NDT POLICY WATCH QUARTERLY UPDATE

October – December 2014

INTERNATIONAL AND NATIONAL POLICY DEVELOPMENTS

tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA

Tourism and Pilgrimages

The first international congress on tourism and pilgrimages was held in Santiago de Compostela in Spain between the 17th -20th of September 2014. The congress sought to highlight the significant contribution of pilgrimages and spiritual routes to sustainable and responsible tourism, as well as tourism's contribution to cultural understanding and the preservation of natural and cultural heritage related to ancient sites and sacred places[1].

The congress adopted the multilateral framework called the *Santiago de Compostela Declaration on Tourism and Pilgrimages*. According to the declaration, 'the initiative is inspired by the Global Code of Ethics in Tourism, which emphasises the understanding and promotion of ethical values common to humanity, by displaying an attitude of tolerance, respect for diverse religious, philosophical and moral beliefs'. The declaration adopted on the 19th of September 2014 urged stakeholders (member countries) to do the following[2]:

- To highlight the valuable contribution of pilgrimages and sustainable tourism to intercultural dialogue, universal respect for spiritual values of humanity and the establishment of peace and prosperity in the world;
- To strengthen cooperation among multiple stakeholders, in order to advance systematic research in the field of tourism and pilgrimages, and to promote public policies and guidelines inspired by the United Nations World Tourism Organisation's (UNWTO) Global Code of Ethics in Tourism, as well as initiatives in the business, education, civil and religious spheres;
- To agree upon, develop and implement plans to improve infrastructure, carrying capacity management, security, technological innovation, environmental footprint reduction, and in particular, better handling and processing of waste resulting from pilgrimages and related tourism activities;
- To foster multidirectional communication amongst stakeholders to ensure that the needs of visitors, pilgrims and local communities are met, thus encouraging socioeconomic development and minimising the impact on natural and cultural resources;
- To respect the millenary ethical values and traditions of local faith and indigenous communities which contribute to mainstreaming the sustainability, integrity and balance of pilgrimage routes and of cultural heritage sacred sites; and
- To encourage new initiatives and the creation of international networks that foster the exchange of experiences at the level of research, training of tourism professionals, promotion, marketing and the management of pilgrimage routes and sites, that engage faith groups and local communities as equal partners in developing spiritual tourism in a sustainable manner.

The initiatives to promote pilgrimages as a critical component of tourism are not without basis. It was reported that between 300 and 330 million tourists visit the world/s key religious sites every year,

---

[1]Koumelis, T. (2014). First International Congress on Tourism and Pilgrimages.
[2] Santiago de Compostela Declaration on Pilgrimages 2014.

making spiritual tourism a significant part of both domestic and international tourism[3]. Mindful of the enormity of the task ahead, the congress acknowledged, in its declaration, the need to improve statistical data collection on pilgrimages and travel for religious and spiritual reasons in order to understand their characteristics and trends.

World Committee on Tourism Ethics Acknowledges Initiatives on Accessible Tourism

The World Committee on Tourism Ethics meeting, which took place on the 17th-18th of November 2014, commended the efforts of the UNWTO, together with its partners, in promoting Accessible Tourism. The committee is an independent body responsible for promoting and monitoring the implementation of the Global Code of Ethics for Tourism.

The committee deliberated on ethical implications regarding the promotion of fair models of all-inclusive holidays. The committee acknowledged the UNWTO's participation in the forthcoming Global Study on Sexual Exploitation of Children in Travel and Tourism, and committed to do a follow-up in this regard. The committee also applauded the growing number of companies and trade associations which adhered to the private sector's commitment to the code of ethics. Furthermore, the committee reinforced the anti-trafficking campaign by the UNWTO, United Nations Office on Drugs and Crime (UNODC) and United Nations Educational, Scientific and Cultural Organisation (UNSECO) in cooperation with the private sector to stand against human trafficking and illegal trade in wildlife, cultural artefacts and drugs[4].

Most importantly, the committee supported *A World for Everyone Declaration* recently adopted during the World Summit Destination for All in Montreal, Canada. In underscoring the significance of accessible tourism, the participants amongst other things, recommended that **Governments and national authorities should do the following[5]:**

- Make accessible, inclusive tourism policy a priority of national tourist boards;
- Encourage educational institutions to incorporate training on welcoming and services to **all visitors** and on the accessibility of the built environment;
- Adopt minimum requirements established by the international community for certification of accessible tourist or cultural institutions or buildings;
- Promote the accessibility requirements in public procurement of goods, services, transport and infrastructure work;
- Urge institutions providing public goods, including transport providers to assess their accessibility and their service delivery to visitors with disabilities and other specific requirements; and
- Promote employment opportunities and entrepreneurship for persons with disabilities in the tourism sector.

