SOALAN LAZIM (FAQ)
BERKAITAN PERINTAH KAWALAN PERGERAKAN BERSYARAT (PKPB)
KEMENTERIAN PENGANGKUTAN, SARAWAK

SEKTOR DARAT (*LAND TRANSPORT*)

I. Perkhidmatan Pengangkutan Awam Darat (Bas Berhenti-henti, Bas Wilayah, Kereta Sewa, Teksi dan E-Hailing)

1. Apakah langkah-langkah keselamatan dan kawalan kesihatan yang akan dikenakan ke atas perkhidmatan bas?

What are the health and safety measures imposed on bus services?

Penjarakan sosial akan dilaksanakan dalam semua pengangkutan bas. Kapasiti bas dihadkan pada kadar 50% sahaja, mengambil kira arahan penjarakan antara individu sekurang-kurangnya pada jarak 1 meter. Kawalan jumlah penumpang adalah terletak pada pemandu.

Semua pengendali menyediakan pelekat bagi tujuan penjarakan sosial. Jika pada tempat duduk berdua atau bertiga, maka satu tempat duduk dikosongkan dan diletakkan pelekat penjarakan sosial. Di ruang berdiri, pelekat penjarakan sosial dengan jarak 1 meter ditampal.

Di tempat berdiri pula, tanda berdiri akan ditampal di lantai bas.

Pembersihan bas dan fasiliti selepas setiap trip serta di depot setelah tamat waktu operasi.

Semua bas akan diminta menyediakan hand sanitizer di dalam bas dan penumpang WAJIB menggunakan hand sanitizer setiap kali turun dan naik Bas.

Social distancing will be applied to all public buses. The bus capacity is limited to 50% only with a social distance of 1 meter. The number of passengers on the bus is to be determined by the driver.

All operators are to provide markings on the bus for social distancing purposes. If there are two or three seats, one seat is to be kept empty.

At the standing spaces on the bus, markings are to be placed on the floor of the bus.

Bus and facilities are to be cleaned after each trip as well as at the depot after operating hours.

All buses will be provided with hand sanitisers which passengers must use each time they board and leave the bus.

2. Apakah syarat-syarat yang akan dikenakan kepada penumpang bas dan kereta sewa?

What are the terms and conditions imposed on the bus and licensed van?

Semua penumpang adalah diwajibkan menggunakan pelitup muka pada setiap masa menaiki bas atau kereta sewa. Semua penumpang hendaklah mematuhi semua arahan daripada pemandu bas dan kereta sewa.

Penumpang yang bergejala adalah tidak dibenarkan untuk menggunakan perkhidmatan bas dan kereta sewa.

Penumpang dinasihatkan untuk membuat pembayaran tiket dengan menggunakan pembayaran tanpa tunai seperti menggunakan pas bulanan.

All passengers must always wear face mask in buses and licensed vans. All passengers are required to adhere to the instructions from the bus drivers and licensed van drivers.

Passengers with symptoms are not allowed on the buses and licensed vans.

Passengers are advised to purchase ticket via cashless payments such as monthly passes.

3. Apakah syarat yang akan dikenakan kepada penumpang teksi dan e-hailing?

What are the terms and conditions imposed on taxi and e-hailing passengers?

Bagi perkhidmatan teksi dan e-hailing, had maksima penumpang hanyalah dua orang pada satu-satu masa. Penumpang pula wajib duduk di kerusi belakang.

Semua penumpang adalah diwajibkan menggunakan pelitup muka pada setiap masa menaiki teksi dan e-hailing.

Semua penumpang hendaklah mematuhi semua arahan daripada pemandu teksi dan e-hailing.

Penumpang yang bergejala adalah dinasihatkan untuk tidak menggunakan perkhidmatan teksi dan e-hailing.

Penumpang dinasihatkan untuk membuat pembayaran secara atas talian sahaja.

Pemandu dan penumpang juga adalah digalakkan menggunakan *hand sanitizer* sebelum dan selepas mengambil/menurunkan penumpang atau penumpang menaiki/menurun kenderaan.

For taxi and e-hailing services, the maximum number of passengers at any one time is two and passengers must be seated at the back.

All passengers are required to wear face mask at all times when riding in the taxi and e-hailing.

All passengers are required to adhere to instructions from taxi and e-hailing drivers.

Passengers with symptoms are not allowed into the taxi and e-hailing.

Passengers are advised to purchase ticket via cashless payments.

Drivers and passengers are encouraged to use hand sanitiser before boarding and alighting from the vehicle.

4. **Bagaimanakah pula untuk pemandu teksi dan e-hailing?**
   What about taxi and e-hailing drivers?

   Syarat kawalan kesihatan yang sama adalah dikenakan kepada pemandu. Pemandu hendaklah memastikan mereka bebas daripada sebarang simptom sebelum boleh berkerja. Mereka juga hendaklah memakai pelitup muka pada setiap masa bekerja.

   The same health control conditions are applicable to drivers. Drivers must ensure that they are free of any symptoms before they can resume work. They should always wear face mask during the work duration.

5. **Adakah terdapat syarat lain bagi penumpang bas, kereta sewa, teksi dan e-hailing?**
   Are there any other conditions for passengers of bus, licensed van, taxi and e-hailing services?

