Table of Contents (Work in progress)

Table of Contents (Work in progress)

1. Due Acknowledgment

We extend our special gratitude to the Honorable Secretary of the National Safety Council, Bengaluru – Karnataka Chapter for enabling us to take up this pilot and survey for delivering a handbook on improving road safety via customer engagement sensitization, readiness and related exercises.

We wish to acknowledge our sincere gratitude for all valuable guidance and constructive suggestions in the preparation of the handbook.

We wish to acknowledge the automobile dealer network for the brand _____ in helping us evaluate a pilot of the handbook.

We thank all other people directly and indirectly connected to this mission of improving road safety.

ANALYST NAME: VENKATRAM K S

Associate ANALYST NAME: AAKKASH K V

Cost Benefit Analysis for the NSSR-RS Handbook

Why is the NSSR-RS Handbook needed?

The NSSR-RS Handbook can help

- ❑ Condition assessment/Problem determinism
- ❑ Definitive Inventory
- ❑ Demand conditioning and enabling
- ❑ Customer Support for Anytime Anyhow and Anywhere service incorporation

The NSSR-RS Handbook can make a difference to

- ❑ Forward Lifetime investments for safe and sustainable commuting
- ❑ 4P(s) and 6M(s) for safety

The NSSR-RS programme views the following as important for its success:

- ❑ Infrastructure and Training facilities
- ❑ Training capacity/roadmap
- ❑ Training Instructors
- ❑ Centre of Excellence framework (**NSSR-RS-COE**)
- ❑ Continual consistency, control and commitment for the NSSR-RS curriculum

Editioning

- ❑ Digital form
- ❑ Printed form (size 29.7 cm x 21 cm)
- ❑ Online version
- ❑ NSSR-RS Pull-out Holder
- ❑ Social Responsibility Addition to any Vehicle Document Holder

Price-points

- ❑ Accelerates synergy for safe and sustainable commuting
- ❑ Adds and helps value perpetuation for social responsibility towards road safety
- ❑ Furthers Anytime-Anywhere-Anyhow service incorporation with Nth Line Support Liaison and Supply Chain Collaboration
- ❑ Granularity-Accountability-Transformability to reduce accidents via Active Culture, Commitment and Incorporation

2. Understanding of product and service quality

Quality of automobile products and services

- ✓ Excellent design, aesthetics, and attention to detail

- ✓ Right for Health & Safety (of the customer/consumer)

- ✓ Conducive work influencers

- ✓ Excellent part/product/assembly engineering and ergonomics

- ✓ Right materials with test assurance

- ✓ Reduced incidence rate or likelihood

- ✓ Entry-level or supportive timing

- ✓ Equipped with Performance data

- ✓ Conducive inventory turnover rate

3. Understanding of customers and the market

Understanding of the market for automobile products and services

- ✓ Target population

- ✓ Demography

- ✓ Customer segmentation

- ✓ Customer trends

- ✓ Customer satisfiers

- ✓ Customer interest in Health and Safety

- ✓ Customer interest to adapt, and adopt recommendations, guidelines and regulations

4. Understanding of customer satisfaction

- **Understanding of customer satisfiers**

✓ Assurance for key factors such as standards, safety, quality, reliability, and responsiveness

✓ Appropriate cost of quality and defect sampling rate (for change in technology and/or change in innovation strategy)

✓ Appropriate understanding and guidance strategy (to match demand and supply)

✓ Appropriate organizational culture for National Safety Social Responsibilities (NSSR), Connected Quality management, Connected Road Safety management, and Customer Relationship Management

✓ Appropriate systemic responsiveness for needs, enablers, benefits analysis, incidences, complaints, feedback and/or competition

- **Key indicators of customer satisfiers**

✓ Timely "needs-understanding" of customer segment for road safety enablers

✓ Timely incidence acknowledgment/management

✓ Zero or minimum returns/rejects/incidences/complaints

✓ Zero operational defects, safe, well-maintained & optimally performing vehicles, assist & safety systems

5. Culture of National Safety Social Responsibilities (NSSR)

Trusted Emergence in National Safety Council programmes for Road Safety could mean

Designing and developing a culture for road safety with **Proven granularity, Accountability and Transformability** at the macro and micro levels.

Proven granularity could mean defining a NSSR for Road Safety Scorecard, where there is a commitment to incorporate a series of knowledge enabled exercises to sensitize, prepare, deploy, assess and monitor road safety practices adhered to at

❑ The **Dealer Network Model level**

❑ The **Customer / Commuter level**

❑ The **Learning and Growth level** to help strategize NEXT steps for knowledge centric programmes

❑ The **Deep Interaction Link level** to help strategize alignment for NSSR for road safety in the nature of purchase, nature of ownership and nature of association at the CRM/SCM/FLT levels

ATTN: The mentioned Abbreviations mean

CRM: Customer Relationship Management

SCM: Supply Chain Management

FLT: Forward Lifetime Theory

5.1 Culture of National Safety Social Responsibilities (NSSR)

Commitment to incorporate a series of knowledge enabled exercises to sensitize, prepare, deploy, assess and monitor road safety practices adhered to at

❑ The **Dealer Network Model level** by designing incorporations like the NSSR Handbook that is to be communicated about and given to the customer along with the Owner's manual

❑ The communications and reviews at the dealership level should be

✓ About Customer Health and Safety

✓ About solution finding to help the Customer adapt, and adopt NSSR recommendations, guidelines and regulations specific to Road Safety

5.2 Culture of National Safety Social Responsibilities (NSSR)

Commitment to incorporate a series of knowledge enabled exercises to sensitize, prepare, deploy, assess and monitor road safety practices adhered to at

❑ The **Customer / Commuter level** by designing incorporations for the customer to survey, assess and report responses for

✓ Timely "needs-understanding" for road safety practices or enablers

✓ Timely incidence acknowledgment/management for road safety practices or enablers

✓ Record of returns/rejects/incidences/complaints about road safety enabling incorporations, products and services

✓ Record of packaging defects of road safety enabling incorporations, products and services

5.3 Culture of National Safety Social Responsibilities (NSSR)

Commitment to incorporate a series of knowledge enabled exercises to sensitize, prepare, deploy, assess and monitor road safety practices adhered to at

❑ The **Learning and Growth level** to help strategize NEXT steps for knowledge centric programmes that rely on

- ✓ Appropriate organizational culture for National Safety Social Responsibilities (NSSR), Connected Quality management, Connected Road Safety management, and Customer Relationship Management

- ✓ Appropriate NSSR systemic assurance for standards, safety, quality, reliability, and responsiveness for needs, enablers, benefits analysis, incidences, complaints, feedback and/or competition

5.4 Culture of National Safety Social Responsibilities (NSSR)

Commitment to incorporate a series of knowledge enabled exercises to sensitize, prepare, deploy, assess and monitor road safety practices adhered to at

❑ The **Deep Interaction Link level** to help strategize alignment for NSSR for road safety in the nature of purchase, nature of ownership and nature of association at the CRM/SCM/FLT levels for

- ✓ Excellent part/product/assembly engineering and ergonomics

- ✓ Right materials with test assurance

- ✓ Excellent design, aesthetics, and attention to detail

- ✓ Right for surveys/studies of NSSR specific Health & Safety (of the customer/consumer)

- ✓ Conducive purchase/ownership/maintenance influencers

- ✓ Conducive inventory turnover rate

- ✓ Conducive NSSR surveys/studies/reports for Road Safety

5. Culture of National Safety Social Responsibilities (NSSR)

Trusted Emergence in National Safety Council programmes for Road Safety could mean

Designing and developing a culture for road safety with **Proven granularity, Accountability and Transformability** at the macro and micro levels.

Proven granularity could mean defining a NSSR for Road Safety Scorecard, where there is a commitment to incorporate a series of knowledge enabled exercises to sensitize, prepare, deploy, assess and monitor road safety practices adhered to at

❑ The **Dealer Network Model level**

❑ The **Customer / Commuter level**

❑ The **Learning and Growth level** to help strategize NEXT steps for knowledge centric programmes

❑ The **Deep Interaction Link level** to help strategize alignment for NSSR for road safety in the nature of purchase, nature of ownership and nature of association at the CRM/SCM/FLT levels

ATTN: The mentioned Abbreviations mean

CRM: Customer Relationship Management

SCM: Supply Chain Management

FLT: Forward Lifetime Theory

Continual focus can add preponderance of possibilities, and business insights of tomorrow into relevant classes of automobiles/parts/components/vehicles/goods.

5.1 Culture of National Safety Social Responsibilities (NSSR)

Commitment to incorporate a series of knowledge enabled exercises to sensitize, prepare, deploy, assess and monitor road safety practices adhered to at

❑ The **Dealer Network Model level** by designing incorporations like the NSSR Handbook that is to be communicated about and given to the customer along with the Owner's manual

❑ The communications and reviews at the dealership level should be

✓ About Purpose, Efficiency, Quality and Safety

✓ About solution finding to help the Customer adapt, and adopt NSSR recommendations, guidelines and regulations specific to Road Safety

5.2 Culture of National Safety Social Responsibilities (NSSR)

Commitment to incorporate a series of knowledge enabled exercises to sensitize, prepare, deploy, assess and monitor road safety practices adhered to at

❑ The **Customer / Commuter level** by designing incorporations for the customer to survey, assess and report responses for

✓ Timely "needs-understanding" for transportation and road safety practices or enablers

✓ Timely incidence or supply chain disruption acknowledgment/management for road safety practices or enablers

✓ Record of returns/rejects/incidences/complaints about road safety enabling assembly, incorporations, products and services

✓ Record of assembly or customization defects of road safety enabling incorporations, products and services

5.3 Culture of National Safety Social Responsibilities (NSSR)

Commitment to incorporate a series of knowledge enabled exercises to sensitize, prepare, deploy, assess and monitor road safety practices adhered to at

❑ The **Learning and Growth level** to help strategize NEXT steps for knowledge centric programmes that rely on

✓ Appropriate organizational culture for National Safety Social Responsibilities (NSSR), Connected Quality management, Connected Road Safety management, Connected Payload Safety Management and Customer Relationship Management

✓ Appropriate NSSR systemic assurance for standards, safety, quality, reliability, and responsiveness for needs, enablers, benefits analysis, incidences, complaints, feedback and/or competition

5.4 Culture of National Safety Social Responsibilities (NSSR)

Commitment to incorporate a series of knowledge enabled exercises to sensitize, prepare, deploy, assess and monitor road safety practices adhered to at

❑ The **Deep Interaction Link level** to help strategize alignment for NSSR for road safety in the nature of purchase, nature of ownership and nature of association at the CRM/SCM/FLT levels for

