

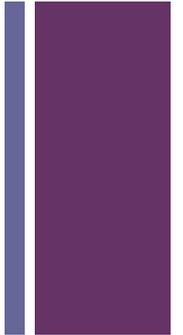


**ABAGIBELI BEZITHUTHI ZOMPHAKATHI
RIGHTS ORGANIZATION
REG NO:**

PRESENTATION TO COMPETITION COMMISSION

DATE: 27 JUNE 2018

+ OUTLINE



- Introduction
- Background
- Present Public Transport Scenarios
- Public Transport Passenger Rights
- Challenges Faced by Public Transport Passengers
- Proposals for Change
- Conclusion



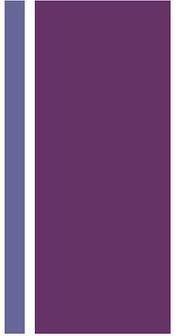
Introduction



- ABZ a non profit organization
- Main aim to create awareness in respect of public transport passenger rights
- Limited if any attention paid to public transport passenger rights in South Africa
- Passengers excluded from most discussions including price increases and subsidies discussions
- Indigent, disabled, senior citizens not adequately catered for



Background (1)



- Department of Transport confirmed that the safety and rights of commuters remains one of it's main priorities.
- Government through the voice of the Minister of Transport expressed the objective to renew public transport fleets such as trains, buses, and taxis and to make sure that our commuter rights; comfort, safety and dignity are respected in all spheres of transport services.
- Unfortunately we find media releases every day of taxi passengers flung from deteriorating and non road worthy vehicles.
- These unfortunate individuals seldom have a variety of choice between vehicles and are inclined to jump on the first available vehicle.
- The Arrive Alive Road Safety decided to:
 - compile a summary on the safety of commuters on the roads of South Africa and;
 - reveal the strategy of government to address the challenges facing commuters and transport operators



Background (2)



- Transformation of public transport requires consistent inter-government cooperation and coordination.
- A daunting task that will require the setting of clear public transport indicators such as
 - reduced travel times,
 - reduced costs,
 - Reduced percentage of household income spent on transport and;
 - determination by the relevant transport authorities of the nature and size of vehicles to be used, including regular renewal of the public transport fleet and access to transport.



Present Public Transport Scenario (1)



- Approximately 3,9 million public transport commuters with taxi commuters accounting for over 63 percent, bus services 22 percent and balance carried by train.
- Another 325 000 commuters who use taxis either as a feeder mode to other public transport services.
- About 30 per cent of households in the RSA spend more than 10 per cent of their income on public transport.
- Minibus taxis as an informal transport system make 67.9% of a total number of trips highlighting important role a well-managed minibus taxi system can play as the core focus of public transportation
- Lack of convenient public transport has been identified as a serious obstacle for tourists in major city centres



Present Public Transport Scenario (2)



- Conventional metered taxis, unlike in other countries, do not cruise the streets in search of passengers, and must generally be summonsed by telephone.
- Railway infrastructure in most cities covers only the older parts of cities and has not kept up with new city development.
- Small bus operators outside the formal subsidy system struggle to raise capital and to recapitalize their bus fleet.
- Many instances of fraudulent bus operators have complicated the process whereby contracts and subsidies are awarded.
- Fraudulent operators are also the ones neglecting their responsibility to maintain roadworthy vehicles.



Public Transport Passenger Rights



- Freedom to choose the public transport mode or vehicle from those available that they would like to use, where this choice affects their safety
- Safe public transport services and roadworthy vehicles
- Drivers with valid license and professional driving permits
- Reliable services that transport them according to schedule or expectation
- Travel on vehicles that are not overloaded or overcrowded
- Professional and courteous treatment from the drivers and staff of all public transport operators
- Travel on a public transport service without experiencing any form of harassment or discrimination
- Transport services that provide value for money.



Expectations of Passengers (1)



- Prices
- Routes
- Condition of transport
- Ranks and Bus Stops
- Safety and Security
- Hospitality
- Long Distance Passengers



Expectations of Passengers (2)



- Information on cancellation or delays
- Lost or damaged luggage
- Accidents
- Non discriminatory transport conditions
- Access to transport for disabled passengers
- Complaint handling and redress

+ Challenges Faced by Public Transport Passengers

- Lack of consultation
- Fare increases
- Quality of services
- Service offering
- Lack of proper facilities for disabled, aged, women
- Strike action and unrest
- Unsafe facilities eg ranks
- Unsafe roads
- Crime
- Road accidents



Proposals for Change (1)



- Equal treatment of aged especially those from rural areas and townships when providing for reduced prices
- Provision of transport that caters for disabled eg wheel chair friendly
- Provision of support for passengers during breakdowns
- Provision of security at ranks and bus terminals
- Respect of public transport passenger rights during roadblocks



Proposals for Change (2)



- Adequate information to inform public transport passengers travel decisions
- Integrated Public Transport Information Management Systems
- Ongoing Passenger Rights Awareness Campaigns
- Involvement of Public Transport Passengers on discussions on fares, safety
- Functional Transport Committees at Ward Level addressing public transport issues



End



■ Thank You