   Semua penumpang yang menggunakan perkhidmatan tersebut adalah digalakkan memuat turun dan mendaftar di dalam aplikasi MySejahtera.

   All passengers using the services are encouraged to download and register themselves on the MySejahtera app.

II. Perkhidmatan di Terminal Pengangkutan Awam Darat
Services at the Land Public Transport Terminal

6. Adakah terminal pengangkutan awam darat akan beroperasi seperti biasa?
Will the land public transport terminal operate as usual?

Ya, terminal pengangkutan awam darat akan dibenarkan untuk beroperasi seperti biasa.

Yes, land public transport terminals will be allowed to operate as usual.

7. Apakah tindakan kawalan kesihatan dan keselamatan yang akan dilaksanakan di terminal?
What are the health and safety measures implemented at the terminal?

Semua pihak operator terminal telah diminta untuk melaksanakan langkah-langkah kawalan kesihatan seperti berikut:

All terminal operators have been asked to implement the following health control measures:

i. memeriksa suhu badan penumpang yang berurusan di terminal. Penumpang yang mempunyai gejala akan diminta untuk pulang ke rumah;

   Check the body temperature of passengers at the terminal. Passengers with symptoms will be asked to go home;

ii. Pengendali terminal hendaklah menyediakan keperluan bahan pencuci tangan (hand sanitizer) di kaunter tiket dan kawasan pintu utama;

   Terminal operators are to provide hand sanitisers at ticket counters and at the main entrance of the terminal;

iii. Pengendali terminal hendaklah melabel tempat seperti balai ketibaan/pelepasan (waiting area), kaunter tiket atau mana-mana tempat tumpuan pengguna dengan menggunakan pelekat khas bagi memberi panduan kepada pengguna terminal untuk mematuhi penjarakan sosial (social distancing) minima 1 meter;

   Terminal operators are to label places such as arrival / departure waiting areas, ticket counters or any other places where people congregrate with special stickers as guidance for terminal users to adhere to social distancing of at least 1 meter;

iv. Memastikan kedudukan kerusi di dalam balai pelepasan perlu dijarakkan selang 1 kerusi dan pengendali terminal hendaklah memastikan kawalan kapasiti penumpang adalah berdasarkan kapasiti yang membenarkan penjarakan sosial (social distancing) minima 1 meter;

Ensure the seating at departure area is spaced alternatively 1 seat empty and the terminal operator is required to ensure that the passenger capacity is controlled based on 1 meter social distancing;

v. Pengendali terminal hendaklah mengalakkan orang awam untuk membuat pembelian dan pembayaran tiket di mesin tiket layan diri;

The terminal operators need to encourage the public to purchase ticket at the self-service ticket kiosks;

vi. Penumpang, pekerja dan peniaga hendaklah memakai pelitup muka pada setiap masa;

Passengers, employees and merchants are to wear face mask at all times;

vii. Pengendali terminal hendaklah membuat pengumuman kawalan dan pencegahan Covid-19 secara berkala;

Terminal operators are to periodically announce regarding the control and prevention of Covid-19;

viii. Pengendali terminal dikehendaki menjalankan proses pembersihan dan nyahkuman/disinfekasi dengan kerap di kawasan yang selalu disentuh seperti pintu, kerusi dan tempat pemegang dan mana-mana tempat yang kerap. (minima setiap 8 jam); dan

Terminal operators are required to carry out regular cleaning and disinfection at high-touch areas such as doors, chairs, holders and any frequented places (minimum once in 8 hours); and

ix. Memastikan pekerja serta peruncit di kawasan terminal perlu menjalani saringan gejala setiap hari sebelum memulakan operasi. Mereka akan dibenarkan beroperasi sehingga mendapatkan keputusan positif atau mempunyai simptom, di mana mereka akan diarahkan berhenti beroperasi sepenuhnya.

Ensure that workers and retailers in the terminal area undergo daily health screening for symptoms before commencing operation. They will be allowed to operate unless they are tested positive for Covid-19 or have symptoms, by which they will be asked to stop operating completely.

ADDITIONAL FAQ (LAND TRANSPORT)

1. **Do bus operators provide masks for the bus journey?**

   No, all passengers are required to purchase and use their own masks.

2. **Will the bus be carrying full capacity?**

   The bus capacity is limited to 50% only with a social distance of 1 meter.

3. **Is there any change in the bus fare during CMCO?**

   There is no change in the bus fare during CMCO.

4. **Can passengers bring live birds, animals or pets into the bus?**

   Passengers are advised that bringing all kind of animals and live farm animals onto the vehicle is not permitted.

5. **Are the cabin of the bus and its seats and ancillary facilities (overhead compartment, air conditional filters) cleaned with approved disinfectant after every journey?**

   The cabin of the buses is cleaned with approved disinfectant at designated stops. Onward journey passengers may be required to disembark so that cleaning and disinfectant services can be carried out.

6. **Can food be consumed during the journey?**
Bolehkah makanan diambil semasa dalam perjalanan?

It is advised not to consume food in the bus for safety and good hygiene practices.

Dilarang makan dan minum dalam bas bagi tujuan keselamatan dan amalan kebersihan yang baik.

KEMENTERIAN PENGANGKUTAN, SARAWAK
08 MEI 2020