Moving Universal Access From Policy to Implementation

Progress in South Africa July 2015

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Road Map

GAATES focus is on South Africa as an example of a country implementing Article 9 of the UN Convention on Accessibility: Public Transport

South Africa

1. Where are we?
2. What progress have we made?

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Key dates

Year	Event	Implication
2007	Public Transport Strategy	Requires public transport to be 100% accessible, targeting the 9 metros from 260 geographical areas
2010	FIFA World Cup	Public transport targets are expanded to 9 Metros (cities), plus 5 local municipalities (towns) Public transport transformation becomes identified as the national legacy from the World Cup
2012	TRANSED New Delhi	DoT first presents progress on UA for GAATES Public Transport targets include another local municipality, now totalling 13 municipalities
2014	1st PT Strategy milestone	Basic public transport networks in key corridors are due to be implemented in all 13 pilot municipalities
2015	TRANSED Portugal	Evaluation of progress on UA since 2012
2020	2nd PT Strategy milestone	All 260 municipalities due to be transformed
2030	National Development Plan	National goal for poverty elimination and reduction of inequality

Actual progress

Start

2010

2012 TRANSED

13

2014

2015 TRANSED

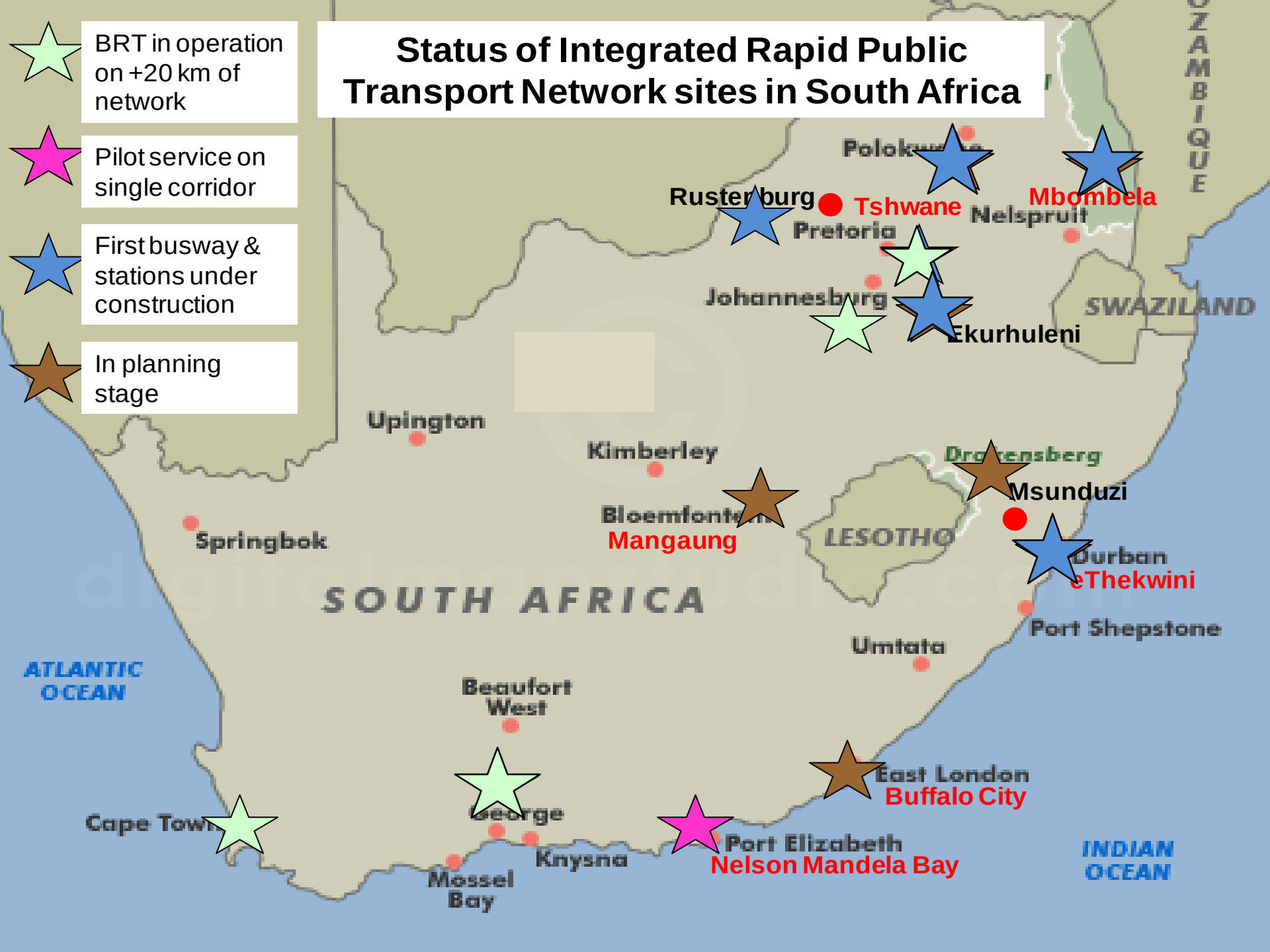
247

2020

Finish

2030

Status of Integrated Rapid Public Transport Network sites in South Africa



Need

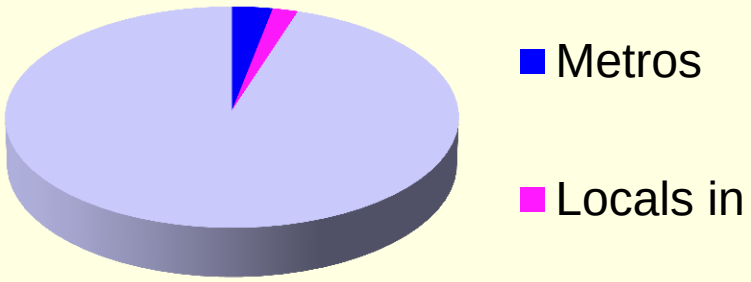
How many people are affected by the transport projects?

1. Where is the focus of public transport?
2. What proportion of the population is affected?
3. What is the proportion of the national population that benefits from universally accessible transport?

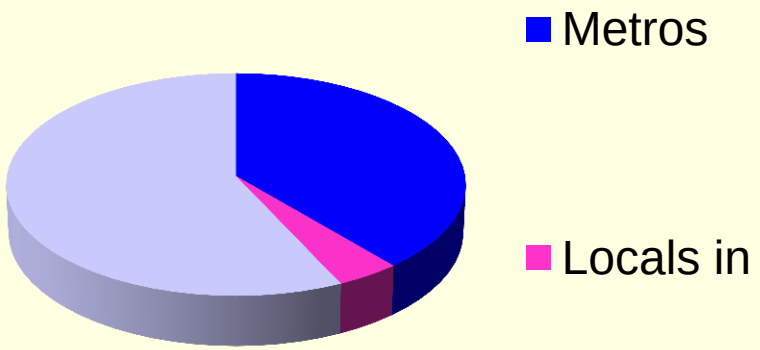
PROVINCE	Municipal project	Designation	Population
Eastern Cape	Nelson Mandela Bay	Metro	1, 152, 115
	Buffalo City	Metro	755, 200
Free State	Mangaung	Metro	747, 431
Gauteng	Johannesburg	Metro	4, 434, 827
	Ekurhuleni	Metro	3, 178, 470
	Tshwane	Metro	2, 921, 488
Kwa-Zulu Natal	eThekwnini	Metro	3, 442, 361
	Msunduzi	Local	163, 993
Limpopo	Polokwane	Local	628, 999
Mpumalanga	Mbombela	Local	588, 794
North West	Rustenburg	Local	549, 575
Northern Cape	-	-	
Western Cape	Cape Town	Metro	2, 893, 247
	George	Local	193, 672
Total	**13**	**8M/5L**	
Municipal total	**260**	**8 Metros 35 Districts 217 Local**	

