

# BMTC's COVID-19 response strategy

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19 May 2020



# 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

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- 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

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## 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

## Information display at bus stations

- Includes do's and don't's while using public transport

## Awareness material inside and outside buses

- Covers measures on hygiene and physical distancing

## Covid-19 awareness audio played at bus stations

- Includes advisories issued by the Government

## Segregation of used masks and gloves for disposal

- Safe disposal of used protective equipment crucial

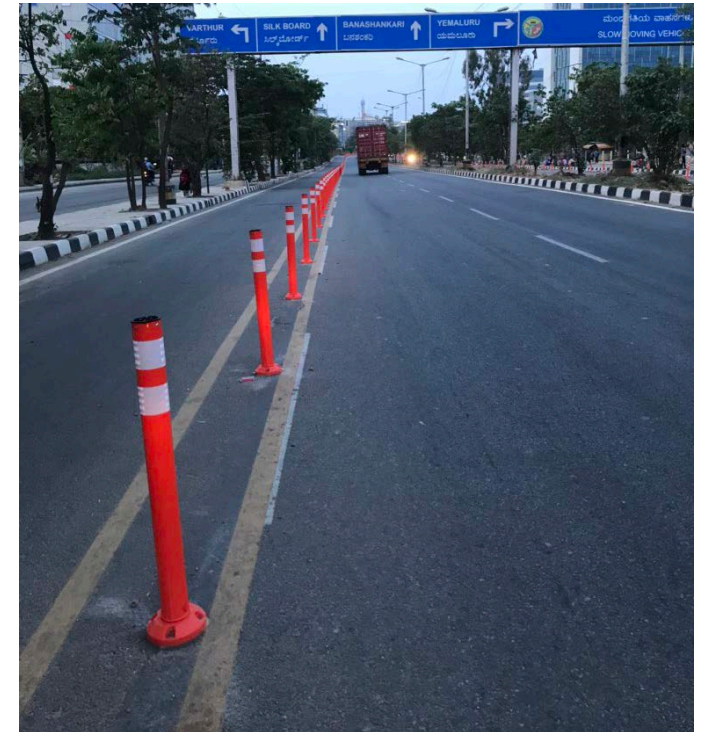
## Training programs with Dept. of Health & Family Welfare

- DoHFW training BMTC staff is disinfection, preventive measures etc.



# Accelerating reforms-Digital tickets, Bus passes, Bus Priority Lanes

- BMTTC 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 issues 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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