

# Observer

KTVR  
BUS SERVICE

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## KTVR WOMEN

*Celebrating* Women's Month

## Enterprise Development

Transformation Workshop

## NEW HARAMBEE CARD

Launched on 01 August 2019





Mr B.J Mahlangu

**Executive Director** : Public Relations

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**A**t KTVR Bus Service, we strive to add value to our organisation, by creating positive change in the lives of our staff and community members. By putting the meaning back into the suitcase term of “good people,” we can elevate ourselves and the other people around us and change the face of the business, perhaps even the whole society and the entire world.

In this edition of the Observer we focus on celebrating the idea that each individual has the ability to make an impact in society, whilst contributing to steps towards a global movement for good.

In doing so, we cover content that consist of Enterprise Development and Industry Transformation Workshops, as well our quartely Stakeholder Engagement Forum. Moreover, we also provide a broad overview on KTVR Bus Service together with the MMC for Transport and Fleet Management. International Day (or Mandela Day) and gesture of solidarity for the Tembisa Care for the Aged- also known as the Zodwa Mofokeng

This edition is also dedicated to celebrating all South African Women during Women’s Day in August, as we pay tribute to all the contributions and achievements of women to events in history during the struggle for emancipation and contemporary society.

We call upon all young boys and men to desist from abusing our sisters and mothers, we cannot over emphasize the need to build a coherent society which is free from violence and is safe for our women in general.

We hope you enjoy this edition of the Observer.

Public Relations Director  
**Mr BJ Mahlangu**

***“When good people imprint good values and qualities onto others, and they in turn do the same, they create enduring value and progress forward in businesses”***

**Editorial Team** : Yoland Foster - Communication Officer | Tebogo Modise - Marketing Officer



Mr M.K Mtshali

## MESSAGE FROM THE EXECUTIVE CHAIRMAN

**O**n behalf of the Board of Directors and the Executive Management of KTVR Bus Service, I would like to thank our staff and stakeholders for their continued support during the 24 months of operations reached in October 2019.

We warmly welcome the appointment of the new MMC for Transport and Fleeting Management Clr Pelisa Nkunjana and as the new Head of Department Ms. Landela Mahlali. We are looking forward to working with them as we continue to roll out the Harambee BRT Bus operation.

In the past few months since our first day of operation we have noted tremendous increase in our passenger patronage where several requests were reported by the citizens of Ekurhuleni to expand our service to cover their areas of work.

Together with the MMC for Transport and Fleet Management we have launched the new

Harambee Card which can be purchased once-off by the passenger and that may be used to load funds for different trips per week and month.

KTVR Bus Service together with the COE continue to persevere in looking for opportunities and ways expand the Harambee BRT service. This however will be communicated with the public in due course.

I encourage you to take every opportunity to use our buses for a safer, affordable and reliable public transport.

*Regards,*

**Executive Chairman**  
MK Mtshali



# INTRODUCING THE NEW HARAMBEE CARD

The Harambee Card can be purchased at any of the mbile kiosks at:

- Rabasotho Community Hall
- Birch Acres Mall
- Kempton Park Civic Centre
- Cnr. Plane and Isando Road

## HOW MUCH DOES THE HARAMBEE CARD COST?

**R35  
ONCE OFF  
CARD FEE**

**Cost to buy is R35**

**R14  
PER TRIP**

**Flat fare of R14  
per single trip**

**Reload with money  
for multiple trips**

**O**n the 1st August 2019, the City of Ekurhuleni’s MMC for Transport and Fleet Management together with the Executive Chairman of KTVR Bus Service launched the new Harambee Card often referred to as the EuroPay Mastercard Visa or EMV for short. The Harambee Card allows commuters to travel on the system by loading cash on the card for a cashless, safe and convenient travel. A once off purchase of the Harambee card for a flat rate of R35.00, will allow the commuters to travel by simply taping in as they board the bus.

The Harambee cards further allow commuters to plan their trips ahead as the fare on the card does not have an expiry date. It should be noted that no cash transactions are allowed between the passenger and the driver ensuring the safety for everyone in the most transformed public transport system. The Harambee Card will only expire after five years. The minimum fare to be loaded on the card is R14 plus loading fee of 1.5%. The card can be loaded with a maximum amount of R1 500.00 per single load and a maximum of R3 000.00 per month.

