

Unite against COVID-19



# COVID-safe public transport plan

[covid19.qld.gov.au](https://covid19.qld.gov.au)



**Queensland**  
Government



# COVID-safe public transport plan

Public transport has played an essential role in our community throughout the COVID-19 pandemic.

TransLink has worked closely with transport delivery partners, stakeholders and relevant government agencies including Queensland Health to ensure services have continued to run safely as scheduled.

As restrictions ease and we move into recovery, public transport will continue to play a key role in keeping our cities moving.

## TransLink's *COVID-safe public transport plan* includes:



### Reliable service

- < All transport services across bus, train, ferry and tram operate as scheduled despite much less public transport use by customers.



### More cleaning

- < Daily sanitising of all services and regular cleaning of hard surfaces and customer touch points on board services and at stations occurs.



### Safety measures

- < All South East Queensland services operate as cashless to reduce cash handling. Customers need a go card or pre-paid ticket to travel.
- < Customers board at the rear door on buses where possible, unless requiring assisted boarding through the front door.
- < Designated space for public transport staff exists on all modes. For example, the front row of seats on board buses are blocked off.
- < Hand sanitiser available at key stations across the network.



### More services to support social distancing

- < More than 1000 extra bus and train services will operate from Monday 10 August. This includes 192 bus services and 21 train services every weekday across key routes allowing more flexible travel options for customers.



### Regular travel information

- < Regular updates available through TransLink digital channels (website, social media, MyTransLink app).
- < Transport signage to promote distancing where possible and information and messaging adapted regularly based on health advice and customer feedback.
- < Staff on hand to help at most tram and train stations across the network and Customer Liaison Officers at key busway stations during peak time.



### Maximising capacity on busy services

- < Using vehicles that support capacity and distancing on board, including six-car trains and larger buses on busier routes where possible.
- < Investigating opportunities to provide customers with information about capacity on services so they can plan ahead.



## Safe and responsible travel for everyone

Customers have a key role to play when they travel on public transport. Everyone needs to take responsibility and follow three simple steps to help support everyone's health and safety while travelling.



### 1. Leave a gap

- < When travelling, **leave a gap** between you and others where possible by:
  - standing away from others while at a stop or platform
  - leaving space between you and the person in front as you enter the vehicle
  - sitting away from other people
  - waiting for a later service if required in busy periods.
- < Follow staff advice and seek assistance if you need it – we are here to help.



### 2. Adjust your travel

- < Consider options to adjust your travel including:
  - travelling outside peak times
  - catching an earlier service or waiting for a later service
  - walking or cycling between home and work or for part of your journey
  - discussing options with your employer such as working from home more often, staggering your work days or your start and finish times.



### 3. Keeping it clean

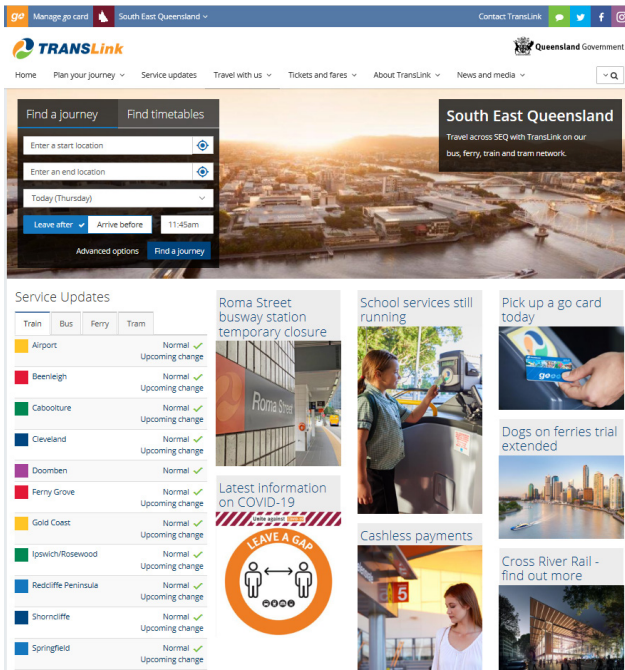
- < Follow Queensland Health's advice regarding good hand and respiratory hygiene, including:
  - **staying home if you are unwell**
  - cleaning hands with soap and water or alcohol-based hand rubs
  - covering your nose and mouth with a tissue or flexed elbow when coughing or sneezing
  - avoid contact with anyone who has symptoms such as fever, a cough, sore throat, fatigue, and shortness of breath
  - consider wearing a face mask if you can't maintain social distancing.
- < Follow the measures we've introduced to help stop the spread of COVID-19 including cashless payments and rear door boarding.
- < Download the COVIDSafe app at [aus.gov.au/app](https://aus.gov.au/app)
- < Treat our staff and your fellow customers with respect – we are all in this together.





## TransLink is helping customers make safe choices while on public transport

### Website



### Floor decals

Bus mode



Train mode



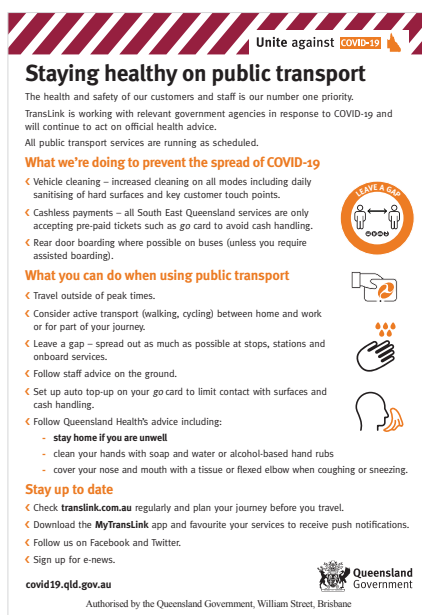
Ferry mode



Tram mode



### Factsheet



### Posters at stations





### Supporting recovery

As a community we have united to act on health advice and follow government restrictions, limiting the spread of COVID-19 and to flatten the curve.

As individuals we have changed our habits quickly with a lot of people currently working from home and businesses and educational institutions largely delivering services online.

As restrictions begin to ease, it's likely communities and workplaces will continue to operate differently, impacting travel habits now and into the future. In consideration of these changes, we will manage public transport in a new era, be ready to adapt to customer needs and in support of broader government and economic recovery.

### Building for the future

Through this challenging time, our transport delivery partners have supported us and our customers, transporting essential workers and ensuring services continue to run on schedule.

We are continuing to progress key projects in conjunction with other agencies to improve public transport including Cross River Rail and Gold Coast Light Rail stage 3, progressing the Smart Ticketing solution and delivering infrastructure improvements including park 'n' rides, bus stations and accessibility upgrades.

Through these initiatives and by building stronger relationships, we will be well placed to continue to deliver for our customers.

### For more information

- ◀ Check the **translink.com.au** regularly and plan your journey before you travel.
- ◀ Download the **MyTransLink** app and favourite your services to receive push notifications.
- ◀ Follow us on Facebook and Twitter.
- ◀ Sign up for e-news.