



# Responses of Air, Bus, and Rail Carriers to Coronavirus

CHADDICK  
INSTITUTE  
FOR METROPOLITAN DEVELOPMENT



## Chaddick Institute TRF Chicago Chapter



**Chicago Chapter**

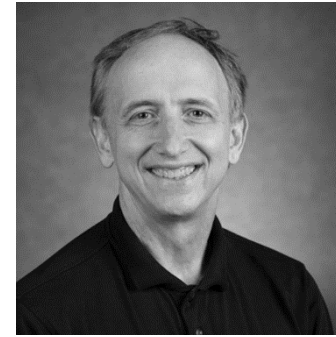
# Panelists and Event Team



Chris Kopp



Erik Cempel



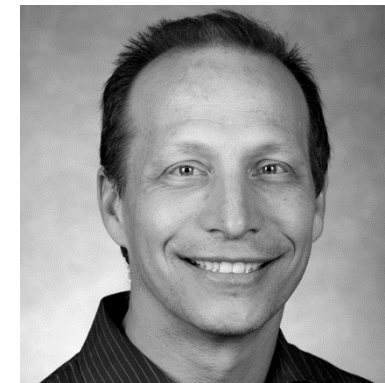
Joe Schwieterman



Jessica Kupets



Brian Antolin



C. Scott Smith

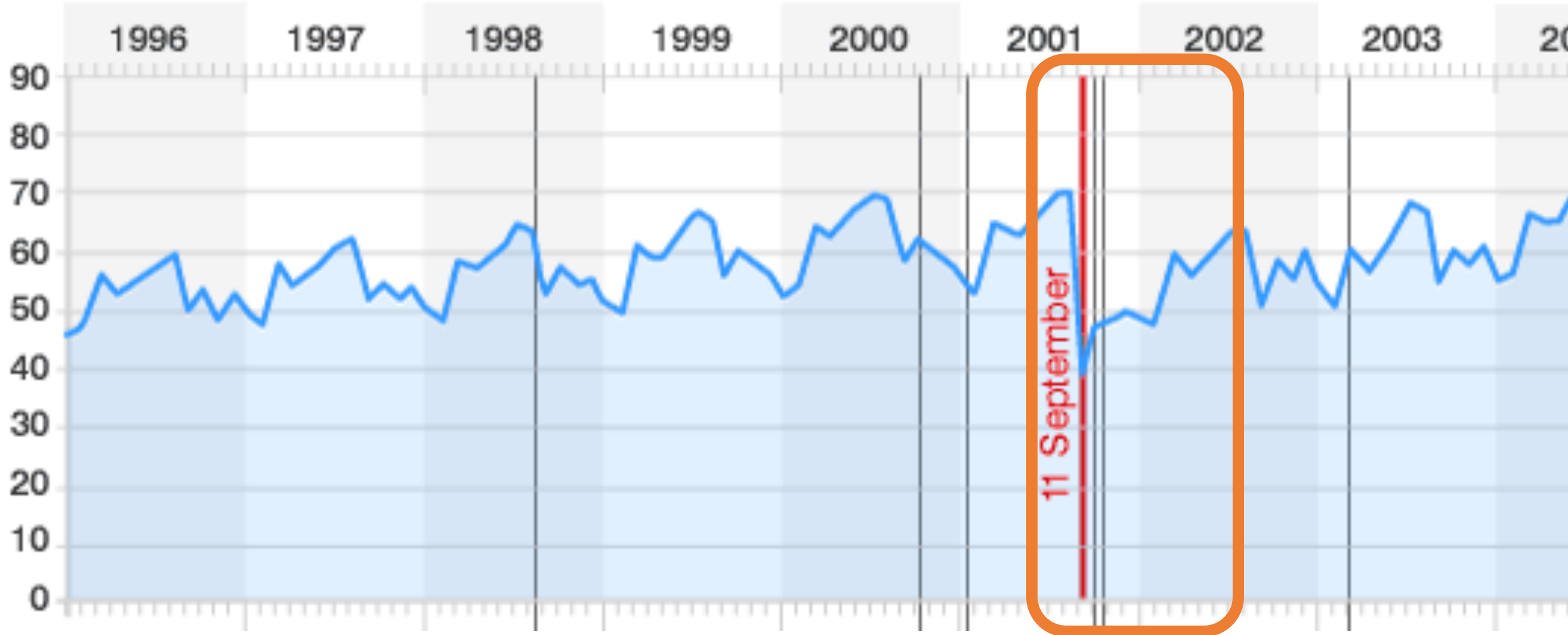
## AIRLINES

CARRIER NAME	SERVICE CHANGES	CANCELLATION FEES & WAIVERS*
	<p>United Airlines will cut capacity by about 50% for April and May. It expects these cuts to continue into the summer travel period. Despite this, the carrier expects load factors to decline into the 20 to 30% range, <a href="#">Detail</a></p>	<p>Tickets purchased from March 3 to 31, 2020 can be changed or canceled without fees for dates through the end of schedule. All tickets purchased prior to March 3, 2020 can be re-booked until December 31, 2020.</p>
	<p>Reducing international capacity for the summer season by 34% versus the previous selling schedule, including a 50% reduction in April trans-Atlantic capacity. <a href="#">Detail</a>. American Airlines will suspend 75% of its long-haul international flights from the U.S., beginning March 16 in response to decreased demand and government travel restrictions put in place to lessen the spread of COVID-19. <a href="#">Detail</a></p>	<p>Allowing customers who bought tickets before March 1, 2020 and scheduled to travel until April 30 to rebook without a change fee. Tickets need to be changed and travel must start before December 31, 2020.</p>
	<p>Delta Airlines announced Friday it would reduce its flight capacity by 40% for the next four months over the outbreak. <a href="#">Detail</a></p>	<p>All tickets purchased on or before March 9, 2020 for travel until April 30, 2020 can be changed without a service fee. Tickets must be re-issued and travel must begin by Dec 31, 2020.</p>



# PASSENGERS BOARDING FLIGHTS IN THE US, MILLIONS

SOURCE: Bureau of Transportation Statistics



INTERNATIONAL BUSINESS TIMES

## Virus-stricken airlines face bailout or bust

Andrew Beatty 14 hrs ago



Novel Coronavirus

Airlines worldwide face an unprecedented existential threat as the coronavirus shuts down global travel, leaving governments with controversial and costly decisions about which carriers to bail out.

CARRIER NAME	SERVICE CHANGES	CANCELLATION FEES & WAIVERS*
	<p>Has made 5-10% reductions in domestic and international flights <a href="#">Detail</a></p>	<p>Waiving cancellation and change fees for all flights based on the purchase date.</p> <p>Travel dates of March 10 to April 30, 2020, regardless of the ticket purchase date.</p> <p>Tickets for travel before June 1, 2020 may be exchanged if they were purchased after February 27, 2020.</p>
