelling to the Alert Level 3 Area (Auckland) for permitted personal reasons and remaining there. Please see Appendix C for the list of testing requirements for personal travel.
56. Hamilton airport. Hamilton Airport is now in the Alert Level 3 Area. Aviation Security staff continue to assist NZ Police with compliance at Hamilton airport with spot checks of passengers.
57. Other airports. Police will lead compliance at domestic airports where there is no Aviation Security presence if there are scheduled flights operating into the Alert Level 3 Area.
58. Airlines are asked not to board passengers who do not meet the permitted reasons for flying into or out of the Alert Level 3 Area (Auckland and parts of Waikato), including the requirement to carry evidence of a COVID-19 test when applicable.
59. NZ Police will be available to respond to disruptive or threatening passengers who have been refused boarding, if required.
60. We are also continuing to explore additional options to make compliance with boundary testing requirements as easy as possible. This includes looking at opportunities to integrate evidence requirements with the business travel documentation. Further guidance will be provided on this matter as soon as possible.

Section 6: Physical distancing

Public transport services at Alert Level 3

61. In the table below, please find the Alert Level 3 physical distancing restrictions for public transport services.

Service type	Physical distancing requirement
Air passenger services	Maintain physical distancing to the extent practicable - <i>please refer to previous guidance which advises to leave the middle seat, or the aisle seat, vacant (depending on the seating configuration of the aircraft).</i>
Small passenger services	Maintain physical distancing to the extent practicable - <i>in accordance with previous guidance the passenger(s) should be seated as far from the driver as practicable, and the front passenger seat should be unoccupied; passengers can travel together in the back seats if they are part of the same bubble.</i>
Other public transport services (buses, trains, and ferries etc)	1 metre to the extent practical (taking into account the nature of the service) – <i>for trains and buses, please see Appendix B with regards to further guidance.</i>

62. Regional authorities (in the case of public transport) and transport operators should also issue public messaging that discourages people who are unwell from using their services.

Public transport services at Alert Level 2

63. At Alert Level 2 physical distancing on public transport services is generally not required. The “no standing” rule for public transport services has been revoked.
64. Regional authorities (in the case of public transport) and transport operators should issue public messaging that discourages people who are unwell from using their services.

Public transport services travelling between Alert Level 2 and Alert Level 3

65. Public transport services that are travelling to, from, or through the Alert Level 3 Area (Auckland and parts of Waikato) are required to maintain Alert Level 3 physical distancing measures (for the entire journey). See the Alert Level 3 physical distancing requirements above (i.e. as far as practicable for air passenger services and small passenger vehicles; and 1 metre to the extent practicable for other services).

Airports, bus stations, train stations, and ferry terminals

66. At both Alert Levels 2 and 3, 1 metre distance between people and passengers at the airport, station, or terminal is required (unless they are travelling together (*noting at Alert Level 3 persons can only travel together within their ‘household bubble’*)).



Section 7: Face coverings at Alert Levels 2 and 3

Who needs to wear a face covering?

67. Face coverings must be worn on all public transport services and any public transport arrival or departure points, this includes train stations, bus stations and airports.
68. However, there are some exemptions, these include:
- the following specific services:
 - school buses (meaning dedicated school services contracted by: the Ministry of Education, or Local Authority, or School Board, or Auckland Transport), or
 - a ship that has no enclosed space for passengers
 - charter services and tours.

69. Please note that persons on Cook Strait ferries are no longer exempt from wearing a face covering.

What kind of face covering can be used?

70. 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).

Is anybody exempt from wearing a mask?

71. Yes. Transport operators should be aware that the following persons are not required to wear face coverings:
- persons under the age of 12, and
 - persons who have a medical condition or disability that make it unsuitable to wear a face covering (*please note it might not always be clear why someone may need to be exempt from wearing a face covering*), and
 - drivers or staff, if:
 - they are in a space separated from passengers (e.g. pilots in a cockpit, crew on the bridge of a vessel, passengers or crew in a private cabin on a vessel, or train drivers in a train cab), or
 - wearing a face covering could make it unsafe to operate the vehicle (e.g. wearing a face covering means drivers or staff are unable to properly communicate, or causes the eyeglasses of the driver to fog).
72. In addition, transport operators should note that the use of face coverings is not required in the following situations:
- if it is unsafe to wear a face covering (e.g. if the person's only face covering is wet, or wearing a face covering means a driver cannot safely operate the vehicle),
 - if there is an emergency that requires the face covering to be removed (e.g. to perform CPR),



