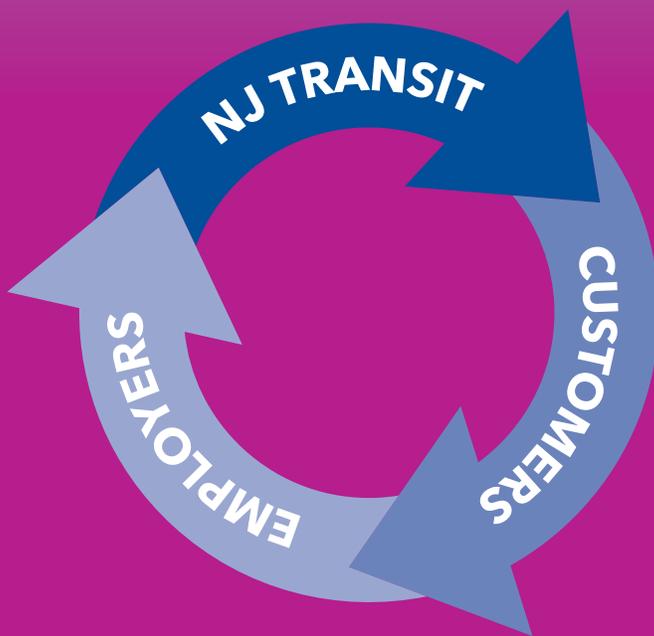


# NJ TRANSIT Guidelines

# N YOUR RIDE TO RECOVERY

In support of The Road Back, New Jersey's roadmap for restoring economic health through public health, we have been working hard these last several months to maintain the safest, cleanest transit system for our customers and employees. We have continued to take any and all measures to prepare for the reopening of New Jersey, and to welcome everyone back to riding NJ TRANSIT!



The success of our recovery will require a shared approach among NJ TRANSIT, Customers and Employers

We do, however, want to manage everyone's expectations - it is going to be difficult for any transit agency to take the "mass" out of mass transit. We are committed to doing everything we can to protect our customers and employees with a focus on: **Cleanliness, Distancing, Service, Communication, Protective Equipment & Public Safety, and Testing.**

In order to be successful, it is imperative we take a "shared responsibility" approach. This plan outlines NJ TRANSIT's responsibilities to our customers and employees, what our customers can do, and how employers can contribute to making the plan a success.

## **NJ TRANSIT is Your Ride to Recovery!**

*These guidelines are effective immediately and are subject to revision. They will be updated as new information becomes available or as new guidance or recommendations are issued.*

## 1) Service Levels

### What NJ TRANSIT Will Do

NJ TRANSIT is committed to monitoring ridership across our system in order to safely align service to meet returning demand across bus, rail, light-rail and ACCESS LINK during our region's recovery. To inform our operational decisions as we prepare for our customers' return, we have been actively leveraging data, tools, and regional information sources to monitor and identify projected trends in ridership and customer behavior. This comprehensive trend analysis will continue throughout the recovery period to ensure our recovery plans will remain flexible, responsive, and data-driven.

**Throughout our recovery, NJ TRANSIT service levels will be guided by the latest health recommendations and policies. NJ TRANSIT will continue to monitor ridership to manage capacity in accordance with the Governor's Executive Order 125.**

- **BUS:** NJ TRANSIT has resumed full bus service, system-wide, and is monitoring ridership and developments closely. Changes in service will be announced using all available communications tools, including Twitter, Facebook, Platform Screens, the NJ TRANSIT Mobile App® and [njtransit.com](http://njtransit.com).
- **RAIL:** NJ TRANSIT continues to operate an enhanced Holiday rail schedule with extra trains and crews strategically deployed around the system if needed, and is monitoring ridership and developments closely. Changes in service will be announced using available communications tools, including Twitter, Facebook, Platform Screens, the NJ TRANSIT Mobile App® and [njtransit.com](http://njtransit.com).
- **LIGHT RAIL:** NJ TRANSIT continues to operate a modified, Holiday light rail service, and is monitoring ridership and developments closely. Changes in service will be announced using available communications tools, including Twitter, Facebook, Platform Screens, the NJ TRANSIT Mobile App® and [njtransit.com](http://njtransit.com).
- **ACCESS LINK:** NJ TRANSIT continues to operate full service, and customers may find the latest updates at [accesslink.njtransit.com](http://accesslink.njtransit.com).

