

# NJ TRANSIT COVID-19 UPDATE: REGULAR SERVICE FOR MONDAY, 3/16/2020 & REFUND POLICY

NJ TRANSIT will be running regular weekday service tomorrow, Monday, March 16<sup>th</sup>, 2020 and will continue to do so as conditions warrant.



NJ TRANSIT is working to ensure a safe environment by following the health standards set by the CDC through the sanitation of our facilities and vehicles and the cleanliness practices amongst our employees.

NJ TRANSIT Rail, Bus, Light Rail, and Access Link have enhanced their cleaning procedures to augment our daily current practices, including additional disinfection regimens. Hard surface cleaning and disinfecting typically includes such areas as handholds, arm rests, seating areas and restrooms, among others.

NJ TRANSIT has increased the frequency of cleaning regimens for all stations using cleaning agents that are deemed effective for these purposes and which contain anti-viral components such as bleach/water mixes and other disinfectant sprays and liquids. Areas regularly cleaned include doors, doorknobs, windows, benches, partitions, trash cans, elevators, escalators, handrails, ledges, all restrooms and floor surfaces and all floor mats. Customers wishing to limit their use of touchpoints are encouraged to purchase tickets through the NJ TRANSIT mobile app.

**Additionally, we have updated our [NJ TRANSIT COVID-19: How we're protecting you FAQs website](#) to assist our monthly pass customers wishing to receive a refund.**

Per our policy, customers can request a refund for the unused portion of their monthly pass. If they bought a monthly pass in the NJ TRANSIT App, they can request to refund it directly in the app by selecting the pass in their "All Tickets" tab, and then selecting "Refund."

If they have a paper pass or need additional help, please have them [share their info](#) and the customer service team will be in touch.

If they bought their pass on [WageWorks.com](#), they will need to contact them for a refund. If, however, they used a WageWorks Commuter debit card to make the purchase, NJ TRANSIT customer service can help them with the refund.

## How refunds are calculated:

Monthly passes are already discounted about 35% off the full one-way fare when calculated using business days in the month, and the discount is even greater if the pass is used on weekends.

Customers submitting monthly passes for refunds will, at the time of the refund request, have the value of two full, one-way fares deducted for each business day.

For example, if a refund request is submitted on Monday, March 16, the deduction amount is calculated by multiplying the full, one-way fare of travel reflected on that pass by 20 (10 business days X 2 one-way tickets each day).

The deduction amount is then subtracted from the original monthly pass cost to arrive at the refund amount.

**As key communicators, we encourage you to continue to share the Centers for Disease Control and Prevention's (CDC) preventative steps for the coronavirus:**

- 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 following websites:

NJ TRANSIT: <https://www.njtransit.com/covid19>

New Jersey Department of Health: <https://www.nj.gov/health/>

CDC: <https://emergency.cdc.gov/han/han00427.asp>

NJ TRANSIT will continue to respond to the latest on COVID-19 with customer and employee safety as a top priority and keep you informed of our response.