- ✓ Excellent build quality, part/product/assembly engineering and ergonomics

- ✓ Right design, engineering, parts assembly, materials with test assurance

- ✓ Excellent design, aesthetics, and attention to detail

- ✓ Right for surveys/studies of NSSR specific Health & Safety (of the customer/consumer)

- ✓ Conducive purchase/ownership/fleet management/maintenance influencers

- ✓ Conducive inventory turnover rate

- ✓ Conducive NSSR surveys/studies/reports for Road Safety, Crash worthiness and Payload Safety

6. Drive India NSSR-RS Units

Units 1 to ____ are part of the NSSR Commitment to incorporate a series of knowledge enabled exercises to sensitize, prepare, deploy, assess and monitor road safety practices adhered to by a driver/commuter/customer engagement for NSSR-RS provider (proposed to be a NSSR-RS Desk sending out notifications and proactive responses by the NSSR-RS sensitized traffic management network)

Working through any of the Units 1 to ____, will need the NSSR responder to review

i.   An Introduction to the unit

ii.   The Key Learning of the unit

iii.   The Safety Focus and Criteria of the unit

iv.   The Hazards Analysis for the unit

v.   The NSSR specific Involvement for the unit

vi.   The expected Responses reported for the unit

vii. The Complaints commonly reported for the unit

==The RTO's review of the relevant units can help this mission of road safety.==

Key Learning Pull-out Forms

(Pull-out marks are WIP)

Key Learning Pull out for Unit 1 (Mandatory Traffic Signs)

ii. **The Key Learning of the unit**

1. Violation of these signs could

lead to serious accidents

2. Violation of these signs lead

to punishments, penalties

and fines

Sign	Hindi	English
	रुकिए	Stop
	रास्ता दीजिए	Give Way
	प्रवेश निषेध	No Entry
	आने वाले यातायात को प्राथमिकता	Priority for Oncoming Traffic
	सभी मोटर वाहनों का आना मना है	All Motor Vehicles Prohibited
	ट्रकों का आना मना है	Truck Prohibited
	बैलगाड़ियों और हाथठेलों का आना मना है	Bullock & Hand Cart Prohibited
	बैलगाड़ियों का आना मना है	Bullock Cart Prohibited
	तांगों का आना मना है	Tongas Prohibited
	हाथ ठेलों का आना मना है	Hand Cart Prohibited
	साइकिलों का आना मना है	Cycle Prohibited
	पदयात्रियों का आना मना है	Pedestrians Prohibited
	दाएं मुड़ना मना है	Right Turn Prohibited
	बाएं मुड़ना मना है	Left Turn Prohibited
	वापस मुड़ना (यू–टर्न) मना है	U-Turn Prohibited
	ओवरटेकिंग (आगे निकलना) मना है	Overtaking Phohibited
	हॉर्न बजाना मना है	Horn Prohibited
	चौड़ाई सीमा	Width Limit
	ऊंचाई सीमा	Height Limit
	लंबाई सीमा	Length Limit
	भार सीमा	Load Limit
	एक्सल भार सीमा	Axle Load Limit
	गति सीमा	Speed Limit
	गाड़ी खड़ी करना मना है	No Parking
	गाड़ी रोकना या खड़ा करना मना है	No Stopping or Standing
	बाएं मुड़ना अनिवार्य (दाएं यदि संकेत विपरीत है)	Compulsory Turn Left (Right if Symbol is Reversed)
	आगे चलना अनिवार्य (केवल आगे)	Compulsory Ahead (Ahead only)
	आगे चलकर दाएं मुड़ना अनिवार्य (बाएं यदि संकेत विपरीत है)	Compulsory Turn Right Ahead (Left if Symbol is Reversed)
	आगे चलना या दाएं मुड़ना अनिवार्य	Compulsory Ahead or Turn Right
	आगे चलना या बाएं मुड़ना अनिवार्य	Compulsory Ahead or Turn Left
	बाएं रहकर चलना अनिवार्य	Compulsory Keep Left
	अनिवार्य साइकिल मार्ग	Compulsory Cycle Track
	हॉर्न बजाना अनिवार्य	Compulsory Sound Horn
	अनिवार्य न्यूनतम गति	Compulsory Minimum Speed
	रोक समाप्ति चिन्ह	Restriction Ends

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

23

Key Learning Pull out for Unit 2 (Cautionary Traffic Signs)

ii. **The Key Learning of the unit**

1. Violation of these signs could

lead to sudden collisions, crashes

and accidents due to lack of

preparedness for the road conditions

2. Violation of these signs do not

Lead to punishments, penalties

and fines

दाहिना मोड़ Right Hand Curve	बायां मोड़ Left Hand Curve	दाहिना घुमावदार मोड़ Right Hair Pin Bend	बायां घुमावदार मोड़ Left Hair Pin Bend	दाहिने मुड़कर फिर आगे Right Reverse Bend	बाएं मुड़कर फिर आगे Left Reverse Bend	खड़ी चढ़ाई Steep Ascent
सीधी ढलान Steep Descent	आगे रास्ता संकरा है Narrow Road Ahead	आगे रास्ता चौड़ा है Road Widens Ahead	संकरा पुल Narrow Bridge	फिसलन भरी सड़क Slippery Road	बिखरी बजरी Loose Gravel	साईकिल क्रॉसिंग Cycle Crossing
पैदल क्रॉसिंग Pedestrian Crossing	आगे स्कूल है School Ahead	यातायात संकेतक Traffic Signal	पशु Cattle	नौका Ferry	पत्थर लुढ़कने की संभावना Falling Rocks	खतरनाक गहराई Dangerous Dip	उभार या ऊबड़–खाबड़ सड़क Hump or Rough Road
आगे अवरोध है Barrier Ahead	मध्य पट्टी में अंतर Gap in Median	चौराहा Cross Road	बायीं ओर पार्श्व सड़क Side Road Left	दाहिनी ओर पार्श्व सड़क Side Road Right	टी – तिराहा T-Intersection	वाई – सड़क संगम Y - Intersection
वाई–सड़क संगम Y - Intersection	विषम सड़क संगम Staggered Intersection	विषम सड़क संगम Staggered Intersection	गोल चक्कर Round About	घाट या नदी का किनारा Quayside or River Bank	आदमी काम कर रहे हैं Men at Work	रक्षित समपार क्रॉसिंग Guarded Level Crossing	मानव रहित समपार Unguarded Level Crossing

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

Key Learning Pull out for Unit 3 (Informatory Traffic Signs)

ii. **The Key Learning of the unit**

1. These signs help provide
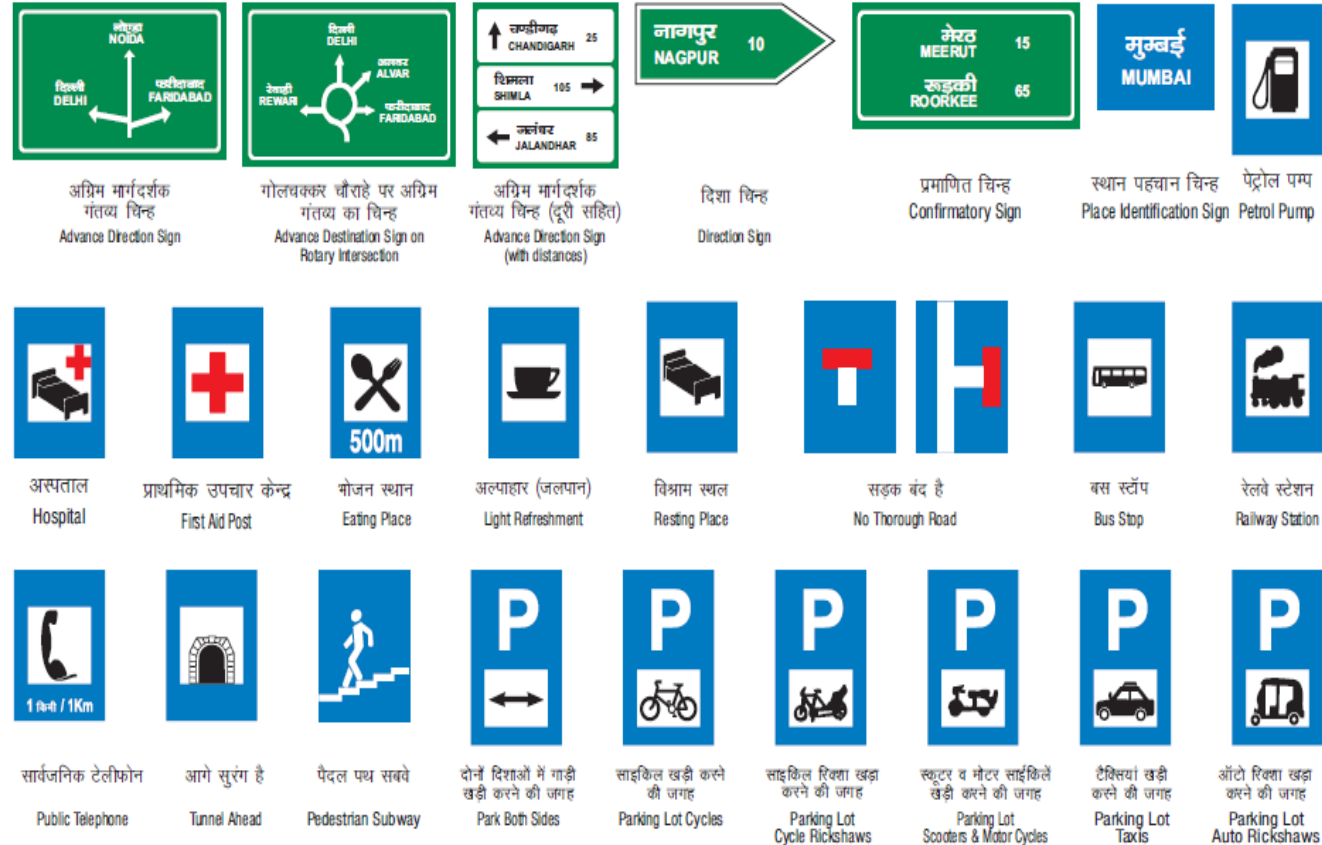
Information on direction,

destination, road side

facilities

2. These signs help a driver

save time in driving and in

deciding upon the well-equipped

routes to be taken

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

Key Learning Pull out for Unit 4 (Drowsy Driving)

ii. **The Key Learning of the unit**

Awareness of warning signs (is a part of the new self-assessment)
(Public domain reference: http://www.sleepeducation.org/sleep-
topics/drowsy-driving)

