

COVID REPORT

On public transport in the Barcelona area

Abril 2021



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INTRODUCTION

The COVID-19 pandemic has posed a great global challenge. In terms of mobility it has posed a health, social, economic and coordination challenge. Public transport, as a key service for guaranteeing mobility, continued to operate even in the most difficult times of the crisis. This report describes the response actions coordinated by the Metropolitan Transport Authority (ATM) with the administrations responsible for transport and the transport operators to address the pandemic. The ATM's main priority has been to ensure the health of transport workers and users and society in general.

Public Transport Emergency Committee

On 13 March 2020, on the eve of the declaration of the state of emergency in Spain, the ATM formed a crisis cabinet with the consortium administrations and the main transport operators to coordinate transport management during the state of emergency. The cabinet met three times a week during the state of emergency, until the resumption phase, when the meetings became weekly. Decisions were made in coordination with the governing body in charge of managing the pandemic (PROCICAT). This coordination framework was later institutionalised by the ATM's Board of Directors under the name of the 'Public Transport Emergency Committee', which is composed of:



The Committee made decisions in relation to:

- **INFORMATION MATTER**
- **ECONOMIC**
- **SUPPLY AND MONITORING OF DEMAND**
- **SAFETY**
(Protection of transport workers and users)



+75 meetings
of the Public Transport
Emergency Committee

MAIN ACTIONS

STATE OF EMERGENCY

- MARCH 2020**
 - Change in working conditions due to confinement ≡
 - Elimination of face-to-face customer service ✓
 - Purchase of masks, hydroalcoholic gel and screens ✓
 - Change in cleaning and disinfection procedures ✓
 - Signage: recommendation of distance, hands and mask ✓
 - Ad hoc web and digital channels throughout the network **i**
 - Provision for ticket refunds **i**
 - Reduced day, night and weekend service ≡
 - Elimination of on-board ticket sales and exchanges ✓
 - Automatic opening of doors ✓
 - Elaboration of contingency plans ≡
- APRIL 2020**
 - Suspension of payment of fares ✓
 - Increase in supply ≡
 - Ad hoc monitoring of demand **i**
- MAY 2020**
 - Mask-wearing made mandatory ✓
 - "El viatge continua" campaign **i**

NEW NORMAL

- JUNE 2020**
 - Installation of screens and hydroalcoholic gel points ✓
- JULY 2020**
 - Refund campaign **i**
 - Start of face-to-face customer service, by appointment ✓
 - COVID protocol certification process for transport operators ✓
- SEPTEMBER 2020**
 - "Només hi ha una manera de dur bé la mascareta" campaign **i**

SECOND WAVE

- OCTOBER 2020**
 - Improvements in air renewal ✓
- NOVEMBER 2020**
 - Start of applications to refund T-jove holders affected by the 2nd wave **i**
- DECEMBER 2020**
 - 565 million journeys without service interruption **i**

THIRD WAVE

- JANUARY 2021**
 - End of 1st wave refunds **i**
- MARCH 2021**
 - "Al transport públic, Sst!" campaign **i**
- APRIL 2021**
 - End of 2nd wave refunds **i**
 - Strategic communication plan **i**

≡ REGULATORY
FRAMEWORK

✓ SECURITY
MEASURES

i INFORMATION AND
COMMUNICATION

State of emergency

New normal

Second wave

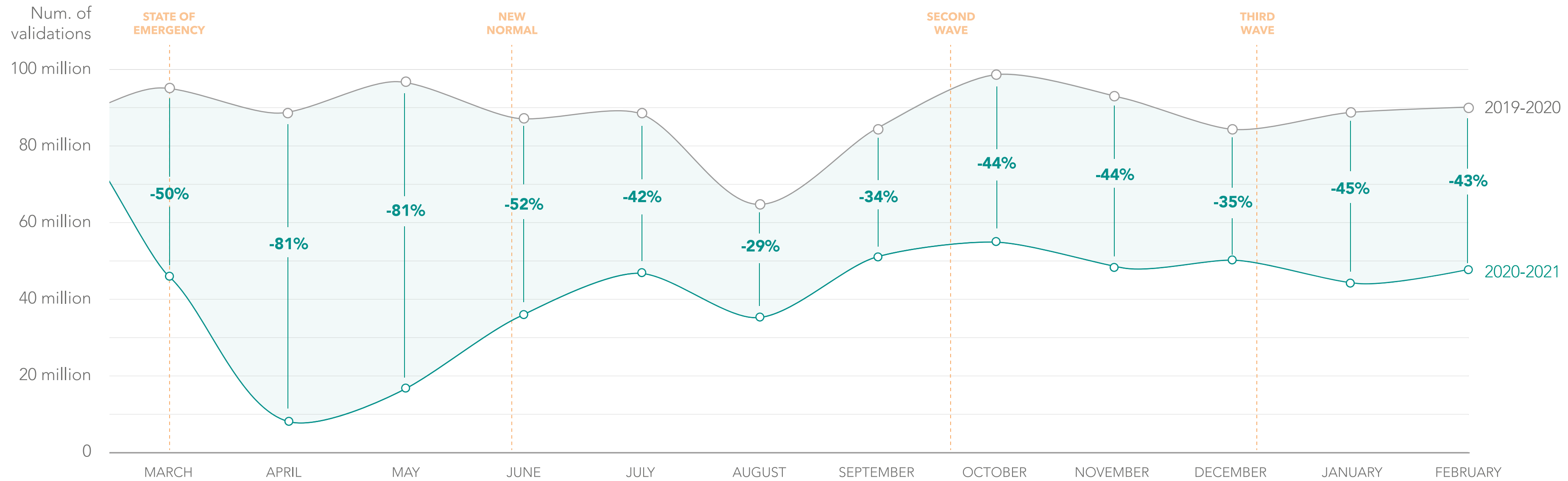
Third wave



DEMAND

Demand fell sharply during the first days of confinement, between 13 and 18 March. Daily demand was at only 10% of that of previous years. After the start of the 'new normal', demand increased to an average of 62% in the first week of September. With the arrival of the second wave, demand stabilised at 50%, before reaching the current figure of 60% of that of the previous year.

