Responding to pandemic risks and perceptions to regain user confidence

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COVID-19 IMPACT ON PUBLIC TRANSPORT

Coronavirus: Effects on Public Transit Usage Around the World

Data by moovit

-0.100% 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
Change

Mar 19, 2020

- Los Angeles, CA: -25.8%
• Berlin/Brandenburg: -39.6%
• London and South East: -27.2%
• Madrid: -67%
• NYC, New York - New Jersey: -33.9%
• Roma e Lazio: -64.3%
• Milano e Lombardia: -63.4%
• Paris: -55.4%
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
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
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
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
• 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)
<table>
<thead>
<tr>
<th>Anti-epidemic Fund</th>
<th>Details</th>
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<tbody>
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<td><strong>First round</strong></td>
<td><strong>Fuel Subsidy</strong></td>
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<td>• Reimburse 1/3 fuel/electricity cost between 1 July 2019 and 30 June 2020.</td>
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<td><strong>Second round</strong></td>
<td><strong>Subsidy for regular repair and maintenance costs and insurance premium</strong></td>
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<td>• Reimburse regular repair and maintenance costs and insurance premium from 1 April to 30 September 2020.</td>
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## Anti-epidemic Fund Details

### 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

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ALL WELL THAT ENDS WELL
Thank you

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