Population relative to geographical location

Municipalities covered



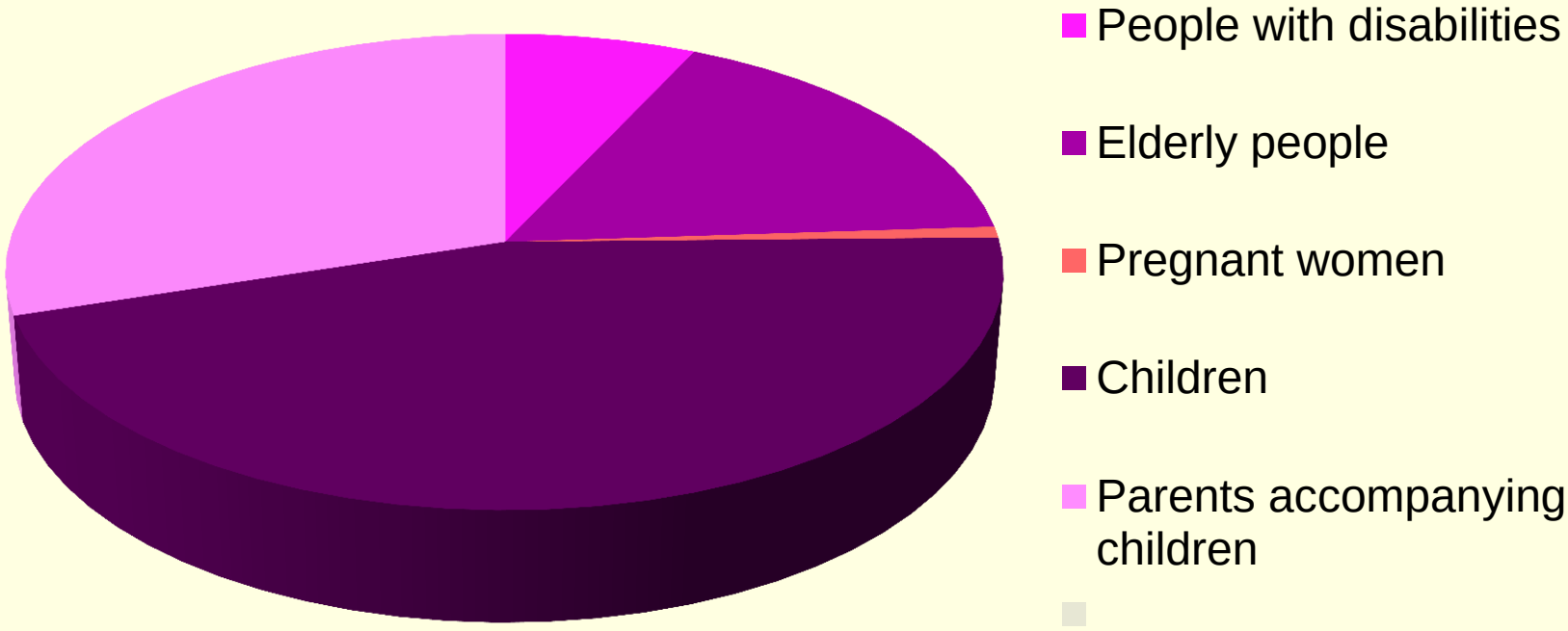
Percentage of the national population covered



Statistics South Africa Census figures 2011

Targeted Passengers: National

The following groups of passengers are targeted under the National Land Transport Act 2009 as priority groups, whom, through their inclusion on public transport, the success of transformation can be measured.



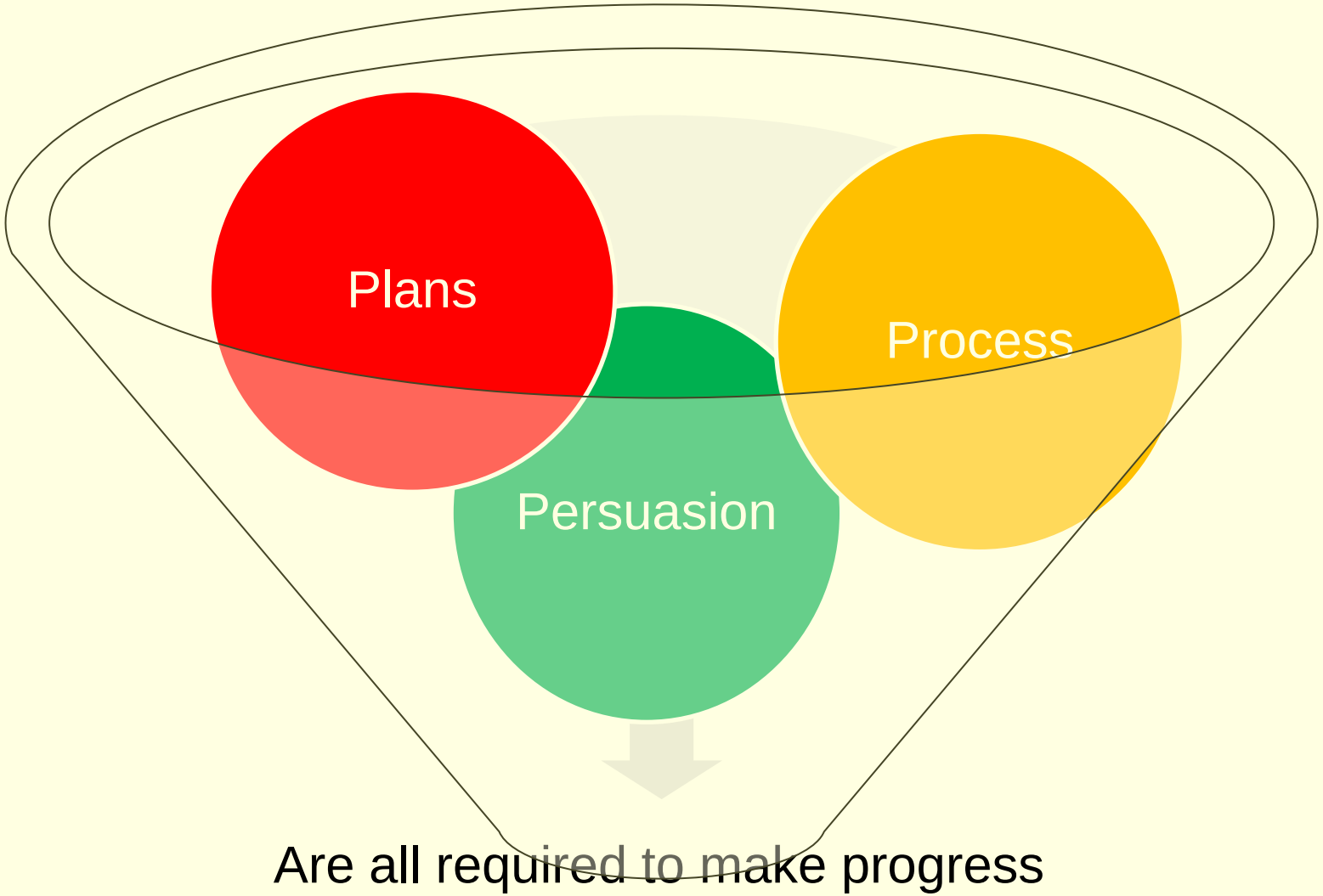
Statistics South Africa Census figures 2011

Recap

South Africa presented a legislative and policy framework at TRANSED 2012, ready for implementing universal access.