■ DIFFERENCE FROM THE PREVIOUS YEAR



State of emergency

New normal

Second wave

Third wave



MAIN INDICATORS

565 million journeys in 2020

-50% demand compared to 2019

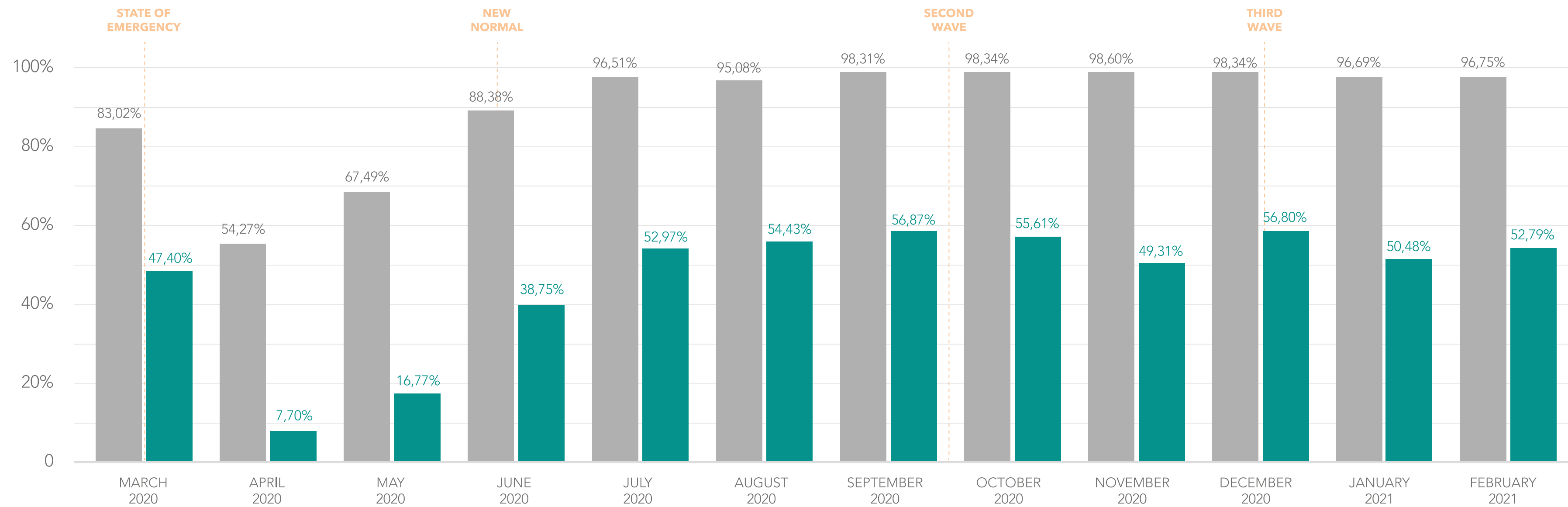
-400 million ticket validations compared to 2019

SUPPLY

During the first weeks of the pandemic, coinciding with the total confinement of the population, the public transport network adjusted the service to 60% during peak hours on weekdays and 40% during the rest of the day.

Supply fell to its lowest level in the second week of April, when it averaged 54.27%, but it was still greater than demand (more than 59,000 seats supplied per 6,000 requested). It then gradually increased, reaching 90% of its normal capacity by mid-June, coinciding with Phase 2 reopening. Supply had returned to almost 100% by the start of the school year.

■ Average SUPPLY %
■ Average DEMAND %



State of emergency

New normal

Second wave

Third wave



In 2020, supply was greater than demand

REGULATORY FRAMEWORK

On 13 March, the Spanish Council of Ministers approved the Royal Decree declaring a state of emergency. The government administrations in charge of controlling the situation subsequently approved a set of regulations which were published through decrees, laws, orders and recommendations that formed the regulatory framework for the different phases of the pandemic.

Thus, the following were established:



Geographical restrictions
Total, provincial, municipal or perimeter confinement



Restrictions on commercial, religious, social and sports activities



Restrictions on labour mobility
Preference for teleworking



Security measures
Mandatory wearing of masks



Restrictions on teaching activities



Funding resources

State of emergency

New normal

Second wave

Third wave



REGULATORY FRAMEWORK

STATE OF EMERGENCY

- 14/03/20** Declaration of the state of emergency, restricting freedom of movement. Home confinement and closure of borders. Closure of shops and leisure, educational and cultural facilities.
Operators change night services. No TMB, FGC or TRAM service between 12 midnight and 5am. Night buses at 50%.
Maximum occupancy recorded by PROCICAT: 1 33%
- 16/03/20** Supply 33% - 67%
- 17/03/20** Decree-Law 8/2020 published by the State.
- 19/03/20** Decree-law 7/2020 published in the Diari Oficial de la Generalitat de Catalunya
- 20/03/20** Supply 33 - 50%
- 27/03/20** Weekend supply 33 - 60%
- 29/03/20** Approval of recoverable paid leave for workers in non-essential activities.
Supply 33% - 67%
- 02/04/20** Temporary suspension of payment for public transport in the Barcelona area for essential activities and services.
- 10/04/20** Refund of public transport fares.
- 11/05/20** Maximum occupancy recorded by PROCICAT: 50%
- 29/05/20** Supply 33% - 67%
- 26/05/20** Children under 14 years of age allowed out of their homes.

