



Transport services for the 2018 FIFA World Cup

Eleven Russian cities hosted the 2018 FIFA World Cup. Twelve of the sixty-four matches were held in Moscow, including opening, semi-finals and finals matches at the Grand Sports Arena of the Luzhniki Stadium.



It is an incredible, amazing World Cup. This couple of years I said that the 2018 World Cup will be the best for all time. Now I can say it again, being convinced that this is the best world championship in history.



Gianni Infantino
FIFA President



TRANSPORT MANAGEMENT DURING 2018 FIFA WORLD CUP

The organising cities' obligations stipulated in the Agreement between FIFA, the Russia 2018 Organising Committee, and the Moscow Government were met in full.



>40,000 employees of Moscow Transport provided transport services to World Cup guests

8,000 employees of security service and the Administration of Internal Affairs on the Moscow Metro protected the public in the metro

No major incidents on public transport

KEY TRANSPORT MANAGEMENT PLAN ACTIVITIES

Free public transportation services were provided for the spectators, volunteers, FIFA officials, police officers from other regions, and accredited journalists

Accreditation for local residents and legal entities enabling travel to the homes and workplaces located around stadiums and the FIFA Fan Festivals.

Regional transport management of passenger services from the Traffic Management Centre

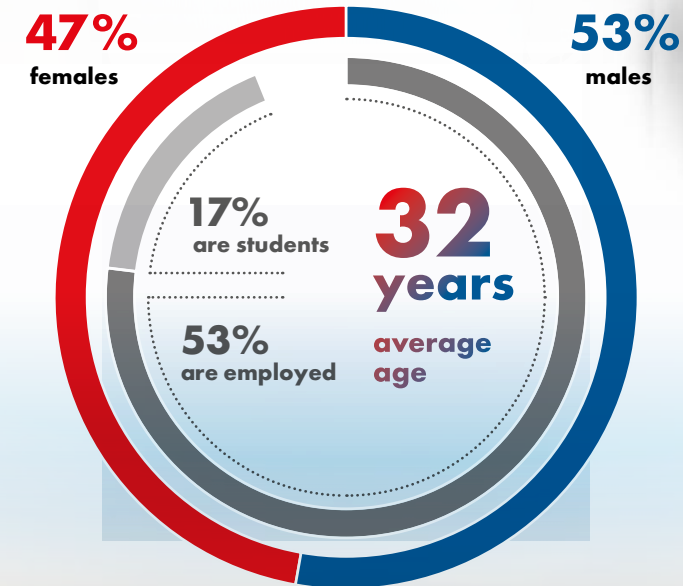
11 new express shuttle routes for fans (147 buses)

Developing and implementing temporary traffic schemes in areas surrounding the World Cup venues

Night services on the metro, MCC, and surface transport on late kick-off game days (45 routes and shuttles)

Taxi accreditation (33 companies and 4,832 cars)

Demographics of match visitors in Moscow¹



MOSCOW WAS THE FIRST GLOBALLY TO BROADCAST FOOTBALL GAMES IN THE METRO

> 60 matches broadcasted live

>20 million viewers

Moscow Transport employees thoroughly prepared to provide services to the World Cup guests hailing from dozens of countries. Over 800 English speaking employees helped guests in the metro. The Moscow Transport service centres and transport hotline helped guests in English, German, French, Spanish, and Chinese.

5,000,000

free travel was provided during the World Cup:

3,800,000

by metro and the MCC

1,000,000

by surface transport (including shuttles)

200,000

by Aeroexpress and suburban trains

> 90%

of Russian fans were satisfied with the overall organisation of the World Cup¹

98%

of foreign guests were satisfied with the overall organisation of the World Cup¹

- All Moscow Transport apps were translated into English. English language training was provided to:
 - about 5,000 taxi drivers
 - about 600 surface transport and metro line controllers
 - 240 free shuttle drivers.

¹ According to the Innovation Centre.