1. Was the plan comprehensive?
2. Was it really implementable?

The PPP of implementation



Are all required to make progress

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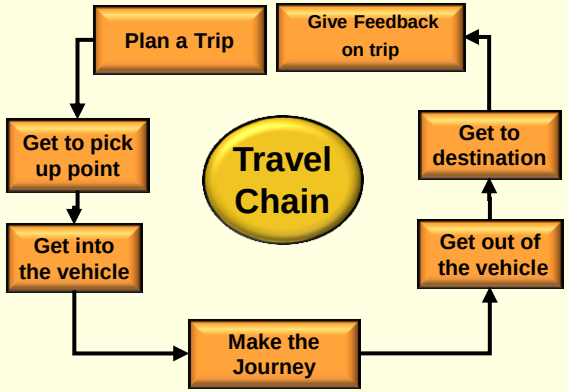
Plans

Complete

Detailed

Reasonable



Programmes			
1	Transport planning	5	Fare system
2	Operational context	6	Signage and info
3	Marketing and comms	7	Infrastructure
4	Customer care	8	Vehicles

Universal Design Access Plan	
1	Introduction of new
2	Upgrading of existing
3	Agreed timeframes
4	Incremental implementation

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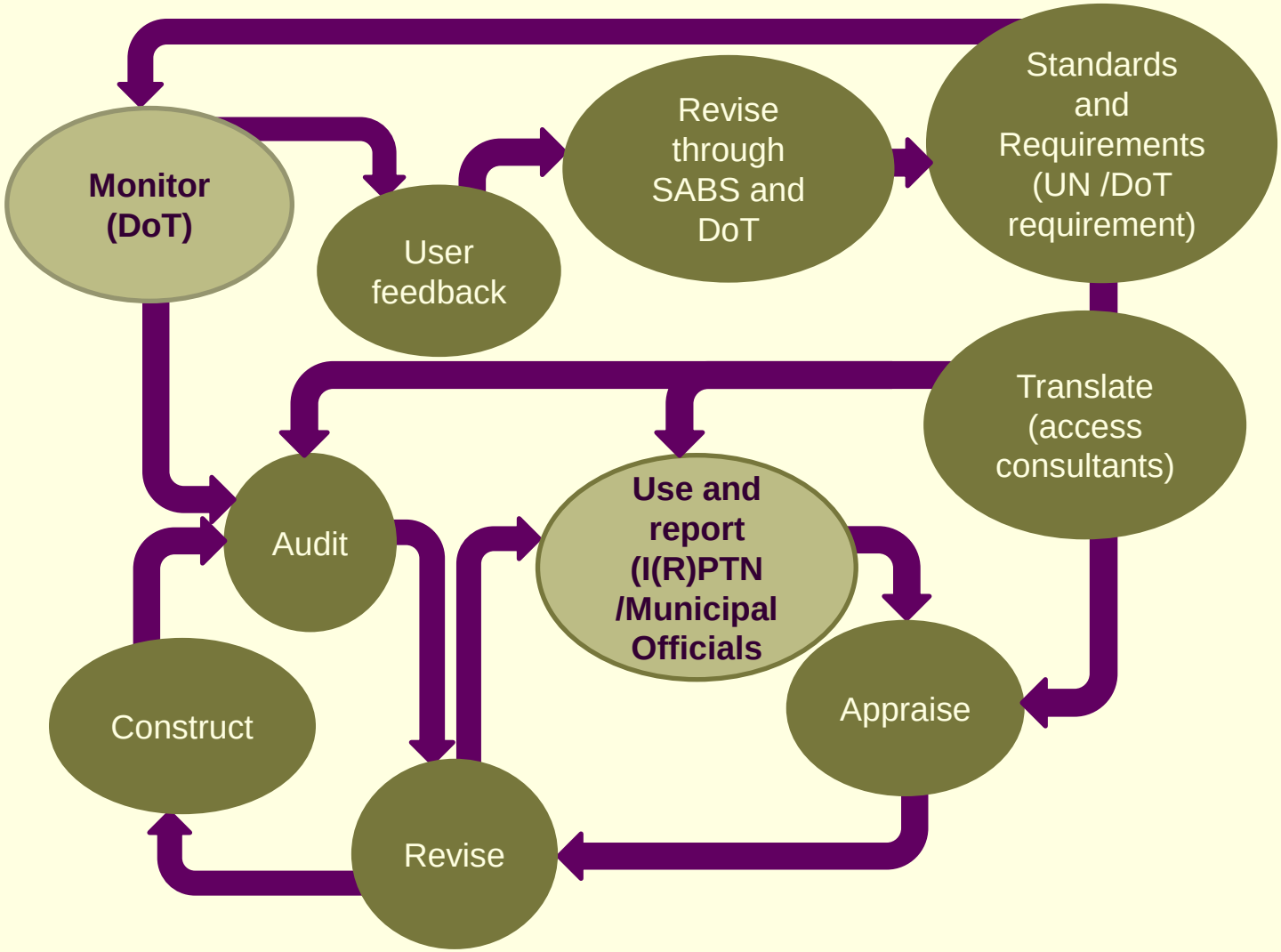
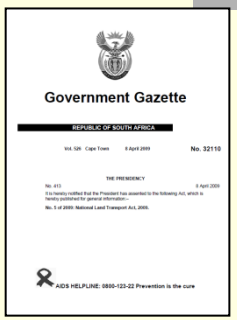
Process

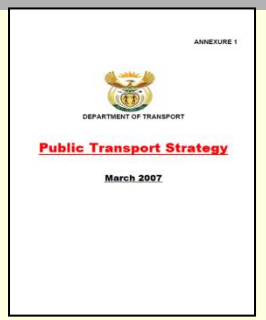


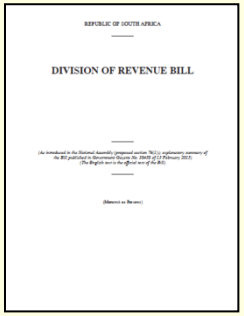
Persuasion

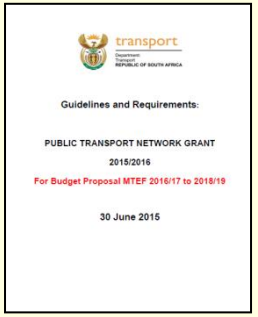
Is law in itself, enough?

