

COVID-19 factsheet for public transport passengers

Application of this factsheet

This factsheet is applicable to passengers on: domestic ferry services, trains, buses, taxis, and ride-shares etc.

Transport for those unwell

If you have any COVID-19 related concerns please call Healthline (0800 358 5453) for advice before you travel.

If you are well, and are not required to self-isolate, then it is safe to continue to use public transport.

To help limit the spread of any virus, those who are unwell should stay at home. If you're unwell and must travel, private transport is encouraged. If that's not possible, call Healthline for guidance first (0800 358 5453)

Preventing the spread of the virus

Passengers can take some simple steps to help stop the spread of diseases like COVID-19:

- Stay home if unwell.
- Avoid close contact with people with cold or flu-like illnesses.
- Cover coughs and sneezes with disposable tissues or your elbow. Place tissues in a rubbish bin as soon as possible.
- Wash hands for at least 20 seconds with water and soap and dry them thoroughly:
 - before eating or handling food
 - after using the toilet
 - after coughing, sneezing, blowing your nose or wiping children's noses
 - after caring for sick people.

Returning to work

You should not go to work if you have been overseas (with the exception of some Pacific Island Countries) ([health.govt.nz/covid19-countries-areas-concern](https://www.health.govt.nz/covid19-countries-areas-concern)) or have been in close contact with someone confirmed with COVID-19 in the last 14 days. We ask that you self-isolate for 14 days from the date of departure or close contact. Please register your details with Healthline if you have not already (call [0800 358 5453](tel:08003585453) or [+64 9 358 5453](tel:+6493585453) for international SIM).

If you develop symptoms within 14 days of being anywhere overseas or within 14 days of contact with a confirmed case of COVID-19, you should phone Healthline on 0800 358 5453. Read more about advice for [travellers arriving to New Zealand](#)).

Use of masks

For most people in the community, Personal Protective Equipment (PPE) such as face masks are not recommended. If it not necessary to wear a face mask if you are well. However, for people with symptoms of an acute respiratory infection, the WHO recommends

that there may be benefit in wearing a face mask, if available, to reduce the spread of infection to other people.

Hand hygiene and cough / sneeze etiquette (maintain distance, cover coughs and sneezes with disposable tissues and wash hands) will have a bigger impact.

Recent arrivals required to self-isolate

If you have been overseas (with the exception of some Pacific Island Countries), or have been in close contact with someone confirmed with COVID-19 in the last 14 days:

- We ask that you self-isolate for 14 days from the date of departure or close contact
- Please register your details with Healthline if you have not already (call 0800 358 5453 or +64 9 358 5453 for international SIM)

<https://www.health.govt.nz/system/files/documents/pages/covid-19-ministry-of-health-self-isolation-guidance-5mar20.pdf>

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public/covid-19-novel-coronavirus-self-isolation>

If passengers are using public transport after arriving from overseas

If you have arrived from overseas, and are required to go into self-isolation for 14 days, and need to use public transport to get home:

- If you are unwell you should seek advice from Healthline before you travel onwards.
- You may use public transport, if you are well (but you are encouraged to use private transport if possible).
- While travelling, you should use hand sanitiser regularly
- Cough and sneeze into a tissue or your elbow.
- Where possible, sit in a window seat in a row by yourself.
- Once you reach your destination, you cannot use public transport, taxis or similar methods until you finish your 14 days of self-isolation.

High-risk populations

Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily and others may become very ill, very quickly.

From previous experience with other coronaviruses, the people at highest risk of serious infection are:

- people with compromised immune systems
- elderly people
- pregnant women
- very young children and babies
- people with diagnosed heart and lung conditions.

Those in high-risk populations may wish to reduce their contact with larger crowds of people, such as on public transport at peak times, or at public gatherings.

Official sources of information

Always get your information from official sources such as the Ministry of Health. For up-to-date guidance and advice, visit www.health.govt.nz

Please note: this guidance is subject to change based on advice from the Ministry of Health.

Healthline on 0800 358 5453