



Dear Colleague,

We are living in unprecedented times and as the response to COVID-19 has been rapidly evolving, we've sent company-wide updates regarding potential cases within NJ TRANSIT.

We recognize the importance of providing information to employees as quickly as possible, while ensuring that information is accurate. To that end, and to align our process with our peer agencies, we will be moving away from the all-subscribers notification to a targeted approach that will speed the notification process. Going forward we'll provide targeted notifications to those employees in the relevant departments and geography where there are confirmed positive cases.

We will continue to send our Friday update to all subscribers.

Please note that in order to maintain speed of communications, it is vitally important that if you have received a positive test result for COVID-19, you must notify Medical Services as soon as you receive this information. Medical Services needs the employee's notification to begin their employee outreach process.

We will continue to take the following actions as soon as Medical Services is notified that an employee has tested positive for COVID-19:

- Medical Services will ask the employee to provide documentation from their healthcare provider to confirm test results and instruct the employee to notify their immediate supervisor;
- Medical Services will work with the employee's supervisor to compile a list of whom they may have had close or prolonged contact with during the 14-day period prior to the employee's last date worked.
 - **The CDC defines "close contact as:**
 - **Being within approximately 6 feet (2 meters) of a COVID-19 case for a prolonged period of time; close contact can occur while caring for, living with, visiting, or sharing a healthcare waiting area or room with a COVID-19 case**
 - or –
 - **Having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on)**
- The employee's manager will provide this list to Medical Services.

- Medical Services, or their designee, will contact each employee on the list and offer the following recommendations:
 - Monitor your symptoms
 - If symptoms are present, visit your healthcare provider
 - Maintain contact with Medical Services following your visit
- Medical Services will also work with the employee, their supervisor and the Incident Command Operations Sections Chief to identify affected work areas when a positive case, or suspected prolonged contact with a positive case, has been reported. Specialized cleaning to thoroughly clean and disinfect facilities will continue to be deployed.

We remain steadfast in our commitment to flattening the curve, maximizing social distancing and protecting our employees through rigorous disinfection procedures.

We will continue to take these measures when we are notified of a positive test result. This is in addition to our already expanded sanitizing and cleaning regimen. The safety of our employees, customers and general public remains our top priority.

NJ TRANSIT'S RESPONSE TO PROTECT EMPLOYEES

ALL EMPLOYEES: Every employee has access to the new Employee Coronavirus Hotline at (973) 378-6200. The hotline will soon be staffed 24/7 to answer questions and facilitate reporting.

Bus, Rail, Light Rail and Access Link Paratransit Vehicle and Facility Cleaning



We have enhanced cleaning procedures systemwide to include disinfection regimens onboard vehicles every 24 hours, and at major stations and terminals on each shift throughout the day. Our enhanced station cleaning regimen includes disinfection of frequent customer touchpoints such as ticket vending machines, handrails, and door handles and other common areas and hard surfaces.

We have available to NJ TRANSIT the services of an external environmental response contractor to augment, if needed, our enhanced cleaning and disinfection regimens at employee work locations, stations and facilities throughout our service network.

Bus and Rail Operations

To maximize social distancing between operators and customers, we restricted the seating availability closest to the bus operator and implemented rear-door boarding on all bus routes where available.

- We're reducing bus service levels without reducing overall number of operators, which reduces the number of days the bus operator is exposed to the riding public each week.



- We're maintaining critical training schedules for our Locomotive Engineer Training Program (LETP) and Assistant Conductor Training Program (ACTP), by transitioning in-classroom training to a distance learning format, and will be equipping trainees with company-issued laptops.
- NJ TRANSIT has limited the number of employees congregating in break rooms to ensure adequate social distancing.
- Customers have been encouraged to use the NJ TRANSIT mobile ticketing app or purchase paper tickets prior to boarding to reduce/eliminate cash transactions.

New Jersey Transit Police Department (NJTPD)

- The Incident Management training at Texas A&M University, led by NJTPD Chief Christopher Trucillo and the Office of Emergency Management, has prepared employees from across the organization to work together to provide a coordinated response to crises such as the one affecting us now.
- The NJTPD has been working with Bus and Rail Operations to limit or close access to station waiting rooms to avoid people congregating in close quarters, which protects our employees and customers.
- Last, but certainly not least, the men and women of the NJTPD continue to protect our employees and customers throughout our system, ensuring the safety of those NJ TRANSIT employees that are still delivering the essential transit services that many of our customers still depend on.

Corporate and Other Employees Who Are Reporting to Regular Work Locations

- We have established comprehensive policies and protocols for employees who may have tested positive, been exposed to someone who has tested positive or simply have questions related to COVID-19.
- COVID-19 FAQ's have been distributed to our union and non-union employees and we've established a COVID-19 Employee Hotline (973-378-6200), which will soon be staffed 24/7.
- Since Monday, March 16, every employee who can work from home IS working from home. We have distributed several hundred laptops and provided remote access to the NJ TRANSIT internal network and applications.
- In-person meetings with more than 10 people are no longer permitted. If the meeting is mission-critical and remote dial-in cannot be accommodated, the meeting room must be able to accommodate the recommended social distancing of 6 feet per person. NJ TRANSIT is strongly encouraging employees to conduct all meetings via conference call or video-conferencing.
- Transit Information Center and Access Link call center staffing levels have been reduced significantly to ensure that the minimum social spacing exists in all call center locations.

NJ TRANSIT continues to actively engage with the New Jersey Department of Health and the State Coronavirus Task Force.

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

- 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

We will continue to keep you informed whenever new information is available. In the meantime, please continue to be guided by your respective COVID-19 FAQ's, and the Human Resources "Communicable Diseases in the Workplace" policy, which has been distributed with earlier e-mails.

It is important to contact Medical Services as soon as possible at the new employee COVID-19 hotline at (973) 378-6200, or via e-mail at Medical@njtransit.com, to report positive test results, possible exposure or any recommendations you've received from your healthcare provider related to COVID-19.

Additional Resources

**NJ TRANSIT Medical Services
Hotline**
Medical@njtransit.com

NJ TRANSIT COVID-10

(973) 378-6200

Centers for Disease Control and Prevention
[CDC COVID-19 Web Page](#)

World Health Organization
[WHO COVID-19 Web Page](#)

NJDOH Communicable Disease Service
[NJDOH COVID-19 Web Page](#)
hotline (1-800-222-1222)

NJ COVID-19 Website
covid19.nj.gov/

Sincerely,

Brian Lapp
SVP & Chief Safety Officer
Incident Commander – NJ TRANSIT Coronavirus Task Force