

**THE CITY  
OF  
BULAWAYO  
PUBLIC  
TRANSPORT  
POLICY**

**Council on 03 October 2012 resolved that:-**

**The Bulawayo Public Transport policy be adopted and implemented as per the strategy outlined below.**

## **CITY OF BULAWAYO PUBLIC TRANSPORT POLICY**

The Department of Engineering Services embarked on a consultation process in order to come up with a public transport policy. Item 6 (may be provided on request) above details the consultation process and the following is the proposed policy.

### **PART 1**

#### **PREAMBLE TO PUBLIC TRANSPORT POLICY**

The policy shall be known as the City Of Bulawayo Public Transport Policy. (Drafted by the Bulawayo City Council in consultation with the stakeholders.)

**The policy is based on the following which are the foundations of the City of Bulawayo thrust.**

#### **THE CITY'S VISION**

- Bulawayo, the City of Kings, Leader in local governance excellence.

#### **THE CITY'S MISSION**

Committed to excellence in local governance through the provision of quality services to the satisfaction of the stakeholders

#### **THE CITIZEN'S CHARTER**

**Bulawayo, City of Kings, Leader in Local Governance Excellence, commits itself through various functional areas to;**

- ✓ The provision of a financially sustainable, economically vibrant, healthy, secure, safe, pleasant and attractive city to live and do business in.
- ✓ The provision of quality, affordable, efficient and accessible services with full participation of all stakeholders in line with government policy.

#### **Interpretation of terms.**

**Bus stop-** a designated place where public transport vehicles stop for passengers to board or to alight. (These are normally positioned on the highway and are distinct from off-highway facilities such as [bus stations](#). Bus stops are generally characterised by shelters with seating benches. )

**Bulawayo City Council-** the local planning authority that is responsible for the management, policy formulation and implementation of policies within the city of Bulawayo and shall be referred to as "Council" throughout this Policy document.

**CBD-** Central Business District or the city centre.

**City of Bulawayo Traffic Enforcement** -the Local Authority security personnel.

**Council controlled area-** means any area within the jurisdiction of Bulawayo City Council.

**Commuter Omnibus-** a passenger vehicle with a carrying capacity of not less than 12 passengers.

**Management-** a governing body

**Metered Taxi-** a public service vehicle with a seating capacity of not more than seven passengers also known as taxicab.

**Operator-** a person who operates a machine, instrument, for the purposes of this document an operator is a person who runs, manages a public service vehicle.

**Passenger** - A person who travels in a public service vehicle. A **passenger** is a term broadly used to describe any person who travels in a [vehicle](#), but bears little or no responsibility for the tasks required for that vehicle to arrive at its destination.

**Pick up point-**a designated area where only picking up or dropping off of passengers is allowed without any ranking or waiting for passengers to arrive.

**Public parking area** -means any area designated as a parking area in terms of the Bulawayo (Roads and Traffic) By-laws, 1978 published in Statutory Instrument 96 of 1978 and any other roads and traffic by-laws which council may from time to time make.

**Public Service Vehicles (PSV)** are vehicles that carry passengers for a fee. PSV's are separated into two categories:

- Large Public Service Vehicle - **LPSV** (Vehicle capable of carrying more than eight passengers - Busses)
- Small Public Service Vehicle - **SPSV** (Vehicles capable of carrying eight passengers or less only - Taxi')

**Public transport-** a shared [passenger](#) transportation service which is available for use by the general public, as distinct from modes such as [taxicab](#), [car pooling](#) or hired buses which are not shared by strangers without private arrangement

**Public transport** (also **public transportation** or **public transit**) is a shared [passenger](#) transportation service which is available for use by the general public, as distinct from modes such as [taxicab](#), [car pooling](#) or hired buses which are not shared by strangers without private arrangement.

**Prescribed penalty** -means the penalty prescribed or acknowledged in terms of the Bulawayo (Roads and Traffic ) By-Laws ,1978 published in statutory 96 of 1978.