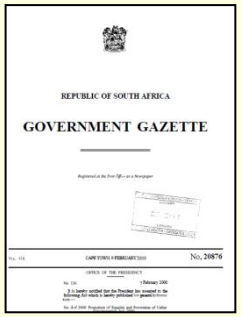
- Legislation
- Grant conditions
- Legal cases

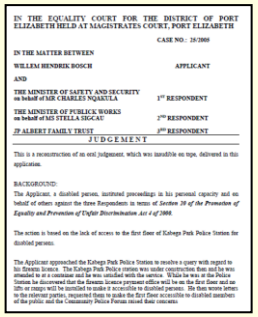












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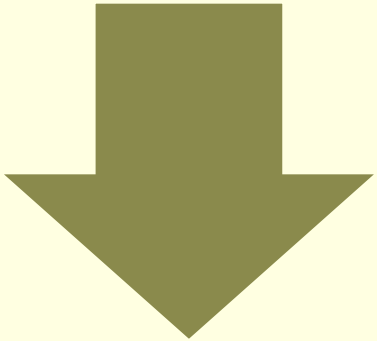
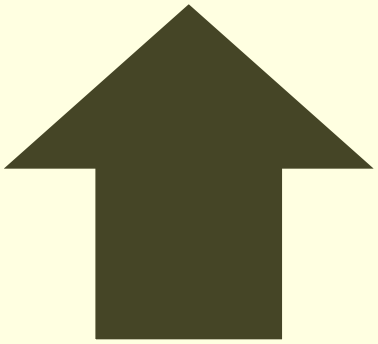
What have we found?



Factors that have held projects back

Factors that have driven progress



Plans: UDAP

Complete

- Relates to The South African Constitution and the UN Convention
- Applies to new development and upgrading of existing
- Part of Municipal Network Operational Plan
- Requires a transition of responsibility for universal design access plan from access consultants to development by municipal officials

Detailed

- Gathers existing standards affecting universal access into the transport services arena
- Develops new standards where none exist
- Inputs into the process of South African Bureau of Standards (SABS)
- Identifies gaps and encourages new developments

Reasonable

- Availability of South African Human Rights Commission to arbitrate
- Involves municipalities in development, encourages implementers to contribute to developing plan content
- Provides consistent interpretation of standards regardless of location, allows for flexibility depending on circumstances

Process

Developing Universal Design Access Plans

- Requires submission to National Department of Transport
- Requires progressive development of detail
- Encourages testing and experience from user groups, bringing groups of users together with municipal officials and access consultants

Enforcing the exemption process

- Requires formal submission for exemption (for example, for the purchase of inaccessible buses for specific routes)
- Requires discussion with municipal management on alternatives
- Reports to the South African Human Rights Commission and to Parliament

Quarterly meetings, Municipal Workshops and Annual Budget Hearings

- Reconfirms of universal access standards
- Maintains contact with selected municipal officials and access consultants in professional teams
- Issues reports examining progress against standards

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Persuasion

Unannounced Presidential visits with reports , Ministerial support, International awards

- Unsolicited Presidential support for accessible transport
- Supports municipalities seeking international or national recognition for good practice
- Aligns universal access to Ministerial Performance Agreement and to key Transport Acts

Designating municipal representatives and provision of access consultants as part of professional consulting teams

- National DoT regularly circulates information to selected municipal officials and makes on-the-job training available
- Includes universal access in municipal grant conditions
- Reinforces universal access responsibility to project managers

Enabling reasonable direct customer feedback

- Uses the Ministerial submission process on selected key issues
- Encourages good practice in performing municipalities and promoting it to non-performing municipalities
- Regularly uses the municipal transport system, encourages and supports NGO groups to do so, actively reports on feedback

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When things go wrong

Actual event eThekwnini July 2015

Factors preventing progress

1. **UA Standards:** not thorough enough and not well-known enough
2. **Speed of delivery:** Lack of historical implementation in universal access leads to slow pace of change
3. **Ethics:** professional lack of responsibility from some service providers (of professional bodies – architects/engineers)
4. **Teamwork:** lack of national and municipal teamwork around a common goal
5. **Silo thinking:** tunnel vision of government departments at all levels of government – main UA focus on new road-based public transport only
6. **Unintended costs:** mistakes made due to lack of knowledge, or lack of coordination between implementing departments
7. **Vested interests:** costs driven up by over-charging
8. **Evaluation:** different ways of measuring success, due to different unspoken goals
9. **Car-based focus:** trying to please everyone means not meeting the needs of the priority group
10. **Ambitious:** Is the jump is too big? Too much too soon…..

What can we find?

Of the 13 municipalities that are operational, how much of the network is operational, and what do they look like?

1. Passenger numbers
2. Geographical coverage of network
3. Actual route network in operation
4. Vehicles
5. Infrastructure

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Numbers: May 2015

Number of municipalities operating services	**4 out of 13**
Total Passenger Numbers in all 4 municipalities	649, 023
Percentage of the population in these municipalities	6.2%

Tshwane	Length of time in operation (evolving network)	8 months
AREYENG CONNECTING THE CAPITAL	Passenger numbers per week	17, 959
	Number of new accessible buses	30
	Municipal population	2,921,488
	New Public Transport Network (including sidewalks)	59.1 km

Johannesburg	Length of time in operation (evolving network)	6 years
Rea Vaya Joburg	Passenger numbers per week	280,000
	Number of new accessible buses	277*
	Municipal population	4,434,827
	New Public Transport Network (including sidewalks)	199.62 km
	*** Buses are high floor; level boarding only at trunk stations**	

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Numbers: May 2015

Cape Town	Length of time in operation (evolving network)	5 years
MyCITI Siyajikeleza. Laat Wiel. Going Places.	Passenger numbers per week	297, 654
	Number of new accessible buses	378
	Municipal population	2, 893, 247
	New Public Transport Network (including sidewalks)	487.4 km

George	Length of time in operation (evolving network)	5 months
GO GEORGE	Passenger numbers per week	53,410
	Number of new accessible buses	64
	Municipal population	193,672
	New Public Transport Network (including sidewalks)	456 km