	<p>Allegiant notes it is "a domestic carrier and does not serve Europe or Asia. We have not suspended any scheduled flights or routes due to the coronavirus (COVID-19)" <a href="#">Detail</a></p>	
	<p>Reducing flight capacity by about 5 percent. <a href="#">Detail</a></p>	<p>Has not instituted a date-specific change policy. Instead, they are extending an offer of a one-time fee-free change or cancellation.</p>
	<p>No reported changes. <a href="#">Detail</a></p>	<p>Tickets may only be modified by phone and only may be modified or refunded for flight credit one time.</p>
	<p>Reducing flight frequencies from Minneapolis-St. Paul airport to 14 airports, including several on West Coast where infections rates have been high. Suspending three Portland, OR, routes—to and from Honolulu, Las Vegas and San Francisco for the entire summer. <a href="#">Detail</a>.</p>	<p>Waiving fees for guests traveling through April 15, 2020.</p>

CARRIER NAME	SERVICE CHANGES	CANCELLATION FEES & WAIVERS*
	<p>Northeast Corridor service between Washington and Boston is being reduced by more than 50%, according to the Washington Post. Northeast Regional and Acela services (including regional trains to Virginia, Pennsylvania, Connecticut, New York, Vermont and other states) will operate with reduced frequency. <a href="#">Detail</a>. Amtrak has suspended all nonstop Acela Express service between New York to Washington. <a href="#">Detail</a>.</p>	<p>Waiving change fee for all existing or yet-to-be-booked travel scheduled to take place before April 30, 2020.</p>
<p><b>brightline</b> (Florida rail operator)</p>	<p>We are postponing all leisure related events and specialty trains. This includes our Buzzer Beater service, this weekend's Dino Train (cancelled), the Havana Rum Train and other station related events.</p>	<p>No changed. Has no cancellation fees for refundable tickets and 15% change fee for nonrefundable tickets.</p>
	<p>No reported changes. <a href="#">Detail</a></p>	<p>Already allows reticketing for modest fee, ranging from \$3 to \$7.50</p>
	<p>Notes "Currently Greyhound has no cancellations or travel restrictions due to coronavirus." <a href="#">Detail</a></p>	<p>Already has policy allowing tickets can be changed for \$20</p>
	<p>Has noted "At the moment, our rides operate as scheduled. However, due to operational reasons, delays may occur. FlixBus will suspend its service throughout Italy and particular cross-border connections from and to Italy from March 11, ~April 3rd, 2020." <a href="#">Detail</a></p>	<p>All tickets are refundable following the procedures specified. <a href="#">Detail</a></p>
	<p>All rides are operating as scheduled.</p>	<p>From March 9 - April 5, 2020, customers can cancel existing travel arrangements and request that a travel credit be placed in their PERKS account to be used for future travel. <a href="#">Detail</a></p>







