



carris 

**COVID-19 and
mobility
New challenges
and solutions**

João Vieira, Director for Strategy and Innovation

26th January 2022

PrIMAas & CISMOb

Main Interregional Exchange of Experience Event

Lisbon Metropolitan Area: 2.9 M inhabitants

Lisbon city: 500.000 inhabitants



+2000 stops



+95 Lines



+720 buses



48 trams



6 funiculars +
2 elevators



+2400 staff

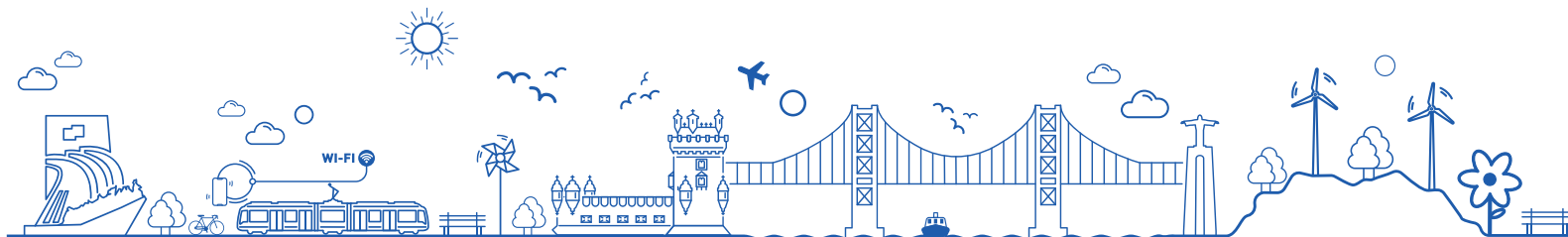


+139.000.000
passengers/year

BEFORE COVID-19

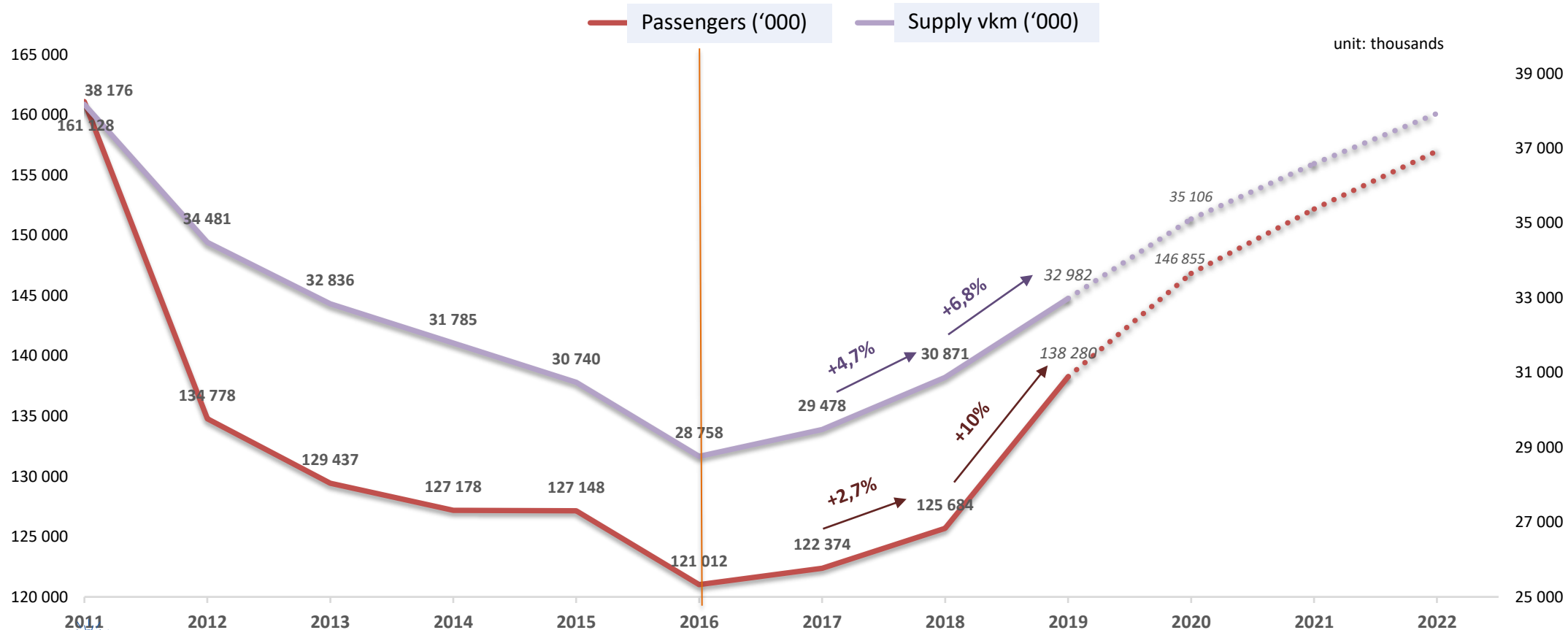
2019 was a great year for CARRIS...

