

A Post-event of the UNCRD EST Forum
**Standard Operating Procedures (SOPs) for
Bus Transport Post COVID-19 Lockdown**

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THURSDAY, 21 January 2021, 11.30am – 12.45pm IST

**Responding to
pandemic risks and
perceptions to regain
user confidence**

Alok Jain
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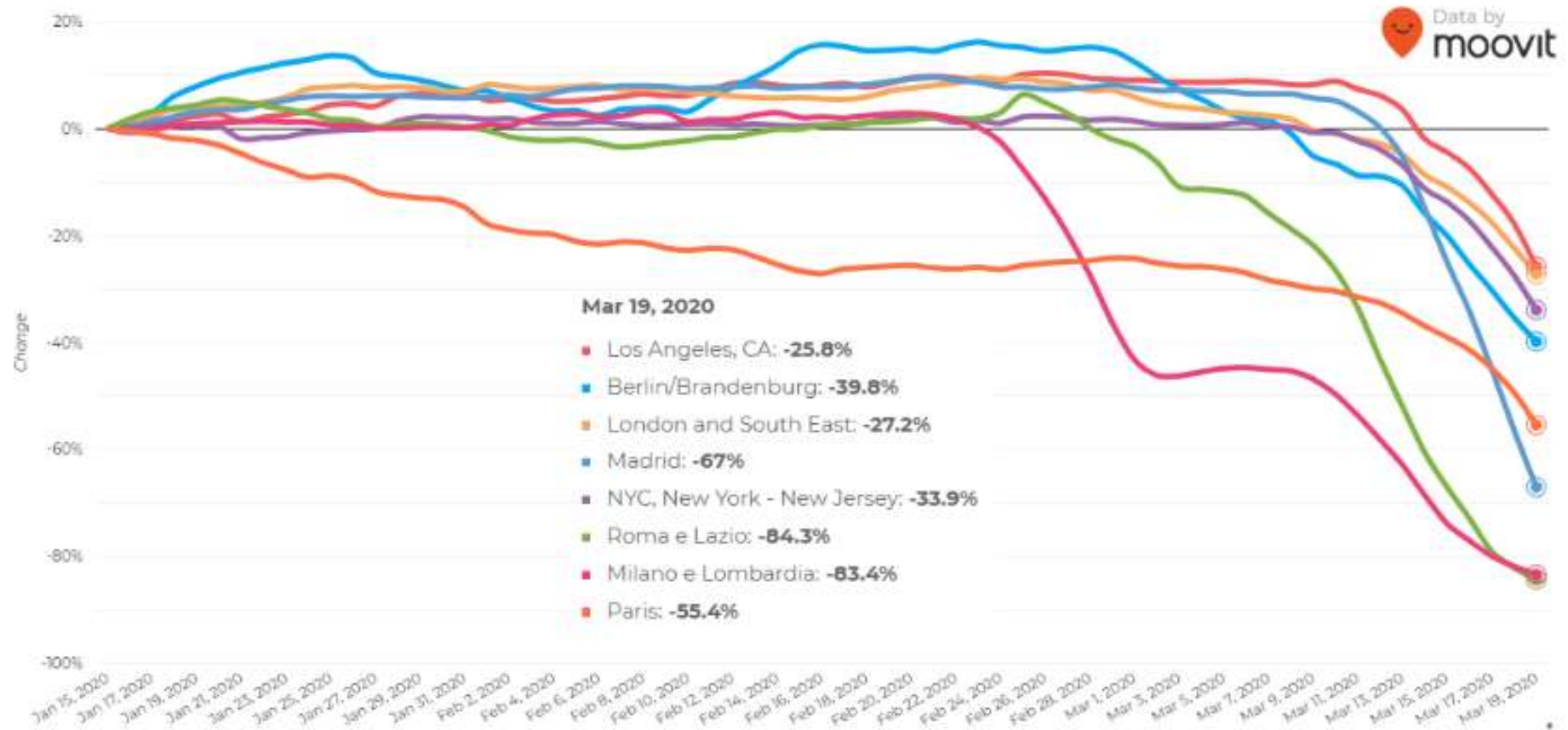
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COVID-19 IMPACT ON PUBLIC TRANSPORT

