



RAF Marketing Centre Opening Briefing Notes for Mayor Zandile Gumede

Ribbon Cutting

Program Director,
MEC Kaunda,
Regional Directors,
All protocol observed,
Ladies and Gentlemen,
Sanibonani,

In its quest to increase its accessibility to the general public, the RAF is today launching a new Customer Service Centre in the CBD of Durban and Coastal MobiRAF.

The Coastal MobiRAF in particular will provide access to disadvantaged communities who would otherwise not have had the opportunity to interact with the RAF due to poverty and long distances to the RAF's regional offices. The benefits of the expansion programme include, but are not limited to:

- Taking government's services to the doorsteps of victims of motor vehicle accidents;
- Promoting direct claims;
- Assisting with the lodgement and resolution of complaints;
- Identifying fraudulent claims;
- Exposing stakeholders to the RAF's post-crash rehabilitation initiatives through its Patient Outreach Programme; and
- Rendering overall assistance to victims of car crashes who desperately need the organisation's support.

The City has number of programmes that will ensure that public have better access to transport. This includes improving of our roads infrastructure. Yesterday we approved the budget of R1billion that will be used to buy more buses. We will also be increasing transport for the people with disability. On top of that we have monies that will be used for speed humps across the city especially in townships. We will also be having more sidewalks and passages even in the informal settlement.

The public transport infrastructure and service delivery, with special emphasis on the delivery of the GO!Durban infrastructure and services, is the promotion of safer and inclusive cities, and this where road safety plays such an important role in the development of our City, and the future of our people.

The City has held a number of Road Safety Campaigns especially during the busy times of holidays and we hope we will have more programmatic partnership with RAF to deal with the road safety issues. Every year, approximately 14,000 people die on our roads. This is preventable and unacceptable. Let us all do our bit to bring this figure down. Our message to the public is simple -

- Don't drink and drive.
- Don't exceed the speed limit.
- Buckle up.
- Only use roadworthy public transport.
- Check the taxi's tyres and general features before you get into it.
- Don't get into overloaded vehicles.
- Don't catch a lift with a drunk driver.
- Don't drink and walk.
- Don't text and walk.
- Have your eyes on the road at all times.
- Take care of your children who tend to play in the streets.
- Warn drivers who are speeding.
- Wear reflective clothing at night.

We thank you for inviting us and hope that this Call Centre will be able to assist more public and also create jobs for our youth.

I thank you.