



## POST LEARNING EVENT REPORTING TEMPLATE

As part of eThekweni Municipality's commitment to strengthen our organisation's culture of learning and sharing, this form presents information on a recent out of town trip, visit, learning exchange undertaken by an official from the municipality. This information will be posted on the MILE website ([www.mile.org.za](http://www.mile.org.za)) in the interest of advancing our **KNOWLEDGE MANAGEMENT** agenda. Thank you for taking the time to complete the form.

### 1. What was the NAME OF THE EVENT?

South American Study Tour: Bus Rapid Transport Systems

### 2. The DATE attended:

23/08/2013 to 05/09/2013

### 3. VENUE

(further details on venue)

Study Tour to Brazil (Sao Paulo), Argentina (Buenos Aires) and Colombia (Bogota and Cali)

### 4. OFFICIALS WHO ATTENDED?

Thami Manyathi

Andrew Aucamp

Suben Govender

**5. What area of expertise did the event cover?**

- |                                    |                          |                                       |                          |                            |                          |
|------------------------------------|--------------------------|---------------------------------------|--------------------------|----------------------------|--------------------------|
| Culture, heritage and sport        | <input type="checkbox"/> | Engineering and the built environment | x                        | IT and Finance             | <input type="checkbox"/> |
| Economic development and Tourism   | <input type="checkbox"/> | Health and Safety                     | <input type="checkbox"/> | City strategy and planning | <input type="checkbox"/> |
| Energy and the natural environment |                          | Good governance                       | <input type="checkbox"/> |                            |                          |

Other: Focus on Bus transport systems and non-motorised transport

**6. What was the PURPOSE OF THE EVENT, THE BROAD OBJECTIVES, AND THEMES? Why was it of importance?**

The ETA is in the process of implementing its Integrated Rapid public Transport Network, based on the South American Bus Rapid Transport Systems. The main objective was to investigate their IT systems that support their Bus operations, such as their traffic management centres, passenger information systems, bus management systems and fare management systems. This study tour was important as the ETA is about to procure similar systems, and the lessons learnt from these countries has been valuable to confirm and modify our strategies.

**7. What in your opinion are some of the KEY LEARNINGS that you came away with? In other words, what stood out for you? Were there any "aha!" learning moments that you can share with colleagues? What were some of the KEY OBSERVATIONS that were important or different?**

1. Their IT systems have been kept relatively simple, with a focus on the local commuter. They did this in order to reduce costs and rather focus on what was essential for the commuter and also what was essential for managing the systems.
2. They have generally not rolled out large scale CCTV monitoring of the entire route to save on costs.
3. They were not afraid to implement a system, and then modify some of the operations as they went along. They avoided the scenario of over-planning or trying to get their plans perfect before implementing.
4. They were also not afraid to make bold decisions. These decisions were often not popular at first, but by persevering with them, they have transformed the whole culture and landscape of the city.
5. Their commitment to non-motorised transport in the form of "car-free" Sundays and the development of cycle lanes was very impressive.

**8. As a result of this event, what is the ONE CHANGE that you may consider making backing back at work, if any? What follow ups are envisaged?**

1. We are going to review our ITS Concept of Operations for our IRPTN. We need to simplify some of our initial systems architecture to reduce capital and operating expenditure. The procurement of these systems will start rolling out from November 2013.

**9. Please indicate details of useful CONTACTS AND NETWORKS that were established during the event?**

Manuela Menendez: General Co-ordinator of Bus Transport in Buenos Aires (email: manlop05@gmail.com)

Paula Bisiau: General Director for Transport in Buenos Aires (email: paulabisiau@buenosaires.gob.ar)

Carlos Rada: Director of Business Unit: Transmilenio (carlos.acosta@transmilenio.gov.co)

**10. One of the key functions of our MILE website is to serve as a repository of LEARNING DOCUMENTATION, VIDEOS, PHOTOGRAPHS AND OTHER RESOURCE MATERIAL. Please can send such material to mile@durban.gov.za so that it can be uploaded onto our website.**

**THANK YOU FOR HELPING TO BUILD A LEARNING ORGANISATION**