- Yawning
- Inability to keep eyes open
- Talking incoherently or inability to respond to questions from passengers or co-drivers
- "Nodding off" and trouble keeping your head up
- Inability to remember driving the last few miles
- Ending up too close to nearby cars
- Missing road signs or turns
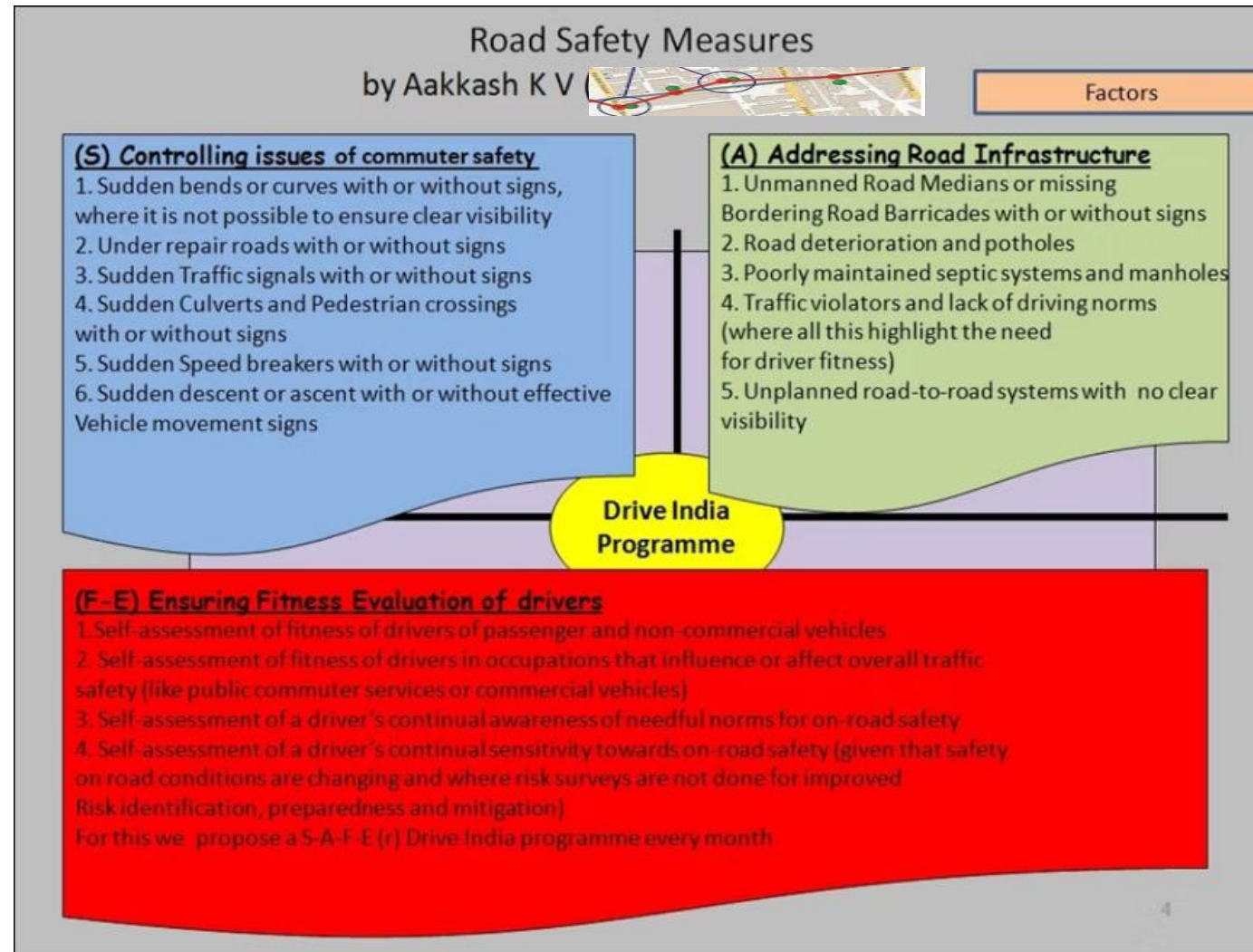- Drifting into other lanes or onto rumble strips on the shoulder

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

Key Learning Pull out for Unit 5 (Fog or Night Driving)

ii. **The Key Learning of the unit**

Driving in Fog

Reduced Visibility:

Fog significantly reduces visibility, making it difficult to see road signs, other vehicles, and potential hazards.

Increased Risk of Accidents:

The combination of reduced visibility and potential for sudden braking or maneuvers can lead to accidents, especially at higher speeds

Night Driving

Reduced Light Levels:

Night driving involves navigating in reduced light levels, making it harder to see road signs, pedestrians, and other vehicles.

Glare from Headlights:

The headlights of other vehicles can cause glare, making it difficult to see ahead.

Increased Fatigue:

Driving at night can lead to fatigue, which can impair reaction time and judgment.

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

Key Learning Pull out for Unit 6 (Road System responsiveness)

ii.   **The Key Learning of the unit**

Road Safety Measures
by Aakkash K V

Factors

(S) Controlling issues of commuter safety
1. Sudden bends or curves with or without signs, where it is not possible to ensure clear visibility
2. Under repair roads with or without signs
3. Sudden Traffic signals with or without signs
4. Sudden Culverts and Pedestrian crossings with or without signs
5. Sudden Speed breakers with or without signs
6. Sudden descent or ascent with or without effective Vehicle movement signs

(A) Addressing Road Infrastructure
1. Unmanned Road Medians or missing Bordering Road Barricades with or without signs
2. Road deterioration and potholes
3. Poorly maintained septic systems and manholes
4. Traffic violators and lack of driving norms (where all this highlight the need for driver fitness)
5. Unplanned road-to-road systems with no clear visibility

Drive India Programme

(F-E) Ensuring Fitness Evaluation of drivers
1. Self-assessment of fitness of drivers of passenger and non-commercial vehicles
2. Self-assessment of fitness of drivers in occupations that influence or affect overall traffic safety (like public commuter services or commercial vehicles)
3. Self-assessment of a driver's continual awareness of needful norms for on-road safety
4. Self-assessment of a driver's continual sensitivity towards on-road safety (given that safety on road conditions are changing and where risk surveys are not done for improved Risk identification, preparedness and mitigation)
For this we propose a S-A-F-E (r) Drive India programme every month

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

Key Learning Pull out for Unit 7 (Driving conditions responsiveness)

ii. **The Key Learning of the unit**

To develop more driving-condition-responsiveness in automobile brands, the universal & NSSR expectations in automobile brands for improving road safety are important.

The key contributors for driving-condition-responsiveness are

❑ Improved sales & marketing, service operations and process efficiency
❑ Connected & Responsive Quality of service enablers by the dealer network or independent automobile businesses
❑ New BI & CQI led Deep Interaction (DIL) links for a Service Centre's "RADIUS OF COVERAGE", "Road Safety Liability with Responsive Resolution" for dynamics seen in Road System understanding and Alpha Assistance
❑ Key opinion led nutshell inventory, parts management and disposal for a Service Centre's "RADIUS OF COVERAGE", "Road Safety Liability with Responsive Resolution"

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

35

Key Learning Pull out for Unit 8 (First Aid and Fire Safety responsiveness)

ii. **The Key Learning of the unit**

Goals of First-Aid

(1) The immediate priority being to restore and maintain the vital functions of the injured person via certain steps for basic life support

(a) Ensuring the AIRWAY is open so that the injured person's body gets a proper supply of oxygen

(b) Enabling and ensuring BREATHING so that oxygen passes through lungs into the blood stream

(c) Helping and ensuring CIRCULATION where there must be circulation of blood to all parts of the body, so that there is sufficient supply of blood and oxygen

First aid assistance on-road is more related to losing consciousness or fainting, burns or vehicle fire incidences, electrocution, bleeding from cuts, wounds, and injuries, fracture symptoms, unforeseen poisoning incidences, preparation and equipping of a first aid knit in vehicles

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

Key Learning Pull out for Unit 9 (Alpha Assistance responsiveness)

ii. The Key Learning of the unit

- The person with or without any affliction needs to learn or incorporate responsiveness to deal with limitations that affect the ability to do things or work with productivity/skills/competence .

- It is recommended to subscribe to or develop a NSSR-RS Unit specific programme and project that helps Alpha Assistive solutions for people while travelling, where the focus could be on the following:.

❑ Alpha Assistive System for brain impairment

❑ Alpha Assistive System for vision impairment

❑ Alpha Assistive System for speech impairment

❑ Alpha Assistive System for hearing impairment

❑ Alpha Assistive System for multiple sense organ impairment

❑ Strategy for coping up (for example a NSSR-RS

   Alpha Assistance (Help) Card/Process/Desk)

ROADWAY design & construction SPECIFICATIONS

People's Trust

Alpha Assistance (Help) Card

<u>Key Learning Pull out for Unit 9</u>

PHOTO

Strategy for coping up - Alpha Assistance (Help) Card

Date: **Version:**

Name: **Age:**   **Gender:**

Type of impairment (Tick as applicable): Brain/Vision/Hearing/Speech/Multiple sense organs/Handicapped

Address:

Landmark to locate address:

Name of contactable parent/guardian:

Phone/Mobile:

Name of contactable caretaker:

Phone/Mobile:

Emergency contact for (any on-road incidence):

Phone/Mobile:

Key Learning Pull out for Unit 9

PHOTO

Alpha Assistance (Help) Card

Date: **Version:**

Name: **Age:**   **Gender:**

Alpha Assistance Processes (factors to be considered):

1. Perception ability for help/response/needful action (Tick as applicable):
Poor/ Fair/ Medium score/ Good

2. Intelligence level for help/response/needful action (Tick as applicable):
Poor/ Fair/ Medium score/ Good

3. Emotional makeup/quotient for help/response/needful action (Tick as applicable);
Poor/ Fair/ Medium score/ Good

4. Volition (Self enabled Action) level for help/response/needful action (Tick as applicable);
Poor/ Fair/ Medium score/ Good

Key Learning Pull out for Unit 9

PHOTO

Alpha Assistance (Help) Card

Date:

Name:

Languages understood:

Interpretation for scores:

Version:

Age: Gender:

Sign Language:

PIEV Ability	Poor	Fair	Medium	Good
Self awareness	x	√	√	√
Social interaction	x	√	√	√
Response to new/ unmanaged environment / Weather conditions	x	x	x	√
Recognition level for people/vehicle/immediate kin/ co-passengers	x	x	√	√
Led by available assistance and instruction	x	√	x	√
Led by peer / mirrored behaviour	√	√	√	√
Led by known person's communication	√	√	√	√

Key Learning Pull out for Unit 9

PHOTO

Alpha Assistance (Help) Card

Date: **Version:**

Name: **Age:**   **Gender:**

Alpha Assistance Processes (needed):

1. Assistance procedure in Emergency (Tick as applicable):

Ask me/ Refer Help Card/ Call parent/guardian/ Call contact/ Contact Alpha Assistance Desk

2. Assistance procedure in Vehicle Breakdown (Tick as applicable):

Ask me/ Refer Help Card/ Call parent/guardian/ Call contact/ Contact Alpha Assistance Desk

