

# Bus Buzz



Monthly newsletter for Golden Arrow passengers

## Getting on the road: What it takes to become a GABS driver



ON THE ROAD TO SUCCESS: *Becoming a bus driver is not easy but the rewards are great*

Have you ever wondered what it takes to become a bus driver? Well, first things first, it is not an easy ride. Before a driver can even get behind the wheel of a bus, a large amount of training has to take place under heavily supervised conditions. In the next few editions of *Bus Buzz* we will be looking at the process of becoming a Golden Arrow Bus Driver.

Today a driver's job is far more complex than what one might think; as a One Man Operator (OMO) the driver must take responsibility for the entire transport process, from

the moment the bus leaves the depot until it returns at the end the shift. That involves checking the bus before he leaves on the first trip, being aware of the routes on all the trips for a shift as well as where the bus stops are as well as what the cash fares are.

For this reason Golden Arrow has developed an extremely comprehensive screening process. A driver must have: matric (or grade 8 with two years working experience) and a minimum code 8 licence in order to qualify for the National Certificate in Professional

Driving Learnership or minimum Grade 9, two years of driving working experience and a Professional Driver's Permit (PrDP), which comes with its own rigid minimum requirements.

According to driving instructor Malusi Citwa, when learners of new recruits first get started with training, it is always something of a shock. "The beginning is always very challenging for learners and recruits, especially those who have only ever really had experience with light vehicles. Driving a bus is a whole new ball game," he explains. Fellow instructor Michael Arendse agrees: "If you are going to be a Golden Arrow bus driver, your heart has to be in it from the start. Only those who are passionate about driving excellence and Golden Arrow's brand values make a success of the opportunity".

There seems to be a popular misconception that a person can just walk in off the street and drive a bus. That simply isn't the case. There are many drivers who have been behind the wheel of a GABS bus for more than 20 years and the most common sentiment is that although driving a bus is never easy, the rewards are great and for those considering a career as a bus driver, it is certainly worth looking into if you are willing to give it your all.

# Who will be the Driver of the Year for 2013?



THEY'RE ALL WINNERS: *This year's Driver of the Year finalist are gathered at the finals late last year to battle it out amongst each other for the number one spot*

All the drivers who participate in the Driver of the Year Competition can attest to the make or break nature of the competition's final leg. The top 15 male drivers and top two female drivers all gather together in December to battle it out for the top spot. The finals include a bus inspection in which drivers have to identify potential hazards on a specifically-primed bus and then it's on to the clincher: completing a series of

complicated manoeuvres in the hopes of getting the highest score.

Throughout the year drivers are allocated points based on a number of criteria (including dress code, late coming, absenteeism and customer complaints) and the top 200 drivers then qualify for the K53 test, the results of which determine eligibility for the semi-finals. After the semi-finals, the contestants are then narrowed down again and

the finalists then complete the manoeuvring and vehicle inspection components of the finals which determine the Top 10, Lady Driver of the Year, Highest Score K53 test, Highest Score Manoeuvring and Overall Highest Score. The winners will be announced on March 29, 2014.

Can you spot your driver among the finalists?

Dear Editor

I would like to on behalf of myself and the other two ladies who travel with me thank Mr Daliwonga Mthethi for always being friendly and making our journey from Durbanville to Belville pleasant. He is punctual, always greets with a huge smile and is an extremely cautious driver.

He is truly an ambassador representing Golden Arrow and we wish him success for the future. Please bear this in mind when appraisals are done within the company.

Regards  
Rosemarie

Dear Rosemarie

Thank you so much for taking the time to let us know about your driver. Although we always value complaints; compliments are also always welcome.

Please do keep in touch!

Kind Regards  
Editor

# Golden Arrow does its part in fighting the scourge of women and child abuse



*AIRING THEIR DIRTY LAUNDRY: The Saartjie Baartman Home for Women and Children empowers women and children who have been the victim of abuse. The clothesline project is just one example.*

**T**he Saartjie Baartman Home for Women and Children is a one-stop safe haven for women and children who have been affected by abuse of any kind. The Centre, the first one-stop facility of its kind, opened its doors in 1999. Located in Manenberg, the centre caters for women and children from the Cape Flats and beyond, including catchment areas as far off as Constantia and Stellenbosch.

