Golden Arrow Bus Services
RTMS Journey
20 February 2019
RTMS Benefits
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• Systems / Processes ~ Performance
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- RTMS Accreditation = Required Systems / Processes
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- RTMS Accreditation = Recognition
  [Government, Financial Institutions, Public]
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  [Government, Financial Institutions, Public]
• RTMS Accreditation = The Right Thing To Do
  [with benefits]
Golden Arrow Bus Services

- ± 3 000 Employees
- ± 1 300 Buses
Golden Arrow Depots

- Atlantis
- Eastgate
- MultiMech
- Arrowgate
- Philippi and Southgate
- Tollgate
- Simon’s Town
- Golden Arrow Bus Services
Golden Arrow Bus Services

“You can only manage what you can measure”

W.E. Demming

• Important Success Pillars
  • Vehicles
  • Employees
  • Passenger Experience → Combination of Above
Pillar 1

• Vehicles
Maintenance Overview

- “In-Sourced” Maintenance
- Operational Depots
  - Safety Checks @ 2 000km Intervals
  - 6 Monthly CRW
  - Services @ 20 000km Intervals
  - General Maintenance
- Central Workshops - Epping
  - Unit Overhaul and Major Maintenance
Maintenance Overview

• Maintenance Accreditations
  • MAN, Volvo B7R, Voith Transmissions

• Quality Accreditations
  • RTMS
  • ISO 9001/9014/9018
Maintenance Overview

• Electronic Job Card System
  • Paperless
  • Real Time Link to Maintenance System
  • Breakdown / Unit History
  • Employee Productivity

• Automated Daily e-Mails`
  • Overdue Checks
  • Overdue Services
  • Overdue Licences / CRW Certificates
Pillar 2

• Drivers
Driver Wellness

- Driver Training Facility → ±260 per year
- Valid PRDP → automated e-mail reminder
- Random Alcohol Testing
- On Site Sister
- On Site Social Worker
- Periodic Refresher Training
- Pat on the Back Programme
- DriveCam Cameras in Buses doing 98% of GABS Km
- Driver of the Year Competition
Pillar 3

• Passengers
Passenger Experience

- Duties Standing [Engineering / Driver]
- Duties Leaving Late
- Accidents
- Breakdowns
- Complaints

- Score = KPI’s vs. Total Duties
- Score = 97+%
Progress

• Systems and Processes
  • Foundation for a Structured Approach
  • Foundation for Continuous Improvement

• Best Example of Our Maintenance Progress
  • Breakdowns
Breakdowns

![Graph showing breakdowns from 2007 to 2018. The number of breakdowns decreases significantly from 11.9 in 2007 to 2.9 in 2018, with a notable decrease from 2010 to 2011. The graph indicates a decrease of 76%.]
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  [with benefits]
RTMS Accreditation is The Right Thing To Do

[With Serious Benefits!]

Questions?