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# Restoring passengers' trust

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# Overview

- **About UITP and its response to Covid-19**
- **Overall situation and recovery**
- **Case studies: Crowdedness and occupancy monitoring**
- **Q&A**



**COVID-19**

**UITP and response to the crisis**



# **UITP AND THE RESPONSE TO THE CRISIS**

- **International association with more than 1,800 members from 100 countries**
- **Bringing together all public transport stakeholders and all sustainable transport modes**
- **Mission to provide a worldwide knowledge hub and exchange platform, and to advocate, promote and defend the essential role of public transport in any vision for a sustainable and flourishing city**
- **Dedicated taskforce looking to identify, initiate and coordinate the delivery of activities supporting the sector in:**
  - the management of Covid-19
  - the preparation of the post-lock down
  - the facilitation of the recovery period

# PRIORITIES AXES IDENTIFIED

1. RESTORING PASSENGERS' TRUST

2. SAFE DISTANCING & PPE

3. SANITISATION TECHNIQUES & PROCEDURES

4. MANAGEMENT OF DEMAND & FLOWS

5. MAIN COMMUNICATION MESSAGE: "PT is essential for the restart of the economy"

6. LOOKING FOR SCIENTIFIC RESEARCH ON SAFE DISTANCING IN PT: on how does the virus spread in public space

7. FACILITATE THE INTERACTION BETWEEN INDUSTRY & OPERATORS: dedicated workshop, periodical meetings



# ➤ COVID-19 GENERAL PUBLICATIONS



● POLICY BRIEF

## Papers, publications, factsheets

- [Public Transport is COVID-safe](#)
- [Future of mobility post-COVID](#)
- [Management of COVID-19: Guidelines for public transport operators](#)
- [Mobility post-pandemic: A strategy for healthier cities](#)
- [COVID-19 pandemic: The continuity of passenger transport services is crucial](#)

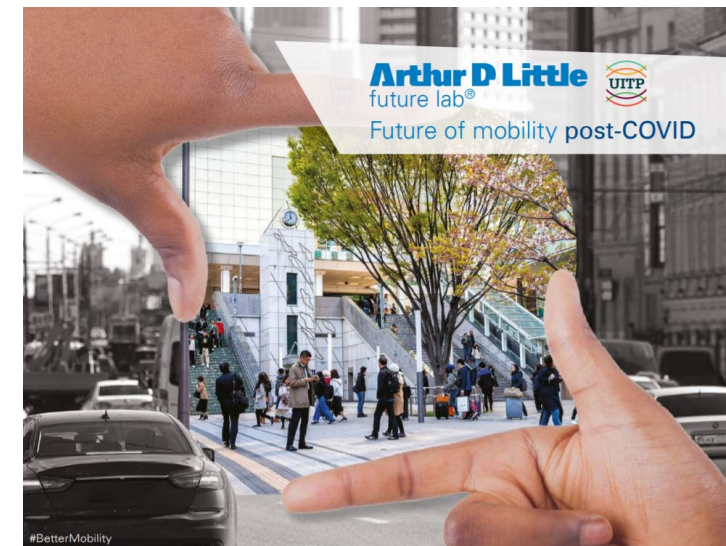
## PUBLIC TRANSPORT IS COVID-SAFE

OCTOBER | 2020

### INTRODUCTION

The Covid-19 crisis has shown how essential public transport is to guarantee access and continuity of basic services. During the lockdown, all over the world, the public transport supply was maintained to ensuring the mobility of essential front-line workers.

