



Reopening New York

Public Transportation Guidelines

These guidelines apply to all public transportation activities statewide. See “Interim COVID-19 Guidance for Public Transportation” for full details.

During the COVID-19 public health emergency, all owners/operators of public transportation services and riders should stay up to date with any changes to state and federal requirements related to public transportation entities and incorporate those changes into their operations. This guidance is not intended to replace any existing applicable local, state, and federal laws, regulations, and standards.

| | Mandatory | Recommended Best Practices |
|-----------------------------|---|--|
| Physical Distancing | <ul style="list-style-type: none"> ✓ Maintain a distance of at least 6 ft. among operational employees (e.g. non-public facing employees), when feasible and unless safety of the core activity requires a shorter distance (e.g. providing facility/vehicle maintenance). If not feasible, a face covering is required. ✓ Prohibit the use of small spaces (e.g. elevators, vehicles) by more than one employee at time, unless all employees in such space are wearing face coverings. ✓ Limit in-person gatherings (e.g. employee meetings, in breakrooms) to the greatest extent possible. ✓ Implement practices to maintain adequate social distancing in small areas, such as restrooms and breakrooms, and signage and systems (e.g. flagging when occupied) to restrict occupancy when social distancing cannot be maintained in such areas. ✓ External parties (e.g. contractors, consultants) must adopt and adhere to the same COVID practices as public transit operators, when activities take place on operator’s property, subject to the operator’s approval. ✓ Follow “Interim Guidance for Office-Based Work During the COVID-19 Public Health Emergency” for workplace activities taking place in offices. | <ul style="list-style-type: none"> ✓ Riders should maintain appropriate social distance from other riders and employees (e.g. move to less crowded part of platform or train car) in public transit vehicles and throughout their entire journey (e.g. in stations, on stairs), when possible. ✓ Restrict/modify the number of workspaces and employee seating areas, so that employees are at least 6 ft. apart in all directions (e.g. side-to-side and when facing one another). ✓ Ensure transit station layouts enable riders to maintain social distance from other riders/ employees, where possible. ✓ Implement use of rear door entry/exit in buses, allowing for exceptions for persons with disabilities. ✓ Increase the number of buses, or train coaches operating to reduce likelihood of crowding, especially on high volume/traffic routes. ✓ Arrange rider waiting areas (e.g. lines, transportation boarding areas) to allow for appropriate social distance. ✓ Provide riders with real-time information (e.g. occupancy level on vehicles, stations or platforms train/bus/subway arrival time). ✓ Encourage rider social distancing by using physical barriers, floor decals, colored tape, or signs to indicate appropriate distance from the employee. ✓ Create one-way walking directions and barriers in transit stations to minimize likelihood of close rider contact. ✓ Implement seat reservation systems to control demand/ distribute riders across transit systems. |
| Protective Equipment | <ul style="list-style-type: none"> ✓ Public-facing employees must wear face coverings regardless of physical distance. ✓ Provide employees with acceptable face coverings at no-cost to the employee and have an adequate supply of coverings in case of need for replacement. | <ul style="list-style-type: none"> ✓ Physically separate employees from riders (e.g. physical barriers, visual cues such as floor decals, colored tape, or signs to indicate to riders an appropriate distance from the employee) in accordance with the OSHA guidelines. |



