

# **TMB management of COVID'19: perspectives and challenges**

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# **1. Management of the crisis. Actions**





# 1.1. Organization for managing the crisis

## TMB during the Covid-19 crisis

- **Coordination Committee of COVID-19**
  - **Chaired by the chief executive officer**
  - It is structured in **three strategic commissions:**
    - **Health**
    - **Operations**
    - **Communication**
  - The managers of the **different departments** of the company, involved in managing this crisis, take part in these commissions.
  - One representative of each **Bus and Metro Works Council** is invited to participate.
- **Management Commission and Bus and Metro Operations Committees.**
- Permanent commissions of the **Works Councils.**
- **Safety and Occupational Health Committees.**
- **Board of Directors.**
- Coordination with other **public transport operators** through the **Covid-19 Committee** within the environment of **ATM.**
- Discussions with **public administrations** to assess and coordinate actions: AMB, City Councils, Generalitat (Regional Government of Catalonia, Ministry of Transport and European Union).
- Permanent talks with **public transport operators and organizations** at international level (UITP, ATUC, ALAMYS, plus others)







# 1.2. Health: protection of staff

M  
TMB  
L9  
Sud

Collblanc

Permet de la L9 Sud

## Protection of staff

**Prevention measures** since the start of the pandemic, which have limited the impact of the virus on staff:

- **System of rotation shifts** to protect staff further.
- **Confinement** of all **staff at risk**.
- **Isolation** of everyone who has been in contact with an infected person.
- **Distribution of masks** since February: in spite of the difficulties to obtain them, over 60,000 masks have been handed out, provided by the Barcelona City Council, the County Council, ATM, the Ministry of Transport and purchases made by TMB.
- Provision of a **medical and psychological telephone consultancy service**, by the TMB health department, formed by 16 professionals
- **Monographic Area in internet on COVID-19**, designed to easily consult any news and solve doubts on the health emergency, along with advice and resources, frequently asked questions on TMB transport networks, etc.
- **PCR tests** are currently being done on all active employees with symptoms, or who have been in contact with a possible patient, along with **antibody analysis** of confirmed or probable cases who are returning to work.



## Protection of staff

- Cancellation of **the sale of single tickets on buses**.
- Increased **safety of bus drivers: the driver's space has been sealed** with a separation screen.
- **Access to buses is through the second door**
- In **district buses, a methacrylate screen has been placed**, as access is only available through the front door.
- On the metro, **agents at stations do not provide a direct service**.
- The **temperature** is taken of all staff members who have accessed the **metro and bus control centres**.
- A **thermographic camera** has been installed at Sagrera.
- **Customer service points have been closed**. Information and customer services are only provided by phone.
- Great technological effort has been made to enable 1.000 licences to facilitate **teleworking**.

**InfoTMB**

### Coronavirus.

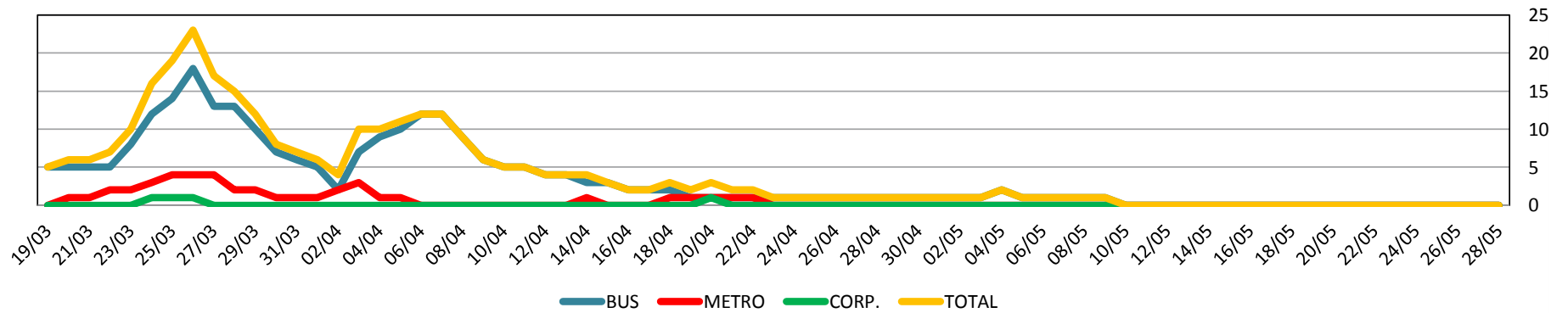
Per evitar contagis,  
preneu unes mesures  
habituals d'higiene

-  Renteu-vos les mans sovint.
-  Utilitzeu mocadors de paper d'un sol ús.
-  Eviteu compartir estris i objectes personals sense netejar-los degudament.
-  Tapeu-vos la boca i el nas amb el colze a l'esternudar.



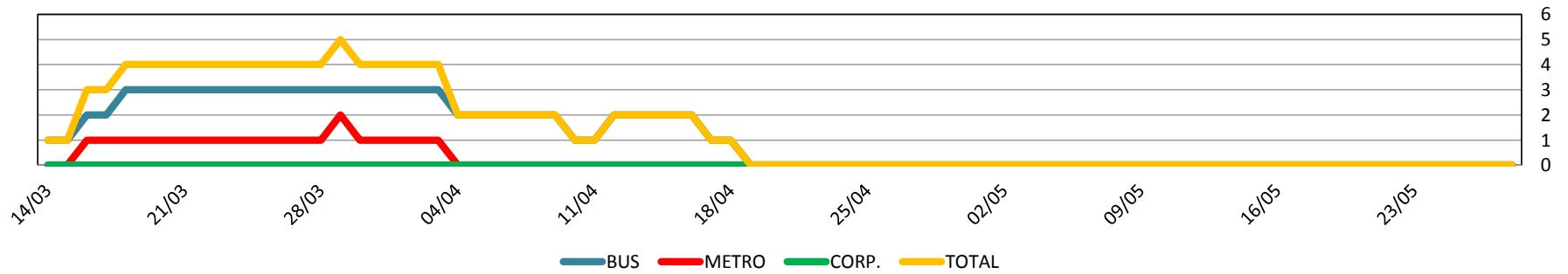
## Incidents on staff

Development of hospitalized patients (Date 05/28)



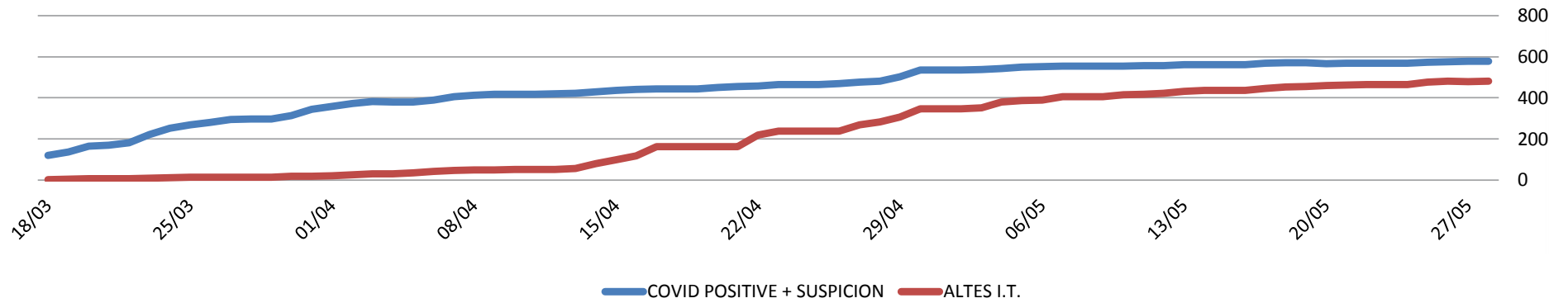
## Incidents on staff

Development of positive cases in the ICU (Data extracted on 05/28)



## Incidents on staff

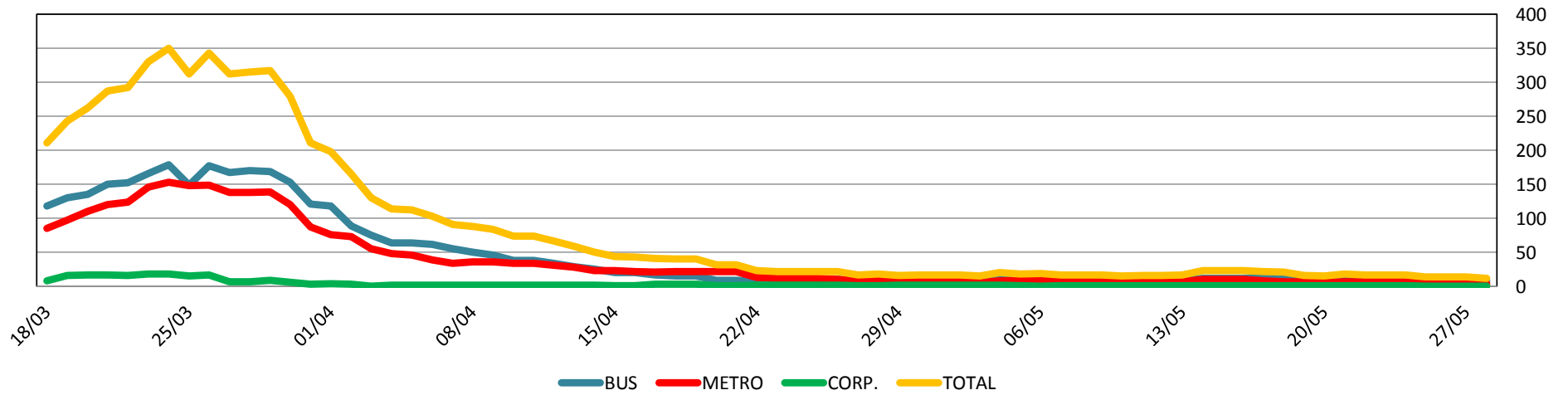
Discharges of the total number of positive and suspicious cases





# Incidents on staff

In quarantine without symptoms



# Incidents on staff

## Daily photograph of the situation

Staff situation  
chart as of May  
28, 2020 (data  
extracted 05/29  
in the morning)

	Bus	Metro	Total corpo	Corpo FMB	Corpo TB	Corpo PSM and TMB,SL	Total	%
Covid-19 positive employees (confirmed and probable cases)	44	25	7	4	2	1	76	0,91%
Positive hospital discharges Covid-19	43	25	7	4	2	1	75	0,90%
Discharges due to death	1	0	0	0	0	0	1	
Possible cases of Covid-19	262	215	25	18	7	0	502	6,02%
High IT positive and possible cases	252	203	26	18	7	1	481	
In isolation (by close contact) without symptoms	295	222	25	21	4	0	542	6,50%
In isolation FINISHED	287	218	25	21	4	0	530	6,36%
They are still in isolation AS OF THE CURRENT DATE	8	4	0	0	0	0	12	0,14%
External staff working in TMB facilities with positive Covid-19				1	1	17	19	
Low IT:								
COVID-19 CONFIRMED BY INSS	46	28	0	0	0	0	74	0,89%
COVID NOT CONFIRMED	191	140	12	8	1	3	343	4,11%
Diseases and accidents <03/01/2020	347	238	25	16	8	1	610	7,32%
<b>TOTAL LOW</b>	<b>584</b>	<b>406</b>	<b>37</b>	<b>24</b>	<b>9</b>	<b>4</b>	<b>1027</b>	<b>12,32%</b>
In risk groups (quarantines, chronic, pregnant, lactating,> 60 ...)	433	350	44	24	20	0	827	9,92%
Available Staff								
Working	2153	1562	521	280	239	2	4236	50,80%
Staff "at disposal" and others (holidays ...)	992	1190	52	25	6	21	2234	26,79%
Pending rating		14					14	0,17%
	<b>4162</b>	<b>3522</b>	<b>654</b>	<b>353</b>	<b>274</b>	<b>27</b>	<b>8338</b>	

Partial Retirees are not included

There are 1,029 people in total enabled to telework (10.54%)

As of 03/19, people who do not have services are identified and registered "at disposal"

Since 03/23 (by Bus) and 3/24 (by Metro), people over 60 years old who had to work are added as risk personnel.

