

National Assembly

Question Number: 3540

3540. Ms J Edwards (DA) to ask the Minister of Transport:

(a) (i) What is the total number of e-toll offices in the country and (ii) where is each office located, (b) what number of persons are employed at each office, (c) what are each person's functions, (d) what were the monthly running costs of each office in the past three financial years, (e) what income has been generated by each office in the past three financial years and (f) how was the income generated by each office?

REPLY

(a) (i) What is the total number of e-toll offices in the country

The e-toll offices are only limited to the GFIP project in Gauteng. The number of GFIP e-toll offices are as follows:

Type of e-toll Customer Service Center	Quantity
Satellite Centers	12
Permanent Kiosks	21
Temporary Kiosks	3

(ii) Where is each office located?

Permanent Kiosks [Customer Service centres]	
Westgate Shopping Centre PK16	120 Ontdekkers Road, Horizon, Roodepoort
Maponya Mall PK10	Old Potchefstroom Road, Soweto / 2127 Chris Hani Road, Klipspruit Ext5, Soweto
Southgate Mall - Johannesburg PK17	Cnr Columbine Avenue & Rifle Range Road, Mondeor, Johannesburg
Cresta Mall PK03	Cnr Beyers Naudé Drive & Weltevreden Road, Cresta Ext 4, Randburg
Cedar Square PK06	Cnr Cedar & Willow Roads, Fourways, Sandton
Pepper Square PK18	Cnr North Rand RD and Oosthuizen RD Boksburg
Bonaero Centre PK04	Cnr Atlas & Geldenhuys Road, Bonaero Park, Kempton Park
Lakeside Mall PK19	Tom Jones Street, Benoni
The Glen PK02	Cnr Orpen & Letaba Streets, Oakdene, Johannesburg
Alberton City PK05	Voortrekker Street, CBD, Alberton
Trade Route Mall – Lenasia Pk15	Cnr K43 & Nirvana Roads, Lenasia, 1820
N4 Doornpoort plaza CSC01	N4 Rustenburg highway
N4 Doornpoort plaza CSC02	N4 Rustenburg highway
Kolonnade PK09	Cnr Dr. Van der Merwe & Zambezi Drive, Montana Park, Pretoria
Menlyn Park Shopping Centre PK11	Cnr Atterbury Road & Lois Ave, Menlo Park, Pretoria

Jakaranda Shopping Centre PK08	Corner of Michael Brink & Frates Rd. Rietfontein Pta
Centurion Mall PK01	Heuwel Avenue, CBD, Centurion
Mall @ Reds PK20	Cnr Hendrik Verwoed & Rooihuiskraal Drives, Rooihuiskraal Ext 15, Centurion
San Ridge Square Midrand PK13	Cnr New & Lever Roads
Parkview Mall Pk21	Cnr K43 & Nirvana Roads, Lenasia, 1820
Irene Village Mall PK07	Cnr Nellmapius Ave & Van Ryneveld Roads, Irene, Pretoria, 0157
Temporary Kiosks [Customer Service centres]	
The Grove Shopping Centre TK23	Cnr. Lynnwood rd & Simon Vermooten rd.
Centurion Lifestyle Centre TK24	Cnr Old Johannesburg and Lenchen Road in Centurion
Killarney Mall TK20	60 Riviera Road, Killarney, Johannesburg
Satellite Centres [Customer Service centres]	
SC01 - Rigel	N1 North, off-ramp Rigel Avenue
SC03 - Rivonia	N1 South, off-ramp Rivonia Avenue
SC04A - BP Oasis North	The Oasis, Cnr Beyers Naudé Drive & N1 North Highway
SC04B - BP Oasis South	The Oasis, Cnr Beyers Naudé Drive & N1 South Highway
SC04C - 14th Avenue	Sentinal Avenue, off 14th Avenue, Northcliff, Randburg
SC05 - Golden Highway	N1 South, Goldern highway off ramp, Viking Filling station
SC06 - Kliprivier	N12 West, Kliprevier Off ramp, Ridgeway, Johannesburg South
SC07 - Grey	N3 South, off-ramp Grey Avenue
SC08 - Modderfontein	N3 South off-ramp, Modderfontein Road.
SC09 - Jetpark	N12 East, Jet Park, Boksburg
SC10A - Engen North	Engen Highveld One Stop, R21 North
SC10B - Engen South	Engen Highveld One Stop, R21 South

(b) For Incident Management Services:

Central Operating Centre		25
14th avenue		19
Golden Highway		14
Grey Avenue	Shift 1 - 06:00 to 18:00 & Shift 2 - 18:00 to 06:00	17
Jet Park		16
Klip Rivier		13
Modderfontein		20
Route 21		17
Rigel Avenue		21
Rivonia		19

For Customer Services:

The e-toll contractor is compensated in terms of required service levels for customer services as specified in the contract and the managers, supervisors and agents are scheduled and deployed (7 days a week) taking into account the manning levels and 8-hours shifts. The operating hours of these service centers extends beyond normal close of business.

