

Transport FAQs – Customer Facing - COVID-19

Key messages:

- Public transport is an essential service and is still available for those passengers who need to travel.
- Passengers should take the advice of the Chief Health Officer, abide by social distancing measures and stay at home if they are unwell.
- Victorians are being encouraged to travel by public transport outside busy periods in order to help limit the spread of the coronavirus (COVID-19).
- We're asking people to reconsider non-essential long-distance journeys.
- If you must travel long distance by public transport, we ask you to maximise your distance from other passengers to help limit the spread of coronavirus (COVID-19).
- Public transport operators have increased cleaning of all trains, trams and buses to help limit the spread of coronavirus (COVID-19) and protect passengers.
- Everyone must practice good hand hygiene by washing hands often with soap and running water, avoid touching your eyes, nose or mouth, and covering your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.
- The Department of Transport continues to work closely with the Department of Health and Human Services, other health agencies and transport operators to respond to coronavirus (COVID-19).
- Victoria, in collaboration with the Commonwealth and other states and territories, has been working on its preparedness and response to coronavirus (COVID-19) for some weeks.
- Keep up-to-date with coronavirus information on the Department of Health and Human Services website: <https://www.dhhs.vic.gov.au/coronavirus>

Q&A's

Latest Transport Advice

What is the latest transport travel advice?

- Public transport is an essential service and we continue to operate trams, trains and buses in Victoria as normal.
- Passengers should stay at home if they are unwell, including not travelling by public transport.
- Victorians are encouraged to travel outside busy periods on public transport, where possible, to help limit the spread of the COVID-19 virus.
- Public transport operators have increased cleaning on trains, trams and buses to help limit the spread of COVID-19 and protect all passengers.
- Everyone must practice good hand hygiene by washing hands often with soap and running water, avoid touching your eyes, nose or mouth, and covering your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.
- If you must travel, always plan your journey before you travel. Use our [Journey planner](#) or visit our [Disruptions page](#) for the most up-to-date information on service changes.

What steps can I take to keep myself safe when travelling by public transport?

- Wash hands often and before travelling with soap and running water, for at least 20 seconds. Dry with paper towel or hand dryer.
- Try not to touch your eyes, nose or mouth.

- Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.
- Don't wear a face mask if you are well
- Use an alcohol-based hand sanitiser with over 60 per cent alcohol.
- Get the flu shot (available April)
- Shaking hands is optional!
- Visit the [DoT website](#) for more information on using transport in Victoria

Should I travel on public transport given the current threat of COVID-19?

- Public transport is an essential service and we continue to operate trams, trains and buses in Victoria as normal.
- Passengers should take the advice of the Chief Health Officer and stay at home if they are unwell, including not travelling by public transport.
- Where possible, Victorians are encouraged to travel outside busy periods on public transport to help limit the spread of the COVID-19 virus.
- We're asking people to reconsider non-essential long-distance journeys.
- Public transport operators have increased cleaning of trains, trams and buses to help limit the spread of COVID-19 and protect all passengers.
- Everyone must practice good hand hygiene by washing hands often with soap and running water, avoid touching your eyes, nose or mouth, and covering your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.
- The latest health advice is that transmission of COVID-19 on public transport is unlikely because it requires at least 15 minutes face-to-face contact or more than 2 hours in the same room.

Will you cancel long distance trains and coaches because of the latest Federal advice?

- Public transport is an essential service and it's important we continue to provide a way for people to travel who have no other options.
- Please reconsider non-essential long-distance journeys.
- If you must travel long distance, please ensure you maximise your distance from other passengers to help limit the spread of COVID-19
- Everyone must practice good hand hygiene by washing hands often with soap and running water, avoid touching your eyes, nose or mouth, and covering your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.

Should I use public transport if I am unwell?

- No, if you are unwell please stay at home.
- If you become ill while travelling, please leave the train tram or bus and speak to a member of staff.
- In case of emergency, press the emergency button or call 000.
- On Metropolitan trains there are emergency buttons at every station and medics based at key stations along the network, including:
 - Richmond
 - Flinders Street
 - North Melbourne
 - City Loop stations
 - Caulfield
 - Clifton Hill
 - Footscray
 - South Yarra
- Emergency buttons on board trams alert the driver. The driver can link to the Yarra Trams operations centre, who can contact emergency services if needed.

- On V/Line trains emergency buttons are located on board each VLocity train, which alerts the conductor who can contact emergency services if appropriate.

Will you cancel or change the timetable for trains, trams or buses because of COVID-19?

