



# Covid-19 Resumption phase in Greece TRAINOSE case

How to solve a phenomenally **unsolvable equation**:  
**Mass transport vs Virus contagion.**

A global challenge in the globalization era.

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# Greece: Evolution of COVID-19

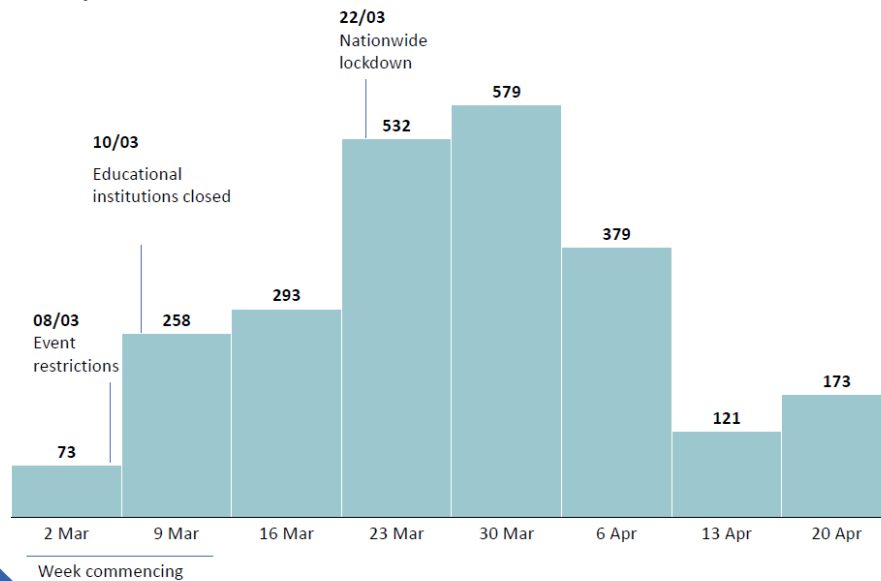
- **The problem:** After the financial crisis, shortcomings could emerge in the Greek health system, that might pose population in danger.
- **Government's reaction:** rapidly, decisively, strictly, imposing **lockdown**

Greeks accepted, consciously, trustfully, wholeheartedly, to follow the rules.

This saved our lives and lives of our people.

## A quick response

Weekly confirmed cases



## Rate of Transmission:

(Number of people infected by other person)

February:  $\times 2,5$  = exponential rate

April:  $\times 0,5$  (reduced but not eliminated)

Government continuously eliminates the weaknesses  
Increase epidemiological surveillance, testing capability and contact tracing capability  
Increase ICU beds to ~1250 EU avg (autumn)

Greece

Coronavirus Cases:

**2,642**

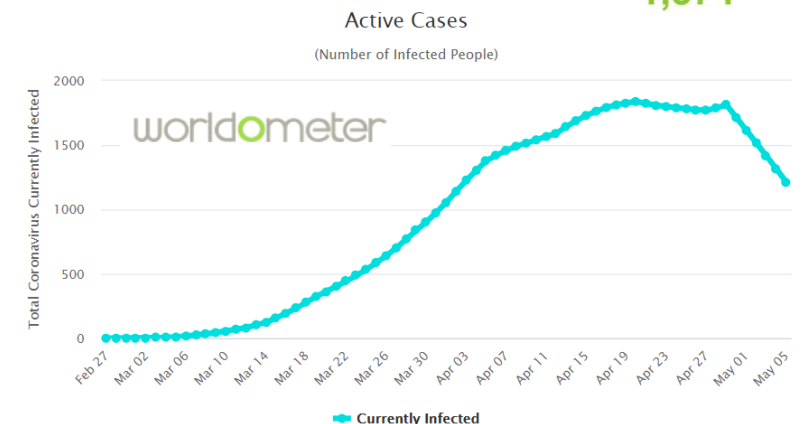
Deaths:

**146**

Recovered:

