Paratransit capacity building programme: experience in Cape Town

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Capacity building programme: learning streams

A. general management
B. technical management
C. technicians
D. (drivers)
Strategic intentions & participant needs

- prepare **paratransit sector for future** vehicle operating companies
- build understanding and knowledge of **corporate environment**
- influence **attitude** of sector towards outside actors
Management stream: **modules**

**Year 1: introduction**
- public transport planning
- bus planning and operations

**Year 2: management**
- public transport policy
- PT service management
- fleet management
- human resources
- employment law
- company planning
- project management
- financial planning
- contracts
- negotiations

**Year 3: planning**
- business communication
- business planning
Learning approach

1. identify **what participants already know**

2. add some **new/outside information**

3. **participants reflect** on own and new knowledge
“What is a manager?”

Example:

Public transport service management

(year 2 module 2)
What is a good manager?
Participant experiences

- understand shortcomings of their own businesses and sector
- importance of planning for their business’s future
- insight into complexity and language of corporate environment
- working across association and sectoral boundaries
- a lot more to learn than what could be packed in courses
role of constructive dialogue