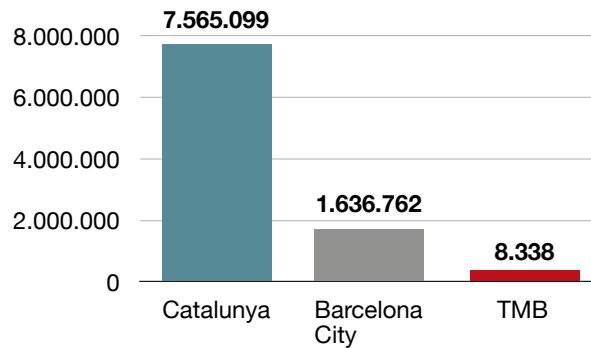
As of 04/27 the IT that the INSS has been ratifying is COVID (and the systems have been requalified with a specific code that gives them economic treatment for work accidents as indicated by the RD) are identified

On the other hand, it is indicated the IT that we already had before March 1, and those after March 1 that it is not known if they are or not by COVID

## Impact of COVID 19 (data on 28 May 2020)

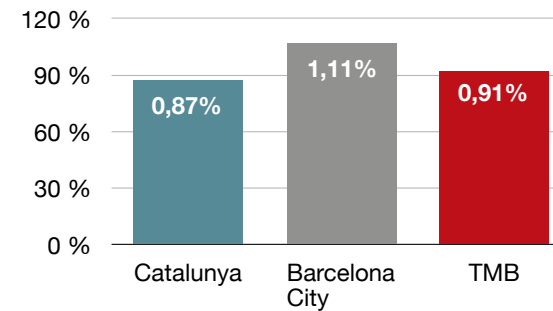
### Population

(Employees in the case of TMB)



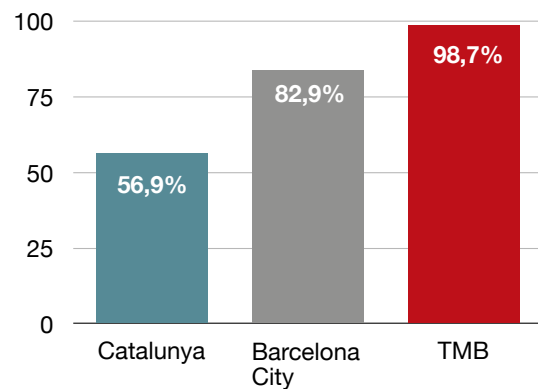
### Confirmed cases

(In percentages)



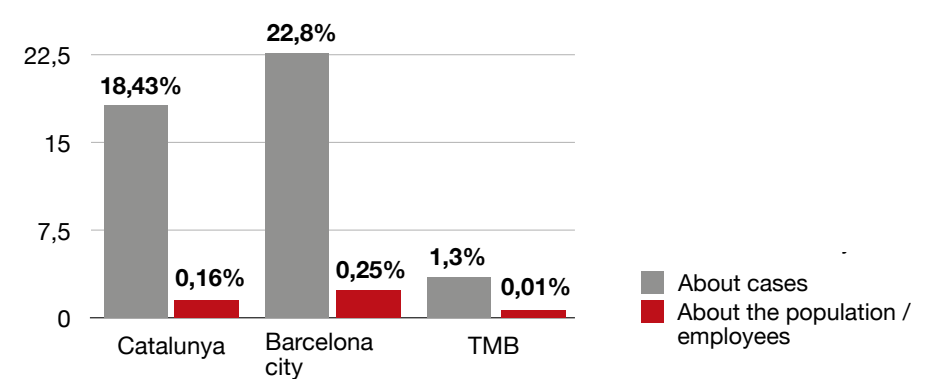
### Hospital discharges

(In percentages)



### Deaths

(In percentages)





# 1.3. Actions on the metro



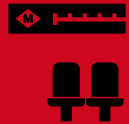
- Metro travel has **dropped to -94%**.
- **Service has adapted at all times**, although it has fluctuated between **50 and 60%**, in order to provide the best service in relation to each situation of the state of alarm, **with reinforcement at peak times (75%)**.
- **Extension of the weekend service has been cancelled** and operates with a fixed timetable from Monday to Sunday, from 5 am to 12 midnight.
- **The Montjuïc Funicular was suspended on 24 March**.
- At some stations, **signals and routes have been installed to facilitate social distancing**.
- Doors are opened **in a centralized way on trains, where this is possible**.

**Metro, daily table (30 days)**

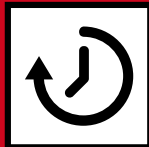
Type of day	Day	Travellers	% Var. <sup>(1)</sup>
E	01/05/2020	70.182	-91,3%
S	02/05/2020	98.447	-90,7%
E	03/05/2020	66.346	-91,1%
F	04/05/2020	201.920	-84,9%
F	05/05/2020	204.030	-84,9%
F	06/05/2020	208.445	-84,8%
F	07/05/2020	210.338	-84,6%
F	08/05/2020	218.800	-84,9%
S	09/05/2020	123.140	-87,2%
E	10/05/2020	73.721	-90,1%
F	11/05/2020	237.315	-82,0%
F	12/05/2020	240.991	-82,3%
F	13/05/2020	244.899	-82,3%
F	14/05/2020	244.704	-82,2%
F	15/05/2020	253.667	-82,1%
S	16/05/2020	136.003	-86,8%
E	17/05/2020	86.418	-87,2%
F	18/05/2020	266.545	-79,4%
F	19/05/2020	272.327	-79,6%
F	20/05/2020	277.772	-79,6%
F	21/05/2020	281.988	-79,4%
F	22/05/2020	291.171	-79,9%
S	23/05/2020	172.890	-81,0%
E	24/05/2020	109.015	-83,7%
F	25/05/2020	341.272	-73,6%
F	<b>26/05/2020</b>	<b>345.927</b>	<b>-74,3%</b>
F	<b>27/05/2020</b>	<b>350.972</b>	<b>-74,6%</b>
F	<b>28/05/2020</b>	<b>355.211</b>	<b>-74,6%</b>
F	<b>29/05/2020</b>	<b>372.129</b>	<b>-74,3%</b>
S	<b>30/05/2020</b>	<b>259.302</b>	<b>-73,4%</b>
E	<b>31/05/2020</b>	<b>171.379</b>	<b>-75,3%</b>

<sup>1</sup> With respect to the equivalent day last year

## Protocol de desinfecció i neteja del metro de TMB



### Estacions i dependències d'estacions

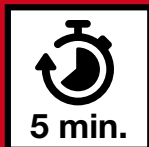


Es fa dos cops al dia



Es posa molta cura en:  
— Distribuïdors  
— Validadores  
— Passamans d'escales  
— Ascensors (especialment la botonera)  
— Seients  
— Dependències dels empleats

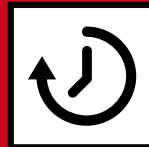
**Suma Bac D10 diluït amb aigua**



Es deixa actuar durant el temps estipulat per garantir la desinfecció



### Trens

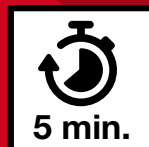


Es fa un cop al dia i abans que el tren entri a revisió



Es netegen a consciència:  
— Les barres interiors  
— Seients  
— Portes (especialment polsadors)  
— Cabines de conducció  
— Qualsevol element manipulable per part del client o empleat

**Suma Bac D10 diluït amb aigua**



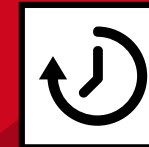
Es deixa actuar durant el temps estipulat per garantir la desinfecció



El tren disposa de líquid desinfectant perquè a cada canvi de conductor el mateix empleat netegi tots els botons i manipuladors que ha d'utilitzar.



### Edificis corporatius i tallers



Es netegen tres cops al dia (en cada canvi de torn)



En el cas de l'edifici corporatiu de La Sagrera, s'hi fa una neteja a fons un cop cada dues setmanes en què es desinfecten parets, sostres i terres fent servir productes de neteja emprats en la desinfecció quirúrgica.



A black and white photograph showing the interior of a bus. The view is from the back of the bus looking forward. There are rows of seats with a patterned fabric. Handrails are visible above the seats. The floor has white markings, including a wheelchair symbol. The text "1.4. Actions on buses" is overlaid in the center of the image.

# 1.4. Actions on buses



- **Bus travel has dropped to -96%.**
- **Service has adapted** at all times to provide the best service in relation to the degree of restriction of each situation of the state of alarm. **The average level has been around 50%.**
- **New timetables have been planned, adapting to the speed of the line.**
- **Posters** have been placed, displaying the **maximum capacity of passengers in each vehicle.**
- **Shifts at depots have been approved, and shuttles have been put in place to bring and collect drivers to their place of work.**
- The **Barcelona Bus Turístic and the Cable Car have been suspended** since 14 March.

**Bus, daily table (30 days)**

Type of day	Day	Travellers	% Var. <sup>(1)</sup>
E	01/05/2020	17.849	-93,6%
S	02/05/2020	37.016	-91,0%
E	03/05/2020	17.919	-93,1%
F	04/05/2020	89.908	-88,2%
F	05/05/2020	92.411	-87,9%
F	06/05/2020	95.505	-87,8%
F	07/05/2020	96.224	-87,6%
F	08/05/2020	99.429	-86,9%
S	09/05/2020	43.963	-89,1%
E	10/05/2020	18.054	-93,0%
F	11/05/2020	111.589	-85,4%
F	12/05/2020	112.722	-85,6%
F	13/05/2020	116.466	-85,2%
F	14/05/2020	113.337	-85,4%
F	15/05/2020	119.804	-83,0%
S	16/05/2020	49.564	-87,4%
E	17/05/2020	24.706	-89,2%
F	18/05/2020	131.523	-83,1%
F	19/05/2020	135.934	-82,6%
F	20/05/2020	140.104	-82,5%
F	21/05/2020	141.708	-82,0%
F	22/05/2020	143.982	-81,1%
S	23/05/2020	63.931	-83,2%
E	24/05/2020	30.401	-88,6%
F	25/05/2020	175.319	-77,4%
F	<b>26/05/2020</b>	<b>184.470</b>	<b>-76,4%</b>
F	<b>27/05/2020</b>	<b>185.483</b>	<b>-76,7%</b>
F	<b>28/05/2020</b>	<b>185.837</b>	<b>-76,5%</b>
F	<b>29/05/2020</b>	<b>183.990</b>	<b>-75,8%</b>
S	<b>30/05/2020</b>	<b>93.750</b>	<b>-76,2%</b>
E	<b>31/05/2020</b>	<b>49.318</b>	<b>-79,5%</b>

<sup>1</sup> With respect the equivalent day last year

\* Estimate with existing partial information

## Protocol de desinfecció i neteja dels autobusos de TMB



### Neteja dels autobusos



Cada nit, a més dels circuits propis de neteja de la flota, incloem la desinfecció diària dels autobusos que surten a servei i dels que durant el dia estan al taller



Ozó

Utilitzem bàsicament canons d'ozó de 5g/h i la desinfecció dura uns 11 minuts (en busos de 12 metres); després s'ha de deixar ventilar uns 7 minuts



11 min.

Les persones que fan la desinfecció han de portar elements de protecció (guants, ulleres i màscara)



Un cop el bus s'ha desinfectat, s'hi posa una cinta al volant per deixar-ne constància, i així és visible per al conductor



S'han distribuït productes perquè en tot moment els conductors puguin desinfectar el seu lloc de treball, a més de solucions alcohòliques



### Neteja i desinfecció d'oficines de les cotxeres



A la neteja habitual de les cotxeres hi hem afegit la desinfecció. A més, hem fet un reforç de la neteja i desinfecció per estances de les cotxeres, potenciant la desinfecció després de cada torn a les oficines, tallers, centre de control, lavabos i vestidors, menjadors i sales de descans de conductors



També hem incorporat un servei de desinfecció per nebulització, a demanda, en les zones on calgui incidir-hi més



A més, en els centres s'han distribuït productes de desinfecció perquè en tot moment els empleats puguin desinfectar el seu lloc de treball, a més de solucions alcohòliques per mantenir la higiene recomanada



### Purificació de l'aire en entorns oberts de més volum



Tant al Centre de Control com a les oficines de les cotxeres, a més de la neteja i la desinfecció, s'han instal·lat màquines que purifiquen l'aire per anar netejant l'ambient



### Protocol de retirada de vehicles en cas que es detecti en servei un possible cas de Covid-19



En aquesta situació, aturem el cotxe i el desallotgem. El bus es retira remolcat a la cotxera i es realitza el procés de desinfecció abans que cap empleat el mogui.



