Keolis China
The Road out of COVID-19

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Keolis Shanghai – Operations overview
Economic capital of China, Shanghai is located on the southern estuary of the Yangtze, with the Huangpu River flowing through it.

With a population of 24.28 million as of 2019, it is the most populated urban area in China and the second most populated city in the world.

Shanghai is a global center for finance, innovation and transportation and the Port of Shanghai is the world's busiest container port.

Development of transportation across the city has been one of the key to economic prosperity. Shanghai metro network: soon 800km of network.
Our operations – key information

Pujiang Line
- First driverless metro in Shanghai
- 6.8 km of line, 6 elevated stations, 11 trains
- Operations started in March 2018
- 5 years O&M contract

Songjian Tramway
- 2 lines in Songjiang district (Shanghai), 32km, 46 stations
- Commercial operations for Phase 1: December 2018, Phase 2: August 2019, Phase 3: December 2019
- 5 years O&M contract

Pudong International Airport Rapid Transit System
- MRT
- 7.8 km of line between airport terminals, 7 trains
- Operations started in September 2019
- 3 years O&M contract, possible extension for another 15 years
- Operations running 24/7
Passenger flow ramp up after the Coronavirus outbreak
Daily Passenger Flow – Songjiang Tram

The “weekend” effect

- 0% to 5000
- 5000 to 10000
- 10000 to 15000
- 15000 to 20000
- 20000 to 25000
- 25000 to 30000
- 30000 to 35000
- 35000 to 40000

Date:
- 1/6/2020
- 1/13/2020
- 1/20/2020
- 1/27/2020
- 2/3/2020
- 2/10/2020
- 2/17/2020
- 2/24/2020
- 3/2/2020
- 3/9/2020
- 3/16/2020
- 3/23/2020
- 3/30/2020
- 4/6/2020
- 4/13/2020

Announcement of the existence of COVID-19 and implementation of first measures
Chinese New Year Holiday
First resumption of activity with the reopening of restaurants and other similar services
Lifting of certain restrictions with a transition to level 2

The “weekend” effect
Weekly Passenger Flow – Songjiang Tram

Target

2 months after the lifting of most restrictions: The road is still long to a full recovery
Daily Passenger Flow – Pujiang Line (APM)

The “weekend” effect

- Announcement of the existence of COVID-19 and implementation of first measures
- Chinese New Year Holiday
- First resumption of activity with the reopening of restaurants and other similar services
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Daily passenger flow Weekly evolution
Weekly passenger flow of Shanghai metro

- 1.20-1.26
- 1.27-2.2
- 2.3-2.9
- 2.10-2.16
- 2.17-2.23
- 2.24-3.1
- 3.2-3.8
- 3.9-3.15
- 3.16-3.22
- 3.23-3.29
- 3.30-4.5

- passenger flow of 2020
- passenger flow of 2019
Recovery

- Recovery of activities varied and largely depended on the decisions of local councils.
- The level of vigilance was lowered from Level 1 (highest) to Level 2 at the end of March.
- **Wearing masks in public areas has been compulsory** since the end of January
- As of early May, schools are gradually starting to reopen (certain levels of students)
- Even though economic activity has resumed, the population remains very concerned about the disease and limits its travels, especially long-distance ones.
- Temperature and QR code mandatory checks on mobiles (to track frequented areas) remain in place, even if they are carried out less rigorously than before.
- **APM line**: PAX flow is mostly back to normal levels
- **Songjiang tram**: PAX flow is only back to 60-65% of the normal levels (mostly commuters, much less leisure travels and low patronage at weekends)
- **Airport metro system**: patronage severely affected by the restrictions on air travel within China, and near cancellation of all international flights
Current Situation in Shanghai Metro:

- Crowded metros (no social distancing):
  - But: masks are worn by everyone, and mandatory automatic temperature checks
Change of behaviors: focus on the tramway
Passenger flow patterns:

- **Work days:**
  - Most of the passenger flow is achieved during morning and evening peak hours.
  - Less senior people using the trams
  - Less travels to shopping malls in the evening (cinemas are still closed)
  - China is not used to working from home and government is not encouraging it, so no change in the peak hour pattern

- **Weekend effect:**
  - Weekend patronage is still under 50% of normal levels
  - The tram system used to attract people from different districts who currently still reduce their travels
  - University students are still not back
Change of behaviors:

- **Use of private cars:**
  
  - Huge increase in the use of private cars leading to traffic jams on impact on some parts of the tram line which is shared with cars
Change of behaviors:

- Use of private cars:
  - Increase in traffic accidents between private cars and the tram/equipment
Change of behaviors:

- **Children not at school:**
  - Several incidents with children playing in the vicinity of the tracks (example kites being stuck on the overhead wire or the roof of trains leading to traffic interruptions)

Poster Campaigns to remind people not to play around the tracks
The challenge of winning back passengers: what are we doing?
Winning back passengers: What we have already done

- Communication to passengers to promote our disinfection measures:
Winning back passengers: What we are planning to do

- Use of the social media “tik tok”

This “small videos” app can target citizens within a given location and radius, thus letting us do precise communication to residents and find new passengers.
Winning back passengers: What we are planning to do

- Working on “smart” dematerialized ticketing which will give discounts to passengers

From 2 CNY to…. 0.1 CNY per trip after discount!
Increasing commercial speed

Our current commercial speed: 17 km/h

Our mid-term target: 20 km/h

Our long-term target: 22-23 km/h
Winning back passengers: What we will continue to do

- Intensive disinfection and compulsory wearing of masks
Conclusion:

- **Slow recovery:**
  - Patronage / Revenue

- **Citizens and Passengers behaviour/travel patterns have slightly changed:**
  - Use of private car
  - Children not at school
  - Leisure travels (weekend and night effect)
  - In China: no change in the peak hour pattern, but this might not be the case in other countries due to the working from home

- **The road of recovery will be long to win back passengers**
  - Different incentive actions to be taken

- **Some protective measures will have to stay for a long time before a treatment/vaccine to COVID-19 is found:**
  - Masks
  - Disinfection protocols
Thanks for listening