

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?

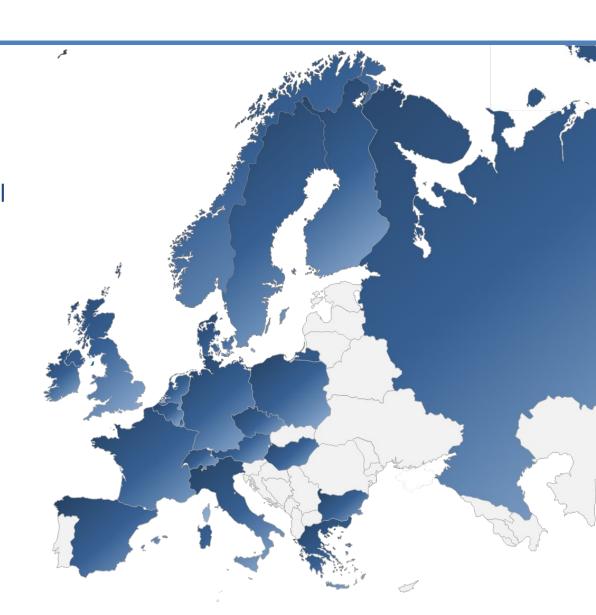


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The European Passengers' Federation (EPF)



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



Public transport: from lockdown...



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 virusresistant 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!

> Conclusions



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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