3. Assistance procedure in Due Relief for any situation (Tick as applicable):

Ask me/ Refer Help Card/ Call parent/guardian/ Call contact/ Contact Alpha Assistance Desk

4. Assistance via Alpha Assistance Desk (Tick as applicable):

Responsive to instructions/ Trained to respond/Under training/Not under training/Cannot be trained

Key Learning Pull out for Unit 9

PHOTO

Alpha Assistance (Help) Card

Date: **Version:**

Name: **Age:**   **Gender:**

Additional Alpha Assistance Processes (notes):

Key Learning Pull out for Unit 9

PHOTO

Alpha Assistance (Help) Card

Date: **Version:**

Name: **Age:**   **Gender:**

Alpha Assistance Desk (notes):

Registered (Tick as applicable):   Yes/No/Not applicable

Expectation for PIEV Ability (Tick as applicable):

Self-ability/Responsive/Needs Guidance/Needs Careful interaction/ Not known

Trained for PIEV Ability (Tick as applicable):

Via Self-development programmes/Via Family Services/ Via Awareness & Advocacy programmes/ Not trained

Part of any Alpha Assistance R&D Project (Tick as applicable):

Yes/No/Not applicable

Details:

Has a Deep Interaction Link (DIL) for Alpha Assistance (Tick as applicable):

Yes/No/Not applicable

Details:

Key Learning Pull out for Unit 9

PHOTO

Alpha Assistance (Help) Card

Date: **Version:**

Name: **Age:**   **Gender:**

Additional Alpha Assistance Desk (notes):

Track Report Pullouts

(Pull-out marks are WIP)

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **Reporting a complaint about accountability for traffic factors**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Warnings signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: …**

1. Track Report for Unit 1 (Mandatory Traffic Signs)

Reporting a complaint about accountability for traffic factors

❑ Responder to state issues or unsatisfactory experiences while using Traffic Signs

- **1. The Mandatory Traffic Sign (   ) and its Perception ability helps response/needful action for road safety (Tick as applicable):**

- Poor/ Fair/ Medium score/ Good

- **2. . The Mandatory Traffic Sign (   )   and its expectations of the Intelligence level helps response/needful action for road safety (Tick as applicable):**

- Poor/ Fair/ Medium score/ Good

- **3. The Mandatory Traffic Sign (   )   and its expectations of the Emotional makeup/quotient helps response/needful action for road safety (Tick as applicable);**

- Poor/ Fair/ Medium score/ Good

- **4. The Mandatory Traffic Sign (   )   and its expectations of the Volition (Self enabled Action) level helps response/needful action for road safety (Tick as applicable);**

- Poor/ Fair/ Medium score/ Good

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **Reporting a complaint about accountability for traffic factors**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (one-way or two-way signs, permitted timings, speed limits, rules for pedestrian and passenger safety, rules about overtaking, rules against cutting lanes, rules for parking, signage about low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues:**

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **Reporting a complaint about accountability for traffic factors**

- **Nature of planning (crucial influencer)**

- ( ) **Design standards compliance** (width of road, margins for pillars, gradient designs, curves designs, median designs, arboriculture safety, pedestrian and passenger safety, safe commuting between 2 points, reasonable time taken to travel from one point to another, enablers for vehicles that use renewable energy)

- (**) Accountability for Traffic factors** (speed standards set for road systems, reaction time based on PIEV*, navigation standards, safe stopping sight distance, safe overtaking or passing, safe sight distance for entry into any associated intersections, feedback systems)

- ( ) **Quality of traffic signalling systems** ("(Google Earth related) satellite imagery, or drone flight imagery or feedback based" NSSR-RS Desk notifications and proactive responses by the traffic management network, by nature of design "intelligent signaling solutions" that decide as to how traffic has to be managed or routed in case there is a disaster, accident, or in a case where part of the road or road system is rendered unusable)

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Accountability for Environment factors** (afflicted condition screening and risk mitigation for unforeseen snow fall, hailstorms, heavy rainfall, thunder storm and lightning arrestors, ease of maintenance despite severe weather conditions)

- ( ) **Maintenance Systems reliability** (proper design out maintenance, risk mitigation & maintenance, inspection and maintenance of extensions, gradient-design validation, policy for emergency services, policy for disaster management services)

- ( ) **Quality of associated Drainage systems** (design and implementation after consideration of water table, sub-grade soil, reinforced earth, nature of geo-grids that are to be used in the road construction, management of seepage flow & capillary rise, reliable impervious wearing surface of road with aggregators and binders)

1. Track Report for Unit 1 (Mandatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Satisfactory Emergency Response planning** (Equipped with signage and barricade deployment, contact numbers for nearest "ambulance services, hospital, police station, fire department, disaster management department", availability of first aid provisions, equipped with fire extinguishers & fire fighting facilities, equipped with smoke alarm systems, equipped with IoT sensors, has collapsible floor/ground escalation systems at designed locations to help evacuate passengers from elevated metro railways)

- ( ) **Equipped with (crime detection specific) surveillance sensors or Intelligent security systems that ensure fast track police control room assistance (related to Safety for women/Security for commuters and relevant assistance)**

- ( ) **Other issues:**

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- **Reporting a complaint about accountability for traffic factors**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Warnings signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details:** …

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- i**Reporting a complaint about accountability for traffic factors**

❑ The NSSR responder to state issues or unsatisfactory experiences while adhering to the Key Learning of the unit

- **1. The Cautionary Sign (   ) and its Perception ability helps prepared response/needful action for road safety (Tick as applicable):**

- Poor/ Fair/ Medium score/ Good

- **2. . The Cautionary Traffic Sign (   )   and its expectations of the Intelligence level helps prepared response/needful action for road safety (Tick as applicable):**

- Poor/ Fair/ Medium score/ Good

- **3. The Cautionary Traffic Sign (   )   and its expectations of the Emotional makeup/quotient helps prepared response/needful action for road safety (Tick as applicable);**

- Poor/ Fair/ Medium score/ Good

- **4. The Cautionary Traffic Sign (   )   and its expectations of the Volition (Self enabled Action) level helps prepared response/needful action for road safety (Tick as applicable);**

- Poor/ Fair/ Medium score/ Good

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs / nature of expectation concern:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- **Reporting a complaint about accountability for traffic factors**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues:**

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- **Reporting a complaint about accountability for traffic factors**

- **Nature of planning (crucial influencer)**

- ( ) **Design standards compliance** (width of road, margins for pillars, gradient designs, curves designs, median designs, arboriculture safety, pedestrian and passenger safety, safe commuting between 2 points, reasonable time taken to travel from one point to another, unforeseen driving conditions for vehicles that use renewable energy)

- (**)** **Accountability for Traffic factors** (speed standards set for road systems, reaction time based on PIEV*, navigation standards, safe stopping sight distance, safe overtaking or passing, safe sight distance for entry into any associated intersections, feedback systems)

- ( ) **Quality of traffic signalling systems** ("(Google Earth related) satellite imagery, or drone flight imagery or feedback based" NSSR-RS Desk notifications and proactive responses by the traffic management network, by nature of design "intelligent signaling solutions" that decide as to how traffic has to be managed or routed in case there is a disaster, accident, or in a case where part of the road or road system is rendered unusable)

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Accountability for Environment factors** (afflicted condition screening and risk mitigation for unforeseen snow fall, hailstorms, heavy rainfall, thunder storm and lightning arrestors, ease of maintenance despite severe weather conditions)

- ( ) **Maintenance Systems reliability** (proper design out maintenance, risk mitigation & maintenance, inspection and maintenance of extensions, gradient-design validation, policy for emergency services, policy for disaster management services)

- ( ) **Quality of associated Drainage systems** (design and implementation after consideration of water table, sub-grade soil, reinforced earth, nature of geo-grids that are to be used in the road construction, management of seepage flow & capillary rise, reliable impervious wearing surface of road with aggregators and binders)

2. Track Report for Unit 2 (Cautionary Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Satisfactory Emergency Response planning** (Equipped with signage and barricade deployment, contact numbers for nearest "ambulance services, hospital, police station, fire department, disaster management department", availability of first aid provisions, equipped with fire extinguishers & fire fighting facilities, equipped with smoke alarm systems, equipped with IoT sensors, has collapsible floor/ground escalation systems at designed locations to help evacuate passengers from elevated metro railways)

- ( ) **Equipped with (crime detection specific) surveillance sensors or Intelligent security systems that ensure fast track police control room assistance (related to Safety for women/Security for commuters and relevant assistance)**

- ( ) **Other issues:**

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

3. Track Report for Unit 3 (Informatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details:** …

3. Track Report for Unit 3 (Informatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern/ issues with decision assistance:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

3. Track Report for Unit 3 (Informatory Traffic Signs)

- **Reporting a complaint about accountability for traffic factors**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

3. Track Report for Unit 3 (Informatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues:**

3. Track Report for Unit 3 (Informatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Design standards compliance** (width of road, margins for pillars, gradient designs, curves designs, median designs, arboriculture safety, pedestrian and passenger safety, safe commuting between 2 points, reasonable time taken to travel from one point to another, unforeseen driving conditions for vehicles that use renewable energy)

- (**)** **Accountability for Traffic factors** (speed standards set for road systems, reaction time based on PIEV*, navigation standards, safe stopping sight distance, safe overtaking or passing, safe sight distance for entry into any associated intersections, feedback systems)

- ( ) **Quality of traffic signalling systems** ("(Google Earth related) satellite imagery, or drone flight imagery or feedback based" NSSR-RS Desk notifications and proactive responses by the traffic management network, by nature of design "intelligent signaling solutions" that decide as to how traffic has to be managed or routed in case there is a disaster, accident, or in a case where part of the road or road system is rendered unusable)

3. Track Report for Unit 3 (Informatory Traffic Signs)

- **Reporting a complaint about accountability for traffic factors**

- **Nature of planning (crucial influencer)**

- ( ) **Accountability for Environment factors** (afflicted condition screening and risk mitigation for unforeseen snow fall, hailstorms, heavy rainfall, thunder storm and lightning arrestors, ease of maintenance despite severe weather conditions)

- ( ) **Maintenance Systems reliability** (proper design out maintenance, risk mitigation & maintenance, inspection and maintenance of extensions, gradient-design validation, policy for emergency services, policy for disaster management services)

- ( ) **Quality of associated Drainage systems** (design and implementation after consideration of water table, sub-grade soil, reinforced earth, nature of geo-grids that are to be used in the road construction, management of seepage flow & capillary rise, reliable impervious wearing surface of road with aggregators and binders)

3. Track Report for Unit 3 (Informatory Traffic Signs)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of planning (crucial influencer)**

- ( ) **Satisfactory Emergency Response planning** (Equipped with signage and barricade deployment, contact numbers for nearest "ambulance services, hospital, police station, fire department, disaster management department", availability of first aid provisions, equipped with fire extinguishers & fire fighting facilities, equipped with smoke alarm systems, equipped with IoT sensors, has collapsible floor/ground escalation systems at designed locations to help evacuate passengers from elevated metro railways)

- ( ) **Equipped with (crime detection specific) surveillance sensors or Intelligent security systems that ensure fast track police control room assistance (related to Safety for women/Security for commuters and relevant assistance)**

- ( ) **Other issues:**

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

72

4. Track Report for Unit 4 (Drowsy Driving)

- **Reporting a complaint about accountability for traffic factors**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details:** …

4. Track Report for Unit 4 (Drowsy Driving)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern/ issues with decision assistance:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

4. Track Report for Unit 4 (Drowsy Driving)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

4. Track Report for Unit 4 (Drowsy Driving)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues impacting unregulated driving:**

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

5. Track Report for Unit 5 (Fog or Night Driving)

- **Reporting a complaint about accountability for traffic factors**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details:** ...

