



**Western Cape
Government**

Education

Directorate: Institutional Resource Support
Sub-directorate: Learner Transport Schemes

STANDARD OPERATING PROCEDURE FOR LEARNER TRANSPORT SCHEMES

2020

TABLE OF CONTENTS		PAGE NO.
1.	Definitions	3
2.	Acronyms/Abbreviations	3
3.	Introduction	4
4.	Background	4
4.1	Strategic objectives for learner transport	4
4.2	Measurable objective	5
4.3	Operational planning	5
5.	Criteria to qualify for learner transport	5
6.	Applications for the provision of LTS	6
6.1	Institution of a new learner transport route	6
6.2	Inclusion of additional learners on an existing route	6
6.3	Extension of an existing route	7
6.4	Re-advertisement of existing learner transport routes	7
6.5	Online learner transport application process	8
7.	Devolved LTS routes	8
7.1	Applications for the devolvement of LTS routes	8
7.2	Administration of devolved LTS routes	9
8.	Termination or curtailment (shortening) of LTS routes	10
8.1	Termination of existing LTS routes	10
8.2	Curtailment (shortening) of LTS routes	10
9.	Payment of valid LTS contractor claims	11
10.	Penalties	11
11.	Roles and responsibilities of different stakeholders in LTS delivery	11
11.1	Principal or his/her delegated official	11
11.2	Circuit manager	14
11.3	Head: Management and Governance	14
11.4	District director	16
11.5	Head Office	17
11.5.1	Directorate: Institutional Resource Support	17
11.5.2	WCED Bus Committee	18
11.5.3	Directorate: Procurement Management	18
11.5.4	Safe Schools (LTS Public reporting telephone line)	18
12.	Alignment of the infrastructure plan with the LTS plan	19
13.	Revision of the standard operating procedure (SOP) manual	19
ANNEXURES		
	LTS Application Form	A
	LTS Application Form for devolved routes	B
	Vehicle Inspection Checklist (WCED 095)	C
	LTS Monitoring tool	D
	Temporary Vehicle Replacement Form	E
	Permanent Vehicle Replacement Form	F
	Register of Authorised Learners	G
	Claim Form	H
	LTS Accident report	I

1. **DEFINITIONS**

- 1.1 "Appropriate school" is an ordinary public school or a school of skills in which a learner should be enrolled that offers the relevant language and level (grade) of instruction.
- 1.2 "Authorised learner" is a learner who has been approved to be transported on a learner transport route by the WCED's Head Office.
- 1.3 "Claim month" means from the 16th calendar day of each calendar month (or the 1st school day thereafter) to the 15th calendar day of the next calendar month (or the last school day prior to the 15th) excluding weekends, public holidays and school holidays.
- 1.4 "Devolved route" is an existing learner transport route, previously administered by the WCED, that a governing body has applied to have the administration and management of the route devolved to the school in terms of section 21 of the South African Schools Act, 1996 (Act 84 of 1996).
- 1.5 "Learner transport" is the transportation of learners to and from school, using an appropriate vehicle, arranged and paid for by the Western Cape Education Department (WCED).
- 1.6 A "learner transport route" represents the physical route followed from the first authorised learner pick-up point through every other authorised learner pick-up point to the relevant authorised school(s).
- 1.7 "Public transport" is transport for use by the general public provided via road and rail or water, including trains, buses, taxis, boats and ferries, and for which a fare is charged.
- 1.8 "Vehicle(s)" means a mini-bus or bus owned by or contracted to the WCED on behalf of the school, used primarily for the conveyance of learners enrolled at such school in terms of a valid and appropriate operating licence.

2. **ACRONYMS/ABBREVIATIONS**

BBBEE	-	Broad Based Black Economic Empowerment
CEMIS	-	Central Education Management Information System
GPS	-	Global Positioning System
LTS	-	Learner Transport Scheme
PrDP	-	Professional Driving Permit
WCED	-	Western Cape Education Department

3. **INTRODUCTION**

The WCED is committed to providing access to schooling to all learners of compulsory school-going age in the province. To achieve this, it is imperative that the WCED improves access to schools in rural areas where public transport is not available.