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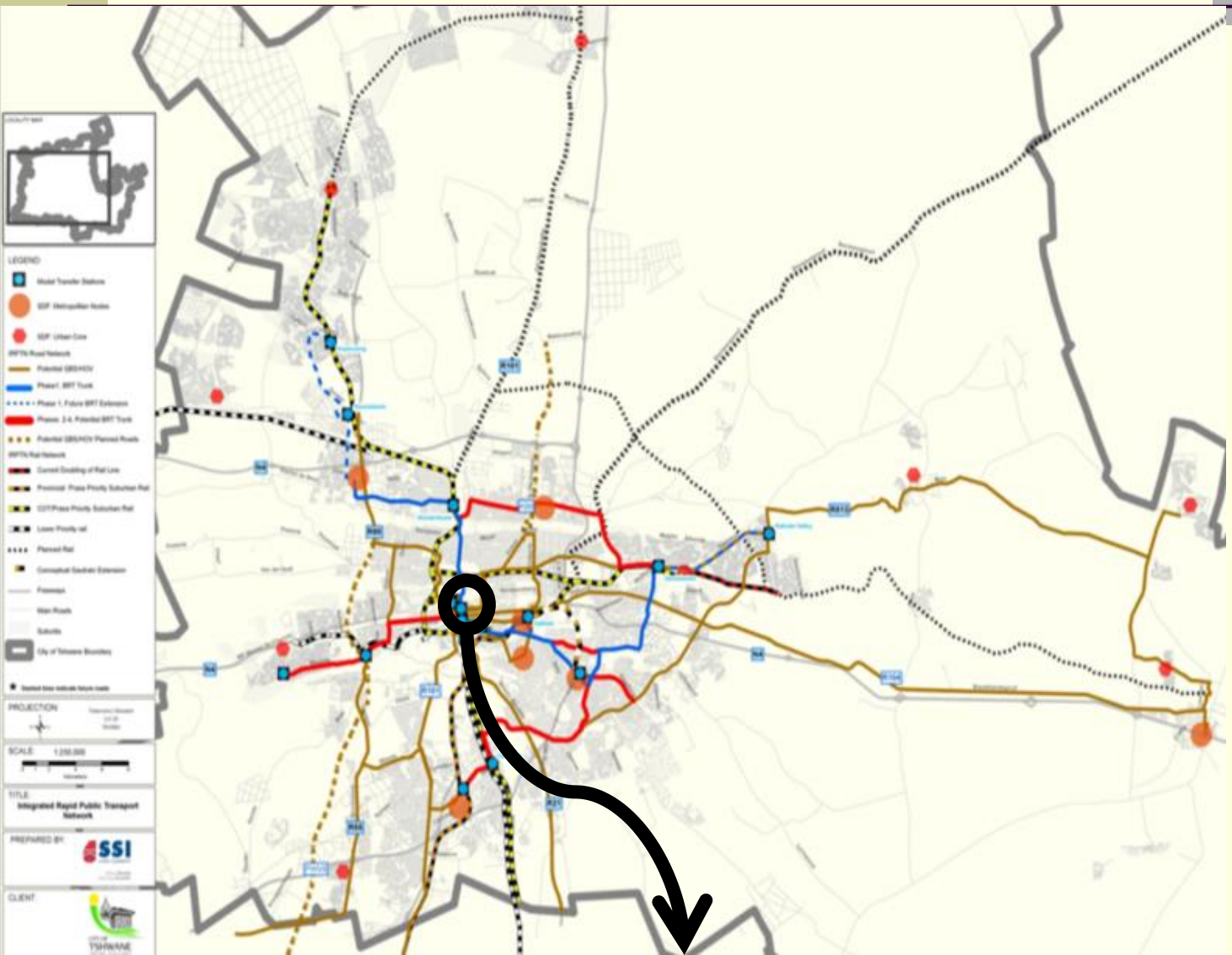
Tshwane: network and operations



Entire planned network

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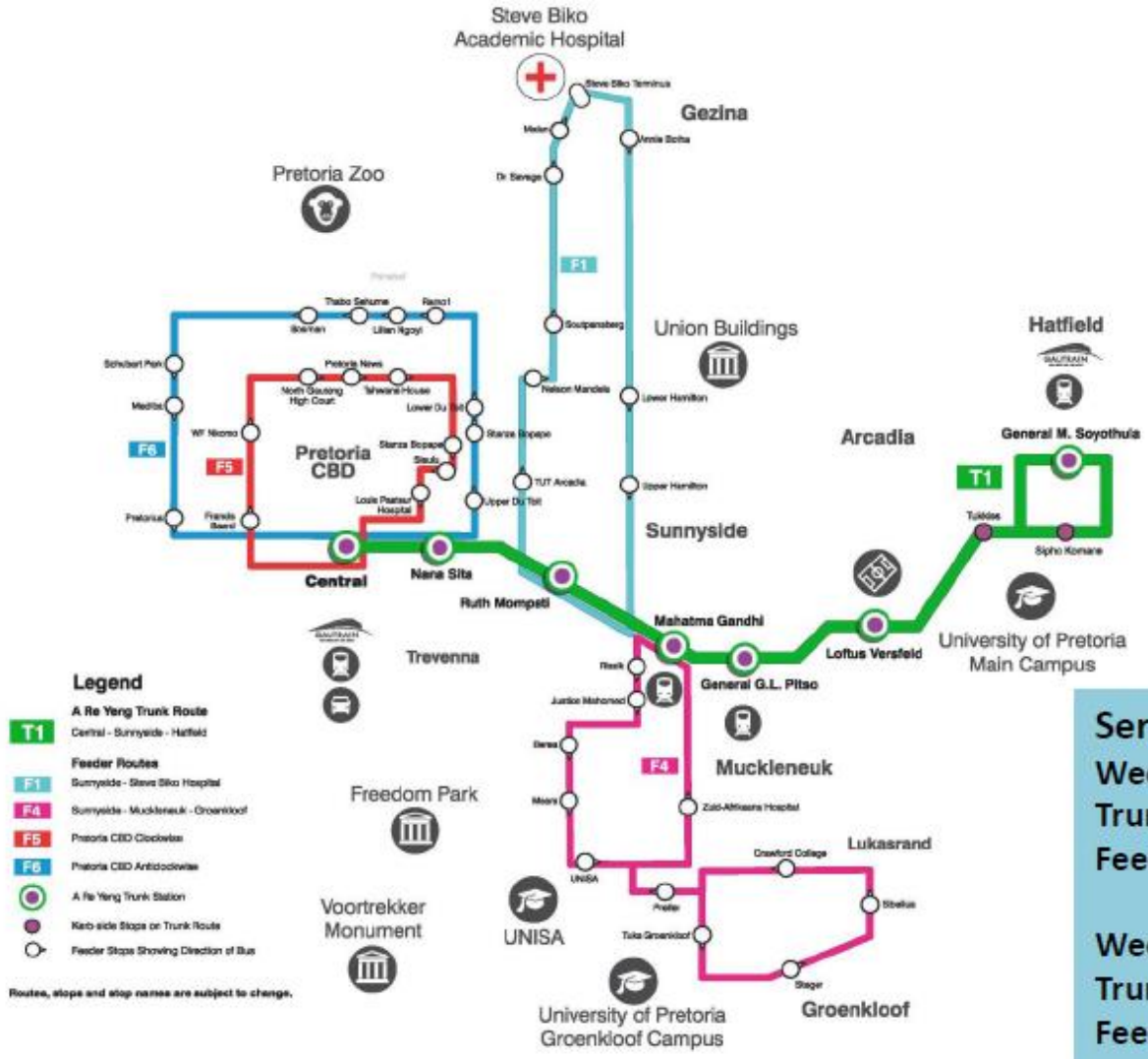
Tshwane: network and operations