# 1.5. Communication

A black and white photograph of a modern subway station. The scene is captured from a low angle, looking down a platform. In the center, two escalators lead up to a glass-enclosed area. The floor is highly reflective, mirroring the escalators and the surrounding architecture. On the right side of the platform, a person is standing, their silhouette clearly visible against the lighter background. The ceiling is a complex, grid-like structure. The overall atmosphere is clean, industrial, and somewhat desolate.



# Communication in the management centre

- Communication is **from the crisis management centre**.
- The **Crisis Communication Committee** articulates **communication, information and customer service management** in all areas of the company.
- We are managing communication with: **transparency, clarity, proactivity, coherence, flexibility and empathy**.
- **Intensive use of all own dissemination channels:** public address system, information panels, MouTV channel, corporate website, TMB Notícies website, TMB App, JoTMBé alert system, customer service phone, social networks, press office...
- **Permanent active guard service.**
- **Relations with the press, a key factor.**
  - 22 press releases sent.
  - 36 news contents published in TMB Notícies
  - 206 press requests managed
  - 670 tweets on Twitter (over 3 million impressions)
  - 126 posts on Facebook
  - 67 Info TMB clips on MouTV





## Communication with users

- Through our channels , we explain the **infection prevention measures** on public transport.
- Over **570 messages** have been published on twitter regarding service information, with an impact of over **8 million impressions**.
- **Campaign to promote safe travel on the metro and bus** #NoEtMoguis #JoEmQuedoACasa
- **Campaign of thanks to the group of TMB professionals and volunteers** #Soulaforçaqueensmou:  
[https://www.youtube.com/watch?v=iDs\\_4Vf\\_RI](https://www.youtube.com/watch?v=iDs_4Vf_RI)
- **Corporate website with a monographic area** to facilitate full information on COVID-19, the bus and metro service and TMB management.
- **20 updates** on service information on the **website**.



## Online customer phone service

Punts TMB are not providing service, as the customer service offices have closed to avoid physical contact with users.

– **Users can make online and phone enquiries:**

- By phone 900 701 149.
- On Twitter, in @TMBInfo support profile
- On Facebook Messenger
- **The virtual office** on the corporate website, can be used for processes and procedures.

We constantly maintain full information through our social network profiles.

InfoTMB

# Atenció!



**Com a mesura preventiva per l'episodi del Covid19, els conductors no venen bitllets ni fan atenció al client.**



**Podeu comprar els bitllets de transport a través del web tmb.cat, la TMB App o a les distribuïdores de la xarxa de metro o d'algunes parades de la xarxa de Bus.**



**Gràcies per la vostra comprensió.**



## Communication to employees

- **All internal communication channels are activated:** intranet, the app, emails, Telegram, posters, videos, meetings, Canal GenTMB, etc.
- **A COVID-19 area has been created on intranet**, which is a repository of communication to employees, safety and occupational health instructions, recommendations and advice, good practices: <https://youtu.be/dBziwLleJbw>
- **The area JoEmQuedoACasa has been enabled;** free resources to make confinement easier: learning, theatre, music, museums, reading, sports, etc.
- **#SouLaForçaQueEnsMou** campaign, which acknowledges the work of TMB employees and service-provision companies:  
[https://www.youtube.com/watch?v=iDs\\_4Vf\\_RI](https://www.youtube.com/watch?v=iDs_4Vf_RI)
- Publication of 27 InfoTMB (internal communications)
- Publication of 32 internal regulations and instructions
- Publication of 8 GenTMB News newsletters
- Publication of 34 GenTMB Intranet/magazine articles



#SouLaForçaQueEnsMou

## TMB social initiatives

- Collaboration through the TMB volunteering programme in **transporting patients by bus**.
- TMB and the Association of Florists pay **tribute to the elderly with roses on the bus and metro** during the Sant Jordi Festival.
- 14th TMB Competition of Short Stories starts up a **children's story category**. The winning story will be converted into a musical by Dagoll Dagom.
- Publishing of the children's story "**Ja puc sortir de casa**".
- Participation in the Generalitat campaign advert **#EnsEnSortirem**.
- Collaboration in a **clinical trial**.
- Collaboration with City Councils and Civil Protection service in **distributing masks** to passengers.
- The **Classic Bus Rally**, planned for the last weekend of May, has been **cancelled**.
- **All planned cultural and social activities have been cancelled**.





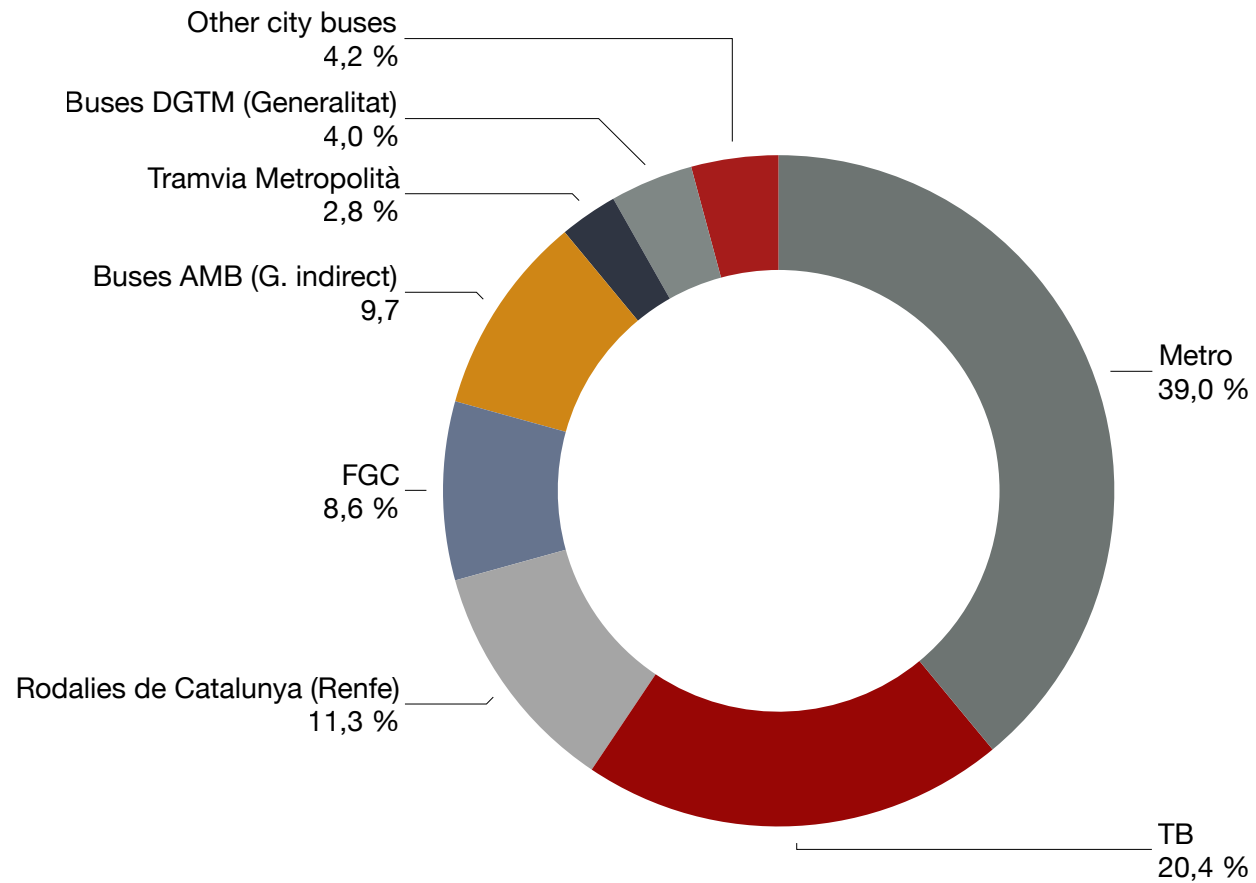
# 2. Analysis of mobility



# 2.1. Mobility before the crisis

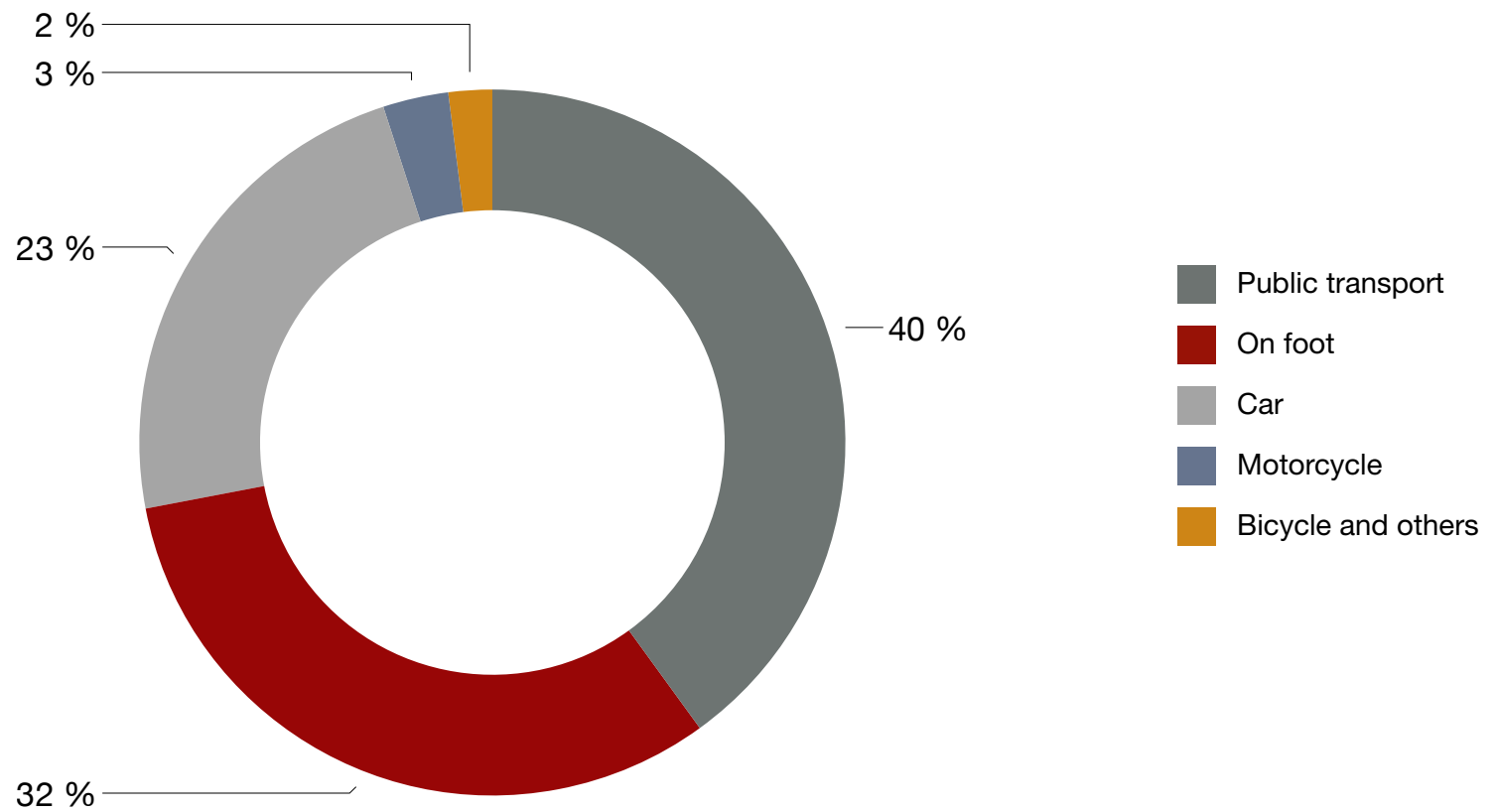


## Travel on public transport before the crisis



Distribution of travel by operators  
Data from TransMet 2019 (ATM)

