



# Seychelles Public Transport Corporation NEWSLETTER

Volume 1, Issue 1, April 2010

## EDITORIAL

*Welcome to the first issue for the year 2010. In this edition, we bring to you some happenings in SPTC as well as the challenges that the company is facing.*

*SPTC will continue to play an essential role in ensuring that public transportation meets the current and future needs of Seychelles by using its available resources to the best advantage. The company is also committed to provide better services for the comfort of its passengers.*

*As it endeavors to achieve these objectives, teamwork and efficiency remain the guiding principles. SPTC staff members are urged to discharge their duties to the best of their abilities and to give quality services to their customers. Likewise, SPTC is also counting on the invaluable support of all its partners and public cooperation. There is call for the public to act responsibly and to help SPTC to serve them better.*

*In line with this year's national theme 'Together ready for the future', we look forward to your continued support and cooperation in 2010 and beyond to help SPTC achieve its objectives.*

*Happy reading!*

## Inside this issue

- ◆ *New Fleet of Buses*
- ◆ *Sans Soucis Bus Accident*
- ◆ *New Schedule*
- ◆ *Re-organization of SPTC workshop*
- ◆ *Meeting with stake holders*
- ◆ *Communicating with SPTC!*
- ◆ *Advertisements*
- ◆ *Concerns*
- ◆ *Transportation of students*

## Chairman's Message



It is a pleasure for me to share with you the first issue of Seychelles Public Transport Corporation's newsletter. We believe that the newsletter is a good way for us to communicate with you our thoughts, successes and vision on a regular basis. It is now almost six months since SPTC has had a new CEO and Board Members. Within that period much has been initiated to improve the service we provide and meet the expectations of our stakeholders, as you can read in this edition of our newsletter.

We have started with issues which our available resources have permitted us to start addressing. The quality and quantity of our fleet has been improved. Recently we took delivery of new buses and additional ones are expected soon. Also, we have put in place a programme for regular maintenance which will improve the reliability and availability of buses on the road. A new schedule is about to be launched to better meet the needs of the passengers.

We have started to improve the way we communicate with the general public. Last but not least we are assessing the needs of our workforce to create a more professional and motivated staff. Our challenge is to deliver a service which meets the expectations of our stakeholders both with regards to quality and cost. We are presently developing the strategy that will progressively allow us to do that. I will be happy to share with you some of it in the next issue of our newsletter.

I take this opportunity on behalf of the Board to thank the previous Board Members and Management for their contributions to the Company. We also recognise the efforts of the staff and on behalf of the board I thank them for their continuous contributions and cooperation.

**Gilbert Morin—Board Chairman**

## Message from SPTC Chief Executive Officer, Ms. Veronique Laporte



Welcome to the first issue of our quarterly newsletter! This newsletter will be used to communicate the concerns and views of SPTC and to keep our commuters and the general public informed about SPTC. I hope all our readers will take pleasure in reading this publication.

The year 2010/2011 are challenging years for SPTC as we need to meet higher quality services, greater convenience and comfort for our passengers, introduction of new bus schedules and new routes, whilst we strive to reduce operational costs, tackle driver shortages and build a culture of responsibility within our internal and external stakeholders.

Our major investment plan for 2010 includes 30 new buses, refurbishment of about 50 existing buses, improvement of the Victoria terminal roof and putting up information electronic boards. We are also investing in our SPTC team to ensure a more confident work environment to improve our performance.

With the existing resources, SPTC has been able to introduce new routes, additional trips on weekends and increased buses on various routes. The school children policy has reinforced responsibilities of the students and has eased the lack of seats available on public buses for the general commuters.

The new schedule to be implemented in May further offers our commuters better travel options. This schedule will continuously be improved with more buses on stream and with customer feedback. As new and refurbished buses will be introduced on the roads, the need to recruit more serious drivers increases. We have also embarked on a promotion campaign for women drivers whom I believe can make a difference at SPTC. I therefore make a special call to enthusiastic women to come forward and explore the opportunity that SPTC presents, including flexible hours.

*continued on page 3*

## NEW BUSES IN 2010

SPTC will be receiving 30 new buses during the course of this year. The fleet includes 10 (28 seats) by the end of May and 20 others with 36 and 46 seats expected between June and September. All the new buses will be narrower than the existing ones and more suitable for our roads.

The arrival of the new buses will enable SPTC to remove all buses with roof leak and to have them refurbished. The buses will also be used to reinforce the fleet on secondary roads and to respond to complaints reiterated by the general public.

### Updates

SPTC received 15 new buses from India in November last year and they were blessed on 25th November by Bishop Denis Wiehe and Pastor Fred from the Catholic and Anglican Churches respectively.