Actual operating network

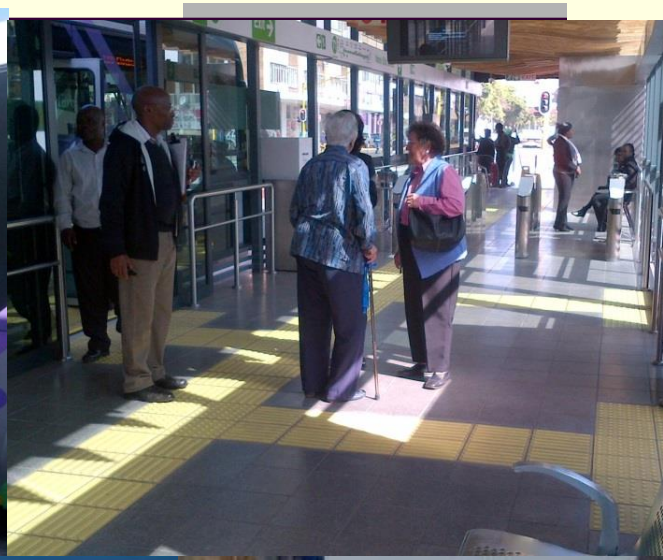
July 2015

Service

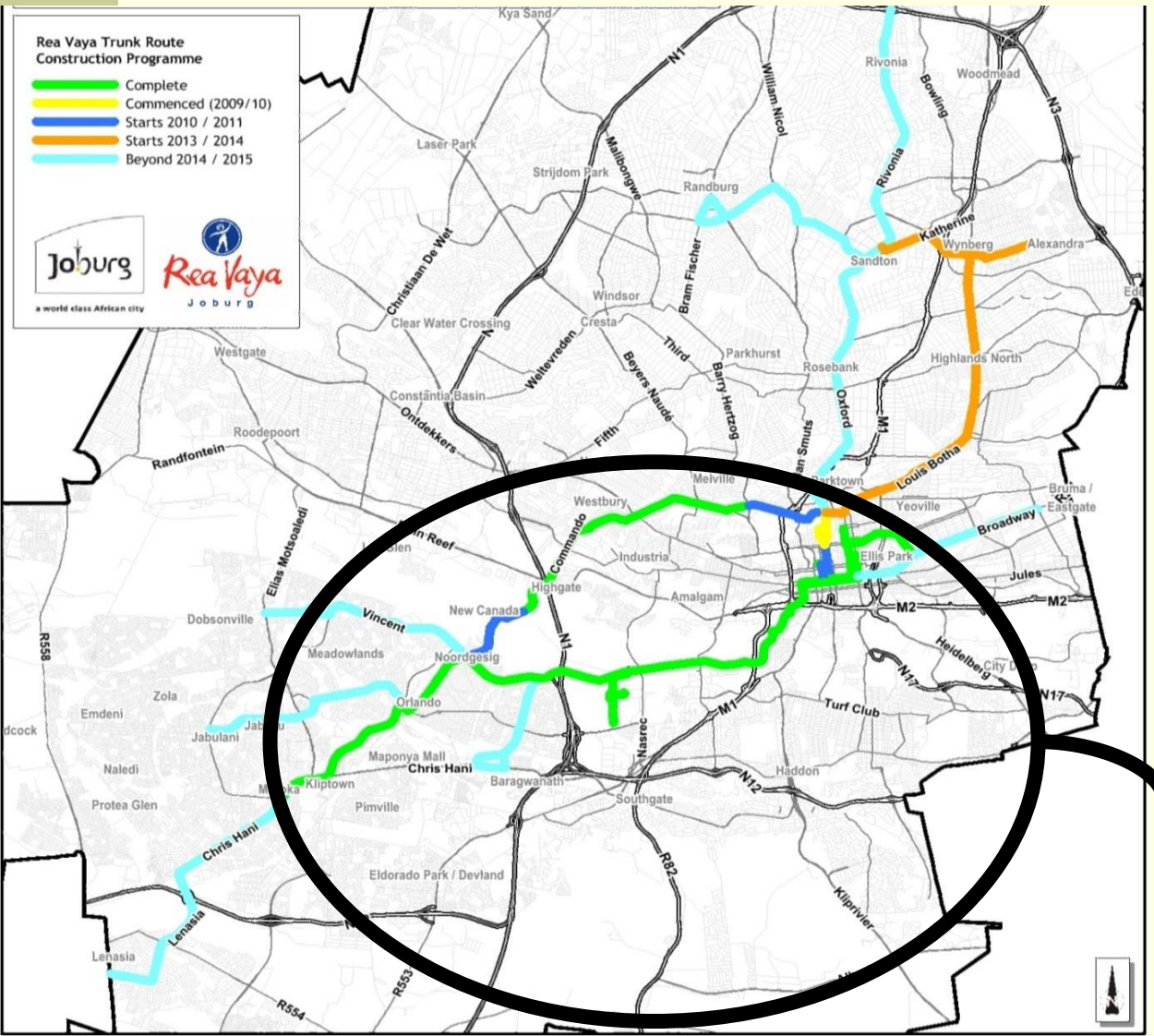
Weekdays: 06h00-20h30
Trunk: 5-7min peak/10min off peak
Feeder: 10min peak/20min off peak

Weekends: 06h00-22h00
Trunk: 10min peak/20min off peak
Feeder: 15min peak/30min off peak

Tshwane: vehicles and infrastructure



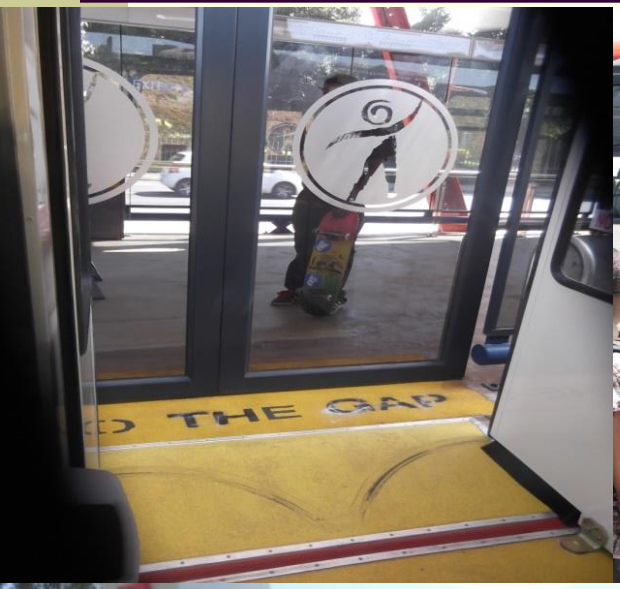
Johannesburg: network and operations



Entire planned network

Actual route map only available on line

Johannesburg: vehicles and infrastructure



Historic problem with kerbside boarding due to high floor trunk and no low floor interchanges