## Modes of travel before the crisis

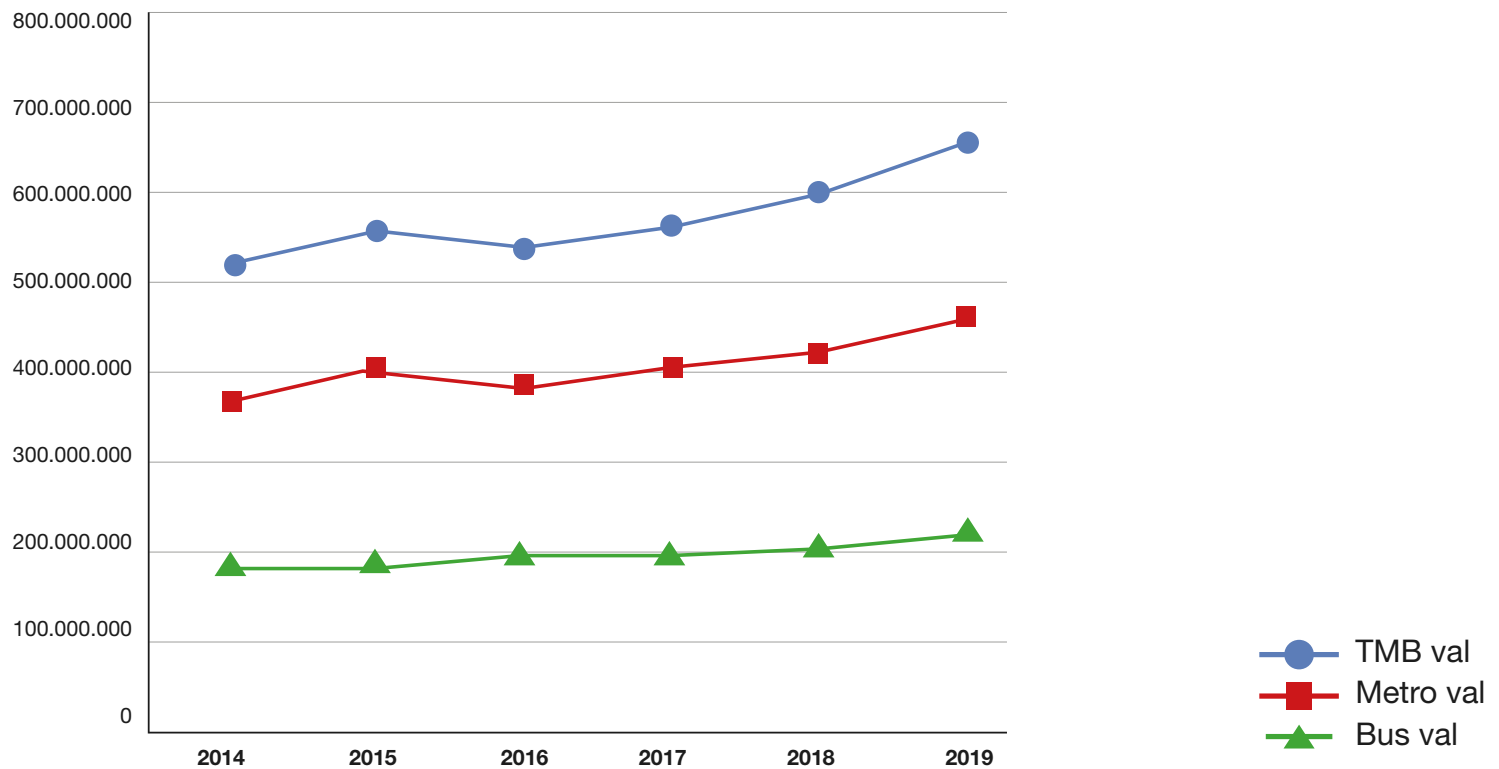


Mode of travel  
PMU Barcelona City Council, 2013-2018

## Past records of TMB networks in 2019

### Development of the demand

Years 2002-2019





## Start of the year with good perspectives

TMB data February 2020 (past record)

	Passengers
Metro	1.4 million
Bus	0.7 million
<b>Total TMB</b>	<b>2.1 million</b>

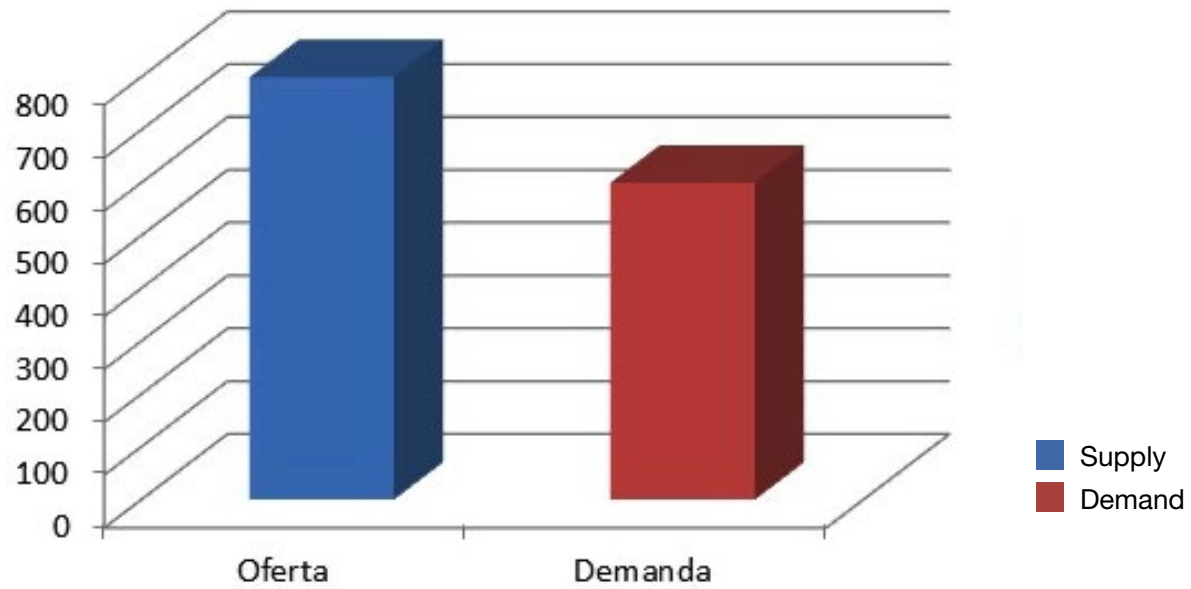


- **Record number of** passengers on public transport in general and TMB in particular.
- Public transport (TMB), the hub **of motorised mobility**.
- Measures to develop **sustainable mobility** (measures against pollution and climate change, start-up of the ZBE (low emission zone, etc.)

