

# ALERT LEVEL 1: COVID-19 Guidance for Transport Operators

*Please note this guidance may change as the response to COVID-19 evolves.*

*Last updated: 8 June 2020 at 1520 hours*

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 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.mot.govt.nz).

## Executive summary

- With regards to workplace health and safety, operators should consider advice and guidance from Worksafe and the Ministry of Health.
- Physical distancing is not required at Alert Level 1, but operators should continue public messaging that discourages people who are unwell from using their services.
- Passengers should be encouraged to record their own journeys to assist contact tracing, including using the NZ COVID Tracer app where it is available.
- Where practicable, operators should continue to support contact tracing efforts.
- Operators should continue to clean vehicles, vessels, aircraft and facilities (e.g. terminals) in line with Ministry of Health guidance.
- The Ministry of Health has guidance on the use of PPE for staff who do not work in the health sector.
- Transport operators are not expected, or required, to enforce compliance with the advice for travelling safely, the 'Golden Rules', or Ministry of Health guidelines.

## ALERT LEVEL 1

3. **New Zealand will move to Alert Level 1 after 1159 hours on Monday 8 June.**
4. At Alert Level 1, there will be no restrictions on domestic travel. People will be advised to travel safely and to apply the Golden Rules for Alert Level 1.

### *Advice for traveling safely under Alert Level 1*

5. We all need to remain vigilant in the battle against COVID-19. We recommend travellers:
  - Follow the Golden Rules for Alert Level 1 (please see overleaf).
  - Keep a record of where they go and their interactions.
  - Practice good hygiene and follow Ministry of Health advice. This includes washing their hands thoroughly with soap and water; 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.

### *The Golden Rules for Alert Level 1*

- If you're sick, stay home. Don't go to work or school. Don't socialise.
  - If you have cold or flu symptoms call your doctor or Healthline and make sure you get tested.
  - Wash your hands. Wash your hands. Wash your hands.
  - Sneeze and cough into your elbow, and regularly disinfect shared surfaces.
  - If you are told by health authorities to self-isolate, you must do so immediately.
  - If you're concerned about your wellbeing, or have underlying health conditions, work with your GP to understand how best to stay healthy.
  - Keep track of where you've been and who you've seen to help contact tracing if needed. Use the NZ COVID Tracer app as a handy way of doing this.
  - Businesses should help people keep track of their movements by displaying the Ministry of Health QR Code for contact tracing.
  - Stay vigilant. There is still a global pandemic going on. People and businesses should be prepared to act fast to step up Alert Levels if we have to.
  - People will have had different experiences over the last couple of months. Whatever you're feeling — it's okay. Be kind to others. Be kind to yourself.
6. We recommend operators encourage their passengers and users to follow the safe travel tips and Golden Rules for Alert Level 1 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*

7. This guidance outlines key information for transport service operators under Alert Level 1. Specifically, the following matters are covered:

**Section 1:** Workplace health and safety

**Section 2:** Physical distancing

**Section 3:** Supporting contact tracing efforts

**Section 4:** Cleaning practices

**Section 5:** Customer compliance

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

## 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 issued 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

11. At Alert Level 1, there is no requirement for physical distancing.

12. However, 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: Supporting contact tracing

*What is contact tracing and why is it important?*

13. 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.

14. 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 mission to eliminate COVID-19.

15. The importance of being able to carry out good contact tracing will increase at Alert Level 1. In effect, other public health measures (including contact tracing) have become even more important as general physical distancing requirements are removed.

*Who undertakes contact tracing?*

16. 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.

17. 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?*

18. 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>

19. 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 and for less than 15 minutes.

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

20. Under Alert Level 1, the primary responsibility for keeping contact tracing records lies with the individual traveller.

21. Whilst businesses are not required to keep contact tracing records, where customer information is collected as part of BAU processes, we recommend transport operators keep it for 31 days to assist with contact tracing if required (although the information may of course be kept longer for other reasons as part of BAU processes).

22. 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:

- where reasonable and practicable, obtain QR codes that are compatible with the NZ COVID Tracer App for each of their assets that are accessible to the public; and display those QR codes in a place that is prominent and easily accessible to members of the public. If you are having difficulty accessing the NZ COVID Tracer QR codes, you can contact the Ministry of Transport for assistance (see below).
- issue public messaging (e.g. through posters, announcements, social media) to encourage users and passengers to:
  - use the NZ COVID Tracer App (where this is available);
  - 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;
  - retain copies of their boarding passes/tickets (for ticketed services) for at least 31 days after using the service;
  - keep manual records of their journey in situations where the above is not an option or if manual records will assist with contact tracing in addition to the above.

23. As of the time of writing, it is understood that some transport operators are experiencing practical issues obtaining QR codes compatible with the NZ COVID Tracer App.

24. The Ministry of Health, the Ministry of Transport, and Waka Kotahi NZ Transport Agency are exploring options to resolve this. If you are experiencing difficulties using the NZ COVID Tracer app, such as accessing QR codes for your assets, please email the Ministry of Transport ([essentialtransport@transport.govt.nz](mailto:essentialtransport@transport.govt.nz)).

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

25. 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.

26. For example, you may be asked to review CCTV footage, or online passenger registers (e.g. public transport electronic ticketing card registration details).
27. 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.
28. 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.
29. 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 4: Cleaning**

30. 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](#)
31. 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 5: Customer compliance**

32. Transport operators are not expected, or required, to enforce customer compliance with:
  - advice for travelling safely;
  - the Golden Rules for Alert Level 1; or
  - Ministry of Health guidelines.
33. 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. If transport operators require support for stopping a passenger boarding, they may contact the New Zealand Police through normal channels.