

1. Is an improvement expected on public transportation?

Public transportation will reach similar levels as before covid-19 showed up in the country; nevertheless, at the moment there is lack of parts and other devices to update the park and thus meet the demands as wanted.

From the first phase of the recovery stage, inspectors and transport workers - especially young ones - will be allocated in the main bus stops to contribute to keep order and the flow of the service.

A call is made to the population to contribute to organization, and if possible, to take buses outside the rush hours to let workers going to work reach their places in time, also helping with it people going to hospitals or for some reasonable issues.

2. How will go the number of passengers in the buses and all means of public transportation?

Buses will accommodate all seated passengers and half of the standing ones in the first phase, and 70% in the second phase. Inspectors and transport workers will also help in the buses and the main bus stops to avoid passengers' concentration.

A notice will also be included in all means of transport declaring the number of passengers to be on board, so much sitting or standing.

3 - Is it mandatory to allow 50% of the capacity in each vehicle?

- No, cars will allow the full number of passengers, who will observe sanitary measures as the use of masks. Other means like buses, trucks and vans will accept the total capacity of the seated passengers and 50% of the standing ones in the first phase and 70 % in the second phase. This measure is valid for the state means and the private ones.

4. How will increase the offer in public buses, now that it is necessary to reduce the number of passengers?

In the first phase, demand will not meet the levels prior the start of covid-19, keeping in mind that the quantity of standing passengers allowed on board is 50% smaller, besides the park is smaller, for that in this phase is reasonable to plan only the necessary journeys.

5. How would people get on board buses? How would they control the lines in the bus stops?

Getting on board will flow as usual, but inspectors and transport workers will be positioned in the main bus stops to help organize the access thus preventing people's concentration there. They will also check on the bus schedule as a way to help in the service by calling standby buses to avoid possible congestions. It is also necessary that the population cooperates in the organization of the lines.

6. Will transport companies guarantee sanitation in the buses?

The sanitation protocols will be mandatory for all the operators of transport and the inspection bodies of transport and health. They will keep a steady control over the measures taken.

7 - What happens in Havana once in the recovery stage?

All the bus routes will open together with the other state and non state means of transport, always observing the same reassures.

## **Interprovincial transport**

1 - What to do in need of interprovincial transportation?

Interprovincial transportation in the first phase will only serve prioritized demands, that is to say, massive transportations by some entities and hospital leaves approved by the Defense Councils.

In the second phase interprovincial transport restarts with the regular routs of buses that link the provincial capital cities, national trains traveling every eight days, flights in accordance with aeroplanes available, and the vessels to Isla de Juventud with limited frequency. The terminals and stations only for travelers with reservations, so far the waiting lists are not working.

They keep working to serve alone on line reservation.

3. What about interprovincial transportation when many provinces are going through the post-covid-19 stage?

All the country is passing through different stages now, under certain limitations depending on decisions taken, but all the provinces will reach at the three stages correspondingly, but always taking into consideration the measures adopted by the country's health system.

Interprovincial service will go gradually expanding starting the second phase. For two provinces restart interprovincial transport both should be in the second phase, but also the jurisdictions the buses should cross while in the second phase.

4. Will interprovincial transport limit the number of passengers too?

The answer is no. Once the service opens the buses will travel with their total capacity of seated passengers. And both the trains and buses will have air conditioning, and no standing passengers. If this takes place we urge the people to alert authorities.

1. How will transport go for health workers in the post -pandemic stage?

Once re-established public transport in the first stage, the transportation of health personnel will be at the reach of workers linked to the fight of covid-19 in the centers still working on such a task, and at the consideration of the Provincial Defense Councils, and depending on means available and fuel. In case of doubts, workers should go for information in the offices in their work places, or to the Provincial or Municipal Defense Councils.

2. How will go to work those workers that prior the beginning of the recovery stage traveled on board public transport.

The centers restarting work should coordinate and organize transportation of their workers as they did before the pandemic started. The administrations should duly inform the workers on the alternatives of transportation, and if necessary, they can resort to the subgroup of transport at the Provincial Defense Councils for more information.

A su vez, desde la primera fase de la recuperación, comienza a restablecer progresivamente el transporte público en todos los territorios.

## **Transport to universities**

1. How will transport for university students work?

As part of the link between this sector and universities we have been

making decisions all across the country aimed at easing students' transportation, so much at each locality as the interprovincial scope. It is not a solved issue yet and we should continue working on such a sense, counting on the universities to study the reorganization of routes to maximize the means available. Once the public transport gets going we will be making the corresponding analysis.

### **Non state transport**

1. What advantages are given to the private transport sector in the change of fuel cards?

Among the advantages are that haulage contractors can deposit funds at FINCIMEX from their bank accounts, through Transfermovil. A POS for fueling vehicles is not needed, that means it can be done at a gas station, a specific service but only the fuel used by everyone's means. One can see all this at the web page.

2. Can private transport sector within the called top comfort pass over other classification meanwhile keeps waiting for the restart international tourism?

The owners of top comfort or classical vehicles (vintage ones) can request another licence but always accomplishing the rules set in every territory.

4. When can non state workers start services at interprovincial transportation?

Right with the start of the second recovery stage, and those in the first phase can bet on the provincial routes, as decided in each territory.

5. What can non state transport workers do once the first stage is decided?

They should get in touch with the local office that had granted the transport operation to learn about regulations.