NEW NORMAL

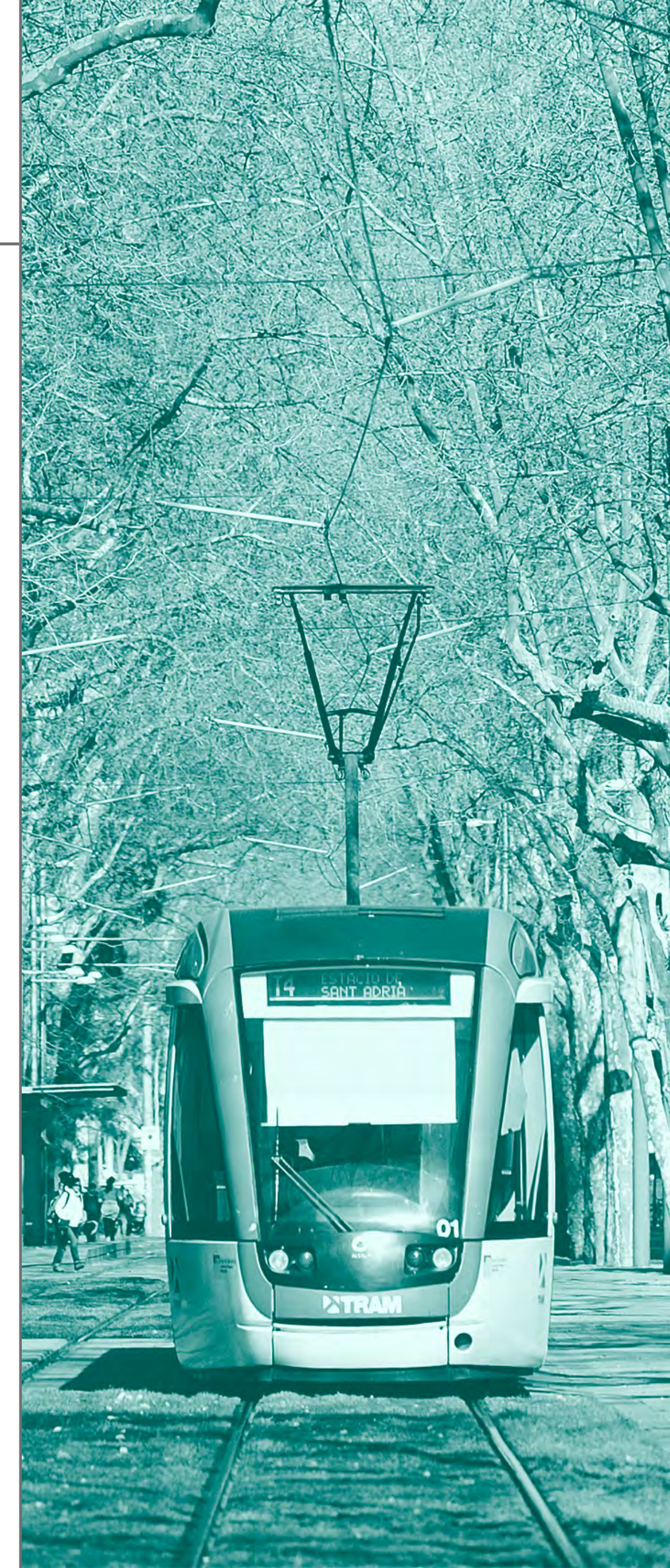
- 05/06/20** Supply: recovery of normal service level.
- 08/06/20** Barcelona and the rest of the municipalities in the metropolitan region enter phase 2: groups of up to 15 people are allowed to circulate in the health region. Reopening of shopping centres (30%-40%). 40% of capacity inside and 50% of capacity outside for hotels, bars and restaurants.
- 09/06/20** Maximum occupancy recorded by PROCICAT: 75%
- 16/06/20** Regional fund approved by Royal Decree-Law 22/2020.
- 19/06/20** Barcelona and the other municipalities in the metropolitan region enter phase 3.
New normal
Free movement allowed throughout Catalonia.
Gatherings of up to 20 people, capacity of 50% for bars, restaurants and hotels
Maximum occupancy recorded by PROCICAT: 100%
- 01/08/20** Supply (summer period): 45% - 60%
- 04/08/20** Local fund approved by Royal Decree 27/2020.
- 10/09/20** Repeal of the local fund RD 27/2020.
Supply 100%, maintaining the restrictions of the weekend night schedule.

State of emergency

New normal

Second wave

Third wave



REGULATORY FRAMEWORK

SECOND WAVE

- 13/10/20** The Generalitat informs of the start of the second wave.
- 14/10/20** Closure of bars and restaurants.
- 16/10/20** Supply at 100%, despite the expected fall in demand.
- 25/10/20** Government approves state of emergency. Restriction of night-time mobility from 10pm to 6am. Services and shops close at 9pm. Cultural activities end at 10pm.
- 14/11/20** Perimeter confinement in Catalonia, except for essential travel. Municipal confinement at weekends. Companies obliged to limit work mobility, shopping centres and shops of more than 800 m² closed.
- 23/11/20** Opening of bars, restaurants and hotels until 5pm. 14 December: Provincial confinement at weekends. Reopening of shopping centres (30%) and cultural activities (50%).
- 14/12/20** Reopening of shopping centres (30%) and cultural activities (50%).
- 21/12/20** Provincial confinement during the entire week. Consumer catering open between 7.30am and 9.30am and between 1pm and 3.30pm. Gatherings of up to 6 people maximum.
Supply: Maintained at 100%, with night-time restrictions at weekends.

THIRD WAVE

- 02/01/21** Supply: Maintained at 100%, with night-time restrictions at weekends.
- 07/01/21** Municipal confinement during the week.
- 22/02/21** Provincial confinement during the week. Face-to-face teaching for first-year degrees. Leisure and culture facilities with a capacity of 50%. Opening of establishments of less than 400 m² on weekdays. Only essential establishments can open at the weekends.
- 01/03/21** Opening of shopping centres (30%) and shops of +400 m² on weekdays.
- 12/03/21** Resolution providing instructions for the provision of the local fund approved by Royal Decree 27/2020.
- 22/02/21** Perimeter and provincial confinement in Catalonia, except for travel with people in the same household. Face-to-face education at 30%; culture and leisure at 50%. Opening of shops and shopping centres all week at 30% capacity.
- 18/03/21** Supply: Maintained at 100%, with night-time restrictions at weekends.

State of emergency

New normal

Second wave

Third wave



PROTECTION OF WORKERS

SAFETY MEASURES

Decisions were made regarding two aspects: those aimed at public transport users and those aimed at transport workers. The following measures were taken with regard to workers:



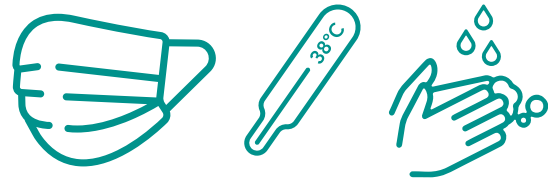
Closure of customer service points and promotion of teleworking.



Closure of customer service points and promotion of teleworking.



Installation of screens.



Purchase of masks, gel and other forms of protection.



Incidence of COVID-19 among public transport employees:

