

Bus Buzz



Monthly newsletter for Golden Arrow passengers

Concern over interchange maintenance and security grows

Golden Arrow Bus Services serves passengers from a number of termini and public transport interchanges across the metropole. Unfortunately there is a commonly held misperception that these termini and interchanges are owned or serviced by Golden Arrow, whereas they are in fact municipal property.

While there are some termini that are kept in acceptable condition, there are many more that are at the very least dangerous and dirty. Golden Arrow regularly receives feedback from passengers about the dire state of facilities, but per-



GRUBBY: The Golden Acre terminus is dirty and passengers have raised concerns about hygiene



NO SHELTER AT ALL: Passengers sat and wait at the only shelter at the Nonkqubela Public Transport Interchange

haps the most worrying is the condition of the Golden Acre terminus, situated in the very heart of the CBD.

“We love the transport (but) please do something about the mess in the mornings; people are sleeping there and using it as a toilet. It is in a very bad condition and is disturb-

ing to walk through,” says Renaldo M* via Golden Arrow’s Facebook page. Other complaints speak of rubbish dug out of dustbins and strewn across the terminus. Another complainant lamented the fact that Golden Arrow (the complainant refers to Golden Arrow here incorrectly) had not “invested more (or anything at all for a number of

decades) on improving the state of the Cape Town bus station area”.

Golden Arrow is not ignorant of the plight of the metropole’s indigent and vulnerably housed population, but complaints about the smell of urine and faeces being so distinct that one becomes physically ill are shocking and as one complainant has noted, is likely a health hazard. In fact one has to wonder whether the City is at all aware of their obligations given that a complaint stating that “(I) have sent numerous emails to the City of Cape Town informing them about the unhygienic state of the Golden Arrow bus terminus in Cape Town”, was redirected from the City’s Transport Management Centre to Golden Arrow, for the company’s attention.

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Your questions answered

Queues at transport interchanges

“Something needs to be done to ensure fairness towards myself and fellow passengers at the Lost City line during peak. There are barbarians that stand right in front of the line and the group gets bigger as we waiting for the next bus. By the time the bus arrives the barbarians that never stood in the line board the bus first and by the time the passengers that were waiting in the line have to get in, the bus is full.

This is very frustrating and judging by what I heard this can turn to violence.”

Golden Arrow Bus Services is aware that at certain termini and interchanges some passengers are unwilling to adhere to the conditions of carriage and are jumping queues when boarding buses.

The Company receives numerous complaints regarding this unruly and discourteous behaviour and is therefore appealing to all passengers to desist from this unpleasant and antisocial behaviour. Company officials, based at our various termini, who have attempted to intervene, have also had to endure verbal and physical abuse and this cannot be tolerated.

Golden Arrow therefore wishes to

remind passengers of our Conditions of Carriage, which can be viewed in all of our buses or on our website. In terms of this specific issue, however, we would urge all passengers to take note of the following applicable clauses:

General behaviour

Passengers must not:

- be obscene, indecent, offensive, quarrelsome, obstructive, destructive, intoxicated, rowdy, disorderly, filthy, contaminated, dangerous or disturbing to the public peace in manner, actions or appearance;
- obstruct or get in the way of the driver, conductor or other company official in the performance of their duties;

Observance and exclusion

Passengers must pay attention to and obey the law, these conditions of carriage, and every lawful instruction of the driver or other company official, and if reasonably requested to do so, give their names and addresses to such company officials. If passengers fail to comply with these requirements, whether still boarding or already on the vehicle, the driver or company official may refuse to

carry them and, on being asked by a company official to get off or not to get on to the bus, they must obey. If they disobey, they may be excluded or removed from the vehicle by any policeman at the request of or under direction of a company official.

In order to ensure that no extra financial and human resources are spent on unnecessary issues such as these we would simply request that you respect the manner in which a queue works – first come, first served – when waiting for and boarding a bus. Should the need arise for an official to intervene as a result of contravention of this simple and universally accepted system, we would ask that you refrain from verbally or physically abusing said official and accept that they are merely attempting to maintain peace and order.