**1,374**

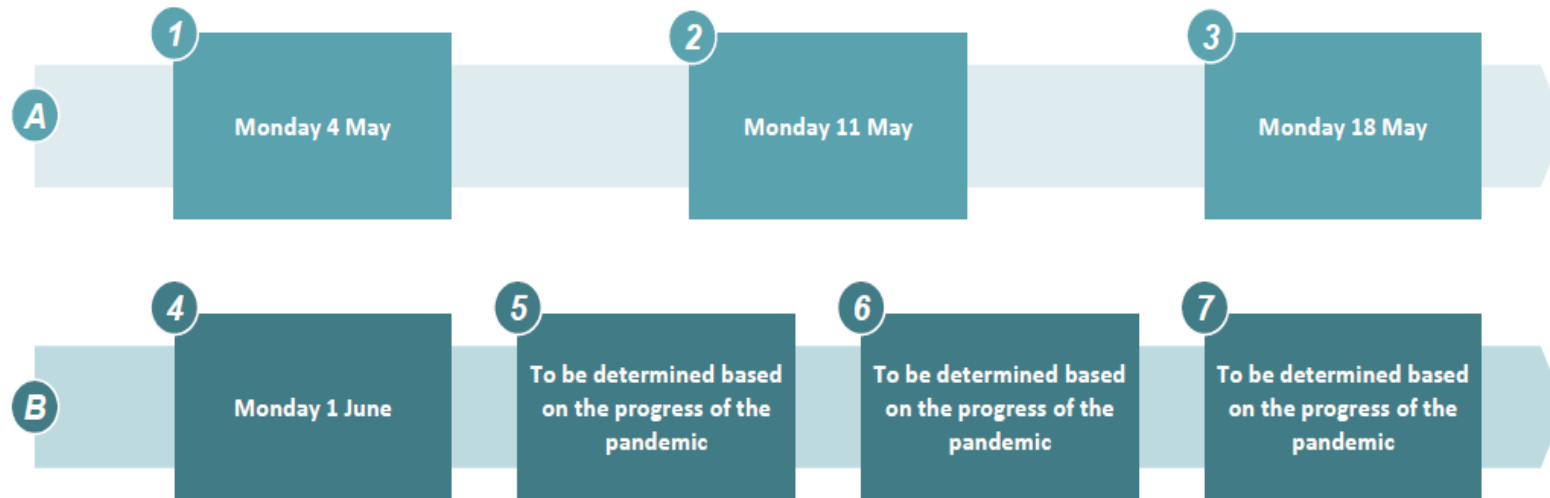
Active Cases in Greece











# Greece: The State resumption plan

- Next phases

## Stages of restarting the economic activity

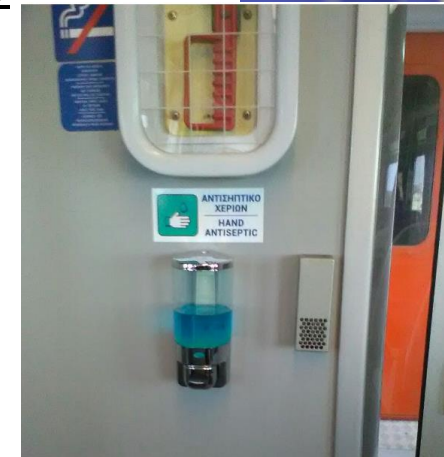
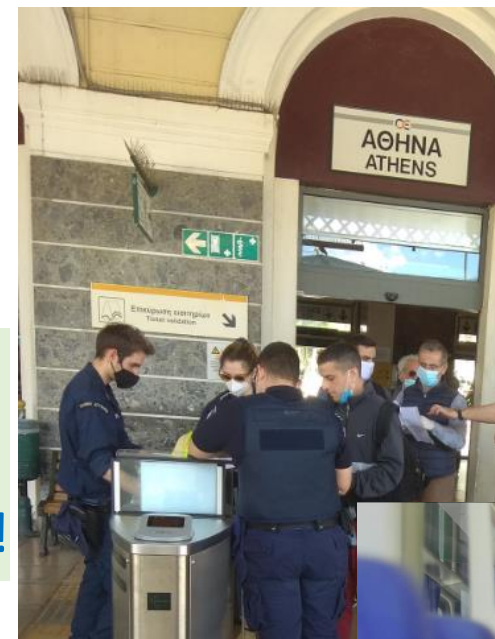


