

PUBLIC TRANSPORT

How should I get around? Is it safe to use public transport?

If at all possible, try to stay at home and avoid public transport. If for any reason you must travel, choose the method of transportation where you will come into contact with as few people as possible. The easiest way to control your environment and who is in it is to move on foot or by bicycle, if the weather allows it.

How should I behave on public transport?

If you have to use public transport then make sure you do not sneeze or cough on anyone. If you must cough or sneeze, do so into the bend of your elbow or into a tissue (then throw the tissue away). Make an effort to avoid touching handles, railings or any other surface with your bare hands. When choosing a seat, try to sit as far away from others as you can. The goal is to minimise the spread of potential germs. You might not be infected with the coronavirus, to the best of your knowledge, but there is no sense in risking other people's health.

Avoid touching your face and disinfect your hands as soon as you can after using public transport.

Should I take a taxi?

Yes, taxis are an option. If you have the chance, ask the taxi driver before getting in the car if they have disinfected the vehicle and aired it out between passengers. Remind the driver to disinfect and air out the car after your ride.

How can I get to a doctor?

Before going to the doctor consider if your visit can be postponed to a later date. In the event of an emergency, call an ambulance.

For more detailed instructions please contact your GP via phone.

If you are a senior citizen, then the virus poses the greatest risk to you. Stay at home and ask your family members to get your prescription medications from the pharmacy (they will need your ID code to do this). When the pharmacist gives them the medication make sure they ask for the medicine's bag or packaging to be disinfected. Arrange for the medication to be left in your postbox or on your doorstep, to minimise any contact with germs.

I use public transport to do the shopping, what should I do now?

If at all possible, make a list of the essentials that you need and liaise with people close to you, or with neighbours, so that everyone's shopping can be done by a person who owns a car.

If no one you know is in a position to shop for you and there is no alternative to using public transport, make sure that you do not cough or sneeze on anyone. Avoid touching any surfaces with your bare hands. The goal is to minimise the spread of potential germs.

You might not be infected with the coronavirus, to the best of your knowledge, but there is no sense

in risking other people's health.

Avoid touching your face and disinfect your hands as soon as you can after using public transport.

[The driver coughed and did not seem to be in good health, what should I do?](#)

Coughing and looking unwell is not a sure sign that someone might have the coronavirus. As a precaution, keep your distance from the driver, avoid touching surfaces, don't touch your face, and wash or disinfect your hands after exiting the bus/train/etc. If you truly suspect the driver of being ill, please contact the transport provider and inform them of the time you saw the possibly ill driver and which line they were operating.

[Will there be less public transport available?](#)

As there are fewer people moving about it is highly probable that the amount of public transport provided will also be reduced. Transportation will still be provided, but the frequency will decrease.

[If there are fewer passengers, will the bus line be shut down? How can I get around if the bus is my only mode of transport?](#)

If, due to the Emergency Situation, the number of passengers is severely decreased and continuing to provide the service would be economically detrimental then the provider can ask the Road Administration to change the schedule to less regular one. The public will be notified of any such changes via the media.

If the number of buses operating is so few that people are not provided with reasonable access to transportation, the Road Administration has the right to demand that the provider supplies transport services. Both parties will sign an agreement and the provider will be compensated for the costs. These agreements are temporary, and will not exceed what is needed during the emergency situation.

[In Tallinn it is forbidden to enter through the front door of the bus, tram or trolley, and you cannot buy tickets. Why is this not the case across the rest of the country?](#)

To safeguard the health of the driver of a commercial county bus line with a high turnover, it is important for passengers to enter the bus using the central or rear door of the bus. It is also not necessary to validate tickets. In counties where buses normally sell tickets the practice has been put on hold.

[What are the commercial lines doing?](#)

Temporary conditions have been put in place, changing how/if people should buy tickets, and how they should enter the bus. The commercial lines have received their instructions from the government—for more detailed information please contact the service provider.

[How will the train schedule be affected?](#)

The interiors of Elron trains are cleaned and disinfected on a daily basis, with particular attention given to various contact surfaces, in order to minimize viral transmission.

