COVID-safe public transport plan
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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 some buses, 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 supporting social distancing**
  - Selected additional services introduced in August will continue after 11 December 2020. Morning services on ten bus routes and evening services on three bus routes will be extended until 25 June 2021. All additional train services introduced in August will become permanent.
  - The permanent introduction of 105 additional weekly train services, and the temporary implementation of select additional bus services.
  - Since May 2020, we been using vehicles that support capacity and distancing on board, including six-car trains and larger buses on busier routes where possible.

- **Information and tools for safe travel**
  - Regular updates available through TransLink digital channels (website, social media, MyTransLink app).
  - Service capacity information so customers can plan ahead and avoid busy times.
  - 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.
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
     - wearing a face mask when required on public transport services, at stops and stations, in line with the latest health directions.
   - Follow the measures we’ve introduced to help stop the spread of COVID-19 including cashless payments and rear door boarding on some buses.
   - Download the COVIDSafe app at aus.gov.au/app
   - Treat our staff and your fellow customers with respect - be cool, be safe, be kind, and remember, we’re all in this together.
TransLink is helping customers make safe choices while on public transport

When travelling on public transport, leave a gap where possible by:

- standing apart at stations and platforms
- sitting away from fellow passengers on board
- travelling outside peak times
- waiting for a later service.

Always follow staff advice and stay home if you are unwell.
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.

covid19.qld.gov.au