Following complaints that the passenger steps were too high and the difficulty to access the stop bell, SPTC has started to have the new buses one by one in the garage for necessary amendments. Passenger steps on one bus has already been rectified and being tested. Work is under way to fix the stop bell.

## NEW SCHEDULE—APRIL 2010

SPTC is launching a new schedule this month. The existing bus schedule has been in place for the past ten years and necessitates amendments to meet today's changing environment.

Some of the changes include:

1. an increase in frequency on certain routes during week ends and thus changes in departure and arrival times
2. bigger capacity buses on high demand routes and smaller capacity on low demand routes
3. timing of trips to be increased from 5 to 10 minutes to allow drivers more

time on the trip thus contributing towards reduction of speeding

4. a minimum of 5 minutes spend time at all turning points to allow passengers to board the bus.

The schedule will continuously be amended upon receipt of feedback and arrival of new buses.

Copies of the schedule will be available at SPTC Office at SR5/-. Members of the public can also get access to the document on SPTC website and WAP.

Commuters are also invited to contact SPTC for feedback on this new schedule.

**SHORTCOMING:** SPTC is yet to be able to solve the squeaking brake problems with its buses. Trials with sample brake linings are ongoing and it will never stop until SPTC finds a solution to this problem.

## Progress report on Sans Soucis Bus Accident

A follow-up meeting chaired by SPTC CEO was held at Port-Glaud District Administration Office on 4th December 2009. It was aimed at giving those involved in the Sans Soucis bus accident which occurred on 16 October, information on procedures for claims.

### Procedures for claims

Claimants were informed that compensation will be based on the gravity of injury sustained. Any claim must be submitted either to State Assurance Company Limited (SACOS) or to SPTC which will then forward to SACOS for further actions.

### What SPTC has done:

As a result of the accident which was due to mechanical failure, SPTC:

- ◆ conducted an immediate study

to assess roadworthiness of ALL its buses. This remains an ongoing exercise given the quantity and status of existing buses.

- ◆ set up a new Office to deal with all accidents and enquiries, which can be contacted on 280280 from 8.00am to 4.00pm.
- ◆ introduced a hotline number 325252 operational from 7.00am to 9.30pm which can also be used for emergencies.
- ◆ produced a brochure to give information regarding Accident Claim Procedure to guide the population on proper processes in the eventuality of incidents that may necessitate claims.



## Re-organization of workshop

SPTC recruited an Engineering Consultant to carry out an extensive audit and assist on establishing procedures and best practices in the mechanical workshop. As part of restructuring of the workshop the following practices have been implemented:

- ◆ Every bus will undergo servicing once a month.
- ◆ A review of the present staff roster system to increase productivity.
- ◆ All sections have been re-organized for efficiency to enhance the bus refurbishing program.

### The following have to be done in the event of an incident on board an SPTC bus:

1. inform the driver immediately who will initial at the back of your ticket
2. try and have a witness for the incident
3. report the case to SPTC as soon as possible.
4. bring along your ticket.

### If the incident involves an SPTC bus:

- a. record details such as bus number, time, location
- b. try and have a witness for the incident
- c. report the case to SPTC as soon as possible

**Message from SPTC Chief Executive**  
*Continued from page 1*

As part of our effort to alleviate the cost pressures for the public at large, SPTC is fully committed in reviewing its internal system for efficiency to provide an affordable transportation that will be accessible to all our commuters.

I would like to take this opportunity to thank my team at SPTC for their support for the six months I have been in office and I look forward to increased teamwork. To our shareholders, Board Members and all SPTC commuters, I thank you all for your cooperation and I count on your continued support for us to meet our objectives.

Internally, there remains a lot of work to be done but I urge all our passengers to make use of the SPTC communication channels to receive information and to provide us with feedback. Help SPTC to help you!

## **CEO and delegation visit MEC**

A team from SPTC visited MEC (Pty) Ltd situated at Les Mamelles on 29th December, 2009. MEC is the local supplier of retread tyres.

The visit formed part of an initiative to review cost of doing business at SPTC. Information gathered will help SPTC compare the different types of tyres available, their lifespan and the cost of new versus retreading tyres. An exercise together with MEC to evaluate the performance of retread and new tyres is on-going and results are being compiled accordingly so that cost-effective decisions can be undertaken.

MEC's Managing Director Mr. Johnny Savy also took the staff on a tour of the company and explained the various services the company offers.

## **Meeting with District Representatives**

SPTC management met with members of the National Assembly and District Administrators on 6 January 2010 to relook at the services the company provides.

The meeting was an opportunity for SPTC to talk about the changes it is embarking on and to listen to views and proposals raised by the general public through their District Representatives.