- **Strong passengers growth (+13 million passengers)**
- **New tickets & discounts (e.g. + 600.000 children)**
- **New buses & trams (+ 191 buses at service; CNG, EV; tender for 15 articulated trams)**
- **Launched 11 new lines**



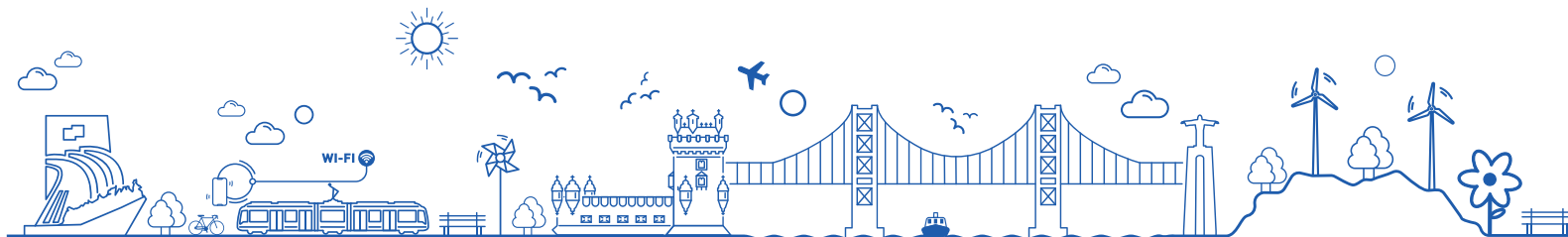
BEFORE COVID-19

Annual evolution of supply and demand



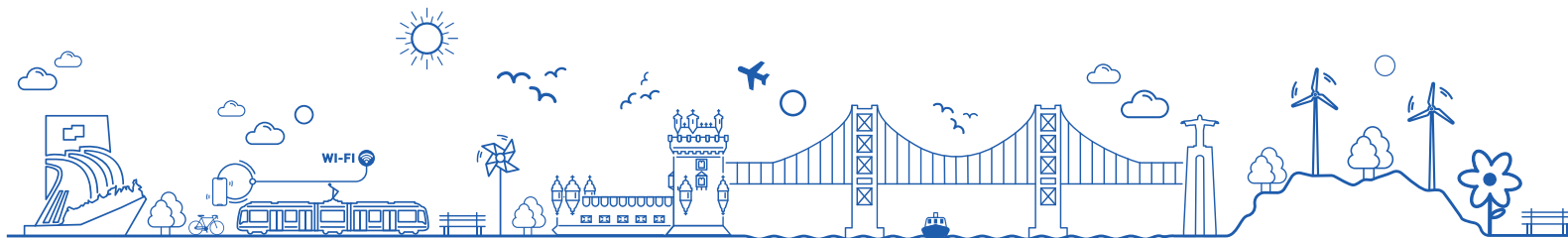
LOCKDOWN PHASE: REACT AND RESPOND

- **Adapt service to reduced demand**
- **Reduced vehicle load to 1/3 of capacity**
- **Operational restrictions** (no validations, no on-board ticket sales, back door entry & exit, ...)
- **Reinforced cleaning and disinfection, protecting drivers**
- **Several measure at stations & HQ** (teleworking, temperature checks, isolation areas, ...)

