

Observer

KTVR
BUS SERVICE

ISSUE 10. November 2020 EDITION



POST-COVID

From the Taxi Industry

HARAMBEE

COVID-19 Safety Measures

DEPARTMENTAL STRATEGIC

Sessions

INSPIRING WORDS

From KTVR Women

Celebrating
10th
Edition

Celebrating KTVR Women





Mr B.J Mahlangu, Executive Director: Public Relations

New World Order

*Adapting, recovering and innovating
in the wake of COVID-19*

Over the past few months of 2020, it was easy to lose all hope and brood over the negative side effects of the events taking place currently in the country, especially when as a community we are battling a global pandemic.

However, for every low there's a high. Its true even with the current situation, there is still a silver lining to it all. The pandemic welcomed new ideas, initiatives and a new understanding of how to cope with any challenge put forth in the transport industry.

As we begin to open the economy and start to rebuild, our company has too begun to plan for Covid-19 mobility, adjustments, and strategies to all initiatives, meetings and events that requires us to connect with our community.

We now look forward to what the future has instore although with much needed safe social distancing measures and requirements. Some of our exciting events is further outlined in this issue.

The world most likely will not go back to what it was before, and this isn't necessarily a bad thing. KTVR Bus Service will therefore continue to survive this pandemic, as we are able to adapt to the new normal.

We will continue to ensure the safety of our staff and stakeholders especially our commuters, whose health is paramount to the survival of KTVR.

Regards,
*Public Relations Director and
Member of the Board of Directors*
BJ Mahlangu

PAGE 1

Editor's Note

PAGE 2

Message from the Chairman

PAGE 3

Celebrating KTVR Women Leaders

PAGE 4

Words from KTVR Women

PAGE 5

Post-Covid from the Taxi Industry

PAGE 6

Harambee Safety Measures

PAGE 7

Industry Transformation Workshops

PAGE 8

Stakeholder Workshops

PAGE 9

Corporate Social Investment

PAGE 11

Facts on BRT

PAGE 12

Departmental Strategic Sessions

Contact Editorial Team

Tel : 011 823 1672

Email : yolandf@ktvr.co.za
tebogom@ktvr.co.za

EXECUTIVE CHAIRMAN

Dr MK Mtshali



MESSAGE FROM THE EXECUTIVE CHAIRMAN

During the course of 2020, the staff at KTVR Bus Service once again delivered resilient results with respect to adapting to the new normal recognised as "Covid-19" thereby going beyond our expectations.

We have also successfully executed new strategies that was tailored especially pertaining to the pandemic. In addition to setting direction and helping employees work effectively, we had to adapt our old work ethic and operations in the course.

From the Board of Directors and all the Executives at KTVR Bus Service, we would like to thank all our managers that had to also adapt in dealing with more ambiguity.

I'd like to reiterate to all our staff members and stakeholders that we will continue to uphold a shared purpose in providing accessible, reliable, safe and cost-effective transport and related services to the community. With our everlasting vision "To be a leader in service excellence and, A transport provider of choice" directing us.

The Future of Work for Women in Public Transport

The future of work for women in the public transport is continuously faced with challenges of gender-based occupational segregation and keeping up with technology. For example, women are often at the sharp end of automation as their jobs in ticket sales and customer functions are no longer restricted, as more women are now able to explore other jobs in the public transport industry such as bus drivers, engineers, and leaders in the industry.

However, Female participation in the transport sector remains low. According to the Harvard Business Review, "women make up 20% of engineering graduates, but nearly 40% of them either quit or never enter the profession. "As a result, the transport industry remains heavily male-dominated, which only makes it harder for service users to make themselves heard, and who limits incentives for the sector to become more inclusive.

A critical mass of organizations have formed a gender working group under "Sustainable Mobility for All" initiatives to develop a roadmap of action to transform the mobility of women. For all of us at KTVR Bus Service who work in the sector, empowering women both as transport users and transport providers is at the core of our mission: we simply won't achieve sustainable mobility for all if we leave behind 50% of the population, which is in-fact are women.