- if removal of the face covering is required to prove identity,
- if visibility of the mouth is required for communication (e.g. when communicating with someone who is deaf),
- if there is a need to remove the face covering to take medicine,
- if there is a need to remove the face covering to eat or drink (if eating or drinking is permitted by the conditions of carriage) - (please note: the Ministry of Health advises that the eating of food and drink should be discouraged where practicable on services at Alert levels 2 and 3).

73. Information from the Ministry of Health, regarding the use of face coverings in the community, is available [here](#).

What about enforcement?

74. The obligation to wear a face covering on public transport is the responsibility of the individual.
75. Operators, drivers and staff are not expected to assume the role of enforcement officer; but they still have their usual customer relations role to remind people about face coverings. The role is to educate and encourage passengers to do the right thing, but not be the enforcer. Staff are not expected to refuse boarding to people who do not have a face covering. This kind of issue should be dealt with as you would normally manage a difficult passenger situation.
76. Passengers and staff should not be encouraged to call Police if someone is not wearing a face covering. As per normal procedures, if the situation is dangerous or a passenger is displaying threatening behaviour, for example, Police should be called.

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

77. Yes, the support of operators and staff in encouraging and educating passengers about the wearing of face coverings is appreciated. A range of collateral is provided with this guidance including posters which operators are asked to display across their fleets, terminals, stations and other facilities.
78. The Government will continue to remind people to follow the instructions of the public transport workforce regarding face coverings.
79. These messages will be reinforced through a major All of Government public communications campaign, including COVID-19 TV advertising.

Section 8: Supporting contact tracing

What is contact tracing and why is it important?

80. 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.
81. 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?

82. 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.

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

83. Under Alert Levels 2 and 3, transport operators are required to support contact tracing.
84. 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.
85. From 11.59pm on 5 October 2021, the following additional requirements will apply to the displaying of QR codes on public transport (except public transport with five or fewer seats):
- additional copies of the QR code are to be displayed in one or more prominent places elsewhere in the vehicle so far as is reasonably practical, and
 - displayed copies of the QR code are not altered in a way that makes it unclear that the QR code was issued by the New Zealand Government for the purpose of enabling contact tracing.
86. Additionally, QR codes displayed on public transport (including public transport with five or fewer seats) must be in a condition that enables the QR code to be scanned for the purpose of enabling contact tracing.
87. 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.
88. 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.
89. 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?

90. 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.
91. For example, you may be asked to review CCTV footage, or online passenger registers (e.g. public transport electronic ticketing card registration details).
92. 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.
93. 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.
94. 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.

What is contact recording and who is required to do it?

95. Mandatory record keeping at specified places has been introduced and is required from 11.59pm on Tuesday 7 September. People responsible for these places must now have systems and processes in place to ensure, so far as is reasonably practicable, that each person aged 12 or over who enters the place or attends the gathering:
 - scans the QR Code for the place; or
 - provides a contact record that the person in control of the place collects.
96. This requirement does not extend to:
 - transport stations (including terminals);
 - passenger services (air, rail, road and sea);



- public transport services provided by air or small passenger services.

97. For more information on record keeping, please see the [website of the Privacy Commissioner](#).

Section 9: Cleaning

98. 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](#).

99. 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 10: Customer compliance

100. Transport operators are not legally required to enforce passenger compliance with:

- the COVID-19 Public Health Response (Alert Level Requirements) Order (No 12) 2021, or
- Ministry of Health guidelines.

101. However, transport operators may choose to stop passengers boarding, where it is lawful to do so on health and safety grounds as per their standard operating procedures or as a condition of carriage for example. Transport operators should encourage potential passengers to check what the current restrictions are prior to making a booking or using their services.

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

Appendix A: Recommended Evidence for Travel

Evidence is required for travel across the Alert Level boundary (for both the Auckland and Waikato parts of the Alert Level 3 Area)

People may only cross the Alert Level boundary if that travel is [legally permitted](#), or if they have a current travel exemption granted by the Director-General of Health. If people are travelling across the Alert Level Boundary, they are required to have evidence of that permitted reason.

