

COVID-19

HOW WE'RE PROTECTING YOU.

COVID-19: How We're Protecting You

A Message from NJ TRANSIT President & CEO Kevin S. Corbett

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In light of new recommendations released by the Centers for Disease Control and Preventions (CDC), NJ TRANSIT is urging all of our customers still using the system for **ESSENTIAL TRAVEL ONLY** to wear a face covering.

Thanks for doing your part to help Flatten The Curve.

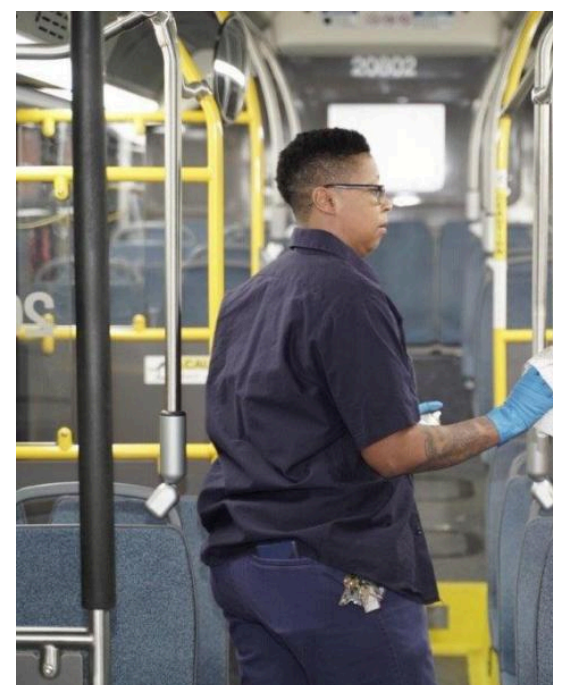
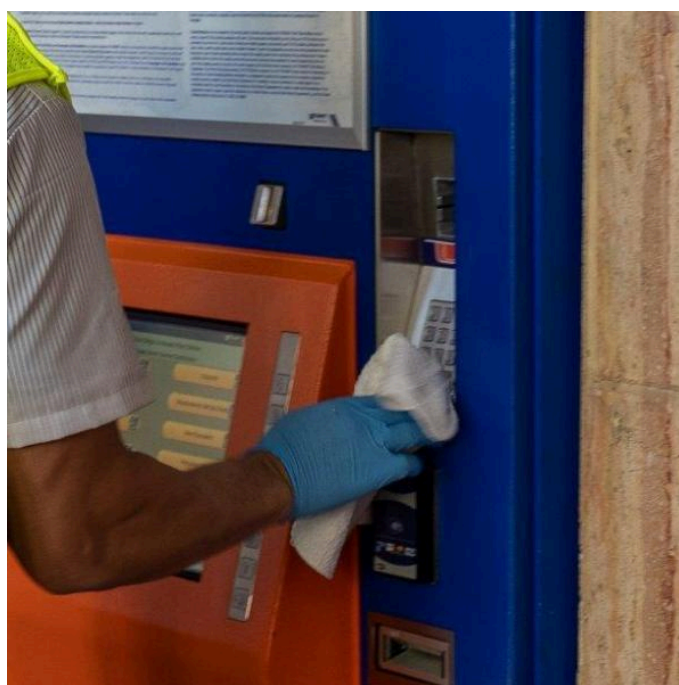
NJ TRANSIT's operating units have in place clear protocols and procedures for the cleaning and disinfection of rolling stock, vehicles and public facilities. Our Frequently Asked Questions provide answers to your questions about our ongoing response to COVID-19.