The number of persons currently employed to provide these services on the GFIP project are:

Employee Category	Quantity
Area Managers	7
Supervisors	84
Operators	259

A summary of the current deployment of persons is provided below:

CSC	Operating Hours and Manning levels									
	Weekday Trading Hours (Monday - Thursday)		Friday Trading Hours		Saturday Trading Hours		Sunday Trading Hours		Public Holiday Trading Hours	
	Trading Hours	Manning Levels	Trading Hours	Manning Levels	Trading Hours	Manning Levels	Trading Hours	Manning Levels	Trading Hours	Manning Levels
PK19 - Lakeside Mall	09:00 - 18:00	3	09:00 - 18:00	3	09:00 - 17:00	3	09:00 - 14:00	3	09:00 - 14:00	3
PK09 - Kolonnade	09:00 - 19:00	3	09:00 - 19:00	3	09:00 - 18:00	3	09:00 - 16:00	3	09:00 - 17:00	3
PK16 - Westgate	09:00 - 18:00	3	09:00 - 18:00	3	09:00 - 17:00	3	09:00 - 14:00	3	09:00 - 14:00	3
SC06 - Kliprivier	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	08:00 - 17:00	5
	08:00 - 18:00	5	08:00 - 18:00	5	08:00 - 18:00	5	08:00 - 18:00	5		5
	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3		5
SC10a - R21 Engen North	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	08:00 - 17:00	4
	08:00 - 18:00	4	08:00 - 18:00	4	08:00 - 18:00	4	08:00 - 18:00	4		4
	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3		4
PK10 - Maponya Mall	09:00 - 18:00	3	09:00 - 18:00	3	09:00 - 18:00	3	09:00 - 17:00	3	09:00 - 17:00	3
PK11 - Menlyn Park	09:00 - 19:00	3	09:00 - 21:00	3	09:00 - 19:00	3	09:00 - 17:00	3	09:00 - 17:00	3
SC01 - Rigel	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	08:00 - 17:00	6

	08:00 - 17:00	6	08:00 - 17:00	6	08:00 - 17:00	6	08:00 - 17:00	6		6
	17:00 - 22:00	3	17:00 - 22:00	3	17:00 - 22:00	3	17:00 - 22:00	3		6
PK07 - Irene Village Mall	09:00 - 19:00	3	09:00 - 20:00	3	09:00 - 18:00	3	09:00 - 17:00	3	09:00 - 17:00	3
PK14 - Pepper Square	09:00 - 18:00	3	09:00 - 17:00	3	09:00 - 17:00	3	09:00 - 14:00	3	09:00 - 14:00	3
PK02 - The Glen	09:00 - 18:00	3	09:00 - 18:00	3	09:00 - 17:00	3	09:00 - 16:00	3	09:00 - 16:00	3
SC08 - Modderfontein	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	08:00 - 17:00	6
	08:00 - 17:00	6	08:00 - 17:00	6	08:00 - 17:00	6	08:00 - 17:00	6		6
	17:00 - 22:00	3	17:00 - 22:00	3	17:00 - 22:00	3	17:00 - 22:00	3		6
PK05 - Alberton City	09:00 - 18:00	3	09:00 - 18:00	3	09:00 - 17:00	3	09:00 - 14:00	3	09:00 - 14:00	3
PK03 - Cresta Mall	09:00 - 18:00	3	09:00 - 19:00	3	09:00 - 18:00	3	09:00 - 15:00	3	09:00 - 15:00	3
SC07 - Grey Avenue	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	08:00 - 17:00	6
	08:00 - 17:00	6	08:00 - 17:00	6	08:00 - 17:00	6	08:00 - 17:00	6		6
	17:00 - 22:00	3	17:00 - 22:00	3	17:00 - 22:00	3	17:00 - 22:00	3		6
PK08 - Jakaranda	09:00 - 18:00	3	09:00 - 18:00	3	09:00 - 15:00	3	09:00 - 14:00	3	09:00 - 14:00	3
SC03 - Rivonia	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	08:00 - 17:00	6
	08:00 - 17:00	6	08:00 - 17:00	6	08:00 - 17:00	6	08:00 - 17:00	6		6
	17:00 - 22:00	3	17:00 - 22:00	3	17:00 - 22:00	3	17:00 - 22:00	3		6
SC10b - R21 Engen South	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	08:00 - 17:00	4
	08:00 - 18:00	4	08:00 - 18:00	4	08:00 - 18:00	4	08:00 - 18:00	4		4
	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3		4