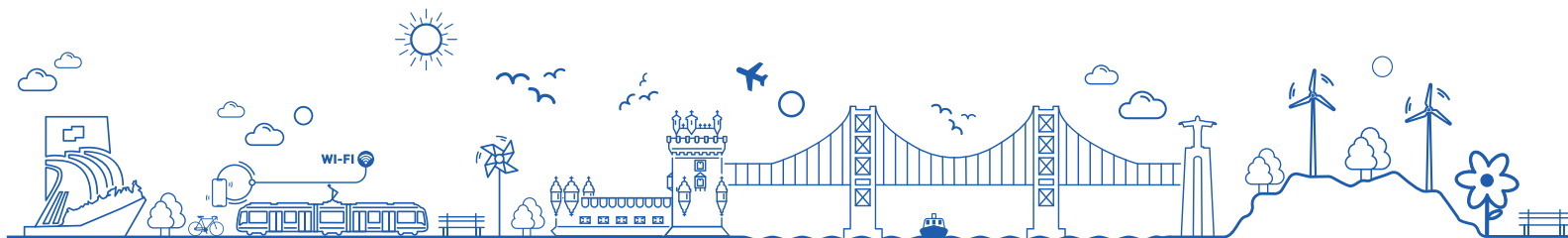
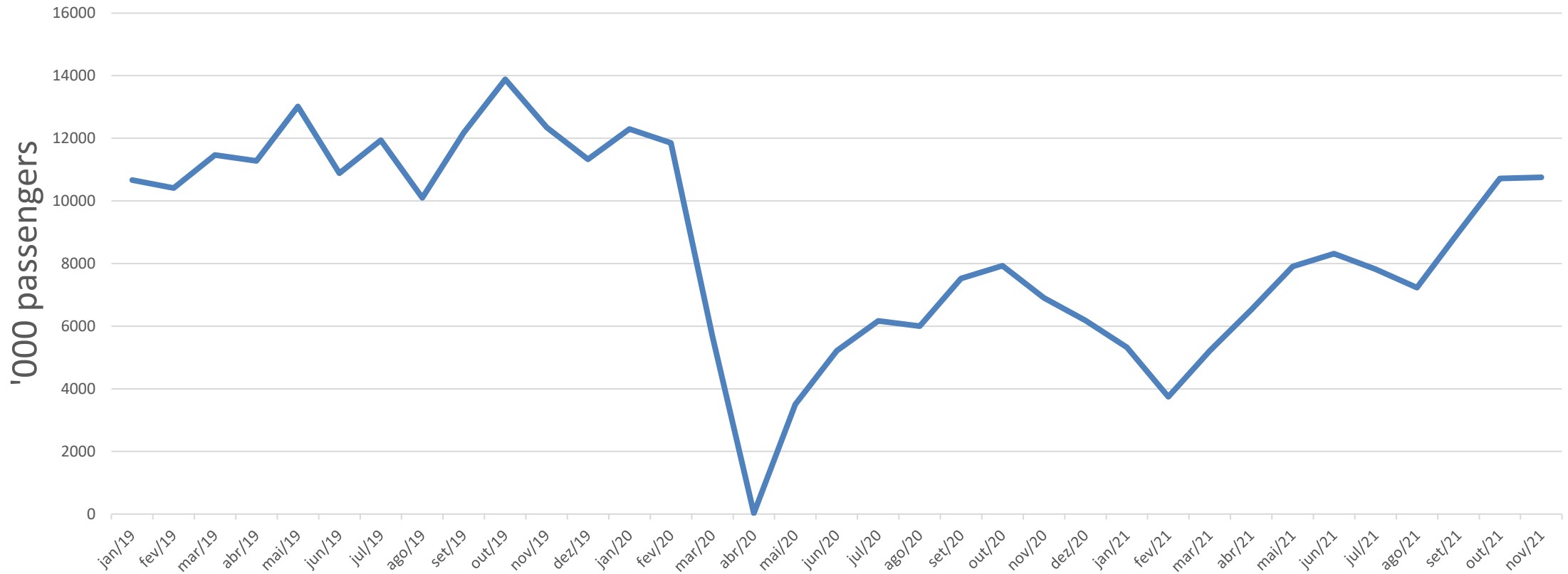


POST- LOCKDOWN PHASE: SLOW RECOVERY

- **Progressive service recovery**
- Slower recovery on demand side
- **Manage passenger load and protection:** mandatory use of facemasks & vehicle load reduced to 2/3 of capacity, enforcement by local police
- **Adapting operations to new conditions** (mandatory validations, restoring on-board ticket sales, ...)



