

## ATM MILAN AND PHASE 2: A NEW WAY TO TRAVEL

**With 1 mt distancing, transport capacity is equal to 25%.**

**Regulated access to vehicles and locking of ticket gates in the metro.**

**ATM Milan deploys its whole fleet and staff.**

*Milano, 2nd May 2020* -In view of the gradual resumption of productive activities starting from 4th May, here's the information about the new set of rules for transport at ATM Milan.

To use public transport means it will be necessary to wear a mask and gloves and respect 1 mt physical distancing, which entails **a drastic reduction in the transport capacity: the transport means will only be able to guarantee approx. 25% of the normal load capacity.**

**Such limitations, fixed by the Authorities, will have a highly significant impact.** Before boarding, it might be necessary to **wait in line** at stations and bus and tram stops. Inevitably, **travel times will increase.**

**Passengers' collaboration** will be essential: the way of travelling will totally change and the journeys will be subject to **new times and rules. Respecting the Authorities' provisions will be the first step towards a safe journey.**

**Atm Milan will restart with a full operations service.** From Monday 4th May, the schedule for the entire network (frequencies and timetables) will be 100% that of a normal working day. To provide support and assistance to passengers, Atm Milan will deploy its entire available staff at the main metro stations and surface stops.

**As to the metro**, depending on the number of users that are on platforms and trains **Atm Milan will lock the ticket gates** to control passengers' flow in the stations.

Specific announcements will inform about the situation and the need to wait, reminding to respect distances while waiting in line.

**As to the surface**, no specific control system will be in place on buses, trams and trolleybuses. Therefore passengers are advised to board if the space inside the vehicle enables to keep the necessary physical distancing. No access will be allowed through the vehicle front door. In case of crowding, the driver and the control room will evaluate the actions to be taken, involving the Police forces if necessary.

Atm Milan recalls that the use of masks and gloves and the respect of social distancing depend on the collaboration and sense of responsibility of the individual citizen.

In consideration of these limitations, Atm Milan invites customers to plan their journey in advance, trying to **avoid the most crowded hours**, that is the traditional morning (7.00-9.00) and afternoon (17.00-19.00) peak hours.

In order to facilitate passengers' correct behaviour, Atm Milan has arranged specific signage and an information campaign, with *markers* on the ground and seats, both on board and at the stops. In the main metro stations, special signs will guide passengers through obligatory routes.

In addition to this, Atm Milan has launched an **awareness campaign showing the measures to be followed in order to use public transport.**

*Atm Press Office*