



Western Cape
Government

MINISTERIAL BRIEFING SESSION ON TRANSPORT

Western Cape Government interventions to mitigate the impact of
the COVID-19 on the transport industry

Introduction

During the COVID-19 pandemic, the Western Cape Government has provided various responses to mitigate the pandemic impact on the transport industry. Key areas of response included:

- The planning, establishment, and successful operations of the **Red Dot Taxi service**.
- The establishment of the **Transport Coordinating Committee**.
- Leveraging the **Transport Hub** to establish a **system and app to monitor regulatory compliance at public transport facilities** across the Cape Town Metro.
- Subsidised bus services (**GIPTN and GABS (and MyCiti)**) were **adapted to align with the enhanced safety and reduced service requirements** of COVID-19.
- The **distribution of PPE and sanitiser** for the **industry**.
- The Department coordinated the **repatriation of approximately 10,000 foreign nationals**, as well as the **return of South Africans from overseas** who were required to enter **14 days of quarantine**.
- The Department worked closely with the **Western Cape Education Department** to **support the adaptation and improvement of learner transport services** in response to COVID-19.
- **Traffic law enforcement** has active in the **enforcement** and monitoring of compliance with COVID-19 regulations.
- Supporting the 'whole of government' **hotspot strategy** designed to respond to COVID-19 hotspots.

Agenda

- 1. Red Dot**
- 2. Transport Coordinating Committee**
- 3. Compliance monitoring efforts**
- 4. Adjustment of contracted bus services**
- 5. Distribution of PPE / sanitiser**
- 6. Repatriation / evacuation**
- 7. Learner Transport**
- 8. Traffic Law Enforcement**
- 9. Conclusion**

1. Red Dot

- The Red Dot Taxi service has been established by the Western Cape Government to support the fight against COVID 19
- It is a partnership between the Provincial Department of Health and the Department of Transport and Public Works
- The minibus taxi industry through a SANTACO-WC formed company, Umanyano Travel Services “unity” operates the service



1. Red Dot (cont..)

The initial service comprised of **two main components**, with the **transport of people to and from quarantine and isolation** facilities still operating and the **transport of health workers** now only operating at dedicated COVID-19 Field Hospitals.

Transport of healthcare workers
“Red Dot Life”

Transport of nurses and other public sector healthcare workers in the evening from healthcare facilities to their homes

Transport of people to and from quarantine and isolation facilities “Red Dot Q&I”

The transport of individuals with or at risk of having COVID-19 to public Q&I facilities across the Western Cape

As of January 2021, Red Dot also provides trips home from hospitals for patients who can be discharged, as well as transporting healthcare workers to receive their COVID-19 vaccination. This is known as the “Like Service”.

1. Red Dot (cont..)

- The service has allowed for the **protection of key frontline workers** from infection, ensuring the capacity of the healthcare system is not compromised.
- It has also allowed for the provision of free transport to and from quarantine and isolations sites, not only **ensuring that infected and at-risk persons are transported to their required destination, freeing up emergency vehicles** that would otherwise provide transport but also assisted in **reducing community transmission** by removing these individuals temporarily from their communities.
- The provision of **hospital to home trips** had responded to Emergency Medical Services (EMS) fleet capacity constraints allowing them to focus on emergency trips.
- Introducing the transport for **healthcare workers to receive their COVID-19 vaccination** has assisted in the South African vaccine roll-out drive.

Red Dot Statistics to Date

(until March 2021)

- **195,661 healthcare worker trips** from **25 hospitals** in the Cape Metro.
- **22,421 successful Q&I trips** (Pick-Ups: 9,274; Discharges: 13,147) across the Metro, Winelands, Overberg, West Coast, Garden Route, and Central Karoo.
- A **fleet size of a maximum of 250 vehicles** allowed for empowerment of at least 250 drivers and many more operators during a tough COVID-19 period for the industry.