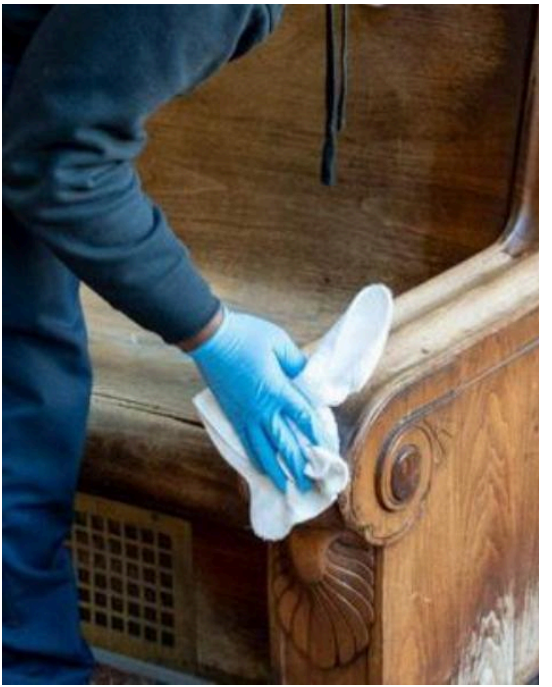
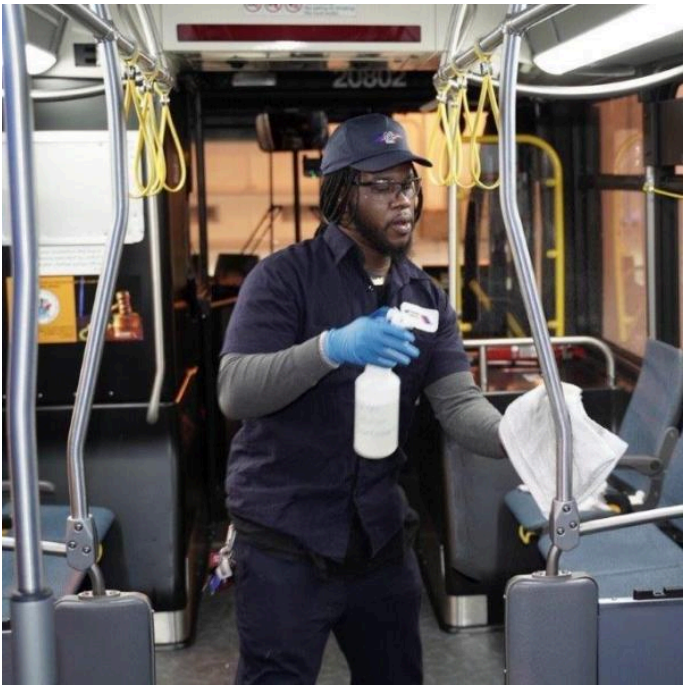
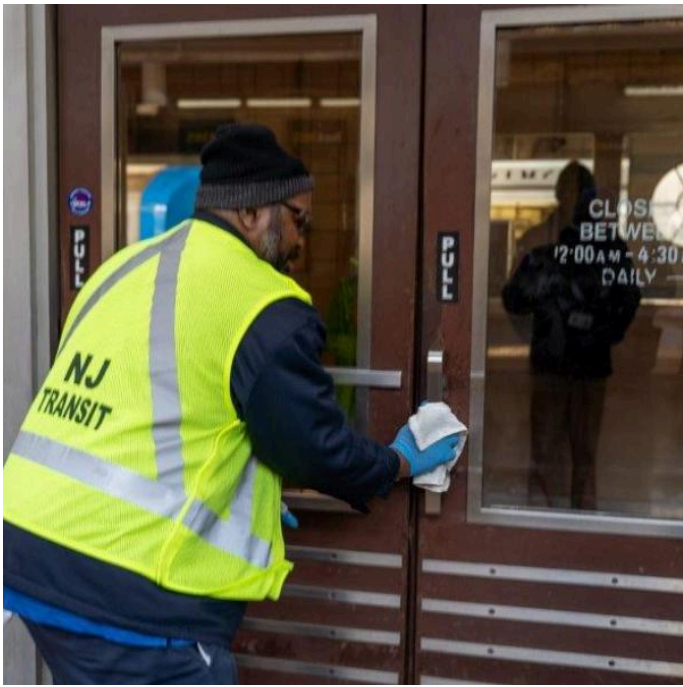
NJ TRANSIT has enhanced its cleaning efforts to include disinfecting vehicles every 24 hours. Hard surface cleaning and disinfecting typically includes handholds, arm rests, seating areas and restrooms.

Our enhanced cleaning regimen in stations includes additional disinfecting of frequent customer touchpoints such as ticket vending machines, handrails, and door handles. In major stations and terminals, this occurs once every shift.

The cleaning agents used in this effort are deemed effective for these purposes and contain anti-viral components such as bleach/water mixes and other disinfectant sprays. Areas regularly cleaned include are doors, door knobs, windows, benches, partitions, trash cans, elevators, escalators, handrails, ledges, all restrooms and floor surfaces and all floor mats.

NJ TRANSIT is closely engaged with the New Jersey Department of Health and other state and federal resources to carefully monitor, and if need be, respond to emergent health concerns that have the ability to impact customers and employees.





The Centers for Disease and Control and Prevention (CDC) offer the following preventative steps:

- Stay home if you are sick
- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose and mouth with unwashed hands
- Avoid close contact with those who are sick
- Cover your cough or sneeze with a tissue, throw the tissue in the trash, then wash hands

For more information, please visit the [New Jersey Department of Health](#) and the [CDC](#).

Frequently Asked Questions

📌 How is NJ TRANSIT ensuring that I will not be contaminated when using transit service?

NJ TRANSIT has enhanced its cleaning efforts to include disinfecting vehicles every 24 hours. Our enhanced cleaning regimen in stations includes additional disinfecting of frequent customer touchpoints such as ticket vending machines, handrails, door handles. The cleaning agents used in this effort are deemed effective for these purposes and contain anti-viral components such as bleach/water mixes and other disinfectant sprays.

Customers wishing to limit your use of touchpoints are encouraged to purchase tickets through the [NJ TRANSIT App](#).

NJ TRANSIT is closely engaged with the New Jersey Department of Health and other state and federal resources to carefully monitor, and if need be, respond to emergent health concerns that have the ability to impact customers and employees. NJ TRANSIT formed an internal task force that includes staff from its Medical, Office of Emergency Management, Environmental, Safety, Communications departments and all of our operating lines, and is closely monitoring this issue.

➤ What are NJ TRANSIT's process and protocols in the event a COVID-19 case is identified onboard one of your vehicles?

➤ Is travel on NJ TRANSIT free?

➤ Is NJ TRANSIT experiencing a significant decrease in ridership due to fears of contracting COVID-19 on board a transit vehicle?

➤ What is NJ TRANSIT's service plan to deal with COVID-19?

➤ Will NJ TRANSIT give crews masks to address their fears of contracting the COVID-19?

➤ If I'm working from home for the remainder of the month to help prevent the spread of COVID-19, and won't need my monthly pass anymore, can I get a refund?