



Quarterly Newsletter for Friends of Golden Arrow Bus Services

INTERCHANGE

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Golden Arrow's Mission:
To operate safe, reliable passenger transport services designed to meet the needs of our customers and by applying sound business principles, to create a secure future for the company and its people.

Golden Arrow se Missie:
Om veilige, betroubare passasiers-vervoerdienste te lewer, gerig op die behoeftes van ons klante en, deur gesonde sakebeginsels toe te pas, 'n seker toekoms vir die maatskappy en sy mense te skep.

Umqophiso kaGolden Arrow:
Ukufaka iinkonzo zothutho luka wonkewonke ezikhuselekileyo kunye nezithembekileyo kwaye nezilungiselelwe ukukhawulelana neemfuno zabakhweli bebhasi zalenkampani oku kufezekiswa ngokusebenzisa imithethosiseko yoshishino ephilileyo, nokwakha ikamva elikhuselekileyo lwalenkampani kunye nabantu bayo.

GOLDEN ARROW ticket system *upgrade on the cards*

Golden Arrow always strives to find the perfect balance between cost effectiveness and ease of use for our passengers. Our existing system has in the past met these needs sufficiently but as we move forward, it has become evident that the entire system could benefit from an update. This has also been necessitated by increasing difficulty in sourcing parts for our cash fare system known as "setright machines".

After a thorough procurement process, the tender for the company-wide roll-out of an Automatic Fare Collection (AFC) was awarded to internationally-acclaimed urban mobility solutions' provider Parkeon. Parkeon has more than 40 years of experience in urban mobility and its AFC systems are used in United Kingdom and Australia.



Wayfarer200 driver console



IN WITH THE NEW: Golden Arrow's Automatic Fare Collection System has a number of benefits for passengers and staff

It is envisaged that the Automatic Fare Collection (AFC) system will make provision for the selling and updating of contactless smart cards at various points and will control both cash fare validation and smart card validation aboard our buses. The system is reconfigurable should it be decided in future to include MyCiTi passengers and their cards.

The system will mimic the current clipcard system in many ways but will also incorporate international best practices. Route-based travel packages will be loaded onto a smart card and rides will be deducted when tapping on. Golden Arrow's routes form an open system and passengers will therefore not be expected to tap out. Handheld verifiers will be used by inspectors to verify cards as an additional fare evasion counter-measure. Cash fares will also still be accepted and a printed ticket will be issued.

According to General Manager Derick Meyer, the benefits associated with the AFC system are myriad. "The system makes it easier for our drivers to do their jobs because although it is highly advanced it is also extremely user-friendly. Our passengers will also benefit

from the simplicity of the transaction process and the security features associated with a smart-card system," he says.

Meyer also notes that the AFC system will allow for the capturing of ridership data which has previously not been available for analysis. "The data that will become available through the system will allow us to make better business decisions and to ensure that our offerings meet the exact needs of our passengers. This is an extremely exciting development, which will revolutionise our operations," he says.

Advantages of Automatic Fare Collection (AFC)

- Improved flexibility
- Improved revenue accountability and security
- Reduced fare evasion
- Improved ridership data

The Tech

The new system will include 1,250 Wayfarer200 driver consoles, a ruggedized open platform industrial mobile computer configured with an Electronic Ticket Machine application that has been field proven in varying environments, with more than 18,000 units in daily use worldwide.

The system will also feature dispatcher, cashier, and point-of-sale units. Though variable in their software application, the use of a common Wayfarer200 hardware platform will bring GABS significant operational and spares management benefits.

Modern functionality will also be introduced with the new AFC system. For example, Wireless LAN communications will remove the need for Driver Data Module, and the data exchange between bus and the back office system will become an automated process, removing the scope for error or loss of data through Data Module failure.

Driver of the Year 2015

The 2015 Driver of the Year (DOTY) competition was held at the River Club on 9 April. The competition was introduced in 1986 by Golden Arrow's former CEO Nic Cronjé as a tool to encourage, recognise and reward driving excellence and superb customer service skills.

The finalists had 147 years of combined service between them, with three of the finalists finding themselves in the top ten for the first time. In addition to the top ten, Rookie of the Year is awarded to a driver who has had less than one year's service at the time of the competition and this year the award went to Mxolisi Nomavutha.

Arrowgate driver Nikolaas Fortuin clinched the top spot as well as the top manoeuvring score and highest K53 score. According to Fortuin, the competition has become an important part of his working life as he featured in the top ten every year (except for 2013) since 2000. "I feel so proud of myself because not only am I appreciated by the Company but it means that I

am doing my job well. It is not just a job to me; I enjoy being on the road and bringing all my passengers safely to their respective destinations," he says.

Sindiswa Skeyi received the Female Driver of the Year award for her exceptional people skills, driving record and practical driving ability. Skeyi also achieved the fourth position overall in the competition. This is a first for any female driver. Skeyi says that hearing her name called out was a remarkable moment for her as it was the result of all her hours of practice and commitment coming to fruition. She also says that a typical day on the job involves "focusing on my own driving behaviour and that of other road users, not forgetting K53 and following distance as well as limiting my speed".