-1 point

compared to the general public

+600.000€

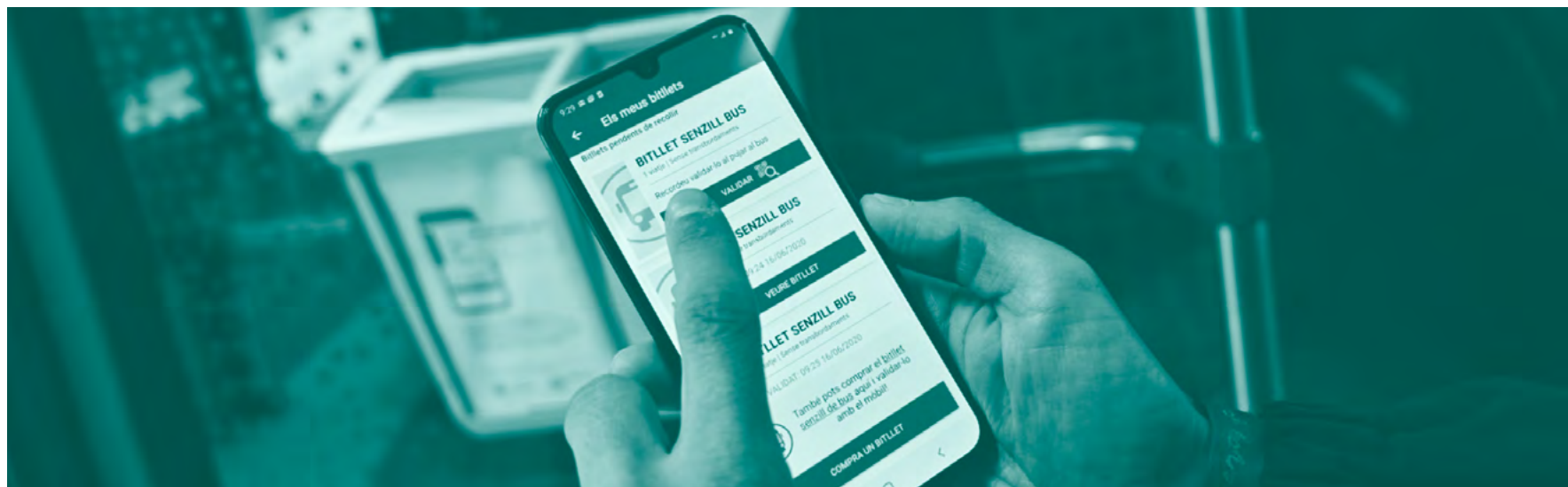
spent on masks and thermometers in 2020

PROTECTION OF TRANSPORT USERS

SAFETY MEASURES

MAIN INDICATORS

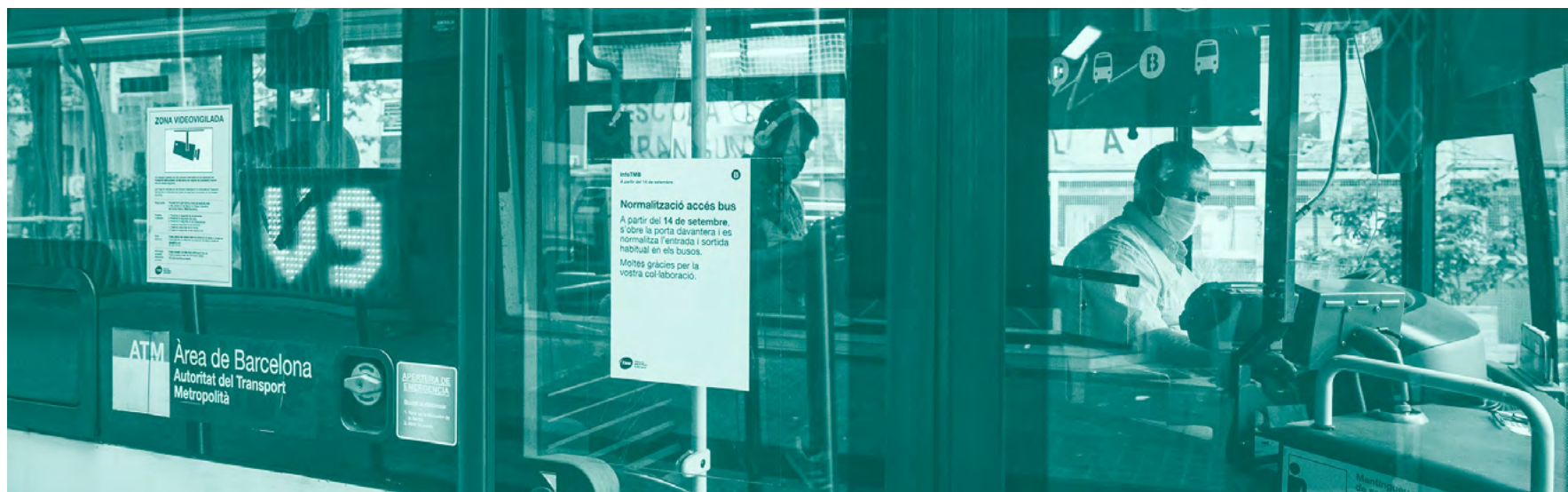
+€30 million
on anti-COVID measures



TEMPORARY ELIMINATION OF ON-BOARD TICKET SALES | MARCH



TEMPORARY ELIMINATION OF ON-BOARD TICKET EXCHANGES | MARCH



TEMPORARY CLOSURE OF FRONT DOOR OF BUSES | MARCH



AUTOMATIC CLOSURE OF DOORS | MARCH

State of emergency

New normal

Second wave

Third wave



PROTECTION OF TRANSPORT USERS

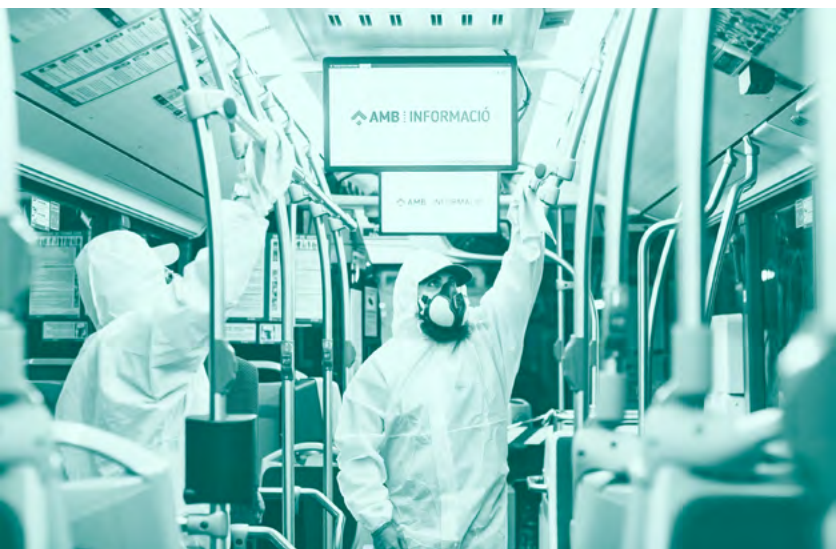
SAFETY MEASURES



ONLINE CUSTOMER SERVICE | MARCH



DECISION TO BUY HYDROALCOHOLIC GEL AND SCREENS | MARCH



CHANGE IN CLEANING AND DISINFECTION PROCEDURES | MARCH



SIGNAGE: MASK, HAND WASHING AND DISTANCE | MARCH



MANDATORY TO WEAR A MASK | MAY

MAIN INDICATORS

+1.500
hydroalcoholic gel points

+600.000
extra hours of cleaning

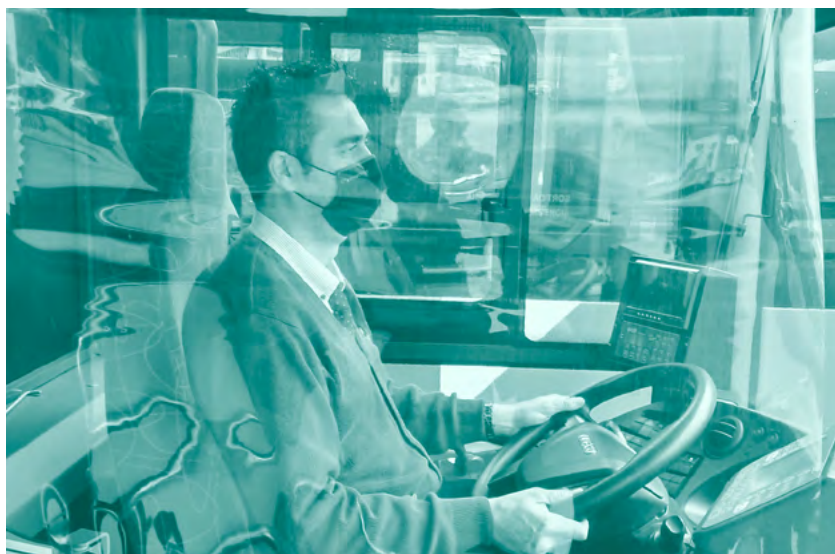
+50.000
litres of hydroalcoholic gel used



PROTECTION OF TRANSPORT USERS

SAFETY MEASURES

MAIN INDICATORS



INSTALLATION OF SCREENS AND HYDRO-ALCOHOLIC GEL POINTS | JUNE



COVID PROTOCOL CERTIFICATION FOR TRANSPORT OPERATORS | JULY



START OF FACE-TO-FACE CUSTOMER SERVICE | JULY



IMPROVEMENTS IN AIR RENEWAL | OCTOBER



SIGNAGE: NO SPEAKING, NO EATING OR DRINKING ON PUBLIC TRANSPORT | NOVEMBER

The air is renewed every
2,5 - 8 minutes
inside the vehicles

+15
operators with
COVID-19 certification

+2.000
screens installed



INFORMATION AND COMMUNICATION

All transport operators and competent administrations ran their own communication campaigns to inform on anti-COVID measures. Communication was mainly via the ATM's website and social networks, which provided up-to-date and transparent information on supply and demand. Direct online customer service channels were also offered, together with studies conducted to know and understand the situation of users and investments made in reputable campaigns.



COVID SECTION | MARCH

An ad hoc section was added to the ATM website to provide information related to the pandemic and the measures taken. A banner on the home page links directly to this section.



PRESS RELEASES | MARCH

All official ATM communications are made through press releases published on atm.cat, social networks and in the media.



SOCIAL NETWORKS | MARCH