With the upturn in economic activity, the demand for mobility is growing. Public transport authorities and operators need to adapt the networks and services, increase operational capacity, invest in new technologies to provide real time information to customers and manage the occupancy rate, and





**COVID-19**

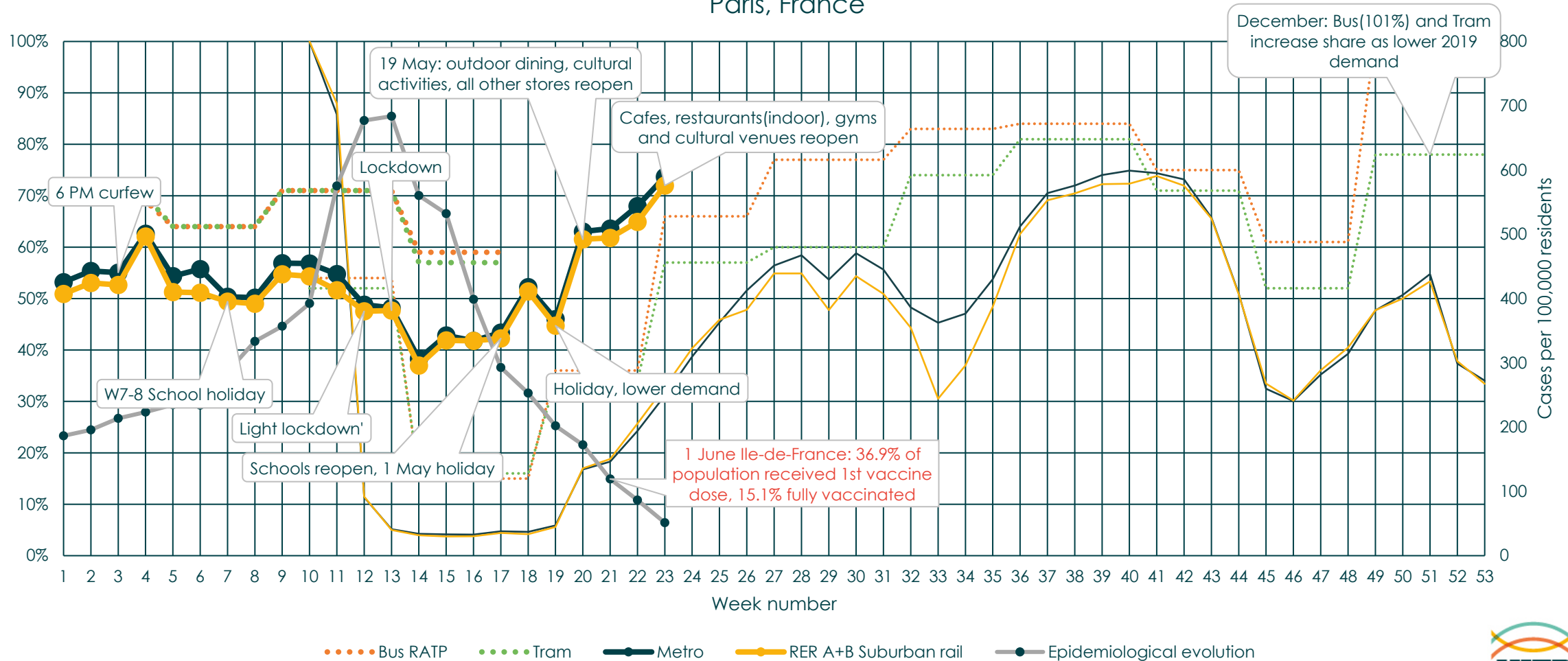
**Current situation and  
recovery**



# RATP, PARIS, FRANCE



Paris, France



\*Metro: comparison with week #10 of 2020, Bus & tram: estimation using monthly data, comparison with 2019