It is not possible to build schools within a five-kilometre radius of every learner, hence WCED funded transport is provided in terms of the approved WCED LTS Policy. The policy defines criteria against which learners qualify to be transported. Furthermore, the WCED, at the discretion of the Head of Education, may consider subsidised support to a learner instead of learner transport. This includes the provision of a transport bursary or a boarding bursary payable to the school.

Applications for learner transport may only be made and considered for qualifying learners on condition that the necessary funds are available.

4. **BACKGROUND**

4.1 **Strategic objectives for learner transport**

4.1.1 The overall purpose of learner transport is to provide access to schools for all qualifying learners in the province.

4.1.2 The strategic objectives to be achieved through the learner transport policy are:

- a) to ensure transport that supports learner access to schools;
- b) to ensure the provision and maintenance of safe and secure learner transport services;
- c) to provide for the design of a route network and transport service that would ensure that learner transport is accessible and safe for all qualifying learners;
- d) to ensure the procurement and formalisation of learner transport services in a transparent and accountable manner whilst promoting BBBEE;
- e) to ensure sustainable and equitable funding for the provision of learner transport services;
- f) to ensure that LTS contractors provide an efficient, safe and reliable means of transport in line with the requirements of their contract and in the best interests of the learners, the school and the WCED;
- g) to promote the effective coordination and cooperation of LTS provisioning among all stakeholders; and
- h) to monitor learner transport services and the impact of the WCED LTS Policy.

4.2 **Measurable objective**

To provide safe and reliable transport to all qualifying learners within the available budget.

4.3 **Operational planning**

In order to ensure that future needs are properly planned for and applications are timeously approved and implemented, circulars and minutes are issued to inform schools and district offices of the required timeframes within which learner transport applications for a particular year and the beginning of the following year should be submitted.

5. **CRITERIA TO QUALIFY FOR LEARNER TRANSPORT**

5.1 To determine whether a learner qualifies for WCED learner transport, the following criteria shall be applied:

- a) The residence of the learner is in an area that qualifies for learner transport in terms of the WCED LTS Policy.
- b) The distance that the learner has to walk from his/her residence to the nearest appropriate school is five kilometres or further. However, learners may be required to walk up to three kilometres to the nearest pick-up point.
- c) There is no public transport available that the learner can use to attend a school.
- d) The learner does not receive a transport or boarding bursary.

5.2 In areas without sufficient classroom space and/or an appropriate school, the transportation of learners to the nearest appropriate school shall only be provided temporarily, as determined by the WCED.

5.3 Where additional classroom space has been provided in an area that had insufficient classroom space, the district director must ensure that learners from that area (who are being transported to schools outside the area) receive preference when applying for admission to schools where additional classrooms are provided.

5.4 Although LTS routes are primarily implemented for learners who reside in rural area, the Head: Education has the authority to implement LTS routes in Metro areas in exceptional cases.

6. **APPLICATIONS FOR THE PROVISION OF LTS**

Schools must plan learner transport applications well in advance to ensure that the service is timeously procured.

6.1 **Institution of a new learner transport route**

- 6.1.1 Applications for new learner transport routes must be submitted prior to the beginning of a new school year, in line with the timeframes indicated in circulars and minutes regarding LTS applications (see paragraph 4.3).
- 6.1.2 A complete name list of the learners (per grade, per pick-up point, with CEMIS numbers) who will make use of the new transport route, must be indicated on the school's letterhead and must be attached to the learner transport application form (Annexure A).
- 6.1.3 The responsible district officials must draw up a route map, in consultation with the school, clearly indicating pick-up points and the distances between pick-up points, turn-offs and the distance from the last pick-up point to the school(s). The total return distance of the route must also be indicated on the route map. GPS coordinates for each pick-up point must be attached to the application.
- 6.1.4 If the distance from a pick-up point to the school is less than five kilometres and the learner must walk to the pick-up point, then the distance from the learner's residence to the pick-up point must be indicated on the route map and GPS coordinates for the location of the learner's residence must also be provided.