Coronavirus: Effects on Public Transit Usage Around the World

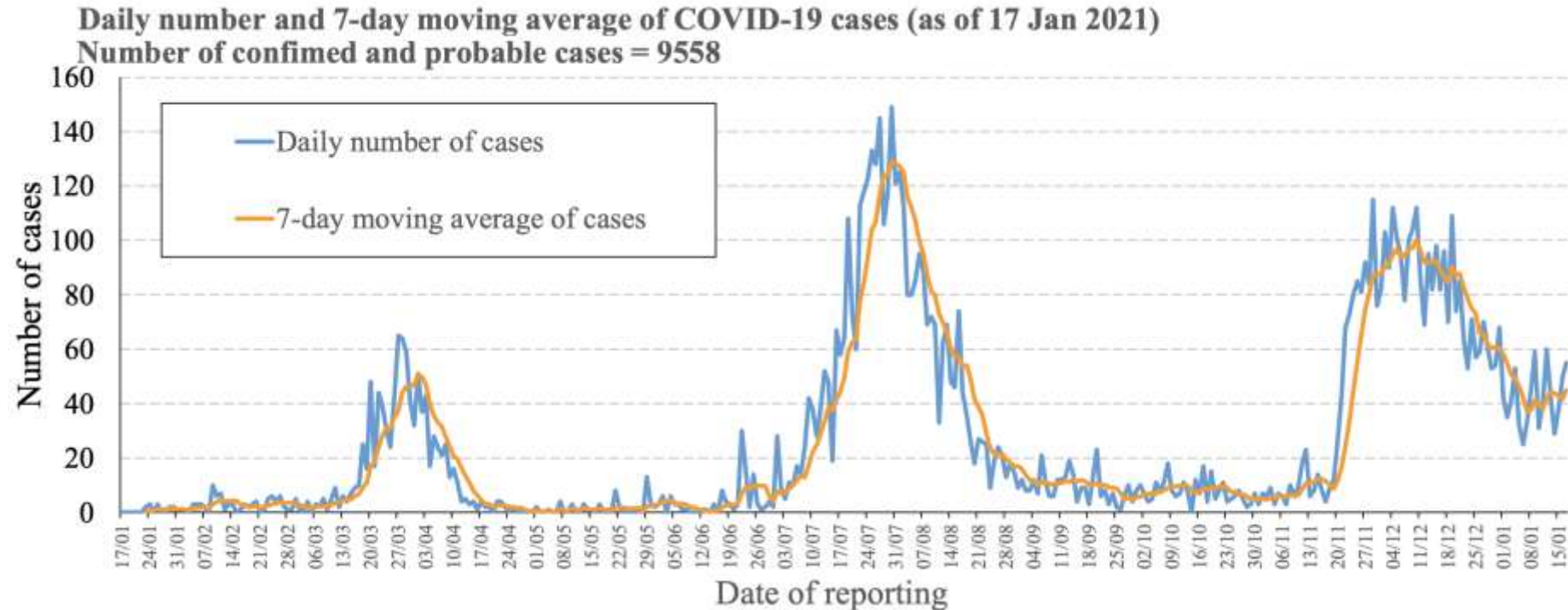


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COVID-19 IMPACT IN HONG KONG



- All buses and trains have been running without a day's disruption
- No restrictions on movement
- Schools closed
- Public parks, beaches closed
- Bars closed, restaurants close at 6pm for dining
- Public gathering limited to a maximum of 2 people



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PUBLIC HEALTH - “SUPPRESS AND LIFT” POLICY

- **Border Control**
- **Social Distancing**
 - Work from home
 - School closure
 - Public places closed
- **Contact tracing, testing and mandatory quarantine**
- **Screening and surveillance**
- **Communication with the general public**
- **Mandatory masking in buildings and transport**



