



**BANGALORE METROPOLITAN TRANSPORT CORPORATION  
CENTRAL OFFICES, BANGALORE-560 027**

**Response to Volvo Report by Praja**

- 1. Website:** The BMTC website has been revamped – it is now more user friendly with improved online customer support and a route search tool. All the points mentioned in the report have been addressed. We are currently testing the new website and will launch it in the coming weeks.
- 2. Volvo Positioning:** The Volvo buses are positioned to attract commuters who otherwise travel by private vehicles. The primary focus is on connectivity to IT / Industrial facilities and some other specific areas of the city. Volvos are for comfort and fast travel with limited stops. Though Volvos seem more suitable for destination based travel (given the above objective), Traffic Operations, Department at BMTC has been working on integrating them into the wider bus network, increasing transit options and thereby, coverage.
- 3. Routes & Timings:** On an experimental basis, Volvos have been introduced on the BIG10 - Electronic City route. Feeder services are also being discussed to provide last mile connectivity in some localities. Other route rationalization suggested will be considered. Volvo times are set according to the demand on the routes. BMTC will look into your suggestions to slot timings more appropriately.
- 4. Ticket Fare & Passes:** BMTC has been trying to further simplify fares and make them affordable by increasing volumes. Passes have been further revised. They can be renewed online on the new website and are also available with all conductors on Vajras. We will act on your suggestions to make them more widely available.
- 5. Bus Stops & Route Support Infrastructure:** BMTC is in the process of putting up route information - fares and maps on all Vajra bus stops. We have requested for bus priority lanes, and Outer Ring Road has been considered. *Suggestions Noted: BMTC will ensure Volvo buses stop at the bus stops and make sure that its bus stations, TTMCs are kept clean, well lit and hygienic.*
- 6. Feedback & Customer Service:** A study is underway to ascertain demand for Volvos based on willingness to pay/OD surveys and other criteria. Recruiting transport planners is also on the agenda to

help the management. An integrated control centre is going to be set up in the near future for convenience of commuters for feedback, queries, response on emergency situations etc