5. Track Report for Unit 5 (Fog or Night Driving)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern/ issues with driving in poor visibility:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

5. Track Report for Unit 5 (Fog or Night Driving)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

5. Track Report for Unit 5 (Fog or Night Driving)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues impacting unregulated driving/driving in poor visibility:**

The NSSR-RS programme expects to collect unit specific
❑ Feedback
❑ Complaints
❑ Tickets
from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

6. Track Report for Unit 6 (Road System responsiveness)

- **Reporting a complaint about accountability for traffic factors**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** DIL incorporation**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: ...**

6. Track Report for Unit 6 (Road System responsiveness)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern/ issues with road system:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

6. Track Report for Unit 6 (Road System responsiveness)

- **Reporting a complaint about accountability for traffic factors**

- The Deep Interaction Link (label or tag, in addition to deployments like a traffic sign) for a road system is to be based on the Juran Trilogy of implementing

❑ KPI(s) for Quality Planning,

❑ KPI(s) for Quality Control and

❑ KPI(s) for Quality Improvement to manage the cost of poor quality

or quality recognition and vehicle fitness enablers for vehicle

suitability for voice of the commuter factors, and global &

mutually beneficial attributes for the road system responsiveness,

 we expect in the future.

The DIL label or tag for a road system is work in progress with the authorities being invited for decision making.

6. Track Report for Unit 6 (Road System responsiveness)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

6. Track Report for Unit 6 (Road System responsiveness)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues impacting unregulated driving/track report:**

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

6. Track Report for Unit 6 (Road System responsiveness)

NSSR-RS-Id:

Date of report: **Time of report:**

( ) Quality levels

Details: For example **"Good/Moderate/Poor/Hazardous"** with added details

( ) Traffic volume levels
Details: For example **"Heavy/Moderate/Low volume/Controlled"** with added details

( ) Pollution levels
Details: For example **"High/Moderate/Normal/Uncontrolled"** with added details

( ) Accidents or incidence (even crimes) trends
Details: For example **"High/Moderate/Rare/Controlled"** with added details

( ) Possible route diversions
Details: For example **"Arterial arrangement/Alternate deviations/Service roads/Flyovers/Recommended by intervention diversions"** with added details

( ) Commuter comfort levels (specific to Commuter profile)

Details: For example **"High volume related stress levels/Moderate volume related stress levels/Normal volume related stress levels/Uncontrolled volume related stress levels/Repair work related stress levels/Breakdown of vehicles related stress levels/Ambulance or Emergency Response or Special need vehicles related stress levels/Climate change related stress levels/Disaster conditions related stress levels/Escalated tension related stress levels..."** with added details

6. Track Report for Unit 6 (Road System responsiveness)

( ) Availability of alternate transportation services
Details: For example **"Overhead Metro/Underground Subway/Tram"** with added details

( ) Availability of emergency response services
Details: For example **"Equipped with first aid provisions/Has clearance for air lift/Equipped with fire extinguishers/Equipped with smoke alarm systems/Equipped with sentinel sensors"** with added details

( ) Afflicted due to weather forecasts
Details: For example **"Harsh weather conditions, high ambient temperatures, poor quality of air, low visibility levels, high speed wind velocity, heavy rainfall leading to flood like situations, water logging, overflowing of sewage drains"** with added details

( ) Vital network and signal coverage
Details: For example **"Normal Votary Track connectivity/Failing Votary Track connectivity/Problematic Votary Track connectivity/ Normal Emergency Response connectivity/ Failing Emergency Response connectivity/ Problematic Emergency Response connectivity/Good quality signal strength reported for most mobile services/Complaints recorded for most mobile services/Poor quality signal strength due to weather forecasts"** with added details

( ) Vehicle indicators
Details: For example **"Normal for road system configuration/ Problematic for road system configuration/ Problematic for unmapped road system configuration/Complaints recorded for road system configuration"** with added details

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

7. Track Report for Unit 7 (Driving conditions responsiveness)

- **Reporting a complaint about accountability for traffic factors**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: …**

7. Track Report for Unit 7 (Driving conditions responsiveness)

Whether there are issues with the maintenance strategy for certain aspects, such as

❑ Predicting of remaining useful lifetimes of vehicles and their parts/ components

❑ Assessing the effect of remaining useful lifetimes on the cost of repairs or replacements

❑ Considerations of the safety of using a vehicle whose parts/ components need periodic maintenance

❑ Optimization of the maintenance schedule of the fleet to support objectives such as assessing

❑ Degradation in the performance of suspension and springs

❑ Degradation of brake pads

❑ Degradation of tyres

❑ Degradation of chassis and it's expected condition

❑ Degradation of the manual gear system or automatic transmission

❑ Degradation in vehicle's ingress protection from dust and water

7. Track Report for Unit 7 (Driving conditions responsiveness)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern/ issues with driving in poor conditions:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

7. Track Report for Unit 7 (Driving conditions responsiveness)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

7. Track Report for Unit 7 (Driving conditions responsiveness)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues impacting unregulated driving/track report:**

The NSSR-RS programme expects to collect unit specific
❑ Feedback
❑ Complaints
❑ Tickets
from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

97

7. Track Report for Unit 7 (Driving conditions responsiveness)

NSSR-RS-Id:

Date of report: **Time of report:**

( ) Quality levels

Details: For example **"Good/Moderate/Poor/Hazardous"** with added details

( ) Traffic volume levels
Details: For example **"Heavy/Moderate/Low volume/Controlled"** with added details

( ) Pollution levels
Details: For example **"High/Moderate/Normal/Uncontrolled"** with added details

( ) Accidents or incidence (even crimes) trends
Details: For example **"High/Moderate/Rare/Controlled"** with added details

( ) Possible route diversions
Details: For example **"Arterial arrangement/Alternate deviations/Service roads/Flyovers/Recommended by intervention diversions"** with added details

( ) Commuter comfort levels (specific to Commuter profile)

Details: For example **"High volume related stress levels/Moderate volume related stress levels/Normal volume related stress levels/Uncontrolled volume related stress levels/Repair work related stress levels/Breakdown of vehicles related stress levels/Ambulance or Emergency Response or Special need vehicles related stress levels/Climate change related stress levels/Disaster conditions related stress levels/Escalated tension related stress levels…"** with added details

7. Track Report for Unit 7 (Driving conditions responsiveness)

( ) Availability of alternate transportation services
Details: For example **"Overhead Metro/Underground Subway/Tram"** with added details

( ) Availability of emergency response services
Details: For example **"Equipped with first aid provisions/Has clearance for air lift/Equipped with fire extinguishers/Equipped with smoke alarm systems/Equipped with sentinel sensors"** with added details

( ) Afflicted due to weather forecasts
Details: For example **"Harsh weather conditions, high ambient temperatures, poor quality of air, low visibility levels, high speed wind velocity, heavy rainfall leading to flood like situations, water logging, overflowing of sewage drains"** with added details

( ) Vital network and signal coverage
Details: For example **"Normal Votary Track connectivity/Failing Votary Track connectivity/Problematic Votary Track connectivity/ Normal Emergency Response connectivity/ Failing Emergency Response connectivity/ Problematic Emergency Response connectivity/Good quality signal strength reported for most mobile services/Complaints recorded for most mobile services/Poor quality signal strength due to weather forecasts"** with added details

( ) Vehicle indicators
Details: For example **"Normal for road system configuration/ Problematic for road system configuration/ Problematic for unmapped road system configuration/Complaints recorded for road system configuration"** with added details

The NSSR-RS programme expects to collect unit specific
❑ Feedback
❑ Complaints
❑ Tickets
from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

- **Reporting a complaint about accountability for traffic factors**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Assisting signs satisfactory**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: ...**

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(A) Fainting or losing consciousness

- Loss of consciousness in times of disasters has many causes associated with it i.e.

(1) Trauma caused by severe distress

(2) Fainting on account of fatigue or lack of oxygen

(3) Head injury, spinal cord injury

First-Aid (Do's)

1. Under circumstances, prevent person from falling
2. Lay the person on back facing upwards
3. Tilt head back
4. Keep arms at right angles to body
5. Raise legs 8-12 inches to promote blood flow to brain
6. Pinch the person gently to check for response
7. Examine body for injuries
8. Keep a record of condition of person to help medical assistance

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(A) (Continued) Fainting or losing consciousness First-Aid (Do not's)

1. Do not crowd around the injured person
2. Do not allow the person to get up and move around immediately on regaining consciousness
3. Do not give water or juice to the person as soon as he or she regains consciousness

(B) Bleeding from cuts, wounds or punctures First-Aid (Do's)

1. Wear gloves (if possible) while attending to the injured person
2. Try to stop bleeding by elevating injured part or by applying pressure. Handle

   - with care if fracture is suspected
3. Bandage the injured area to stop bleeding and to prevent infection of wound
4. Give a tetanus injection if required
5. If the injured person loses consciousness, apply **5 step Action Plan**

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(C) Burns

- **First-Aid (Do's)**

1. Wrap with blankets or non-inflammable material to put off fire
2. Wear gloves (if possible) while attending to the injured person
3. Cool the burn – immediately apply cloth soaked in cool water for at least 5 minutes till pain subsides
4. Cover the burn – cover the burnt area with dry sterile gauge bandage but do

    - not use cotton or any other fluffy material

5. Give an over-the-counter pain reliever
6. Take off clothes or jewelry covering burn area before swelling or blisters appear

- **First-Aid (Do not's)**

1. Do not remove cloth stuck to burn area
2. Do not wash burn area under extreme water pressure
3. Do not apply oil or ice on affected area
4. Do not attempt to puncture or break blisters

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(D) Electrocution First-Aid (Do's)

