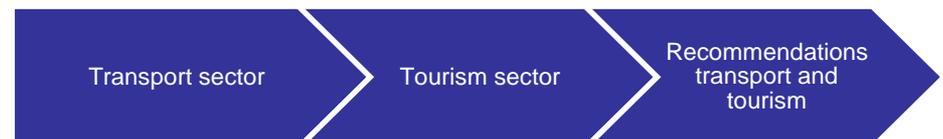# Relaunching transport and tourism in the EU after COVID-19

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Structure of the Presentation

1. **Overview of the impacts of COVID-19**
2. **EU and national policy actions**
3. **Challenges and opportunities**
4. **Good practices in EU**
5. **Recommendations**

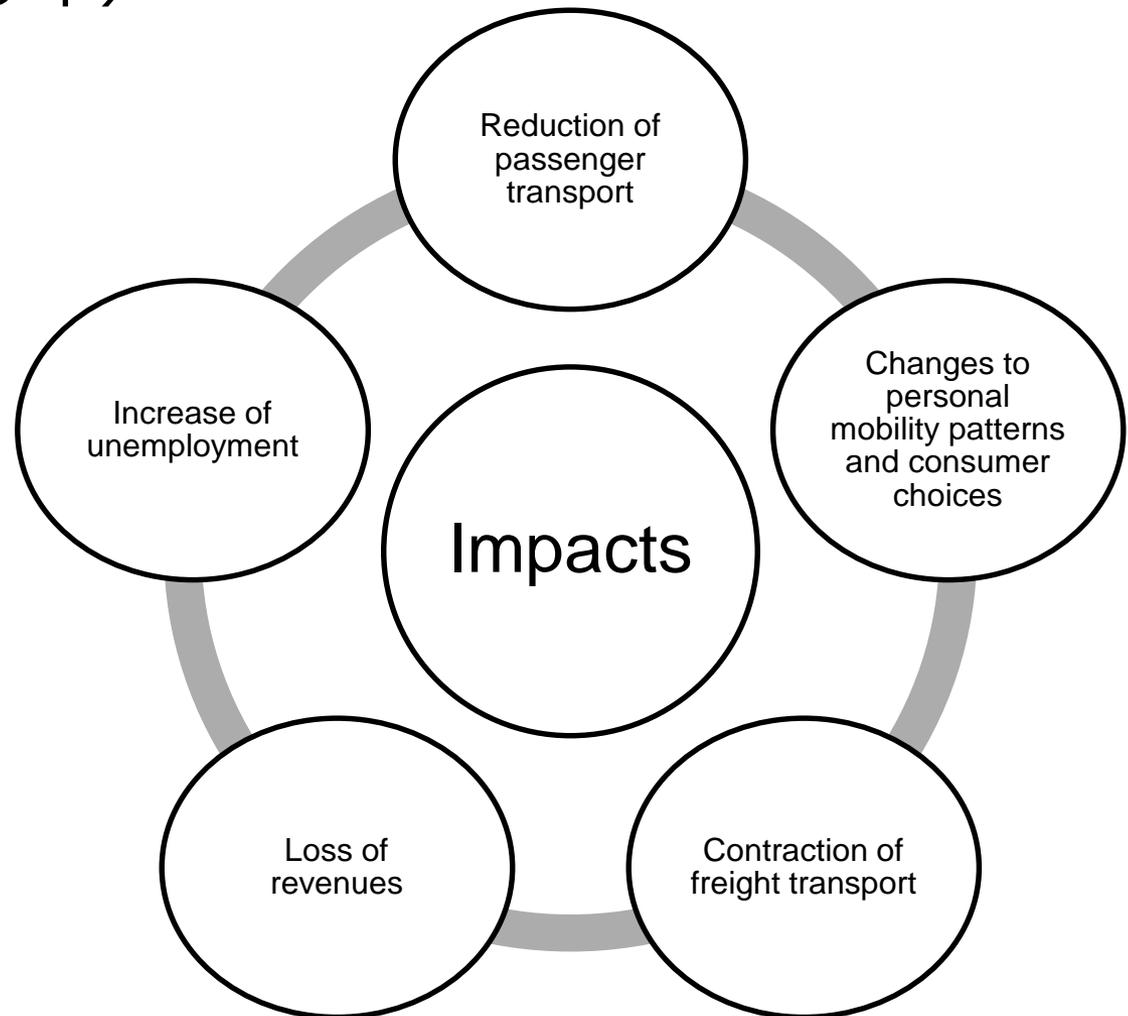| Transport sector | Tourism sector | Recommendations transport and tourism |

Transport sector

Impacts of COVID-19

- Restriction of unnecessary trips

- Introduction of staying at home and teleworking

- Mobility adapted to the needs of essential workers and goods in order to safeguard health and contain the spread of the virus