Once the passenger has obtained their card, they have an option to load it up through electronic payment using their credit or debit card or using cash at any of the allocated Harambee Kiosks.

# ENTERPRISE DEVELOPMENT

## Industry Transformation Workshops

**O**n the 25th and 27th June 2019 KTVR Bus Service's Public Relations Department held two workshops over two days as part of the company's strategic objective to transform the Taxi Industry and as well as to focus on stakeholder engagement focused groups.

The workshops were attended by the Taxi Industry leadership from all the Harambee phase 1 affected Taxi Associations and enterprises registered on the KTVR Bus Service data base of suppliers.

**T**wo presentations were made at the workshops. The first presentation was done by Mr. Ashref Ismail from Fleetmax Africa (PTY)Ltd which specializes in training and Ms. Pelisa Nkomo from Tocoblox (PTY)Ltd which focused on Value Chain Opportunities within the transport, fleet and logistics industry.



Attendees were taken through on how to prepare a business plan for a competitive advantage, where to look for opportunities and how to position their companies as preferred service providers in their respective areas of operation. The value chain opportunities presented were the following:

Oil and Fuel	Spares and Tyres	Manufacturing	Advertising
Insurance	Security	Maintenance	Catering
Salvage	Infrastructure	Supply of goods and services	

The workshops also aimed to help the audience put their idea into action, bringing additional change and build their entrepreneurial skills. From the results collected from the surveys, it shows that the audience found the workshop to be well structured, comprehensive and useful, as well as rich in content.





“Mandela Day at the Tembisa Care for the Aged commonly known as Zodwa Mofokeng Centre for the Aged in Kopanong Section, Tembisa.”

## 67 MINUTES TO MARK THE 2019 MANDELA DAY



**K**TVR Bus Service and Transport Planning and Provision department from the City of Ekurhuleni jointly honoured the 2019 Mandela Day at the Tembisa Care for the Aged commonly known as Zodwa Mofokeng Centre for the Aged in Kopanong Section, Tembisa.

This organization was established in 1995 from humble beginnings and now operates two centres in close proximity to each other. One centre is a “Frail Care Centre” for senior citizens who need extra care and attention, and the other centre is a “Active Ageing Centre” for senior citizens.

The organisation also assists with the operation of several satellite centres around the township of Tembisa taking care of a combined number of 400 senior citizens.

On Thursday, 18th July 2019 KTVR Bus Service led by its Directors, Mr. BJ Mahlangu and Mr. Alfred Sithole who is also the vice-chairman of KTVR Board of Directors were joined by the MMC for Transport Planning and Provision

from the City of Ekurhuleni, Cllr Pelisa Nkunjana and donated 105 blankets, groceries, detergents, toiletries and adult diapers for the elderly. During the event, the senior citizens choir entertained the audience and invited guest to wonderful music honouring the legacy of the late former President and Statesman, Nelson Mandela. Entertaining the audience also was the Tembisa local talent, Uphenyubeshu serenading the senior citizens with maskandi music.

After all the formalities were done, KTVR Directors and the MMC joined the senior citizens for lunch and more music. The event was also graced by the Midrand Fire Station officials, who also planted a vegetable garden that provided the senior citizens with organic food.

# Stakeholder Engagement Site Inspection of Harambee Infrastructure Development

**O**n the 9th July 2019, the KTVR Bus Service Stakeholder Engagement Forum went out to Tembisa to inspect the progress of the Infrastructure Development for the Harambee BRT project.

The site inspection was attended by a representative of the City of Ekurhuleni's Transport Planning and Provision Department Mr. Matikane Mathebe who also took the forum through the various sites for inspection. Mr Matikane Mathebe further provided an update on what needs to still be completed in order to conclude all infrastructure projects.

Also, in attendance were the following stake holders:

- Harambee BRT Technical Advisors
- Members of the Operations working group
- Taxi Associations represented by BOTA, TELTA and JTTA
- Ekurhuleni Taxi Industry Drivers (ETID)

As the CoE representative began the site inspection at the Tembisa Hospital buffers, he noted that this location can take up to 8 buses. Next to the buffers, stand the Ticket selling point within the premises of the Tembisa Hospital. However, this ticket selling is still subject to negotiations between the City of Ekurhuleni's legal unit and the Hospital Management.