Sincerely,
DR MK Mtshali



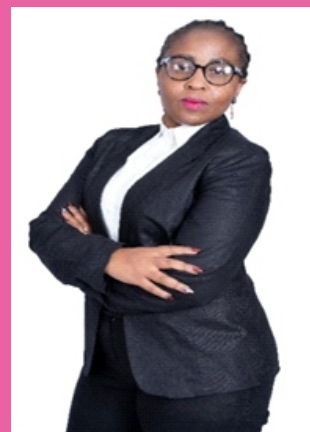
Celebrating **KTVR WOMEN LEADERS**



Ms Thembeke Msane
Company Secretary



Ms Tsakane Makhubela
Executive Head: HR



Ms Kholofelo Mashego-Masoga
CFO



Ms Puleng Ntuli
COO



Ms Lerato Phume
Senior Manager: Office of
Executive Chairman

“ A leader takes people where they want to go. A great leader takes people where they don't necessarily want to go, but ought to be ”

Rosalynn Carter





INSPIRING WORDS FROM Women At KTVR

“ Empowering the next generation of Women “

“It is a dream come true for me and I have to say that it is an honour to be working at KTVR Bus Service as a female driver.

Working particularly for a black-owned company has really opened many doors for myself and many others. I’ve dreamt about this opportunity since 1992, especially to be part of a company that empowers many African women and our African people as a whole.

The public industry is commonly been recognised as being operated by men but at KTVR Bus Service there are more opportunities provided for women. I thank the Lord Almighty that I was able to be part of the team.

*“ I am **Jabu Maboye**, I am a sister, a daughter and most of all a mother of 3. Being a female driver can be daunting as you want to make your presence known working in a male dominated industry. It is still odd for people to see a female bus driver and we are often given a much different respect.*

I enjoy working for KTVR Bus Services.

I think more females and society in general should be more open minded to females in the transport industry, as well as in all sectors of the world. Ultimately, everyone - especially male dominated sectors should be able to give women a sense of belonging and independence. “

Being a woman in a group of men is an opportunity to prove that even women is able to conquer and overcome the challenges in the industry that was once only meant for men.

In my experience as a female driver in the transport industry, one of the challenges that I had to face was being underestimated and being able to overcome challenges as many male drivers see women as fragile and sensitive. This was my opportunity to prove all stereotypes wrong.

With that being said I’d like to encourage women out there to never give up on their dreams no matter what people say and to just believe in what you do-as I have. I do believe that I am a walking testimony.

Thembi Conny Mabena - Female driver at KTVR Bus Service.



POST-COVID MOBILITY FROM THE TAXI INDUSTRY

The Taxi Industry held engagements to review proposals on ideas which aim to deal with the consequences of COVID-19 whilst maintaining quality services. These include steps for preparing for the Year after Coronavirus, in a bid to examine the future steps needed to meet the needs of the post-pandemic era.

In doing so, the Gauteng government launched a new mobile application called the “Cmore App” to monitor and prevent the spread of COVID-19 in the taxi industry. This app is only accessed by the taxi rank marshals and managers and not by the passengers.

The corporation added that it sought to extract innovative ideas, suggestions and solutions that had easy-to-measure impacts, in terms of making positive changes to working environments and quality service. It also highlighted that the ideas had to include a strategy for developing action plans, policies and application mechanisms that cover future mobility needs.

Transport MEC Jacob Mamabolo, launched the mobile application at the Bosman taxi rank in Pretoria during the month of July. The mobile app will require that rank manager and taxi marshals upload the data online, this include the number of passengers accessing the taxi's, the number of taxi's disinfected, taxi drivers sanitising passengers hands, wearing of masks by all and the cleaning of ranks.



Transport MEC: Jacob Mamabolo,

Spokesperson of the National Taxi Alliance (NTA), Theo Malele welcomed the application, ensuring that the safety of the passengers would be taken care of. He noted that from the view of the Taxi Industry parties, they would ensure that they support Gauteng government initiatives.

Theo Malele further noted that “The NTA has been putting to government to investigate if the 100% capacity is feasible. We were given strict protocols to adhere to which we are grateful. All onboard should wear masks and the driver should wear face shield”.