Golden Arrow Chief Executive Officer Francois Meyer hopes that every driver will aim for the coveted top spot. "I am so proud of the way our drivers conduct themselves and I truly believe that every driver has the potential to become Driver of the Year. It is my hope that this year's finalists will inspire their colleagues to excel too," he says.



DRIVING EXCELLENCE REWARDED: Driver of the Year 2015 finalists pictured with HCI Chief Executive Officer Johnny Copelyn (far left), Sindiswa Skeyi (centre left), Nikolaas Fortuin (centre right), Golden Arrow Chairman Yunis Shaik (far left kneeling) and Golden Arrow Chief Executive Officer Francois Meyer (far right).

New pit lighting a plus in ongoing maintenance regime

Access to the undercarriage of buses forms a key component of the planned and emergency repair and maintenance regime at Golden Arrow. A total of 72 service pits across all of the company's five depots fulfils this purpose and proper lighting in the sunken bays is an indispensable accessory to effectively performing a range of mechanical and electrical tasks concentrated to the undercarriage area of buses.



SHINING A LIGHT: New LED-lighting in bus pits will dramatically improve visibility during maintenance

In the past, incandescent lights mounted on the side walls of service pits were the lighting medium used. However, the positioning of these lights casted shadows across the work area which negatively impacted on properly isolating and attending to the areas of the undercarriage that require repair and maintenance. The Bodyshop in conjunction with the Radio / Electronics Department at the company's Multimech facility in Epping recently pioneered the conversion to light-emitting diode (LED) pit lighting which are mounted in an upward elevation on aluminium extrusions. These installations emit light in a specific upward direction which provides direct lighting and eliminates shadows and the need for extra extension lead lights.

According to Divisional Engineer Gideon Neethling, it is anticipated that with the new lighting, enhanced efficiencies in planned and irregular undercarriage repairs and maintenance will be achieved.

Bus washing system Goes green

With a greater focus on sustainability and conservation of the planet's resources, many companies are making greener investments. These investments are not just as a responsible corporate citizen but also result in greater efficiencies over time with pay off periods of just a few years.

GABS has joined the ranks of greener corporates with the installation of a bus washing system which recycles the water used in the process. The system will recycle water continuously resulting in a cyclical flow of recycled water that will be reused in the washing process, thereby saving on water withdrawals and consumption. The system also cleans the undercarriage at each wash making it easier for technical staff to identify areas of concern. Bus washing and undercarriage cleaning are the largest consumers of water in our operations, and this is expected to be one of the first major green investments to see returns.

Arrowgate will be the pilot depot for the installation of this system which is expected to result in myriad cost savings from water costs to other related costs. The system is operational from July the 1st covering 46% of the GABS fleet. GABS has geared itself to analyse the water savings and is excited to see the results motivating a companywide rollout.



SQUEAKY CLEAN: The new bus washing system is a valuable tool in Golden Arrow's ongoing pursuit of sustainable operational practices

New Operations Manager **APPOINTED** to manage MyCiTi contracts



NEW OPERATIONS MANAGER: Oswald Maloy will manage all of Golden Arrow's MyCiTi contracts

Oswald Maloy has been appointed as Operations Manager for Golden Arrow's MyCiTi subsidiaries, which include Table Bay Rapid Transit (TBRT) and the N2 Express Joint Venture.

Maloy is a familiar face at Golden Arrow, having joined the Company as a Duty Bus Driver in 1992 and thereafter quickly moving up the ladder as Regulator, Inspector, SBU Manager, Area Manager - Support Services and eventually Area Manager in 2006. He then moved to the petrochemical industry occupying a supervisory position at a Chevron Terminal before being promoted to manager of the largest bulk fuel storage facility in the Southern Hemisphere.

He holds a National Diploma in Road Transport Economics from the University of Johannesburg, is a graduate of the Stellenbosch University Management Development Programme and has certification in Oil and Energy sector Leadership from Wits Business School.

Maloy is confident that his prior knowledge and recent experience will stand him in good stead, despite any challenges he may face. "My initial challenge will be to understand the contract conditions and to ensure adherence. Thereafter; more focus will be placed on influencing partnerships to encourage passengers to understand our culture and choose us as the preferred service provider," he says.

Maloy will be applying his mind to a number of potential growth strategies and ensuring that our subsidiaries and the joint ventures continue to exceed all expectations. His overall approach, however, can be viewed as holistic in scope. "My aim will be to identify and fill staffing and resource requirements to meet business needs; create opportunities to accelerate development; continually improve the organisation or function's capabilities and make use of technology to improve business results," he says.

GABS retains Level 2 B-BBEE rating

In recent B-BBEE audits Golden Arrow Bus Services (GABS), Sibanye and TBRT received Level 2 Procurement Recognition Level. This will most likely be the last verification on the old sector codes as the draft transport sector codes were published in February this year.

This year was noteworthy as it was the first year that many contributions that GABS has made in terms of corporate social responsibility have been included. GABS has been awarding discounts on charter hires for decades particularly for education-related trips. GABS has also assisted small businesses in numerous ways which were now claimed for B-BEE purposes.