LIFE SINCE MARCH 2020...



THROUGHOUT THE COVID-19 CRISIS

Strong focus on communication...

Passenger information

SENSIBILIZAÇÃO

- Lave as mãos com frequência
- Ao espirrar tape nariz e boca com o braço
- Desinfete as mãos
- Distância social

INFORMAÇÃO

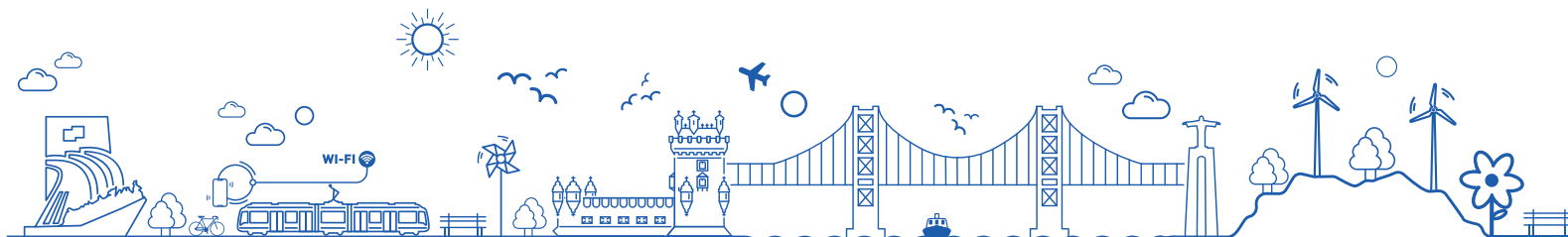
- Tarifa de bordo disponível
- Valor certo
- Limpeza e desinfecção

OBRIGAÇÃO

- Máscara obrigatória
- 2/3 da ocupação
- Validação obrigatória
- Entrada pela frente

#ajudenosanaoparar

Video campaigns



THROUGHOUT THE COVID-19 CRISIS

... also internally!

A TODOS
OS QUE NOS AJUDAM
A NÃO PARAR

Fiscais **Técnicos**
Administrativos **Mestres**
Oficiais **Enfermeiros**
Auxiliares **Secretárias**
Coordenadores
Tripulantes

a toda a **CARRIS**
MUITO OBRIGADO

Cumpra as recomendações da Direção Geral de Saúde.
mais informações
Link Saúde 24 **808 24 24 24** Pedido Meque CARRIS **968 796 404**
www.carris.pt #ajudenosanaoparar carris



BeMequeR #06

Os temas ditam que devemos reinventar rotinas. Nesta edição partilhámos algumas sugestões que vão nesse sentido. Boas descobertas!