“We should also ensure that commuting masses are made aware that windows have to be kept open for a 5cm margin to allow ventilation and everybody is safe. Our members have been briefed about the application and they will monitor it so that it becomes a well-oiled machine”. He added the NTA would support the rank marshals and managers to ensure they utilised the application. (Ntwaagae Seleka)

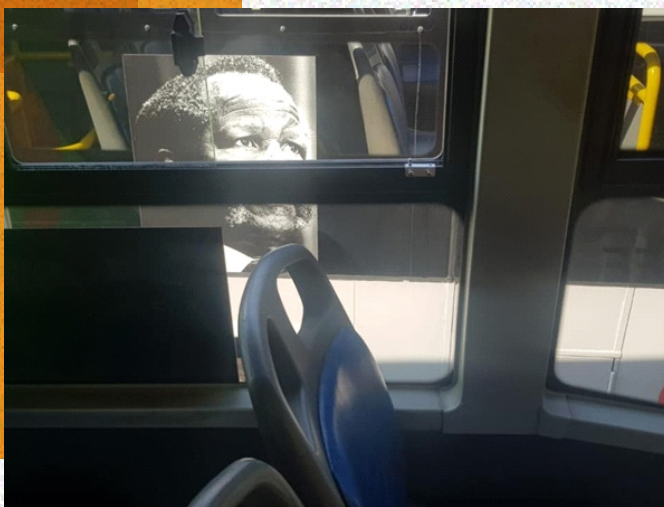
“ Mobile Application Launched at the Bosman taxi rank in Pretoria”

HARAMBEE BRT

Covid-19 Safety Measures

In previous issues of the Observer, we have detailed all the changes in operations in line with COVID-19. These included sanitizing and mandatory mask wearing, staff regulations on COVID-19 training workshops, workplace controls, markings in the buses which implements safe social distancing amongst passengers and many others.

An additional measure has thus been put in place since July, where windows stoppers have been fitted to the Harambee buses as per the COVID-19 transport directions gazettes by the government. Thus, windows are required to have a fixed 5cm opening to allow for air circulation where passengers are therefore NOT to close windows.



INDUSTRY TRANSFORMATION WORKSHOP



The Ekurhuleni Taxi Industry

On Monday, the 28th of September 2020, KTVR hosted the Ekurhuleni Taxi Industry Transformation Workshop. The aim of the workshop was to present value chain opportunities and other business opportunities to the taxi industry leadership of the affected taxi association in respect to the Harambee BRT project currently underway in the phase 1A and B from Tembisa to Isando and OR Tambo International Airport.

The workshop was facilitated by Mr. BJ Mahlangu, board member and director of KTVR and had presentations from Sharpville Breweries represented by Mr. Majake which offered the taxi industry a business opportunity to buy shares in the business. Sharpville breweries is based in the Vaal Triangle township of Sharpville with their brewery plant based in Libro Park in Ekurhuleni. Their products are currently distributed through over 1000 township-based taverns and aims to be the number 1 local brand of beverage. Sharpville Breweries is looking for capital injection of R10 million at R10.00 a share to grow business.

The second presentation was from MTN group represented by Ms. Natalie on the Automated Fare Collection for the taxi industry using innovation for mobile money wallet called "MoMo" to help grow the taxi business minimizing the exchange of cash in the business. The MTN Mobile money has over 85 million customers in the African Continent.

An average South African spent 9% of their income on transport and there are about 17 million South African who uses public transport daily. With so many people using public transport, there is a lot of cash that is moving unsecured with the sector, hence there is a need to provide innovative ways of securing money for the benefit of both the passenger and the transport provider. The MTN group aims to pilot this project in the taxi industry for at least a period of six months before anything can be agreed on.

The workshop further looked at the value chain opportunities that comes with the implementation of the phase 1 Harambee BRT project. The Executive Chairman of KTVR, Mr. MK Mtshali



Sharpville Breweries looking for R10 million injection

emphasised that members of the Taxi industry should be innovative and prepare to take their taxi businesses to the next level. He advised members of the industry to take advantage of their proximity to the industry technical advisor and gain as much information they could to arm themselves as go back to finalise the harambee BRT negotiations between the City of Ekurhuleni and Taxi Industry.

With the imminent Vehicle Operating Company (VOC), affected taxi operators need to understand the value of their business and quantify it properly. The business of this operators will be negatively affected with the full-scale introduction of the Harambee BRT and they should adapt to new business models to integrate with Harambee BRT in order to remain in business. With the introduction of the VOC for a period of 12 years an average taxi operator stands to lose on average R11 million in revenue if they do not adapt and integrate.

