

# Observer

## HARAMBEE STARTER SERVICE

R13:00  
Per Ticket

### TAXI INDUSTRY

TAXI INDUSTRY  
SIGNS AGREEMENT

### WORKSHOP

SMME'S ENTERPRISE  
WORKSHOP

### TRIBUTE

TRIBUTE TO  
MR OWEN MAPHOSA

### STAFFING

MEET THE  
KTVR BUS SERVICE  
TEAMS

2017 Year End  
Function



## TEMBISA TO ISANDHOLE

Buy your bus ticket near Tembisa Police Station  
and Birch Acres Mall

# THIS

## SSUE

February 2018

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### Editorial Team



*From Left:* Tebogo Modise (Marketing Officer); Yoland Foster (Communications Officer)



### FROM THE DESK OF THE EDITOR

*Mr B.J. Mahlangu, Executive Director: Public Relations*

Welcome to the second edition of KTVR Observer magazine. In this edition we will give you an update of what is happening within the company, negotiations between the Taxi industry and the City of Ekurhuleni in preparation for the full launch of the Harambee BRT System much later in the year.

The full launch of the Harambee BRT System will require that we migrate from KTVR Bus Service as a "Special Purpose Vehicle" into a "Vehicle Operating Company", therefore 2018 promises to be a rapidly moving forward with phase 1A of the Harambee BRT System which is from Tembisa and up to Vosloorus.

In 2017 we achieved a lot of things as the company, including the launch of the Harambee BRT Starter on the 18 October 2017. The Starter Service is attracting a lot of customer patronage on a daily basis and we are anticipating an increased demand for more buses to be introduced particularly during Peak hours in the morning and in the Afternoon.

On the 18th and 23rd January 2018, we convened our Annual General Meeting for the year ending in June 2017 where our Board of Directors, KTVR Bus Service Trust and the Executive Management Team gave an account of how the company has performed during the financial year of reporting.

As we were preparing to bid farewell to the 2017 calendar year, we sadly lost Mr Owen Maphosa, our Senior Manager in the Office of the Executive Chairman who passed away, on the 27th of December 2017. In this edition we will be paying tribute to him and may his soul rest in peace.

We are in the process of renaming our magazine with an African name. We invite all our readers to propose a new name for the magazine by emailing your suggested name to [tebogom@ktvr.co.za](mailto:tebogom@ktvr.co.za) or [yolandf@ktvr.co.za](mailto:yolandf@ktvr.co.za).



“Our mission is to effectively advocate and communicate efforts designed to improve the BRT Project”

Mr Mandlakhe Mtshali, *Executive Chairman*

## Message from the Executive Chairman



The year 2018 has started on a good note with regard to the ongoing negotiations between the Ekurhuleni Taxi Industry and the City of Ekurhuleni towards the full launch of the Harambee BRT System. From the 17th -19th January 2018, we went away on strategic planning workshop to discuss and resolve on issues that pertain to the compensation and affectedness of individual Taxi Operators in line with the roll-out of the Harambee BRT System.

I am glad to inform you that we have made a lot of progress in this regard and we have signed an agreement that details the qualification criteria of affectedness. A series of engagements will ensue with the Taxi Industry, to unpack this agreement so that every Taxi Operator could understand it in a simplified version.

At a high level, we regularly give an update on the work that we do to the Gauteng Premier, MEC for Transport and the MMC for Transport Planning, and it is safe to say that KTVR Bus Service continues to receive the support of the political leaders of Government in Gauteng and the National.

I would like to show my appreciation to the City of Ekurhuleni's Head of Department for Transport Planning and her team for their dedication in these negotiations. Also, I want to show my appreciation to the Ekurhuleni Taxi Industry for their commitment and participation in the established working groups.

Since the launch of the Harambee BRT System Starter Service we are steadily building a loyal customer patronage between Tembisa and Isando Industrial Area and we call upon all our potential customers to support the Harambee BRT System and help us grow it into a world class integrated public transport system.

In conclusion, I want to specially thank the KTVR Bus Service Team, In particular our bus drivers for making the Starter Service Operation run smoothly since our first day of operations.

**MK Mtshali**  
*Executive Chairman*

**R13:00**  
Per Ticket

# HARAMBEE STARTER SERVICE

## TEMBISA TO ISANDO

Buy your ticket near Tembisa Police Station and Birch Acres Mall



## PROGRESS ON OPERATIONS

### “Meet our Drivers”

The Operations Department is hard at work meeting regularly to assess the roll-out of the phase 1(a) Harambee BRT Starter Service which commenced with operations during the month of October 2017. We are currently still operating a service of six buses and two standby buses.

