UITPANZ WEBINAR SERIES

Public Transport Responses To COVID-19

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UITP Australia New Zealand
Public Transport Responses To COVID-19

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Introductory Remarks

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Overview

- Introduction and housekeeping
- How to manage COVID-19 in Public Transport
- Case Study – Shenzen Bus
- Panel Q&A with Joe Ma, Hallie Liao and Yale Wong
Webinar Housekeeping

- Microphones on mute
- Submit questions via Control Panel
- Questions will be responded to during the Panel Q&A
- Webinar is being recorded and will be sent to attendees
- Short survey at end of webinar
How to Manage COVID-19 in Public Transport?

Tuesday 24 March 2020

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UITP Australia New Zealand
General principles of pandemic planning
Context of public transport
PANDEMIC CONTROL PLANNING PRINCIPLE

• Public transport is an essential service to be maintained as long as possible
• PTO has responsibility as operator, employer, service provider to society

Objectives:
• to prevent unnecessary unrest among staff, passengers and other stakeholders;
• to limit the risk of contamination on the job;
• to provide adequate support and service to the region;
• to limit the pandemic impact on business continuity.
MEASURES TO BE CONSIDERED

- Personal protection and cleaning
- Reducing contact
- Adapting service levels
- Communication (internal and external)
- Liaison with authorities and other relevant stakeholders
PERSONAL PROTECTION AND CLEANING

Hygienic needs supply

- hand sanitizer and paper tissues in common staff facilities for general access;
- handing out a personal supply to staff in remote locations or in front-line positions may be considered

Personal protective equipment

- the effect of respiratory masks is debated, the impact of staff wearing masks has to be considered in the local context
- disposable gloves/respiratory masks may be considered for staff with special exposure, such as cleaners;

Cleaning routines

- may have to be adapted in frequency and focus on disinfection of common surfaces
- hand-over routines for drivers should be reviewed, making waste removal and surface disinfection part of the individual responsibility
Crossing Signal is on automatic
So you don’t need to push the button
CONTACT REDUCTION

Customer-facing staff

• limit service staff to positions with sufficient distance and protection from public
• replace cash handling with electronic payment only;
• rear-door boarding only and driver separation in vehicles without driver cabin
• suspend ticket inspections

Back-office staff

• options for remote working should be considered for all feasible positions
• physical gatherings should be replaced by conference calls
• reducing the employee density by alternating presence and remote working could be considered
• canteens should be closed and only provide take-away service (If essential opening times might be extended to spread stream of customers)
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SERVICE LEVEL ADAPTATION

Service level adaptations will need to be considered due to:

- reduced staff availability;
- reduced travel demand due to social distancing and reduced public activities;
- travel restriction imposed by authorities

Service reduction due to less demand

- could follow the weekend or school holiday timetable, which reflects a regular business procedure;
- keep operational staff temporarily not needed at home as back-up when needed due increased sickness rates

Service reduction due to staff shortage

- Non-critical business processes may be postponed or suspended to ensure staff availability for critical missions as long as possible
COMMUNICATION

**Internal**

- facts about the pandemic situation in general and the region;
- explanation of measures that are taken by the company;
- virus symptoms and what to do
- reminder of personal hygienic rules as preventive measure
- **Transparency and reassurance are key to ensure staff is willing to continue working!**

**External**

- reminder of personal hygienic rules as preventive measures
- reliable information concerning available service and any adaptation
COORDINATION AND LIAISON

**Internal**
- Installation of crisis management team;
- Identification of business-critical positions and processes
- Review of stock and supply of hygienic and personal protection means
- Review of stock and supply chains of operational material

**External**
- Liaison with responsible authorities to be informed about relevant alert levels and recommended/required measures
- Liaison with neighboring PT operators to align plans, exchange experience and ensure a coherent response

Switch all gatherings to digital means and services!
Combating COVID-19
Shenzhen Bus Group's Experience