### What Customers Should Do

- Get the latest schedule information by visiting [njtransit.com](http://njtransit.com) or using the NJ TRANSIT Mobile App® prior to any travels.
- Download the NJ TRANSIT Mobile App® and sign up for customized alerts to receive the latest updates regarding your specific trip.
- Travel during off-peak hours if possible.

## 2) Cleaning, Disinfection & Hygiene



### What NJ TRANSIT Will Do

- Follow hygiene, cleaning, and disinfection recommendations from the Centers for Disease Control and Prevention (CDC) and NJ Department of Health (DOH).
- Conduct regular cleaning and disinfection of facilities and more frequent cleaning and disinfection of high-touch and high-traffic areas.
- Clean and disinfect all NJ TRANSIT vehicles daily
- Disinfect major stations & high-touch surfaces (e.g. turnstiles, ticket machines, handrails, door handles) daily.
- NJ TRANSIT will continue to retain the services of an external environmental response contractor to augment, if needed, our enhanced cleaning, disinfection regimens at stations and facilities, and employee work locations throughout our service network.
- Where feasible at major terminals, provide hand-sanitizing dispensers.
- Adjust facility hours of operation as necessary to enable enhanced cleaning and disinfection procedures.
- Inspect our ventilation systems more frequently to ensure proper functioning.

- Perform cleaning with known-effective sanitizers recommended by the US Environmental Protection Agency (EPA) and other appropriate agencies.
- Provide protocols to ensure the proper disposal of spent cleaning and disinfection items.
- Provide cleaning and disinfection supplies for frequently touched surfaces and instruct employees to use them before/after touching such surfaces.
- Encourage riders to use touchless payment options, such as the NJ TRANSIT Mobile App®, or pay ahead, when available.
- Continue to study and employ the latest in disinfection technology, including UV-light solutions.

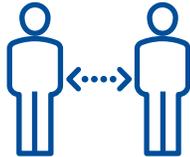
### What Customers Should Do

- Minimize non-essential contact with surfaces and touchpoints.
- Purchase tickets using touchless payment through the NJ TRANSIT Mobile App®.
- Carry personal cleaning items during travels (e.g., hand sanitizer, wipes.)
- Wash hands frequently for 20 seconds with soap and water.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue, then immediately throw it in the trash. If you don't have a tissue, cough or sneeze into your elbow to avoid contaminating your hands.
- If you're sick, please stay home.
- If you have an underlying medical condition, you may wish to consider an alternate to public transit.



## 3) Physical Distancing

### What NJ TRANSIT Will Do



#### > On Vehicles & In Stations

- Limit workforce presence to only the employees necessary to operate the vehicle.
- Ensure transit stations include messaging to remind customers to be cognizant of distancing from other riders/employees, to the greatest extent possible.
- Adjust bus, rail and light rail service, to improve distancing - especially on high volume/traffic routes.

#### > In Offices & Facilities

- Maintain a distance of 6 ft. among operational employees (e.g. non-public facing employees) at all times, when feasible and unless safety of the primary activity requires a shorter distance (e.g. providing facility/vehicle maintenance).
- Limit in-person gatherings (e.g. employee meetings) to the greatest extent possible. NJ TRANSIT is strongly encouraging employees to conduct all meetings via conference call or video-conferencing.
- Encourage and promote adequate social distancing in small areas, such as restrooms and breakrooms, and use signage and systems to limit occupancy, and require face covering when social distancing cannot be maintained in such areas.
- Require external parties (e.g. contractors, consultants) to adopt and adhere to the same COVID practices as NJ TRANSIT employees, when activities take place on NJ TRANSIT property or vehicles.
- Modify the number of workspaces and employee seating areas to promote distancing to the greatest extent possible, so that employees are at least 6 ft. apart in all directions (e.g. side-to-side and when facing one another) where feasible, or if other protective measures are not in use.

### What Customers Should Do

- Travel on NJ TRANSIT is encouraged only for employees who cannot work from home.
- Customers should seek and maintain an appropriate distance from other riders and employees throughout their entire journey whenever possible (e.g. move to less crowded part of platform or train car, when seated in waiting areas, etc.)
- Customers should avoid loud talking and restrict phone conversations until after their trip, as these increase the expulsion range of droplets which may contain the virus.