**Rank-** a facility where public service vehicles load passengers

**Road**-the vehicular runway (usually tarmac surfaced) where loading or dropping off of passengers is prohibited.

**Road verge**-the edge of any road runway whereon loading or offloading vehicles should and may stop, on condition that the entire vehicle is off the runway.

**Terminus** - An end point on a transportation line or the town in which it is located can also be known as a designated facility where public service vehicles rank and queue for loading passengers and may be used for offloading passengers.

**Tout** - someone who advertises for customers in an especially brazen way

**Transport**- something that serves as a means of transportation

**Transportation system**- a facility consisting of the means and equipment necessary for the movement of passengers or goods

**The Police**- the Zimbabwe Republic Police.

## **PART 2 ESTABLISHMENT, FUNCTIONS AND POWERS OF THE POLICY**

### **2.1 Establishment Of Policy**

This is the Bulawayo City Council Public Transport system which shall be responsible for all the management, running, monitoring and evaluation of the Bulawayo Public transport System.

#### **2.1.1 Objectives and functions of Policy:**

**Subject to this Policy the Bulawayo City Council shall have the following Principal objectives-**

1. To ensure the provision of a **safe and** efficient transportation system that meets the needs of the people during the plan period as per the City of Bulawayo Master Plan.
2. To promote and create a well controlled, efficient and coordinated public transport system with the full participation of all stakeholders.
3. To ensure that the appointed company or **providers of public transport in Bulawayo** are issued with permits
4. To provide sheltered lay-byes / pick up and drop off points at strategic points along all routes of the City. Such facilities to be convenient and safe to the commuting public.
5. To service all routes using a single company appointed by the Municipality for this purpose and such company to use properly licensed and registered vehicles.
6. To ensure that the appointed company/ operators adhere to all rules and regulations of Road Motor Transportation Act and have a clearly spelt out code of conduct as well as communication systems with the commuting public.

7. To ensure that users of public transport use only designated pick up and drop off points and understand that they are important stakeholders in the public transport business.
8. To communicate effectively the roles of all concerned stakeholders

### **2.1.2 Mode Of Transport**

The following modes of transport shall be recognised by the Local Authority and are as spelt out in the Road Motor Transportation Act.

1. Motor Omnibus
2. Metered Taxis
3. Rail Transport
4. Airport shuttle service
5. Cycling
6. Foot/walking
7. Company schemes

## **PART 3.0: ROUTES**

### **3.1.1 LOCAL ROUTES FOR COMMUTER OMNIBUSES.**

1. All routes shall emanate from a designated terminus.
2. All routes shall terminate at a designated terminus or point.
3. The picking up and setting down of passengers shall be done off the carriageway and at points designated for this purpose.
4. Along routes vehicles are to move in a forward direction only.
5. No passengers shall be picked up from an undesignated point.
6. All vehicles to carry detailed description of the route.
7. Request for variation of routes shall be made in writing to the Local Authority and shall be only be granted upon giving a satisfactory reason
8. Deviation from designated routes shall not be tolerated and should the company be found deviating from a route it shall in the first instance be warned and on the second instance be fined and on the third instance be deregistered.
9. Routes to be established by Council along major roads guided by Council policy and in consultation with relevant residents associations.

### **3.1.2 ROUTES FOR COUNTRY BUSES ENTERING AND EXITING THE TOWN.**

1. All buses entering, leaving or passing through Bulawayo shall use designated terminus where they shall set down passengers and pick passengers. They may use designated drop off point's enroute to the designated termini.
2. All buses to use designated routes into and out of the city and these routes shall be clearly sign posted.
3. Overnight storage of buses at termini shall be strictly prohibited.
4. Repairs and cleaning of buses shall be done at approved depots.
5. Parking of buses within residential areas shall be prohibited.
6. Country buses exiting the city should be charged a fee which shall be used in the maintenance of the termini.