Joe Ma
Deputy General Manager, SZBG
Chairman, Taxi & Ride-hailing Committee, UITP

Hallie Liao
Head of International Development
Shenzhen Bus Group
About COVID-19

Confirmed COVID-19 Cases

City | Total Population | Confirmed Cases | Infected Percentage
--- | --- | --- | ---
Wuhan | 14 Million | 50,005 | 0.36%
Shenzhen | 20 Million | 439 | 0.0022%
Shanghai | 24 Million | 404 | 0.0016%
Beijing | 21 Million | 522 | 0.0024%
Guangzhou | 15 Million | 372 | 0.0025%
During the pandemic, Shenzhen has continued to offer reduced public transportation services. While some cities have shutdown public transportation. However, take Wuhan as example, limited services were still offered by public transport operators to essential personnel such as medical professionals, delivery and emergency services.

### Statistics

<table>
<thead>
<tr>
<th>Statistics</th>
<th>Feburary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus Ridership</td>
<td>280,150,000 (86.6%↓)</td>
</tr>
<tr>
<td>Rail and Metro Ridership</td>
<td>183,860,000 (85.9↓)</td>
</tr>
<tr>
<td>Taxi Ridership</td>
<td>132,740,000 (82.2↓)</td>
</tr>
</tbody>
</table>

### Wuhan Emergency Response

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Vehicle Mobilized</td>
<td>590</td>
</tr>
<tr>
<td>Residential Area Serviced Per Driver</td>
<td>10+</td>
</tr>
<tr>
<td>Items Delievered Per Driver</td>
<td>1000+</td>
</tr>
</tbody>
</table>

Source: Changjiang Daily
Emergency Measures
Emergency Measures

- Measures to adjust bus services during the epidemic
- Emergency procurement procedures
- Robust management of staff movement and deployment
- Clear & unified information communication platform
Emergency Measures

Canteen & Cafeteria Management
"Costa Venezia" Cruise Ship

Shekou Port

5,000 Passengers

148 Hubei Passengers

70 Emergency Vehicles

Seven Emergency Vehicles

Costa Venezia
Shenzhen Bay Port
Important gateway

8 Disinfected Emergency Vehicles on Standby

202 Passengers were Transferred in 4 Days
Resumption of Business & Work

1. 14 Temperature Check Stations
2. “One Route One Plan”
   “iShenzhen”
   “Epidemic Prevention” APP
3. 87 Lines for Key Areas
4. No more than 50% Passenger Loads
Online Training Courses

- A Guide to Public Transport Epidemic Prevention
- Notification to Shenzhen Citizens, Incoming Visitors and Businesses
- Technical Guide for Public Transport Disinfection
- Mobilisation Measures Against Covid-19

Training Evaluation Management System
Stringent Measures at All Taxi Depots

- **Minimal Contact Anti-Virus**
  - Taxis

- **Disinfecting all vehicles at least 3 times everyday**

- **All drivers are asked to register via a QR code**

- **A 14-day mandatory quarantine**

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*Pengcheng Taxis & Shum Hong Taxis*
Taxi Services

Reducing monthly taxi rental fee & Cutting electricity charging service fee by half in 10 charging stations operated by SZBG.

All Taxi drivers - Online Learning APP “Training Evaluation Management System”

750 Taxi Drivers & 4,000 Urgent Items

Pengcheng Taxis & SF Express - Joint Courier Services.
Intelligent Operation System

High-density Passenger Carriage
Early Warning

Video Conference, Video Networking & Intelligent Dispatch
Caring for the Community & Staff

- Free Transfer Service for Blood Donors
- Free Health Service to Public Transport Staff through Online Clinics
- Employee Assistance Programme (EAP)
- Hotline for Counseling
- Hairdressing Services
PANEL

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QUESTIONS?
USEFUL REFERENCES

Global case studies and practices against Covid-19

UITP Coronavirus exchange platform
THANK YOU!