Business Travel Across Alert Levels –

Businesses with workers needing to cross the Alert Level boundary can apply for Business Travel Documents if they meet the criteria for permitted travel. Getting the official Business or Personal Travel Document will make the process of crossing a boundary much quicker and easier. The eligible business categories, types of travel permitted and link to start an application through Business Connect are available on the business.govt.nz website.

In addition to the obligation to carry evidence of their purpose for travel, businesses with workers needing to cross the Alert Level boundary into the Auckland part of the Alert Level 3 Area will need to ensure that their workers carry evidence of having had a COVID-19 test (as arranged for by their employer) in the past 7 days. This obligation came into force at 11.59pm on 16 September. This testing requirement does not apply to workers who only cross the Waikato parts of the Alert Level 3 Area.

For more information please see the [Unite Against COVID-19 website](#).

Personal Travel Across Alert Levels –

If you are travelling for permitted personal reasons across Alert Levels, you will also need to illustrate evidence for that travel and you may need to illustrate that you have had a COVID-19 test, please see Appendix C for the testing requirements.

Evidence is recommended for travel within Alert Level 3

If you are leaving home for a permitted reason to travel within the Alert Level 3 Area, you do not need any other form of approval. It is recommended that you carry some evidence of your reason to leave your home, for example, proof of address for both households if you are maintaining a shared childcare arrangement. You should be prepared to show evidence of your reason for travel. For examples of evidence please see the Unite Against COVID website:

[Permitted reasons for travel and recommended documentation - Level 3.](#)

Appendix B: further physical distancing guidance for bus and train operators

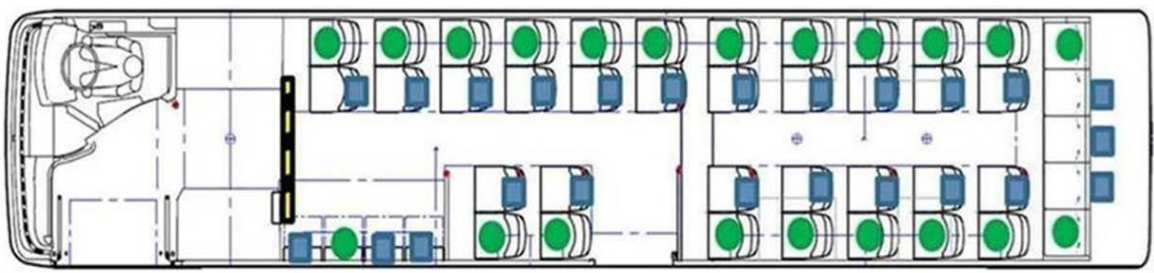
Alert Level 3 requirements

Regional authorities and operators should put in place measures that promote and enable passengers to maintain 1m physical distancing. This could include:

- markings on the ground where people can stand at bus or train stops,
- seating configurations on vehicles that indicate appropriate seating distances.

However, it is understood that in some circumstances, fully adhering to the 1m physical distancing requirement may not be practical. In particular, we are aware that achieving a 1m physical distancing seating configuration may be problematic in some public transport vehicles.

To address this, the seating configuration below could be used (where people are seated in the green dots only, and the blue squares are vacant – additionally there should be no standing passengers).



Alert Level 2 requirements

At transport stations

Regional authorities and operators should put in place measures that promote and enable passengers to maintain 1m physical distancing. This could include markings on the ground where people can stand at bus or train stops.

