Presentation on SOPs followed by PMPML post COVID’19 Lockdown

By Joint Managing Director, Pune Mahanagar Parivahan Mahamandal Ltd.

21 January 2021
About Pune Mahanagar Parivahan Mahamandal Ltd (PMPML)
About PMPML - The Lifeline of Pune & Pimpri-Chinchwad

315 Routes
315 routes covering a total road network of 1,900 kms, catering to around 10.5 lakh passengers/day.

More than 2300+ buses
There are 233 are midi bus, 150 AC Electric buses and over 1500 Non AC BRT compliant buses.

9750 Employees
PMPML has 2800 drivers and 4200 conductors, 1100 Mechanics and 650 Administrative staff.

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13 Depots & 50 Terminals
PMPML has 13 functioning depots spanning 86 Acres of land, 50 terminals at important nodes of the city and over 3000 bus stops.

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19,000+ Daily Trips
PMPML covers over 2.9 lakh km/day with 2800 schedules and over 19,000 trips

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66 km of Rainbow BRT
Fleet of 1000+ buses on 6 corridors of semi closed BRT spanning 66km dedicated BRTS lane with 94 functioning BRTS bus stations.

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Vision for PMPML for the next Ten Years

“To keep Pune, Pimpri-Chinchwad & Pune Metropolitan Region moving and becoming the preferred mobility partner for all journeys.”

PMPML is the largest intra-city operator of Electric buses in India.
PMPML chosen by Government of Maharashtra for leading COVID’19 Public Initiative in Pune Metropolitan Region
Campaign on COVID awareness on social media on being responsible for their travel and city

My Bus is My Responsibility - Posters and Electronic + Social media campaign by PMPML for COVID awareness

Our City is our Responsibility - The collaboration of PMC, PCMC and PMPML on COVID 19 awareness.
COVID'19 prevention measures undertaken by PMPML

Markings painted at the bus stop to urge commuters to maintain social distancing.

Markings painted at the bus pass counter to help commuters maintain social distancing while waiting in a queue.

Sanitization of PMPML bus stops using sodium hypochlorite disinfectant liquid.
## Notifications issued by PMPML to combat COVID’19

<table>
<thead>
<tr>
<th>Date</th>
<th>Notifications</th>
<th>Measures undertaken</th>
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</table>
| 16 March 2020 | A notification was issued to all depot managers and depot maintenance engineers (DME) regarding measures to be adopted to control the spread of Coronavirus. | • On detection of Covid’19 symptoms, the DME shall share the notice issued by Sasoon Hospital to workshop workers.  
• The buses to be sanitized and thoroughly washed on the interior as well exterior along with the steering wheel. |
|               | A COVID’19 directive was issued to all depot maintenance engineers.          | • Sanitization of buses to be done using sodium hypo chlorite solution.  
• The DMEs to submit a daily report regarding sanitization of buses. |
| 17 March 2020 | An internal office memo was issued for all employees                          | • The following measures/directives are to be followed:  
  • No events or gatherings to be conducted by PMPML.  
  • A sanitizer to be kept in washrooms.  
  • The table tops to be thoroughly sanitized after meetings.  
  • The door handles, door latches to be thoroughly sanitized. |
| 26 March 2020 | A directive was issued to all depot maintenance engineers.                   | • Workers of central workshop, other workshops and bus depots to attend office at 25% strength.                                                                                                                      |
| 08 April 2020 | Circular: Measures undertaken to combat COVID’19                             | • The circular stated the day to day measures undertaken by PMPML to combat COVID’19.  
  • On 07 April 2020, 227 buses from 12 depots were thoroughly disinfected on the exterior and interior. Sodium Hypo chlorite solution was used to sanitize 237 buses.  
  • A total of 65 bus stops were sanitized using sodium hypochlorite. |
| 09 April 2020 | Circular: Measures undertaken to combat COVID’19                             | • The circular stated the day to day measures undertaken by PMPML to combat COVID’19.  
  • On 08 April 2020, 224 buses from 12 depots were thoroughly disinfected on the exterior and interior. Sodium Hypo chlorite solution was used to sanitize 346 buses.  
  • A total of 65 bus stops were sanitized using sodium hypochlorite. |
| 10 April 2020 | Circular: Measures undertaken to combat COVID’19                             | • The circular stated the day to day measures undertaken by PMPML to combat COVID’19.  
  • On 09 April 2020, 230 buses from 12 depots were thoroughly disinfected on the exterior and interior. Sodium Hypo chlorite solution was used to sanitize 341 buses.  
  • A total of 65 bus stops were sanitized using sodium hypochlorite. |
### Notifications issued by PMPML to combat COVID’19