During the inspection the forum also noticed that there were contractors on site at some of the bus stations working including at the Leralla Bus Depot. The COE representative noted that once the Leralla Bus Depot is completed, it will further have the following: (i) Bus washing bay, (ii) Refuelling area, (iii) Workshop area and, (iv) Office space ablution places.

In some instances, however, abnormalities were present. This included the piling up of rubbish along the water-storm drainage next to the bus buffer at the Tembisa Hospital which has the potential of causing an infestation of rats.



# WOMEN'S MONTH

## CELEBRATING THE WOMEN AT KTVR BUS SERVICE

In South Africa, the 9th of August is Women's day and the month of August is National Women's month. This is the time when all South Africans have an opportunity to celebrate women's achievement and the important role that women of all races, classes and religions have played and continued to play in South African Society.

On the 9th August 1956, more than 20 000 women from all walks of life united in mass demonstration to the seat of the previously established government at the Union Buildings in Pretoria to register their protest against the just pass laws enforced on women in South Africa at the time.

The women's demonstration was further led by heroines such as Lillian Ngoyi, Helen Joseph, Albertina Sisulu and Sophia Williams - De Bruyn, who were all either trade unionist or political activist or both.

Apart from their role as mothers, wives and caregivers, statistics show that women have significantly increased in prominence in areas such as business, politics, academic and economic environments. KTVR Bus Service is one of the companies that has entrusted women in leadership positions.

Businesses are no longer dominated by men but now consist of a equal distribution of Females climbing the corporate ladder.

***Women of South Africa be proud of what you have achieved. Let the achievements of those who went before you inspire you to unlock your own strength and motivate you to make a difference in your life, your community and your country.***

Go out and celebrate the women that you are .  
Go out and make a difference.



# THE MINIBUS TAXI INDUSTRY IN SOUTH AFRICA



**T**oday, the South African minibus taxi industry remains the critical pillars of the country's public transport sector. Not only is it the most available mode of transport, it is also the most affordable to the public.

However, in some parts of SA the introduction to the BRT system had changed the prominence of minibus taxis. The minibus taxi industry started in the late 1960s to meet the demands of a growing urban African workforce. At the outset, the taxi industry proved to be a relatively easy and inexpensive way to start a business, proving competitive advantage quite difficult. The industry was also relatively unregulated. The minibus taxi industry played, and continues to play, a critical role in the public transport arena in South Africa.

The industry is black-owned, and structurally situated within the informal economic sector. From the early 1980s to the mid 1990s, the minibus taxi industry grew at an extraordinary rate, as a seemingly community-based industry, without any form of government subsidies unlike other modes of public transport. To this day, government is still facing the challenges of subsidizing the industry.

Since the dawn of democracy in 1994, government instituted a commission which made the famous "NTTT" recommendations towards formalization and democratization of the Taxi Industry. The South African Government has introduced labour laws. With the introduction of the Harambee BRT System in the City of Ekurhuleni, the minibus taxi industry is expected to integrate with the system with multiple feeder routes and cross benefit between the two.

Over and above the introduction of the Harambee BRT System, the taxi industry role players in Ekurhuleni have welcomed the system and have ensured that the minibus taxi industry stakeholders in general have a buy-in and accept the system.

*Extracts of this article is credited to Siyabulela Fobosi from the Consultancy Africa Intelligence's Industry and Business Unit.*



**T**ransportation is an essential part of the development of any country

In South Africa, the public transport industry comprises of three main modes of transport: the traditional commuter rail system and the new Gautrain high-speed rail between Johannesburg, Tshwane (Pretoria) and the Oliver Tambo International Airport; the subsidized and unsubsidized commuter bus industry, including the two-bus rapid (BRT) system in Johannesburg and Cape Town, and a growing 16 seater minibus-taxi industry (Aropet, 2017).

In the 2013 National Household Travel Survey, findings obtained revealed that 68.8% of South African households use taxi services daily, followed by commuter bus (21.1%) and commuter rail operations (9.9%), (Statistics S.A 2014:6).