Towards the end of 2017, we received a delivery of ten new buses from Busmark and they have since been branded and are ready to be introduced at any given time since there is a demand for more buses. On average, for the month of January 2018, our buses have carried a customer patronage of 1200.

The Starter Service which is between Station 7 and Isando Industrial Area has not gone without any challenges such as mobile ticketing system going off-line and therefore inconveniencing our customers. The City of Ekurhuleni is working on rectifying and improving the ticketing system before the launch of the full service later in the year.

The bus schedule remains unchanged, with the peak hour service commencing at 05h00 to 09h00 and again at 15h00 to 19h00 with 20-minute frequency of buses. The off-peak hours are from 09h00 to 15h00 with a 60-minute frequency.

For any queries with regard to the schedule of buses, customers are encouraged to contact our bus depot at 011 493 8646 between office hours and they will be directed to the relevant office to resolve their query



Operations Team in a Meeting



*Mr Onismus Leuba Mashabela*



*Mr Lucas Mandla Mathebula*



*Mr Lesiba Daniel Mashabela*



*Mr Peter Jeffrey Sultan*



*Mr David Dlamini*



*Mr Thabo Ishmael Mohlabine*



*Mr Thabo Thandanani Mthabela*



*Mr Hestin Kgotso Tsofo*



*Mr Leranzo Garado Brown*



*Mr Vicky Mathebula*



*Mr Elliot Matima*



*Mr Lucas Mathebula*



*Mr Richard Mulaudzi*



*Mr Francisio Damiao Sigaugue*



*Mr David Mhlongo*



*Mr Sidney Birthy Oliphant*



*Ms Mantwa Mahua*



*Mr Lucas Ramakgoakgoa*

**‘KTVR Bus Service strives at all times to be employer of choice and to be compliant with employment equity requirements’**

## Welcome New Staff Members

### Hospitality Assistant

As a temp employee at KTVR, she has proven to be a diligent worker, who does her work with pride. We hope that being at KTVR will help her to realize her career aspirations.



Ms Jeanett Matshidiso Matjie

### Call Centre Operator

She brings with Call Centre experience. We believe that our customers are in good hands with her great sense of empathy and listenership.



Ms Ndileka Amanda Nozaziyo

### Assistant Bus Inspector

She brings with Call Centre and Health & Safety experience. Her attention to detail will help a plus in executing her duties.



Ms Katlego Shatadi Kekana

### Receptionist

She brings with a wealth of office support experience, which she has practiced across a range of industries.



Ms Tidimalo Shikoane Phago

### Diesel Mechanic

He brings with experience in Diesel Mechanic. We believe that our important assets, our buses, are in good hands.



Mr Thabang Modise

## Internal Staff Promotions



Ms Moipone Charity Makhanya

Promoted to Training Coordinator Position



Ms Mdumiseni Gift Mtshali

Promoted to Assistant Bus Inspector Position

# STAFFING



## Office of the Executive Chairman Staff

**From Left:** Ms Christine Sibuyo (*Hospitality Assistant*); Ms Sibongile Ratshwafo (*Executive PA*); Mr Mandlakhe Mtshali (*Executive Chairman*); Ms Khosi Boateng (*Senior Manager: Office of the Executive Chairman*); Ms Gugu Tshabalala (*Hospitality Assistant*); Ms Matshidiso Matjie (*Hospitality Assistant*)



## Legal Department Staff

**From Left:** Ms Thembeke Msane (*Executive Head: Legal*); Ms Angela Doshane (*Legal Administrator*);



## Public Relations Department Staff

*From Left:* Mr Tebogo Modise (Marketing Officer); Ms Yoland Foster (Communications Officer); Mr BJ Mahlangu (Executive Director: Public Relations)



## Finance Department Staff

*From Left:* Ms Mpumi Msiza (Accountant); Ms Khosi Boateng (Finance Manager); Ms Portia Dhlamini (Supply Chain Officer); Ms Kholofelo Mashego-Masoga (CFO); Mr Jabu Mahlangu (Accountant); Ms Lerato Letsoara (Finance Administrator)