PK01 - Centurion Mall	09:00 - 19:00	3	09:00 - 20:00	3	08:00 - 18:00	3	09:00 - 17:00	3	09:00 - 17:00	3
TK24 - Centurion Lifestyle	09:00 - 18:00	2	09:00 - 18:00	2	08:30 - 15:00	2	09:00 - 13:00	2	09:00 - 13:00	2
PK15 - Trade Route Mall	09:00 - 18:00	3	09:00 - 18:00	3	09:00 - 17:00	3	09:00 - 15:00	3	09:00 - 15:00	3
TK30 - Parkview	09:00 - 19:00	2	09:00 - 20:00	2	09:00 - 19:00	2	09:00 - 17:00	2	09:00 - 19:00	2
TK23 - The Grove	09:00 - 18:00	2	09:00 - 18:00	2	09:00 - 17:00	2	09:00 - 17:00	2	09:00 - 17:00	2
SC09 - Jetpark	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	08:00 - 17:00	5
	08:00 - 18:00	5	08:00 - 18:00	5	08:00 - 18:00	5	08:00 - 18:00	5		5
	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3		5
TK09 - Mall @ Reds	09:00 - 18:00	2	09:00 - 18:00	2	08:00 - 17:00	2	09:00 - 14:00	2	09:00 - 16:00	2
Doornpoort West	10:00 - 18:00	2	10:00 - 18:00	2	10:00 - 18:00	2	10:00 - 18:00	2	10:00 - 18:00	2
PK04 - Bonaero Centre	09:00 - 18:00	3	09:00 - 18:00	3	09:00 - 17:00	3	09:00 - 14:00	3	09:00 - 14:00	3
PK17 - Southgate Mall	09:00 - 18:00	3	09:00 - 19:00	3	09:00 - 18:00	3	09:00 - 15:00	3	09:00 - 15:00	3
PK13 - San Ridge Square	09:00 - 18:00	3	09:00 - 18:00	3	08:30 - 17:00	3	09:00 - 13:00	3	09:00 - 14:00	3
SC04a - BP Oasis North	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	08:00 - 17:00	4
	08:00 - 18:00	4	08:00 - 18:00	4	08:00 - 18:00	4	08:00 - 18:00	4		4
	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3		4
14th Avenue	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	08:00 - 17:00	5
	08:00 - 18:00	5	08:00 - 18:00	5	08:00 - 18:00	5	08:00 - 18:00	5		5
	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3		5
SC04b - BP Oasis South	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	08:00 - 17:00	4

	08:00 - 18:00	4	08:00 - 18:00	4	08:00 - 18:00	4	08:00 - 18:00	4		4
	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3		4
TK20 - Killarney Mall	09:00 - 18:00	2	09:00 - 18:00	2	09:00 - 17:00	2	09:00 - 15:00	2	09:00 - 15:00	2
Doornpoort East	07:00 - 15:00	2	07:00 - 15:00	2	07:00 - 15:00	2	07:00 - 15:00	2	07:00 - 15:00	2
SC05 - Golden Highway	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	06:00 - 08:00	3	08:00 - 17:00	5
	08:00 - 18:00	5	08:00 - 18:00	5	08:00 - 18:00	5	08:00 - 18:00	5		5
	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3	18:00 - 22:00	3		5
PK06 - Cedar Square	09:00 - 18:00	3	09:00 - 18:00	3	09:00 - 17:00	3	09:00 - 15:00	3	09:00 - 15:00	3

(c) For Incident Management Services at the SANRAL Customer Service Centers:

