



# SABOA

Southern African Bus Operators Association

*voice of the bus & coach industry*

Telephone	011 511 7641
Mobile	078 8800 015
Email	<a href="mailto:saboa@saboa.co.za">saboa@saboa.co.za</a>
Website	<a href="http://www.saboa.co.za">www.saboa.co.za</a>
Address	61 Central Street Houghton Johannesburg

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## SUMMARY OF THE NHTS 2020 – PUBLIC TRANSPORT – KEY EXCERPTS

### Some points of interest of the 2020 National Household Travel Survey

The NHTS 2020 was executed across all nine provinces using a two-stage stratified random sample of 65 000 DUs. Data collection was scheduled for a two-month period stretching from 27 January to 20 March 2020. **The total number of worker trips using public transport declined significantly from 5.4 million in 2013 to 4.7 million in 2020**, partly due to the poor economy but also alternative forms of transport such as the private transport (cars) and walking.

From the report it is evident that the bus industry has lost market share with the taxi industry gaining passengers from this industry and rail services. This was not unexpected. **The taxi industry now has about 80.2% of the market share (in 2013 when the previous survey was undertaken it was about 67.6%) and the bus industry declined from 19.5% to 16.6%. It is very evident that the “backbone of public transport” in SA is the taxi industry.** Rail has declined into insignificance and would actually be much worse-off considering the total demise of the industry in 2020 due to vandalism and withdrawal of services all over the country.

A significant percentage of households mentioned the unavailability of a bus as an issue thus probably forcing them to use alternative modes of transport.

Travel cost has become a major factor. This can be seen in figure 4.10.

### Following are some results of interest to our industry:

#### 1. Main purpose of travel by household members

- Nationally, travelling to an educational institution was the primary purpose of undertaking a trip by household members. KwaZulu-Natal (49,4%) and Eastern Cape (48,6%) had the highest proportions of persons who cited travelling to an educational institution as their primary purpose for travel.
- Trips to the usual workplace were the second most common purpose for household members to travel. These trips were most predominant in Western Cape (37,4%), Gauteng (31,1%), and KwaZulu-Natal (28,3%). Also, these proportions were much higher than the national proportion of 26,3%.

#### 2. Mode of travel used during the seven days prior to the interview

- About 17,4 million South Africans walked all the way to their destination, followed by 10,7 million individuals who made use of taxis and 6,2 million who used a car/truck as a driver.
- Trains were the mode of travel that was least used by household members, except for Western Cape (1,6%) and Gauteng (1,5%), where more than one per cent of household members used this mode of transport.

#### 3. Scholar transport

- Most learners in the country walked all the way to their educational institution (76,9%) because it is nearby/close enough to walk. The second most common reason provided was that public transport was too expensive (11,0%). This reason was most likely to be given in rural areas (13,1%). Individuals who attended an educational institution and used public transport were most likely to use a taxi (72,4%), followed by those who used a bus (26,6%), while 1,0% used a train.



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#### 4. Workers' mode of travel

- a. **Most workers used private transport (43,5%) as their main mode of travel to work, while 35,0% used public transport.** Approximately twenty per cent of workers reported walking all the way (20,3%).
- b. The estimated total number of workers' trips using public transport decreased significantly from 5,4 million in 2013 to 4,7 million in 2020. **Taxis accounted for most public transport users with 80,2% of workers using taxis, which is more than the proportion reported in 2013 (67,6%). More than fifteen per cent (16,6%) of workers using public transport used buses in 2020, whereas in 2013, the percentage of workers who used buses was 19,5%. Those who used trains in 2013 (12,9%) significantly decreased to 3,2% in 2020.**
- c. **The proportional share of the different public transport modes changed across this time period, with 80,2% of these being public transport trips made by taxi (68% in 2013), 17% by bus (20% in 2013) and 3% by train (13% in 2013).**

#### 5. Use of taxis, buses and trains

- a. The general usage patterns of public transport as reported by households has changed significantly between 2013 and 2020. **There has been a general increase in households who used a taxi (from 9,8 million to 11,4 million). However, a significant decrease was recorded in the number of households who used a bus (from 2,9 million to 2,1 million) and a train (1,4 million to 0,5 million) as their preferred mode of transport.**

#### 6. Attitudes and perceptions about transport

- a. Nationally, about fifteen per cent (14,6%) of households identified the unavailability of buses as their main transport-related problem. Eastern Cape (19,7%), Gauteng (16,6%) and KwaZulu-Natal (15,9%) have the highest percentage of households that mentioned this particular problem.