---

[3] As cited in Koumelis.
[4] UNWTO Press Release no 14080: World Committee on Tourism Ethics praises initiatives on Accessible Tourism.
[5] A World for Everyone Declaration: World Summit Destinations for All Montreal.

Tourism, travel and transportation operators and intermediaries need to do the following:

- Seize business opportunities to widen the market base by developing products and services that provides an inclusive experience for all visitors (including people with disabilities);
- Apply the principle of Universal Design and follow accessibility guidelines in the design of visitor information and marketing;
- Build capacity for managers and staff by providing training opportunities in accessibility and disability awareness;
- Observe the ENET Code of Good Conduct[6] as a business development and visitor relationship management tool for ensuring high quality accessible tourism and services towards **all visitors**; and
- Engage consumer organisations, disabled organisations, senior citizens, families with small children to identify gaps in tourism service provision and improve quality of services.

The above declaration and initiatives by the ethics committee are all aimed at implementing the Global Code of Ethics in Tourism, which is a guide towards development of responsible tourism as a way of balancing the benefits to communities and the sector, whilst minimising negative impacts.

World Travel and Tourism Council (WTTC) on Undergraduate Perceptions about Careers in Travel and Tourism

According to the WTTC, the travel and tourism industry expressed concerns that they are missing out on the best new talent due to negative perceptions of career opportunities available. This prompted the WTTC to form a Human Capital Working Group and commissioned research. The aim of the two initiatives was to understand the extent and nature of perceptions amongst non-travel and tourism undergraduates; map tourism opportunities against their wider career aspirations; comprehend considerations taken when choosing a career; and provide recommendations on future messaging around tourism career opportunities[7].

Undergraduates from China, United States of America (USA) and United Kingdom were interviewed through surveys, whilst in-depth interviews with Human Resources' Directors were conducted with WTTC member companies and a review of published literature was done. Overall, the research results revealed that the travel and tourism industry is still poorly understood. According to the WTTC report, 'scarce information and misconceptions exist about skills; roles; career opportunities and working conditions in the industry'[8].

Results show that the industry is perceived as reasonably attractive more so by Chinese respondents and less so by British respondents. The reasons why the sector might be attractive include international opportunities, work life balance or the chance to speak other languages.

---

[6] It is a certification scheme for tourism businesses and organisations recognising their efforts to promote accessible tourism. Visit http://accessibletourism.org/?=enat.en.enat-code-of-good-conduct.
[7] World Travel and Tourism Council. (2014). A career in Travel and Tourism: Undergraduate perceptions.
[8] As cited in the WTTC Report.

On the decisive factors when choosing a job, a competitive starting salary and career progression were chosen as top factors; job security was ranked 3rd; whilst work-life balance was ranked 4th[9].

With regard to the attractive subsectors, the airlines; tourism boards; and cultural and heritage sector were considered to be the most attractive in terms of employment opportunities, particularly in China and the USA. In addition, 87 percent of Chinese respondents would consider a career in travel and tourism. This compares to 61 percent in USA and 49 percent in the UK[10]. When asked what they like about the industry, the WTTC reported that they provided feeble reasons e.g. they like to travel and believe that the sector opens the mind; although others mentioned cultural interests.

In light of the figures, the report therefore indicated that a type of personality emerges, that seems to be attracted to the sector, for whom success may be defined by factors such as work-life balance; international opportunity; travel and other benefits. Therefore promoting careers on the basis of this definition of success may attract a great variety of candidates, provided they buy into the message.

Lastly, the report indicated that the sector is less attractive to young individuals driven by a more traditional approach to career i.e. financial results; achieving senior leadership position; and working for well-known companies in prestigious sectors that provide highly paid jobs. Misperceptions were also identified amongst those less attracted to the sector. According to the report, 'respondents identified broad jobs such as travel guide and management, whilst sales & marketing was believed to offer many opportunities'[11]. This report was aimed at assisting the travel and tourism industry to understand perceptions and aspirations amongst graduates and allow them to respond appropriately. The WTTC also indicated that they've just completed a report looking at the skills' gap across 46 countries.

UNWTO and World Travel Market Ministers Highlight the Significance of Mega Events

The significance of synergies between mega events and tourism for the long term benefits of a destination and its people was highlighted as critical by the World Travel Market Ministers and UNWTO. Themed *Tourism and Mega Events: building a lasting legacy*, the summit indicated that the impact of public exposure during international events, coupled with investments in infrastructure, represent one of the key long-term potential benefits[12].