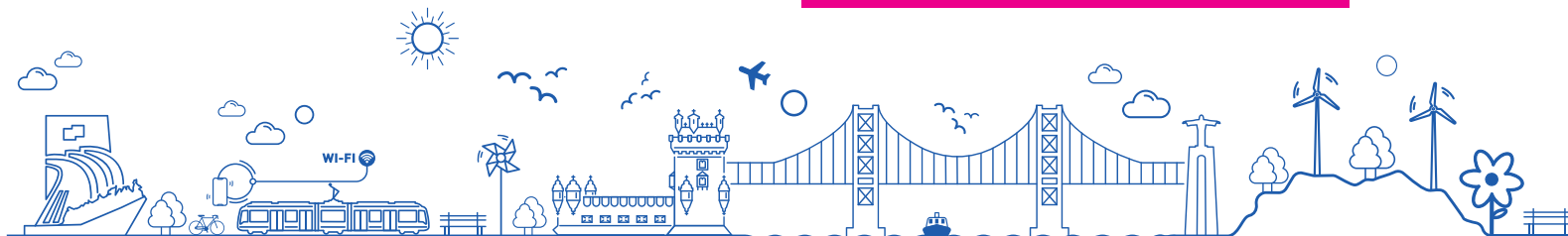
Lisboa vista por nós



Foto de José Manuel Costa, enviada por Sara Coelho

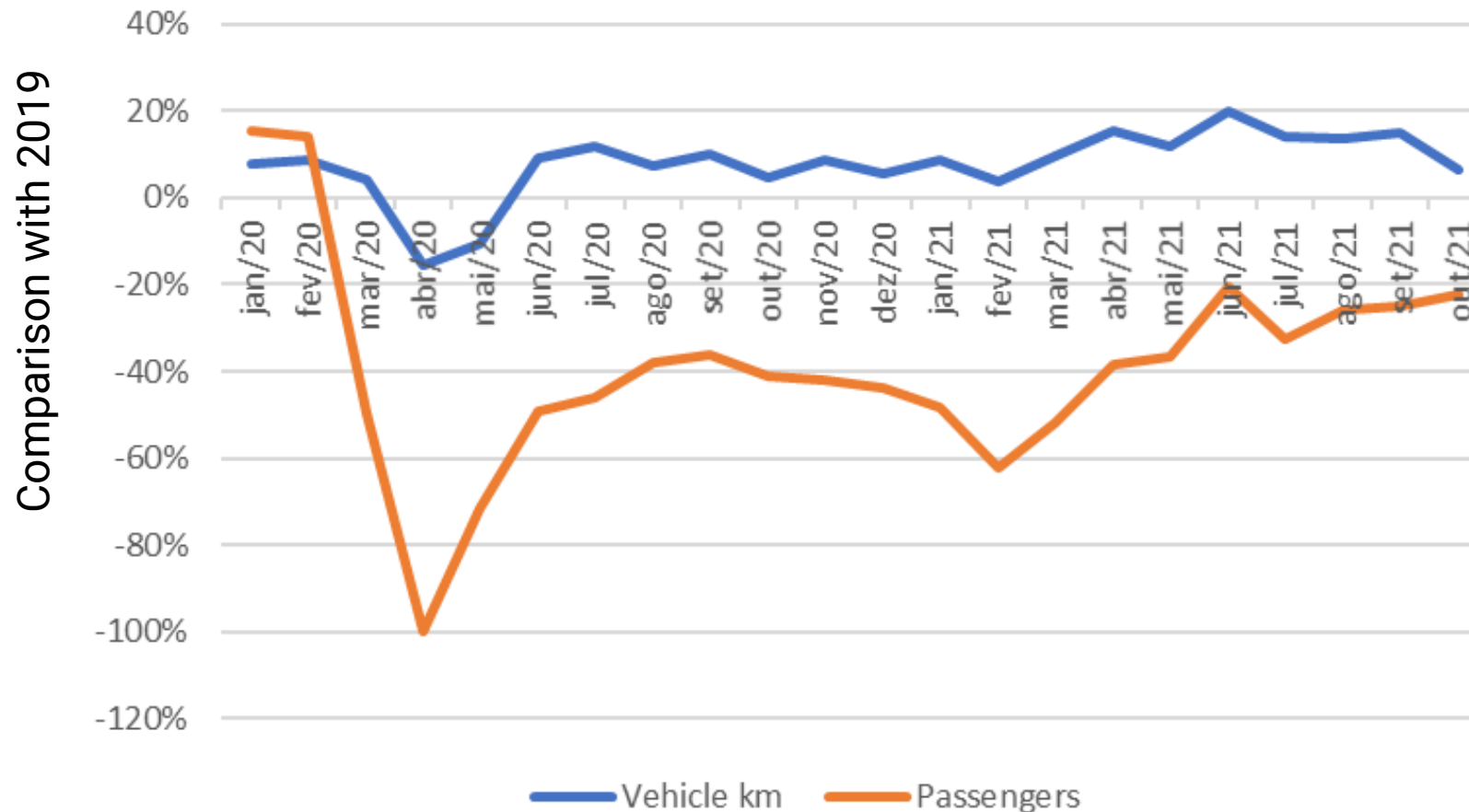


Foto de Rafael Santos



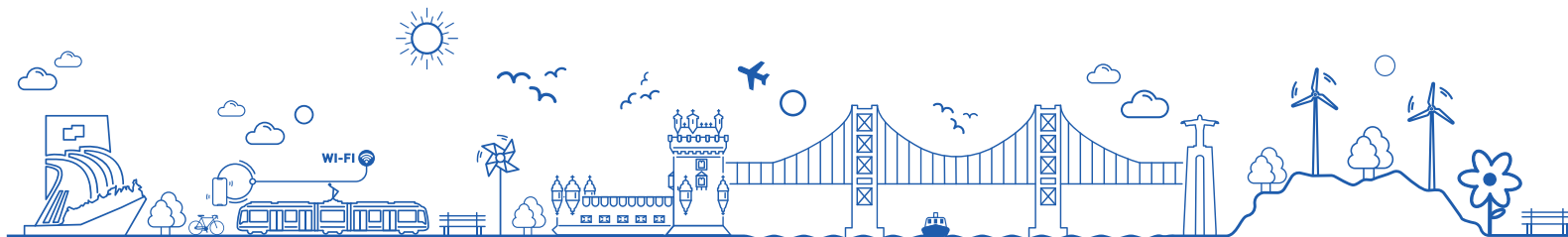
THROUGHOUT THE COVID-19 CRISIS

Efforts to maintain service supply and quality



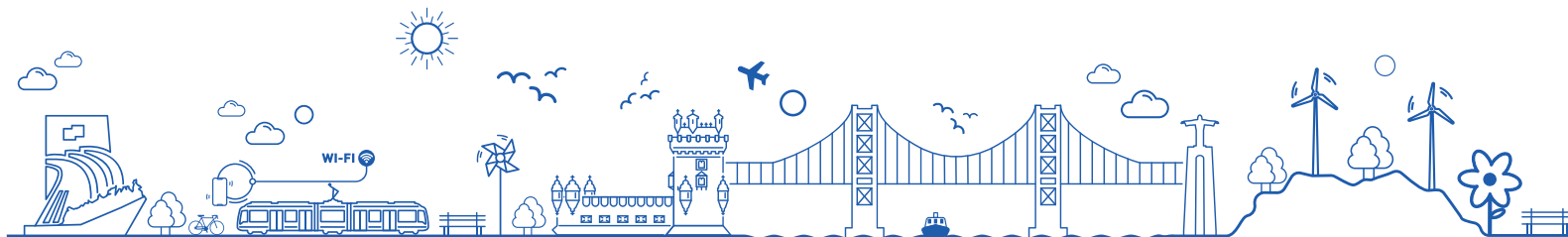
DEALING WITH THE 'NEW NORMAL'

- **Economic crisis will impact all sectors of the economy**
revenues will be lower and investments more risky
- **Tourism is being hit hard** and its highly uncertain when it will recover to pre-COVID19 levels
- Previous 'low intensity' urban mobility trends are booming – **teleworking, virtual meetings, e-commerce** – and is unknown whether they are here to stay
- Last but not least people are afraid of using public transport systems – **trust needs to be restored**



DEALING WITH THE 'NEW NORMAL'

- **15% of public transport regular users “will not do so any longer due to the risk of contagion of the coronavirus” but...**
- **... four in five primarily public transport users willing to return!**
- More from the same polling:
 - Roughly two in three people (64%) surveyed do not want to go back to pre-pandemic pollution levels as they experienced good clean air
 - Three quarters (74%) demand protection from air pollution, even if it means reallocating public space.
 - Two in three (68%) demand protection from air pollution, even if it means preventing polluting cars entering city centres.



Source: YouGov survey of mobility and air pollution attitudes among adults in 21 cities across six European countries
<https://www.transportenvironment.org/publications/no-going-back-european-public-opinion-air-pollution-covid-19-era>

LIFE AFTER COVID-19

- **Management of city (public) space:** a challenge and an opportunity for public transport
- Which **changes on demand** and urban mobility habits
- Which **impact on investment** ?
 - **Economic and financial crisis**
 - **Recovery investments and the European Green Deal**



