

Recommendations for Operators in Domestic Public Transportation

1.1 Building and Vehicle Management

- Keep the restrooms, food courts, and ticket sale counters clean and use disinfectant for fogging of service areas at least every 2 hours, especially during “rush hour.”
- Keep all vehicles clean, especially on surfaces that are frequently touched by passengers such as bus handrails, door handles, seat cushions and armrests. It is recommended to use detergent and 70% alcohol solutions to clean the touched surfaces.
- Keep all common equipment used by passengers clean such as the buttons on kiosks and vending machines.
- Prepare and provide masks and alcohol gel to passengers and staff at common service areas.

1.2 Staff Management

- Operators should assign a focal point for human resource management in order to update, share and disseminate the information and recommendations on disease prevention and control to the staff in the organization.
- Annual medical check-ups for staff working in public transport is recommended.
- The operators and staff working on vehicles should wear masks and wash hands with alcohol gel or soap to protect themselves from the disease. For taxi drivers, if there are no passengers, it is not necessary to wear a mask.
- Provide information and knowledge to the staff on what to do if sick
- Observe the symptoms of customers and staff in the organization. If they are suspected to have the infection, please inform the Human Resources (HR) section to consider for sick leave approval until the staff members recover.

1.3 Service Management

- Increase the channels/methods of selling tickets to reduce congestion in ticket sales counters e.g. provide online ticket sales.
- If there are passengers who have symptoms including coughing, sneezing and runny nose, it is recommended for staff to ask those passengers to wear a mask provided at common service areas.
- Provide correct information and knowledge to the staff in the organization about the causes and the transmission of the disease, including how to prevent the disease.

2. Recommendations for Passengers

- Before traveling, passengers should prepare a mask and alcohol gel
- If passengers do not have a mask but have suspected symptoms during transit, passengers should ask the staff for a mask.
- If anyone observes passengers with abnormal coughing and sneezing, please inform the staff to provide a mask for those passengers