6.2 **Inclusion of additional learners on an existing route**

- 6.2.1 Applications for the inclusion of additional learners on an existing route must be submitted prior to the beginning of a new school year, in line with the timeframes indicated in circulars and minutes regarding LTS applications (see paragraph 4.3).
- 6.2.2 A complete name list of only the additional learners applied for (per grade, per pick-up point, with CEMIS numbers), must be indicated on the school's letterhead and must be attached to the learner transport application form (Annexure A). The details of learners who have previously been approved should not reflect on the name list. Learners who have previously been approved for transportation will appear on the learner transport database on CEMIS.
- 6.2.3 If new pick-up points on the route are identified, the route map must be adjusted to reflect the position of the new pick-up points. GPS coordinates for the new pick-up points must be attached to the route map.

6.2.4 If the distance from the new pick-up point to the school is less than five kilometres and the learner must walk to the pick-up point, then the distance from the learner's residence to the pick-up point must be indicated on the route map and GPS coordinates for the location of the learner's residence must also be provided.

6.2.5 If all the learners applied for require transport from existing authorised pick-up points, no route map is required.

6.3 **Extension of an existing route**

6.3.1 Applications for the extension of the distance of an existing route must be submitted prior to the beginning of a new school year, in line with the timeframes indicated in circulars and minutes regarding LTS applications (see paragraph 4.3).

6.3.2 The extension of the distance of a route may be requested in the following instances:

- a) The inclusion of additional learners at new pick-up points, where the new pick-up points will necessitate an extension in the distance of the route.
- b) Existing authorised learners who require transport from new pick-up points, where the new pick-up points will necessitate an extension in the distance of the route.

6.3.3 A complete name list of learners applied for (per grade, per pick-up point, with CEMIS numbers), must be indicated on the school's letterhead and must be attached to the learner transport application form (Annexure A).

6.3.4 An adjusted route map reflecting the position of the new pick-up points and the additional distance of the extension must be attached to the application. GPS coordinates for the new pick-up points must be attached to the application.

6.3.5 If the distance from a new pick-up point to the school is less than five kilometres and the learner must walk to the pick-up point, then the distance from the learner's residence to the pick-up point must be indicated on the route map and GPS coordinates for the location of the learner's residence must also be provided.

6.4 **Re-advertisement of existing learner transport routes**

6.4.1 Schools must take cognisance of the expiry date of their learner transport contracts and must submit their applications for the re-advertisement of their learner transport routes to district offices at least six months prior to the expiry of the contract term.

6.4.2 Should the need for the transportation of learners still exist after the expiry date of the contract, the specifications of the route must be re-assessed to ensure that the route is correctly advertised.

- 6.4.3 A complete name list of the learners (per grade, per pick-up point, with CEMIS numbers) who will make use of the transport route must be indicated on the school's letterhead and must be attached to the learner transport application form (Annexure A).
- 6.4.4 An amended route map must be attached to the application reflecting any changes to the route specification, clearly indicating the pick-up points and the distances between pick-up points, turn-offs and the distance from the last pick-up point to the school(s). The total return distance of the route must also be indicated on the route map. GPS coordinates for any new pick-up points or where a pick-up point's location has changed must be attached to the application.
- 6.4.5 If the distance from a pick-up point to the school is less than five kilometres and the learner must walk to the pick-up point, then the distance from the learner's residence to the pick-up point must be indicated on the route map and GPS coordinates for the location of the learner's residence must also be provided.

6.5 **Online learner transport application process**

An online learner transport application process is being developed and will replace the current manual application process as described above. Once the system is ready for implementation a circular or minute will be issued to all stakeholders to describe the implementation process and to provide the necessary guidelines. The contents of that circular or minute should be regarded as an annexure to this SOP document.

