

New Zealand Transport Agency (NZTA) COVID-19 factsheet for public transport passengers

Application of this factsheet

This factsheet is applicable to passengers on: domestic flights, 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 for advice before you travel. If you are well, 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 must travel and you're unwell, then it is best to wear a mask, avoid direct contact with other passengers, drivers and transport staff, and open windows where possible.

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.
- 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.
- Always wear disposable gloves when cleaning. When finished, place used gloves in a rubbish bin. Wash your hands immediately after handling these items.

Use of masks

For most people in the community, Personal Protective Equipment (PPE) such as face masks are not recommended. However, for people with symptoms of an acute respiratory infection, the WHO recommends that there may be benefit in wearing a face mask 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.

Going to work

You should not go to work if you:

- have been in or transited through (excluding airport transit) Category 1a and 1b countries and territories ([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 in a country or area of concern, 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](#)).

Recent arrivals required to self-isolate

If you have been in or transited through mainland China, Iran, northern Italy or the Republic of Korea, 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>

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