# TMB supply and demand scenario.

Before the crisis

Millions of journeys





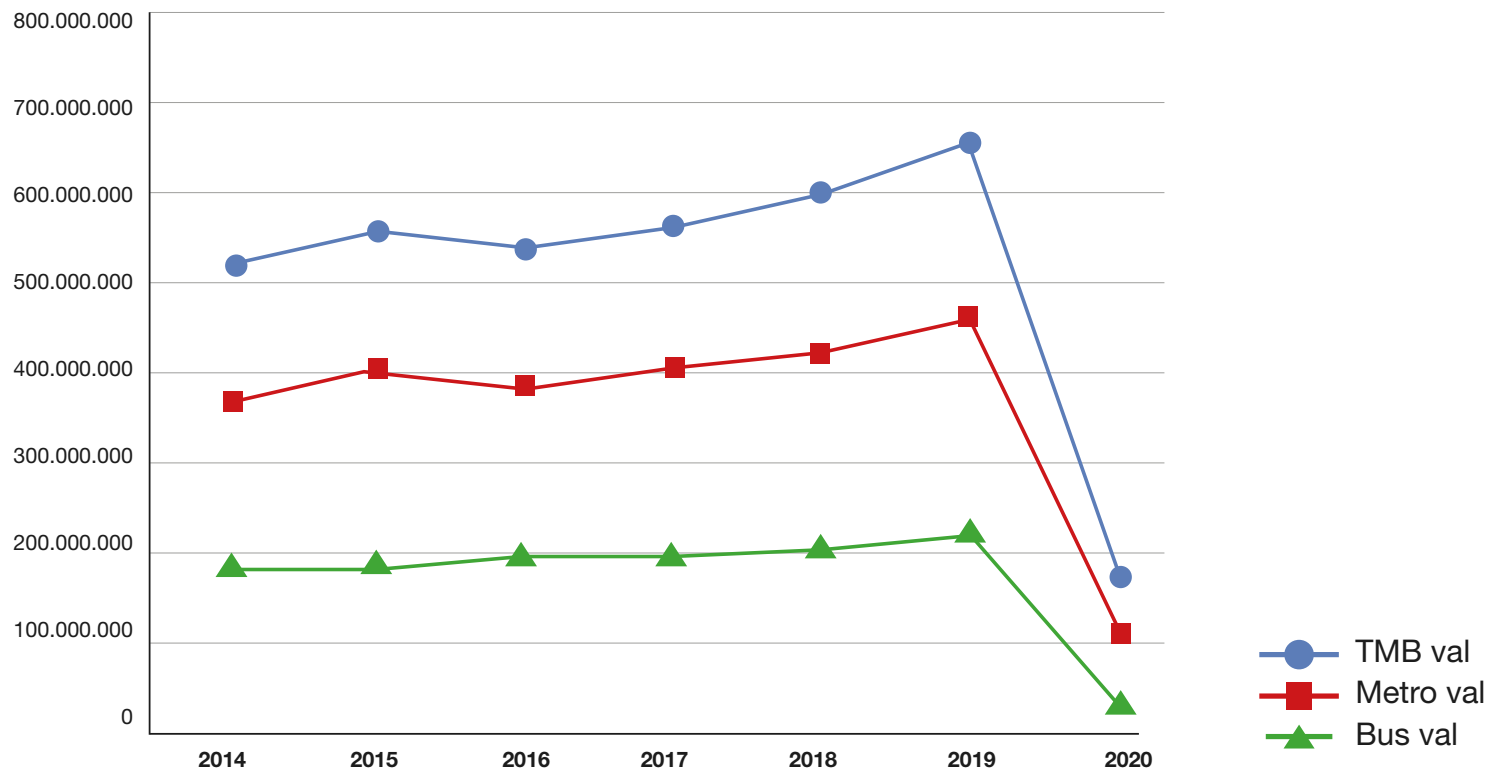
# 2.2. Mobility during the crisis



# Drop in demand

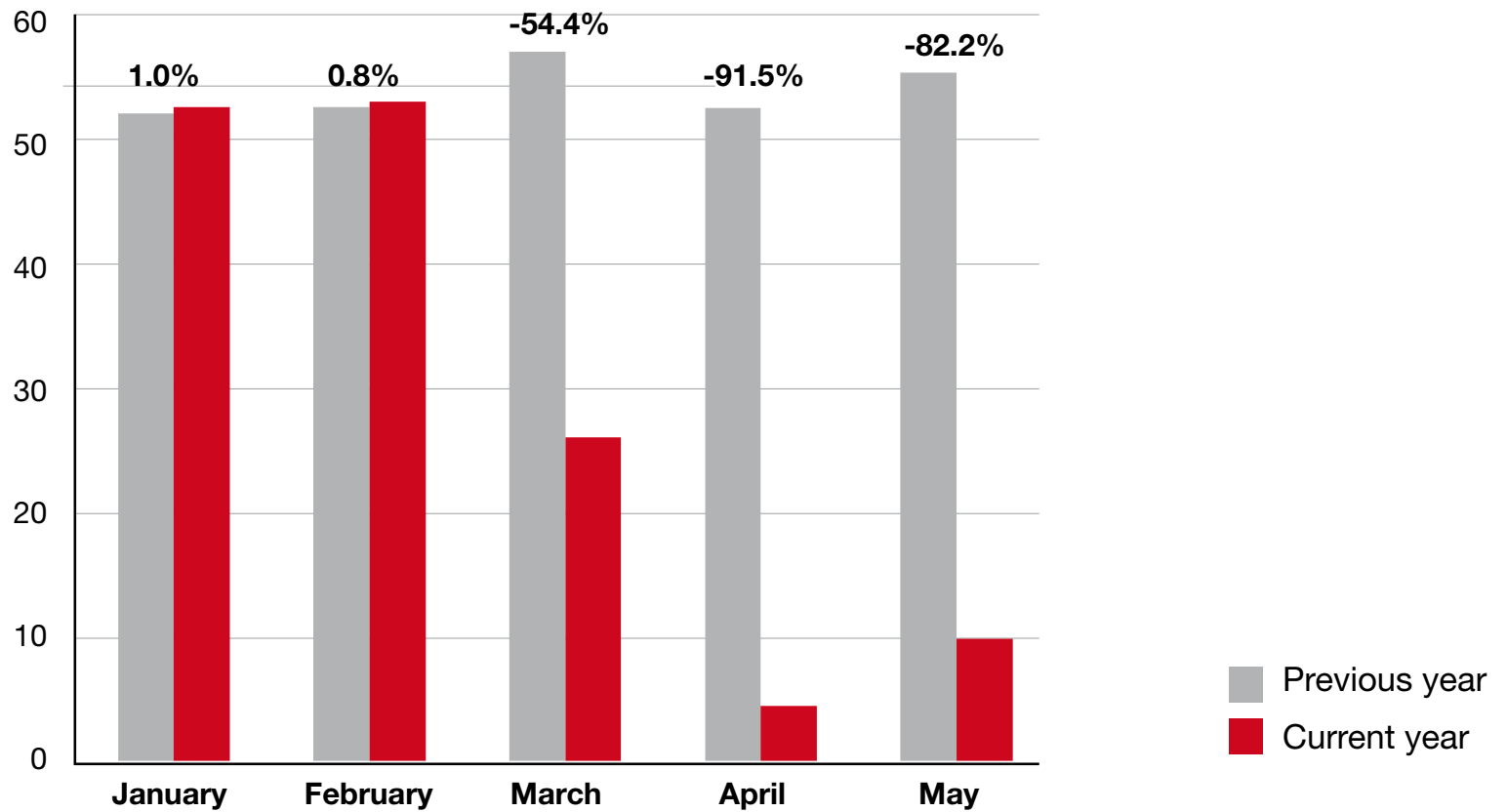
## Development of the demand

Years 2014-2020

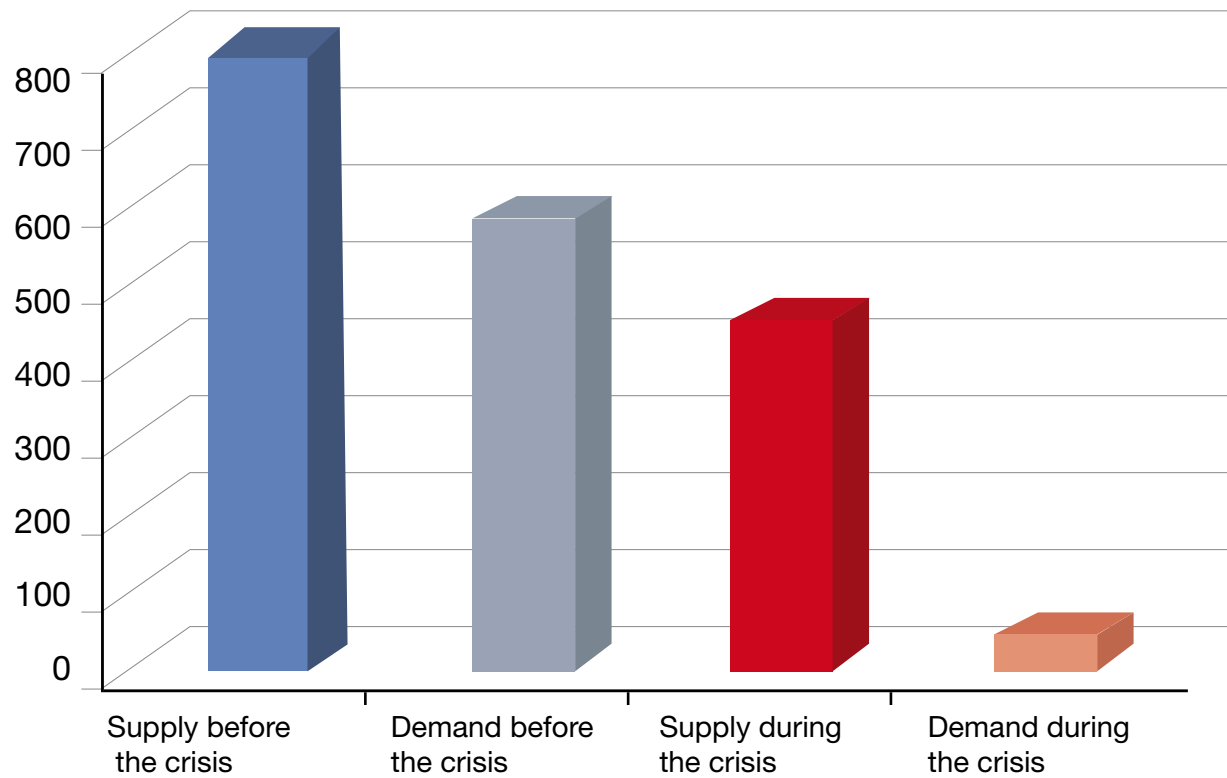




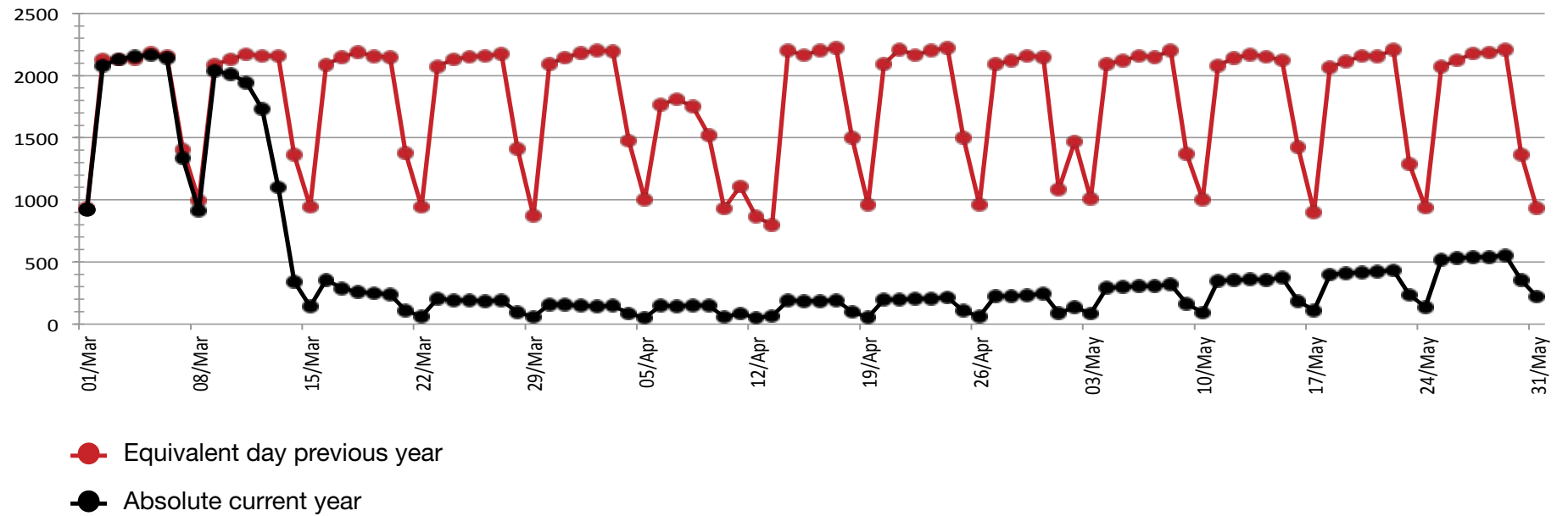
## TMB monthly validations 2020



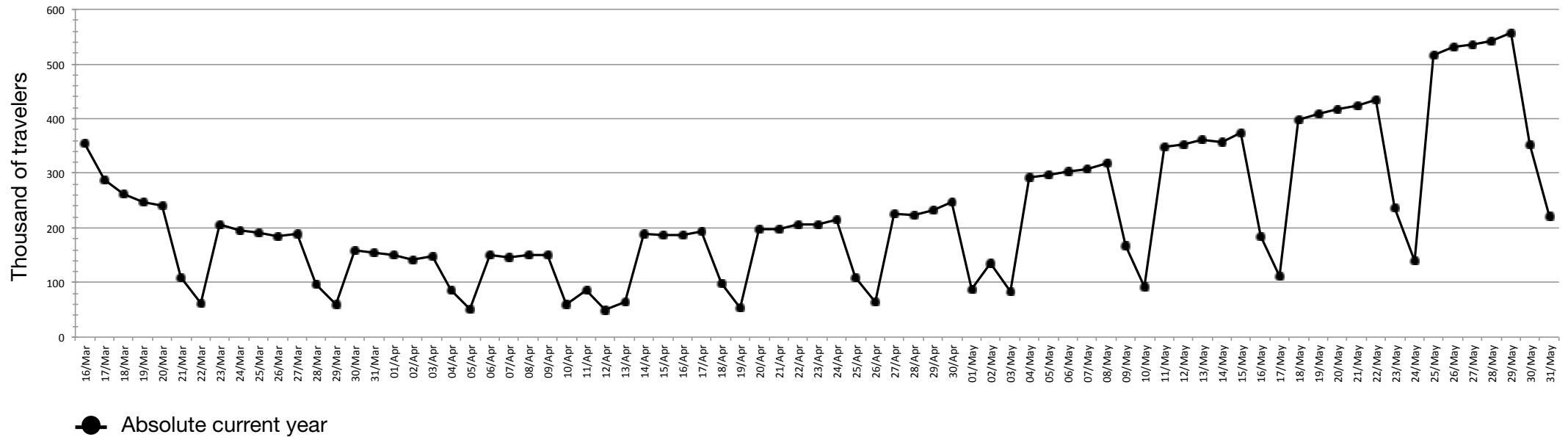
## Supply and demand scenario



## Daily development at TMB from 1 March

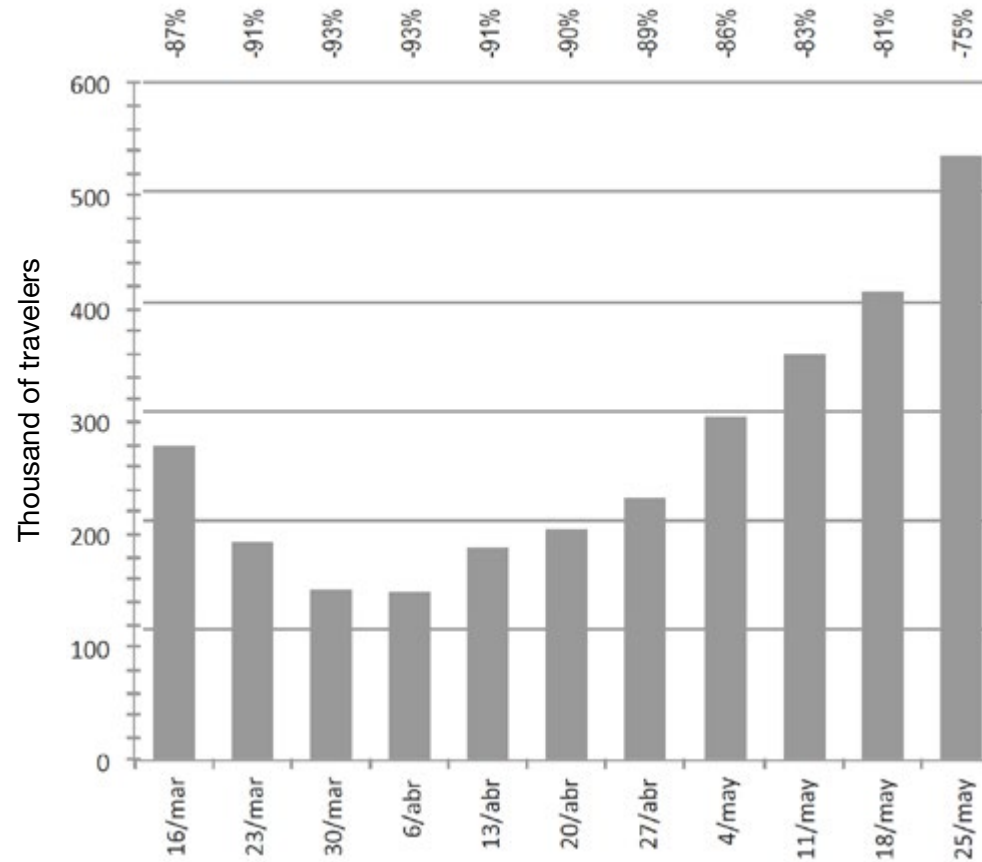


## Daily development at TMB from the state of alarm





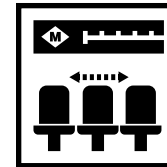
## Weekly development of demand at TMB on business days from the state of alarm