- The Department of Transport is working with the Department of Health and Human Services, other health agencies and transport operators, to prepare for potential impacts of coronavirus (COVID-19) on Victoria's transport network.
- Any change to public transport services will be communicated with passengers ahead of time.

What is the Department of Transport doing to inform passengers of how to reduce the spread of Coronavirus?

We're keeping passengers updated with the latest COVID-19 information and public transport travel advice.

Metro Trains:

- We're making live announcements on trains and at stations every 30 minutes, so passengers hear the latest COVID-19 travel advice.
- We've also added posters to trains with information on how you can help limit the spread of COVID-19.

Yarra Trams

Recorded messages are being played on board trams so passengers can hear the latest information about how to limit the spread of COVID-19.

V/Line

- Recorded messages are being played at V/Line stations so passengers can hear the latest information about how to limit the spread of COVID-19.
- We've added posters to V/Line services showing ways you can help limit the spread of COVID-19.

Buses

- We've added posters to most buses showing ways you can help limit the spread of COVID-19.

What will the Department of Transport do if someone travels on public transport and is diagnosed with Coronavirus?

- The Department of Health and Human Services is managing all cases confirmed with COVID-19.
- For each confirmed case a risk assessment is completed, and tailored advice is provided to direct contacts of the case. This will ensure isolation requirements, infection control, and cleaning precautions are met.
- The Department of Health and Human Services advises that transmission of COVID-19 on public transport is unlikely as it requires at least 15 minutes face-to-face contact or more than 2 hours in the same room.

Will you contact everyone else who travelled on that same train, tram or bus to let them know to self-isolate?

- The Department of Health and Human Services is managing all cases confirmed with COVID-19.
- DHHS will advise appropriate action on a case-by-case basis.

Should people wear masks when travelling on public transport?

- The Department of Health and Human Services advises against wearing a mask if you're well.

How are you protecting public transport staff from coronavirus? Do staff need to wear masks?

- The safety of everyone on the network is our number one priority.
- We are working closely with all transport operators to keep staff well and safe.
- The latest advice is that people do not need to wear face masks if they are well.

Should people arriving from overseas at the airport use public transport?

- Where possible people are advised to use personal transport, such as a car, when arriving home from the airport or travelling to a hotel to start isolation.
- If you are travelling in a taxi or ride-sharing service, please sit in the back seat if possible.
- If travellers need to use public transport (e.g. taxis, ride-hail services, trains, buses and trams), they should follow the precautions outlined below and in the public transport guide at www.health.gov.au/covid19-resources
 - Wear a surgical mask, if available
 - Avoid direct contact with other passengers, drivers and transport staff
- Everyone must practice good hand hygiene by washing hands often with soap and running water, avoid touching your eyes, nose or mouth, and covering your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.

If there is an outbreak of coronavirus within train, tram or bus drivers or with train or tram controllers how will you keep services running?

- As part of the planning for a COVID-19 pandemic, there may be a need for changes to public transport services – this will only be done following expert medical advice and we'll communicate with passengers ahead of time should that be needed.
- The Department of Health and Human Services has developed a four-staged pandemic plan in response to the COVID-19 outbreak. This phased approach is informing the Department of Transport and transport operators' planning for potential impacts on services.
- Any changed to public transport services will be communicated with passengers ahead of time.

Myki and ticketing

Is cash still accepted on the public transport network and through VicRoads Customer Service Centres?

- Yes cash is still accepted
- The latest advice recommends cashless methods of payment are used to help limit the spread of COVID19.
- Instead of paying cash on the network or at the VicRoads Service Centre you can pay by:
 - debit or credit cards with the machines at your stop, station
 - using online at ptv.vic.gov.au or automatic payment facilities
- You can renew your vehicle's registration online through the VicRoads website using a myVicRoads account.

Will passengers be refunded if they purchased monthly or yearly myki passes and no longer wish to use them?

- The Department of Transport is currently considering all refunds for passengers who no longer wish to use their myki pass.
- If a passenger requests a refund for their myki pass, they will be refunded the balance of remaining days and the pass will be unusable for travel on the network.

Can monthly or yearly myki passes be paused, so they don't expire?

- Myki passes can't be paused however, passengers can choose to be issued a new card loaded with their existing balance. It will be activated the next time they touch on the network.

- Passengers may also choose to convert the balance of their myki pass into myki money, to be used as required.

Is travel on public transport now free given staff are likely to no longer check tickets?