2. Transport Co-ordinating Committee

- The **Transport Coordinating Committee** was established, with the City of Cape Town, to oversee the public transport response to lockdown and the associated regulations.
- The Committee assisted with –
 - **Immediate** public transport **supply challenges** were rapidly **resolved in collaboration with PT operators**
 - Extensive **guidance** was **provided to stakeholders on the regulations and directions** issued by National Government.
 - The **preparation of comments and engagements with National Government** on the COVID-19 public transport regulations and directions.
 - A **system was established** to allow **live monitoring** of **public transport across the Metro**, using surveyors linked by an app at major PT facilities, CCTV at PT facilities and USSD passenger feedback.

3. Compliance Monitoring

- The following was actively monitored to ensure compliance using surveyors linked by an app at major PT facilities, CCTV at PT facilities and USSD passenger feedback:
 - Transport of essential workers, esp. healthcare workers
 - Public transport violence and intimidation
 - Feedback from the public and other stakeholders
 - Compliance with regulations, including:
 - Operating hours restrictions
 - Capacity restrictions
 - Safety and hygiene regulations
 - Use of PPE by drivers and passengers

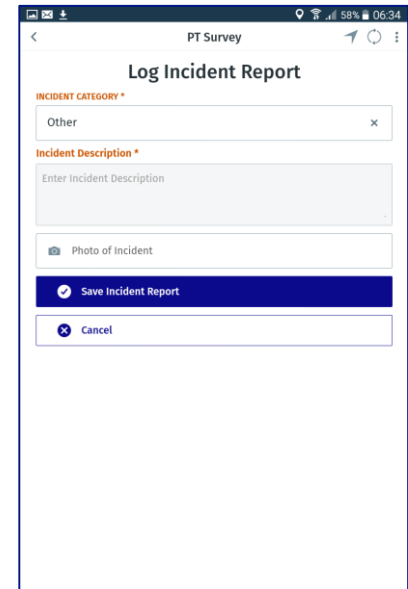
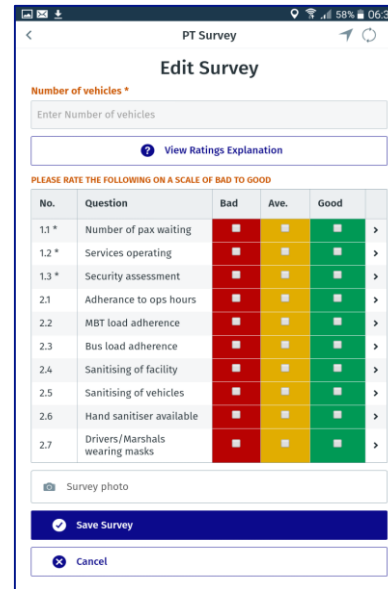
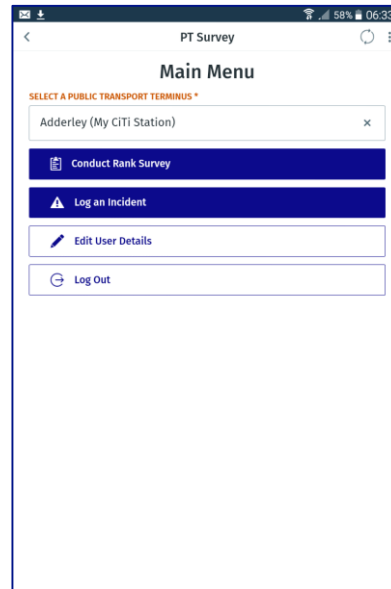
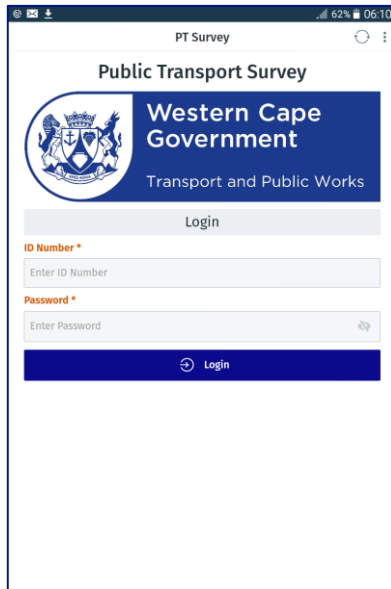
This was possible through leveraging the Transport Hub to establish a system and app to monitor such compliance at public transport facilities across the Cape Town Metro.