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<thead>
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</table>
| 11 April 2020 | **Circular: Measures undertaken to combat COVID’19** | • The circular stated the day to day measures undertaken by PMPML to combat COVID’19.  
  • On 10 April 2020, 227 buses from 12 depots were thoroughly disinfected on the exterior and interior. Sodium Hypochlorite solution was used to sanitize 346 buses.  
  • A total of 61 bus stops were sanitized using sodium hypochlorite. |
| 13 April 2020 | **Circular: Measures undertaken to combat COVID’19** | • The circular stated the day to day measures undertaken by PMPML to combat COVID’19.  
  • On 12 April 2020, 214 buses from 12 depots were thoroughly disinfected on the exterior and interior. Sodium Hypochlorite solution was used to sanitize 285 buses.  
  • A total of 61 bus stops were sanitized using sodium hypochlorite. |
| 14 April 2020 | **Circular: Measures undertaken to combat COVID’19** | • The circular stated the day to day measures undertaken by PMPML to combat COVID’19.  
  • On 13 April 2020, 224 buses from 12 depots were thoroughly disinfected on the exterior and interior. Sodium Hypochlorite solution was used to sanitize 255 buses.  
  • A total of 61 bus stops were sanitized using sodium hypochlorite. |
| 15 April 2020 | **Circular: Measures undertaken to combat COVID’19** | • The circular stated the day to day measures undertaken by PMPML to combat COVID’19.  
  • On 14 April 2020, 214 buses from 12 depots were thoroughly disinfected on the exterior and interior. Sodium Hypochlorite solution was used to sanitize 263 buses.  
  • A total of 60 bus stops were sanitized using sodium hypochlorite. |
Standard Operating Procedure (SOP) issued by PMPML on 02 September 2020 prior to resuming public bus operations on 03 September 2020

<table>
<thead>
<tr>
<th>Actionable items</th>
<th>Measures undertaken</th>
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</thead>
<tbody>
<tr>
<td>Cleaning and sanitization of buses.</td>
<td>• Prior to start of daily operations, each bus to be thoroughly sanitized.</td>
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<tr>
<td></td>
<td>• The interior and exterior of buses, including body, seats, hand rail, grab rails to be disinfected using sodium hypochlorite tablet/ phenyl.</td>
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<td>• Major bus stops to be disinfected using sodium hypochlorite spray.</td>
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<td>• Foot sanitizing bottle to be installed near the central BRT door. The bottles to be refilled at major bus stops.</td>
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<td>• Notice regarding COVID’19 directives such as social distancing and other norms must be pasted at the entrance of the bus.</td>
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<td>• Notice stating that children below 10 years of age and senior citizens above the age of 65 are not allowed to travel, to be pasted inside the bus.</td>
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<tr>
<td></td>
<td>• PMPML staff deployed at bus stops to check body temperature of passengers prior to boarding the bus.</td>
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<tr>
<td>Directives for Bus Conductors</td>
<td>• It is mandatory for bus conductors to wear face shield, mask and hand gloves.</td>
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<tr>
<td></td>
<td>• Conductor to restrict the entry of children below 10 years of age and senior citizens above the age of 65.</td>
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<tr>
<td></td>
<td>• Conductor to allow passengers to board the bus only if they are wearing masks.</td>
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<td></td>
<td>• Conductor to assist the differently abled passengers to board and alight the bus.</td>
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<tr>
<td></td>
<td>• Conductor to request sick passengers with COVID’19 symptoms to avoid travel and in case of emergency assistance, to contact the following:</td>
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<tr>
<td></td>
<td>• PMPML - 020- 24545454</td>
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<tr>
<td></td>
<td>• Ambulance -108</td>
</tr>
<tr>
<td></td>
<td>• District COVID’19 helpline - 020- 26123371</td>
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<td></td>
<td>• Director, Emergency response - 020 - 26340534</td>
</tr>
<tr>
<td></td>
<td>• PMC - 020-25522106</td>
</tr>
<tr>
<td></td>
<td>• PCMC - 020 - 67331140</td>
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<td>• Conductor to avoid exchange of coins with passengers.</td>
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<td></td>
<td>• Conductor to allow only 50% passengers in the bus. (17 seating, 3 standing, 1 conductor, 1 driver, in total 22 persons).</td>
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<td></td>
<td>• Conductor to allow seating of only one person per two seats in the bus.</td>
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<tr>
<td>Directives for Bus Drivers</td>
<td>• To avoid any contact with passengers, the driver’s cabin to be covered using a plastic sheet.</td>
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<tr>
<td></td>
<td>• It is mandatory for bus drivers to wear face shield, mask and hand gloves.</td>
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<td></td>
<td>• Driver to spray sodium hypochlorite disinfectant liquid inside the bus, wherever deemed necessary.</td>
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<td></td>
<td>• Smoking cigarettes, chewing tobacco is not allowed during bus operations.</td>
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Project Context
&
COVID response Team
Campaign on COVID awareness among Employees & workshop staff