1. Cut off the power supply

2. Move the person away from source or spot using a non-conductive material

3. Check for breathing, carry out **5 step Action Plan** or **CPR** as needed

4. Cover the affected area with a clean dressing

5. Arrange for further medical assistance as needed

- **First-Aid (Do not's)**

1. Do not touch or attempt to move person without shutting off power supply

2. Do not move person away from spot without making arrangements for non- conductive material to help do this

3. While attending to person do not touch any non-insulated wire

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(E) Fractures Symptoms

1. Check for pain at or near site of injury (which increases with movement)
2. Check gently if movement is possible (if there is a fracture, movement will be difficult, not possible or painful)
3. Check for swelling around injured part, where later there may be bruising or discoloration
4. Check for deformity at site of fracture
5. Check if injured person is in a state of shock

- **First-Aid (Do's)**

1. If there is bleeding, control bleeding before immobilizing site of fracture
2. Immobilize site of fracture
3. Check if injured person is in a state of shock
4. Revive the injured person using 5 step Action Plan
5. Place ice-pack on affected area to reduce pain and swelling
6. Provide proper padding to affected area before shifting to hospital etc

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(E) (Continued) Fractures First-Aid (Do not's)

1. Do not move the injured person without support
2. Do not ask injured person to move independently
3. Do not move joints above or below the site of fracture
4. Do not massage the affected area
5. Do not force bones back into the wound

- **Remember the principles of RICE**

1. REST- Give rest to injured person and injured part
2. ICE- Apply ice on injured part
3. COMPRESS - Wrap the injured area with crepe bandage
4. ELEVATE - Elevate injured area above level of heart

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(F) Poisoning Types of poisoning

(1) Ingested poisons (orally)

(2) Inhaled poisons (through lungs by inhaling industrial gases, flames from fire, chemical vapors etc)

(3) Absorbed poisons (through skin via contact with poisonous sprays)

- **Signs and symptoms**

1. Bluish lips

2. Difficulty in breathing, chest pain

3. Cough

4. Abdominal pain, loose motions

5. Dizziness

6. Double vision

7. Confusion

8. Fever

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

(F) (Continued) Poisoning

- **First-Aid (Do's)**
1. Check airway, breathing and circulation, proceed with 5-step Action Plan
2. Check for foreign matter in mouth, if found remove immediately
3. Prevent injured person from entering a state of shock
4. Dilute poison by giving milk or water
5. Observer color and amount of vomit
6. Monitor vital signs
7. Arrange for immediate medical assistance

- **First-Aid (Do not's)**
1. Do not induce vomiting unless type of poisoning known
2. Do not panic

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

Selective details that help one give first aid

- **First-Aid Kit**

(A) Medicinal items

- ❑ Antiseptics, disinfectants
- ❑ Antihistamine cream
- ❑ Tube of petroleum jelly
- ❑ Analgesics, Pain relievers
- ❑ Paracetamol
- ❑ Antacid
- ❑ Life saving drugs, Oral Rehydration solution (ORS) packets
- ❑ Anti-diarrhoea medication

(B) Bandages

- ❑ Sterile dressing, cotton wool, adhesives,
- ❑ Triangular bandages, band-aids
- ❑ Crepe bandages
- ❑ Make-shift stretchers, crutches, splints

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

v. The expected Responses reported for the unit and it's enabling of road safety

(Continued) First-Aid Kit

(C) Other items

❑ Thermometer

❑ Sterilized gloves, Latex gloves

❑ Towels, napkins

❑ Assorted sizes of safety pins

❑ Tweezers, needles, syringes, trays

❑ Anti-germicidal soaps, cleansing soaps

❑ Scissors

❑ Torches

❑ Disposable bags, garbage bags

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

- **<u>Reporting a complaint about accountability for traffic factors</u>**

- **Traffic signs concern/ issues with first aid assistance or fire safety responsiveness:**

- **Associated images (to be uploaded in.jpeg format with details on location):**

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

- **Reporting a complaint about accountability for traffic factors**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

- **Reporting a complaint about accountability for traffic factors**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues impacting unregulated driving/track report:**

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

NSSR-RS-Id:

Date of report: **Time of report:**

( ) Quality levels

Details: For example **"Good/Moderate/Poor/Hazardous"** with added details

( ) Traffic volume levels
Details: For example **"Heavy/Moderate/Low volume/Controlled"** with added details

( ) Pollution levels
Details: For example **"High/Moderate/Normal/Uncontrolled"** with added details

( ) Accidents or incidence (even crimes) trends
Details: For example **"High/Moderate/Rare/Controlled"** with added details

( ) Possible route diversions
Details: For example **"Arterial arrangement/Alternate deviations/Service roads/Flyovers/Recommended by intervention diversions"** with added details

( ) Commuter comfort levels (specific to Commuter profile)

Details: For example **"High volume related stress levels/Moderate volume related stress levels/Normal volume related stress levels/Uncontrolled volume related stress levels/Repair work related stress levels/Breakdown of vehicles related stress levels/Ambulance or Emergency Response or Special need vehicles related stress levels/Climate change related stress levels/Disaster conditions related stress levels/Escalated tension related stress levels…"** with added details

8. Track Report for Unit 8 (First Aid and Fire Safety responsiveness)

A Votary Track is a Road System that is being reported about for NSSR-RS responsiveness

( ) Availability of alternate transportation services
Details: For example **"Overhead Metro/Underground Subway/Tram"** with added details

( ) Availability of emergency response services
Details: For example **"Equipped with first aid provisions/Has clearance for air lift/Equipped with fire extinguishers/Equipped with smoke alarm systems/Equipped with sentinel sensors"** with added details

( ) Afflicted due to weather forecasts
Details: For example **"Harsh weather conditions, high ambient temperatures, poor quality of air, low visibility levels, high speed wind velocity, heavy rainfall leading to flood like situations, water logging, overflowing of sewage drains"** with added details

( ) Vital network and signal coverage
Details: For example **"Normal Votary Track connectivity/Failing Votary Track connectivity/Problematic Votary Track connectivity/ Normal Emergency Response connectivity/ Failing Emergency Response connectivity/ Problematic Emergency Response connectivity/Good quality signal strength reported for most mobile services/Complaints recorded for most mobile services/Poor quality signal strength due to weather forecasts"** with added details

( ) Vehicle indicators
Details: For example **"Normal for road system configuration/ Problematic for road system configuration/ Problematic for unmapped road system configuration/Complaints recorded for road system configuration"** with added details

117

The NSSR-RS programme expects to collect unit specific
- Feedback
- Complaints
- Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

Ticketing System Pullouts

(Pull-out marks are WIP)

1. Ticketing System for Unit 6 (Road System responsiveness

IMPORTANT DETAILS FOR ROAD SYSTEM RESPONSIVENESS

NSSR-RS Ticket Id: DIP-RSM-Email Id/Whatsapp   **Source: NSSR-RS-HANDBOOK/DESK**

NSSR-RS Id:

Ticket status: Open/Closed/Escalated/Needs details/Not available

Date of submission: **Time of submission:**

Road system name: **Road system Id:**

Problems faced for reasons such as:
( ) Quality levels
( ) Traffic volume levels ( ) Pollution levels

( ) Accidents or incidence (even crimes) trends
( ) Possible route diversions

( ) Impacted Commuter comfort levels (specific to Commuter profile) ( ) Non-availability of alternate transportation services
( ) Non-availability of emergency response services ( ) Non-availability of drive guidance services
( ) Afflicted due to weather forecasts
( ) Faulty vital network and signal coverage
( ) Vehicle indicators (problems related to Commuter Health and Lifespan Dynamics)

1. Ticketing System for Unit 6 (Road System responsiveness)

( ) **Management of (negative influence specific) Key indicators**
[ ] Nature of congestion [ ] Probable Hazards
[ ] Lack of Signage deployment ( ) Repair or restoration

[ ] Interpretations on Fuel consumption
[ ] Lack of support for renewable energy or battery powered vehicles

( ) **Sustainable infrastructure (positive influence specific) Key indicators**
[ ] Stabilizing aspects
[ ] Planning behind repair or restoration [ ] Signage and barricade deployment

[ ] Traffic management advisory
[ ] Pedestrian and Commuter safety [ ] Associated Traffic Management
( ) Accident relief, Emergency response and assistance

RoadMIR and RoadKPI framework

Details of problems faced:

Resolution sought:

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

2. Ticketing System for Unit 7 (Driving conditions responsiveness)

IMPORTANT DETAILS FOR ROAD SYSTEM RESPONSIVENESS

NSSR-RS Ticket Id: DIP-RSM-Email Id/Whatsapp   **Source: NSSR-RS-HANDBOOK/DESK**

NSSR-RS Id:

Ticket status: Open/Closed/Escalated/Needs details/Not available

Date of submission: **Time of submission:**

Road system name: **Road system Id:**

Problems faced for reasons such as:
( ) Quality levels
( ) Traffic volume levels ( ) Pollution levels

( ) Accidents or incidence (even crimes) trends
( ) Possible route diversions

( ) Impacted Commuter comfort levels (specific to Commuter profile) ( ) Non-availability of alternate transportation services
( ) Non-availability of emergency response services ( ) Non-availability of drive guidance services
( ) Afflicted due to weather forecasts
( ) Faulty vital network and signal coverage
( ) Vehicle indicators (problems related to Commuter Health and Lifespan Dynamics)

2. Ticketing System for Unit 7 (Driving conditions responsiveness)

( ) **Management of (negative influence specific) Key indicators**

[ ] Nature of congestion [ ] Probable Hazards

[ ] Lack of Signage deployment ( ) Repair or restoration

[ ] Interpretations on Fuel consumption

[ ] Lack of support for renewable energy or battery powered vehicles

( ) **Sustainable infrastructure (positive influence specific) Key indicators**

[ ] Stabilizing aspects

[ ] Planning behind repair or restoration [ ] Signage and barricade deployment

[ ] Traffic management advisory

[ ] Pedestrian and Commuter safety [ ] Associated Traffic Management

( ) Accident relief, Emergency response and assistance

RoadMIR and RoadKPI framework

Details of problems faced:

Resolution sought:

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

3. Ticketing System for Unit 8 (First Aid and Fire Safety responsiveness)

IMPORTANT DETAILS FOR ROAD SYSTEM RESPONSIVENESS

NSSR-RS Ticket Id: DIP-RSM-Email Id/Whatsapp   **Source: NSSR-RS-HANDBOOK/DESK**

NSSR-RS Id:

Ticket status: Open/Closed/Escalated/Needs details/Not available

Date of submission: **Time of submission:**

Road system name: **Road system Id:**

Problems faced for reasons such as:
( ) Quality levels
( ) Traffic volume levels ( ) Pollution levels

