

## **Guidelines for information to users and organisational measures to contain the spread of COVID-19 in the public transport sector**

On 14 March 2020, the Common regulatory protocol for measures to combat and contain the spread of the Covid-19 virus in the workplace (henceforth “*Protocol*”), covering all production sectors, was adopted and subsequently on 20 March 2020 the Common regulatory protocol for containing the spread of COVID-19 in the transport and logistics industry was adopted. These guidelines establish the modalities of information to users as well as the organizational measures to be implemented in stations, airports and ports, in order to allow the transition to the next phase of containment of contagion, which provides for the staggered reopening of industrial, commercial activities and free movement of goods and people.

It should be noted that the protection of beneficial passengers is not independent of the adoption of other general measures, which can be defined as "systemic measures".

The main advisable measures are set out below:

### Systemic measures

The differentiation of working time with large beginning and end gaps is important to modulate the mobility of workers and consequently prevent the risks of gathering related to the mobility of citizens. The differentiation and extension of opening hours of offices, shops, public services and schools of all levels are also a useful preventive approach, while encouraging alternative forms of sustainable mobility. This approach underpins these guidelines. These measures should be modulated in relation to the needs of the territory and the catchment area.

The individual responsibility of all users of public transport services remains essential to ensure social distancing, hygiene measures, as well as to prevent behaviour that may increase the risk of contagion. A clear and simple communication in every context (railway stations, subways, airports, bus stations, means of transport, etc.), through mobile information panels, is an essential point to communicate the necessary behavioural rules in the use of means of transport.

### General measures

Please also note that the provisions listed below apply to all modes of transport:

- The sanitization and sanitation of premises, means of transport and means of work must concern all parts occupied by travellers and/or workers and must be carried out in accordance with the procedures defined by the specific circulars of the Ministry of Health and the Istituto Superiore di Sanità;
- Dispensers containing disinfectant solutions for passenger use must be installed in stations, airports, ports and long-distance transport.
- It is necessary to encourage the sale of tickets with telematic systems. Otherwise, tickets must be sold in such a way that passengers are at least one metre apart. In cases where this distance cannot be observed, passengers should necessarily be provided with appropriate individual protection (e.g. masks).
- It is advisable to install points of sale in stations or ticket sales offices, including through security device distributors.
- Provision should be made for measures to manage passengers and operators if a body temperature above 37.5° C is detected.
- Adoption of information and communication systems, in places of transit of users, relating to the proper use of personal protective equipment, as well as on the behavior that the same users are required to maintain in stations, airports, ports, and waiting places, during boarding and disembarking from the means of transport and during the transport itself.
- Adoption of management interventions, where necessary, of limited accesses to stations, airports, and ports in order to avoid overcrowding and every possible opportunity for contact, ensuring respect for the minimum interpersonal distance of one meter.
- Adoption of organizational measures, with the preparation of specific operational plans, aimed at limiting, during boarding and disembarking from the means of transport, during movements in stations, airports and ports, in areas used for parking passengers and while waiting for the means of transport, every possible

opportunity for contact, ensuring compliance with the minimum interpersonal distance of one meter.

Recommendations for all users of public transport services:

- Do not use public transport if you have symptoms of acute respiratory infections (fever, cough, cold);
- Purchase tickets electronically, online or via app, where possible;
- Follow the signs and routes marked inside stations or at stops, always keeping a distance of at least one metre from other people;
- Use the access doors to the vehicles indicated for the ascent and descent, always respecting the interpersonal safety distance of one metre;
- Sit only in the permitted places, keeping the distance from the other occupants;
- Avoid approaching or asking the driver for information;
- During the journey, frequently sanitize your hands and avoid touching your face;
- Wear a mask, including a cloth mask, to protect your nose and mouth.