ORS Operations Manager	The ORS Operations Manager is responsible for the overseeing of the day to day operations. The incumbent will be responsible for the reporting of incidents, KPI's related to operations as well as liaise with all other stakeholders within the ORS environment.
ORS Fleet Manager	The ORS Fleet Manager is responsible for the overseeing of the day to day operations. The incumbent will be responsible for the reporting of incidents, KPI's related to operations as well as liaise with all other stakeholders within the ORS environment.
ORS Area Manager	The ORS Area Manager is responsible for the day to day Management of his/her area of work i.e. he/she has to manage the shift change, manage and report to ON ROAD incidents in the required time frames, to manage safety and additional services at the ON ROAD incident and to ensure post incident data is transferred according to SOP
ORS Q & A Training Officer	To provide a professional Training and Development service to all TETI ORS staff and ensure that the best talent with the appropriate skills is available as well as to ensure an environment and culture that supports high performance.
ORS Administrator	To provide a general administrative and logistical service for the overall efficient running of the On-Road Services. Provide a supporting role to the On-Road Services Management (Fleet and Operations) in the general day-to-day operational requirements.
H-TRU Driver	To respond to incidents as dispatched by the TMC within a required time and to remove any heavy vehicles from where it causes danger or obstruction to a 'safer' place on the side of the freeway
L-TRU Driver	To respond to incidents as dispatched by the TMC within a required time and to remove any light vehicles from where it causes danger or obstruction to a 'safer' place on the side of the freeway

IRU Driver / TSO	The TSO is responsible for the Incident Response Unit (IRU) and the crew consisting of two flagmen and a BLS medic as well as all equipment and documentation of the vehicle. To respond to incidents in the required time frame, to provide on scene safety, keep in constant communication with the TMC, cooperate and assist other services on scene, collect all relevant information on scene and complete the required documentations, supervise and oversee the IRU crew.
Basic Life Support Technician	To provide first line basic medical support to injured motorists on incident scenes and to assist the MRU/MMRU paramedic and/or another qualified medical staff on scene where required. Where there is no patients or assistance to other medical staff required to provide scene safety as a flagman.
Flagman	To provide scene safety by setting up the closure and to provide traffic control by performing flagman duties according to prescribed procedures

For Customer Services:

Area Managers	<p>Implement, manage and monitor customer service outlet/centre operational activities to achieve performance objectives.</p> <p>Management, coaching and training of customer service outlet/Centre supervisor personnel to drive quality customer service and e-toll account management services.</p>
Supervisors	The Supervisor is responsible for the daily management of a customer service outlet to ensure availability and quality of customer services to Road Users for account registration, queries and claims and account payments against TCH / VPC e-toll accounts.
Operators	<p>Provide availability and quality customer service to walk-in customers; providing customers with product and service information.</p> <p>Perform all system related tasks:</p> <ul style="list-style-type: none"> • Enter new customer information into system; • Update existing customer information; • Identify and escalate priority issues; • Manage and resolve customer complaints; • Register road users on CRM; • Handle customer complaints and queries; • Process cash and card transactions and • Assist road users to navigate the website and installing tags in road user's vehicles.

(d) What were the monthly running costs of each office in the past three financial years

The compensation for services are not made on a center by center basis, but on the collective number of shifts manned and other related costs such as municipal fees, maintenance costs and rental costs. A reconciliation of the monthly running costs will comprise unbundling of payment items. The figures below reflect the overall costs related to the customer services provided at customer service centers:

2015/2016 = R 88 694 744,98 (total for the year)
2016/2017 = R 95 227 072,15 (total for the year)
2017/2018 = R 50 451 413,56 (year to date)

(e) What income has been generated by each office in the past three financial years

As part of customer services provided, road users do make top-ups at these centers or pay their invoices. For the different financial years, the following collective road user payments were received at these centers:

	Revenue (Financial year)			
	2014/2015	2015/2016	2016/2017	2017/2018
April	19 915 658	13 004 920	20 619 986	21 129 261
May	22 741 000	15 357 006	20 385 130	20 479 538
June	22 142 500	15 947 121	19 324 436	21 107 051
July	20 500 489	16 793 255	20 045 998	22 156 294
August	19 802 208	15 253 531	18 994 527	20 739 284
September	17 267 399	13 571 803	18 851 062	21 097 535
October	15 881 764	14 252 734	19 418 923	21 107 265
November	13 925 891	13 288 272	19 007 095	5 046 731
December	12 606 423	18 809 217	23 022 078	
January	12 170 534	18 142 352	17 021 558	
February	12 560 086	16 397 786	16 082 784	
March	13 315 478	19 937 292	21 214 187	
Total	<u>R 202 829 431</u>	<u>R 190 755 287</u>	<u>R 233 987 766</u>	<u>R 152 862 959</u>

(f) How was the income generated by each office?

The income stated in e) above is based on the payments received from road users who made top-ups or opted to settle their accounts at an office, as opposed to any of the on-line electronic payment options available.