The Centre is of vital importance as a child is raped every three minutes, a woman is killed every six hours by an intimate partner, 29% of pregnant women are living with HIV/Aids, and one in four men admitting to having committed rape by the age of 18. This escalation in violence is reflected by an average increase of 65% in the number of women, youth and children accessing the Centre's services in the past two years. The Centre

assists, on average, 600 people per month. Golden Arrow recognises the admirable work being done by the Saartjie Baartman Centre and is therefore very proud to be able to assist in the work being done.

Many of the services provided are managed directly by the centre but a unique partnership model allows for a holistic multi-pronged approach. These partnerships include government departments, medical practitioners and associated non-governmental associations such as Annexe and Gender Dynamix who are located within the premises. These partnerships make it possible to offer services which include; 24-hour crisis response, residential shelter and transitional housing, legal assistance, job skills training, specialised counselling services, community outreach and advocacy. The

residential programme also assists trafficked women from other countries.

According to Centre Director Shaheema Mcleod, the R25 000 funding received from Golden Arrow (via the HCI Foundation) will be used for a special project which serves an essential advocacy role, namely the Clothesline Project. While the concept is simple the effects are profound. Women and children are given the opportunity to write or paint their experiences of violence and abuse onto t-shirts in order to bring this often taboo subject out into the open and also as a form of therapy for survivors. "The Clothesline Project is a vital aspect of our awareness drive and we are very grateful to Golden Arrow for helping us to empower those women and children who would otherwise not have a voice," says Mcleod.

# Domestic Violence:

## What you need to know

Domestic violence is often thought to only include physical violence, but the acts, behaviour and consequences that make up domestic violence vary in nature and frequency. Domestic Violence is regulated by the Domestic Violence Act. This Act applies to domestic violence that takes place in a domestic relationship.

### What is a domestic relationship?

You can have a domestic relationship with - someone you are or were married to; your parents or guardian; any family member(s); including your own child(ren); anyone you have lived with, whether you were married to that person or not; your life partner of the same sex; someone you went out with, even for a short time, or had sex with; or someone with whom you share a child.

### What is domestic violence?

The following can be regarded as domestic violence:

- sexual abuse (whether you are married to the other person or not);
- physical abuse or assault (for example, slapping, biting, kicking, and threats of physical violence);
- damage to property or anything you value;
- stalking (when the other person follows or approaches you or your children repeatedly);
- economic abuse, that is, when the other person keeps money to which you are legally entitled from you in an unreasonable manner by refusing to pay or share the rent or mortgage bond for the home you share; or disposing of any property (household goods) in which you have interest, without your permission;
- emotional abuse (that is, degrading or humiliating behaviour, including repeated insults, belittling, cursing and threats);
- any other controlling or abusive behaviour which poses a threat to your safety, health or well-being.

### What are my options if I am being abused?

You have the right to apply for a protection order at the nearest police station or magistrate's court; or lay a criminal charge at the police station and apply for a protection order.

## Community corner

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

### What is a protection order?

It is an order issued by a court at your request, ordering a person with whom you have or had a domestic relationship, to stop the abuse. It may also prevent the person from getting help from any other person to commit such acts. An interim protection order can also be issued at any time of the day or night for your protection.

### Who can apply for a protection order?

Any victim of domestic violence. Children, and if they are too young, a parent or guardian, or any person acting on behalf of someone who is responsible for them, but with their permission. A police official.

### What can I do if an abuser disobeys a protection order?

Phone the South African Police Service. Thereafter a statement will be taken from you. Provide the police with the warrant of arrest you received together with the protection order (if you have lost it, apply at the court for another one). If you are in immediate danger the abuser will be arrested, otherwise the abuser will be given a notice to appear in court the next day.

### Have a crisis plan ready

Identify places where you can use a telephone quickly and easily. Always carry a list of emergency numbers with you. Make sure that the people you usually visit, have a copy of the protection order and/or warrant of arrest. Put some money in a safe place so that you can take a taxi or bus in case of an emergency. Have an extra set of keys for the house or car. If possible, have a set of clothes for yourself (and your children) packed in a bag, and keep it in a safe place (for example, at a neighbour's house). If you are planning to leave, leave when your partner is not around, and take your children with you. Make sure that you are in possession of essential documents like IDs, your medical aid card, and your savings/credit card.

### Who can I contact?

Contact your local police station

SAPS 10 111

SAPS Crime Stop 08600 10111

Women Abuse Helpline 0800 150 150

Childline 0800 055 555

*Courtesy : The South African Police Services*