## Human Resources Department Staff

**From Left Front:** Mr Simon Vilakazi (*Training Officer*); Ms Lindiwe Mahlangu (*Receptionist*); Ms Tsakane Makhubela (*Executive Head: HR*); Ms Moipone Makhanya (*Training Officer*); Mr Molotlegi Mokgatle (*HR Manager*); **From Left Back:** Ms Lebogang Maduna (*Payroll Administrator*); Mr Thabo Mothupi (*HR Administrator*); Mr Thokozani Mtshali (*Training Officer*)



## Operations Department Staff

**From Left:** Katlego Maloka (*Scheduling Clerk*); Philisiwe Vilakazi (*Inspector*); Margareth Nkosi (*Hospitality Assistant*); Mahlako Mogoshane (*Operations Manager*); Nkateko Nxumalo (*Hospitality Assistant*); Tidimallo Phago-Madibo (*Depot Clerk*); Menzi Mdlulu (*Fuel Attendant*); **From Left 2nd Row:** Richard Mulaudzi (*Driver*); Motseng Mashego (*Dispatcher*); Denicia Machete (*Scheduling Clerk*); Lucas Ramagoagoa (*Driver*); Lucas Mathebula (*Driver*); Vannessa Moabelo (*Dispatcher*); Mantwa Mahua (*Driver*); Kgotso Tsolo (*Driver*); **From Left 3rd Row:** Phineas Mosehla (*Assistant Depot Supervisor*); Siphephelo Makhanya (*Scheduling Clerk*); Edwin Tjatji (*Transport Officer*); Simon Mashele (*Fuel Attendant*); Mandla Ndzimande (*TMC Controller*); Sibusiso Shoba (*Shunter*); Amanda Nozaziyo (*Call Centre Operator*); Bongani Mtshali (*Safety Officer*); Pule Riba (*Operations Administrator*)

# KTVR BUS SERVICE

## ANNUAL GENERAL MEETING (AGM)

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On Tuesday, 23 January 2018, KTVR Bus Service Board of Directors convened the company's Annual General Meeting (AGM) for the year ended 30 June 2017 at the Emperors Palace in Kempton Park. In attendance were members of the KTVR Trust, Executive Management and shareholders represented by the Ekurhuleni Taxi Industry Operators.

The AGM was also attended by the City of Ekurhuleni's Head of Department for Transport Planning, Ms L Madikizela and the meeting had the pleasure of welcoming the presence of our City of Tshwane counterparts from the "A re yeng" Bus Rapid Transit System.

The AGM received reports from the Board of Directors committees namely (1) Audit and Risk Committee presented by board member, Ms G Linda and (2) Social and Ethics Committee presented by Mr NZJ Nhlapo. The meeting also adopted the Annual Financial Statements which confirmed that the company's purse was in a good healthy state.

The Executive Managers also presented their management reports to the meeting namely (1) Finance report presented by Ms kK Mashego-Masoga who is the Chief Financial Officer, (2) Operations report presented by Ms P Ntuli who is the Chief Operations Officer, (3) Human Resource Development and Training report presented by Ms T Makhubela who is the Executive Manager for Human Resource Development and Training and (4) Public Relations report presented by Mr BJ Mahlangu who is both a member of the Board of Directors and Executive Manager for Public Relations Department.

All the reports gave a good account of the state of the company and confirmed that the company is well managed. The AGM welcomed and adopted all the reports. The AGM resolved to re-elect the following Non-Executive Directors for another term as board members:

1. Mr A Sithole
2. Mr NZJ Nhlapo
3. Ms G Linda
4. Mr VC Tshishonga
5. Mr KS Matabane
6. Mr TL Foster



**New Board Member : Mr TL Foster**

## **EKURHULENI TAXI INDUSTRY SIGNS AGREEMENT OF AFFECTEDNESS**



*Ekurhuleni Taxi Industry and COE HOD for Transport Planning signing the agreement of affectedness*

On Wednesday, 17th of January 2018, Taxi Industry Leaders and the City of Ekurhuleni Officials attended the working groups workshop held at the Glenburn Lodge and Spa. During the workshop, all participants focused on coming up with a criteria of affectedness for compensation during the roll out of the phase 1 of Harambee BRT full service.

The criteria of affectedness will be used as a guideline in determining the degree of affectedness and compensation to be allocated for withdrawing an operating license in favour of the Harambee BRT System. At a time when the City of Ekurhuleni is ready to commence with compensation of individual Taxi Operators affected. They will then be given an option to either invest in the BRT Vehicle Operating Company (VOC) or an option to cash out their compensations and pursue their individual interests.