ATM has Twitter, Facebook, Instagram and LinkedIn accounts. More than ever, during the pandemic, informational messages have made social media the official channel of information for the entire public transport network.



SUPPLY/DEMAND INDICATORS | MARCH

An Ad hoc section was created on the ATM website with information related to the pandemic and the measures taken. A banner on the home page links directly to this section.



MAIN INDICATORS

+70

press releases with information on COVID-19

+100.000

visits to COVID section on ATM website

+€400.000

on COVID-19 communication

+3.000

new followers on Twitter

State of emergency

New normal

Second wave

Third wave



STUDIES

INFORMATION AND COMMUNICATION

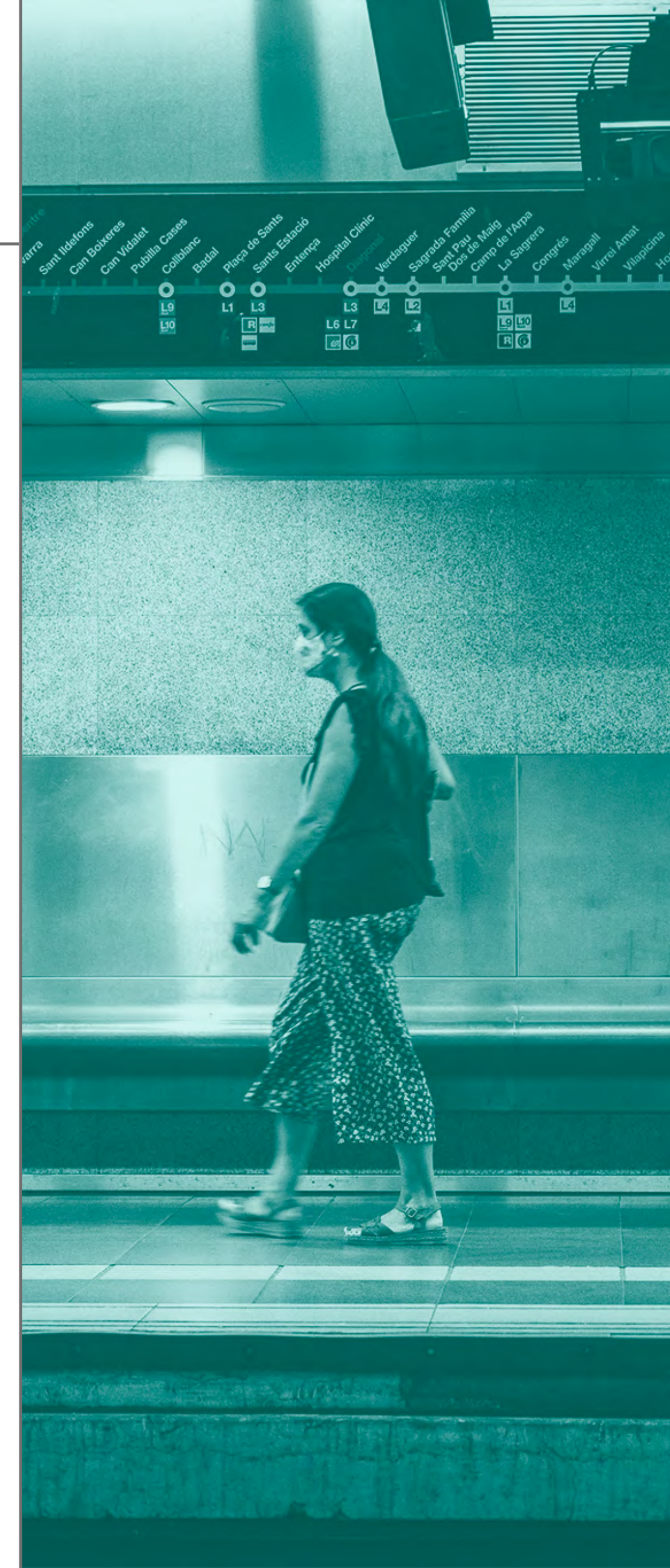
MOBILITY AND INCOME STUDY APRIL 2020	Analysis of the relationship between mobility of people on rail public transport and territorial conditioning factors in the social impact of the pandemic.
INTERNATIONAL REPORT ON PUBLIC TRANSPORT MEASURES APRIL 2020	Analysis of the relationship between mobility of people on rail public transport and territorial conditioning factors in the social impact of the pandemic.
MONITORING OF MOBILITY AND CONTEXT APRIL 2020	Monthly evolution of mobility and economic indicators: focusing on the impact of COVID-19.
EMEF - SPECIFIC COVID QUESTIONS MAY 2020	Specific questions about COVID-19 in the Business Mobility Survey.
ANALYSIS OF THE FUTURE BEHAVIOUR OF BARCELONA PUBLIC TRANSPORT USERS AFTER THE COVID-19 CRISIS JULY 2020	Study of attitudes towards public transport in order to anticipate the future behaviour of demand (users) for public transport in Barcelona once travel has returned to normal.
CORRESPONDING MOBILITY PLAN SEPTEMBER 2020	Identification and prioritisation of the actions to be taken by each work centre or team in the resumption stage. The goals are clear: to facilitate teleworking, reduce rush hour travel and increase the use of non-motorised forms of transport.
ACTIONS BY COMPANIES REGARDING LABOUR MOBILITY NOVEMBER 2020	Analysis of the main needs of companies regarding work mobility in the framework of COVID-19 and reorientation of the future mobility strategy.
REPORT ON TECHNICAL STUDIES REGARDING CORONAVIRUS AND PUBLIC TRANSPORT MARCH 2021	Repository of data on relevant actions in relation to the presence of SARS-CoV-2 in public transport facilities.
MOBILITY TRACKING USING MOBILE PHONE DATA APRIL 2021	Summary of mobility indicators in relation to the integrated transport system.