Another major victory is the amount of B-BEE training done. This turned out to be a significant R35 million in the 2016 year and can be largely attributed to new internship programmes as well as the Generic Management Learnership which took place over the past two years.

With the bursary policy changes illustrating the company's ongoing commitment to the educational development of staff, support of social upliftment programs and small businesses; GABS can only go from strength to strength despite the expected challenges with the final sector codes.

ON THE LEVEL: Golden Arrow has maintained an outstanding Level 2 B-BBEE rating



GABS preserves its rich legacy

The preservation of institutional memory in companies that are in the mature phase of their business life cycle is vital to dealing with the challenges of a rapidly changing business milieu. It provides a sensory mechanism to avoid pitfalls previously encountered and a trusted point of reference to deal with the dynamics inherent in its operational environment.

Having been involved in providing mobility to the people of Cape Town through an unbroken chain of mergers and acquisitions over the course of its 155 year history, Golden Arrow Bus Services has a rich repository of artefacts, manuscripts, photographic material, audio-visual items and official records. These have been housed in a facility on the company's Multimech premises in Epping which has been customised into a Heritage Room and has emerged as a treasured resource to trace the institutional memory of the company and its forebears.

The "Jewel in the Crown" of the GABS collection is undoubtedly a leather-bound manuscript of minutes written in classical calligraphy of the first Annual General Meeting of City Tramways held on 22nd August 1879 and includes the subsequent minutes of Board meetings until 15th November 1949. A salient statistic revealed in the balance sheet of the company at its inaugural AGM in 1879 was that the net assets of the company amounted to the princely sum of £11 995, when the inimitable Henry Solomon (Esq) was also duly elected as the first chairman.

In addition to this, original overhead line equipment, bus stops and signalling equipment dating from the era

of the trolley buses, generously donated by renowned transport historian Peter Coates, are also amongst the rare artefacts. A total of 20 000 photographic slides and photographs capturing an array of seminal instances and ground-breaking events in the company's chequered past together with GABS' rich tradition of internal and external publications lies at the heart of the Heritage Room.

IZIKO Museums provided professional advice on the cleaning and preservation of all the paper based material and guidance about appropriate ways to store extremely fragile photo albums and documents some of which date back to the 19th century. A comprehensive programme was also undertaken to digitise all photographic material and through cataloguing, linking these to the written accounts of the respective stories covered in the company publications. It is envisaged to place these on the company's intranet platform from which interested parties would be able to access these rare and precious historical records of the company.

The GABS Heritage Room is the sequel to an ambitious vision of the late Virginia Engel who headed the HCI Foundation and who also served on the GABS Board since the HCI acquisition of the company. She envisioned the establishment of a fully-fledged Cape Town Public Transport Museum featuring rail, bus, cycle and taxi modes that have served the people of the City since time immemorial.

The GABS Heritage Room is a microcosm of this ambitious vision and will, to a somewhat lesser degree, be a lasting testimony of the long way the company and bus transport have evolved over the last two centuries.



A STEP BACK IN TIME: Heritage librarian Diane Arendse is preserving Golden Arrow's rich historical artefacts for display in the Heritage Room

GABS' youngest assistant driver: Gideon Dirks



Gideon Dirks is a nine-year-old boy from Manenberg who is fighting cancer. Golden Arrow was introduced to Gideon through the Reach for a Dream Foundation who were in the process of trying to make one of Gideon's dreams come true. His dream: to one day become a Golden Arrow Bus Driver. Of course Golden Arrow was immediately on-board and preparations began in earnest.

It was decided that it would be best to have Gideon shadow one of our most seasoned Grassroots drivers, Patrick Gallant, who has years of experience working with children. On Tuesday 26th April Gideon was all smiles when a bus drove right to his front door to collect him. Thanks to help from Uniforms Unlimited Gideon was gifted with a specially made full Golden Arrow duty bus driver uniform with his name embroidered on the front. He was also presented with an honorary driver's certificate and a few other goodies.

REACHING FOR HIS DREAM: Young Gideon Dirks helps Driver Patrick Gallant to safely escort pre-schoolers off the bus

Once Gideon was dressed it was time to clock on as assistant driver and begin the very serious task of assisting Driver Gallant with transporting 60 toddlers from Ikhwezi Day Care Centre in Gugulethu to N1 City safely. Although not very big himself, he gallantly helped to lift toddlers onto the step while boarding and made sure that everyone was safely seated and ready for their journey.

On arriving at N1 City Gideon helped everyone disembark safely and assisted Driver Gallant in directing traffic so that the little ones could make their way into the mall. Thereafter it was time to relax and Gideon spent the rest of the morning playing arcade games and enjoying a delicious brunch.

It was a day to remember for all involved and highlighted the remarkable work being done by Reach for a Dream. The organisation works tirelessly to give children living with life-threatening illnesses the opportunity to realise their dreams. Golden Arrow is fortunate to have had the opportunity to play a small part in Gideon's special day. We are all praying that his health improves and that he is able to realise all his dreams in years to come.