A cellphone-based USSD passenger feedback system was also established as well as the use of surveyors linked by an app at major PT facilities.

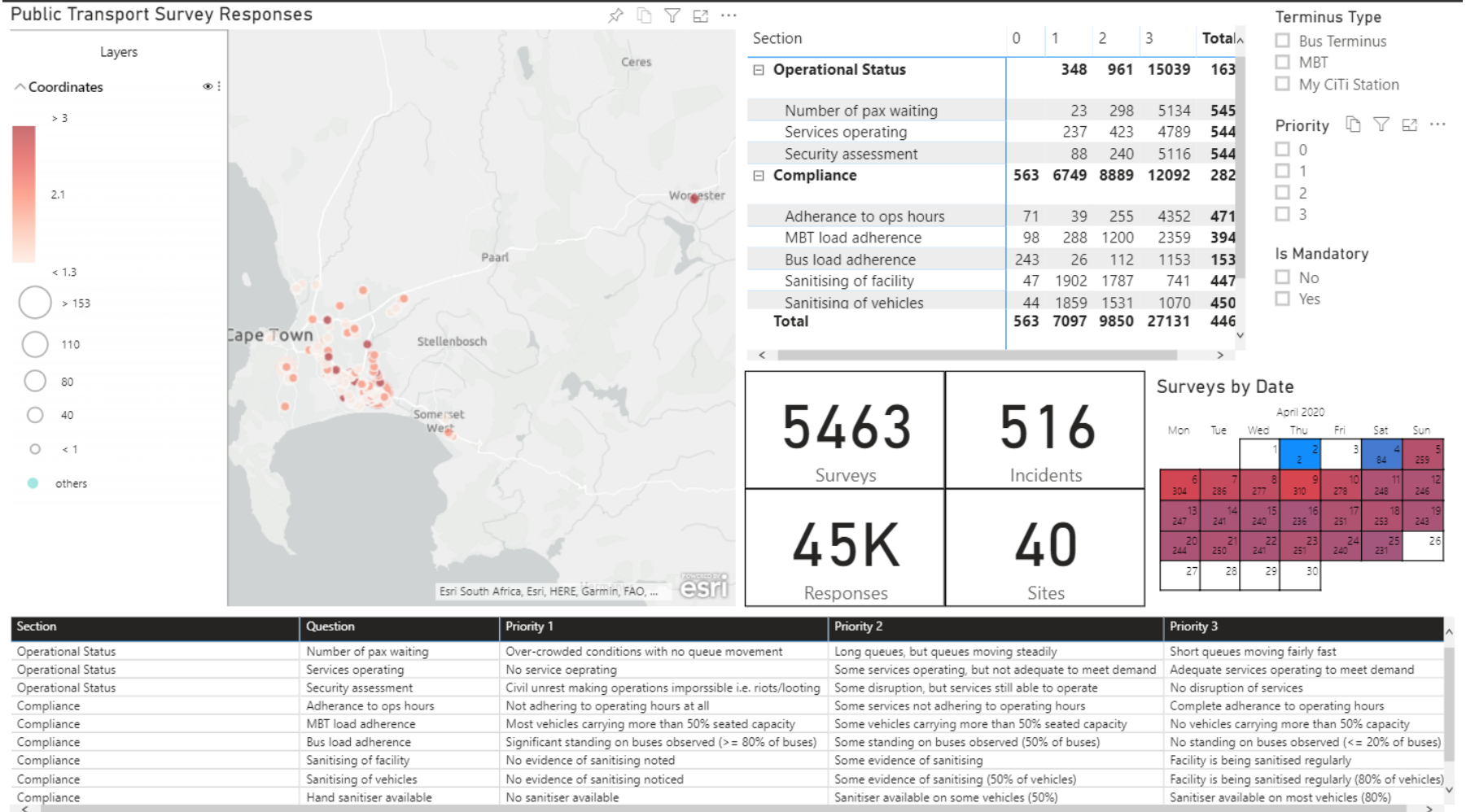
3. Compliance surveying at major PT facilities

