



Polis webinar

Public Transport and COVID-19: Getting the offer right... and safe!



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What do public transport users expect in times of COVID-19, from lockdown to exit?



› The European Passengers' Federation (EPF)



- Founded in 2002
- European umbrella federation of national and regional passengers' organisations
- 37 member organisations
- 21 countries
- www.epf.eu



- **Impact on transport use**
 - Transport demand
 - Modal choices
- **Positive effects**
 - Less traffic – impact on road safety and congestion
 - Less pollution – air quality, noise
 - Health benefits
 - More green space in cities
- **Role of public transport?**
 - Minimum service guaranteed to serve core needs
 - PT = essential service – also in times of pandemics
 - Risk: shift from public and shared transport to private car use

> ... to exit: How to regain passengers' trust?



- **Public transport is 'clean'**
 - Frequent and thorough cleaning and disinfection
 - Other measures to reduce the risk of infection: ventilation, use of virus-resistant materials, ...
 - Monitoring people for signs of infection?
- **Social distancing: feasible on public transport?**
 - Ensure enough capacity & personal space
 - Optimize passenger flows
 - Occupancy information & passenger counting systems
 - Masks: reduced need for social distancing
- **Passenger rights**
 - Refunds & rebooking of tickets
 - PRM assistance on public transport
- **Communication!**

Crisis versus recovery:

- Longer-term: concentrate on the needs and priorities of passengers!
- Measures taken should be temporary, proportionate, consistent
- Public transport needs to be available, affordable and safe

Bigger picture:

- Pollution & road accidents cost (a lot of) lives
- Climate change: the other big challenge – public transport is key

Every crisis is also an opportunity!

- Opportunities of digitalization
- Hold on to the positive effects & remember lessons learned
- Collaboration, efficiency, multimodality, complementarity of modes
- Invest in & promote green and safe mobility

➤ Thank you for your attention!



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