- No travel is not free.
- All passengers travelling on the network must have a valid ticket and myki barriers will continue to operate as normal.
- Passengers can use cashless methods of payment to help limit the spread of COVID19.

Authorised Officers

I have seen Authorised Officers validating tickets during COVID-19, is it safe?

- You may see AOs still checking and validating tickets however, staff are encouraged to be guided by their own personal safety when conducting their duties.
- If staff are unwell they are required to stay home to help limit the spread of COVID-19.
- Travel on public transport is not free because of COVID-19. The advice to public transport staff does not change the requirement for all passengers to have valid tickets when travelling on public transport, and myki barriers will continue to operate as normal.
- We will continue to work closely with the Department of Health and Human Services, other health agencies and transport operators to respond to coronavirus (COVID-19).

Are there any changes to the role and responsibility of an Authorised Officer because of COVID-19?

- The role of Authorised officers will remain the same however staff will be guided by their own personal safety in conducting their duties.
- Authorised Officers are a specialist workforce deployed across the public transport network to help keep trains running smoothly. While their primary role is fare enforcement, they also may perform active platform duties to help passengers get on and off trains safely.
- Authorised Officers are also responsible for providing customer service to commuters and helping to prevent anti-social behaviour on trains.

Cleaning

What is being done to limit the spread of Coronavirus on Public Transport?

- Victoria's public transport operators are increasing cleaning on all trains, trams and buses to limit the spread of COVID-19.

What does this mean for my train service (Metro and V/Line)?

- Increased cleaning measures means all train carriages will be thoroughly cleaned at the end of the day. This is in addition to the current cleaning arrangements
- This means all high touch surfaces will be wiped down and all carriages sprayed with disinfectant.

What are trams doing to ensure cleanliness of services?

- Trams will be deep cleaned before each service
 - This involves wiping high touch areas such as next stop buttons, handrails and grab straps

What does this mean for bus services?

- All cleaning on Melbourne's buses will be increased this includes nightly sanitisation of touch surfaces and increased daily cleaning and fumigation every three days.

Why have these measures been taken?

- We're increasing our cleaning on all trams, trains and buses to limit the spread of COVID-19 and protect all passengers on Victoria's public transport.
- If you're feeling unwell, please avoid travelling by public transport.

Why didn't you introduce these additional cleaning measures sooner?

- We're working closely with transport operators to respond to the latest advice from medical professionals.
- These measures have been introduced to limit the spread of coronavirus, keep passengers and staff safe and give people peace of mind when travelling.

Will myki and ticketing equipment be cleaned more often?

- We're increasing cleaning across the network, with a particular focus on places passengers spend the most time including tram and train carriages and buses.
- We're also investigating what increased cleaning measures can be implemented at train stations, on tram stops and on ticketing equipment such as myki readers and top up machines.

Will we see more hand sanitisers at stations?

- We're investigating what increased cleaning measures can be implemented at train stations, on tram stops and on buses. This doesn't yet include more hand sanitisers due to available resources.
- Everyone must practice good hand hygiene by washing hands often with soap and running water, avoid touching your eyes, nose or mouth, and covering your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.

What measures should I take, when travelling on public transport?

- We encourage everyone to practice good hygiene, by:
 - Washing your hands often with soap and running water,
 - avoid touching your eyes, nose or mouth, and
 - covering your nose and mouth with a tissue when you cough or sneeze.
 - If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.
 - For the latest information on COVID-19, visit www.dhhs.vic.gov.au/coronavirus

Social distancing and staggering

How are you communicating the need to stagger with passengers?

- We're increasing the information available to passengers on our websites, social media and on public transport encouraging people to travel at different times than normal.

Will you create special carriages or sections on trains and trams for vulnerable passengers so they can be further away from other passengers?

- Passengers should take the advice of the Chief Health Officer and stay at home if they are unwell, including not travelling by public transport.
- If vulnerable people must travel by public transport, we ask them to ensure they maximise the distance from other passengers to protect themselves.

Services

Are you adding extra services to help reduce crowding and increase social distancing?

- Services continue to operate on Victoria's public transport network as normal.

- Victorians are being encouraged to travel in public transport during less busy periods in order to help limit the spread of coronavirus (COVID-19).

Will timetables be changing because of COVID-19?

- Any changes to services will be based on advice from the Department of Health and Human Services and medical experts. It will be communicated to passengers ahead of time.

Buses

How are bus drivers being protected, given that they are more exposed than train and tram drivers?