## How Can Employers Help?

Employers have an important role to play in Your Ride to Recovery. Where possible, employers should continue to encourage employees to work from home. When that isn't feasible, stagger work days or work hours, or allow for flexible hours, so employees can take the ride that works best for them. It's important we all work together to flatten the travel curves in the peak period, spreading ridership more evenly across the travel day to enable better distancing.

## 4) Protective Equipment & Public Safety



### What NJ TRANSIT Will Do

- Require all public-facing employees to wear face coverings at all times when performing their duties or entering/exiting their work areas. Acceptable face coverings include, but are not limited to, cloth (e.g. homemade sewn, quick cut, bandana) or surgical masks.
- Limit the sharing of objects (e.g. tools, machinery). If employees touch shared objects or surfaces (e.g. control panels, keypads) without gloves, they must sanitize or wash their hands before and after contact.
- Require employees to wear gloves when in contact with customers.
- Provide additional New Jersey Transit Police Department coverage to protect our customers who depend on NJ TRANSIT for essential travel, and employees who are providing vital transit service.

### What Customers Should Do

- Per Governor Murphy's Executive Order 125, customers must wear face coverings while on public transit vehicles (e.g. buses, trains, light rail vehicles and Access Link vehicles). NJ TRANSIT has extended this requirement to the entire journey to also include all NJ TRANSIT owned public spaces (e.g. stairs, platforms and stations), regardless of physical distance.
- Acceptable face coverings include, but are not limited to cloth, (e.g. homemade sewn, quick cut, bandana) or surgical masks.
- Clean, replace and prohibit sharing of personal face coverings.
- Wear additional protective equipment at the individual customer's discretion.



## Face Coverings Are Essential To Mass Transit's Recovery

As numerous authorities have declared, including the World Health Organization (WHO), the challenges of distancing on mass transit make wearing face coverings to stop the spread of the virus absolutely essential. Wearing a proper face covering correctly, along with every day preventive actions, helps protect your fellow rider, and their masks help protect you. As ridership increases, our enforcement efforts will increase accordingly.

## 5) Communication

### What NJ TRANSIT Will Do

- NJ TRANSIT has launched a “SAFE NJ” signage and messaging campaign, which will include prominent, graphics and signs throughout stations and vehicles, to provide easy-to-understand instructions to encourage customers to model ideal transit behaviors.
- Additional signage promoting the NJ Department of Health’s anti-viral messaging is posted prominently in vehicles and NJ TRANSIT digital screens throughout the system.
- Develop a prominent place on the website for employees, visitors and riders to access the most up-to-date recovery information.
- Promote safety messaging and instructions across its communications platforms, including webpages, emails, social media, digital screens in stations, and posters on trains, buses and light rail vehicles.

### What Customers Should Do

- Be aware of signage and important messaging displayed prominently in NJ TRANSIT stations and vehicles.
- Download the NJ TRANSIT Mobile App® and/or visit [njtransit.com](https://njtransit.com) for the latest updates on “Your Ride to Recovery”.



### Stay In The Know!

With the NJ TRANSIT Mobile App®, you can get alerts about your specific trip delivered right to your phone. Plus, you can buy tickets touch-free right within the app and avoid the hassle of standing in line. Download it today!

## 6) Screening & Testing



### What NJ TRANSIT Will Do

- NJ TRANSIT has made COVID-19 testing available to all employees at several locations throughout north, central and south New Jersey.
- Institute a pilot employee COVID screening process for all employees, whether customer-facing or office-based.
- Maintain current, stringent protocols and policies for employees seeking to return to work after a suspected or confirmed case of COVID-19 or after the employee had direct, close or prolonged contact with a person with COVID-19. Employees will not be allowed to return to work after testing positive until cleared by their medical provider.
- Prevent employees from intermingling in close proximity with each other on site before the completion of the screening process.

### What Customers Should Do

- Customers should avail themselves of the multiple testing sites throughout New Jersey if:
  - Experiencing symptoms, per the CDC’s guidance - Visit [cdc.gov/covid19](https://cdc.gov/covid19) for more information
  - In close contact with someone who tested positive for COVID-19
  - Visit [covid19.nj.gov](https://covid19.nj.gov) for a convenient testing location
- Customers feeling symptomatic should seek medical care and avoid riding mass transit.
- Customers should be aware of the latest testing guidance per NJDOH and CDC.