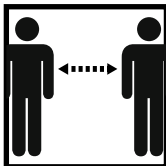
## Limitations owing to coronavirus



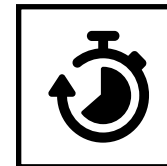
Limitation of occupancy  
to 33% of surface areas  
of vehicles



Obligation to maintain a supply  
of public transport adapted to  
the contingency, to guarantee  
social distancing



Social distancing  
(1.5 – 2 metres)



Reinforcements at peak times



Travelling discouraged, except  
for essential services, which  
must be guaranteed with  
adapted public transport

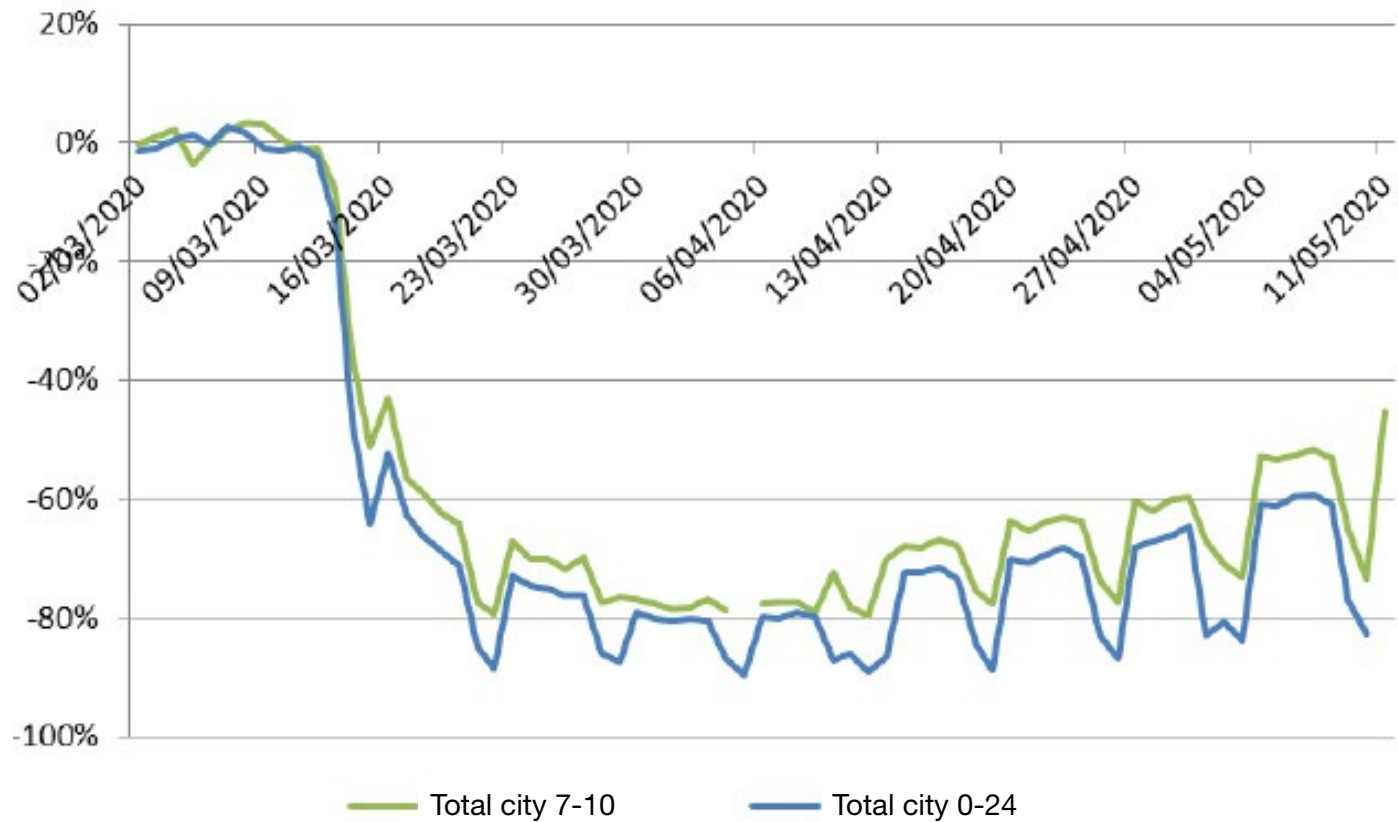


Economic unbalance and cost  
of the system

## Development of mobility in Barcelona

### Variation of average traffic in the city

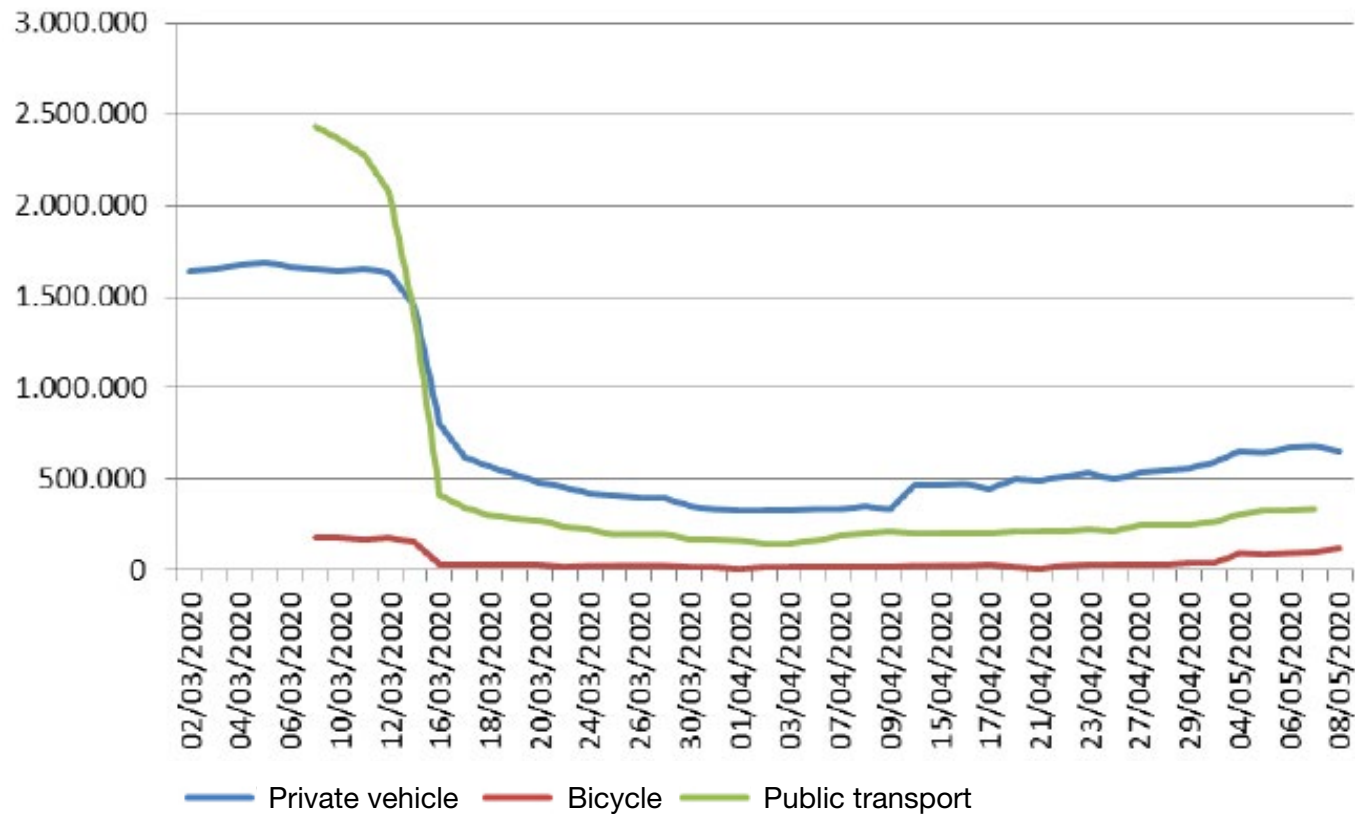
From 7 to 0 hours and from 0 to 24 hours (with respect to the average of the same type of day in February 2020)



# Development of mobility in Barcelona

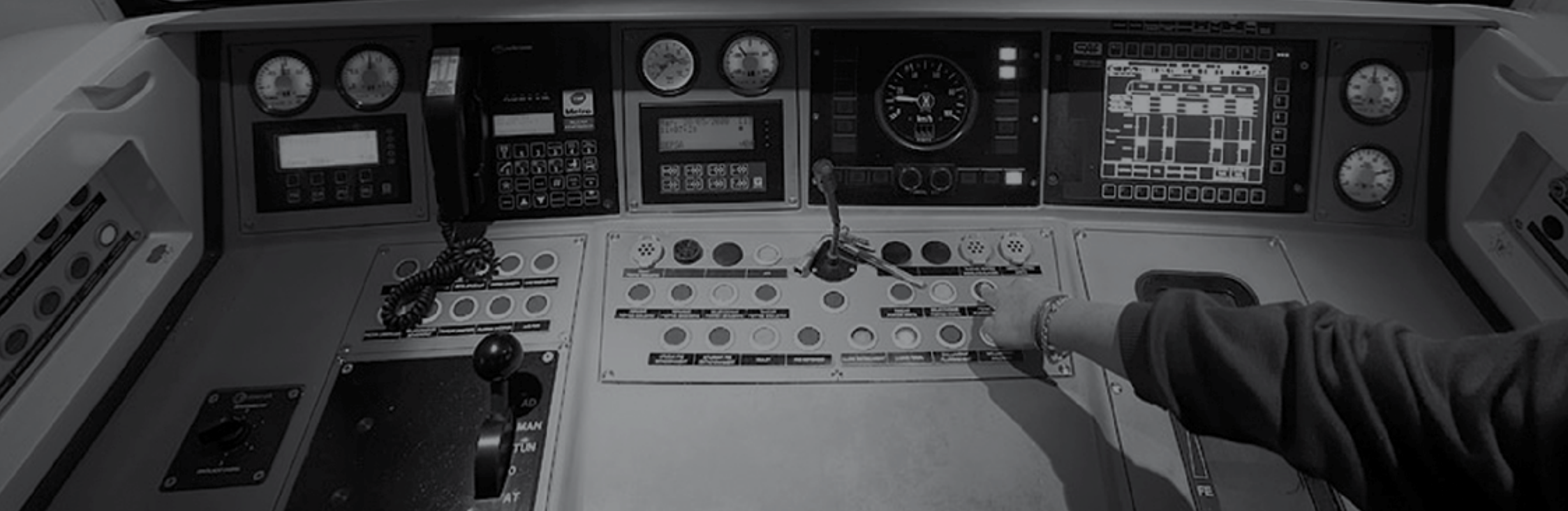
Development of the estimated number of journeys  
depending on the mode of transport

Business days from 0 to 24 hours





# 2.3. New scenario of mobility



## Reduced mobility

Reduced mobility is foreseeable, based on several factors

### Factors

<b>Economic Crisis</b>	<b>-3.5%</b>	<b>-6.0%</b>	<b>-10%</b>
<b>Increase in Teleworking</b>	<b>-2.0%</b>	<b>-6.0%</b>	<b>-10%</b>
<b>Reduced mobility</b>	<b>-5.5%</b>	<b>-12.0%</b>	<b>-20%</b>
<b>Loss in TMB passengers (millions)</b>	<b>34.3</b>	<b>74.8</b>	<b>130.9</b>