Appendix C: Testing evidence requirements for travel across Alert Level boundaries – 3/2 settings

Permission	Requirement to carry evidence of a permitted movement	Is a test required?	Requirement to carry evidence of a test
Testing for workers who are permitted to cross the Auckland alert level boundary (in either direction)			
<ul style="list-style-type: none"> Permitted work – alert level 3 businesses and services (as listed in schedule 5 of the Order); or Do necessary work as described in clause 25(2)(a); or Accompanying anyone who is travelling for the above mentioned work purposes. 	Yes	PCR test within 7 days OR Two saliva tests (taken no less than 48 hours apart) within a 7-day period	Yes evidence of a test is required - if using saliva testing, evidence of one test only is required.
<ul style="list-style-type: none"> Exempt workers under clause 53 	Yes	None	No
Testing for persons who are permitted to cross the alert level boundary <u>out of</u> the Auckland Alert Level 3 Area for a personal reason			
<ul style="list-style-type: none"> Leave or relocate hospital/residential care; or Attend a judicial institution; or Leave or relocate home on court order; or Leave or change home after period of detention; or Leave New Zealand (including travel to pre-departure Managed Isolation and Quarantine (MIQ); or Collect a person leaving or relocating home on court Order or after detention; or 	Yes	Test within 72 hours of travel	Must carry negative COVID-19 test result received within 72 hours of crossing the boundary.

<ul style="list-style-type: none"> • Collect a person going home after MIQ or quarantine-free travel (QFT) travel; or • Going to the person's principal home or place of residence or collecting such a person; or • Relocating home or place of residence on a permanent or long-term basis, or collecting such a person, as a result of: starting new employment, attending tertiary education, or purchasing or renting a new principal home or place of residence; or • A person returning to a school hostel located in an Alert Level 2 Area and intending to stay at that school hostel until the end of the 2021 school year; or • Accompanying anyone who is travelling for the above mentioned personal purposes. 			
<ul style="list-style-type: none"> • Receive their first of second injection of the Pfizer/BioNTech COVID 19 vaccine; or • To access a health service (with an appointment); or • To provide care, or enable care to be provided, for pets or other animals (but only if a breach of the Animal Welfare Act 1999 could result if the care were not provided); or 	Yes	Test within 7 days of travel	Yes evidence of a test within 7 days of crossing the boundary is required.

<ul style="list-style-type: none"> Accompanying anyone who is travelling for the above mentioned personal purposes. 			
<ul style="list-style-type: none"> A fellow resident of a child accompanying the child going to the home or place of residence of the shared caregiver or collecting the child for that purpose; or A child leaving the home or place of residence of a shared caregiver, to visit or stay at the home or place of residence of another shared caregiver. 	No	Test within 7 days of travel	Yes evidence of a test within 7 days of crossing the boundary is required.
<ul style="list-style-type: none"> To go home after MIQ; or To go home after QFT travel; or Accompanying anyone who is travelling for the above mentioned personal purposes. 	Yes	None	No requirement.
<ul style="list-style-type: none"> Emergency situations; or Urgent care of child/support or care to person in critical/terminal condition. When accompanying others (when the person is not subject to testing requirements); or 	No	None	No requirement.
Testing for persons who are permitted to cross the alert level boundary <u>into</u> the Auckland Alert Level 3 Area for a personal reason <u>and remain there</u>			
<ul style="list-style-type: none"> People travelling into the Alert Level 3 Area (Auckland) for permitted personal reasons and remaining there 	Remains the same as those travelling out of the Alert Level 3 Area (see above)	None	No requirement.

Testing for persons who are permitted to transit across the Auckland Alert Level 3 Area for a personal reason (who as far as reasonably practicable must not stop en route)			
<ul style="list-style-type: none"> Collect or accompany a tūpāpaku or deceased person; or Attending a funeral, tangihanga, wedding or civil union service; or Attend an education entity; or Going to your main home; or Relocate your main home on a permanent or long-term basis; or Shared childcare arrangements; or 	Yes	None	No requirement.
Exceptions			
<ul style="list-style-type: none"> People travelling into an Alert Level 3 Area for a healthcare appointment (including vaccinations) and then back to their usual place of residence outside the Alert Level 3 Area. Note: this only applies to people traveling <u>into</u> the Alert Level 3 area for a medical appointment. It <u>does not</u> apply to people who live in an Alert Level 3 Area and travel out for a medical appointment. 	Yes	None	No requirement.
Testing for persons who are permitted to travel into, out of, or through the Waikato part of the Alert Level 3 Area for both personal and work reasons			
<ul style="list-style-type: none"> People travelling into, out of, or through the Waikato part of the Alert Level 3 boundary for work or permitted personal reasons. 	Remains the same as those travelling out of the Auckland Alert Level 3 Area (see above)	None	No requirement.