According to the UNWTO's Secretary General, Mr Taleb Rifai 'destinations need to consider infrastructure, investment and jobs, intangible benefits such as how the country is perceived and the most effective way to involve the community when looking at the legacy of mega-events'[13]. The Minister of Tourism in South Africa, Honourable Derek Hanekom stated that 'although intangible benefits may be less visible, they are equally important[14]. This was substantiated by a reflection on the positive image the country had after hosting the 1995 Rugby World Cup.

---

[9] As cited in the WTTC Report.
[10] As cited in the WTTC report.
[11] As cited in the WTTC Report.
[12] UNWTO Press Release no 14075: UNWTO & WTM Ministers' Summit: the legacy imperative of mega events.
[13] As cited in the UNWTO Press Release.
[14] As cited in the UNWTO Press Release.

Other participants also underscored the significance of mega-events for tourism development. It was reported that the yearly Hajj Pilgrimage, which can attract up to 3 million people over five days is the oldest event in the world. Although mega-events were a subject of interest, there were indications that destinations can also make the most out of smaller events.

2. OTHER INTERNATIONAL NEWS

Political Crisis and Tourism

The European Travel Commission and Travel Economics, an Oxford Economics company, produced a report showing the negative impact of political instability to European Tourism. Titled *European Tourism amid Crimea Crisis*, the report shows that the escalation of Ukraine Crisis in March coincided with a noticeable slowing growth of tourism from Russia to many European countries. This presented a challenge to Europe because Russia became the third largest source market for Europe, receiving nearly 32 million arrivals[15] from Russia.

According to the report, 'the destinations experiencing the most painful declines are Germany; Italy; Poland; and Spain. In contrast Greece; Turkey; and Cyprus have seen the rise in Russian tourists, with Turkey receiving 4 million visits in 2013 from Russia[16]. The report attributed this rise to the value for money and comparatively low cost of living in these countries. In the case of Turkey, favourable exchange rates and no visa requirements were seen as contributing factors.

The aforementioned decline was attributed to the weakening of the Rouble due to deteriorating trade relationships, which reduced outbound travel from Russia. It was also reported that, the climate of economic uncertainty; fear of hostile attitudes towards Russians; and deteriorated visa processing amplified by the media coverage, contributed to diverting travel from Russia to non-European destination.

It appears that social media was also used as a platform by Russians to express their fear of visa rejections. Lastly, the report also reflected on social media rumours, which claimed that some embassies like the American Embassy, stopped approving Russian citizens' visas, and that others like the British Embassy made applications more cumbersome, such as decreasing application desks and misplacing documents on purpose.

The ultimate objective of the report was to provide the European Travel Commission's members with timely information and support towards mitigating the impact of crisis and urging tourism organisations to play a crucial role in containing negative impact of the crisis by addressing information needs.

Visa Developments

Numerous countries have internalised the UNWTO's campaign of improving visa application processes to promote tourism. China and USA have agreed to significantly extend the terms of short-term visas. This aims to improve trade ties between the two largest economies.

---

[15]European Travel Commission and Tourism Economics. (2014). European Tourism amid the Crimea Crisis.
[16] Koumelis, T (2014). Crimea crisis threatens tourism to Europe.

Most importantly, Reuters reported that the two countries would extend the terms of multiple entry short-term tourist and business visas to 10 years from one year[17].

With this arrangement, it was reported that the USA hope to welcome a growing share of eligible Chinese travellers, thereby injecting billions of dollars in the US economy. Also, there is an expectation that the agreement would allow the USA to tap into the fast growing market of Chinese tourists travelling abroad, because the USA currently attracts only 2 percent of Chinese tourism[18]. It appears, that this was partly prompted by Chinese travellers' complains about extensive waiting times for a US visa.

Meanwhile, India introduced the Tourist on Arrival Visa Program for nationals from 43 countries, including USA, Australia and Germany. According to the report, 'the 30 day visas are for the purpose of recreation, sightseeing, short duration medical treatment, casual business visit, or casual visit to meet friends and relatives'. This type of visa can be issued only twice a year per person[19]. The potential tourists are expected to apply online 4 days prior to the trip and should produce email authorisation upon arrival. It was reported that this initiative by India stems from the realisation that the country's tough visa system has deterred tourists, resulting in 6.58 million arrivals, which is fewer than other Asian countries like Thailand and Malaysia.