Following proposals raised in the meeting, SPTC has used its available resources to the maximum to re-schedule and introduce additional trips on some routes. The new schedule is expected to better address the issues on a long term basis.

SPTC is committed to attend to other suggestions put forward and is urging the general public to give their full cooperation and support while SPTC goes through the phase of revamping its services.



## **Communication between SPTC and the general public**

### **Website**

SPTC has set up its website [www.sptc.sc](http://www.sptc.sc) where people can get information about the different services it offers. Visitors to this site can know more about the history of the company, vacancies, bus schedules, news, private services among others. Complaints can also be filed in using forms that are available online.

### **Bus schedules via mobile phone**

Bus time-tables can now be viewed on internet-supported mobile phones as part of the company's drive to offer better and faster service. Changes in schedules and notification of new routes are immediately uploaded since SPTC manages its own WAP site which can be accessed on [www.sptc.sc/mobile](http://www.sptc.sc/mobile)

### **Additional Trips**

Following a research to explore the possibilities of providing certain additional trips as requested by the districts, SPTC has introduced supplementary bus services on a number of routes as of Saturday 13 February.

Routes benefitting include Roche Bois, Ma-jorie, Upper La Gogue, Signal Hill and Sans Soucis.

Other services include more buses on Saturdays at the end of each month for shopping purposes and on Sundays for church goers.

### **Hotline—325252**

SPTC now has a Hotline to better handle public complaints and take on board suggestions for improvement of its services. The hotline which was set up on 10 December 2009 is operational from 7.00am to 9.30pm. Callers are encouraged to identify themselves by giving their names and phone numbers for feedback. **SPTC will not entertain anonymous phone callers.**

Members of the general public can also come to the office in person to lodge their complaints to the Public Relations Officers within SPTC's Communication Unit.

### **Private Security at depot**

Effective 1 March 2010 SPTC has contracted a private security firm which will assume full control and responsibility of all its bus depot on a 24 hour basis. ABYSS Security Protection Agency (ASPA) has security personnel placed at Anse Aux Pins, Anse Boileau, Baie Lazare and Port Launay depot.

## Billboards at Victoria terminal

SPTC will soon be embarking on a project to put up billboards at the terminal. Billboards are known to be the best way of reaching thousands of people within the shortest time possible. About 43,000 people make use of the terminal each day. Why not advertise your products and services at SPTC terminal?

## Advertising on buses

Advertising on SPTC buses is an easy and cost effective way to get your message across Seychelles. SPTC has over 200 buses working on average from 5:30 am to 9:00 pm everyday, covering 51 routes altogether on both the main and secondary roads. Why not advertise on SPTC buses to give your products and services the maximum amount of exposure?

## Why wait?

For more information on conditions for putting up billboards and how to advertise on SPTC buses, visit us at our office in Victoria or contact us by phone on 280280 / 280227 or e-mail [inquiry@sptc.sc](mailto:inquiry@sptc.sc)

## BUS SERVICES FOR ALL OCCASIONS

### For bus services at competitive prices:

- ◆ **Bus hiring operations for both Air-con and non Air-con buses**

- ◆ **Weddings**
- ◆ **Funerals**
- ◆ **Hotel staff transfers**
- ◆ **Bus shuttle/tours/transfers**
- ◆ **and other private functions**

Call our Contract Section on:

**Tel: 280214 280216 526552**

### New Measures

Primary, Secondary and Post Secondary students now have to board designated buses to and from school. This is aimed at curbing the number of students who board the public buses thus putting pressure on the service. Primary and Secondary students taking public buses need to be in possession of a bus pass issued by the Ministry of Education. SPTC has also produced a brochure to give details of bus policies for students.

### Eating and Drinking in buses

Passengers are informed that it is against regulation to eat and drink in the bus. Empty soft drink bottles and cans which get under the driver's seat and other rubbish strewn all over the bus can provoke accidents. Furthermore, these also attract rodents and other insects which can spread diseases.

### Dustbin at Terminal

SPTC is asking members of the public to use dustbins that have been placed at different locations at the terminal appropriately. It is to note that rubbish scattered all around is an eyesore to nature and can be hazardous.

### FUTURE PLANS

- ◆ A project to redo the Victoria terminal roof and to place electronic boards once the roof is done is on the way.

*More news next time*

### BUS TICKETS

Commuters are urged to bring along the right change for their tickets when boarding the bus to avoid inconveniences.

SPTC reserves the right not to accept notes.

### Passengers, take note:

- keep your voice low and avoid listening to loud music when on the bus
- place your underage kids on your lap if he/she does not have a ticket.
- sit three in an individual seat where applicable and move over to keep room for others.
- keep your tickets safe throughout the trip. Any incident would require your ticket for that trip.
- No standing in front of the door is allowed.