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| Protective Equipment (cont'd) | <ul style="list-style-type: none"> ✓ Acceptable face coverings include but are not limited to cloth (e.g. homemade sewn, quick cut, bandana) or surgical masks. ✓ Riders must wear face coverings throughout their entire journey, including in both public transit vehicles and public spaces (e.g. stairs, platforms, stations, subway/train cars, buses), regardless of physical distance, provided that they are over age 2 and medically able to tolerate such a covering. ✓ Clean, replace, and prohibit sharing of face coverings. Consult the CDC guidance for additional information on cloth face coverings and other types of personal protective equipment (PPE), as well as instructions on use and cleaning and disinfection. ✓ Train workers on how to don, doff, clean (as applicable), and discard PPE. ✓ 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. | <ul style="list-style-type: none"> ✓ Recommend employees use gloves (trade-appropriate or medical) when in contact with shared objects or frequently touched surfaces. ✓ Ensure that employees use gloves or hand sanitizer when removing garbage bags or handling and disposing of trash, and wash or use hand sanitizer after. |
| Hygiene, Cleaning, and Disinfection | <ul style="list-style-type: none"> ✓ Adhere to hygiene, cleaning, and disinfection requirements from the Centers for Disease Control and Prevention (CDC) and Department of Health (DOH) and maintain logs on site that document date, time, and scope of cleaning and disinfection. ✓ Conduct regular cleaning and disinfection of the facility and more frequent cleaning and disinfection of high-risk areas. Clean and disinfect the following facilities everyday, or less if using more effective cleaning/disinfection products: <ul style="list-style-type: none"> • Trains, buses, and subway cars in active service • Special access vehicles ✓ Clean and disinfect stations and high-touch surfaces (e.g. turnstiles, ticket machines, handrails) twice per day, or less when using more effective cleaning/disinfection products. | <ul style="list-style-type: none"> ✓ Provide and maintain one or both of the following hand hygiene stations at terminals and stations, as practical: <ul style="list-style-type: none"> • For handwashing: Soap, running warm water, and disposable paper towels. • For hand sanitizing: Alcohol-based hand sanitizer with at least 60% alcohol. ✓ Increase ventilation with outdoor air to the greatest extent possible, while maintaining safety protocols, in transit stations and on rolling stock. ✓ Adjust hours as necessary to enable enhanced cleaning and disinfection procedures. ✓ Enable the use of touchless doors as much as possible (e.g. redirect traffic to touchless doors, or install—where possible). ✓ Employ staff to clean and disinfect high touch areas (e.g. ticket machines, door handles) with greater frequency. |

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| Hygiene, Cleaning, and Disinfection (cont'd) | <ul style="list-style-type: none"> ✓ Increase frequency of checking proper ventilation system functionality. ✓ Perform cleaning and disinfection using Department of Environmental Conservation (DEC) products identified by the Environmental Protection Agency (EPA) as effective against COVID-19. ✓ Provide cleaning and disinfection protocols to ensure disposal of soiled items. ✓ Provide cleaning and disinfection supplies for frequently touched surfaces and encourage employees to use them before/after touching such surfaces. | <ul style="list-style-type: none"> ✓ Encourage riders to use touchless payment options or pay ahead, when available. |
| Communication | <ul style="list-style-type: none"> ✓ Affirm you have reviewed and understand the state-issued industry guidelines, and that you will implement them. ✓ Post signs throughout the facility, consistent with DOH COVID-19 signage. ✓ Conspicuously post completed summary safety plans on site. | <ul style="list-style-type: none"> ✓ Develop a communications plan for employees, visitors, and riders with a consistent means to provide updated information. ✓ Use webpages, text and email groups, and social media campaigns to provide information to employees, contractors, visitors, and riders that include instructions, training, signage, and information. ✓ Use preferred communication methods to communicate key travel information such as arrival times or crowding levels. |
| Screening | <ul style="list-style-type: none"> ✓ Implement mandatory daily health screening assessment (e.g. questionnaire, temperature check) for employees (which shall not be mandated or otherwise required for riders), asking about (1) COVID-19 symptoms in past 14 days, (2) positive COVID-19 test in past 14 days, and/or (3) close or proximate contact with confirmed or suspected COVID-19 case in past 14 days. Responses must be reviewed and documented daily. ✓ Implement mandatory temperature checks for employees, where operationally feasible. ✓ On-site screeners should be trained by individuals familiar with CDC, DOH, and OSHA protocols and wear appropriate PPE, including at a minimum, a face covering. | <ul style="list-style-type: none"> ✓ Refer to DOH guidance regarding protocols and policies for employees seeking to return to work after a suspected or confirmed case of COVID-19 or after the employee had close or proximate contact with a person with COVID-19. ✓ Perform screening remotely (e.g. by telephone or electronic survey) employees report to the site. ✓ Prevent employees from intermingling in close or proximate contact with each other prior to completion of the screening, if on site. |

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| Screening | <ul style="list-style-type: none"> ✓ Identify a contact as the party for workers, visitors, and riders to inform if they later are experiencing COVID-19-related symptoms. ✓ Designate a safety monitor whose responsibilities include continuous compliance with all aspects of the site safety plan. The safety monitor can oversee compliance at multiple sites. ✓ Immediately notify the state and local health department about any positive case. | <ul style="list-style-type: none"> ✓ Maintain a continuous log of every person, including workers and contractors, who may have close or proximate contact with other individuals at the work site or area; excluding riders and deliveries that are performed with appropriate PPE or through contactless means. |