TECHNICAL ANNEX – INDIVIDUAL MODES OF TRANSPORT

AVIATION SECTOR

For the air transport sector, specific containment measures for passengers should be observed, covering both the proper use of terminals and aircraft. Compliance with the following measures is therefore required for airport operators, carriers and passengers respectively:

- Management of access to terminals by providing, where possible, for a clear separation of entry and exit doors, so as to avoid the encounter of user flows;
- Organisational and managerial interventions and access quota restrictions in order to favour the distribution of the public in all the common areas of the airport in order to avoid crowding in the areas in front of the security controls;
- Provision of one-way paths within the airport and in the paths to the gates, in order to keep the flow of incoming and outgoing users separate;
- Obligation of a one-metre inter-personal distance on board aircraft, inside terminals and all other airport facilities (e.g. buses for passenger transport). With

particular reference to the operators and carriers in the areas reserved to them, the latter shall prepare specific plans to ensure the maximum distance between people within the internal spaces and available infrastructure. In particular, in areas subject to queue formation, suitable ground signs and posters shall be implemented to invite passengers to maintain physical distance;

- Passengers on the aircraft must necessarily wear a mask;
- Terminal and aircraft sanitization and sanitization activities, even several times a day depending on the traffic at the terminal and on the aircraft, with specific attention to all surfaces that may be touched by passengers in ordinary circumstances. All boarding gates should be equipped with disinfectant gel dispensers. Air conditioning systems should be operated with procedures and techniques aimed at preventing bacterial and viral contamination;
- Introduction of thermo-scanners for both arriving and departing passengers, according to modalities to be determined by mutual agreement between operators and carriers in large airport hubs. In principle, temperature controls at the boarding terminal, for departures, and on boarding the plane for arrivals at all airports could be envisaged.

## MARITIME AND PORT SECTOR

With reference to the maritime transport sector, specific forecasts must be laid down with regard to the prevention of contacts between passengers and shipboard personnel, the maintenance of an adequate social distancing and the sanitisation of the ship's environment, which, moreover, are already substantially provided for in the common protocol of 20 March 2020. In particular, the following measures are required:

- Avoid, as far as possible, contacts between shore personnel and shipboard personnel and, in any case, maintain the interpersonal distance of at least one metre.
- Passengers must necessarily wear a mask, including cloth, to protect their nose and mouth.
- Strengthening of cleaning services, where necessary also through the use of specific machinery that allows the disinfection of on-board premises and other company sites, such as offices, ticket offices and warehouses.

- The disinfection activity is carried out in an appropriate and frequent way both on board (with modality and frequency depending on the type of premises) and at the other company sites by personnel assigned for this purpose. In particular, on board the ships the disinfection shall take place while in port, taking care that the disinfection operations do not interfere or overlap with the commercial activity of the unit. In public areas, the disinfection shall specifically concern frequently touched surfaces such as buttons, handles or tables and may be carried out with water and detergent followed by the application of commonly used disinfectants, such as ethyl alcohol or sodium hypochlorite, appropriately dosed. The normal sanitizing activities of the equipment and means of work must be carried out, in a manner appropriate to the type of equipment and means of work, at each change of operator and by the same with the use of products made available by the company, observing any necessary requirements (ventilation, etc.);
- Companies provide guidance and appropriate information through their personnel or through displays;
- In order to avoid close contact of personnel with customers, except for those that are essential due to emergency circumstances and in any case with the foreseen precautions of individual devices;
- In order to maintain a distance of at least one metre between passengers;
- For the maritime LPT with instructions on the measures to be taken to ensure adequate distance between people during navigation and during boarding and disembarkation, providing dedicated paths;
- For maritime LPT, the use of individual safety devices is necessary, as also foreseen for local public transport on land.

#### LOCAL PUBLIC ROAD, LAKE AND RAIL TRANSPORT SECTOR GRANTED

The following specific measures apply to the sector concerned:

- The company carries out the hygienisation, sanitisation and disinfection of trains and public transport and infrastructure in full compliance with the relevant health requirements as well as the regional ordinances and the Protocol signed by the trade associations, OO.SS. and Ministry of Transport on 20 March 2020, carrying out the hygienisation and disinfection at least once a day and the sanitisation in

relation to the specific company realities as provided for in the same shared protocol;