My Institution is My Responsibility

Coronavirus outbreak: PMPML to provide its employees with masks

 Amidst novel coronavirus scare several government authorities have put their best foot forward to ensure safety towards its employees. The Pune Mahanagar Parivahan Mahamandal Limited is the first transport body who will be giving masks to its employees and will be taking other necessary measures too.

Employees/Officers

- No events/programs must be organized on behalf of PMPML where there is possibility of crowd formation
- PMPML Officers must refrain from using air-conditioners in their offices
- Hand sanitizer must made available in all washrooms of PMPML
- All Employees/Officers must regularly wash hands
- All PMPML employees must carry clean handkerchief on daily basis
- Temperature of each employee should be checked for all employees entering and exiting the premises using remote-sensing thermometer (pyrometers)
- All mail must be accepted at the main entrance only, All Depts. must reply to the letters/complaints within seven (7) days of receipt
- Taskforce and control room setup for reporting any issues and taking strategic decision - Should be interdepartmental - PNC/PMC/P/ PMPML / Health Dept / Police - All employees to know the helpline numbers
- Management should acknowledge the services of drivers, conductors, cleaners and sanitation.

Together we can fight Coronavirus

PUNE MAHANAGAR PARIVAHAN MAHAMANDAL LIMITED
PMT Building, Swargate, Pune 411 037
PMPML drivers were involved in providing emergency services including driving ambulance and transporting dead to the cemetery

- Criss Cross Seating arrangement for passenger seating and buses were run with half capacity for passenger safety.
- PMPML Employees donated one day salary to PM Cares.
- PMPML officers donated 2 day salary to PM Cares

PMC hires PMPML buses to be mobile ambulances

By Prachee Kulkarni / Updated: Jun 20, 2020, 06:00 IST

- 12 mini PMPML buses were used as Mobile clinic and Ambulance which were sanitized on a daily basis.
- 2 PMPML buses branded as Pushpak seva were used for transporting dead bodies from mortuary to crematorium.
- PMPML buses were used for emergency services of transporting foodgrains as well as stranded migrant workers to railway stations

Civic body has taken the decision as vehicles provided by an NGO were withdrawn

The Pune Municipal Corporation (PMC) has decided to hire Tejaswini buses from Pune Mahanagar Parivahan Mahamandal Limited (PMPML) as they are falling short of ambulances in the city. These buses will serve as mobile...
Drivers and conductors provided with face shield, mask and sanitizers.

Driver cabin is covered by plastic transparent plastic sheet for precaution.

No entry without a mask inside the bus.
Sanitizing Bus and Other Infrastructure

➢ Creation of Sanitization Chamber using old bus which was used for all people accessing depot and HQ.
➢ Sanitizing of buses being used every day during the lockdown and even today.
➢ Bus stands were cleaned every day.
➢ Temperature were being checked for all personnel entering PMPML premise.
➢ Isolating the driver and no entry from front gate.
Mobile Sanitization Tunnel and Other Initiatives - Upcycle to innovate

- Reuse of old oil barrel to mix chemicals in proportion
- Reuse of switch, sprinkler, wires and valves - sanitization tunnel.
- Retrofitment of sanitizer kit in buses.
- Use of old buses for emergency service - transport goods etc.
Initiatives Undertaken by PMPML To Increase Ridership post Covid-19 Lockdown
What is ATAL?

