Maintaining confidence in transport during Covid-19 pandemic

May 2020
Keeping our communities safe

To limit the spread of coronavirus

Increased cleaning across the public transport network

Our staff are checking fares without handling your cards or devices

Please use Opal and contactless payment methods where possible.

Protect yourself from viruses

Clean your hands with soap and water, or hand sanitiser.

Cover your nose and mouth when you cough or sneeze.

Avoid close contact with anyone with cold or flu-like symptoms.

Stay home if you are sick.

Find the facts
health.nsw.gov.au/coronavirus
Our Purpose

We are redefining integrated transport choices to improve the lives of customers and communities, making Greater Sydney a better place to live, work and play.
THE CHALLENGE: MANAGING DEMAND WITH LIMITED CAPACITY

• Getting customers and businesses to think differently about how they work, travel and use the network
• How to manage the network to safely absorb increased patronage demand while keeping in line with health advice
• Stopping mode shift from public transport to roads leading to increased congestion and journey time and a reduced reliability of road network
• Seizing the opportunity to increase walking and cycling
MANAGING CAPACITY THROUGH SHIFTING DEMAND

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<thead>
<tr>
<th>Time of day</th>
<th>AM peak</th>
<th>PM peak</th>
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<td>0600</td>
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<td>2200</td>
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Patronage

Max capacity – social distancing

Shift

Potential increased capacity
MANAGING CAPACITY SAFELY

A reduction in overall patronage and change in travel patterns is required to be able to maintain social distancing on public transport while maximising the number of customers who can safely travel.

Transport supports a full return to school and will continue to monitor impacts on patronage closely.

Transport supports a staged approach to return to work of office workers and will monitor increased patronage and network capacity as restrictions are lifted.

Controls on return of office workers in major employment centres (Sydney CBD, Parramatta, Newcastle, Wollongong etc) will enable social distancing for customers.
WE NEED TO WORK TOGETHER

Overall Transport for NSW messaging for all travel

Transport helps keep economies and communities moving, even during these uncertain times. There will be many challenges in the months ahead, including limited capacity on the public transport network and potentially increased congestion on roads. A strategy is in place to keep customers and staff as safe as possible and help them make more informed travel choices. Transport for NSW wants people to start thinking about shifting their routines and behaviour – only travelling when essential, working from home where possible and staggering start times.

Transport for NSW is doing everything it can to support customers and the wider community but everyone needs to play their part to support the staged return to work and other activities – this includes government, employers and industry.

### Customers and community
- Consider shifting routines and behaviour, and thinking differently about how and when you need to travel
- Only use the public transport network for essential travel and stay off the network if unwell
- Be more aware of your surroundings and treat each other with respect – this is not a time for unacceptable behaviour

### Employers
- Provide flexibility for employees including working from home and staggered start times
- Encourage employees to think about how and when they travel to work
- Support changes in behaviour and ask employees to consider their future travel options

### Government
- Work together with all levels of government to sustain long term viability of behavioural changes
- Be aligned across government when making policy decisions around future ways of travelling around the public transport network
- Maintain community confidence by aligning messages across government as the COVID-19 situation evolves

### Transport operators
- Work closely with Transport for NSW
- Keep services clean for customers
- Prioritise the health and wellbeing of staff and customers as the number one priority
- Ramp up messaging on social distancing and personal hygiene to local schools, students and customers

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Government key messaging: ‘Stay at home’ messaging for all non-essential travel. Follow NSW Health advice and if feeling unwell stay at home
SAFETY ON PUBLIC TRANSPORT: WHAT TRANSPORT IS DOING TO KEEP OUR CUSTOMERS AND STAFF SAFE

Infection control cleaning
- Enhanced cleaning program
- Onboard high touch cleaning for rail, metro and ferry services
- Overnight deep cleaning
- Motor vehicle sanitisation stations – metro and regional

General hygiene
- 350 hand sanitiser pods at rail, metro, wharves and interchanges
- Hand sanitiser for drivers and guards

Staff safety
- Exclusions zones for drivers and guards
- Hand sanitiser/wipes for drivers and guards
- No cash handling where possible
- Reduced catering services on regional trains
- Changed staff job demands to reduce risk

Social distancing
- Maintaining high levels of service
- Enhanced customer message – essential travel only
- Posters on services advising distancing
- On board announcements
- Transport supervisors for known interchanges
- Customer facing technologies

Reporting and monitoring
- Forecasting patronage demand
- Detailed network simulations to identify potential impacts and hotspots
- Enhanced daily monitoring of network operations
- Rapid problem identification and response

Proposed or additional actions under development
- Decals at stations and on services
- Request for increased police patrols at hot spots
- High visibility staffing at hot spots
- Sneeze screen for buses
OUR OPERATORS

• Precautions for public transport and dedicated school buses prepared in conjunction with NSW Health – will be shared with operators to allow them to prepare for students starting to return to school.

• Encourage operators to review the Safe Work Australia guidance for public transport and conduct a risk assessment of the controls that are reasonably practicable.

• Transport will help operators with:
  • Sourcing hand sanitiser and other cleaning products
  • Extra cleaning – we are funding extra cleaning for all bus operators across NSW.
  • Additional cleaning squads – a specific high traffic interchange cleaning initiative is being considered which would be provided by TfNSW at no cost to operators.
  • Driver protective screens – encourage operators to risk assess the provision, manufacture and installation of screens for bus driver cabins in buses. If the use of screens in buses is assessed as providing a reduction in risk for your drivers and does not introduce new risks, such as impacting on access/egress or glare, we will consider funding the screens.