Taxi operators will expected to organise themselves into business entities to provide the feeder route service. Other value chain opportunities will be negotiated with the city of Ekurhuleni such as tyre manufacturing, Maintenance hub, metal recycling, fuel and oil, PPE, Advertising, car mat development financial sector opportunities etc.

Ekurhuleni Taxi Industry Stakeholder Workshop



Nikon D5600, 70mm, f/4.5, 1/60s



Nikon D5600, 70mm, f/4.5, 1/60s

With ongoing meetings between the Ekurhuleni Transport Industry and the City of Ekurhuleni, many strategic workshops were held in between to discuss and resolve any concerns from the affected operators on the interim compensation and affectedness of individual operators in line with the roll out of the Harambee BRT system.

The Government lockdown and social distancing has affected the progress of discussion between the City and the Ekurhuleni Taxi Industry. The set time lines have been affected and as such put us on a back foot.

The City Officials are also doing harm to the negotiations as they continuously cancel meetings be it virtual. For the past six months nothing positive has been achieved.

We have initiated the process of registration of affected operators by establishing a project office which need to be resourced before we can commence with the registration. It has been established that the start of the registration process will commence around October / November 2020.

As the Public Relations department plan on hosting a strategic internal departmental planning session on the 27th of October 2020, discussions on future ETI Workshops will be reviewed.

Stakeholder Focus Group Workshops

On the 13th and 14th of October, the PR department hosted the first Industry Transformation Workshop for 2020 at Birchwood Hotel and Conference Centre. This two-day workshop aimed to:

- ***Provide the EXCO members with the knowledge and skills to be able to manage themselves, the association, and their business effectively and efficiently.***
- ***To enhance accountability and openness.***
- ***To weed out bad habits and wrong procedures by the EXCO.***
- ***To enhance the members attitude towards self-image.***
- ***To enhance unity through integrity, honesty, and sincerity.***
- ***To create teamwork.***
- ***To help members to adhere to financial procedures and management.***
- ***To help members to understand procedures (DC, Grievances, Finance).***
- ***To understand members constitutional rights and obligations.***
- ***To understand human dignity, democracy, and responsibilities of individuals.***
- ***To provide extensive knowledge on Value Chain opportunities.***

In attendance was

- Greater Brakpan Taxi Association (Elected in February 2020)
- SANTANCO Provincial Secretary and Deputy Regional Secretary - Mr. Chabalala
- SANTACO Regional Secretary - Mr BJ Mahlangu
- SANTACO Regional Chairperson, Treasurer, ETI Trust Chairperson - Mr. P Mashego
- KTVR Bus Service Public Relations Department



Nikon D5600, 70mm, f/4.5



Nikon D5600, 72mm, f/4.3, 1/60s

In celebration of Transport month, on the 8th of October 2020, KTVR Bus Service led by its PR director Mr BJ Mahlangu and Chairperson Dr. MK Mtshali jointly with the City of Ekurhuleni Transport and Fleet Management donated mobility enhancing equipment to the Tembisa Self-Help Association of the Disabled (T-SHAD).

The beneficiaries were chosen from the T-SHAD centre as it caters for people who are living with disabilities.

Corporate Social Investment

MOBILITY TOOLS TO PEOPLE WITH DISABILITIES

The aim of the event was to give back to the community where the Harambee BRT service operates. The donation of Mobility tools were distributed to the people who did not have Wheelchairs and Crutches to assist them or for those whose mobility tools were in a poor condition.

The KTVR Bus Service and the City of Ekurhuleni delegation was well received by everyone at the T-SHAD centre which is led by Grace Madingwe - Chairperson of the board. One of the highlights from the event was a sincere poem presented by Mike the Poet, as well as live entertainment presented by the Moses Molelekwa Band. The day spent at the T-SHAD centre has definitely inspired many of us, especially during a time where the world is going through a pandemic.



Nikon D5600, 70mm, f/10, 1/200s



“ Mobility Enhancing Equipment Donated to the Tembisa Self-Help Association of the Disabled (T-SHAD) “

Congratulations!



Mr Jabulani Mahlangu and Partner



We would like to congratulate our Financial Accountant - Jabulani Mahlangu and his partner on the arrival of their baby boy.

Wishing you all the best for the future !

HERITAGE MONTH

During the month of September, KTVR Bus Service celebrates the Ekurhuleni Taxi leaders and its operators for their cooperation, participation and support during the roll out of the Harambee BRT project.