The Ministry of Economic Affairs and Communications will decide on the need to revise the passenger train schedules as the situation develops. Information about timetables and changes can

be found on the passenger train company Elron's website elron.ee and free travel information is also provided by the 24-hour hotline 616 0245.

How should I behave on the train?

Whenever possible, avoid using public transport and try to stay at home. If you must leave your home, try to choose methods of transport with the least amount of human contact. The best way to control your surroundings is travelling by foot or by bicycle, if the weather permits it.

If you must use public transport for your commute, be extra vigilant that you don't sneeze or cough on other passengers. Try to avoid touching railings and surfaces with your bare hands. When choosing your seat, try to sit as far away from other people as possible. The objective is to minimize the potential spread of germs. Even if you do not think you have contracted coronavirus, there is no need to risk the health of other passengers.

Avoid touching your face and try to disinfect your hands as soon as possible after using public transport.

If ticket sales are halted on buses, what should I do on the train, where ticket sales are manually administered by the conductor?

Continue buying tickets as normal. All Elron conductors regularly disinfect their hands to avoid transferring any dangerous germs.

If ticket sales are halted on buses, what should I do on the train, where ticket sales are manually administered by the conductor?

Continue buying tickets as normal. All Elron travel attendants regularly disinfect their hands to avoid transferring any dangerous germs. We recommend buying your ticket beforehand online from the [Elron sales environment](#) to avoid direct contact. You can also purchase a ticket aboard the train from the ticket machine using the Elron farecard.

Is Tallinn-St. Petersburg – Moscow train running?

No, taking into the spread of the coronavirus, the departures of the Tallinn-St.Peterburg-Moscow train have been temporarily suspended as of March 20, and tickets already purchased can be returned. The decision to stop the train traffic was taken by the Russian Railways to prevent the spread of the virus and to ensure the safety of passengers. The Estonian Railway invites passengers who purchased the ticket to contact the customer service of the company Go Rail ticketing agency at: +372 631 0044, e-mail: traveld@gorail.ee, www.gorail.ee.

Movement between the islands and the main land

The basis for the restrictions is order nr 30 of the person in charge of the emergency situation (<https://www.riigiteataja.ee/en/eli/517032020007/consolide>)

However, the order does provide some exemptions.

According to section 1 of the order, the restrictions do not apply to the following persons:

- persons who need to leave a territory subject to the restriction on movement on the basis of a decision of a physician or a member of an ambulance crew;
- persons who are not symptomatic and who are transporting raw products and goods to a territory subject to the restriction on movement;

- persons who are not symptomatic and who are transporting from a territory subject to the restriction on movement goods produced in the territory subject to the restriction on movement;
- persons who are not symptomatic and who are permitted to leave or enter a territory subject to the restriction on movement by a police officer's decision;
- persons who are not symptomatic and who want to enter a territory subject to the restriction on movement in order to provide their health services or other services necessary for responding to an emergency;
- persons who are not symptomatic and who are transporting medical samples from a territory subject to the restriction on movement;
- persons who are not symptomatic and who want to attend the funeral of a close relative;
- persons who are not symptomatic and who are driving a public transport vehicle upon providing public transport services;
- persons whose place of residence is within a territory subject to the restriction on movement but whose place of employment is outside the territory subject to the restriction on movement, for going to work without the possibility of returning to their place of residence until the restriction on movement is revoked;
- asymptomatic persons whose place of residence is outside a territory subject to the restriction on movement but whose place of employment is within a territory subject to the restriction on movement, for going to work without the possibility of returning to their place of residence until the restriction on movement is revoked.

To avoid close contact, passengers on ferries that have open car decks should stay in the car or bus. The restriction is in effect until the order is changed. The necessity for extending the restrictions is re-evaluated every two weeks. Anyone, who does not adhere to the rules on the restriction of movement, is subject to a fine of up to 2000 euros.

BASIC NEEDS

Will there be any interruptions to communication services (telephone, internet)?