- PMPML launched a new bus scheme - ATAL (Aligning Transit on All Lanes) on 25 October 2020 to decongest core city area of Pune.
- It is an initiative to create an impetus for people to shift to public transport.
- ATAL scheme primarily aims to decongest the core city and provide quick feeder service to terminal points at a compellingly affordable rate.
- The current mode share of public transport in Pune is 16.5%. As per CMP report, the mode share of public transport in Pune is expected to reach 40% by 2038.
- Post lockdown, the ATAL initiative is a positive measure to welcome the commuters back on the bus.
- A total of 164 buses are operating on 52 routes.
Overwhelming impact and response for ATAL buses

- Since the beginning of operations under the ATAL scheme, the bus ridership has increased by over 100% in a month’s duration.
- On 02 December 2020, the ridership was 43,340 with a revenue of Rs.2.16 Lakhs.
 ABHI Bus scheme- Airport Express Bus Service from 23 October 2020

- PMPML launched Airport Express Bus Service from 23rd October 2020
- The Express Service shall run on five key routes connecting Airport with Pune and Pimpri Chinchwad which include Swargate, Hadapsar, Kothrud, Nigdi and Hinjewadi.
- The move is proposed benefit more than 90 lakh passengers alighting at Pune Airport and also to decongest the immediate vicinity of the Airport.
### PMPML's journey since COVID’19 Lockdown

#### PMPML’s journey

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Ridership</th>
<th>Revenue</th>
</tr>
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<tbody>
<tr>
<td>24 March 2020</td>
<td>COVID’19 Lockdown imposed in India</td>
<td></td>
<td></td>
</tr>
<tr>
<td>03 Sept 2020</td>
<td>PMPML resumes operations</td>
<td>66,160</td>
<td>INR 10.24 Lakhs</td>
</tr>
<tr>
<td>23 Oct 2020</td>
<td>ATAL bus service launched by PMPML</td>
<td>1,17,139</td>
<td>INR 30.69 Lakhs</td>
</tr>
<tr>
<td>25 Oct 2020</td>
<td>CARISMA: Color coding all Routes to Identify, Simplify Maps &amp; Apps</td>
<td>2,80,803</td>
<td>INR 41.18 Lakhs</td>
</tr>
<tr>
<td>13 Nov 2020</td>
<td>Ridership: 4,08,122</td>
<td>4,08,122</td>
<td>INR 62.46 Lakhs</td>
</tr>
<tr>
<td>01 Dec 2020</td>
<td>Revenue: INR 41.18 Lakhs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07 Dec 2020</td>
<td>ABHI bus service launched by PMPML</td>
<td>1,34,355</td>
<td>INR 22.14 Lakhs</td>
</tr>
<tr>
<td>14 Dec 2020</td>
<td>Ridership: 4,83,183</td>
<td>4,83,183</td>
<td>INR 74.85 Lakhs</td>
</tr>
<tr>
<td>21 Dec 2020</td>
<td>Revenue: INR 62.46 Lakhs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28 Dec 2020</td>
<td>Ridership: 5,09,140</td>
<td>5,09,140</td>
<td>INR 75.30 Lakhs</td>
</tr>
<tr>
<td>04 Jan 2021</td>
<td>Revenue: INR 74.85 Lakhs</td>
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Ridership and Revenue since resuming operations

- Pre COVID’19 lockdown, the daily bus ridership of PMPML on 10 February 2020 was 12,35,353 with a daily fare box revenue of INR 1.83 crores.
- On announcement of COVID’19 lockdown, the revenue reduced to INR 1.26 lakhs on 23 March 2020.
- Since resuming operations on 03 September 2020, the bus ridership has increased by over 800%.
- On 04 January 2021, the ridership was 5,48,578 with a revenue of Rs.87.00 Lakhs. PMPML's revenue is increasing at a fast pace and has achieved 47% of pre COVID’19 revenue levels.
Thank You