“Harambee” in Swahili means working together.



From left to right: Executive Director (PR): Mr BJ Mahlangu; Former Executive Mayor: CL Mondli Gungubele; Former MEC: Mr. Ismael Vadi; Former MMC: Mr Petrus Mabunda; KTVR Executive Chair: Dr MK Mtshali; Former HOD: Miss Yolisa Mashilwane on the launch of Harambee system.



Nikon D5600, 70mm, f/5.6, 1/500s

KTVR HR Department



Nikon D5600, 70mm, f/4.5, 1/60s

KTVR Operations Department



KTVR Public Relations Department

KTVR BUS SERVICE

DEPARTMENTAL STRATEGIC SESSIONS



KTVR Finance Department



KTVR Office of the Executive Chair Department



Nikon D5600, 70mm, f/4.5, 1/60

D

uring the month of October 2020, KTVR Bus Service hosted their departmental departmental planning strategic sessions:

- . The HR department hosted their strategic session at Birchwood Hotel Conference centre on the 13th and 14th October 2020.
- . The Operations department hosted their Strategic Session at the Birchwood Hotel and Conference centre on the 13th and 14th October 2020.
- . The Finance department hosted their Strategic session at Stones Wedding & Conference centr Strategic at Birchwood Hotel and Conference centre on the 27th October 2020.



Tembisa Hospital to ORTIA

CT1

Weekdays:

Tembisa Hospital	dep	04:00	04:20	04:40	05:00	05:20	05:40	06:00	06:20	06:40
Station 7	dep	04:20	04:40	05:00	05:20	05:40	06:00	06:20	06:40	07:00
ORTIA	arr	05:13	05:33	05:53	06:13	06:33	06:53	07:13	07:33	07:53

Tembisa Hospital	dep	07:00	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30
Station 7	dep	07:20	11:20	11:50	12:20	12:50	13:20	13:50	14:20	14:50
ORTIA	arr	08:13	12:13	12:43	13:13	13:43	14:13	14:43	15:13	15:43

Tembisa Hospital	dep	15:00	15:30	16:00	16:30	17:00	17:30	18:00	18:30	19:00
Station 7	dep	15:20	15:50	16:20	16:50	17:20	17:50	18:20	18:50	19:20
ORTIA	arr	16:13	16:43	17:13	17:43	18:13	18:34	19:13	19:34	20:13

Tembisa Hospital	dep	19:30	20:00
Station 7	dep	19:50	20:20
ORTIA	arr	20:43	21:13

ORTIA to Tembisa Hospital

CT1

Weekdays:

ORTIA	dep	06:20	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00
Station 7	dep	07:18	14:28	14:58	15:28	15:58	16:28	16:58	17:28	17:58
Tembisa Hospital	arr	07:34	14:44	15:14	15:44	16:14	16:44	17:14	17:44	18:14

ORTIA	dep	17:30	18:00	18:30	19:00	19:30	20:00	20:30	21:00	21:30
Station 7	dep	18:28	18:58	19:28	19:58	20:28	20:58	21:28	21:58	22:28
Tembisa Hospital	arr	18:44	19:14	19:44	20:14	20:44	21:14	21:44	22:14	22:44

ORTIA	dep	22:00	22:30
Station 7	dep	22:58	23:28
Tembisa Hospital	arr	23:14	23:44

Tembisa Hospital to Isando

C1A

Weekdays:

Tembisa Hospital	dep	04:40	05:00	05:20	05:40	06:00	06:20	06:40	07:00	13:40	16:40
Station 7	dep	05:00	05:20	05:40	06:00	06:20	06:40	07:00	07:20	14:00	17:00
Isando	arr	05:54	06:14	06:34	06:54	07:14	07:34	07:54	08:14	14:54	17:54

Isando to Tembisa Hospital

C1A

Weekdays:

Isando	dep	15:20	16:00	16:20	16:40	17:00	17:20	18:00
Station 7	dep	16:15	16:55	17:15	17:35	17:55	18:15	18:55
Tembisa Hospital	arr	16:31	17:11	17:31	17:51	18:11	18:31	19:11

TICKET SALES



● Open for ticket sales
 ○ Temporarily closed at this location
 ● Closed for ticket sales



All Lives Matter (# AllLives Matter)