State of emergency

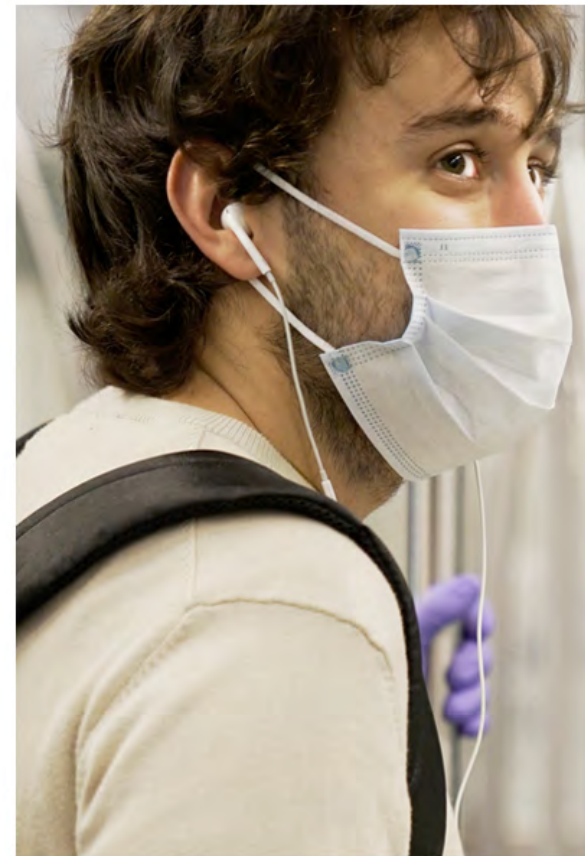
New normal

Second wave

Third wave



CAMPAIGN INFORMATION AND COMMUNICATION



El viatge continua, però el camí el farem d'una manera diferent

- L'ús de la mascareta és obligatori.
- Mantingues una distància segura.
- Evita les hores punta i les aglomeracions.

atm.cat/mesuresCOVID

ATM Àrea de Barcelona
Autoritat del Transport
Metropolità

Xarxa de transport públic
de l'àrea de Barcelona

El viatge continua

Under the slogan "The Journey Continues, But We'll do it Differently" (El viatge continua, però el camí el farem d'una manera diferent), the Metropolitan Transport Authority, in coordination with the consortium administrations and transport operators, launched this campaign to encourage the use of masks, mandatory on public transport since 4 May.

DURATION
From 4 May to 5 June 2020

BUDGET
€46.000

Recupera els teus viatges!

Tens un títol de transport integrat afectat per l'estat d'alarma per la covid-19? Consulta si tens dret a compensació!

1 Tens un títol de transport integrat que vas estrenar abans del 14 de març o durant l'estat d'alarma i l'has utilitzat durant el confinament per anar a treballar o per prestar un servei essencial? Recupera els teus viatges!

2 Consulta si tens dret a compensació a través del formulari que trobaràs a la web i perllonga'n la seva caducitat.

3 A partir de l'1 de setembre obtindràs un títol específic amb el període de viatges al qual tens dret.

compensacions.atm.cat
931 205 330

Aquest tràmit no es fa als punts presencials de la xarxa de transport públic. Tens temps fins el 31 de desembre.

ATM Àrea de Barcelona
Autoritat del Transport
Metropolità

#ElViatgeContinua

Campanya compensacions

On 1 July, the "Recover Your Journeys" (Recupera els teus viatges) campaign was launched, which consists of a refund process for all integrated tickets that could not be used during the state of emergency. Refunds were automatic or through application forms. The compensacions.atm.cat website and a helpline were made available to users to answer any queries regarding the process.

DURATION
From 1 July 2020 (still running)

BUDGET
€72.000

EL VIATGE CONTINUA

+1.000
advertising panels and
printed vinyl film

[Campaign wedge](#)

CAMPANYA COMPENSACIONS

+200.000
tickets refunded

+500.000
visits to the website section

[Campaign video](#)

State of emergency

New normal

Second wave

Third wave

CAMPAIGN

INFORMATION AND COMMUNICATION

Només hi ha una manera de dur bé la mascareta



ATM Àrea de Barcelona
Autoritat del Transport Metropolità

Mesures covid

Només hi ha una manera de dur bé la mascareta

The communicative action is aimed at reminding users of the importance and obligation to use the mask correctly on public transport, and highlights the most common mistakes when using it: wearing it hanging from the ear or elbow or not completely covering the nose. The mask must cover the nose and mouth, which was explained to users.



DURATION

From September 2020 (still running)



BUDGET

Own resources



Al transport públic, Sst!

The aim is to make users aware that refraining from speaking on public transport is an important protective and preventive measure against COVID-19. Compliance with general obligations, such as wearing a mask and not eating or drinking on public transport continues to be required.



