

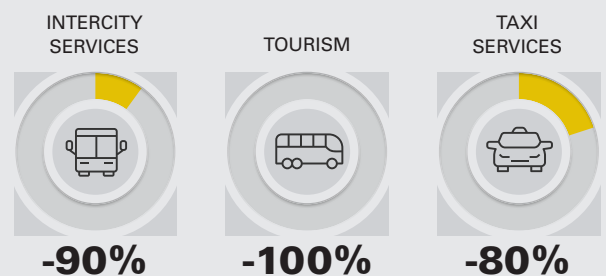
## IRU guidelines on deconfinement and social distancing for collective passenger transport



On March 11, 2020, the World Health Organization (WHO) declared COVID-19 a global pandemic. More than 4 billion people were under lockdown to contain the spread of the virus and many countries have closed their borders resulting in sharp reductions in transport demand.

While road passenger transport operators are essential to meet every day local and urban mobility needs, coach operators also provide services such as school, employee and socio-cultural transport, intercity long distance connections and tourism services. Together, they are the largest providers of collective mobility.

### Global reduction of activities of collective road passenger transport due to COVID-19



Source: IRU

To regain the trust in the road passenger transport system, countries worldwide should establish a balanced framework, fostering a gradual return to normal operations. IRU calls for a **coherent approach** towards the containment of the COVID-19 with:

- **A careful risk assessment:** measures must be based on risk assessment, be continuously re-evaluated and adjusted, taking into account all relevant expertise, considerations and using the best available means.

- **Proportionate measures** measures to remain proportionate to the current level of public health risk identified and that the measures are equally applicable to all modes of transport (air, rail and road).
- **A regular communication:** operators and passengers should receive the latest and most accurate information about the COVID-19 situation, in order to adapt their behaviors and measures accordingly.

Safety and health measures should not result in the encouragement of the use of private cars, with very detrimental effects on CO2 reduction targets and urban mobility.

## DECONFINEMENT RECOMMENDATIONS

It will take a long time to **regain the trust of passengers** as there will be behavioral change of individual users. IRU recommends the following

measures contributing to restoring the confidence in collective mobility, while avoiding the potential transmission of the virus.



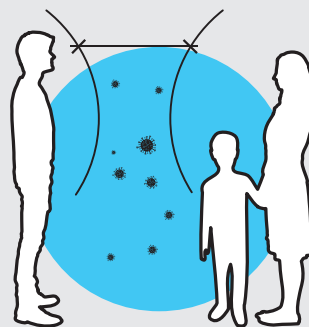
**Hygiene measures:** regular deep cleaning and disinfection of transport vehicles and assets touched by transport users is essential



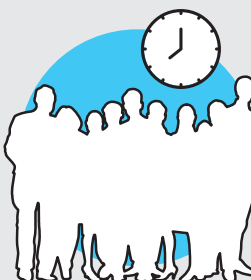
**Protections:** drivers and passengers to wear masks, in addition, to the use of sanitizers



**Limiting contacts:** mark distances in the boarding area, no ticket purchase on board, ticket control by QR code, contactless payments



**Social distancing:** any rules should be based on the composition and dynamics of passenger groups (e.g. family members should be able to sit and travel together)



**Peak hours:** should be avoided by organising more flexible working time models so that school and rush hour traffic is spread over different times



**Communication:** clear guidelines should be provided to passengers and staff should be trained on how to communicate with and react to passenger's concerns