- Aversion to risk and self-imposed social distancing

Reduction of passenger transport

Changes to personal mobility patterns and consumer choices

Increase of unemployment

Impacts

Loss of revenues

Contraction of freight transport

EU and national policy actions

Providing guidelines to authorities, operators and travellers

Financially support and increase investment in the sectors

Relax certain existing transport-related restrictions in a safe way

Support workforce retention and re-skilling

Protect the health of transport workers

Challenges

Opportunities

Reduce revenue loss, unemployment and bankruptcy risk

Promote more sustainable transport options

Ensure safe and healthy options of travel and proper communication strategies

Digitalisation and contactless solutions that can make the system more efficient, safe and secure

Keep contact tracing, establish strategies to reduce overcrowding

Boost flexible working solutions (working space and times)

Avoid delays and interruptions to the supply chain

Ensure financial support for the short-term
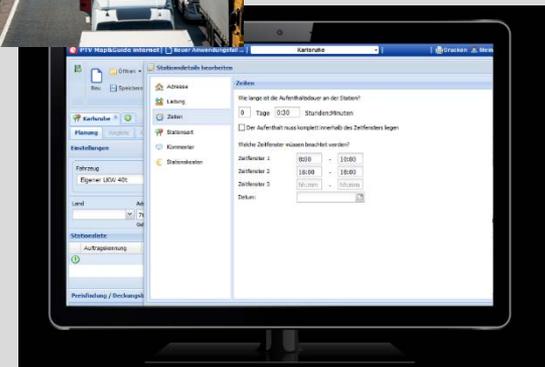
Examples of good practices in EU

Contactless solutions

Improve booking, information services, e-ticketing, contactless payments, apps to show passenger occupancy

e.g. DB Navigator, Autocorb app; Trainline with Crowd alert app
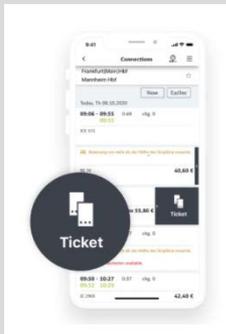
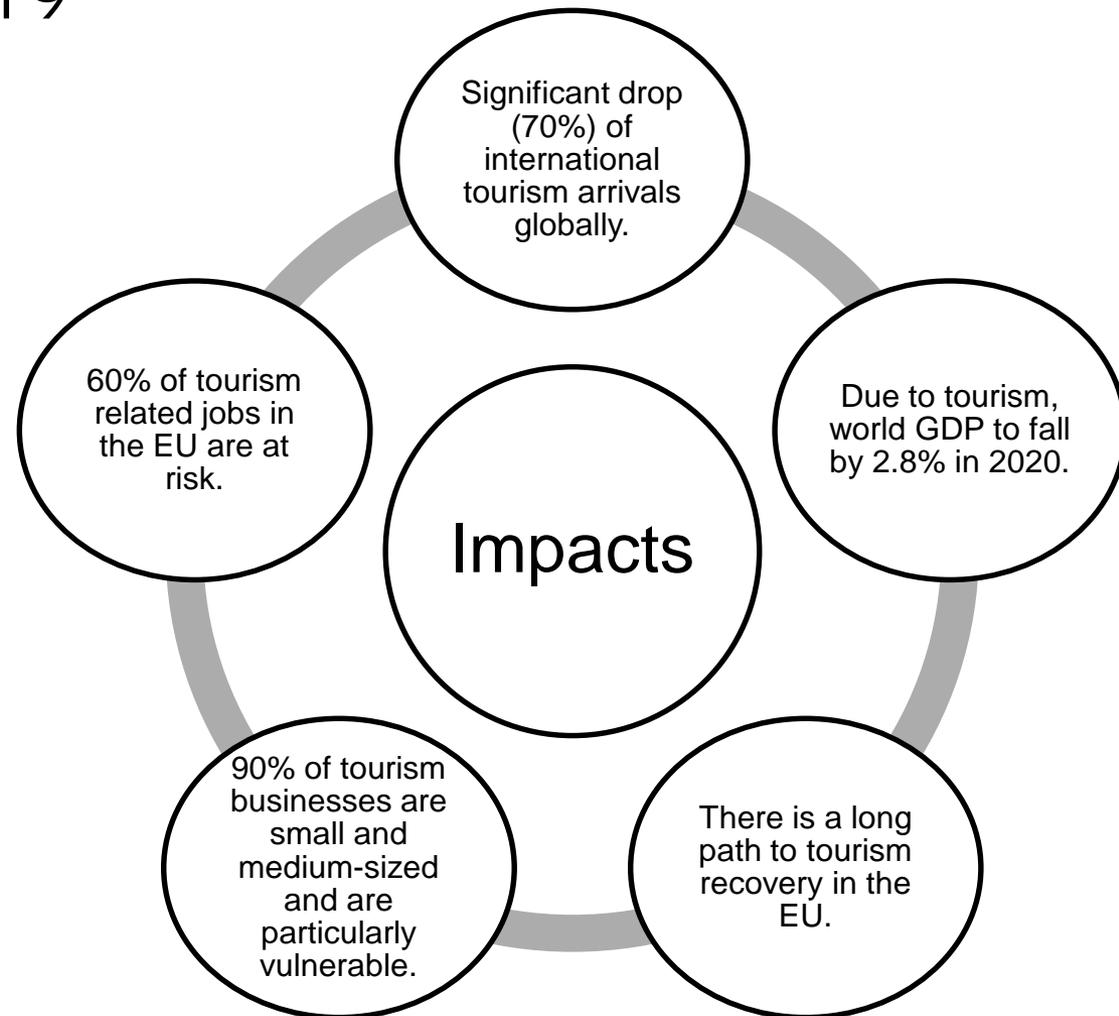Use of congestion data at the borders to inform truck drivers of delays