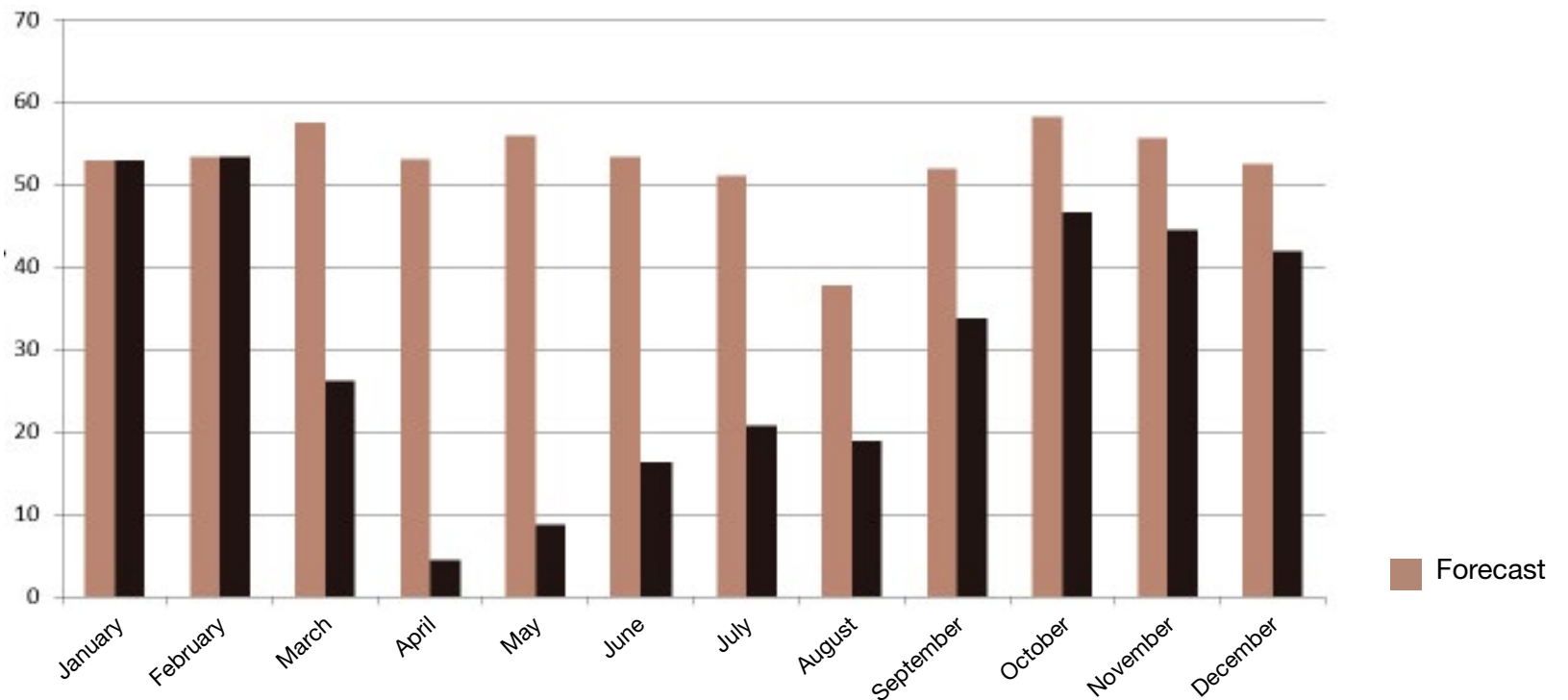
### Factors (probability of intervals of effect):

- Economic crisis: values of reduction in demand between 2008 and 2010 (economic crisis of the 2000s)
- Increase in Teleworking: forecast between -2% and -10%
- Decrease in mobility: forecast between -5.5% and -20%
- Loss of passengers: estimated between 34.3 and 130.9 million passengers cancel the operation of the ZBE (low emission zone), etc.

## Forecast of passengers on TMB networks over those forecast during 2020 (1)

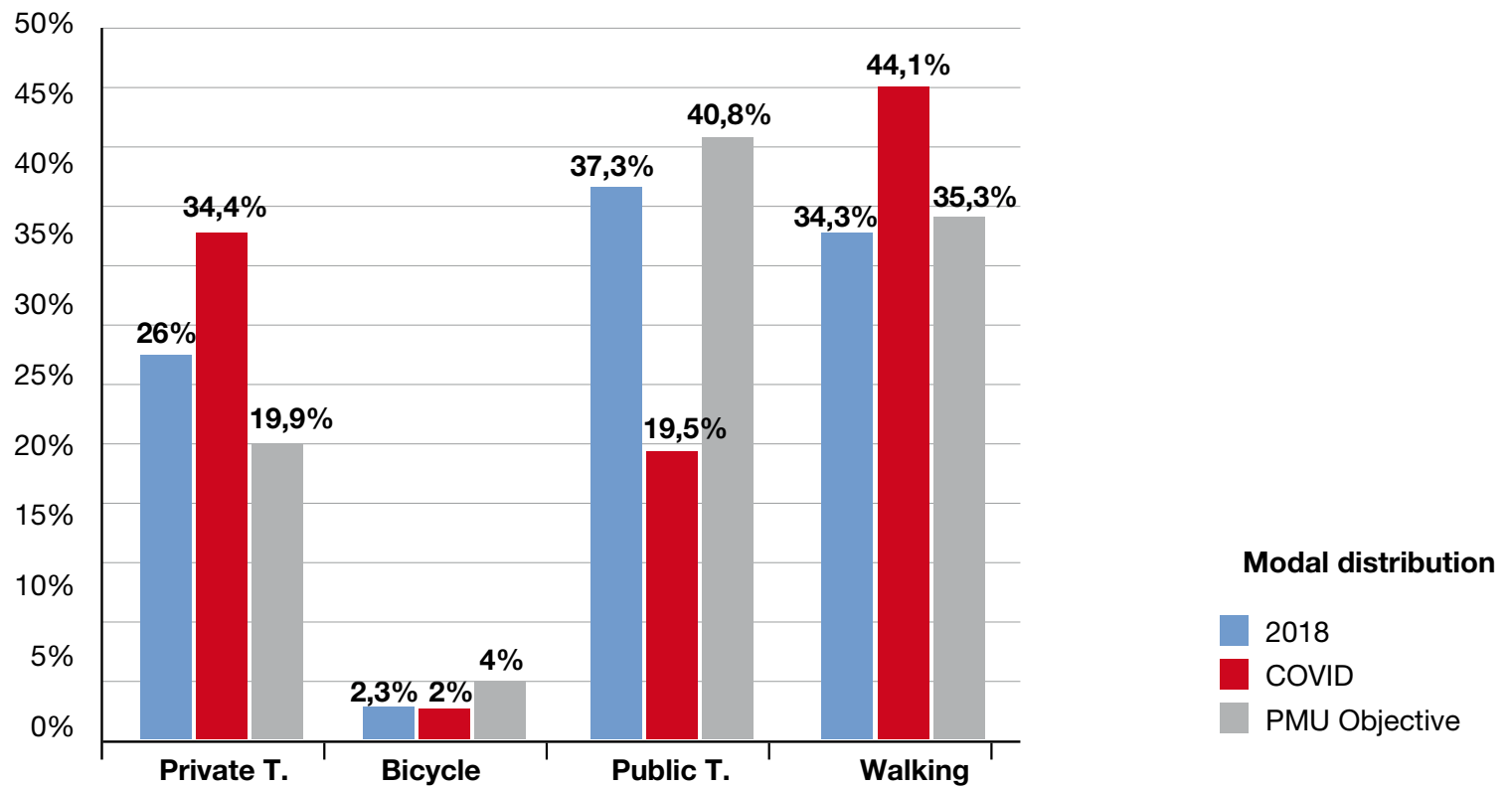
With limited occupancy of 50% to July and 80% to October  
TMB would lose approximately 41% of travel: 265 million journeys

Millions of passengers



## Public transport in Barcelona before and after

Change in the modal division of mobility in Barcelona and it is forecast that the new plan of action of the City Council will be recovered







**3.** TMB  
with respect to  
the new normal  
situation

## Towards a new normal situation

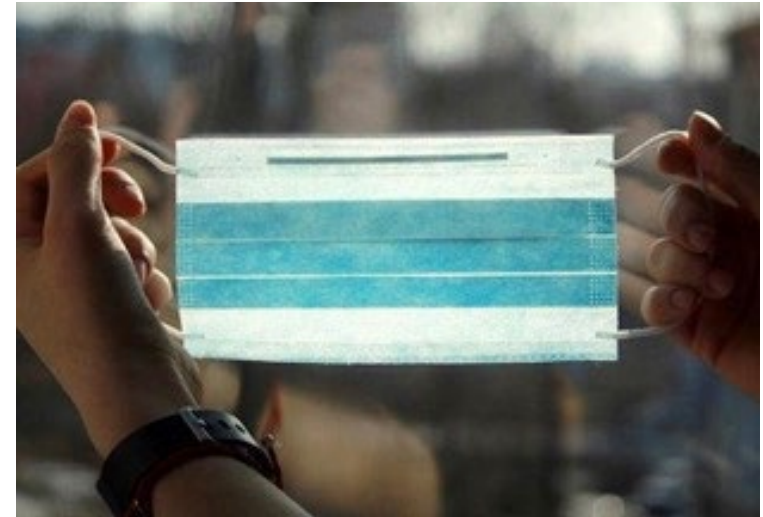
- **Public transport continues to be essential** for sustainable mobility.
- **Impossible to quickly recover all supply** of before the crisis: limited staff owing to health reasons.
- With **occupancy criteria of 50%**, there would be **345 passengers** during 2020 which TMB would be unable to transport.
- **The change in habits** affects mobility.
- The use of **public transport**, particularly TMB, has been **essential to guarantee mobility during the crisis**.
- The **drop in demand and the obligation of guaranteeing mobility** during the crisis causes **economic unbalance and a cost in the system**.



## Recovery of users' confidence

The **confidence of users** regarding public transport must be recovered, with protection and safety measures

- Compulsory use of masks
- Develop payment by card or mobile
- Reinforce health messages
- Promote telework
- Organize timetables of companies to avoid crowds at peak times
- Others





## For sustainable mobility...

**If we want to continue our role as the main axis of urban mobility:**

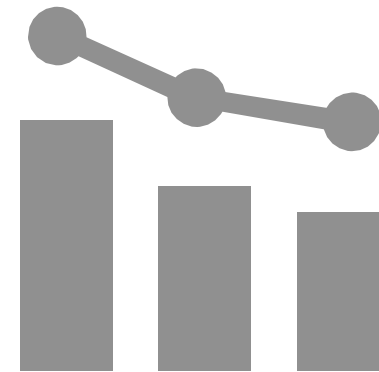
- Follow-up of occupancy of our networks **to increase the response capacity.**
- **Make an analysis to improve efficiency** of our networks.
- Continue **investing in infrastructure** (Line 9 plan, Zona Franca green depot,...) and **the commitment to public transport** (more efficiency and sustainable mobile material).
- Work with administrations on **measures to improve urban areas**, to increase the efficiency of public transport (bus lanes, priority at traffic lights...).
- Continue the **strategy of environmental improvement**, linked to the use of public transport.
- Start up a **communication campaign to recover the image and confidence** in public transport.





## Economic effects of the pandemic

- Throughout the health crisis, TMB social networks have been providing an adequate mobility offer to citizens who need to travel to fulfil basic services.
- The **economic effects** that the pandemic has had on collective transport are devastating due to the reduction in the number of passengers, which has dropped by more than 90%.
- We have maintained a **level of supply** to facilitate essential mobility with maximum safety for users.
- The uncertainty surrounding how the passenger recovery process will evolve over the next few months places transport services in a clear and worrying situation of **economic unsustainability**.
- Public institutions must act quickly and **take steps to address financial needs**.

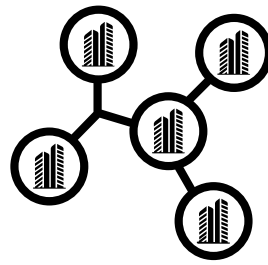


## Commitment to the recovery of public transport

We are requesting a “Commitment to the recovery of public transport” based on the RESPONSIBILITY of everyone:



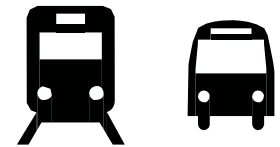
Government



Companies and  
production sectors



Citizens



Transport companies

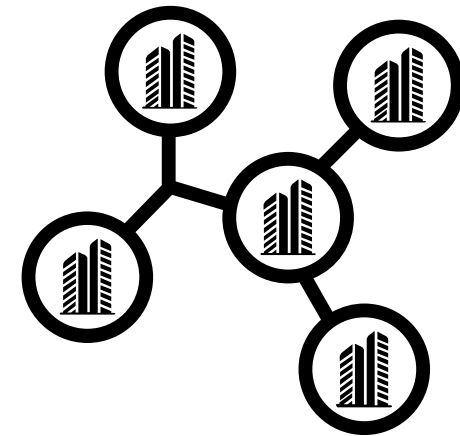
## Responsibilities of governments

- The survival of public transport is **crucial for the economic recovery**.
- Public transport is a key accelerator **for the economy, creation of jobs, social inclusion and sustainability**.
- Public transport is essential for **the environment** and contributes to preventing climate change because **it reduces road congestion and pollution**.
- TMB transport networks **save one million commuters from travelling** by car per day and 4 million kilograms of CO<sub>2</sub>, plus 1.5 million kilograms of NO<sub>x</sub> and nearly 80,000 grams of PM every year.
- Public transport is an essential **social service** because it provides equal opportunity to all citizens.
- **Public transport creates secure jobs**, which cannot be relocated abroad. Currently, TMB has a workforce of 8,200 direct employees, and generates a large number of indirect jobs.