7. **DEVOLVED LTS ROUTES**

7.1 **Applications for the devolvement of LTS routes**

- 7.1.1 In terms of section 21(1) of the South African Schools Act, 1996 (Act 84 of 1996), a governing body may apply to the Head of Education in writing to be allocated the function of administering and paying for learner transport services.
- 7.1.2 A fully completed and motivated application form (Annexure B), supported by the governing body, must be submitted by the principal to the circuit manager for verification purposes and a recommendation.
- 7.1.3 The Head: Management and Governance at the district office must make a recommendation and confirm whether the school applies sound financial management and has efficient internal financial control systems in place.
- 7.1.4 The district director must make a recommendation and sign the application prior to the submission of the application form to the Directorate: Institutional Resource Support.

7.1.5 The Directorate: Institutional Resource Support must quality assure and present the application to the WCED Bus Committee for consideration and recommendation, and must prepare a submission to obtain a decision from the Head of Education on behalf of the school.

7.2 **Administration of devolved LTS routes**

7.2.1 Should approval be granted for a school to administer and manage a learner transport route, the school may decide to procure a transport service or deliver the service with their own vehicle(s).

7.2.2 In cases where the school procures the services of a transport contractor, the principal and the governing body must ensure the following:

- a) That a valid contract is concluded between the governing body and the successful transport contractor.
- b) That all funds transferred to the school for the administration of the learner transport service are used for the transportation of learners.
- c) All the signed contract documents must be available at the school for audit purposes and copies must be provided to the school's circuit manager for record purposes.

7.2.3 At schools with devolved learner transport routes where the school uses its own vehicles, the principal or his/her delegated official and the governing body must ensure the following:

- a) A valid operating licence in respect of every vehicle.
- b) Every vehicle(s) is licensed, in a roadworthy condition and well-maintained.
- c) Each driver of a vehicle is in possession of a valid driver's licence for the vehicle as well as a valid PrDP.

7.2.4 The applications involved in the provision of LTS, as listed in paragraphs 6.2, 6.3 and 8, will also be applicable for devolved routes.

7.2.5 Principals of schools that administer devolved learner transport routes must also adhere to the applicable roles and responsibilities as listed in paragraph 11.1.

7.2.6 Payment process

- a) After approval of the devolvement, an initial transfer payment based on the authorised learner numbers, authorised distance, agreed upon tariff and number of school days of the first six months of the agreement will be transferred to the school.
- b) Transfer payments will be made every six months to the school. Schools must apply timeously (after the initial payment) for the transfer of funds for the following six months, at least a month before the next scheduled transfer

payment. If fewer than the authorised number of learners require transport, the payment will be determined at the reduced number of learners.

- c) If additional learners require transport, schools must apply for their inclusion in line with paragraph 6.2. Until approval is granted, the bi-annual payment will be based on the existing number of authorised learners.
- d) The claim is submitted via the district office to the Directorate: Financial Accounting for processing.
- e) After the certification of the claim by the relevant district office, the Directorate: Financial Accounting will calculate the amount payable and transfer the funds to the school.

8. TERMINATION OR CURTAILMENT (SHORTENING) OF LTS ROUTES

8.1 Termination of existing LTS routes

8.1.1 An application for the termination of an existing route must be submitted in the following instances:

- a) When the number of learners transported on the route drop to fewer than 10.
- b) When a school being serviced by a route closes and learners no longer require transport.
- c) When new schools are built or existing schools are expanded and there is no longer a need for the transportation of learners.
- d) If, for any other reason, the need for the transportation of learners no longer exists.

8.1.2 Applications for the termination of routes must be submitted timeously as contractors must be given at least a school term's notice prior to the envisaged termination date of an LTS contract.

8.2 Curtailment (shortening) of LTS routes

8.2.1 An application for the curtailment of a route must be submitted in the following instances:

- a) When a school is no longer serviced by a route and the exclusion of the school from the route results in the shortening of the route. This is only relevant when multiple schools are serviced by a route.
- b) When all learners from an existing pick-up point no longer require transport and the exclusion of the pick-up point results in the shortening of a route.
- c) When the development of new roads/infrastructure in an area results in the shortening of a route.

8.2.2 An adjusted route map reflecting the distance to be curtailed must be attached to the application. GPS coordinates for any possible new pick-up points due to the curtailment of the route must be attached to the application.