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SOPS FOR PUBLIC TRANSPORT



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STRINGENT HYGIENE AND SANITIZATION MEASURES

- **Enhanced staff training on personal hygiene and passenger handling**
- **Personal Protective Equipment**
 - Hand sanitizers and face masks are distributed to staff
 - A bus company and the railway company have installed their own mask production facilities
- **Enhanced cleaning and disinfection**
 - bus compartments are cleaned after each trip as far as possible, and disinfected every night;
 - cleaning with particular attention to passengers' common touch points such as handrails;
 - deployment of disinfectant robots.
- **Ventilation**
 - Increased frequency of air change
 - Nano fibre air-filters



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STRINGENT HYGIENE AND SANITIZATION MEASURES

- No capacity reduction or specific social distancing measures but masks mandatory for staff and passengers
- Routine monitoring of body temperature for duty staff.
- Hand sanitizers are provided for passengers' use.
- Lunch hours for maintenance staff are staggered and table partitions are provided at canteens, sign-on receptions, operation control centers



STRINGENT HYGIENE AND SANITIZATION MEASURES

- The cleaning protocol is reviewed regularly with reference to the latest recommendations by the Government.
- Contingency plans have been reviewed to cover areas beyond operation, including arrangements for office staff, maintenance team and other support, etc. in case of need.
- Multi-sourcing arrangements to reduce risks and disruption to critical supplies.



PUBLIC EDUCATION

- **Visible measures on upkeep to provide a clean image to boost passenger confidence**
- **Announcements are made and publicity materials are provided at transport facilities and vehicles**
 - to arouse awareness of the public health and personal hygiene
 - impress on the need for collective efforts in the community to fight against the coronavirus.



SERVICE ADJUSTMENTS

- Adjustments have been made to service provisions, such as temporary suspension of services, frequency reduction, in particular, during off-peak period, etc.
- Service improvement plans are deferred.
- The average duty length of bus captains is shortened by ~ one hour. Outstanding annual leaves are cleared. Part-time driving duties are suspended.



COMPREHENSIVE FINANCIAL SUPPORT

Citizens and commuters

- One-off cash grant of HK\$10,000 to all HK Permanent Residents
- **Public Transport Fare Subsidy Scheme**, which benefits ~3.8 million commuters to get a subsidy amounting to 1/3 of their public travel expenses exceeding the threshold of HK\$400/month with a cap of HK\$400. The threshold was lowered to HK\$200 a month.
- **MTR** cut fares by 20% for 6 months starting July 1, 2020.

Employment Support Scheme

- 50% of wages, capped to HK\$9,000/per month for 6 months (June 20 to Nov 20)



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FRANCHISED BUSES, FERRIES AND TRAMS

Anti-epidemic Fund Details

First round

Fuel Subsidy

- Reimburse 1/3 fuel/electricity cost between 1 July 2019 and 30 June 2020.

Second round

Subsidy for regular repair and maintenance costs and insurance premium

- Reimburse regular repair and maintenance costs and insurance premium from 1 April to 30 September 2020.



TAXIS AND PUBLIC LIGHT BUSES

Anti-epidemic Details Fund

First round

Fuel Subsidy

- HK\$1.0 discount/litre of LPG for 12 months for LPG vehicles.
- Reimburse 1/3 of the actual fuel cost for 12 months for petrol/diesel vehicles

Second round

One-off subsidy to the green minibus (GMB)

- Non-accountable subsidy of HK\$30,000 per vehicle
-

One-off subsidy to the registered vehicle owners of taxis and red minibuses (RMBs)

- One-off non-accountable subsidy of HK\$30,000 per vehicle
-

Subsidy to taxi and RMB drivers

- A monthly subsidy of HK\$6,000 for each eligible active taxi and RMB driver for 6 months.
- Drivers not fully meeting the eligibility requirements of an active driver, a lump sum of HK\$7,500



NON-FRANCHISED BUSES, SCHOOL BUSES, AND HIRE CARS

Anti-epidemic Fund Details

First round

One-off subsidy to the registered owners

- One-off non-accountable subsidy of HK\$20,000 for each licensed non-franchised public bus.
- One-off non-accountable subsidy of HK\$10,000 for each licensed school light bus, and hire car.

Second round

One-off subsidy to the registered owners

- One-off non-accountable subsidy of HK\$30,000 for each licensed non-franchised bus, school light bus and hire car.



**ALL WELL
THAT ENDS
WELL**



Thank you

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