DURATION

From 1 March to 1 April 2021



BUDGET

€11.000

NOMÉS HI HA UNA MANERA DE DUR BÉ LA MASCARETA

+6.000
users reached

AL TRANSPORT PÚBLIC, SST

+1.000
printed vinyl film

State of emergency

New normal

Second wave

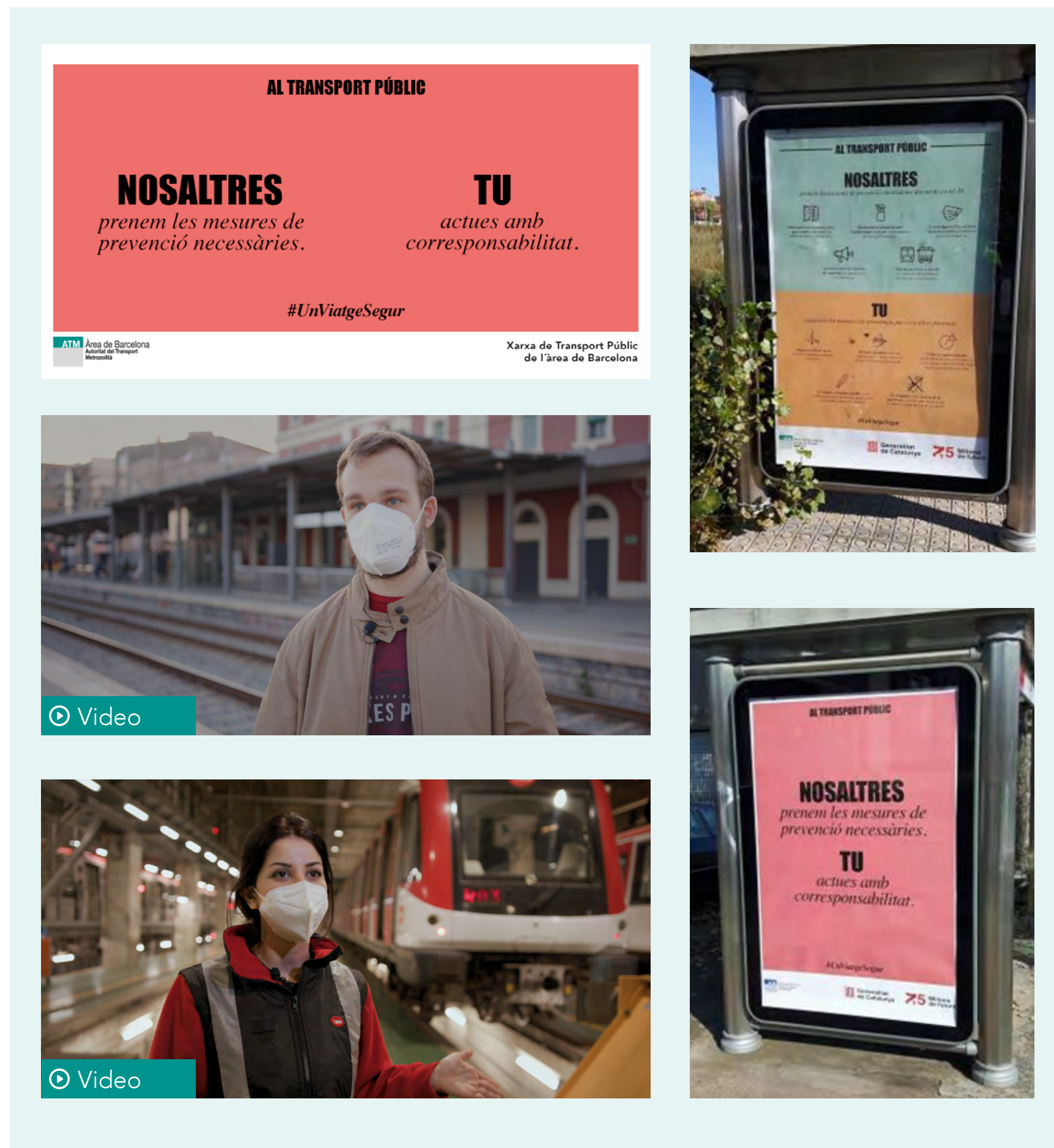
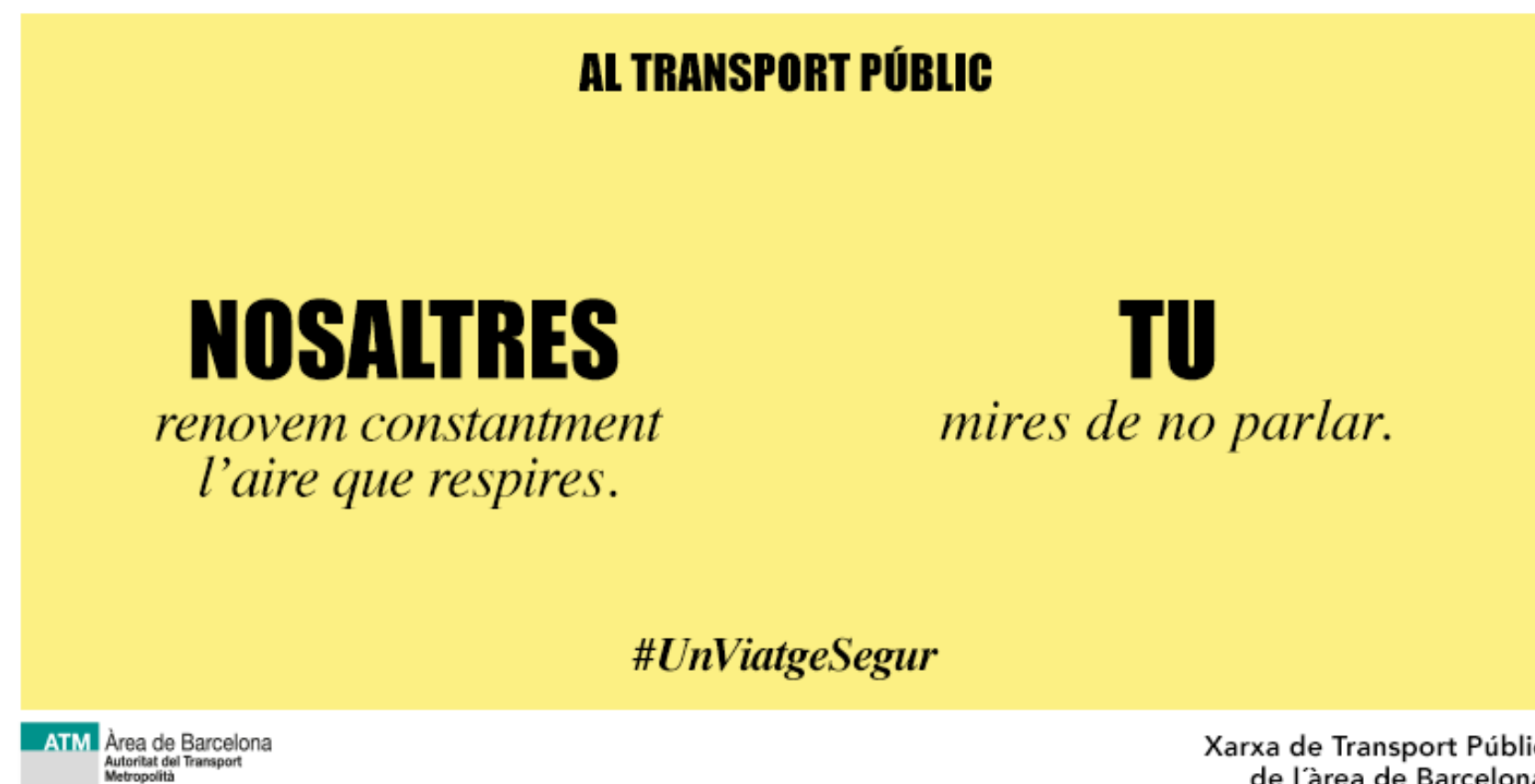
Third wave