9. **PAYMENT OF VALID LTS CONTRACTOR CLAIMS**

- 9.1 After the 15th day of every month or the last school day prior thereto, an LTS contractor shall submit a claim form together with a duly corresponding invoice to the principals of all schools with learners on a learner transport route.
- 9.2 The LTS contractor shall be compensated only in accordance with the number of authorised learners transported per month, as indicated in the Register of Authorised Learners provided to the LTS contractor by the principal. The total number of learners indicated on this form may not exceed the maximum number of learners in the contract. LTS contractors may not be compensated for more than the maximum number of learners in the contract.
- 9.3 In the event of a dispute concerning the number of learners transported per month, the Register of Authorised Learners shall be proof of the actual number of learners transported. **If unauthorised learners are transported, the LTS contractor does this at his/her own risk and will receive no remuneration for this.**
- 9.4 Should the LTS contractor fail to transport learners on any particular school day, he/she will not be compensated for that day.
- 9.5 During examinations, industrial action and other unforeseen events (Acts of God) which prevent the LTS contractor from transporting all or some of the learners, the LTS contractor will be paid for the authorised number of learners as indicated on the Register of Authorised Learners.

10. **PENALTIES**

Where applicable, penalties must be implemented in terms of the relevant contract and must be reflected on the claim form.

11. **ROLES AND RESPONSIBILITIES OF DIFFERENT STAKEHOLDERS IN LTS DELIVERY**

Stakeholders in LTS provisioning have different roles and responsibilities. An outline of these roles and responsibilities is presented below:

11.1 **Principal or his/her delegated official**

- 11.1.1 Plans ahead and timeously identifies the need for learner transport in accordance with the approved WCED LTS Policy.
- 11.1.2 Submits a completed application, in line with the timeframes indicated in circulars and minutes regarding LTS applications (see paragraph 4.3), to the circuit manager. Where more than one school requires learner transport on the same route, each school must complete a separate application form.

- 11.1.3 Informs all parents and learners of the decision to apply for learner transport as well as the outcome of the application.
- 11.1.4 Ensures that all approved learners on the route complete WCED 061 forms which represent their parents' agreement that learners may be transported and keeps such forms on record.
- 11.1.5 Completes a Register of Authorised Learners (Annexure G) and provides a copy to the LTS contractor prior to the beginning of every claim month, requesting the transportation of the listed learners. Principals must ensure that the learners listed on the Register of Authorised Learners appear on the learner transport database on CEMIS. **Principals may not request the LTS contractor to transport learners without prior approval from WCED Head Office.**
- 11.1.6 Completes a Claim form (Annexure H) at the end of every claim month and submits it, together with the LTS contractor's invoice and a copy of the Register of Authorised Learners, to the district office for payment.
- 11.1.7 When claims are submitted to the district office, details of any transgressions during the claim month must be indicated so that penalties can be instituted in line with the relevant contract.
- 11.1.8 Keeps fully completed records in an LTS file and avails these for inspection on request. The file should also include copies of the following documents for every route:
- a) WCED LTS Policy and SOP
 - b) Completed and signed temporary/permanent vehicle replacement forms
 - c) Valid licence and roadworthy certificate for each approved vehicle
 - d) Valid operating licence for each approved vehicle
 - e) Valid driver's licence and PrDP for each driver
 - f) A copy of the full contract document and all letters amending the contract
 - g) All circulars and minutes related to LTS
 - h) Completed and signed vehicle inspection checklists (WCED 095)
 - i) Completed and signed Register of Authorised Learners and claim forms.
- 11.1.9 Oversees and administers the LTS function at the school.
- 11.1.10 Provides the LTS contractor, before the commencement date of the contract, with a time schedule (in writing) for that particular learner transport route. The schedule must make provision for the times at which learners are:
- a) picked up at various pick-up points in the mornings;
 - b) dropped off at school in the mornings;
 - c) picked up at school in the afternoons; and
 - d) dropped off at various drop-off points in the afternoons.

