Keeping our rail network COVIDsafe

The rail industry has been keeping our trains, light rail and trams moving during COVID-19 to make sure essential public transport is there for the people who need it.

There are no known cases of community transmission associated with the use of public transport in Australia. Operators continue to work closely with state and territory chief medical officers to ensure the ongoing safe operation of our rail for passengers and public transport staff. The industry will continue to review and adjust its approach as advice changes to make sure our rail network remains COVIDsafe at all times.

How the rail industry is responding

As more people return to school and work, patronage on our rail network is increasing and the industry is working hard to welcome passengers back. Operators have introduced a wide range of additional measures to support the continued safe operation of the network. Individual states and territories may approach certain issues differently depending on the health advice in their jurisdiction.

Increased cleaning and hygiene measures

Regular deep cleaning of our trains, light rail and trams is taking place, in addition to periodic cleaning when in service.

Maintaining or increasing schedules

Most operators maintained full schedules even when demand was at its lowest. As more people return to public transport, some operators have increased additional services during peak shoulder periods to help support social distancing.

Keeping passengers informed

Additional signage and announcements on board, in stations and on platforms are helping keep passengers informed of the latest advice during their journey. Travel apps and online communications channels provide real time updates to help passengers plan a safe and direct journey when they catch the train, light rail or tram.

Minimising touchpoints

Contactless and cashless payment, as well as the introduction of hand sanitisation facilities at key stations, is reducing passenger touchpoints.

Working with the experts

Operators are working closely with chief medical officers to ensure their operations are consistent with the latest and best health advice. Their plans are in line with the Australian Health Protection Principal Committee guidelines for public transport operators.

How passengers can help

Keeping public transport safe is only possible when operators and travellers work in partnership together. There are some key things passengers can do to help keep themselves and our rail network COVIDsafe.

Plan your journey

Use travel apps and journey planners available in your state or territory to plan the most direct route possible. Avoid travelling in peak times when you can and check for notifications about busy times to avoid.

Maintain a safe distance

Look for signage to help you maintain social distancing during your journey. If you see a service is full, wait for the next one or choose another transport option.

Stay home if you're unwell

Don't catch public transport if you're feeling unwell. Stay home to help us all stay COVIDsafe.

Work flexibly

If you run a business or a team, consider how you can support flexible arrangements so fewer people need to travel to and from work during the peak. This will help make sure public transport remains a good choice for more people who need to work away from home.

The Australasian Railway Association (ARA) is the peak body for the rail sector in Australia and New Zealand. We represent more than 150 member organisations including passenger and freight operators, track owners and managers, suppliers, manufacturers, contractors and consultants. Our members include listed and private rail-related companies, government agencies and franchisees.

Want to find out more?
For more information on how the rail industry is responding to COVID-19, contact ARA Government Relations Manager **Mal Larsen at mlarsen@ara.net.au**