The reporting used an app develop to monitor the compliance of regulations at each operational PTI, including:

- Sanitisation of both vehicles and facilities
- Vehicle capacity restrictions
- Public transport operating time restrictions
- Use of masks by drivers and passengers
- Sufficient ventilation in vehicle

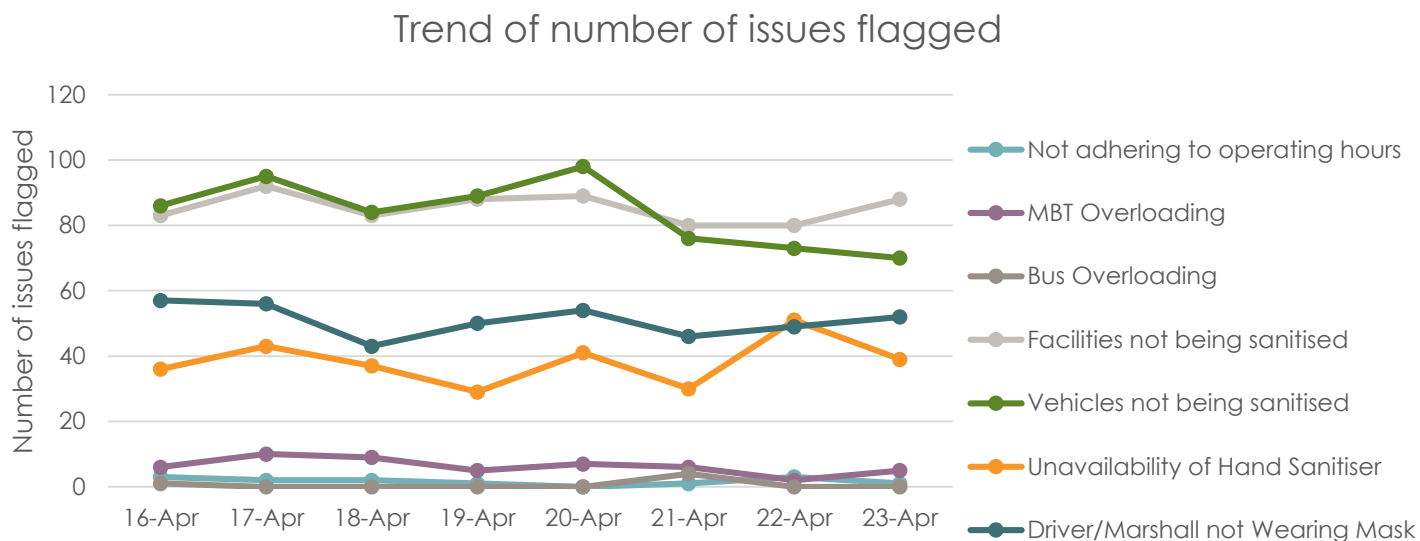


3. Compliance Monitoring System – Dashboard



3. Compliance monitoring – Example analysis

Example of trends in issues raised



Main issues at this time included lack of vehicle and facility sanitisation.

PTI deep cleaning and sanitisation was then implemented by the City of Cape Town - deep cleaning/sanitisation at 2 PTIs per day.

3. Compliance monitoring: USSD passenger feedback system

WE NEED YOUR HELP TO KEEP THE PUBLIC TRANSPORT COMMUNITY SAFE.