## Responsibility of companies

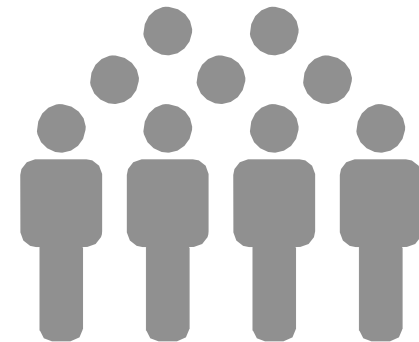
- Businesses and governments must facilitate the return to the new normal of their employees, adopting measures adapted to this reality:
  - Facilitating **teleworking**.
  - Making work arrival and departure **times more flexible**.
- These decisions will avoid crowds at peak hours and enable a more balanced distribution of travellers.





## Responsibility of citizens

- The new normal entails a **new way of travelling on public transport.**
- Travellers must follow the rules and **recommendations for good practices** that are given, both in terms of hygiene and health and travel plans, avoiding hours of maximum influx of people.
- It is essential that public transport be viewed as a safe space to ensure it once again becomes **citizens' preferred travel option.**
- **Distance should not be a deterrent factor** if hygiene and prevention measures are used.
- Public transport **improves the quality** of the air we breathe and directly impacts our **health and quality of life.**



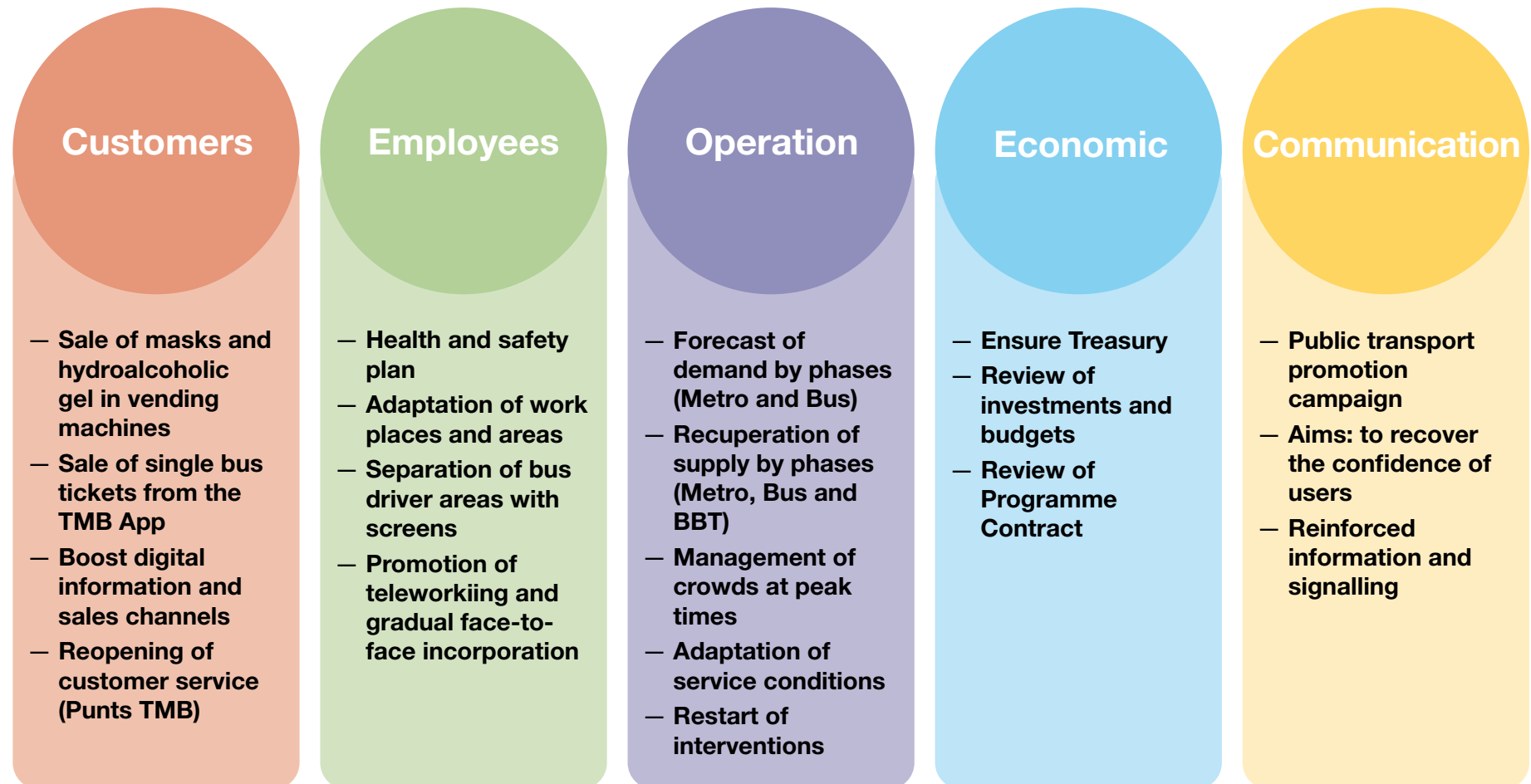
## Measures implemented to recover public transport services

With our entry into phase 1 of deconfinement, TMB has implemented a series of measures to recover public transport services in the best conditions and safety.

- **Service increase Metro and Bus networks** adapted to higher mobility needs.
- **Increased information service**
  - **Occupation level indicators to enhance trip planning (application reports average occupation by line, direction, station and time slot for the Metro and by line, direction and time slot for Buses)**
  - **Real-time data of the service (information through all TMB channels (public address system, information panels, MouTV channel, corporate website, social networks... )**
  - **Personnel to assist passengers (capacity assistant for travellers, control the use of the Metro and Buses, information on good practices, ...)**
- **Hygiene and disinfection of the transport networks**, both in vehicles and spaces, with special attention on the contact areas
- **Air renewal** (ventilation systems)
- **Installation of screens on buses** to separate the drivers
- **Installation of hydroalcoholic gel dispensers free** in the main metro stations



## TMB contingency plan

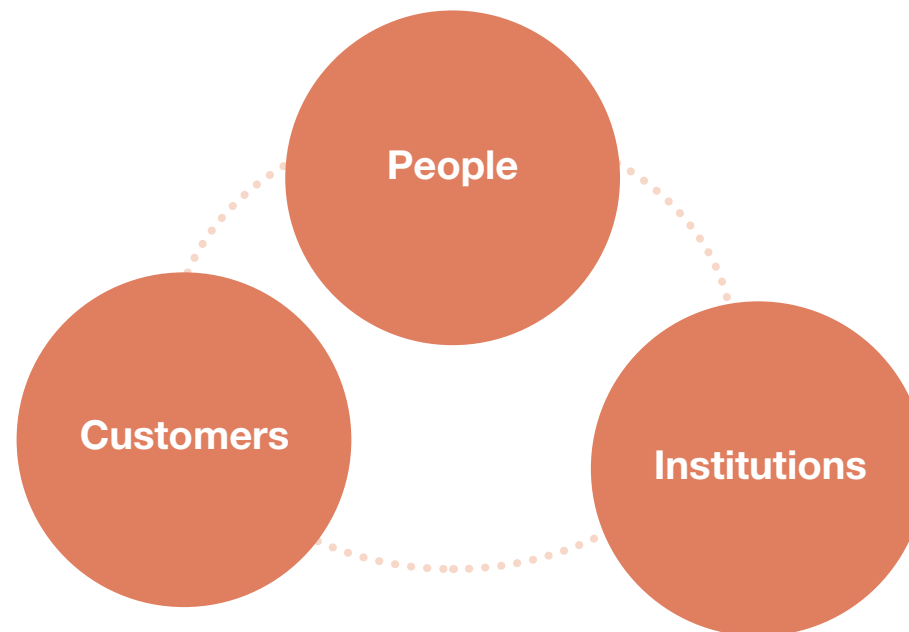


## A modern, efficient organization

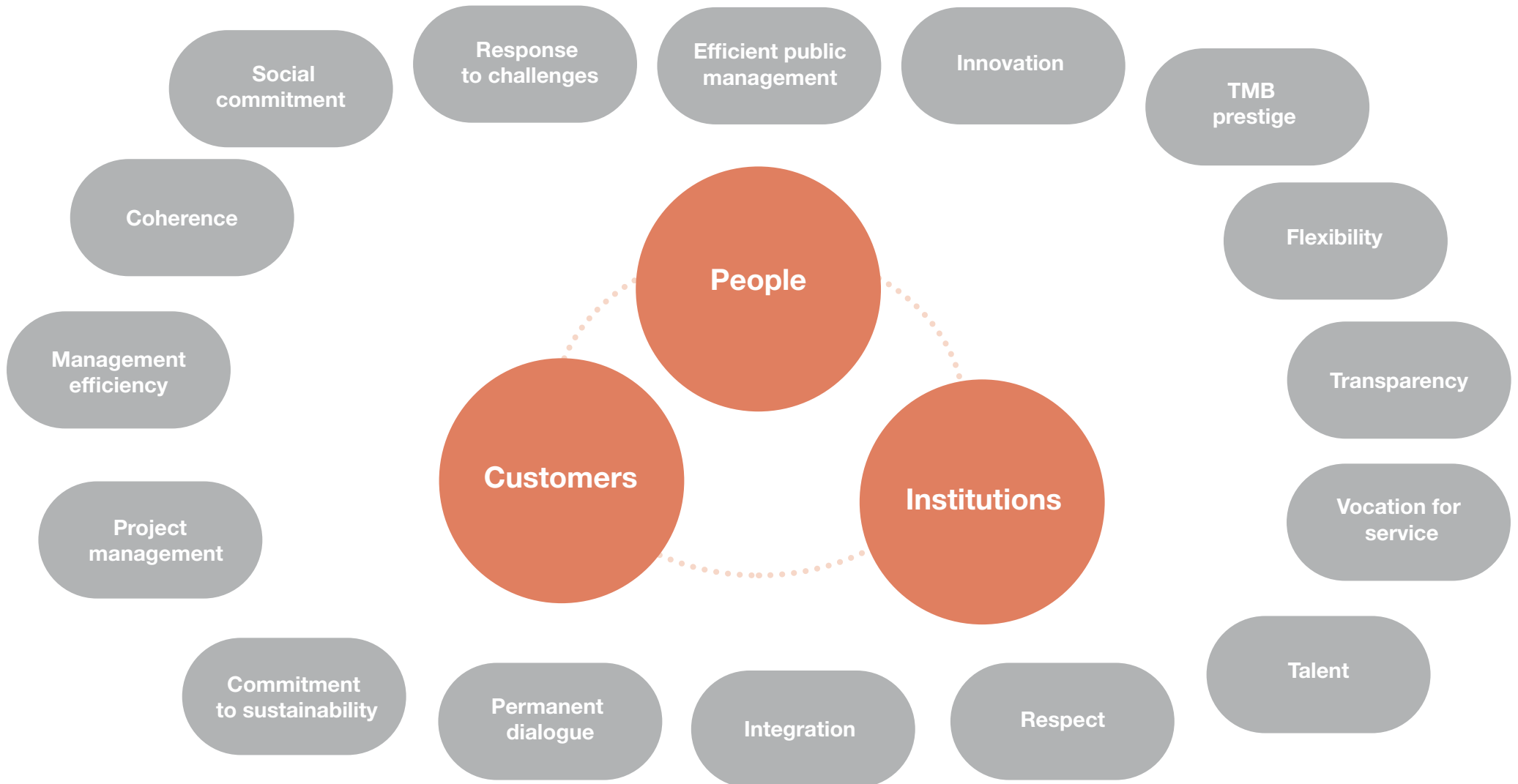




## Working with a view of service



## Working with a view of service



**Thanks to everyone for your efforts**