( ) Accidents or incidence (even crimes) trends
( ) Possible route diversions

( ) Impacted Commuter comfort levels (specific to Commuter profile) ( ) Non-availability of alternate transportation services
( ) Non-availability of emergency response services ( ) Non-availability of drive guidance services
( ) Afflicted due to weather forecasts
( ) Faulty vital network and signal coverage
( ) Vehicle indicators (problems related to Commuter Health and Lifespan Dynamics)

3. Ticketing System for Unit 8 (First Aid and Fire Safety responsiveness)

( ) **Management of (negative influence specific) Key indicators**

[ ] Nature of congestion [ ] Probable Hazards

[ ] Lack of Signage deployment ( ) Repair or restoration

[ ] Interpretations on Fuel consumption

[ ] Lack of support for renewable energy or battery powered vehicles

( ) **Sustainable infrastructure (positive influence specific) Key indicators**

[ ] Stabilizing aspects

[ ] Planning behind repair or restoration [ ] Signage and barricade deployment

[ ] Traffic management advisory

[ ] Pedestrian and Commuter safety [ ] Associated Traffic Management

( ) Accident relief, Emergency response and assistance

Details of problems faced:

Resolution sought:

RoadMIR and RoadKPI framework

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

4. Ticketing System for Unit 9 (Alpha Assistance responsiveness)

IMPORTANT DETAILS FOR ROAD SYSTEM RESPONSIVENESS

NSSR-RS Ticket Id: DIP-RSM-Email Id/Whatsapp   **Source: NSSR-RS-HANDBOOK/DESK**

NSSR-RS Id: **ALPHA ASSISTANCE HELP CARD ID:**

Ticket status: Open/Closed/Escalated/Needs details/Not available

Date of submission: **Time of submission:**

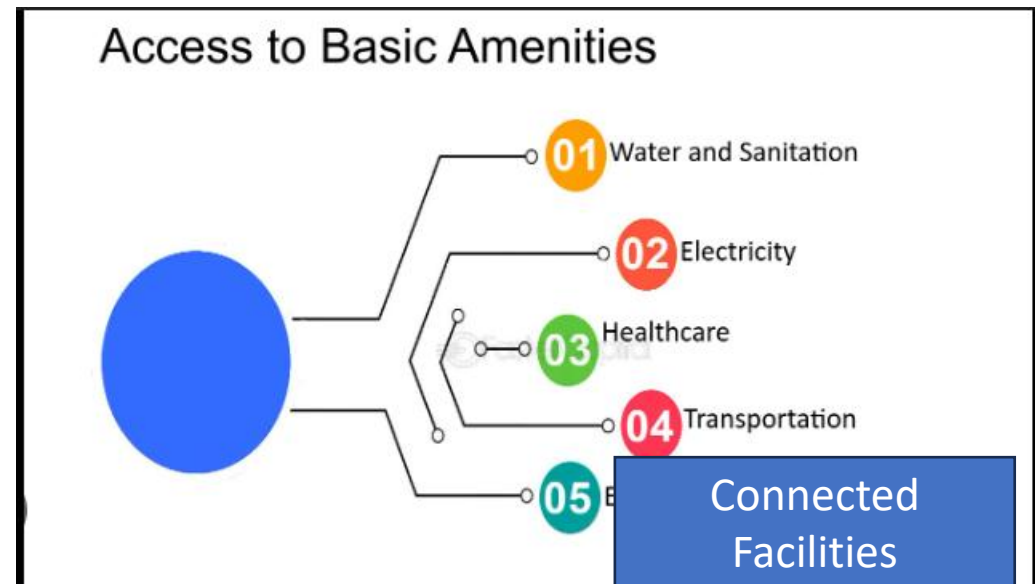**Road system name:**   **Road system Id:**

Problems faced for reasons such as:
( ) Quality levels
( ) Traffic volume levels ( ) Pollution levels

( ) Accidents or incidence (even crimes) trends
( ) Possible route diversions

( ) Impacted Commuter comfort levels (specific to Commuter profile) ( ) Non-availability of alternate transportation services
( ) Non-availability of emergency response services ( ) Non-availability of drive guidance / alpha assistance services
( ) Afflicted due to weather forecasts
( ) Faulty vital network and signal coverage
( ) Vehicle indicators (problems related to Commuter Health and Lifespan Dynamics)

4. Ticketing System for Unit 9 (Alpha Assistance responsiveness)

( ) **Management of (negative influence specific) Key indicators**

[ ] Nature of congestion [ ] Probable Hazards

[ ] Lack of Signage deployment ( ) Repair or restoration

[ ] Interpretations on Fuel consumption

[ ] Lack of support for renewable energy or battery powered vehicles

( ) **Sustainable infrastructure (positive influence specific) Key indicators**

[ ] Stabilizing aspects

[ ] Planning behind repair or restoration [ ] Signage and barricade deployment

[ ] Traffic management advisory

[ ] Pedestrian and Commuter safety [ ] Associated Traffic Management

( ) Accident relief, Emergency response and assistance

( ) Apha commuter response and assistance

Details of problems faced:

Resolution sought:

RoadMIR and RoadKPI framework

Civic Amenity Issues

Access to Basic Amenities

01 Water and Sanitation
02 Electricity
03 Healthcare
04 Transportation
05 Connected Facilities

(Pull-out marks are WIP)

1. Track Report for Civic Amenity Issues
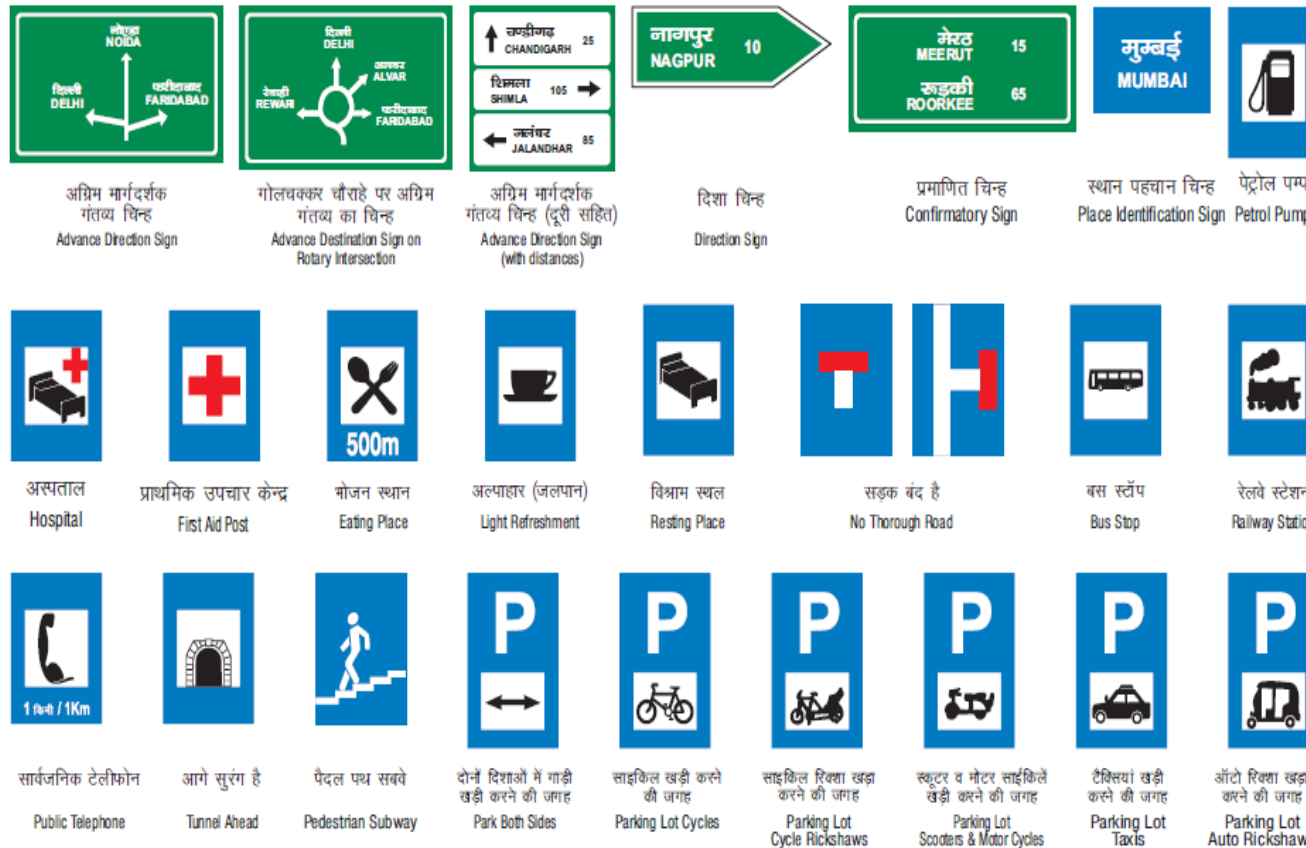
- **<u>Reporting a complaint about accountability for civic amenities</u>**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current Risk Health:** Civic Amenity incorporation**/**Acceptable driving conditions/Other reports/Do not know

- **Health details: ...**

1. Track Report for Civic Amenity Issues

- **<u>Reporting a complaint about accountability for civic amenities</u>**

Valuable examples of Civic Amenities

❑Traffic Control / Traffic Police Stations
❑Pedestrian Subway/ Subway
❑Railway Station
❑Metro lanes / Tram track
❑Bus stop
❑First aid and Ambulance Post
❑Hospital
❑Connected Socio-Economic-Need and Incidence mitigation facilities
❑Connected Vehicle Maintenance & Repair Facilities
❑Connected Vehicle Spare parts suppliers
❑Connected Cluster of suppliers
❑Connected Power and Electricity management / Water supply/ Sanitation
❑Connected Lean Waste management
❑Place identification sign, Confirmatory sign
❑Direction sign, Advance Direction sign

1. Track Report for Civic Amenity Issues

- **<u>Reporting a complaint about accountability for civic amenities</u>**

- **Traffic signs concern/ issues with civic amenities:**

- **Associated images (to be uploaded in.jpeg format with details on**

- **location):**

Accountability for civic amenities

ROADWAY
SPECIFICATIONS

The resilience of a road network indicates the continued functionality of a road system for any evaluated **magnitude and consequences of a disruption**

1. Track Report for Civic Amenity Issues

- **<u>Reporting a complaint about accountability for civic amenities</u>**

- The Deep Interaction Link (label or tag, in addition to deployments like a traffic sign) for a road system is to be based on the Juran Trilogy of implementing

❑ KPI(s) for Civic Amenity Planning,

❑ KPI(s) for Civic Amenity Quality Control and

❑ KPI(s) for Civic Amenity Quality Improvement to manage the cost of poor quality

or recognition & enablers for civic amenities, for voice of the commuter factors, and global &

mutually beneficial attributes for the road system responsiveness,

 we expect in the future.