#### 7. Factors influencing the household's choice of transport

- a. Travel cost, travel time and flexibility remain the top three factors influencing a household's choice as far as the mode of transport is concerned. In 2013, 32,6% of households identified travel time as the biggest determinant of modal choice, followed by travel cost (26,1%) and flexibility (9,2%). In 2020, travel cost surpassed travel time as a national priority (30,8%), while travel time was important to 23,3% and flexibility was mentioned by 11,9% of households

The tables below also illustrate graphically the statistics inclusive of comparisons to the previous National Household Transport Survey, conducted in 2013.



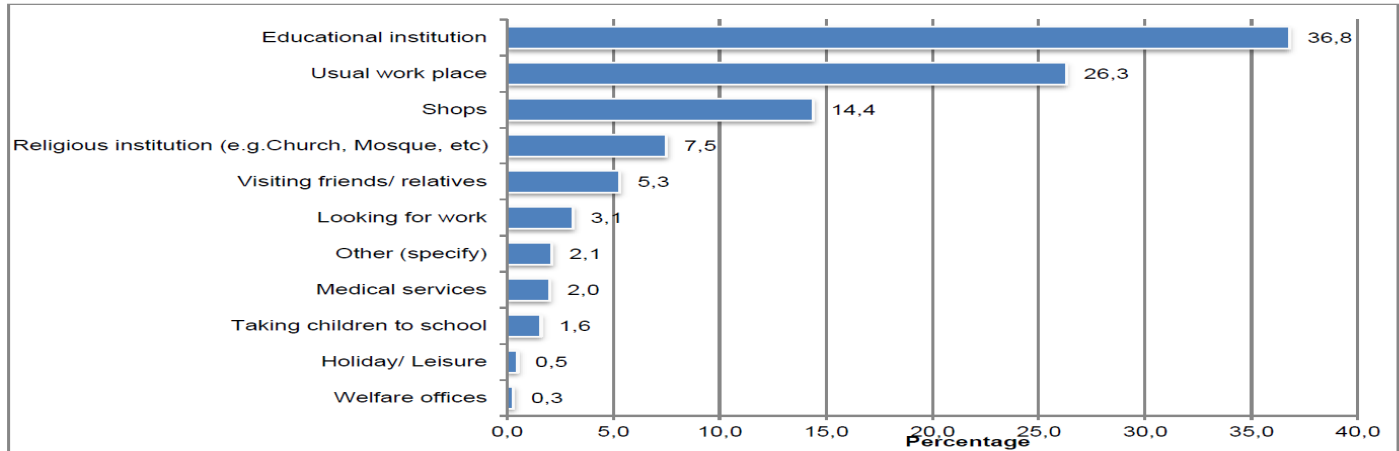
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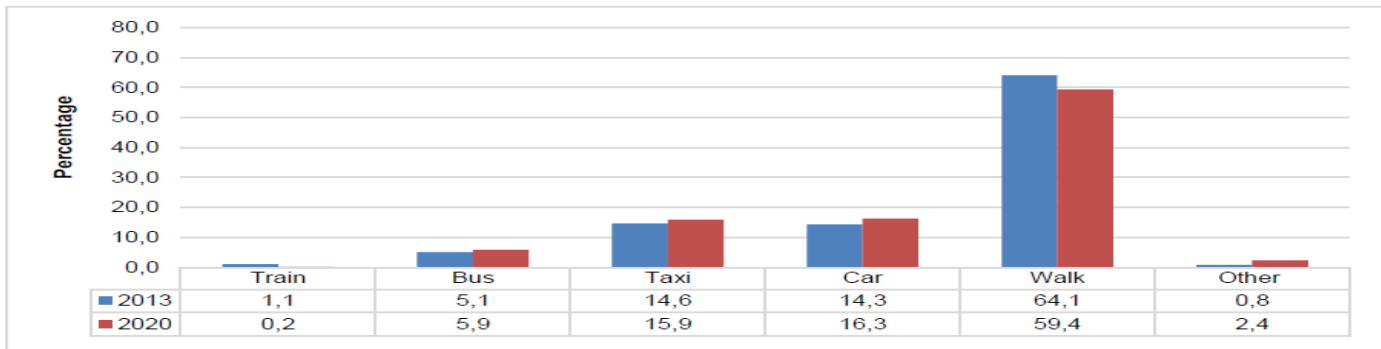
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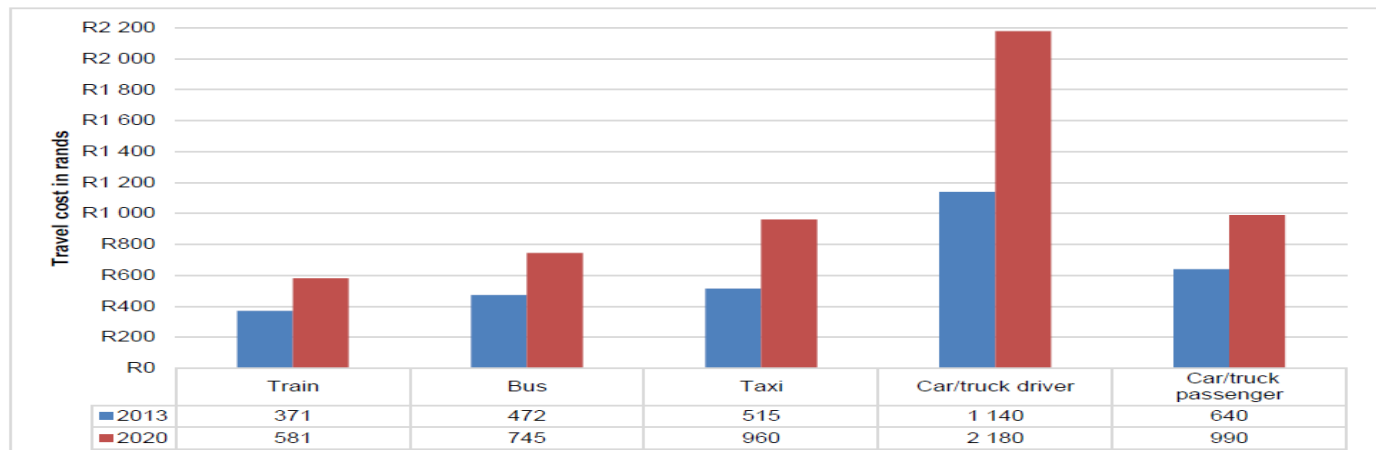
**Figure 2.5: Main purpose for travelling in the seven days prior to the interview by household members, 2020**