The licences are reactivated starting day one of the recovery stage; however, in the case of motor transport the fuel card will be changed. Then, they will have 30 days to make it, following the schedules passed in every province.

The services will follow the prices approved by the Governments before covid-19. In case of any disagreements they should assess them with the Councils, but they should never pay fuel at different prices.

6. Should transport workers pay for the new fuel cards? What happens if they still have some funds in the old cards?

The change of fuel cards is free of charge. And the remaining money is transferred to the new card. One thing to say is that they can use the old card in the mean time they wait for the new one, but they cannot refill it, the change is mandatory.

### **Tickets selling and fund return**

1. When will open the offices of Cubana de Aviacion for fare selling?

The offices of Cubana de Aviacion will open in the second phase. The passengers with fares can use as soon as flights restart, or they can change it or buy another fare, even pay for overload and cargo transportation.

Refunds will also go gradually for people not wanting to fly. Fare selling for national flights will go depending on availability of air vessels.

Cubana de Aviacion will give priority to the passengers with fares at hand.

2. How are the offices working for ticket's selling and return by bus and train?

Since June 29th the agencies have been returning the money for the tickets bought, with a discount of 75% for the tickets bought before March 23, and 100% return for those purchased after that date.

For the territories in the second phase reservation it is already done for interprovincial transportation, and any passenger with tickets but needing to change them, they will be given priority in the offices to change them.

3. You have decided to proceed with on line reservations?

One can make reservations on line or in the agencies.

### **State vehicles**

1. When can state vehicles freely operate, without having to claim for a permit by the Provincial Defense Council?

Starting the second phase, moment it is mandatory to pick up travelers in the bus stops.

### **Private Vehicles**

1. Can owners of vehicles visit other provinces?

Private owners can travel to any place, it is not forbidden in the first phase, however, it is recommended not to go on journeys unless truly necessary.

If they need to travel out of town, people should wear masks and follow all other sanitary measures suggested.

**People left stranded in Cuba and abroad**

1. When can people left stranded return to their countries?

During the first and second phases leaving the country is restricted, but will gradually restart in the third stage.

Those persons should keep in touch with the airlines that sold the fares to make a decision once operations restart, such a procedure goes with the Cubans stranded abroad, whose return to the country will take place when airlines begin flying again, in the meantime they should keep in touch with the Cuban embassies, of course, observing the regulations adopted due to the pandemic.

The Cubans authorities keep permanent communication to assess situation of the Cubans stranded abroad, and are doing it all to let them return home when possible.

2. When will restart the national and international flights?

The national flights restart in the second stage, depending on availability of air vessels - a park severe hit by the US blockade of Cuba, but also some international flights to the tourist resorts in the Cuban cays.

3. When can people that have been waiting in other provinces return home?

Persons leaving the hospital and other exceptional cases have been taken home during the fight of covid-19, and starting the second case will restart the regular trips of buses linking the provincial capital cities, the national trains will operate every eight days, the national flights will take place depending on the availability of air vessels, and the catamaran to Isla de Juventud will sail at a limited frequency.

In the second phase, agencies will open to return Money for the tickets bought after March 23.

As soon as tickets reservation begins people can do it on line,

starting the second phase.

### About prices

Will prices for transport change after the measures taken, say vans and private vehicles?

No. The service restarts in the first stage with the same prices as before.

### Cargo and luggage

When will Cuban collaborators receive their consignment now allocated in temporary agencies?

Since the very first recovery stage in the country it has been decided to dispatch cargos of non natural persons, giving priority to Cuban collaborators.

This is a gradual and orderly process to avoid people packing places, the dispatches will start by the provincial capital cities where agencies have storing capacity, which is why, all the interested persons should make coordination with the corresponding entities.

- Transcargo: telephones 76 98 64 97 / 76 90 56 88 or by the email [www.transcargo.transnet.cu atcliente@transcargo.transnet.cu](mailto:atcliente@transcargo.transnet.cu)

- Palco: [www.paqueteriapalco.com](http://www.paqueteriapalco.com)

- Aerovaradero:

Telephones 76 49 78 47, and the email [atencionclientes@aerovaradero.avianet.cu](mailto:atencionclientes@aerovaradero.avianet.cu)

2. When the train express service starts?

Right when interprovincial transport starts in the second stage. In the third stage the services of the national express will run as before.

3. Why only one suitcase for international travellers?

Too much weight leads to longer stay in the airports, not good enough to keep distance away, as recommended in the fight of covid-19. The other cargo for passengers can come through operators and transitory cargo entities approved in Cuba, under the country's customs regulations.

## Legalization of motorcycles

1. When will return the legalization of internal combustion motorcycles with a cylinder capacity greater than 50 cc?

The procedure to register motorcycles will restart in the third stage, then, the schedule will be updated in the offices of Vehicles Registration, and information about it will soon be disclosed.

## Driving licences

1. When will reopen the services to apply for driving licences?

In the first phase the offices will be working as they have been doing so far. Clients can go for copies of lost documents, to pay fines, as well as the delivery of driving licences to drivers under disciplinary measure by the administration.

The input of fines to the Automatic System of the Driver's File will continue on, together with the evaluation of every driver.

In the second phase will come the practical exams suspended due to covid-19, as well as theoretical exams, and re-sitting will be put in very specific cases.

Finally, all other services will be given in the third phase.