Currently, there are no indications that any communication services would be disturbed.

Would there be any problems with electricity or heat supply?

Currently, there are no indications of any problems to electricity or heat supply.

Will there be enough fuel?

The fuel supply chains are currently functioning, and operators also have reserve supplies. In addition, the government has 90 day petrol and diesel reserves.

ECONOMY & BUSINESS

Which sectors of the economy are in the most trouble right now?

Right now the most critically affected is the tourism industry, which covers travel companies, accommodation, catering, conferences, seminars and events. The next worst hit is transport, and problems will come after some delay to industry and services. In effect the entire private sector will be affected by the situation.

The main problems for companies are:

- Liquidity problems from loan liabilities and overdrafts
- Staff remaining at home, especially in jobs where remote working is not possible, and the question of who should pay them
- Compulsory leave as an alternative to redundancies or part-time working
- Inflexible approaches in projects that receive subsidies, as problems may appear later because of EU rules
- A negative shock to demand, which is already widely evident

How will the state help companies cope with the crisis?

The Ministry of Economic Affairs and Communications has mapped out jointly with businesses the most problematic points in the Estonian economy and has come up with proposals for measures to alleviate the problems. There are several options, such as tax holidays, accelerated investment, easier terms for unemployment insurance, state credit guarantees and so forth. An example is that money has been hurried into the reconstruction of apartment buildings to maintain employment in the construction sector. The government will decide on specific measures and amounts in the near future.

How much will it cost to recover from the downturn?

It is still too early to talk about how much. On top of the state budget and subsidies from the European Union, the government can also borrow in order to fight harder against a downturn in the economy. We could follow the principle that it is necessary to borrow during difficult times. Given the difficult circumstances, there should be no taboo about a larger deficit than earlier in the state budget. The fiscal rules of the European Union should also be loosened so that important investments can be made, especially for countries like Estonia that have earlier had good fiscal discipline.

What are the banks planning to do and how can they help companies that are in trouble?

It is also in the interest of the banks that we exit these difficult times as painlessly as possible. We have spoken with the banks and so far they have agreed to make efforts for their clients.

What will the state do if companies are not able to pay wages to their staff?

If a company is not able to pay wages to its employees, then the state can step in to help. This should be done on a sector-by-sector basis and targeted at those companies where problems have resulted from the state of emergency caused by the coronavirus. The state aims to maintain the incomes of people working in those sectors. This is part of a short-term assistance package that has been drawn up following discussions between Töötukassa and the government. It is probable that the first assistance package will be made available to businesses during this week.

It is said that the state is planning to support businesses with short and long-term assistance packages. What exactly will these be and when will they become available?

There have indeed been discussions today about short and long-term measures that can be taken. The exact scope of the measures will be decided by the government of the Republic.

The short-term assistance package is in response to the market shock that has happened, which has caused a sharp drop in the turnover of companies, and the priority is to avoid redundancies. The assistance being prepared jointly by the Ministry of Economic Affairs and Communications, the

Ministry of Finance and the Social Ministry will focus on keeping the costs of companies that have fallen into difficulty under control in the short term, and on labour and liquidity problems. The support measures planned by the state are being drawn up together with the KredEx Fund, Töötukassa and the Tax and Customs Board. It is planned to increase the capacity of KredEx to work together with the banks for example, to help companies out and resolve liquidity problems. The government will probably pass the first assistance package during this week.

The long-term assistance package will be designed to encourage a rapid recovery from the current market shock. It is planned that it will be rolled out once the short-term package has been made available to businesses.

[There are border controls in Estonia. How does this affect trade?](#)

Long queues must be expected when crossing the state border. Vehicles transporting goods internationally and people providing vital services such as healthcare can enter the country and pass through it, as long as they have no symptoms of illness.

Foreigners can use Estonia as a transport corridor to get to their home country if they have no symptoms of the virus. The 14-day isolation requirement does not apply to them if they have no symptoms of the virus. The 14-day isolation requirement does not apply to them if they are passing through the country without delay.