During the workshop it was agreed that the qualifying requirements of potentially affected operators will include the following:

- Operators must be in possession of either an Operating License, permit or valid receipt
- Operators must be members of a City of Ekurhuleni registered minibus taxi association
- The route / routes operated must be City of Ekurhuleni registered routes as contained on the ARTA forms and registered as routes of the registered mini taxi association.



- The operator must have been operating the route contained in the ARTA form on or before 31st December 2015
- The operator must possess a valid South African identity document
- Operators must own vehicles linked to their Operating License
- They must have vehicle registration documents to prove ownership

### **Criteria to determine affectedness:**

- The operator must provide a public transport service on a route/routes that are equally the routes of the BRT
- If the operator, operates on all, part or in close proximity of the BRT route/routes
- Such an operator may lose all or part of his/her market volume (business value) when the system is introduced

### **Exclusions**

- For Phase 1, it has been determined that there are no subsidised buses contracted that will be affected
- Learner transport and metered taxi operations are excluded in terms of the provisions of section 41(1)(a) of the National Land Transport Act.

# EDUCATING STUDENTS

## FOR A BETTER FUTURE THROUGH RESEARCH



From Left: Ms Benda Phakane (COE - Transport); Mr MP Mashego (ETI Official and KTVR Bus Service Chairman of Trustee's); Mr Nhlapo (ETI Official and KTVR Bus Service Director); Mr BJ Mahlangu (ETI Official and KTVR Bus Service PR Director)

KTVR Bus Service's Public Relations's Department through its CSI programme have initiated and educational focused project that aim's to give back to the community in the current area of the Harambee bus operation, namely Tembisa.

With Education being our main-focus, we have engaged grade11 and 12 High School learners in a research competition that will be adjudicated by educators from the competing schools and KTVR Bus Service. The topic for research will be "**The importance of integrated public transport system and how to have a community buy-in**". Participating students will then present their papers to an audience comprising of learners, educators, KTVR Bus Service and its strategic partners.

We have identified four High Schools in Tembisa which are located not far from Harambee BRT station 7 and 14 that will be participating in the Research competition for a monetary reward. The schools include Tembisa High School, Bokamoso Secondary School, Phomolong High School and Zitikene High School. The winning schools and learners will be rewarded with prizes that will go towards the improvement of the school and for the learner's tertiary education after high school and for the learner's tertiary education after high school. The prizes include:

- 1st Prize: R50 000
- 2nd Prize: R30 000
- 3rd Prize: R10 000
- 4th and 5th Prize: R1 600
- School of Winner: R20 000

For the project to be a success, we have identified and will work with our strategic partners who we will lobby to fund the monetary prizes. The following strategic partners will be engaged to support the project: City of Ekurhuleni, Harvest Chattered Accountants, Busmark, Mercedes-Benz, A-Techs, Gauteng Department of Education and the Ekurhuleni Taxi Industry.

### First Step: Briefing Meeting

A briefing meeting with all the participating schools and learners was held on the 2 March 2018 at the Birchwood Hotel and OR Tambo Conference Centre highlighting the theme: EDUCATING STUDENTS FOAR A BETTER FUTURE THROUGH RESEARCH with KTVR Bus Service, Ekurhuleni Taxi Indusrty and the City of Ekurhuleni to share information about the general public transport in Ekurhuleni, Taxi Industry and Bus Rapid Transport System. The briefing meeting was aimed at giving as much information as possible to all the participants to enable them to conduct their respective research on the topic given.

# Participants selected for the Research Competition



Zitikene High School



Tembisa Secondary High School



Tembisa West High School



Phomolong High School

## Important information:

- The topic for the research will be "The importance of integrated public transport system and how to have community buy in"
- Conduct Research for essays - Minimum of 2000 words
- Submission of individual essays **06 April 2018 @ 12h00**

# KTVR's SMME's Enterprise Workshop



During the month of November 2017, we convened two Enterprise Development Workshops for SMME's that are registered on the KTVR Supplier Database and in total 11 companies were invited to the workshop.

The first workshop was held on the 23 November 2017 with the second workshop being held on the 30 November 2017. The workshop focused on the following:

1. SMME's Empowerment and Support
2. Legal Requirements and
3. Guidelines on Pricing

The workshops were intended to empower SMME's within the Ekurhuleni Taxi

Industry to be able to function and benefit from the Value Chain Opportunities presented by the Harambee BRT System. On behalf of KTVR Bus Service, the PR Director and the Executive Chairman would like to extend with gratitude to the Taxi Industry operators and respective leadership for attending these workshops.