### **3.1.3 ROUTES FOR VEHICLES IN EXCESS OF 9 TONNES**

1. All vehicles in excess of 9 tonnes should follow routes stipulated by Council.
2. All vehicles in excess of 9 tonnes wishing to divert from designated routes shall only do so after obtaining written permission from Council.
3. All vehicles in excess of 9 tonnes shall park at designated sites.

### **3.1.4 LUXURY COACHES ENTERING AND EXITING THE CITY**

1. Luxury coaches shall operate from the designated termini but may be linked to hotels in the CBD by means of a shuttle service.
2. They shall enter and exit the city via designated routes.

**3.1.5 METERED TAXIS** 1. Shall operate within a radius of 40km of the General Post Office (GPO) and shall operate under the auspices of a single company.

2. Shall park at a designated point requested from and allocated by Council.

3. To be charged a parking fee

### **3.1.6 Public Service Vehicles Routes**

1. Mini buses, Combis, Buses registered or unregistered shall not be permitted in the CBD for whatever reason. Such vehicles shall at all times be parked at places designated for their parking or storage.
2. Owners of such vehicles may apply to Council to use them in the CBD for private and personal use. Council's determination of such applications shall be final.
3. Only metered taxis shall be permitted to make door to door delivery of passengers.

3.1.7 Driving Schools shall at all times operate from premises approved by Council.

## **PART 4.0 TERMINI**

**4.1** Each route shall start and end at a terminus and such terminus shall be as designated by the local authority

1. No vehicle other than those of the appointed company shall be allowed to use or enter the termini
2. Each terminus shall be properly maintained and shall have a management committee appointed by the company and other businesses operating at the terminus, e.g. vendors flee market operators etc.
3. Each terminus shall have a functional toilet and related ablution facilities and all traders and company employees shall respect this facility and abide by the rules imposed by the Local Authority.
4. The terminus shall have an exit and entrance point clearly marked and the exit and entrance points shall be used as such. Council shall provide booms at these points and **these shall be manned by security guards of the appointed company;**
5. The cleaning and general maintenance of the terminus shall be the responsibility the committee set up by the company and the traders.
6. The hours of use of the terminus shall be stipulated by the local authority from time to time, but no overnight accommodation of vehicles or merchandise shall be permitted.
7. The management shall liaise with council from time to time on critical matters on the use of the terminus.
8. Director of Housing and Community shall lease these facilities in terms of a lease agreement that has conditions and the conditions of the use of terminus shall be spelt out in writing.
9. The picking and setting down of passengers at the termini shall be at points marked and clearly demarcated for this purpose and Council shall have full authority to revert, relocate or do away with any pick up or drop off point.
10. Loading of passages shall be as directed.
11. All operations are to be in terms of the service level agreement entered into by the company, the Council and residents associations..
12. Pick up and drop off points shall comply with stipulated terms of contract with Council. It is the sole mandate for the beneficiaries to manage the pickup and drop off point at all times and any misdemeanour will be dealt with by Council.
13. If the company is found using an undesignated ranking zone, pick up and drop off point shall in the first instance be warned and on the second instance be fined and on the third instance be deregistered.and have its contract cancelled.
14. Review of pick up points shall be made by Council from time to time so as to be responsive to the needs of all stakeholders.

## **PART 5: MOTOR VEHICLES**

### **5.1 PUBLIC SERVICE VEHICLES**

1. Shall be registered and inspected every six months as per the Road Motor Transportation Act.
2. Shall be restricted to carrying the passengers as stipulated in the permit.
3. Shall be serviced by a reputable and registered garage and shall always have a proper service record.
4. Shall follow the routes as defined in the schedule of the City Council.
5. Vehicles shall be kept at a secured place overnight.
6. The washing and cleaning of vehicles shall be carried out at a point designated for this use.
7. Vehicles shall be fitted with refuse receptacles that shall be inspected by Health Services Department from time to time.
8. Age of vehicles shall be fixed from time to time by Council in conjunction with the government.
10. Zimbabwe Republic Police shall enforce this requirement as per statutes.
11. Vehicles without the necessary documentation shall not be used to ferry passengers.
12. Vehicles shall be impounded until such time that the requirements have been met.