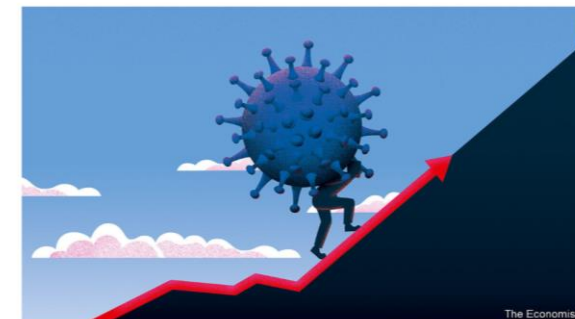
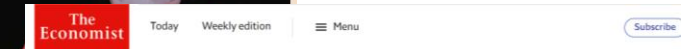
FINANCIAL TIMES

US COMPANIES TECH MARKETS GRAPHICS OPINION WORK & CAREERS LIFE & ARTS HOW TO SPEND IT

CORONAVIRUS BUSINESS UPDATE
Get 30 days' complimentary access to our Coronavirus Business Update newsletter

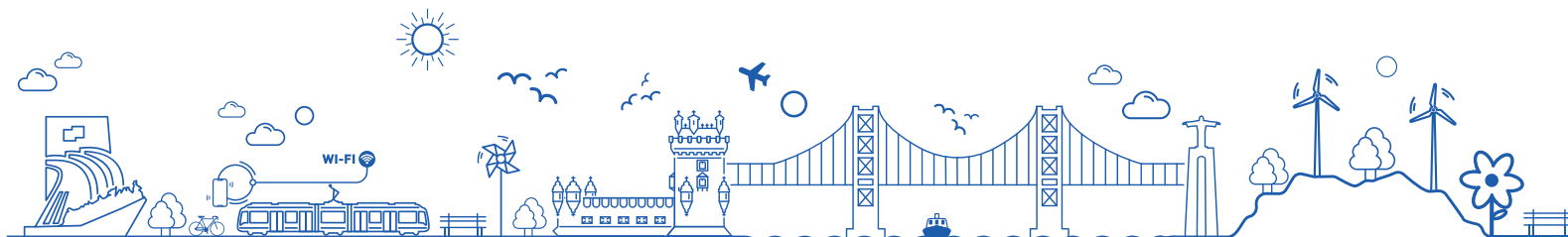
EU common budget
EU leaders strike deal on €750bn recovery fund after marathon summit

Plan will help pay for the reconstruction of Europe after Covid-19

A screenshot of the Financial Times website showing a headline about EU leaders striking a deal on a €750bn recovery fund.

Leaders
Apr 23rd 2020 edition >

Government finances
After the disease, the debt



Challenges of managing urban mobility

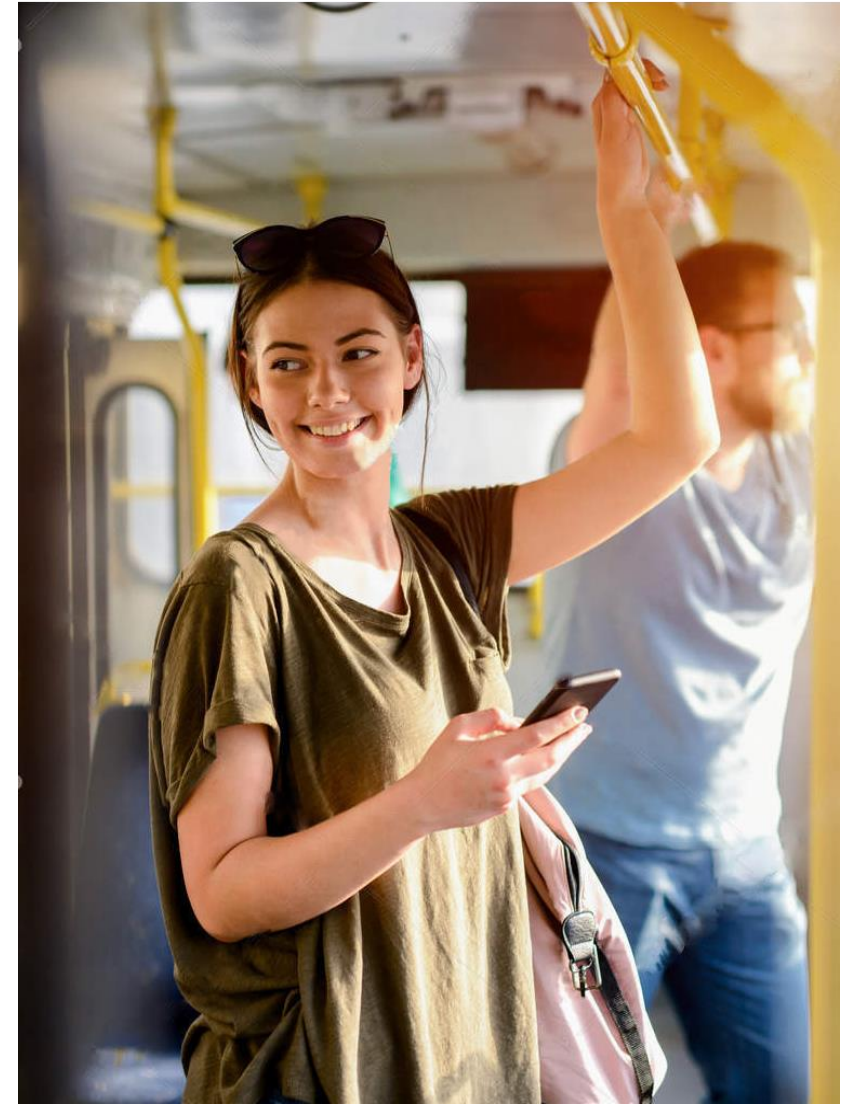
1. New customer needs and new (?) mobility patterns
2. New players & new technologies with more digitalization
3. Scarcity of space: how to better plan and manage urban space and mobility services towards more sustainable and livable cities
4. More pressure on reducing environmental footprint
5. Regain customer trust