- 11.1.11 The principal may amend the time schedule, after consultation with the LTS contractor, on condition that the prescribed instruction time of the school and learners is not reduced.
- 11.1.12 Ensures that a vehicle replacement form (Annexures E and F) is completed in respect of the temporary or permanent replacement of any approved vehicle. Refer to Institutional Resource Support Minute 0003/2018, dated 03 April 2018, for instructions on the submission of vehicle replacement forms.
- 11.1.13 Annually verifies the number of learners actually making use of learner transport services. A circular or minute will be disseminated annually to initiate this process.
- 11.1.14 Oversees and monitors compliance in respect of the LTS contract and addresses any deviations by the LTS contractor in line with contract conditions on an ongoing basis. Discrepancies must be reported to the relevant district office, in writing, should the LTS contractor remain non-compliant.
- 11.1.15 Immediately addresses any deviations from the approved specifications of a route (unauthorised learners, route deviations, unauthorised pick-up points etc.) with the LTS contractor and reports same to the district office, in writing, should the LTS contractor remain non-compliant.
- 11.1.16 Conducts visual vehicle inspections, at least once a month, to assess the condition of the vehicle(s) and completes the Vehicle Inspection Checklist, WCED 095 (Annexure C). Any deficiencies identified must be addressed in line with paragraph 11.1.14 above. Copies of completed WCED 095 forms must be filed in line with paragraph 11.1.8.
- 11.1.17 Ensures that drivers are issued with a code of conduct by the LTS contractor.
- 11.1.18 Ensures that LTS contractors do not make double trips with vehicles, unless the single distance of a route is 12 kilometres or less.
- 11.1.19 Ensures that only authorised vehicles are used to transport learners.
- 11.1.20 In cases where the contractor finds it difficult to identify the learners authorised for transportation on a particular route, it is recommended that schools consider issuing authorised learners with a form of identification (e.g. identity cards attached to a lanyard) so that the learners can be easily identified by drivers.
- 11.1.21 Principals are requested to assist contractors, where necessary, in identifying potential candidates to serve as adult supervisors on vehicles transporting primary school learners.

11.2 **Circuit manager**

- 11.2.1 Verifies the information in applications and makes recommendations.
- 11.2.2 Completes the relevant section of LTS application forms.
- 11.2.3 Ensures that applications are not made for learners to be transported past their nearest suitable school.
- 11.2.4 Keeps a copy of the signed contract for every route on record, including devolved routes where a contract has been entered into by a school's governing body.
- 11.2.5 Ensures that schools monitor learner transport routes effectively and address non-compliance with LTS contractors in line with paragraphs 11.1.14 and 11.1.15.
- 11.2.6 Initiates and oversees interventions relating to the mismanagement of LTS routes.
- 11.2.7 Monitors the administration and management of learner transport by schools.
- 11.2.8 Monitors the record-keeping of prescribed forms, registers and reports that the school must submit to the district office.
- 11.2.9 Ensures that the management of learner transport by schools is a standing item on the agenda for discussion during circuit manager's meetings with principals and during visits to schools.

11.3 **Head: Management and Governance**

- 11.3.1 Verifies the information provided on the learner transport application form in line with paragraph 6.
- 11.3.2 Verifies that the learners applied for are registered on CEMIS.
- 11.3.3 Ensures that all the pick-up points on the name list are reflected on the route map, when route maps are required.
- 11.3.4 Ensures that LTS application forms are verified by two officials and certified at the end of the checklist on page 2 of the form.
- 11.3.5 Ensures that the distance of the route map is in line with the approved contractual distance. If there are differences in the distances, an application must be submitted either for the curtailment or extension of the route.
- 11.3.6 Ensures that all nearby schools are reflected on the route map.