## **PART 6: MANAGEMENT**

### **The existing operators shall be asked to form a single company.**

- a) **There shall be eventually be a single management board or company** that shall be responsible for the management of the routes, the termini points and the board shall be responsible for the public transport system in Bulawayo.
- b) Terminus management committee will supervise the use of the terminus.
- c) All employees of the company shall receive training in public relations and customer care and shall not be permitted to work in Bulawayo until they have written proof that they have passed these courses at certificate level.
- d) Enforcement Committee to incorporate ZRP, BCC, VID, and representatives of the company and residents.

## 7.1

### PART 7: RISK ANALYSIS.

(a) There are a number of risks that will be encountered and these are tabulated below:-

RISK	RISK DESCRIPTION	RISK IMPACT	RISK EFFECTS	MITIGATION STEPS
1	Policy makers fail to understand proposal	Medium	Delay adoption of policy	Policy makers were involved in the consultation process. Requires patience as they are taken through the process.
2	Existing operation may be opposed to the one company concept	Medium	Delay policy adoption	Operators have been brought on board during consultation process.
3	Political interference	Medium	Create political noise from policy	Seek buy-in from councillors and all stakeholders. Exercise care in bringing politicians on board.
4	Overcoming the mind set of sole trader mentality	High	Resistance to transformation to a single company.	All players must be involved in the implementation of the policy provisions at all stages. Adopt a step by step approach until all the important players buy-in.
5	Resistance due to fear of the unknown failure to manage change	Medium	Fear of the unknown could stifle progress in implementation	Open channels of communication to reach all stake holders .Provide information and answers confidently and timeous .Be flexible and be ready to accept change in any but not all directions.

#### **(b) The question of perception:**

The government of Zimbabwe has been singing the indigenisation song for long but has not stressed that business people must move away from the informal and semi informal trading towards forming formidable and powerful companies. This is the thrust of this new approach to the transport business in Bulawayo where a single company must be seen as the consolidation of the indigenisation process. The individual transportation operators must come together and grow into a bigger more powerful company.

#### **(c) THE IMPLEMENTATION STRATEGY:**

The success or failure of a project is dependent on how it is introduced to its recipients and how it is implemented. The public transport workshop held in November was a precursor to the new dawn of organised public transport system. This workshop had among other things the following important outcome, all stakeholders are interested in a public transport system that is:-

- Safe
- Understandable
- User friendly
- Efficient and responsive
- Timeous and comfortable.
- Run and managed properly
- Free of corruption.

The major aspect of the new policy is to have a single properly registered and constituted company running the public transport system in Bulawayo. Alternatively there can be two or three companies servicing a specific portion of the city. For instance if there are three companies this means that the city will be divided into three portions. Critically the following steps need to be followed in implementing this policy-

- ❖ Run a half day workshop to sell the policy to the policy makers(Councillors)
- ❖ Thereafter take item through the committees and Council.
- ❖ Meet all stakeholders and explain policy to them and task all operators to organise themselves into a group capable of being registered as a company. The process of organisation the operators into a single entity to start at route level.
- ❖ Assist and nurture company so formed to make a competitive bid for the transport business in Bulawayo.

(d)The following steps would be followed in the adoption and implementation of the proposed transport policy:

ACTIVITY	TIME LINE
Take item through committees of council	2 months to May 2012
Seek buy-in from policy makers and other relevant	1 month to June 2012

stakeholders through a half day workshop.	
Organise operators into a single company.	2 months to August 2012
Adjudicate and award to a company	2 months to October 2012
Draw up a service level agreement and hold signing ceremony	2 months to December 2012