Challenges of managing urban mobility

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CUSTOMER NEEDS, MOBILITY PATTERNS

- Tele-working / tele-studying / (...)
- eCommerce
- Accelerated digitalization fuelling new customer expectations
- Increased attention to 'local' (e.g. 15 minutes city)
- Concerns about safety



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A dynamic stage



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4. **More pressure on reducing environmental footprint**
5. Regain customer trust



A view of Milan, Italy, on January 8, 2020



A view of Milan, Italy, on April 17, 2020.

Photos: Flavio Lo Scalzo/Reuters

CHALLENGE FOR PUBLIC TRANSPORT

Replace internal combustion vehicles
by zero emissions alternatives...

... while increasing the fleet and
improving the service!

- A new technology
- Different procurement process
- Need to deal with subsidies
- Increased CAPEX
- Operational implications
- ...



Challenges of managing urban mobility

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3. Scarcity of space: how to better plan and manage urban space and mobility services towards more sustainable and livable cities
4. More pressure on reducing environmental footprint
5. **Regain customer trust**

Implement and enforce all Public Health regulations and recommendations

- Customer information / awareness raising
- Enforcement mechanisms
- Reinforced cleaning procedures
- Monitoring of occupancy levels
- Staff testing protocols
- ...



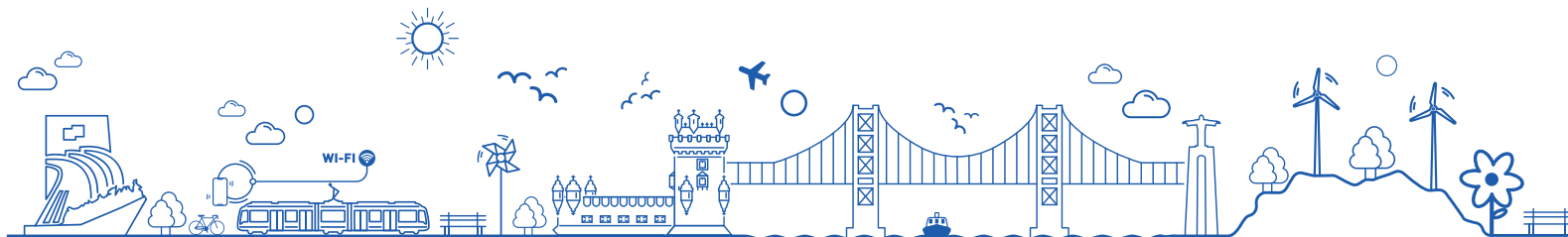
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LOOKING BEYOND THE PUBLIC HEALTH EMERGENCY

- Focus on rebuilding trust with our customers and communities
- Understand the new user needs
- Embracing new technologies





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Obrigado

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