**National Assembly**

**Question No: 39**

**Mr M S F de Freitas (DA) to ask the Minister of Transport:**

(a) On what date were taxi drivers informed that passenger pick-up points would change to the first floor parking area at the O R Tambo International Airport, (b) how was the specified change communicated to (i) taxi drivers and (ii) passengers, (aa) initially and (bb) on an on-going basis, (c) how is it monitored to ensure that passengers are picked up only at the designated area and (d) what are the penalties for taxi drivers that transgress the specified pick-up change? NW39E

**3. REPLY**

(a) *On what date were taxi drivers informed that passenger pick-up points would change to the first floor parking area at the O R Tambo International Airport, (b) how was the specified change communicated to (i) taxi drivers and (ii) passengers, (aa) initially and (bb) on an on-going basis,*

1. **Relocation of Public Transport**

The frontage roads optimisation project was conceptualised in compliance with the security mandate that seeks to minimise and prevent any unlawful interference to civil aviation as stipulated in Annex 17, International Civil Aviation Organisation (ICAO) and National Airport Security Program (NASP). The roadway optimisation seeks to address:

1. The unlawful act against the safety of civil aviation, including acts of **sabotage** and **malicious damage**, and the **placing of bombs and other explosive devices or substances** in airports, aircraft, baggage, cargo or mail. Any other act of unlawful interference, including armed attacks at airports, acts directed toward off-airport personnel, facilities or vehicles, and acts that have the potential to develop into a threat to international civil aviation
2. Traffic congestion
3. Prevent touting and harassment of passengers

It is against this background that ACSA embarked on the relocation of public transport services (e-hailing (Uber & Bolt), Shuttle services and Meter Taxi operators) from the frontage roadways to Parkade 2 South Level 2 (phase 1). Phase 2 entails the installation of access control to the roadways.

Various consultations took place prior to implementation with various stakeholders which included their senior management and representatives whereby all stakeholders understood and supported the implementation of the project.

The meetings took place as follows:

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| --- | --- | --- |
| Date | Stakeholder | Representative |
| 21 February 2022 | Shuttles Services | Deputy Chairperson Mr C Kgasu,  EXCO Member: Mr Allen Rapasi,  Secretary Mr J Mnisi  Treasure Mr P Molala  Chairperson: Mr J Sokoti as the,  EXCO member: Mr S Mabala,  EXCO member: Mr A Lekalakala. |
| 04 March 2022 | Uber | Gauteng Operational Manager:  Mr Amile Ndlovu |
| 04 March 2022 | Bolt | Gauteng Acting Manager:  Mr Siphiwo Soga |
| 04 March 2022 | ORTACC  (Meter Taxi) | EXCO member: Mr L Sithukga,  Deputy Chairperson: Mr. T Mashego  Chairperson: Mr S Rikhotso  Secretary: Mr K Chiloane  Deputy Secretary Mr J Manotoane |
| 10 February 2022 | Local Airport Security Committee (LASC) | All law enforcement agencies and airport stakeholder associations including Metro Police and SAPS |

Following the consultation above, the implementation was effective the 01stJuly 2022, noting that the consultations started in February 2022.

Pre - implementation and on-going basis, the following broader communication and awareness were / are circulated on various platforms and executed as follows:

* Messages on the passenger terminal PA system
* Messages on the advertising, retail and information screens within the terminal
* Messages and stands on the notice stands on level 2
* Passenger information counters / desk (restricted and landside)
* Public Transport Information counters / desk (restricted and landside)
* Passenger Information Agents – floor monitoring
* Messages on social media
* Passenger that do not get to Parkade 2 South Level 2, are redirected by airport authorised taxi operators and airport security positioned on the arrival lower roadway
* E-hailing app updated with Parkade 2 South Level 2 as collection and drop off points; and
* Media statement

ACSA is on a continuous basis improving signage and other communication platforms to enhance passenger experience through our airports. The company is also engaging public transport operators on a bi-weekly basis to determine the effectiveness of the initiative and continuous improvement.

*(c) How is it monitored to ensure that passengers are picked up only at the designated area*

The monitoring and assurance that passengers are picked up at designated area is conducted by Passenger Services Agents inside the terminal (monitoring and walking the terminal floors and occupying the information counters located at International and domestic arrivals) and they are supported by security guards stationed outside of the terminal patrolling the roadways.

*(d) What are the penalties for taxi drivers that transgress the specified pick-up change?*

ACSA has not imposed any penalties to the operators as the collaboration and open communication have proven to be effective in making sure that there is compliance to company requirements.