

# Combating COVID-19

## Shenzhen Bus Group's Experience

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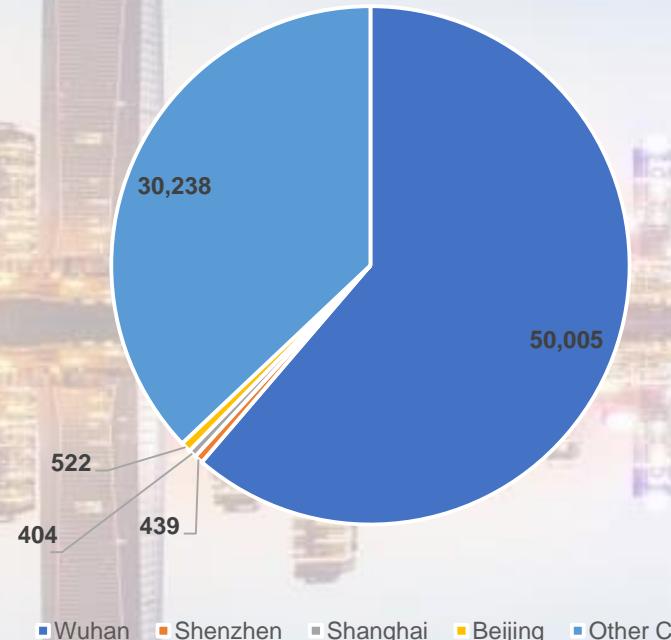
Hallie Liao

Head of International Development

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# About COVID-19

Confirmed COVID-19 Cases



City	Total Population	Confirm 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%

# About COVID-19

Statistics	Feburary
Bus Ridership	280,150,000 (86.6%↓)
Rail and Metro Ridership	183,860,000 (85.9↓)
Taxi Ridership	132,740,000 (82.2↓)

During the pandemic, Shenzhen has continued to offer reduced public transportation services.

Wuhan Emergency Response	
Emergency Vehicle Mobilized	590
Residential Area Serviced Per Driver	10+
Items Delievered Per Driver	1000+

While some cities has shutdown public transportation. However, take Wuhan as example, limited services were still offered by public transport operators to essencial personnel such as medical professionals, delivery and emergency services.

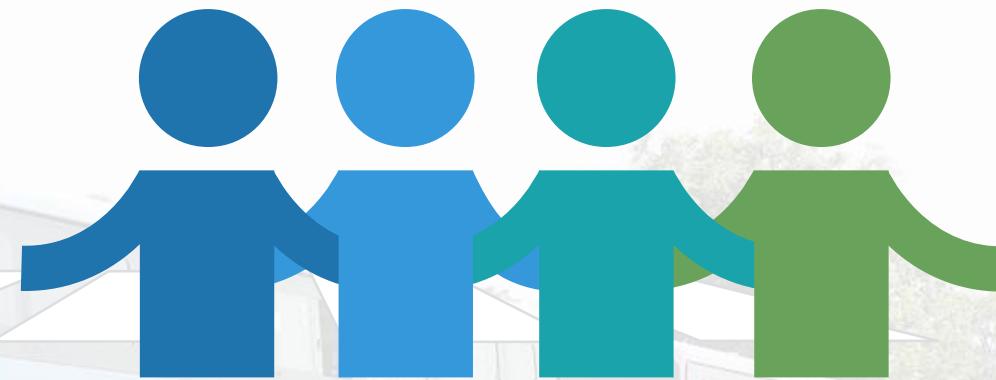


Source: Changjiang Daily

# 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

Costa Venezia

Seven  
Emergency  
Vehicles

# 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

3

87 Lines for Key Areas

2

“One Route One Plan”  
“iShenzhen”  
“Epidemic Prevention” APP

4

No more than 50% Passenger Loads



# Online Training Courses



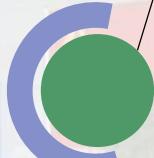
Training Evaluation  
Management  
System



A Guide to Public  
Transport Epidemic  
Prevention



Technical Guide for  
Public Transport  
Disinfection



Notification to  
Shenzhen Citizens,  
Incoming Visitors and  
Businesses



Mobilisation  
Measures Against  
Covid-19

# Taxi Services

Pengcheng  
Taxis & Shum  
Kong Taxis

- 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

Stringent Measures at All Taxi Depots



# 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”

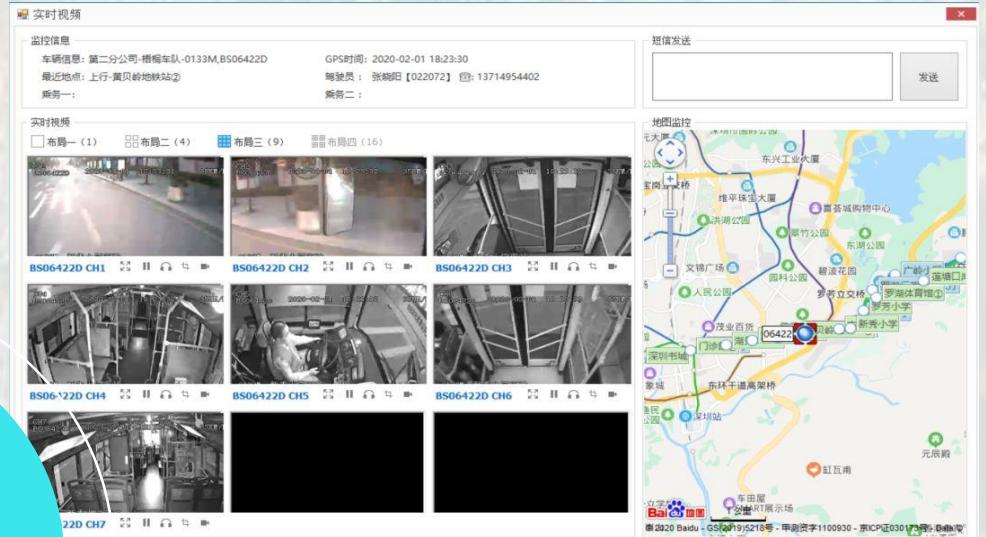
750 Taxi Drivers & 4,000 Urgent Items



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



Employee Assistance Programme (EAP)



Hairdressing Services



Free Health Service to Public Transport Staff through Online Clinics



Hotline for Counseling

# Thank You

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