## May - Initial phase of easing lockdown restrictions

Monday 4 May	 General Population (1 <sup>st</sup> stage)
	 Economic and Social Activity (1 <sup>st</sup> stage)
Monday 11 May	 Education (1 <sup>st</sup> stage)
	 Economic and Social Activity (2 <sup>nd</sup> stage)
Monday 18 May	 General Population (2 <sup>nd</sup> stage)
	 Education (2 <sup>nd</sup> stage)
	 General Population (3 <sup>rd</sup> stage)
	 Economic and Social Activity (3 <sup>rd</sup> stage)

# TRAINOSE Resumption

- **Big, dramatic cultural change for Greece:**
  - The (obligatory) use of mask from the passengers
  - Citizens understand and adhere to the new measures!!
- **Cleaning - disinfection:**
  - Continue to apply the prevention measures - Review
  - Increased cleaning/ everyday disinfection of our trains
  - Provide free sanitary gel dispensers to passengers in all our trains
  - No change to our protocol in case of suspected infected person
  - Frequent change of air filters on trains – use fresh air 30%
  - Use **Questionnaire - Control of the Cleaning of the train** by the **on-board personnel**
  - **Permanent presence of a cleaning crew on Long haul routes for the cleaning of the areas and the disinfection of the contact surfaces inside the coaches and the toilets.**



# TRAINOSE Resumption - Post Confinement

- **We DO NOT:**

- Ask directly our passengers about their health condition (privacy)  
-but we will observe more carefully for suspect cases
- Serve people with disabilities, to protect them, other passengers and employees. We are working for safe solutions and hope soon to serve again. (Demand is very low).
- **Thermometers – temperature scanning:**
  - Controversial – intrusive – maybe ineffective to solve the problem
  - Now, we are NOT using - We will reconsider for big stations.
  - Responsibility of the State or Infrastructure Manager

# Social distancing – the real challenge

- **Government guidance for phase 1**

- There is no such public transport system (not only the Greek one) capable to serve ALL transportation needs as before pandemic AND KEEPING SOCIAL DISTANCING.
- “At phase 1, **stay at home** if you can work from there
- If necessary, to move, **do not use public transport.** Use you own car or taxi.
- But use it alone. Exceptions a parent with minors or a companion due to medical reasons.”

- **Consequences of such measure**

- Promote the distancing
- Safeguards the population health
- Promote the technology, digital solutions and innovation
- **It is not sustainable**, but probably, it will lead to other sustainable and innovative solutions
- **Hope that it is short term.** So long as to intrigue effort for new solutions.
- **And no longer than necessary.** Because such new solutions do not exist now, while the demand does.

# TRAINOSE Social distancing – the measures



- In stations outside the ticket offices (the only responsibility of TRAINOSE):
- Sign markings on the floor
- Lines delineating the safe distance between passenger has been placed.

In the major stations only. Gradually elsewhere if necessary.



Social distancing is yet the most effective measure to stop spread of the virus  
(and always ticket counter staff using masks and gloves, and encouraging cashless payments)

# TRAINOSE Social distancing in trains

## Long-haul

**Allow only 50% of capacity (smart reservation system).**

Luggage service continues - (mask, gloves, distance 1.5-2m)

## Suburban and regional

**New ticket system developed. Relate routes to the tickets.**

Aim to control the passenger load on each train in real time.

Ticket valid one hour before and two hours after departure of train selected.

Ticket can be canceled or changed until 23:59:59 same date of travel.

- Train tickets are checked electronically by the on-board personnel (devices reading by laser beam the ticket QR code – **safe distant checking**).
- Not fully covering all cases but much better than before.

The image shows two screenshots of the TRAINOSE smart reservation system interface. Both screens display a grid of train seats with numbers and status indicators (yellow for available, grey for occupied).

**Left Screen (B2 / ICT5B2):** AΘHN - ΘΕΣΣ. The grid shows seats 11 to 116. The status is 'επιλογή: όλες' (selection: all).