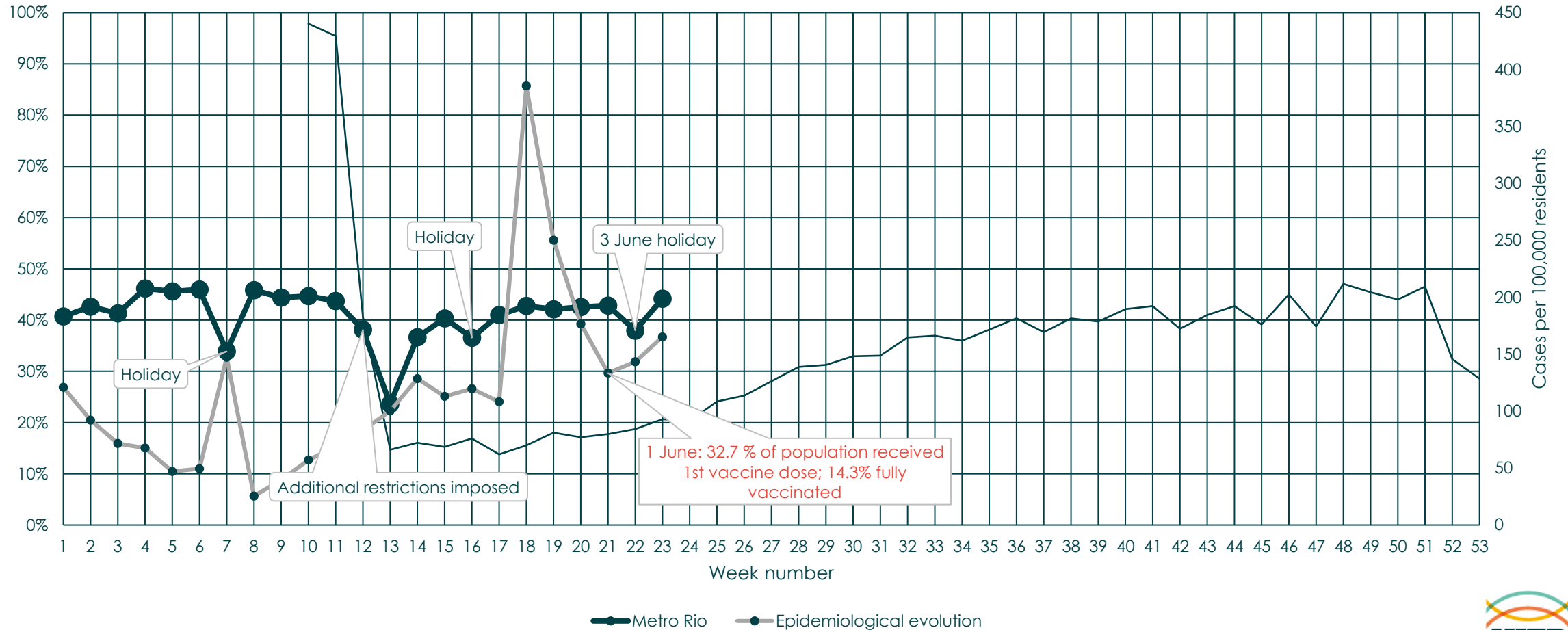




# > RIO DE JANEIRO, BRAZIL



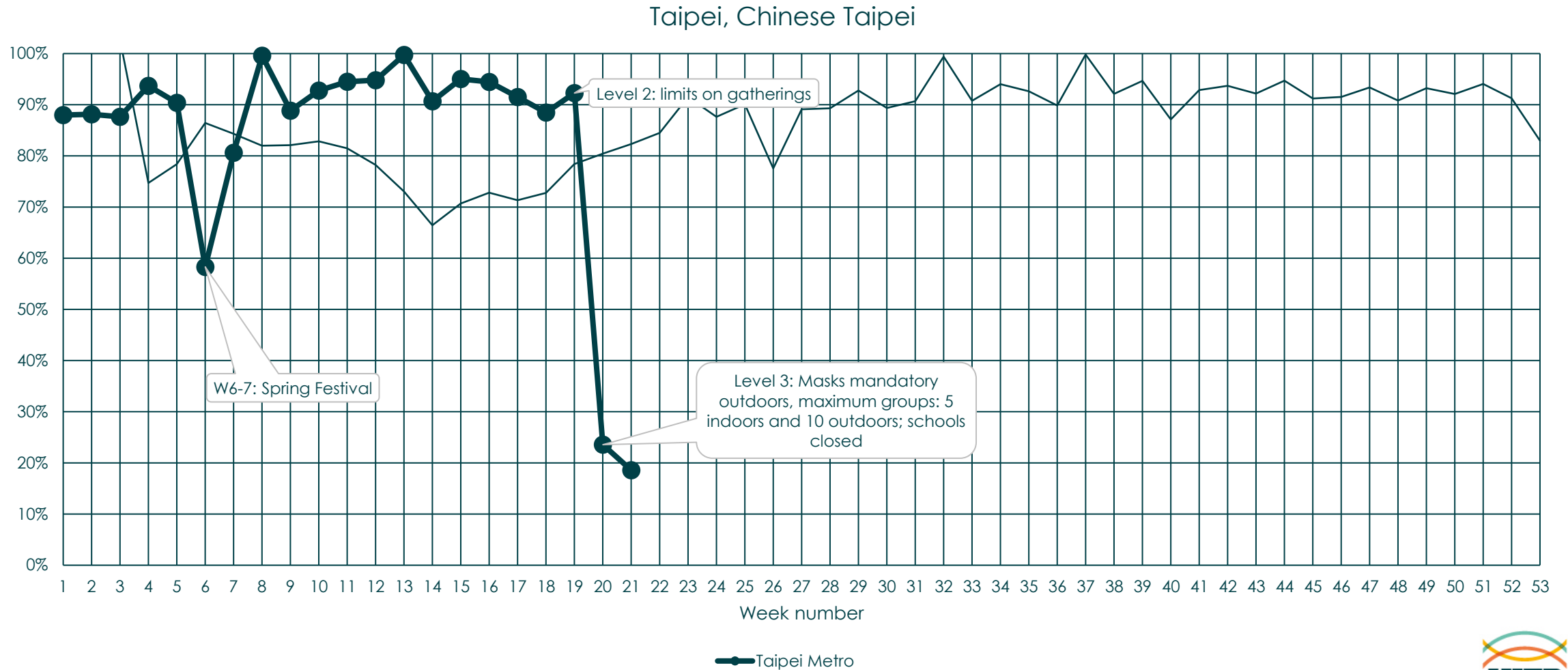
Rio de Janeiro, Brazil



\*Comparison with weeks #10-11 of 2020



# TAIPEI, CHINESE TAIPEI



\*Comparison with the corresponding week from 2019





# Innovation during the crisis

Occupancy monitoring apps



# METRO DE MADRID

- Increase supply despite the low demand to ensure distancing
- Ongoing analysis of daily demand developments to adjust frequencies to the forecasts for time slots and locations
- Lengthening of morning peak-hour span by bringing it forward - from 7,30 to 7,00- and extending it until 10,00 when necessary
- Plan for passenger traffic management and limited capacity control (accelerating the development of big data and its application to capacity control and flows in real time)
- Offer passengers all the station information in real time, for their knowledge and planning of their trips.
- Adapt the public address system messages and the screens in the station halls
- Smartphone app, to provide them with clear and intuitive information to facilitate their trips throughout the network.



# METRO DE MADRID

## KEYS TO REGAINING USERS' TRUST:

- Implement plans for possible new virus outbreaks
- Communication and marketing plan to promote Metro as a safe means of transport
- Insist on and promote the main prevention measures: mask, social distancing, hygiene and cleaning measures
- Commit to the intermodality of different transport systems
- Public transport must continue to be the backbone of mobility in large cities

## *Is the Subway Risky? It May Be Safer Than You Think*

New studies in Europe and Asia suggest that riding public transportation is not a major source of transmission for the coronavirus.



