



transport

Department:
Transport
REPUBLIC OF SOUTH AFRICA

Frequently Asked Questions: Transport Communications Nerve Centre #Covid-19

No.	Transport Mode	Question	Response
1.	RAIL	<ul style="list-style-type: none">Will Metro rail trains be running during the lockdown period?Can I use the Gautrain from the Airport during the lockdown period?	<ul style="list-style-type: none">All long distance rail services, both public and private, will stop operations for the duration of the lockdown. Services of Shosholoza Meyl, Premier Classe and Blue Train operated by Prasa and Transnet respectively, have already been suspended. The new regulations mean that private rail operators such as Rovos Rail will also cease operations.All commuter rail services will shut down for the duration of the lockdown, Metrorail, Gautrain services.
2.	AVIATION	<ul style="list-style-type: none">I am in Phuket with my family, can I fly back to RSAWhat about Air Cargo?	<ul style="list-style-type: none">All international and domestic flights are prohibited, irrespective of the risk category of the country of origin.Air cargo will be allowed into the country. However, cargo from high risk country must be sanitized.
3.	MARITIME	<ul style="list-style-type: none">I have already paid for my cruise ship to Mauritius, are they banned?	<ul style="list-style-type: none">The ban on cruise ships coming at any of our Sea Ports will be strictly enforced.Cargo will be allowed at our 8 Sea Ports. However, cargo from high risk countries must be sanitized.
4. (a)	ROAD / TAXIS / BUSES	<ul style="list-style-type: none">How will I afford to keep up with my monthly installments if my taxi has been restricted, and can only carry fewI need to travel from Pretoria to KZN to attend my father's funeral within the duration of the lockdown, what permit do I need to produce to be able to travel?What times during the lockdown can I carry passengers to and from work.How often should we sanitize taxis and taxi ranks?What support will we get?	<ul style="list-style-type: none">As part of the relief measures for small business in distress as announced by the President, those taxis that have been financed by the National Taxi Finance administered by the Small Enterprise Finance Agency (SEFA) will be granted a 3 months repayment holiday. Commercial banks are also considering similar measures.The movement between provinces, metropolitan and district areas is prohibited. All gatherings are banned except funerals which is limited to 50 people. No night vigils will be allowed.Buses and taxis shall be permitted to operate from 05H00 until 20H00 in order to cater the transportation needs of South African most vulnerable which is effective from 30 March 2020 until 03 April 2020.All minibus-taxis must be sanitized after every trip.All Taxi ranks must be sanitized at regular intervals.Where appropriate, government will provide assistance.
4. (b)	METERED TAXIS & E-HAILING	<ul style="list-style-type: none">What times will metered taxis and Uber/Bolt be allowed to transport workers providing essential services?What measures will taxis and e-Hailing services take to safeguard my safety?How many people will I be allowed to carry per trip?	<ul style="list-style-type: none">Metered Taxis and e-hailing vehicles will be allowed to transport essential services workers and those allowed to make the necessary permitted movements. Transport movements will be allowed to operate from 05h00 to 09h00 and again from 16h00 to 20h00.Metered Taxis and e-Hailing vehicles must be sanitized after each journey. The industry will take responsibility for this. Where appropriate government will assist.Sanitizers used in all taxi vehicles must have a minimum of 60% alcohol content.The number of passengers each vehicle is allowed to carry will be reduced. A vehicle licensed to carry up to 5 people will only be permitted to carry three occupants, which include the driver. A vehicle licensed to carry up to 8 passengers will only be permitted to load a maximum of 6 occupants including the driver.
4. (c)	BUSES	<ul style="list-style-type: none">Can I take a metro bus during this period?	<ul style="list-style-type: none">All bus operations are prohibited
5.	CROSS BORDER ROAD TRANSPORT	<ul style="list-style-type: none">What will happen to cross border activities in relation to transport?	<ul style="list-style-type: none">All cross-border road passenger movements will be prohibited for the duration of the lockdown.Cross-border freight movement will continue to and from our neighboring countries.
6.	TESTING STATIONS (DLTC)	<ul style="list-style-type: none">Can I be able to collect my driver's license that expired? And what if it expired during the lockdown period. Will I get a ticket if stopped by traffic officersWhat will happen if I have a learners drivers licence or a drivers licence that is due to expire or has expired already.	<ul style="list-style-type: none">Vehicle Testing Centers and Drivers Licence Testing centers (DLTC's) will be closed. Should your driver's license expire during the lockdown period it shall be deemed to remain valid until the end of the lockdown, with the grace period of renewal within 14 working days thereafter unless otherwise determined.The learners drivers licence will be extended by 14 days after the lifting of the lockdown.
7.	SANRAL	<ul style="list-style-type: none">On what basis is SANRAL an essential service?As a Toll operator am I an essential service?I went through a toll booth and the staff were not wearing any protective clothing?Can I still use cash if I prefer?What if I don't have the exact amount in cash, does the change get sanitized before its handed back to me?What precautions is SANRAL taking at its construction sites to reduce the risk of infection for construction workers?The people who provide the maintenance of cutting grass on national roads might be looking at the current situation and think about what is going to happen to them. What kind of assurance SANRAL can give to them in terms of sustaining their businesses, as they may be worried that the about the impact of the shutdown?Does SANRAL anticipate any delays in current projects as a result of COVID-19 measures?	<ul style="list-style-type: none">SANRAL is essential to the freight industry and limited number of people providing essential services moving on the National Road network.If that network does not run smoothly or is interrupted, freight carrying essential requirements during this time (such as food and medicinal supplies) will not reach its destination.Yes, in line with the transport regulations published by the National Department of Transport, Regulation 11 A Annexure B, B18 provides for categories of essential services, including traffic management services.SANRAL and its concessionaires' staff operating at toll facilities nationwide, fall within the declared traffic management services. This also includes routine road maintenance, traffic management centre operators, stop and go traffic accommodation, tunnel operations as well as incident management servicesSANRAL and it's concessionaires are educating its staff on the spread of COVID-19 and the measures individuals can take to protect themselves and contain the virus.SANRAL encourages all road users to practice good hygiene to assist us in our efforts to curb the spread of the virus by sanitising their vehicles and practising good hygiene when using manual methods such as cash or cards for payment at tolls.Please report any incidence of non-compliance regarding personal hygiene to the relevant toll plaza.Yes, cash is still accepted at toll booths but the use of cash obviously puts the health of both the toll collector and the road user at risk.SANRAL encourages using an e-tag for the following reasons: using an e-tag is the quickest, most convenient and reliable way of paying for tolls. When using an e-tag, there is no need to carry cash or a credit card and no direct contact with cashiers at the toll booths is required. Also, there is no need to come to a complete stop.Unfortunately it is impossible to adequately sanitise cash which is handed back to customers, which is why SANRAL recommends using an e-tag, credit card or having the exact amount in cash.All meetings on site (site meetings, technical meetings, PLC meetings and clarification meetings) are suspended for all parties until 15 April 2020, at which time the situation will be reviewed. Critical site operational and PLC matters / issues to be resolved via video / teleconference where possible.Design phase progressing meetings will be carried out by video / teleconferencing.SANRAL has advised all our contractors to use the protective measures as instructed. Constructors have been instructed themselves to come up with action plans.Yes, but contractors have to factor contractual procedures and satisfy force majeure requirements where applicable. Not all claim may lead to force majeure