The DIL label or tag for a road system's civic amenities is work in progress with the authorities being invited for decision making.

1. Track Report for Civic Amenity Issues

- **Reporting a complaint about accountability for Civic Amenity issues**

- **Nature of congestion (Rated as important negative influences):**

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❑ Sustainable Development & Growth
- ❑ Socio Economic Solutions
- ❑ Traffic Control
- ❑ Supply chaining
- ❑ TMS Logistics
- ❑ Environmental quality
- ❑ Incidence Response / Mitigation
- ❑ Fire fighting (amenity specific) / Fire Department response

1. Track Report for Civic Amenity Issues

- **<u>Reporting a complaint about accountability for civic amenities</u>**

- **Required Signage deployed to mitigate risks to commuters or people**

- ( ) **Road signs identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **Signage/Amenity details for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **Signage and barricades around (perimeter) of potholes, poor quality manholes and septic systems**

- ( ) **Signage/Amenity detail with precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- ( ) **Other issues impacting SD&G responsiveness/track report:**

The NSSR-RS programme expects to collect unit specific
❑ Feedback
❑ Complaints
❑ Tickets
from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

On-boarding RADIUS of coverage for Anywhere Anyhow Anytime services

(Pull-out marks are WIP)

1. Track Report for On-boarding RADIUS of coverage

- **Reporting on-boarding RADIOUS of coverage for Anytime Anyhow Anywhere services**

- **Road system name:**   **Road system Id:**

- **Date of submission:**   **Time of submission:**

- **Mapping from:**

- **Mapped till:**

- **Mapping pending:**

- **Type of road system:** Road/Stretch/Route/Ring road /Highway

- **Type of transportation that uses road system:** Public transport/Private transport/Pooled transport/Personal transport/Priority transport

- **Added commuting systems:** Overhead Metro/Underground Subway/Tram

- **Current on-boarding:** Welcome highlight for ward/Full tour of ward/Time of day schedule/Discretionary schedule/Other reports related schedules/Do not know

- **On-boarding source:** Geo-tagged Endpoint videos/SMART Ward Field Book/SMART Grid Field Book/Aerial imagery/Terrestrial imagery

1. Track Report for On-boarding RADIUS of coverage

- **<u>On-boarding of details for infrastructure/ amenities</u>**
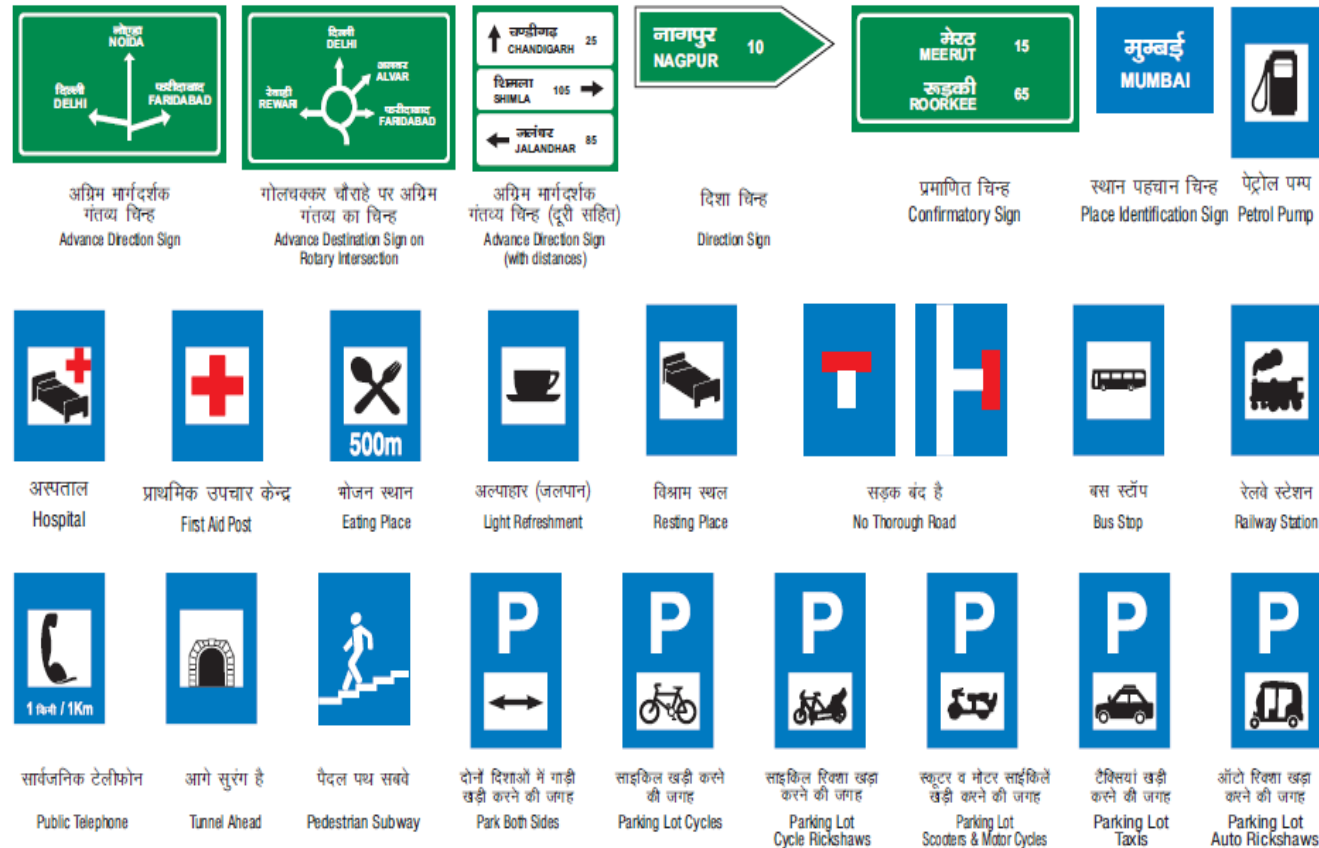
Valuable examples of solutions needed:

❑Traffic Control / Traffic Safety
❑Pedestrian Experience
❑Bus stop Experience
❑Ambulance response Experience
❑Hospital response Experience
❑Incidence mitigation Experience
❑Connected Driving Experience
❑Connected Vehicle Maintenance & Repair Experience
❑End point delivery Experience of Vehicle Spare parts suppliers
❑Connected Power and Electricity management / Water supply/ Sanitation
❑Connected Lean Waste management
❑Connected Traffic Sign deployment
❑Viewpoint Management

❑Shift End/Start Experience

❑LCD/Bill board deployment

1. Track Report for On-boarding RADIUS of coverage

- On-boarding RADIUS of coverage

- **Traffic signs concern/ issues with infrastructure / amenities:**

- **Associated on-boarding (to be uploaded with details**

- **on location):**

Accountability for civic amenities

The resilience of a road network indicates the continued functionality of a road system for any evaluated **magnitude and consequences of a disruption**

1. Track Report for On-boarding RADIUS of coverage

- On-boarding RADIUS of coverage and including Deep Interaction Links (labels or tags) for a road for the Juran Trilogy of implementing

❏ KPI(s) for Road infrastructure Planning/Transformation,

❏ KPI(s) for Road infrastructure Quality Control and

❏ KPI(s) for Road infrastructure Quality Improvement to manage the cost of poor quality

or recognition & enablers for road infrastructure transformation, for voice of the commuter

factors, and global & mutually beneficial attributes for the road system responsiveness,

we expect in the future.

The DIL label or tag for a road system's infrastructure / responsiveness is work in progress with the authorities being invited for decision making.

1. Track Report for On-boarding RADIUS of coverage

- **On-boarding the** Nature of congestion (Rated as important negative influences):

- ( ) Perennial congestion

- ( ) Seasonal congestion

- ( ) Time-based congestion

- ( ) Incidence specific congestion

- ( ) Feeder Traffic specific congestion

- ( ) Goods/Freight movement specific congestion

- ( ) Congestion due to other influences / conditional dynamics

Impact on
- ❏ Sustainable Development & Growth
- ❏ Socio Economic Solutions
- ❏ Traffic Control
- ❏ Supply chaining
- ❏ TMS Logistics
- ❏ Environmental quality
- ❏ Incidence Response / Mitigation
- ❏ Fire fighting (amenity specific) / Fire Department response

1. Track Report for On-boarding RADIUS of coverage

- **Required on-boarding deployed to enable culture of responsiveness**

- ( ) **On-boarding for identifying traffic safety norms** (signage about sharp curves, bends, gradients, narrowing, low visibility zone, low height clearance and load levels)

- ( ) **On-boarding for accident relief, emergency response and assistance** (like contact information for the nearest "ambulance services, hospital, police station, fire department, disaster management department", associated civic body)

- ( ) **On-boarding for repair of detrimental conditions, potholes, poor quality manholes and septic systems**

- ( ) **On-boarding of time-of-day precautionary and must know information about ring road, flyover, bridge, tunnel, subway, metro track, tram track, and level crossing**

- **( ) Other on-boarding for enabling road infrastructure transformation:**

The NSSR-RS programme expects to collect unit specific
- ❑ Feedback
- ❑ Complaints
- ❑ Tickets

from senders of the printed pull-out forms that are duly filled, scanned as e-documents and sent via Whatsapp or Email to the mentioned mobile numbers and ID(s) which will be shared soon

Road Safety Health Card (Front)

The card includes Dial-in numbers and summary for

(a) A family doctor or physician

(b) A preferred hospital or nursing home

(c) Medical history related hospital, nursing home, medical practitioner

(d) Preferred First-aid or emergency services

(e) Health and wellness (status, tick as applicable)

[ ] Normal [ ] Afflicted [ ] Treated and Recovered [ ] Recovering

(f) Details of any issues/illness/ailment (complete as applicable):

(g) Details of any alpha-assistance as a commuter:

Visual impairment:

Speech impairment:

Heating impairment:

Multiple sense organs impairment:

Road Safety Health Card (Back)

The card includes a series of self-declarations if the card is for a person who is a driver of a vehicle

❑ Self-declaration on whether the responder is not a traffic rules or norms violator: Yes/No/Not applicable

❑ Self-declaration on whether the responder will pay fines for violations: Yes/No/Not applicable

❑ Self-declaration on whether the responder would like to control air pollution and fuel consumption: Yes/No/Not applicable

❑ Self-declaration on whether the responder will adopt norms or follow recommendations to control air pollution and fuel consumption: Yes/No/Not applicable

❑ **Disclaimer:** As social responsibility, social etiquette and commuter behaviour determine the response to incidences affecting an individual, the information available in the Road Safety Health-Card can only universally reduce risk and facilitate decision making.

Work in progress with stakeholder reviews being requested