The United Kingdom is also in the process of improving visa procedures for Chinese migrants and visa business visitors applying for a visa in China. The first initiative relates to the extension of the mobile biometric service which allows customers to give their fingerprints and details to visa staff, who will visit their offices[20]. This is aimed at preventing the migrant or visitor having to show up at a visa application centre. It was reported that this initiative will be rolled out in all 12 regions served by visa application centres in China. The second improvement relates to the roll-out of a 24 hour visa processing for most visitor and work visa categories. The 24-hour super-priority visa service will be available to customers in Beijing, Shanghai and Guangzhou for a fee of 600 pounds. If the 24 hour service is unavailable, it was reported that, customers have the option of using the three to five day priority visa service.

Lastly, tourists who would be visiting Victoria Falls would henceforth require a single visa to visit both Zimbabwe and Zambia. According to Victoria Falls, 'this would allow tourists to save time and money because they would be required to obtain one visa to visit both countries'. On the Zamiban side, the visa can be obtained at Harry Mwaanga Aiport, Victoria Falls Land Border, Kazungula Land Border and Kenneth Kaunda Airport, whilst on the Zimbabwean side, it can be obtained at Victoria Falls Airport, Victoria Falls Land Border, Kazungula Land Border (with Botswana) and Harare Airport[21]. There is an expectation for the single visa to be extended to all KAZA Countries[22] which includes Angola, Botswana and Namibia.

---

[17] Spetalnick, M & Martina, M. (2014). US, China to extend visa validity to boost tourism.
[18] As cited from Spetalnick & Martina
[19] Mangla, I, S (2014). India launches Tourist Visa on Arrival Program.
[20] International Law Office. (2014). Immigration-United Kingdom: further improvements to visa process for Chinese migrants.
[21] Victoria Falls. (December 2014). KAZA Visa launch.
[22] Kavango Zambezi Transfrontier Conservation Area consisting on the Kavango & Zambezi River Basins where borders of Botswana, Namibia, Zambia and Zimbabwe converge.

Aviation Cyber Security Toolkit Launched.

The International Air Transport Association (IATA) launched the cyber security toolkit, aimed at protecting the aviation industry against cyber-attacks. The Aviation Cyber Security Toolkit provides a detailed analysis of the current cyber threats and assists the airlines and aviation security stakeholders to identify ways to protect crucial information technology (IT) infrastructure.

According to the report, 'the toolkit will assist the industry in identifying, assessing and mitigating against amongst others, cyber risks towards IT infrastructure across their operations'[23]. IATA's Global Director of Aviation Security indicated that 'the industry depends on essential IT infrastructure functioning reliably and remarked that although the industry has put security measures in place to protect its IT infrastructure, the threat is constantly evolving'[24]. This, it was reported, would allow the airlines and partners to stay ahead of those intending to do harm through cyber-attacks.

Lastly, the toolkit is aimed at protecting things like the reservation systems; departure control; aircraft maintenance; crew planning; flight management, technologies for flight bags; e-enablement of aircraft; and air traffic management.

3. NATIONAL POLICY AND LEGISLATIVE DEVELOPMENTS

Notice to Change the Name of the UKhahlamba Drakensberg Park World Heritage Site

On the 28th of November 2014, the Department of Environmental Affairs, through Honourable Minister Edna Molewa, published the intention to change the name of UKhahlamba Drakensberg Park World Heritage Site. The gazette indicated that the notice was given under the World Heritage Convention Act, 1999, to change the name of UKhahlamba Drakensberg Park, which was inscribed in 2000 on the United Educational, Scientific and Cultural Organisation (UNESCO).

The World Heritage Convention Act no 49 of 1999 provides for the enforcement and implementation of the World Heritage Convention in South Africa and the recognition and establishment of World Heritage Sites. The primary objective of the Act is to ensure cultural and environmental protection, sustainable development of, and related activities within, the World Heritage Site.

The proposed name is **Maloti-Drakensberg World Heritage Site**. Members of the public are requested to provide written comments to The Director-General, Department of Environmental, Private Bag x447, Pretoria, 001 for attention to Mr Thabo Kgomommu, fax to 012 359 3625 or email to TKgomommu@environment.gov.za.

Tourism B-BBEE Charter Council Extend Due Date for Submission of Comment to Tourism B-BBEECodes

On the 5th of December 2014, the Tourism Broad-Based Black Economic Empowerment Council issued a notice to extend the due date for submission of comments on the alignment of Tourism Broad-Based

---

[23] Koumelis, T. (2014). Aviation Cyber Security Toolkit North American Premiere at AVSEC World.
[24] As cited from Koumelis.

Black Economic Empowerment Codes to the Amended Generic Codes of Good Practice. The period for comments by all affected parties has been extended to the 31st of December 2014.