Despite the available modes of transportation, South African transport is still plagued with several challenges. These comprise of low ridership, lack of public transport accessibility in rural areas, equity imbalances and congestion (Jennings, 2015). The South African public transport industry is currently under immense enquiry as captive users of these systems face unsafe, unreliable and costly systems (Walters, 2014)

Aropet (2017) argues that the provision of safe, accessible, and affordable public transport infrastructure is a vital requirement for the socio-economic development of the South African population. This scholar propagates that it also holds the potential to provide for decent wages and working conditions for the those sectors that depend upon it for demand for their output (Aropet, 2017).

The system of apartheid in South Africa left a legacy of social segregation, and affordable public transport infrastructure is a vital requirement for the socio-economic development of the South African population. The scholar propagates that it also holds the potential to provide for decent wages and working conditions for the sector's employees, as well as for those sectors that depend upon it for demand for their output (Aropet, 2017).

The system of apartheid in South Africa left a legacy of social segregation, and a highly distorted separation of people from both their places of work and most of social services required to live a productive life (Walters, 2014). Therefore, this scholar annotates that the post-apartheid challenge has been to restructure these geographies of exclusion and inequality and provide a more effective system of public transportation.



KNOW YOUR TAXI OPERATOR ORGANISATION

# SANTACO

**S**antaco was founded after government intensive consultative process with taxi operators countrywide in a move to have an umbrella body governing the industry and act as the principal mouthpiece for taxis.

This was guided by the National Taxi Team recommendations of 1996 which rested on three pillars of formalization, regulation and empowerment under the auspices of one taxi body as the taxi body then, SANTACO was not seen as inclusively representative.

The National Conference Preparatory Committee (NCPC) was consequently formed to facilitate a national conference to initiate a new body with elections conducted at local, regional and provincial levels. In September 2001 SANTACO was formally established and remains the principal representative body of the Taxi Industry in South Africa.

The South African Taxi Industry has come a long way since the very first taxi was introduced more than a century ago. The birth of this industry was a direct result of the industrialisation, which forced black South Africans from their traditional homesteads to the cities to look for work. The apartheid land act dispossessed the majority of people of their land and forced them into the urban labour market.

The emergence of this industry was both an opportunity for black people to advance economically under very trying circumstances, as well as to provide a service to our people. The deregulation of the industry in the 80's unleashed uncontrolled growth of the industry and provided fertile ground for conflicts over route and ranking facilities.

During the same period the industry boomed into a giant sector, boasting urban market share of 65% that soon became unmanageable in the absence of any form of regulatory framework.

The fragmentation of the industry across taxi association lines created serious problems, as these became power blocks vying for lucrative routes and gave rise to violent confrontations. Unity initiatives since before 1994 culminated in the establishment of the South African Taxi Council (Santaco). In 2001, under the watchful eye of the Independent Electoral Commission (IEC), the democratising process was completed when a National Executive Committee was elected under the presidency of Mr. Thomas Muofhe. The organisation, now called the South African National Taxi Council (Santaco), is formally recognised by government as the legitimate industry representative.



## THE INDUSTRY TODAY

**T**he minibus taxi industry is as critical pillar of the South African public sector, operating and competing with the heavily subsidised bus industry for more that five decades without receiving a cent from the government in the form of grants or subsidies. Currently, the taxi industry is the most available mode of transport to the largest number of transport ‘customers’ across a variety of income and need segments. As such, taxis carry 65% of the 2.5 billion annual passenger trips in the urban environment and serve as the base-load public transport carrier, both during peak and off-peak transport times.

The National Taxi Alliance (NTA) is a South African group of Affiliated independent national, provincial, regional and primary taxi associations. The primary objectives for which the NTA was established for, are to promote and defend the interests of its members and to on an ongoing basis articulate its members hopes and aspirations, economically and socially.

### **The National Tax Alliace (NTA) is committed to:**

- Strengthen democracy, high service and safety levels and optimum economic activities at all levels of the membership of the NTA.
- Actively participate in various forums and governmental and non-governmental structures that are aimed at eradicating poverty crime and health related problems among our members and within Africa communities at large especially South Africa.