- We take the health and safety of both passengers and staff very seriously.
- The Department of Transport continues to work closely with the Department of Health and Human Services, other health agencies and transport operators to help slow the spread of coronavirus (COVID-19).
- Buses, including drivers' cabs, are undergoing nightly deep cleans as part of the increased cleaning protocol we've introduced.
- A number of bus operators have introduced 1.5 metre exclusion areas around the drivers' seat by restricting access to the first few rows of seats.
- Victorians are being encouraged to travel in public transport during less busy periods in order to help limit the spread of coronavirus (COVID-19).

Why is there 'caution' tape sectioning off seats on buses?

- A number of bus operators have introduced 1.5 metre exclusion areas around the drivers' seat by restricting access to the first few rows of seats.



Train replacement buses

How is social distancing possible for a passenger on a replacement bus?

- We're asking people to reconsider non-essential travel.
- Passengers should stay at home if they are unwell, including not travelling by public transport.
- If you must travel, Victorians are encouraged to travel outside busy periods on public transport to help limit the spread of the COVID-19 virus.
- We've seen a reduction in the number of people travelling on the public transport network in line with the broader trend of more people working from home.
- This will mean less people using replacement busses. We will continue to monitor passenger numbers and ensure appropriate resources are allocated.
- A number of bus operators have introduced 1.5 metre exclusion areas around the drivers' seat by restricting access to the first few rows of seats.

How will you direct people during disruptions? Will there be staff to help passengers?

- Staff will be at stations to direct passengers to replacement buses. To reduce the potential spread of coronavirus (COVID-19), staff will not be handing out food or drinks to the public and will practice social distancing.
- Of course, we are monitoring the situation and if any of the advice from the Department of Health and Human Services changes, we will respond to this for the health and safety of our teams and the community.

Will there be enough availability of drivers to enable replacement buses to continue to operate?

- We have the resources we need to proceed with replacement buses for our upcoming occupations.
- We are working proactively with the bus operators and will continue to monitor the situation, while taking advice from the Department of Health and Human Services.
- We've seen a reduction in the number of people travelling on the public transport network in line with the broader trend of more people working from home.
- This will mean less people using replacement busses. We will continue to monitor passenger numbers and ensure appropriate resources are allocated.

Will replacement buses be subject to restrictions as a result of the coronavirus (COVID-19)?

- As part of the planning for a coronavirus (COVID-19) pandemic, there may be a need for changes to public transport services – this will only be done following expert medical advice and we'll communicate with passengers ahead of time should that be needed.

Long distance travel

Given the latest Federal advice, will you cancel long distance trains and coaches?

- Public transport is an essential service and it's important we continue to provide a way for people to travel who have no other options.
- We're asking people to reconsider non-essential long-distance journeys.
- If people must travel long distance by public transport, we ask them to ensure they maximise the distance from other passengers to protect themselves and others.
- Everyone must practice good hand hygiene by washing hands often with soap and running water, avoid touching your eyes, nose or mouth, and covering your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.

What is considered a **long-distance** journey?

- We aren't putting a specific length on what "long distance" means, but latest health advice is that transmission of coronavirus (COVID-19) requires more than 2 hours in the same room.

- We're asking passengers to reconsider non-essential long-distance journeys in line with the advice from the health experts
- It's up to everyone to make their own decisions about whether they need to travel on public transport for long periods of time.

Additional Q&A's

Agents please note:

- Below Q&A's are not directly PT related
- The below information has been approved

Roads

Are you planning to close VicRoads Customer Services Centres?

- Despite the fact that our customer service centres are open, we encourage people to transact online where possible, in line with other social distancing measures.
- We're not closing any customer service centres at this stage.
- As part of our operational planning to respond to coronavirus (COVID-19) we're working through a range of scenarios across our operations.
- We'll take the expert advice from the Department of Health and Human services and act as needed
- Any changes will be clearly communicated with people ahead of time

Should you cut speed limits to reduce road trauma and the impact on hospitals?

- We all have a role to play as we fight the pandemic – whether it's hand hygiene, practicing social distancing or being safe on our roads.
- We have no plans to reduce the speed limit, but we urge everyone to drive as safely as possible to reduce the number of people in our hospitals.
- Speed limits assessed on a case-by-case basis are set to strike the right balance between safety and traffic movement. Factors considered include crash history, road user types, traffic volumes and the number of access points along the route.

Rideshare and Taxis

Key Messages:

- Those travelling in a taxi or ride-sharing service, please sit in the back seat if possible.
- Drivers of taxis and ride-sharing services should set the air-conditioning to external air-flow instead of recirculation, and make hand sanitiser available for passengers.