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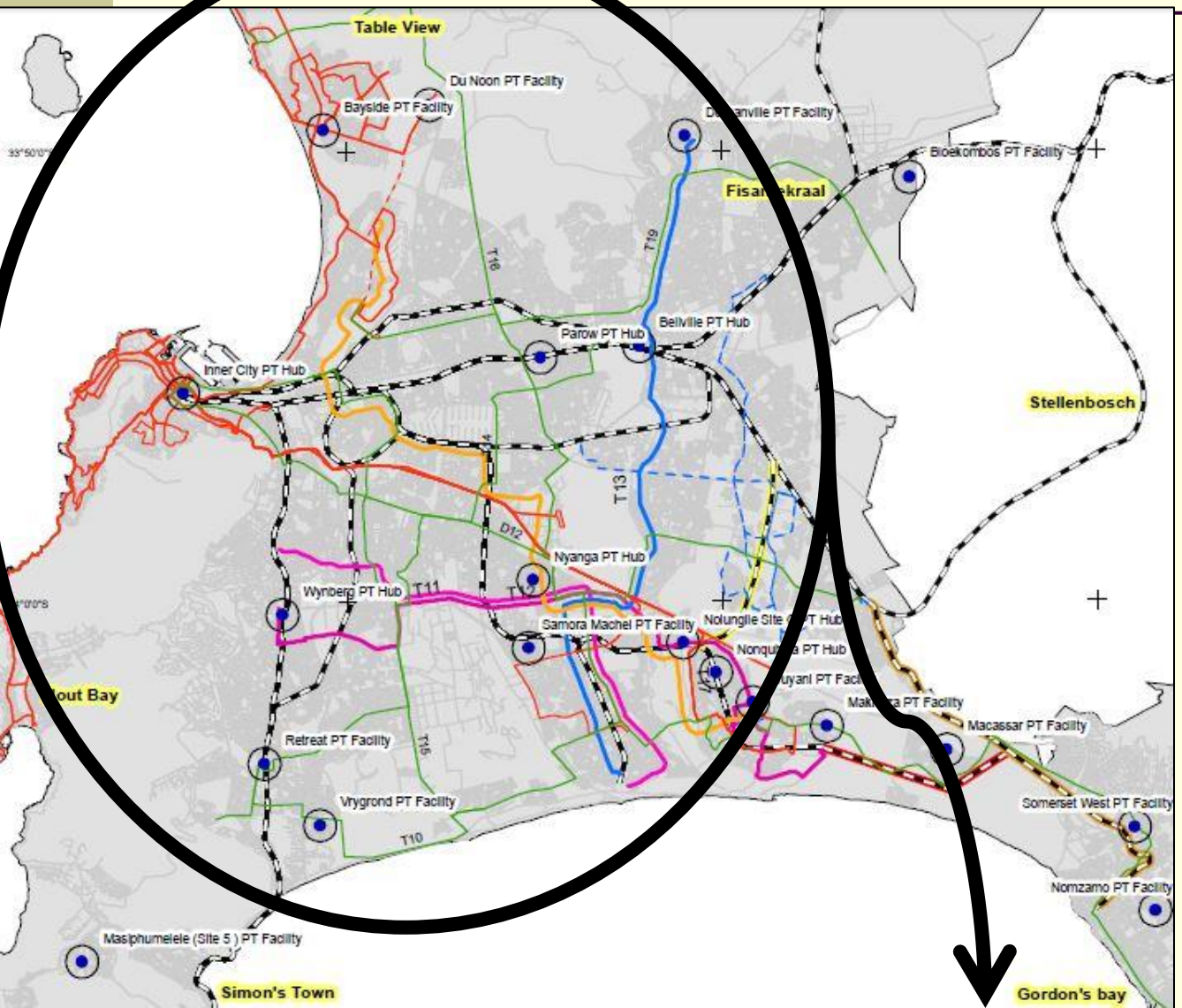
Cape Town: network and operations



Legend

- Public Transport Facilities
- Current Network
- Under Construction T04
- 2015/16: T11
- 2015/16: T12
- 2016/17: T13
- 2016/17: Blue Downs rail feeders
- 2017/18: T17
- Future Network (>2018)
- Doubling of passenger rail line
- New rail line subject to future development
- Proposed new Blue Downs rail line
- Existing Passenger Rail
- Road Network
- Cape Town Municipality

Entire planned network

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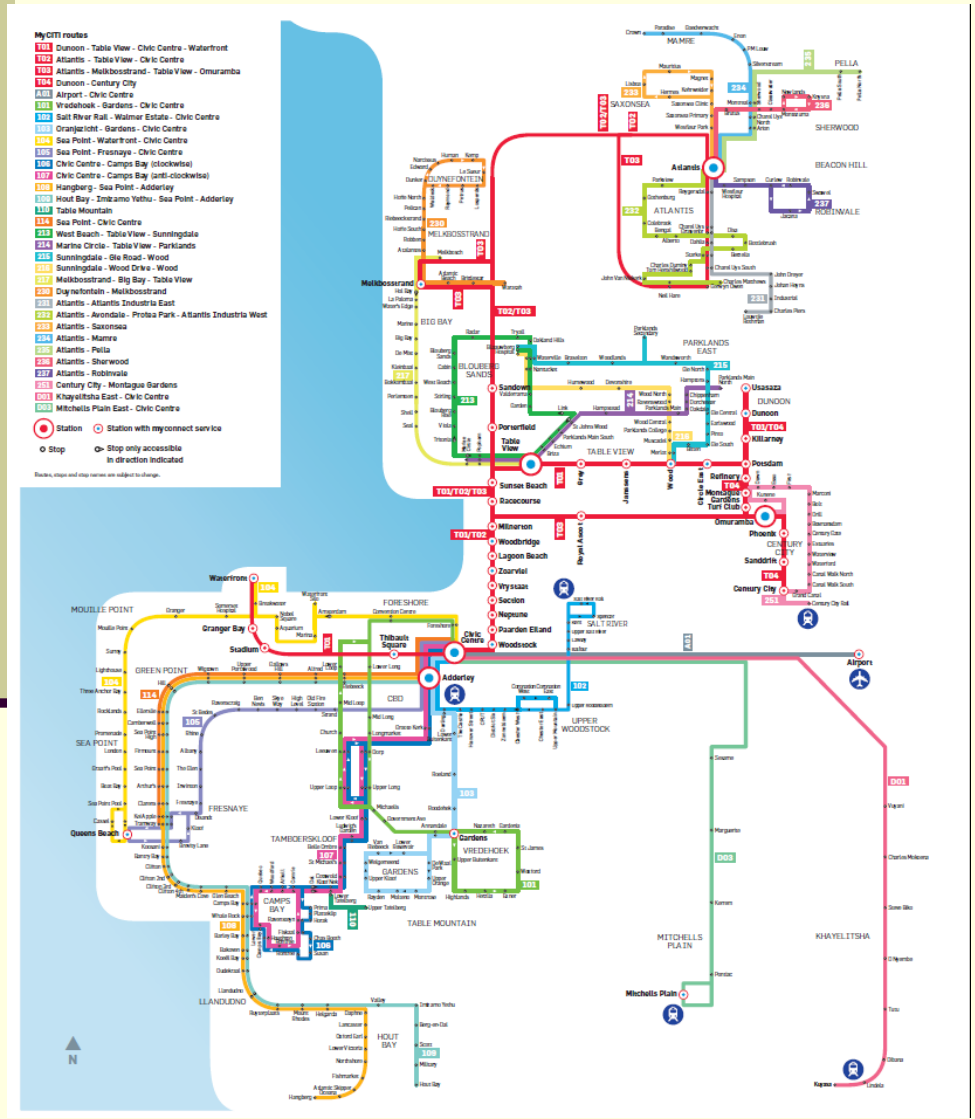
Cape Town: network and operations