**Figure 3.3: Main mode of travel to educational institution, 2013 and 2020**



**Figure 4.10: Monthly cost of transport to work by main mode of transport, 2013 and 2020**



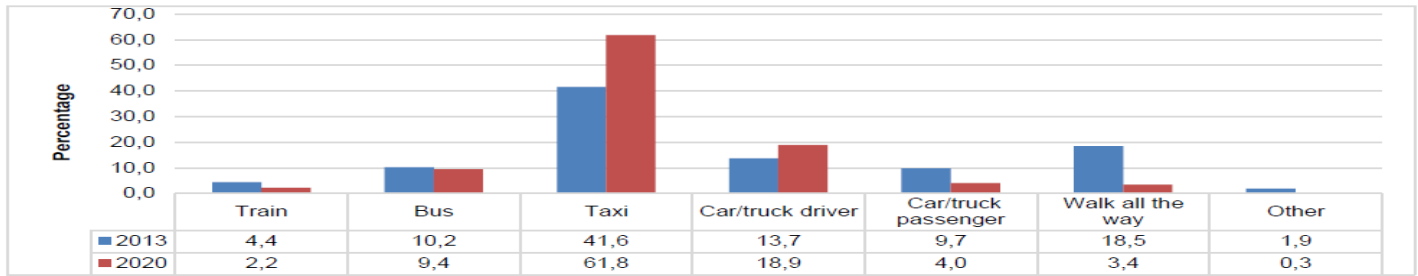


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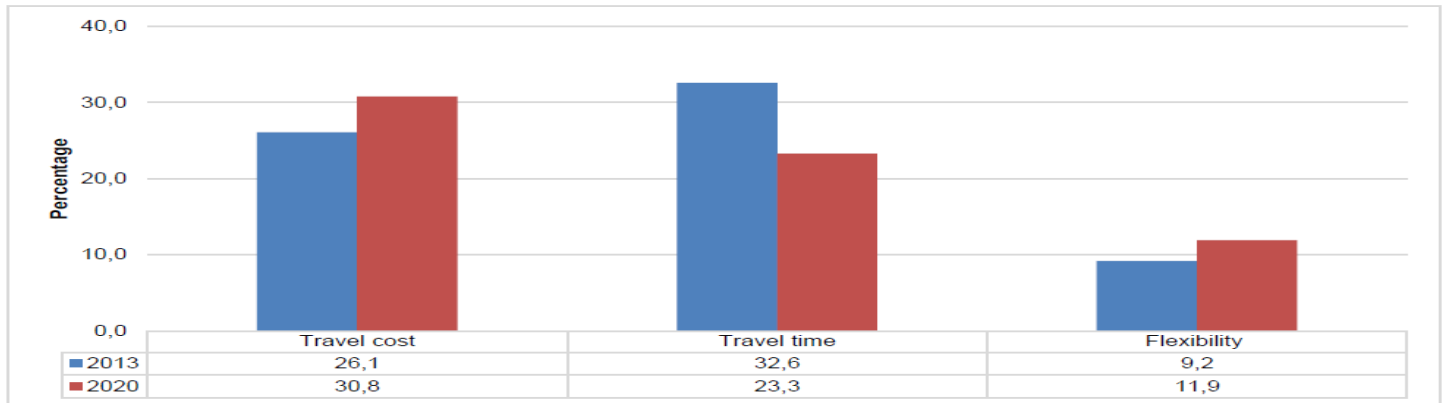
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**Figure 7.4: Main modes of travel usually used by households, 2013 and 2020**



**Figure 7.5: Most important factors influencing household's choice of mode of travel, 2013 and 2020**



**Table 7.22: Dissatisfaction with bus services by province, 2020**

Attributes of the bus service	Province (per cent across province)									
	WC	EC	NC	FS	KZN	NW	GP	MP	LP	Total
<b>Dissatisfaction</b>										
The distance between the bus stop and your home	5,3	5,0	0,5	2,4	24,6	11,7	17,1	13,6	19,8	100,0
The travel time by bus	7,8	4,1	0,7	1,6	31,4	12,7	7,8	14,3	19,6	100,0
Security on the walk to/from the bus stop	15,0	4,4	0,5	3,2	22,3	9,0	13,5	17,9	14,1	100,0
Security at the bus stop	14,1	4,4	0,7	3,2	21,2	10,8	14,3	16,8	14,4	100,0
Security on the buses	16,5	3,7	0,9	4,4	23,0	11,9	11,8	16,4	11,3	100,0
The level of crowding in the bus	8,1	3,3	0,2	1,8	26,1	11,4	9,6	18,7	20,9	100,0
Safety from accidents	3,0	4,4	0,6	2,0	21,0	15,1	11,9	24,0	18,0	100,0
The frequency of buses during peak period	5,2	3,8	1,0	1,4	27,1	10,7	11,4	16,4	22,9	100,0
The frequency of buses during off-peak period	7,7	3,6	0,8	1,2	24,9	11,3	13,7	14,1	22,7	100,0
The punctuality of buses	9,7	3,2	0,4	1,5	28,0	12,1	13,0	13,7	18,4	100,0
The bus fares	9,2	3,3	1,1	3,2	24,5	13,8	14,6	20,7	9,6	100,0
The facilities at the bus stop, e.g. toilets, offices	9,8	4,7	0,9	2,5	22,2	11,2	14,2	13,0	21,6	100,0
Behaviour of the bus drivers towards passengers	5,1	2,4	0,8	2,7	27,8	17,7	11,8	16,7	15,1	100,0
The bus service overall	7,8	3,4	0,7	1,3	24,7	11,4	11,6	17,5	21,5	100,0
Availability of information	2,1	2,9	0,6	1,7	28,3	14,6	10,0	17,0	22,8	100,0