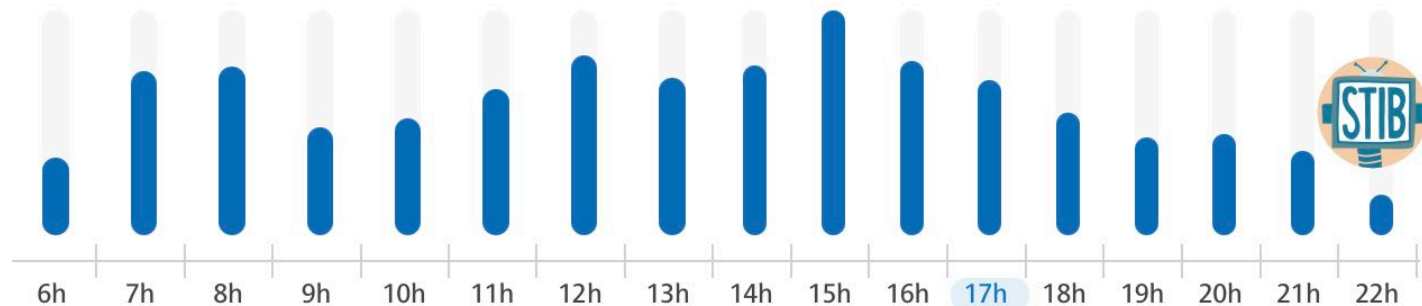
# ➤ BRUSSELS, BELGIUM

Occupancy monitoring and predictive tool in-app to help users plan their journeys during less busy periods

Week days Saturday Sunday

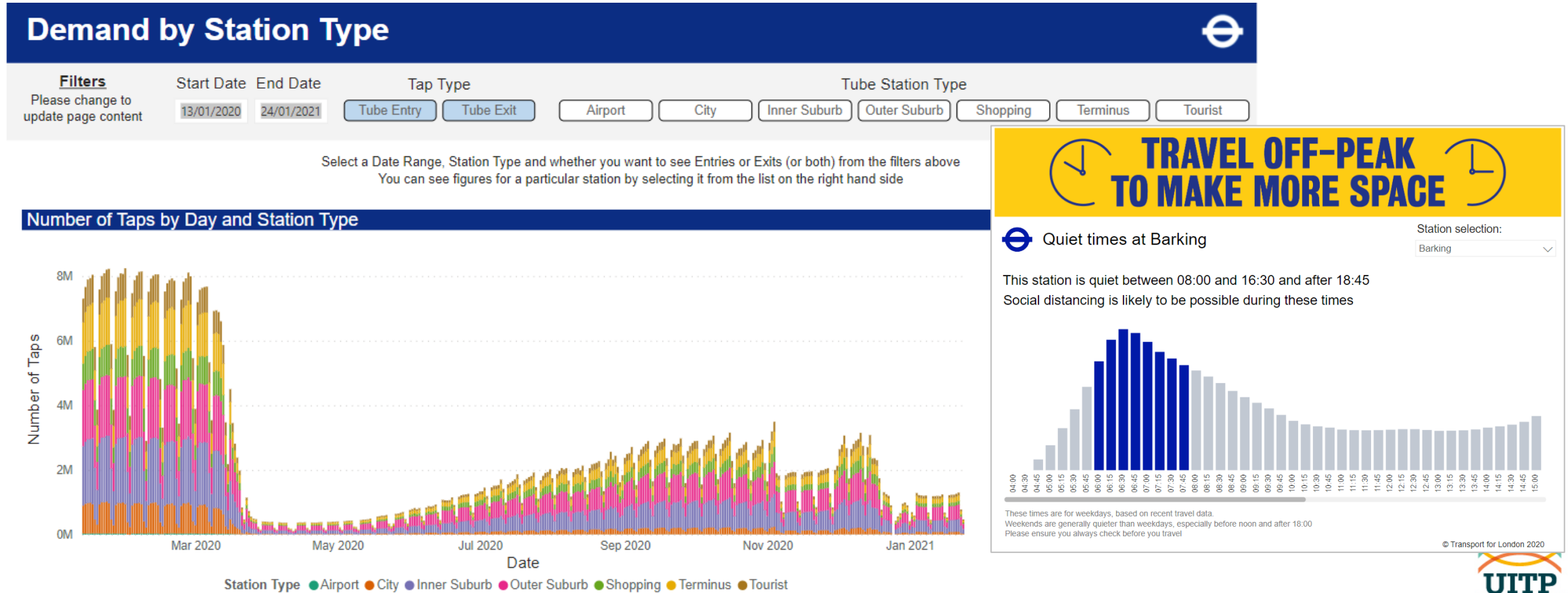


Progress through the day



# ➤ LONDON - TFL, UK

Data insight and coronavirus reporting available through the Quiet Times Tool on the TfL website and TfL Go.



<https://tfl.gov.uk/status-updates/busiest-times-to-travel>





**QUESTIONS?**





# THANK YOU!



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