What should people do when travelling in taxis or ride-share services?

- If you are travelling in a taxi or ride-sharing service, please sit in the back seat if possible.
- Drivers of taxis and ride-sharing services should set the air-conditioning to external air-flow instead of recirculation and make hand sanitiser available for passengers.

What are you doing for commercial passenger vehicles like taxis and ride-share?

- Commercial Passenger Vehicles Victoria (CPVV) is working across the industry to provide the latest expert advice to booking service providers, drivers and passengers to keep everyone safe.
- Drivers are asked to be guided by their own personal safety in conducting their duties, and to employ good hygiene practices while working.
- All travellers entering Australia are asked to follow the Federal requirements to self-isolate for 14-days, use a personal mode of transport where possible. If you need to use taxis or ride-shares from the airport then they are encouraged to wear a surgical mask if available.

Will cleaning of vehicles be enforced to ensure the safety of all passengers and their drivers?

- Once passengers have disembarked and the journey is complete, drivers are not required to take any further measures. However, they should employ standard cleaning practices at the end of each shift, as part of good hygiene practice.
- In the event of a passenger spreading droplets (such as sneezing, coughing or vomiting), drivers should clean surfaces with appropriate disinfectant wipes so that the potential spread of infection can be minimised.

What checks are in place to ensure drivers are healthy and only picking up passengers who are fit and well?

- Drivers have a responsibility to act safely and professionally towards passengers and other road users. This includes not driving if they are unwell. CPVV are encouraging booking service providers to conduct checks and ensure their driver workforce is fit for duty.
- CPVV are communicating with all drivers via email, text message and social media regarding their safety duties, including those relating to personal health.

Will drivers still be able to make airport pick ups for passengers recently arrived from overseas? Will these passengers be required to wear masks/gloves/PPE?

- The Federal Department of Health is advising passengers arriving from overseas to use a personal mode of transport where possible to minimise exposure to others.
- If a passenger does need to use a commercial passenger vehicle to travel to a location for isolation, the Federal Department of Health has advised them to take the following precautions:
 - wear a surgical mask, if available
 - avoid direct contact with other passengers, drivers and transport staff
 - practise good hand hygiene and cough/sneeze hygiene:
 - wash their hands frequently with soap and water, before and after eating, and after going to the toilet
 - cover their cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
 - and if unwell, avoid contact with others (stay more than 1.5 metres from people).
- Drivers can still make airport pick-ups for passengers recently arrived from overseas as long as they are following the above precautions. If a driver believes a passenger has not taken the above precautions and they cannot provide a safe service, they can choose to refuse or terminate the trip.
- Further information for drivers is available at: [https://www.health.gov.au/resources/publications/coronavirus-\(COVID-19\)-covid-19-information-for-drivers-and-passengers-using-public-transport](https://www.health.gov.au/resources/publications/coronavirus-(COVID-19)-covid-19-information-for-drivers-and-passengers-using-public-transport)

What will happen if a driver is found to have been diagnosed with coronavirus (COVID-19)?

- A driver, like any other member of the community, will need to follow medical advice if diagnosed with coronavirus (COVID-19).
- They would not be able to drive in this situation.

How long after returning from overseas will drivers be able to take passengers?

- Drivers, like every other member of the community, are expected to comply with Government decisions on self-isolation when returning from overseas.

- Currently, that means they would be unable to work as a commercial passenger vehicle driver for 14 days after their return.

General QAs about COVID-19

- [What is coronavirus?](#)
- [How is coronavirus spread?](#)
- [What is close contact?](#)
- [What are the symptoms of coronavirus?](#)
- [Who is most at risk of coronavirus?](#)
- [What if I have travelled overseas?](#)
- [Should I cancel my travel plans?](#)
- [What are the current international travel restrictions?](#)
- [I am feeling unwell, what should I do?](#)
- [Where are the coronavirus assessment centres?](#)
- [I have been asked to self-isolate, what does this mean?](#)
- [What can I do to reduce my risk of coronavirus infection?](#)
- [How should I be prepared for the coronavirus outbreak?](#)
- [More information and resources](#)

Additional Information

- [PTV website article](#)
- [Department of Health and Human Services\(DHHS\) Coronavirus \(COVID-19\) updates](#)
- [About coronavirus \(COVID-19\) - Including multiple Fact Sheets \(DHHS\)](#)
- [Information in other languages - Coronavirus disease \(COVID-19\)](#)