Golden Arrow is mindful of the fact that the majority of our passengers would never behave in such a manner and we thank you for your ongoing patience when issues such as these arise. We would therefore like to re-assure you that it is always our aim to ensure that your trip is as safe and stress-free as possible and respectfully request your co-operation in this regard.

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Of more concern is the number of petty crimes taking place at termini, where security has been posted. Passengers are being threatened and robbed during broad daylight at these public transport interchanges and little has been done about it previously, despite desperate pleas from Golden Arrow's side.

This is in sharp contrast to the

newly built MyCiTi stations which accommodate far less passengers. One only has to take a walk through the existing interchanges and the newly built MyCiTi stations to see the shocking contrast. There is a light on the horizon however, as the City of Cape Town announced in May 2012 that it would be spending approximately R321 million on upgrading public transport infrastructure across the

metropole. Golden Arrow welcomes the City's commitment to deploy dedicated law enforcement and the issuing of tenders to keep the interchanges clean and hygienic. Given this commitment it is hoped that transport users who opt not to use MyCiTi will also be able to enjoy clean and safe amenities in the very near future.

Grassroots and Adventure Bus Programme celebrates 40th anniversary

This year sees Grassroots Educare Trust celebrating 40 years facilitating access to quality Early Childhood Development services in order to achieve a safe, secure and stimulating environment for all young children. Grassroots is involved in many projects, including advocacy, formulating curricula, training parents to establish their own playschools providing NQF training and co-ordinating the Adventure Bus Programme.

The Adventure Bus Programme was officially started in 1974 but Golden Arrow's predecessor City Tramways was involved with what was to become Grassroots as early as 1968. The Adventure Bus Programme, according to Tape, is a very special part of the early development of thousands of children's lives. "Children, particularly those from impoverished backgrounds, benefit in so many ways from experiencing the world outside their own backyards, it is here that they learn to interact with children from different socio-economic backgrounds and to experience learning through play," says Grassroots Educare Trust manager Mareldia Tape. She adds that the programme undoubtedly could not exist were it not for Golden Arrow.

Golden Arrow through the HCI Foundation (incorporating the Golden Arrow Foundation) contributes towards the actual transport costs for educational outings for some 385 pre-schools. As a further contribution, a core group of Golden Arrow drivers from the Arrowgate, Southgate and Philippi Depots volunteer their services three days a week while they are



Learning through play: Thousands of children benefit from the Adventure Bus Programme

off shift. The drivers donate their time and skills free of charge in order to give thousands of historically-disadvantaged children the opportunity to benefit from educational outings such as visits to the Two Oceans Aquarium, Philippi Adventure Farm, the Mini Blue Train and many other inspiring edutainment-oriented venues and activities.

Philippi bus driver Giovanni Appels has been a volunteer Grassroots driver since 2006 and his face lights up when he talks about the joy that he feels being a part of the Adventure Bus Programme. "Being a part of this programme changes you, my daughter benefited from it when she was younger and so it felt right to do my part and after doing it for so long it really becomes a part of you," he explains. Appels says that he and his fellow drivers essentially become a part of the experience by assisting before, during and after the outing and the smiles on the children's little faces is all the re-

ward they need. When asked what one of his favourite aspects of the programme is, he laughs and explains that after each trip most of the children are fast asleep on the bus having so enjoyed their outing and that he then assists teachers and chaperones to carry the children off the bus.

Golden Arrow is truly proud to be associated with such a remarkable organisation and hopes to continue to play its part in creating lifelong memories for the thousands of children involved in the programme says John Dammert, HCI Foundation Trustee and Golden Arrow corporate relations manager.