An Amtrak train pulls into Glenview Station. Photo:  
Jeff Zoline






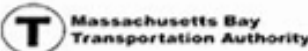
TRANSPORTATION

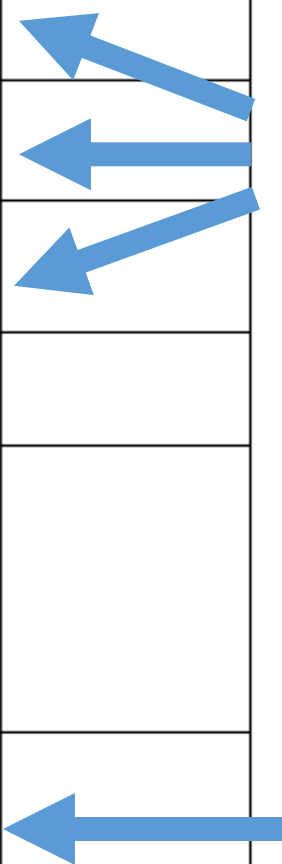
# Virgin Trains targets timeline for Orlando-area theme park station

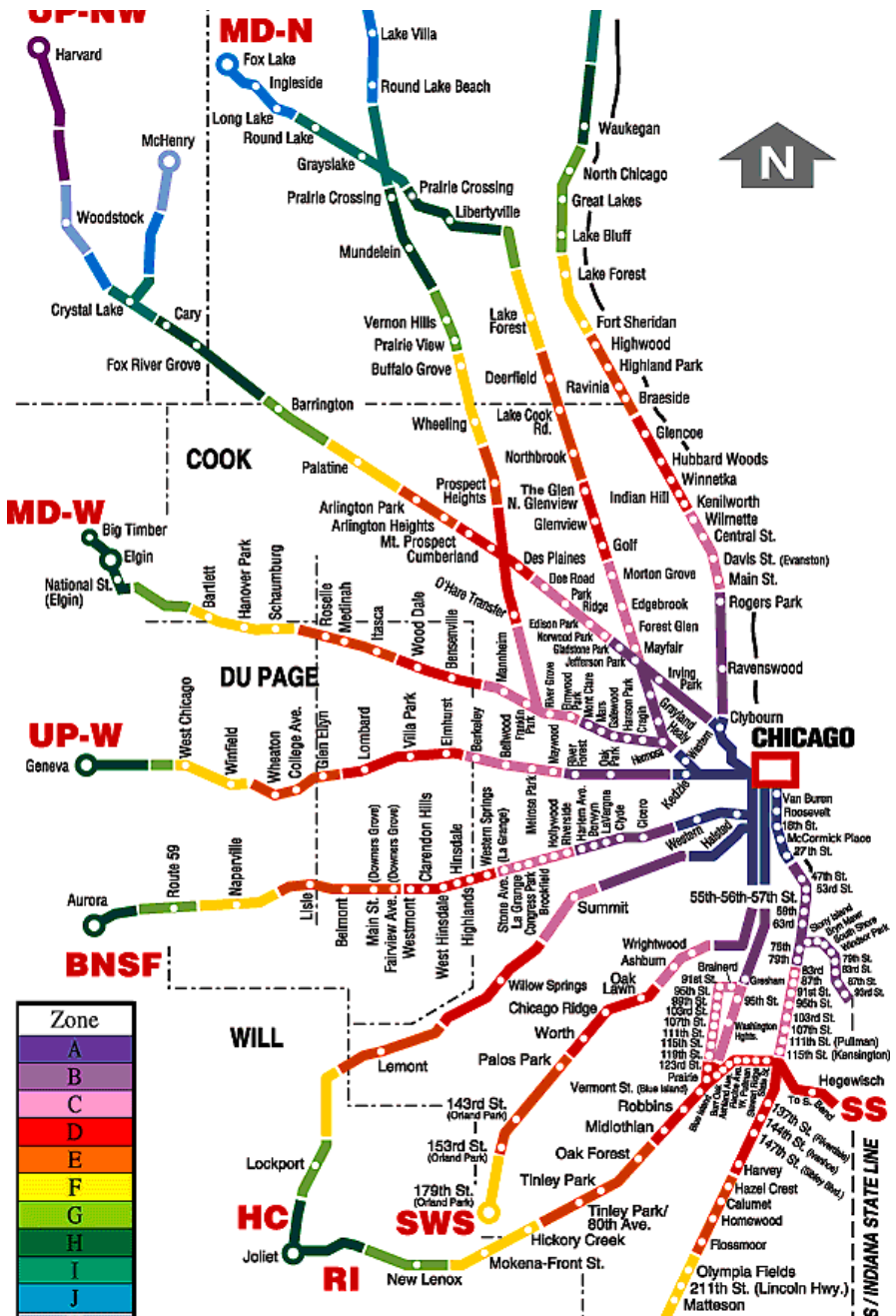


# More changes forthcoming









COMMUTER RAIL (largest)		
CARRIER NAME	SERVICE CHANGES	CANCELLATION FEES & WAIVERS*
	No service cuts but already had an estimated ridership <a href="#">decline of 31%</a> on March 12. Preparing for a potential mandatory city curfew by drafting passes for its workers in case they <del>are stopped</del> by law enforcement during the restriction. <a href="#">Detail</a>	
	NJ Transit will not have any reduction or change in service at least for now as a result of the outbreak <a href="#">Detail</a>	
	New York's Metro-North reduced train and bus frequencies and other systems are assessing service cuts or operational changes this week. <a href="#">Detail</a>	
	Metra is "monitoring the situation," with cuts a possibility. Metra is "creating contingency plans." <a href="#">Detail</a>	
	The Philadelphia-based provider is adjusting its Regional Rail schedules and offering refund options for some riders, the transportation authority announced Monday, March 16. SEPTA evaluated its Regional Rail schedules after call-outs from conductors and engineers prompted cancellations to about a dozen trains early Monday morning. <a href="#">Detail</a>	
	Boston's Massachusetts Bay Transportation Authority announced it <del>will</del> reduce service beginning on Tuesday, March 17 to help slow the spread of coronavirus and due to recent reductions in ridership. Ferries will have no service. <a href="#">Detail</a>	







CARRIER NAME	SERVICE CHANGES	CANCELLATION FEES & WAIVERS*
	<p>Maryland's MARC service noted Monday afternoon they are scaling back service starting Tuesday, March 17. <a href="#">Detail</a></p>	
