

Interim Guidance for Mass Transit Administrators

Mass transit is critical for many Americans to commute to and from work and to access essential goods and services. This guidance provides considerations for mass transit administrators to maintain healthy business operations and a safe and healthy work environment for employees, while reducing the risk of COVID-19 spread for both employees and passengers. Administrators should follow applicable guidance from the [CDC](#) and [Occupational Safety and Health Administration \(OSHA\)](#) for reducing workplace exposure. All decisions about following these recommendations should be made in collaboration with local health officials and other State and local authorities who can help assess the current level of mitigation needed based on levels of COVID-19 community transmission and the capacities of the local public health and healthcare systems.

Resuming Full Service

- **In all Phases:**
 - Restrict routes between areas experiencing different levels of transmission (between areas in different Phases).
 - Provide employees from higher transmission areas (earlier Phase areas) telework and other options as feasible to eliminate travel to workplaces in lower transmission (later Phase) areas and vice versa.
 - Establish and continue communication with State and local health officials [to determine current mitigation levels in the communities served](#). Decisions about how and when to resume full service should be based on these levels.
 - Follow CDC's guidance on what [bus transit operators](#), [rail transit operators](#), [transit maintenance workers](#), and [transit station workers](#) need to know about COVID-19.
 - Consider assigning [vulnerable workers duties that minimize their contact with](#) passengers and other employees
 - Conduct worksite hazard assessments to identify COVID-19 prevention strategies, such as appropriate use of cloth face coverings or personal protective equipment (PPE), and follow the prevention strategies.
- **Phase 1:** Restrict ridership to [essential critical infrastructure workers](#) in areas needing significant mitigation and maintain **strict** social distancing as much as possible.
- **Phase 2:** Maintain social distancing between transit riders and employees as much as possible.
- **Phase 3:** Encourage social distancing as much as possible.

Safety Actions

Promote [healthy hygiene practices](#) (Phases 1-3)

- Enforce [everyday preventive actions](#) such as [hand washing](#), covering coughs and sneezes, and use of a [cloth face covering](#) by employees when around others, as safety permits. Provide employees with appropriate equipment as necessary and as available. Communicate with the public about the importance of hygiene, covering coughs and sneezes, and using cloth face coverings while using mass transportations, including posting signs in transit stations and vehicles on how to [stop the spread](#) of COVID-19, [properly wash hands](#), [promote everyday protective measures](#), and [properly wear a face covering](#).
- Ensure adequate supplies to support [healthy hygiene behaviors for](#) transit operators, employees, and passengers in stations, including soap, hand sanitizer with at least 60 percent alcohol, tissues, and no-touch trash cans.

Intensify [cleaning, disinfection](#) and ventilation (Phases 1-3)

- [Clean, sanitize, and disinfect](#) frequently touched surfaces (for example, kiosks, digital interfaces such as touchscreens and fingerprint scanners, ticket machines, turnstiles, handrails, restroom surfaces, elevator buttons) at least daily.
- [Clean, sanitize, and disinfect](#) the operator area between operator shifts.
- Use touchless payment and no-touch trash cans and doors as much as possible, when available. Ask customers and employees to exchange cash or credit cards by placing in a receipt tray or on the counter rather than by hand and wipe any pens, counters, or hard surfaces between each use or customer.
- Avoid using or sharing items that are not easily cleaned, sanitized, or disinfected, such as disposable transit maps.
- Ensure safe and correct application of disinfectants.
- Use gloves when removing garbage bags or handling and disposing of trash and [wash hands afterwards](#).
- Ensure that ventilation systems operate properly and increase circulation of outdoor air as much as possible by opening windows and doors, using fans, or other methods. Do not open windows and doors if they pose a safety risk to passengers or employees, or other vulnerable individuals.
- [Take steps](#) to ensure that all water systems and features (for example, drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown to minimize the risk of [Legionnaires' disease](#) and other diseases associated with water.

Ensure social distancing

- **Phase 1 and Phase 2**
 - Institute measures to physically separate or create distance of at least six feet between all occupants. This may include:
 - Asking bus passengers to enter and exit the bus through rear doors, while allowing exceptions for persons with disabilities.
 - Closing every other row of seats.
 - Reducing maximum occupancy of buses and individual subway and train cars and increasing service on crowded routes as appropriate.
 - Provide physical guides to ensure that customers remain at least six feet apart while on vehicles and at transit stations and stops. For example, floor decals, colored tape, or signs to indicate where passengers should not sit or stand can be used to guide passengers.
 - Install physical barriers, such as sneeze guards and partitions at staffed kiosks and on transit vehicles to the extent practicable.
 - Close communal spaces, such as break rooms, if possible; otherwise, stagger use and clean and disinfect in between uses.
- **Phase 3**
 - Consider or continue instituting measures to physically separate or create distance between occupants.
 - Provide physical guides to help customers maintain physical distance while on vehicles and at transit stations and stops. For example, floor decals, colored tape, or signs to indicate where passengers should not sit or stand can be used to guide passengers.
 - Install or maintain physical barriers, such as sneeze guards and partitions at staffed kiosks and on transit vehicles to the extent practicable.

Train employees (Phases 1-3)

- Train all employees in the above safety actions while maintaining social distancing during training.

Monitoring and Preparing

Checking for signs and symptoms (Phases 1-3)

- Consider conducting daily health checks (e.g., temperature screening) of all employees.
- If implementing health checks, conduct them safely and respectfully and in accordance with any applicable privacy laws and regulations. Confidentiality should be respected. Employers may use examples of screening methods in CDC's General Business FAQs as a guide.
- Encourage staff who are sick to stay at home.

Plan for when an employee becomes sick (Phases 1-3)

- Employees with symptoms of COVID-19 (fever, cough, or shortness of breath) at work should immediately be sent home.
- Inform those who have had close contact with a person diagnosed with COVID-19 to stay home and self-monitor for symptoms, and follow CDC guidance if symptoms develop.
- Establish procedures for safely transporting anyone who is sick to their home or to a healthcare facility.
- Notify local health officials, staff, and customers (if possible) immediately of any possible case of COVID-19 while maintaining confidentiality as required by the ADA.
- Close off areas used by a sick person and do not use until after cleaning and disinfection. Wait 24 hours before cleaning and disinfecting. If 24 hours is not feasible, wait as long as possible. Ensure safe and correct application of disinfectants and keep disinfectant products away from children. Affected vehicles can be used immediately after cleaning and disinfection.
- Advise sick staff members not to return until they have met CDC's criteria to discontinue home isolation.
- Implement safety practices for critical infrastructure workers who may have had exposure to a person with suspected or confirmed COVID-19.

Maintain healthy operations (Phases 1-3)

- Implement flexible sick leave and other flexible policies and practices, if feasible.

- Monitor absenteeism of employees and create a roster of trained back-up staff.
- Designate a staff person to be responsible for responding to COVID-19 concerns. Employees and customers should know who this person is and how to contact them.
- Create and test communication systems for employees and customers for self-reporting of [symptoms and notification of exposures and closures](#).

Reducing Service

Phases 1-3

- Check State and local health department notices daily about transmission level and mitigation level in the local area and adjust operations accordingly.
- Be prepared to reduce services if the community mitigation level increases in the local area.
- Continue communication with staff and the public about decision making.