DIAL *134*234# TO TELL US IF...



the midibus and minibus
taxi is more than 70% full
the bus, metered taxi or
e-hailing vehicle is
more than 50% full



the driver
is not wearing
a mask



there is no
hand sanitiser
on board



the vehicle
is dirty



Western Cape
Government

LET'S **STOP** THE SPREAD

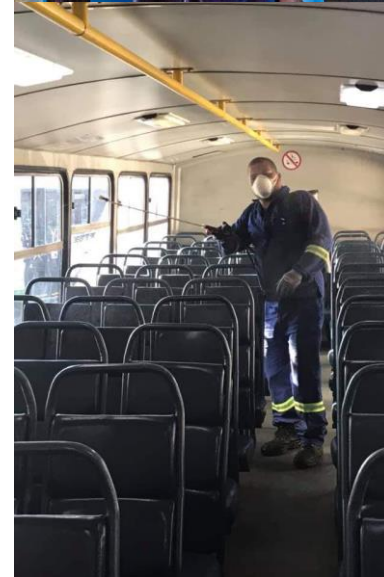
4. Adjustment of contracted bus services

- Western Cape Government directly oversees the **Golden Arrow Bus Services (GABS)** and the **GoGeorge Bus Service** through the DTPW.
- We worked with our contracted bus operators to ensure that these services operated as safely as possible during lockdown and complied fully with the regulations.
- Likewise, the City of Cape Town worked closely with **MyCiti** operators to do the same.
- Measures were immediately put in place to ensure compliance of contracted bus services, and this was monitored through the **two monitoring systems implemented** (PTI / USSD) including **monitoring of adherence to vehicle capacity restrictions.**

4. Adapting contracted public transport services

Measures implemented and monitored included:

- Timetables were adjusted to align with restricted operating hours
- 50% capacity restrictions implemented
- Provision of hand sanitiser onboard
- Enhanced vehicle and facility cleaning and sanitisation implemented
- Employee screening by operators
- PPE for drivers and other frontline staff
- A contract addendum was concluded with GABS to ensure that services could continue to operate viably during lockdown



5. Procurement and distribution of PPE / sanitiser

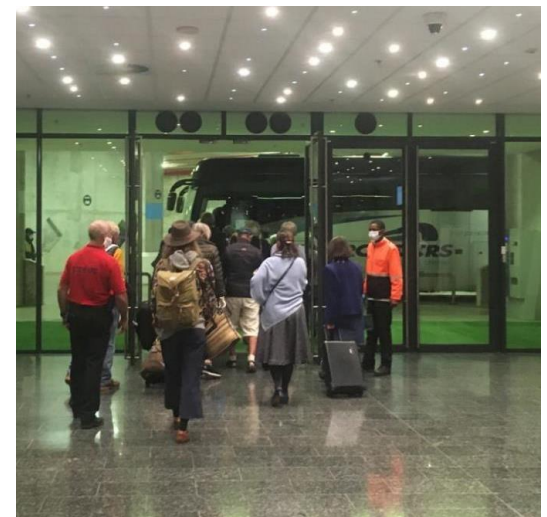
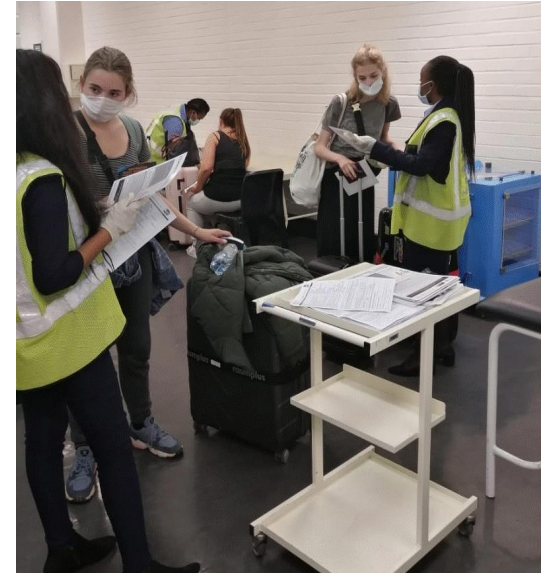
- Western Cape Government's DTPW assisted with the procurement and distribution of sanitiser and PPE to GABS, GeorgeLink, City of Cape Town (MyCiTi) and SANTACO Western Cape, including gloves, hand sanitiser, bottles, masks and disposable protective wear.
- The TCC also received several **donations of Personal Protective Equipment (PPE) for the MBT Industry**, including masks and sanitiser.
 - Ongoing monitoring of MBT operations identified a decrease in non-compliance with related issues when this was distributed to MBT Industry.