CAMPAIGN

INFORMATION AND COMMUNICATION

NOSALTRES I TU, FEM UN VIATGE SEGUR



Nosaltres i tu, fem un viatge segur

The campaign highlights the measures established by transport network operators and reminds and asks users to adhere to them. These measures must be guaranteed in order to strengthen safety; for example, correct mask use, not eating or drinking on public transport, avoiding crowding, washing hands and not travelling if there is a potential risk of infection. A group of 20 people were interviewed, including public transport users and workers, and asked to explain and give their opinions of the transport network's efforts to combat COVID-19. These opinions can be heard in video and podcast format.

DURATION
From 10 November 2020 (still running)

BUDGET
€+100.000

+3.500
advertising panels and
printed vinyl film

+200
radio spots

+20
interviewee opinions

[Campaign ad](#)

State of emergency

New normal

Second wave

Third wave



ECONOMIC EVALUATIONS

ATM distribution of aid for the deficit subsidy

On 17 March, the Spanish government approved Royal Decree-Law 8/2020 on urgent and extraordinary measures to address the economic and social impact of COVID-19. The *Diari Oficial de la Generalitat de Catalunya* (Official Gazette of the Generalitat de Catalunya) of 19 March 2020 published Decree-Law 7/2020, of 17 March, on urgent measures in matters in the area of public procurement, health and sanitary waste management, transparency, public transport and tax and economic matters. Article 13 described the actions taken to guarantee the continuity of the public transport service.

The regional fund approved on 16 June by Royal Decree 22/2020 establishes the provision of COVID-19 funds for all autonomous communities. Of the €253.25 million allocated to Catalonia with regard to public transport, the ATM of Barcelona received an initial sum of €215 million (distributed among transport operators). In addition, as of April 2021, the distribution of €23 million among the operators of the ATM of Barcelona and the railway services of Catalonia is pending.

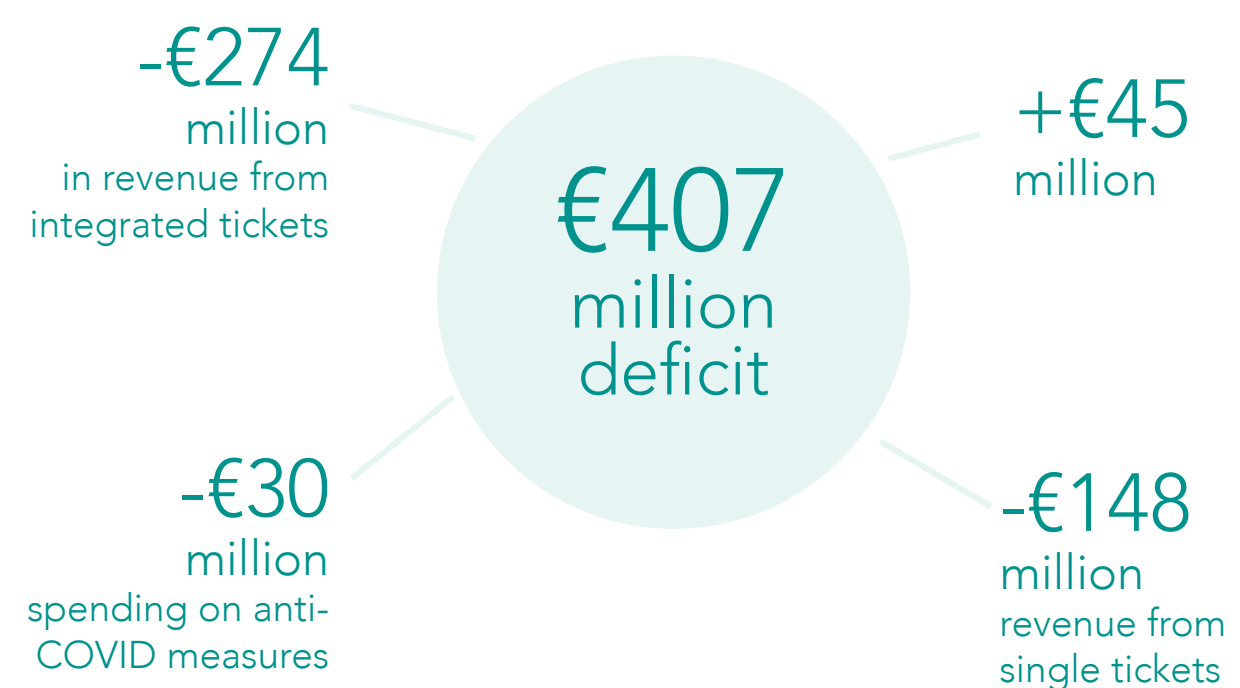
On 12 March 2021, the Spanish Secretary of State for Finance published a resolution issuing instructions on the provision of information by local entities in relation to obtaining subsidies for the provision of public transport services.

Summary of the transport system deficit:

In 2020, revenue from the sale of transport tickets fell by €422 million. Of this amount, €274 million corresponds to integrated tickets. Moreover, spending on anti-COVID measures came to around €30 million.

The total transport system deficit, taking into account savings resulting from adjusting the supply, is €407 million.

*The data in this section are provisional.



State of emergency

New normal

Second wave

Third wave



This report was prepared in collaboration with the administrations and public transport operators of the Barcelona area.



April 2021