	<p>Denver's RTD is limiting time in Union Station bus concourse, restricts public access to agency building. <a href="#">Detail</a></p>	
	<p>No announced changes. Situation could change. Major restrictions imposed on local businesses in past <a href="#">day due</a> to COVID-19 outbreak in Los Angeles area.</p>	
	<p>Virginia Rail Express is scaling back service starting Tuesday, March 17. <a href="#">Detail</a></p>	

TURO Where: chicago From: 03/20/2020 10:00 AM Until: 03/23/2020 10:00 AM

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Toyota Yaris 2007 4.75★ (125 trips)



Toyota Yaris 2010 4.91★ (97 trips)



Kia Soul 2010 4.69★ (82 trips)



Honda Civic 2007 4.82★ (46 trips)

A commuter on the Washington D.C. Metro

# Want to Avoid Stop Touts

SARAH HOLDER MARCH 10, 2020

# Uber, Lyft Halt Shared Carpool Service In U.S. And Canada

March 17, 2020 - 2:09 PM ET

SHANNON BOND



Lyft and Uber's carpooling services let passengers share rides for cheaper fares.

David Zalubowski/AP





# E-Scooters Rely on China for Parts. Here's How the Industry Is Weathering Coronavirus

Micromobility businesses say they're watching the pandemic closely for supply chain impact

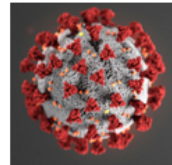
Shared bikes, e-scooters, cars are still OK to use during coronavirus outbreak



## Lime temporarily shuts down in CA, WA and some European countries to slow coronavirus

BY MONICA NICKELSBURG on March 17, 2020 at 11:24 am

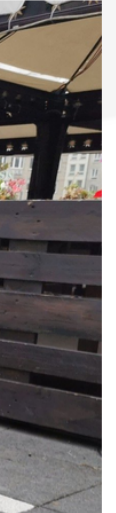
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Ongoing coverage of the novel coronavirus, and its impact on Seattle and the technology industry. [See all special coverage.](#)



Lime scooters on Microsoft's campus in Redmond, Wash. (GeekWire Photo / Monica Nickelsburg)



ies Inc. and Lyft the micromobility



# Discussion and Q&A