- Creating a platform for the South African taxi industry to speak with one voice in a “unity in diversity” form, on matters of common effect to the industry.
- Actively encourage democracy and adherence to the corporate governance and universally accepted business behavioral norms, in order to attract investment for the economic and social well-being of our members and by extension our nation.
- At all times work tirelessly for a violence free, positive image, none corrupt and law-abiding taxi industry.
- Work and act against abuse of any form of power especially on women and children.
- Work tirelessly for educational and skills development of our members.

### **NTA AFFILIATES: MOTHER BODIES AND PROVINCIAL STRUCTURES**

1. *Eastern Cape*
2. *Free State Gauteng National Taxi Alliance (FS NTA)*
3. *Gauteng National Taxi Alliance (G NTA)*
4. *Johannesburg National Taxi Alliance (JG NTA)*
5. *Kwazulu-Natal National Taxi Alliance (KZN NTA)*
6. *Limpopo National Taxi Alliance (L NTA)*
7. *Mpumalanga National Taxi Alliance (MP NTA)*
8. *North West National Taxi Alliance (NW NTA)*
9. *Western Cape National Taxi Alliance (WC NTA)*



# KTVR BUS SERVICE / HARAMBEE BRT SCHOOLS SOCCER TOURNAMENT

In October 2019, KTVR Bus Service will host the second edition of the KTVR/ Harambee BRT Schools Soccer tournament in partnership with the Tembisa Schools Football Association at the Mehlareng Stadium in Tembisa. The tournament will be hosted as part of creating an awareness of Public Transport Month which is observed nationally in South Africa.

This year's tournament had 22 Secondary Schools from Tembisa participating in a league format since March 2019. The top four teams at the end of the league fixtures in September, will play semi-finals and a final. This year also includes girls soccer teams from the same schools, participating in their own league format whereby the two teams will play the final to determine the overall winner.

KTVR Bus Service through its Corporate Social Investment has set aside a total of R80 000.00 to be won by all the top four boys and top two girls team.

KTVR Bus Service Executive Chairman in 2018 signed a memorandum of understanding with Tembisa Schools Football Association that will see the company sponsoring this tournament for three years.

As a company

“  
*We want to encourage, promote and advance the beautiful game of football with the objective of taking our youth out of the streets where they might be exposed to drugs, alcohol abuse and other unhealthy lifestyle, we want then to focus on school and sport.*  
”

# WORKPLACE SAFETY



Freddy Patrick Sibambo : **KTVR Bus Driver**



Fortunate Bongani Mtshali : **Safety Officer**

**O**n Thursday morning, 15 August 2019, Freddy Patrick Sibambo was assigned by his manager to go and collect bus number 003 from being serviced in Boksburg following a routine service. On his way to the bus depot, driving along the Allandale Road, Freddy experienced something that he never thought could happen to him when the right front wheel of the bus unexpectedly exploded causing fire but Freddy remained calm and brought the bus to a halt and immediately his occupational health and safety skills kicked in and he reached for the fire extinguisher to dose off the fire which if not extinguished could have resulted in the entire bus going up in flames.

This could have caused an inconvenience to other road users and damage or even loss of company property. This unfortunate accidents shows that it is important that as a company we highlight the importance of Occupational Health and Safety because such accidents can happen to anyone at anyone and as an employee finding yourself in such situation you should not panic but calmly apply the skills that have been imparted by the company to ensure that employees and passengers are protected at all times.

Workplace safety is very important for each employee, employers and customers. We all desire to work and travel in a safe and protected atmosphere and we can proudly report that KTVR Bus Service has ensured that all its employees are taken through basic skills of Occupational Health and Safety by the Safety Officer, Fortunate Bongani Mtshali who usually conducts what we call “tool box talks” with employees and Freddy was able to put them into practice at the right time.

For more information on safety tips, please contact KTVR Bus Service Safety Officer, Mr. Fortunate Bongani Mtshali on 011 010 493 8646 or 079 869 5685.

# NOTICE

**HARAMBEE BUS FARE  
INCREASE TO R14 FOR A  
SINGLE JOURNEY**

**FROM 1 JULY 2019**