PPE & Sanitiser distributed to MBT industry	
Sanitiser	14 580 Litres
Gloves	7 000
Masks	78 840
Germatol	2 940 Litres
Snapsacks	67
Disposable protective wear	126
Fog machine	2

6. Repatriation / evacuation

- As a result of the national lockdown, a number of foreign nationals were unable to access flights home and became stuck in the Western Cape
- WCG was requested to work with various consulates to facilitate the repatriation of their citizens from the Western Cape
- WCG prepared a repatriation plan that was actioned together with the City of Cape Town, ACSA, Port Health, SAPS Border Police and Wesgro, with DTPW playing a lead coordinating role
- The Cape Town Stadium was used as an assembly point for screening before accessing chartered flights through Cape Town International Airport
- SANSBOC/SABOA members provided services to the consulates
- Approx. 11,000 people have been successfully repatriated



7. Learner Transport

Support was also provided to the Western Cape Education Department to adapt contracted learner transport services for viable and safe operations

Issues

- Provision of learner transport services was **not viable** given limited capacity due to phased opening of schools and transport restrictions
- Ensuring provision of **safe learner transport**
- Once more learners return to school, need to **ensure sufficient supply of learner transport services** even if capacity restrictions still in place.

Responses

- **Development of an integrated Learner Transport database** and reviewing data integrity from multiple sources and invoice analysis, to **understand the status quo**.
- Addressing **COVID-19 issues**, including **non-viable operations due to capacity loading restrictions** which led to supply and demand analysis, financial modelling, contractor engagement, legal and contractual adjustment.
- **Learner transport contracts were restructured**, and a Covid-19 addendum was negotiated with learner transport operators.
- Support was provided in the **development of sanitisation procedure** for learner transport services.
- Identification of fit-for-purpose technology and monitoring of learner transport services **through installation of trackers and passenger feedback** mechanisms is being introduced.

8. Traffic Law Enforcement Response

- Provincial Traffic Services supported the enforcement and monitoring of compliance with COVID-19 regulations in conjunction with SAPS, the SANDF and local law enforcement.
- Roadblocks were established at the main entrance routes into the Province on the N1, N2 and N7.

Institutional Mandates

- Traffic Law Enforcement readjusted normal operational mandates, directives and deployment to align with the Disaster Management Regulations and Directives introduced.
- As part of the new mandate, services were clustered under the Emergency Personnel of Security Services with South African Police Services as the lead to effectively lead the enforcement approach to focus on the pandemic.
- Officers were deployed on visible patrols on all major and secondary routes to maintain and enforce general law and order as well as ensuring compliance in terms of the Disaster Management regulations on the road network.



Conclusion

- Good intergovernmental arrangements with various partners in place
- Developed plan of action to respond using work and systems already in place requiring minimal adjustment
- Communication and focus on behavior change underpinned all areas of work
- Developed potential solutions where different industry roleplayers could be supported (within the means available)
- New models developed are now included in new pilot programmes eg Blue Dot

What safety measures do transport operators have to take?

-  Regularly sanitise facilities with a sanitiser containing at least 60% alcohol
-  Sanitise vehicles, including handles, arm rests and handrails before and after every trip
-  Make sure that vehicles are clean and tidy
-  Make disinfection materials and procedures available
-  Drivers must wear a mask
-  Marshals at public transport facilities must wear masks

How many passengers are allowed to travel in a vehicle?

Taxis and midibuses
70% of licensed capacity

In an 11-seater minibus:
7 passengers + 1 driver = 8 occupants

Thank you