## TRIBUTE TO MR OWEN MAPHOSA



Mr Owen Maphosa was born on the 08 February 1968. He was the 7th child out of 9 siblings. At the time of his death he was 49 years old. By spiritual orientation, he was a born-again Christian serving under the Hope Restoration Ministries. He attended school at Umzingwane High School for his A Level Cambridge Examination.

He was very assertive and good in athletics and soccer. Early on his career, he showed a very strong intellect and interpersonal skills and that helped him to be loved by everyone he encountered in his life.

He studied Supply Chain Management at Bulawayo Polytechnic. He read extensively to enrich his expertise. He worked for companies such as Mass-Mart, Wal-Mart, Alpha Cement, Plessey Communication and Makro Wholesalers before leaving for the United Kingdom where he worked for several companies there.

During his stay abroad, he furthered his studies and obtained a diploma in Warehouse Management at the London Business College and another diploma in Logistics Management at the Buckinghamshire College.

After he lost his mother in 2007, he decided to come back and work from home. He worked as Depot Manager at Vital Distributors before joining his last loving

family, KTVR Bus Service in 2017 where he was appointed Senior Manager in the office of the Executive Chairman. He is survived by his wife Nokuthula Maphosa and his three children.

**- MAY HIS SOULS REST IN PEACE..**

# ANNOUNCEMENTS EVENTS CELEBRATIONS

*KTVR Bus Service held its 2017 year-end function on the 08 December 2017 at the Kievits Kroon Country Estate in Pretoria. The day was filled with colour, fun and music.*



