###### 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**

1. (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 & Roohuiskraal 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 |

1. **For Incident Management Services:**

|  |  |  |
| --- | --- | --- |
| Central Operating Centre  | Shift 1 - 06:00 to 18:00 & Shift 2 - 18:00 to 06:00 | 25 |
| 14th avenue | 19 |
| Golden Highway | 14 |
| Grey Avenue | 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 |

1. **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 | Implement, manage and monitor customer service outlet/centre operational activities to achieve performance objectives.Management, coaching and training of customer service outlet/Centre supervisor personnel to drive quality customer service and e-toll account management services. |
| 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 | Provide availability and quality customer service to walk-in customers; providing customers with product and service information.Perform all system related tasks: * 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.
 |

1. **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)

1. **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** | **R 202 829 431** | **R 190 755 287** | **R 233 987 766** | **R 152 862 959** |
|  |  |  |  |  |

1. **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.