e.g. PTV Map & Guide truck route planner

Tourism sector
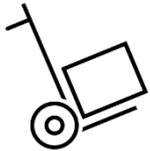
Impacts of COVID-19

- Closure of borders and travel restrictions and bans issued by 96 % of countries worldwide;

- Comparing to crisis in 2008 losses in tourism will be up to 8 times larger;

- Consumers fear of exposure to the virus through human contact during travel; and

- EU countries are affected differently.

Impacts:
- Significant drop (70%) of international tourism arrivals globally.
- Due to tourism, world GDP to fall by 2.8% in 2020.
- There is a long path to tourism recovery in the EU.
- 90% of tourism businesses are small and medium-sized and are particularly vulnerable.
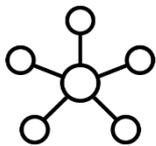- 60% of tourism related jobs in the EU are at risk.

Challenges

Opportunities

A restart in international travelling will take place gradually and will depend on ability of countries to support **consumers regaining confidence** in travelling.

Building confidence and trust among consumers and tomorrow's travellers, through **clear and unified travel protocols,** will support the relaunch of international travel.

Most of tourism businesses are small and medium-sized enterprises. The main **challenge currently facing SMEs is maintaining liquidity**.

Supporting **investments in digital and sustainable infrastructure and solutions** in order to foster innovation capacity of the industry.

Lost of jobs, brain-drain and retention of key personnel that may look for job opportunities outside the industry

Investments in **digital skills** of tourism employees and investments in **sustainable know-how.**

The **willingness to travel internationally is still very low** and the perceived health risk is still very high.

High safety and hygiene standards to reduce consumers' concerns with accredited safety and security certification or labels.

Examples of good practices in EU

Global Safety Stamp

e.g. The specially designed stamp 'Safe Travels Stamp' allows travellers to recognise governments and companies which have adopted health and hygiene global standardised protocols (#SafeTravels: Global Protocols & Stamp for the New Normal | World Travel & Tourism Council (WTTC)

Staycation voucher scheme to foster domestic tourism

e.g. Slovenian staycation voucher scheme

Digitalisation in Faroe Island

e.g. Creation of virtual tours. They are also using a voice assistants and developed a boot-chat and AI to create the answers and provide timely communication with visitors creating the current and potential wish for visitation.

Aid for tour operators and travel agencies

e.g. The Italian Government adopted a package of aid for tour operators and travel agencies.

4. Recommendations for EU policy makers

Transport and tourism sector (I)

Establish **clear and common protocols at the EU level on health and safety**.

Protect jobs and the survival of **SMEs** through a special **recovery scheme** or rescue fund, while supporting **better conditions for transport and tourism workers**.

Provide **short-term financial viability.**
Giving financial support to workers so as to keep their jobs and continue offering services.

Transport and tourism sector (II)

Devote greater attention to **active modes of transport** by defining flexible policies for the **management of public space**.

Support the **digital transformation** of the transport and tourism industry through **investment in technological solutions** as well as **personal capacities/skills**.

Monitor mobility patterns and **use the data to support decision-making** processes.

Transport sector specific

Support flexible working (i.e. teleworking, flexible hours) as an instrument to reduce congestion.

Continue efforts to ensure the **free flow of goods, services and personnel** and retaining flexibility by suspending restrictions, reducing paperwork for transport workers, etc.

Support **better conditions for transport operators** and guaranteeing their safety. As transport and logistics rely on a physical work force, their health, repatriation and travel arrangements should also be facilitated.

Tourism sector specific

Equally **distribute financial help and fiscal relief across EU Member States** and address all operators within the tourism value chain.

Support the **sustainable development of tourist destinations and operators**, and channel investment in infrastructure and corresponding knowledge.

Rethink the key performance indicators (KPIs) for measuring the impact of tourism (including the environmental and social aspects), since the current statistics are limiting (based on the number of arrivals and overnight stays).

Implement **insurance protocols at the EU level to improve traveller's confidence** so that they book journeys without fear of cancellation.

Thank you for your attention!

For more information about the project:
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