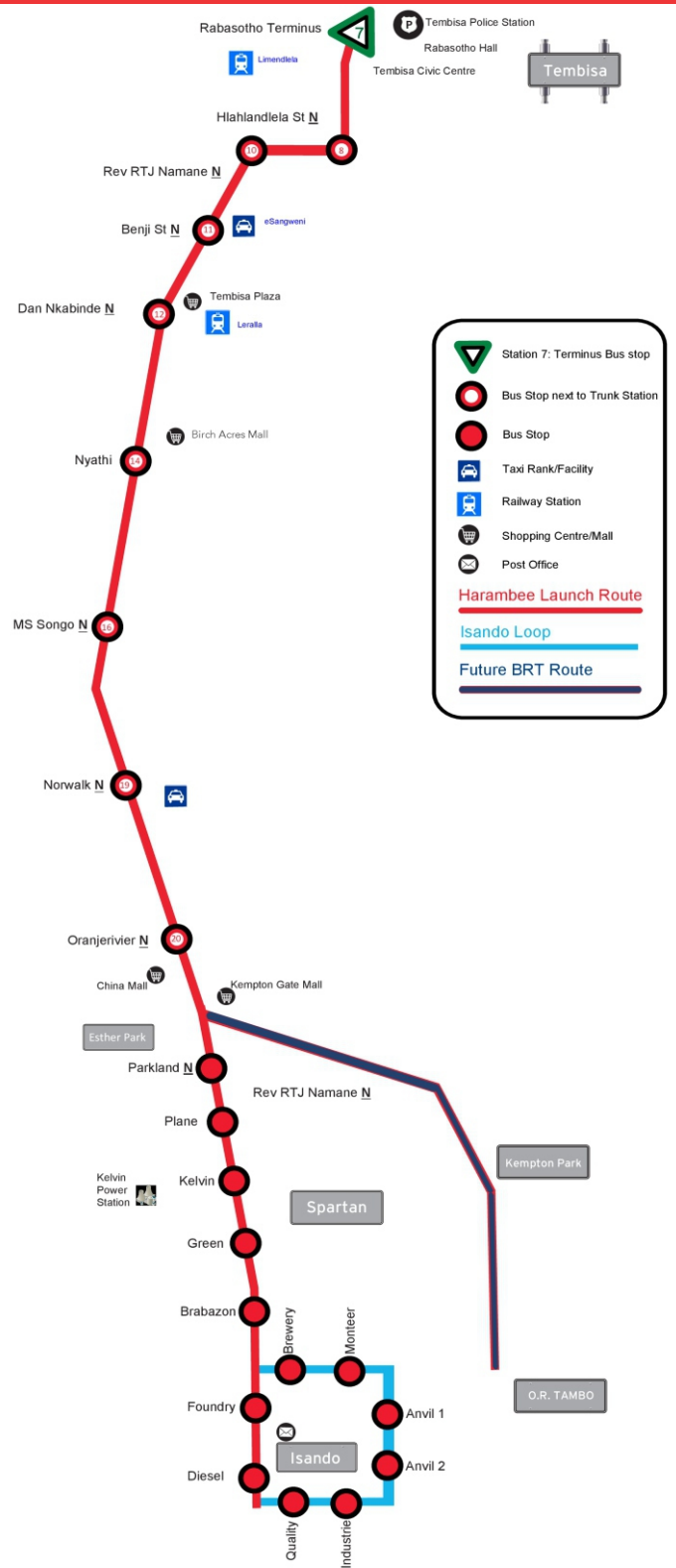
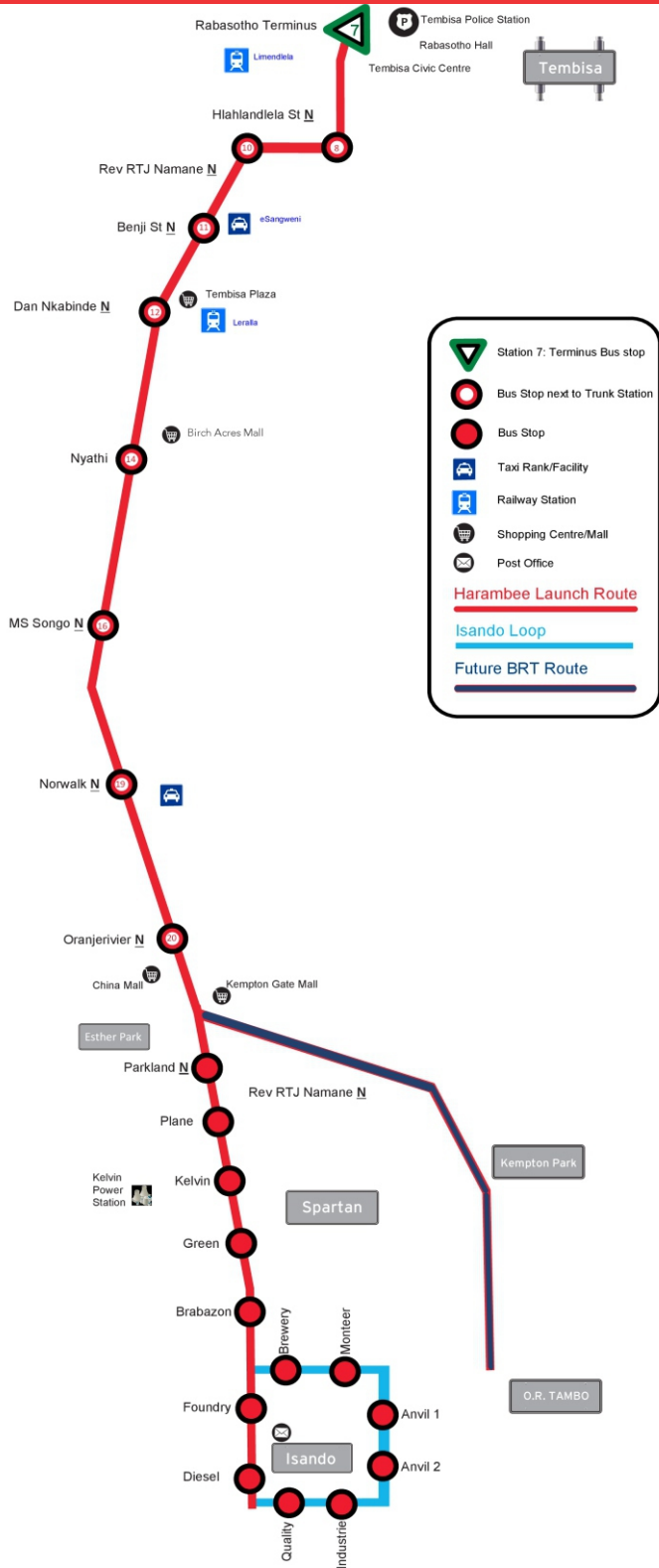
You're  
**LEAVING**  
to have a  
**BABY**



*Our Receptionist Ms Lindiwe Mahlangu will be leaving us on the 9th of March 2018 and will be returning in July 2018.*

**We wish you great happiness and joy as you begin this new chapter with your little one...**

# HARAMBEE STARTER SERVICE ROUTE MAP



[www.harambee.ekurhuleni.gov.za](http://www.harambee.ekurhuleni.gov.za)