BMTC’s COVID-19 response strategy

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BMTC services during COVID-19 lockdown

• Regular services stopped since the first lockdown (March 25, 2020)

• BMTC continues to be an essential part of Bangalore’s COVID-19 response
  • 160 buses for essential services like health workers
  • 250 buses to provide mobility to more than 21,000 stranded labour
  • Chartered services to corporates
  • 12 new health service routes designed to connect most of the hospitals in Bangalore
  • Special services to Vidhan Soudha (Secretariat)
  • 20,000 service-km per day i.e. 2% of normal
  • ~10,000 passengers per day i.e.0.3% of normal
BMTC measures to safeguard users and crew

• BMTC initiated a wide-range of measures in response to Covid-19
  • Institutional and procurement measures
    • Strategic working group for epidemic prevention and control
  • Standard Operating Procedure (SOP) for post-lockdown operations
    • SOP developed and issued to all divisions and depots
    • Includes measures needed on-board buses as well as offices, depots, terminals and bus stops
  • Preventive measures to stop spread of Covid-19 among bus users
  • Measures to ensure safety of staff and crew on-board buses
  • Frequent communication with users, staff and media
  • Accelerating reforms like digital ticketing, increased focus on bus passes
Measures for safety of passengers

Frequent and regular sanitization of buses & premises
- Disinfecting seats, armrests, handles contacted by passengers

Maintenance of good ventilation of vehicles & premises
- Operating vehicles shall open windows for ventilation

Ensure physical distancing in buses
- Limiting demand to 50% of capacity (30 passengers)
- Marking places for queuing passengers at bus stations
- Boarding from rear door and alighting from front door

Provision of hand sanitisers on-board buses
- Both boarding and de-boarding points

Mandating masks for all users
- Central strategic working group ensuring that these measures are implemented across all divisions, routes and depots
Measures for safety of crew

- Restricted entry to offices, depots and canteens
  - Compulsory monitoring of temperature and use of sanitisers

- Monitoring health of crew reporting to duty
  - Infection control and quarantine measures implemented as needed

- Making necessary safety equipment available
  - Mask and temperature screening before taking duty
  - Gloves, masks, sanitisers made available for crew

- Incentives to improve crew willingness to operate
  - Special allowances for staff working during the crisis

- Training programs for crew on operations
  - Crowd management, Standard Operating Procedures (SOPs)
  - Online yoga classes for crew
### Communications and outreach campaigns

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<tr>
<th>Information display at bus stations</th>
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<tr>
<td><em>Includes do’s and don’t’s while using public transport</em></td>
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<th>Awareness material inside and outside buses</th>
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<td><em>Covers measures on hygiene and physical distancing</em></td>
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<th>Covid-19 awareness audio played as bus stations</th>
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<td><em>Includes advisories issued by the Government</em></td>
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<th>Segregation of used masks and gloves for disposal</th>
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<td><em>Safe disposal of used protective equipment crucial</em></td>
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<th>Training programs with Dept. of Health &amp; Family Welfare</th>
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<td><em>DoHFW training BMTC staff is disinfection, preventive measures etc.</em></td>
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Accelerating reforms-Digital tickets, Bus passes, Bus Priority Lanes

• BMTC has been piloting various reforms to make buses more convenient for users

• We’re now accelerating some of these to improve our Covid-responsiveness

• Transition to digital ticketing
  • No individual cash based tickets to be issued on-board buses
  • Daily passes to be issued by conductors using QR based ticketing
  • Monthly and weekly passes to be issued at bus stations

• Implementing Bus Priority Lanes (BPL)
  • BPL has been in its pilot phase since October 2019
  • Lockdown period used to install bollards along the corridor
  • Will ensure bus speeds along corridor post lockdown
Thank You

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