Actual network in operation

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Cape Town: infrastructure

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Cape Town: vehicles

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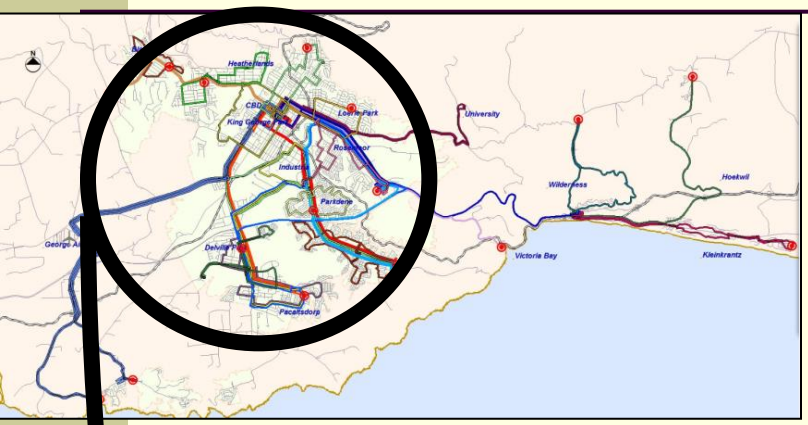
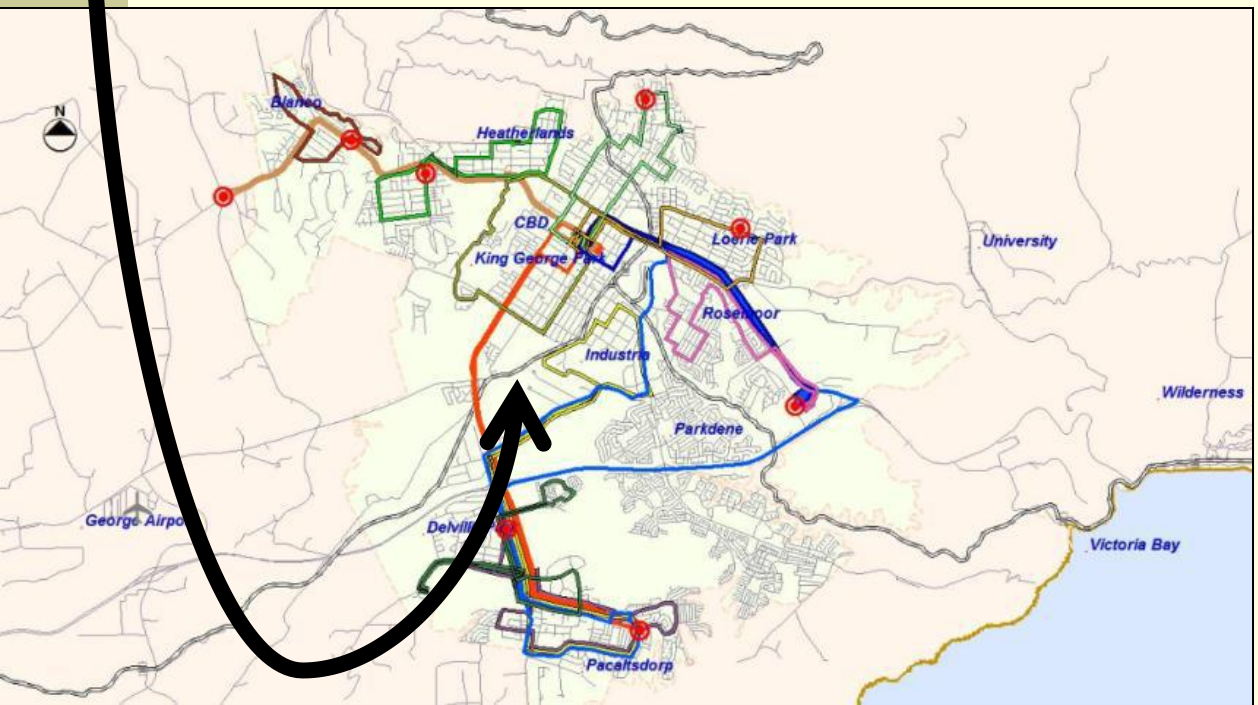
George: network and operations



Entire planned network



Actual network in operation

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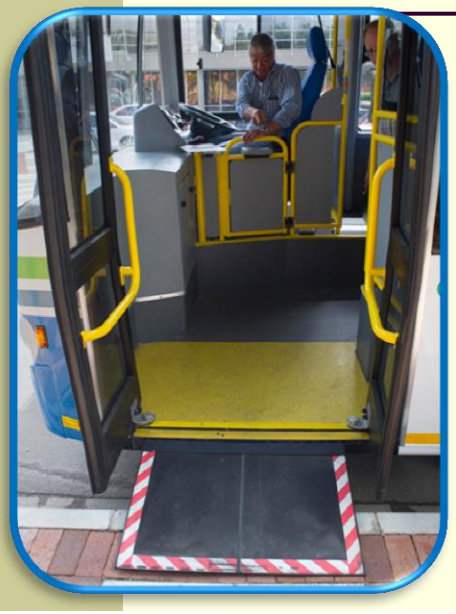
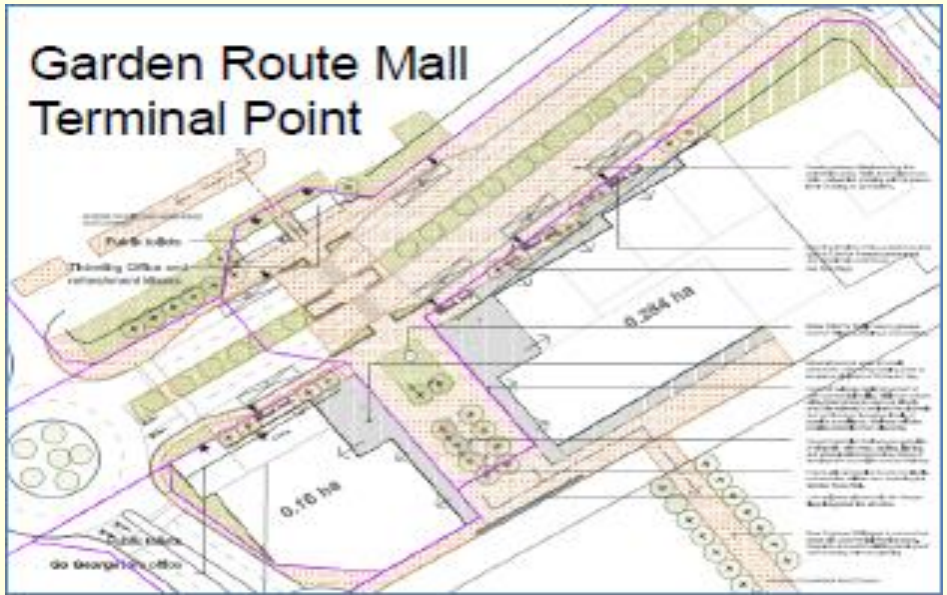
George: fleet and infrastructure





Way forward

Top four priorities:

Performance indicators: to measure ‘mainstreaming universal access’
Regulations: to confirm standards for UA in public transport systems
Staff: to institutionalise processes
Disaggregated statistics: to provide evidence of progress on projects

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Measuring impact

Social sustainability is the ability of society and the environment to respond to the needs of the human condition

Resilience is the ability to survive whatever the outcome (Wikipeadia)

To **Thrive** is the ability to flourish and prosper whatever the outcome

‘My mission in life is not merely to survive, but to *thrive*; and to do so with some passion, some compassion, some humour, and some style.’

Dr Maya Angelou 2014