## Seychelles Public Transport Corporation

SPTC is providing opportunities for women to experience that driving a bus is rewarding.

**Women Drivers  
Wanted**

If you are

- aged 25 years or above
- honest, reliable, friendly, polite and patient
- able to relate to people from a range of backgrounds
- in possession of Driver's Licence class 2 with 3 years experience
- willing to work part-time and hold a clean police record

**Flexible  
hours**



Look no further

For an appointment with the Chief Executive Officer to discuss your concerns and career aspirations, visit us at our office in Victoria or contact us by phone on 280280 or email [inquiry@sptc.sc](mailto:inquiry@sptc.sc)

**Join SPTC, a dynamic and expanding company**

SPTC .....For better service



**Introduction**

The Seychelles Public Transport Corporation, Ministry of Education and Social Security Fund have discussed and agreed on joint procedures in relation to transportation of students at Primary, Secondary and Post Secondary institutions. This guideline gives necessary information for both students and SPTC staff to ensure cooperation and efficient provision of services.

**1.0 PRIMARY SCHOOLS**

1.1 Primary School students living in certain areas deemed to be too far or somewhat unsafe for young students to walk to school (i.e difficult roads, no pavement etc) are provided with dedicated buses. They can board these buses before and after school and pay SR2.00 provided they are wearing uniform. They do not need any travel documents to board the buses. The areas provided with dedicated buses are as follows:

Areas	Primary Schools
Bodanmyen/Capucin/Gaza	Anse Aux Pins
Anse Louis	Anse Boileau
Brillant/Petit Paris	Cascade
Cap Bonm Zan/Les Canelles/ Mt Plaisir/Pointe Au Sel	Anse Royale
La Batie/Le Nirole	Beau Vallon
Danzil	Bel Ombre
North East Point/Machabee	Glacis
Val d’Endor/Dame Le Roi	Baie Lazare
Sans Soucis	Mont Fleuri
Waterloo/St. Louis	Bel Eau
Pointe Conan/Maldive/La Gogue	Anse Etoile
Barbarons	Grand Anse Mahe
Copolia	Plaisance
Le Nirole	Beau Vallon
Intendance	Takamaka

1.2 Primary School students living within the 3.2km boundary for the education zone can travel to and from school on any public bus up to 4.00pm and pay SR2.00 provided they are in school uniform. Students need to possess a pass when they travel after 4.00pm.

**2.0 SECONDARY SCHOOLS**

2.1 Secondary school students attend school in regional secondary schools. If they live more that 3.2 km from their school, they are provided with smart cards charged with 2 trips per day for the duration of a school term. The smart cards:

- allow them to travel on dedicated school buses if they are in their uniform.
- are recharged at the end of each term

**3.0 Post Secondary**

Students who attend Post Secondary institutions:

- are provided with smart cards which are charged with 4 trips per day for the duration of a semester.
- have to be in uniform to use these cards.
- can use the cards on dedicated buses and other public buses where dedicated buses are not enough.

The cards:

- are charged with 4 trips daily to cater for students who have to take 2 buses to and from the training institution.
- cater for students who go on work attachment.
- can be used during the weekends and during semester breaks, provided the students are wearing their uniform.
- are recharged at the end of each semester.

**4.0 SPECIAL PASSES**

- Students in Primary and Secondary Schools who have been given approval to attend school outside their education zone, are provided with a special pass by the school management which allows them to pay SR2.00. They have to be in school uniform to be able to use the pass.
- Students also use the special pass if they have to collect younger siblings after school from child minding services.

**5.0 TRAVELLING DURING AND AFTER SCHOOL HOURS**

Primary and Secondary school students who travel during school hours e.g attend health/dental clinics, other appointments , go on school outings or participate in /out of school activities approved by the school management are issued with special passes by the school management.

The passes allow them to travel on public buses and pay a fare of SR2.00 provided they are wearing school uniform. The passes are valid up to 6.00pm.

**6.0 COMPLETION OF STUDIES**

Students who complete their studies have to return their cards to the school/institution management. If they fail to do so, **they will have to pay SR50.00.** Students who drop out of school will have their cards cancelled by SPTC.

**7.0 LOSS OF TRAVEL DOCUMENTS**

Secondary and Post Secondary students who lose their cards have to:

- notify their school/institution management as soon as possible for the cards to be cancelled
- go to SPTC to obtain a new card
- pay SR50.00 for card renewal

**8.0 STAFF**

Staff members of Post Secondary institutions are allowed to travel on the students’ dedicated buses and pay full fare **provided there is space.**

**For more information, visit us at our office in Victoria or contact us by phone on 280280 or email [inquiry@sptc.sc](mailto:inquiry@sptc.sc)**