- 11.3.7 Indicates the average distance that learners must walk from their residences to a pick-up point, where that pick-up point is less than five kilometres from the school. GPS coordinates for the general location of the learners' residences must also be provided.
- 11.3.8 Completes the relevant section of the LTS application form and ensures that LTS application forms are duly completed by all stakeholders.
- 11.3.9 Ensures that two separate files are kept for every LTS route. One for the relevant LTS documents and another for payment records. These files must be maintained in accordance with the WCED's approved filing system.
- 11.3.10 Ensures databases/registers are maintained for the relevant LTS records.
- 11.3.11 Informs schools and all other relevant role players of the outcome of LTS applications.
- 11.3.12 Vehicle testing
- a) When a new contract is entered into for a particular route, LTS officials must immediately request that the contractor submits certified and valid licence and roadworthy certificates for each approved vehicle on the route.
 - b) For vehicles with a seating capacity of 16 seats or less, a vehicle test must be arranged no later than six months after a licence and roadworthy certificate has been issued for the approved vehicles.
 - c) For vehicles with a seating capacity of more than 16 seats, new licence and roadworthy certificates must be requested from contractors upon expiry of the old documents.
 - d) Should the roadworthiness of any vehicle assigned to an LTS route be questionable at any time, a vehicle test should be considered immediately.
 - e) A monthly report must be submitted to the vehicle testing coordinator at Head Office listing the vehicles tested and the new licence and roadworthy certificates within a particular month.
- 11.3.13 Route and vehicle inspections
- a) Scheduled route and vehicle inspections must be conducted on a regular basis with the aim of inspecting all routes within a district over a period of time.
 - b) A route inspection must include the inspection of the school's administration of the routes that service the school.
 - c) Unannounced (blitz) vehicle inspections can be conducted in response to internal or external queries relating to alleged non-compliance by LTS contractors.
 - d) A report of the findings must be provided to the district director and the LTS coordinator at Head Office on a monthly basis.
 - e) In cases where non-compliance with contractual conditions is identified, the transgressing LTS contractor must be placed in breach of contract and

requested to remedy the breach. Should the LTS contractor not comply, a written report must immediately be submitted to the Directorate: Procurement Management with a recommendation to terminate the contract.

11.3.14 Reporting accidents

When an accident occurs involving a vehicle transporting learners on an LTS route, the responsible LTS official at the district office must:

- a) Investigate the circumstances of the accident in consultation with the principal and LTS contractor and provide a report to the district director and the Directorate: Institutional Resource Support. The prescribed form must be used for reporting purposes.
- b) In instances where the report points to non-compliance on the part of the LTS contractor, provide a written report to the Directorate: Procurement Management to consider further action.

11.3.15 Maintains a register of poor performance by learner transport contractors in terms of contract compliance.

11.3.16 Ensures the timeous receipt of LTS claims and that contractors are paid on a monthly basis for services rendered within the prescribed 30 days.

11.3.17 Ensures that an LTS expenditure report is submitted on a monthly basis, reflecting the payments made to LTS contractors and the number of learners paid for per route during a claim month. This report must be submitted to the Directorate: Institutional Resource Support by the 15th of each month for the previous claim month.

11.3.18 Draws up a programme according to which a manageable number of approved routes are annually inspected to ascertain the correctness of existing specifications. This should be followed, where applicable, by an application to amend the existing specifications.

11.3.19 Informs the LTS contractor of non-compliance with contract conditions with an instruction to remedy. If non-compliance persists, the LTS contractor must be placed in breach of contract in writing. Should the breach of contract not be remedied within seven days from the date of the written notice, the matter must be referred to the Directorate: Procurement Management with a recommendation to terminate the contract.

11.4 **District director**

11.4.1 Ensures that LTS applications are in the best interests of the WCED and the learners concerned before a recommendation is made and submits applications to the Directorate: Institutional Resource Support.

- 11.4.2 Acts as mediator where ineffective service by LTS contractors affects the educational programme of learners and in instances where negotiations between the principal, the LTS contractor and the circuit manager do not yield the desired results.
- 11.4.3 Ensures that all parties involved in the administration of learner transport routes are trained to carry out the appropriate prescripts to ensure the sound administration of learner transport routes.
- 11.4.4 Ensures that a pre-determined manageable number of learner transport routes are monitored on an annual basis in terms of the correctness of existing specifications. This should be followed, where applicable, by an application to amend the existing specifications.
- 11.4.5 Ensures that recommendations emanating from monthly vehicle testing and inspection feedback reports are executed.

