Transport plan & scheduling	Review of timetables to ensure they still match the customer offer with a different demand spread.
	Flexibilization of the offer by distinguishing between the "core offer" and a "conditional offer" which can be injected in real time in case of additional demand.
	Development of database on loading of trains (reviewed on a weekly basis) allowing for "just in time" delivery of required service capacity, supported by data.
	Increased flexibility in planning to allow faster adaptation of the offer to the demand: ■ Reduction of planning time. ■ Renegotiation of rules for staff scheduling to allow for more flexibility.
Mobility solutions & services	Replacement of fixed public transport routes by on on-demand public transport, e.g.: ■ Connections between hotels and airports (Madrid). ■ Connections with hospitals, set-up of on-demand routes for essential workers. Value was justified by helping to separate flow of hospital workers from the rest of the public (Madrid, New York). ■ Transfer of disabled people in areas that are not connected. ■ Premium on-demand services for taking kids to school with taxi fleets, with taxi drivers vetted by police/administration (Shenzhen).
	Replacement of traditional PT by on-demand solutions is expected to be accelerated, especially in the outskirts of cities where fixed routes are not efficient and where cost pressure is high. Such solutions are also enabled by the increased number of customers with smartphones and other digital devices.
	New services: development by hostels and restaurants of remote working spaces (in several cities).
	Product: "Homogenization" of the offer: provision of the peak-hour service level also outside of peak hours.
	Acceleration of the development of MaaS offering towards enterprise ("MaaS B2B") to trigger a change of behavior.
Pricing	Stimulate patronage growth/recovery from different segments through fare promotions & rewards.
	Flexible pricing of monthly passes and subscriptions to take stock of uncertainties in volume of travel (e.g., adaption to MaaS subscription pricing by MaaS Global).
	Incentivization of multi-modal trips whenever it makes most sense from a system perspective (triggering the use of shared and micro-mobility solutions as first- & last-mile in combination with mass transit).
Ticketing & distribution	Digital distribution and payment as a key contributor to regain trust and increase resilience of mass-transit systems. Acceleration of digitalization of ticketing and payment: QR code, Bluetooth, facial recognition, e-payment.
	Compulsory pre-booking of access to metro stations to avoid overcrowding.
Passenger information & CRM	Acceleration of plans to improve quality, timeliness and coverage of passenger information, including: ■ Accelerated program (systems, channels, messages). ■ Real-time information on the level of charge. ■ Use of predictive data analytics to improve robustness and timeliness of information. ■ Use of chatbots to accelerate reach-out and treat volume.
	Acceleration of MaaS development (as a way to improve multimodal passenger information).
	Integration of social distancing features in MaaS solutions. MaaS providers already offer travelers ways to know the current occupancy of certain modes of transport. Incudes the ability to predict this in the near-term and to identify the best journeys based on customer preferences and prevailing conditions.
	"Virtual Seat" to help solve the major challenge facing public transit and rail operators to safely manage passenger volumes (e.g., adaptation to MaaS by IOMOB).
	"Mobility passport" leveraging multimodal routing algorithms for combined journeys, allowing a QR code that works for both modes of the journey (e.g., adaptation to MaaS by IOMOB).
	Improvement of passenger information on available bicycle lanes.
	Acceleration of investments in CRM and loyalty programs to drive customer preference and stickiness. Examples include providing information that is more specific to their needs & mobility patterns and opening up exchange and feedback channels.
	Acceleration of data analytics capabilities to increase understanding of new individual mobility patterns.
	Digital campaign (push on apps) on actions taken by mass transit and adaptation of the offering during the crisis, with information targeted to specific passenger needs.