- Passengers shall necessarily wear a mask, also made of fabric, for the protection of the nose and mouth;
- Passengers must board and disembark the vehicle according to separate flows:
  - in buses and trams, passengers must board one door and disembark at the other;
  - use suitable waiting times in order to avoid contact between those who get off and those who get on, even with a differentiated opening of the doors;
- On buses and trams ensure a maximum number of passengers, so as to allow the distance of one meter between them to be respected, marking the seats that cannot be occupied with markers. For the management of the crowding of the vehicle, the company can lay down organizational provisions for the driver not to make certain stops;
- In subway stations:
  - provide for different entry and exit flows, ensuring that passengers are provided with adequate information for the identification of quays and exits and the correct spacing on quays and escalators even before crossing gates;
  - provide suitable systems to signal that the established saturation levels have been reached;
  - provide for the use of video-surveillance systems and/or intelligent cameras to monitor the flows and avoid crowding, possibly with the possibility of spreading sound/voice/written messages;
- Application of markers on seats that cannot be used on board surface vehicles and metro trains;
- To suspend, subject to authorisation by the competent territorial mobility agency and the titular bodies, the sale and control of tickets on board;
- To suspend the activity of ticketing on board by drivers;
- To install equipment, where possible, for the self-service purchase of tickets, which must be sanitized several times a day, marking safety distances with specific stickers;

- To increase the frequency of the vehicles during the hours considered to be at high passenger flow.

## RAIL SECTOR

The following specific measures apply to the sector concerned:

- Information to customers through corporate communication channels (call center, website, apps) about:
  - preventive measures adopted in accordance with the provisions of the Health Authorities;
  - news about active train routes, so as to avoid users' access to information/ticket offices in stations;
- Incentives to purchase tickets online.

### In major stations:

- Management of access to railway stations by providing, where possible, for a clear separation of entry and exit doors, so as to avoid the encounter of user flows;
- Management interventions in order to favour the distribution of the public in all areas of the station in order to avoid crowding in the areas in front of the platforms in front of the tracks;
- Provision of one-way paths inside the stations and in the corridors up to the tracks, so as to keep the flow of users entering and leaving separate;
- Sanitation and disinfection activities on a daily basis and periodic sanitization of station common areas;
- Installation of easily accessible dispensers to allow the hygiene of passengers' hands;
- Regulation of the use of escalators and moving walkways always favouring an adequate distance between users;
- Announcements calling for social distancing rules on platforms inviting users to maintain a distance of at least one metre;
- Limitation of the use of waiting rooms and compliance with the spacing rules within them;
- Body temperature controls are recommended at gates;
- In commercial activities:

- rationing of presences;
- maintaining interpersonal distances;
- separation of entry/exit flows;
- use of health security devices - regulation of waiting queues;
- online shopping and delivery of products to a predefined location within the station or at the edge of the store without the need to access it.

On-board train:

- Placement of sanitizing gel dispensers on each vehicle;
- Removal of the closing timing of the external doors at stations, in order to facilitate air exchange inside the railway carriages;
- Systematic sanitisation of trains;
- Strengthening of staff dedicated to hygiene and decorum services;
- Forecasting separate ascent and descent flows in each carriage. Should this not be possible, design ascent and descent flows regulation systems so as to avoid gatherings at the doors;
- Social distancing on board with the application of markers on the seats that cannot be used;
- Passengers must necessarily wear a mask, including of cloth, for the protection of nose and mouth;
- on long-distance trains (with online reservation):
  - social distancing on board must be ensured through a "chessboard" reservation mechanism;
  - application of markers on seats that cannot be used;
  - adoption of the nominative ticket in order to identify all passengers and manage any cases of suspected or confirmed cases of virus positivity on board;
  - suspension of on-board catering services (welcome drink, bar, restaurant and seat services) until the date of reopening of bars and restaurants.

**TRAMP SHIPPING SERVICES**

With regard to tramp shipping services, in addition to the general provisions for all public



transport services, it should first be avoided that the passenger occupies the available seat next to the driver.

In the rear seats in ordinary cars, in order to comply with safety distances, no more than two passengers may be conveyed, separated as far apart as possible, if equipped with appropriate individual safety devices, in the absence of such devices, only one passenger may be transported.

In cars approved for the transport of six or more passengers, models that do not require the presence of more than two passengers per row of seats must be replicated, without prejudice to the use of masks. It is advisable to equip the cars with dividing bulkheads.

The driver must wear personal protective equipment.

These provisions shall, to the extent applicable, also apply to vessels providing tramp shipping services.

These Guidelines are automatically integrated or amended in the field of health protection on the basis of indications or determinations issued by the Ministry of Health and the World Health Organization (WHO) in relation to the COVID-19 contagion modalities.