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Attributes of the bus service	Province (per cent within province)									
	WC	EC	NC	FS	KZN	NW	GP	MP	LP	Total
<b>Dissatisfaction</b>										
The distance between the bus stop and your home	13,7	25,9	14,3	17,0	24,8	36,8	29,0	20,5	28,4	<b>24,9</b>
The travel time by bus	21,5	22,4	23,5	11,9	33,8	42,6	14,1	23,1	30,1	<b>26,6</b>
Security on the walk to/from the bus stop	49,2	28,7	18,8	28,3	28,6	35,8	29,1	34,3	25,6	<b>31,6</b>
Security at the bus stop	50,7	31,5	29,1	31,3	29,8	47,2	33,7	35,3	28,6	<b>34,6</b>
Security on the buses	38,6	17,3	25,2	27,9	21,0	33,7	18,1	22,4	14,6	<b>22,5</b>
The level of crowding in the bus	34,8	27,9	10,6	21,1	43,7	59,1	26,9	46,9	49,7	<b>41,3</b>
Safety from accidents	6,7	19,9	17,1	12,1	18,5	41,3	17,6	31,7	22,6	<b>21,8</b>
The frequency of buses during peak period	15,5	22,8	35,7	11,2	31,8	39,1	22,5	28,8	38,2	<b>28,9</b>
The frequency of buses during off-peak period	27,3	25,0	32,4	11,2	34,5	48,6	31,9	29,1	44,6	<b>34,1</b>
The punctuality of buses	27,9	18,5	12,5	11,3	31,3	42,1	24,5	22,9	29,3	<b>27,6</b>
The bus fares	20,1	14,4	28,6	19,2	21,1	36,9	21,0	26,6	11,7	<b>21,2</b>
The facilities at the bus stop, e.g. toilets, offices	61,1	58,1	65,0	41,6	54,3	85,1	58,5	47,5	75,2	<b>60,3</b>
Behaviour of the bus drivers towards passengers	9,0	8,3	15,6	12,7	19,1	37,8	13,7	17,1	14,7	<b>17,0</b>
Availability of information	25,5	22,1	28,4	11,1	31,4	45,2	24,7	33,3	38,8	<b>31,4</b>
The bus service overall	5,0	13,8	18,3	11,3	26,8	42,8	16,0	24,1	30,7	<b>23,4</b>

The totals used to calculate percentages excluded unspecified cases.

## Summary of the issues passengers have with bus services

**Table 7.23: Dissatisfaction with bus services by province, 2013 and 2020**

Attributes of the bus service	RSA (per cent within RSA)	
	2013	2020
<b>Dissatisfaction</b>		
The facilities at the bus stop, e.g. shelters	48,4	60,3
The level of crowding in the bus	44,7	41,3
Security at the bus stop	35,6	34,6
The frequency of bus during off-peak period	33,5	34,1
Security on the walk to/from the bus stop	35,0	31,6
The availability of information on the bus	28,0	31,4
The frequency of bus during peak period	31,2	28,9
The waiting time for bus	27,8	27,6
The travel time by bus	28,2	26,6
The distance between the bus stop and your home	26,7	24,9
The bus service overall	27,0	23,4
Security on the bus	29,3	22,5
Safety from accident in the bus	27,7	21,8
The bus fare	26,2	21,2
Behaviour of the bus drivers towards passengers	21,5	17,0

The totals used to calculate percentages excluded unspecified cases.

For further details and accessing the full report – [www.saboa.co.za](http://www.saboa.co.za) or [www.statssa.gov.za](http://www.statssa.gov.za)