PLEASE NOTE THAT IT IS ILLEGAL TO SMOKE ON THE BUS

LET ASB DAAROP DAT DIT ONWETTIG IS OM OP DIE BUS TE ROOK



QAPHELA UKUBA AKUKHO SEMTHETHWENI UKUTSHAYA EBHASINI

Paraffin safety tips

Community corner

information .. useful numbers .. first aid .. health

Paraffin should always be handled with extreme care, as it is poisonous and can cause severe illness, even death if it is swallowed. It can burn your skin even if unlit. Paraffin is often sold in containers contaminated with chemicals such as petrol, or even purposely mixed with volatile fuels such as methylated spirits. This can cause it to flare dangerously or even explode.

Paraffin can cause severe burns, and paraffin stoves that are knocked over or explode are a major cause of injuries and fires in informal settlements. Paraffin also emits harmful fumes when ignited.

What can you do to prevent paraffin accidents?

Fires and burns - prevention:

- Never leave a paraffin appliance unattended. It only takes a second for a gust of wind, pet or child to knock over a light or stove.
- Make sure paraffin appliances are on a flat, firm surface.
- Do not put a cloth under a paraffin appliance. A child or pet could pull the trailing end and the cloth will then burn, helping to fuel the fire.
- Always have a bucket of sand nearby when using a paraffin appliance. Water will not put out a paraffin fire and can make matters worse by spreading the flames. Paraffin fires can only be extinguished using sand or a fire extinguisher.
- Keep lighters and matches away from children and never store paraffin near matches, lighters or lit paraffin appliances.

Fires and burns - treatment:

- If your clothing catches fire, drop to the ground and roll to put out the flames. Running around will make matters worse.
- If someone else is on fire, roll them in a blanket or jacket. This will prevent air getting to the fire and will extinguish it.

- If someone has been burned, pour cold water onto the burn very gently and get him or her to a doctor, clinic or hospital immediately.
- If the burn is over a large area keep the person warm as there is a serious risk they will go into shock. Get them medical attention as quickly as possible.
- If you spill paraffin, remove any clothing it has spilt on and wash the skin with soap and water. Paraffin can burn your skin even when it is not lit.

Poisoning - prevention:

- Do not leave children unsupervised and make sure they understand that paraffin is dangerous.
- Try to buy pre-packaged paraffin in a container with a childproof or safety cap. Always replace the cap after use. Never store paraffin in a used milk or cool drink bottle as a child could mistakenly drink it. When pouring paraffin, use a funnel, not a cup. Children could think that because paraffin is poured from a cup it is safe to drink.
- Keep children away from paraffin appliances and make sure that there's enough fresh air to prevent them breathing in dangerous fumes.

Poisoning - treatment:

- Paraffin is poisonous. Never let a child drink any. They could become very ill, even die.
- If a child accidentally swallows paraffin, do not give them anything to eat or drink. Get the child medical attention as soon as possible.
- Never try to make someone who has drunk paraffin vomit. This could force the paraffin into the lungs and cause serious damage.

By following these few simple hints, you can help prevent and treat paraffin incidents. You can also assist Paraffin Safety by sharing this information with friends, family and colleagues – it could help save someone's life.

This information is kindly provided by the Paraffin Safety Association Southern Africa (PASASA).

Please note

We would like to draw your attention to the fact that travelling on a bus is subject to certain conditions, as described in the company's Conditions of Carriage. Please ensure that you understand these. Refer to the notice displayed in the bus.

Let wel asseblief

Ons will graag u aandag vestig op die feit dat u busrit onderworpe is aan sekere voorwaardes, soos in die Reisvoorwaardes vervat. Maak seker dat u die voorwaardes begryp. Verwys asseblief na die kennisgewing in die bus

Nceda uqaphele

Qaphela ukuba ukusebenzisa iinkonzo zebhasi oko ukwenza phantsi kwemiqathango ethile, njengokuba ichaziwe kwimiqathango yokukhwelisa yenkampani. Khangela le miqathango kwimibhalo ebonakala ebasini.