11.5 **Head Office**

11.5.1 **Directorate: Institutional Resource Support**

- a) Receives and quality assures applications submitted by district offices.
- b) Maintains a database of all LTS applications received.
- c) Prepares and presents LTS applications to the WCED Bus Committee for recommendation.
- d) Obtains approval for LTS applications and informs the district office of the outcome.
- e) Requests the Directorate: Procurement Management to procure services relating to LTS applications.
- f) Maintains the learner transport database on CEMIS, which entails assigning authorised learners to LTS routes according to pick-up points and updating authorised vehicle details (authorised vehicle registration numbers, licence and roadworthy due dates, authorised replacement vehicle details).
- g) Facilitates the annual verification process for learners and vehicles on CEMIS.
- h) Maintains a register of procurement requests.
- i) Provides a secretariat function to the WCED Bus Committee.
- j) Coordinates vehicle and LTS route inspections in districts.
- k) Coordinates vehicle testing in districts.
- l) Receives monthly vehicle testing reports, culminating in monthly vehicle testing feedback reports to district directors.
- m) Liaises with relevant internal and external role players and stakeholders with respect to learner transport.
- n) Sits on relevant WCED and inter-departmental committees in respect of LTS.
- o) Develops, reviews and updates the policy, SOP and guidelines in respect of LTS.
- p) Compiles and disseminates communication in the form of circulars, minutes, procedures and guidelines to LTS role players and stakeholders.

11.5.2 **WCED Bus Committee**

- a) Purpose
To consider all applications pertaining to the provision of learner transport to schools in the Western Cape and to make appropriate recommendations to the delegated official.
- b) Functions of the committee
The WCED Bus Committee shall be responsible for and perform the following functions and make recommendations thereto:
 - i) Considers applications for the institution of new learner transport routes.
 - ii) Considers applications for the inclusion of additional learners on existing learner transport routes.
 - iii) Considers applications for the extension, curtailment and/or termination of existing learner transport routes.
 - iv) Considers applications for the re-advertisement of existing routes for new contract terms.
 - v) Considers applications for the devolvement of existing learner transport routes.

11.5.3 **Directorate: Procurement Management**

- a) Procures LTS services when requested by the Directorate: Institutional Resource Support.
- b) Informs schools, district offices and the Directorate: Institutional Resource Support of successful service providers.
- c) Acts on written requests from the Directorate: Institutional Resource Support to phase out, terminate and amend LTS contracts.
- d) Maintains a Contract Register for Learner Transport Scheme contracts.
- e) Maintains a Complaints Register for Learner Transport Scheme contracts.
- f) Initiates the termination of contracts due to the persistent breach of contract by a service provider on recommendation from the district office and the Directorate: Institutional Resource Support.
- g) Provides copies of all contract documents to schools, district offices and the Directorate: Institutional Resource Support.
- h) Submits a Contract Register to the Directorate: Institutional Resource Support on a monthly basis by the 10th day of the following month.

11.5.4 **Safe Schools (LTS Public reporting telephone line)**

- a) The Sub-directorate: Safe Schools at Head Office is responsible for the WCED Call Centre. The officials may also receive calls with regard to learner transport irregularities which are reported by the public.
- b) The Call Centre number (0800 45 46 47) is affixed to each WCED contracted vehicle and those vehicles of schools with devolved routes which are used to transport learners in the Western Cape.

- c) When any irregularities / complaints are reported, the Call Centre agent captures all the details of the complaint and those of the caller, and forwards them to the Directorate: Institutional Resource Support and the relevant district office.

12. **ALIGNMENT OF THE INFRASTRUCTURE PLAN WITH THE LTS PLAN**

The Directorate: Institutional Resource Support and the Directorate: Infrastructure Planning and Management will consult to ensure that the LTS Plan is aligned to and informs the Infrastructure Plan.

13. **REVISION OF THE STANDARD OPERATING PROCEDURE (SOP) MANUAL**

This SOP manual will be revised annually.