**Right Screen (B3 / ICT5B1):** AΘHN - ΘΕΣΣ. The grid shows seats 11 to 106. The status is 'επιλογή: όλες' (selection: all).

# TRAINOSE Social Distancing – Buses

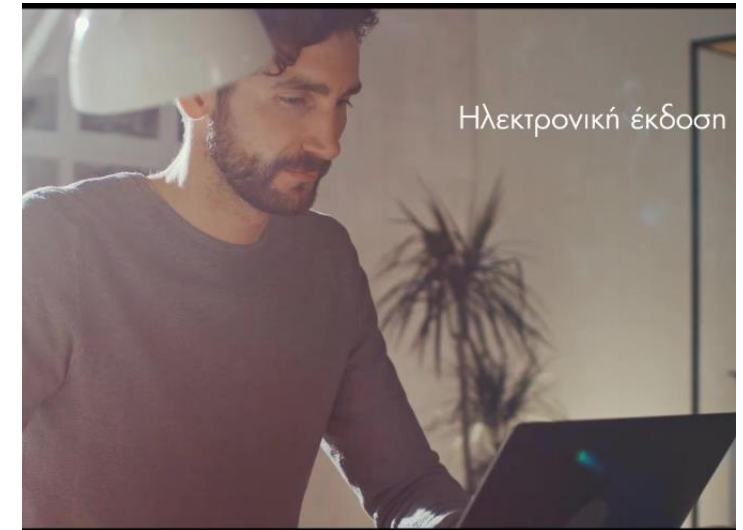
- **Again 50% for the moment**
- **Keep the driver safe** (not use of the front door – no contact between passengers and the driver)
- **Boarding from the middle door**
- **Disembarkation from the last door** (special marking).
- **Marking of the not allowed seats** for passengers
- **Marking of the points where the passengers can stand**

# TRAINOSE Communication

speak to and listen to the passenger

- New campaign “Travel continues”
- **Communicate** measures to the public.
- **Posters on the trains** - show use of masks and hygiene measures.
- Communicate **refunds, cancellations of tickets, use of vouchers**.
- **Surveys** - determine the **public opinion** of public transport
- **Customer satisfaction surveys** – restart the soonest

# TRAINOSE Staff protection



- **Teleworking administrative staff (up to 70%)**
- Time flexibility - different arrival and leaving time.
- Special purpose permits for parents (schools still closed).
- Washable Masks (two) per employee given by the Company. Gloves.
- Offices: Keep the >1.5m distance. Open windows and doors every 2 hours or keep them open. Renew air – fresh air
- Protection kits under the responsibility of the on-board personnel, which include masks, gloves, tissues, disposal bags, thermometers.

# TRAINOSE Staff protection

- Limit meetings on-site. Use tele-conferences.
- Meetings > 10 people are prohibited
- Ensure distance > 1.5 - 2m. Use of masks if not possible.
- In other cases no mandatory use of masks but suggested.
- Antiseptic free to all offices, available to all employees
- No visitors allowed
- No use of elevators suggested (only if necessary – only 1 person), clean hands before and after use of elevator.
- Control room: all above and additional: No access to 3d parties.
- Disaster and Recovery Plan – second control room secured
- Digitalization of work. Laptops, VPNs, Call center → to smartphone

# TRAINOSE Freight

- **Business continues.** Small slump at first, resuming now
- Forecast for neutral or positive result on a year basis.
- Protocols and hygiene measures also apply here.
- EU measures to protect freight also apply
- Green lanes (EU) – no border closure

# How WE will WIN?

- UIC helped decisively and continues relentlessly - THANK YOU
- Strong collaboration – work – bonds with colleagues and friends all around the Globe. Exchange rapidly and honestly what you know. And get immediately the best advise.
- Then act according to your needs, and capabilities, adapting.
- We enter a new era: our NEW OFFER is HEALTHY TRANSPORT
  - Apart to what we knew until today as advantages of railway transport (performance, low carbon, economies of scale, sustainability, safety, etc.).
- Collectively ALL, TOGETHER, WE CAN. Nobody can alone.