The Tourism B-BBEE expresses a commitment to all stakeholders in the tourism sector to the empowerment and transformation of the sector. This includes a commitment by stakeholders to work together in ensuring that opportunities and benefits of the tourism sector are extended to black South Africans.

Amendment of the Environmental Management: Integrated Coastal Management Act of 2008

On 31st of October 2014, the President of South Africa assented to the above Act, which seeks to clarify coastal public property and ownership of structures erected on and in public property. The Act also seeks to, amongst other things, simplify the administration of coastal access, fee approvals; simplify powers relating to coastal authorisation; replace coastal leases and concessions with coastal use permits; extend powers to the MECs to issue coastal protection notices and coastal access notices; and revise offences and increase penalties.

In addition, some sections of the principal Act were amended and Section 7 A (which outlines the purpose of public property) was one of the sections which were inserted. This section indicates that the purposes of coastal public property are to improve public access to the seashore; to protect sensitive eco-system; to secure the natural functioning of dynamic coastal processes; and to protect people, property, and economic activities from risk arising from dynamic coastal processes, including the risk of sea level rise[25].

ADMINISTRATIVE MATTERS

City of Johannesburg (CoJ) on Heritage Sites.

In celebrating the 80th birthday of Orlando East, which was established in 1932, the CoJ declared many of its various landmarks as heritage sites. This was aimed at acknowledging the rich political and social history and its contribution to the broader history of Soweto, which is the world's largest racially segregated township[26].

The CoJ acknowledged the status bestowed to the Orlando Communal Hall, which was described as the first recreational centre in Soweto and popular venue for high profile political meetings. There was also an acknowledgement of the status bestowed to James "Sofasonke" Mpanza house, which became the headquarters of the Sofasonke movement. It was reported that Mpanza led a group of people from nearby slums in 1944 to set up a squatter camp called Masakeng, which evolved into a self-governing settlement for more than 20 000 people.

The council also identified Mooki Street, which is one of the significant Orlando East landmarks, as a provisional heritage site. The street was described as Soweto's first high street, although this is not recognised. According to the CoJ, the street boasts public facilities and places of historical significance

---

[25] Act No. 36 of 2014:National Environmental Management: Integrated Coastal Management Amendment Act, 2014
[26] City of Johannesburg. (2014). Orlando East comes of age: recent campaigns and services.

such as Orlando Stadium; Orlando Communal Hall; New Church; Mooki Memorial College; Orlando High School; Orlando Police Station and Donaldson Orlando Community Centre, all of which have been declared heritage sites[27]. It was indicated that approval for the provisional protection under the National Resources Act will be made, followed by extensive public consultation, prior to conferring Mooki Street a heritage site status.

Meanwhile, Johannesburg City Parks and Zoo, which is the entity charged with the management of parks; cemeteries; and Johannesburg Zoo, has set aside R16 million for implementation of numerous infrastructure and services project. The project falls under Jozi@Work programme, which is an initiative aimed at creating thousands of job opportunities.

EThekwini Municipality Plans to Revamp Bluff Beaches

The eThekwini Municipality seeks to revamp Bluff Beaches and is engaging in the process of public consultation. According to the municipality, 'the draft plan intends to capitalise on the potential of the Bluff area as a major tourism attraction. This will present opportunities for the upliftment and economic growth of the area, as well as fostering a vibrant, diverse and secure beach environment'[28].

The municipality views the Bluff coastal belt as presenting opportunities to design environmentally sensitive and quality life style beach amenities. Numerous proposals have been put forth for each beach along the Bluff coastal belt. These include picnic areas; boardwalks; restaurants; new ablutions facilities; viewing decks and environmental resource centres[29].

These initiatives are, according to the municipality, 'promoting both the interest of the coastal environment and the need to increase public spending on the facilities and maintenance of existing infrastructure in an economically sustainable way'. The municipality also expects the upgrade to boast property values for the whole area of Bluff and provide much needed recreational and entertainment space for the community. The municipality also recognises the pristine beaches as assets which must be protected, hence the consideration of that by the current plans.

Lastly, the municipality expressed its intention to ensure that the upgrades are in line with community needs hence the intention to present the draft plans for consultation with surrounding communities. The renovations were seen as long overdue by the municipality, which indicated that the infrastructure was last upgraded 50 years ago, thus the need to improve the ageing infrastructure and standardising services across all beaches.

Dube Tradeport Formally Declared an Economic Zone

The Dube Tradeport has been declared formally as an Industrial Development Zone (IDZ). On the occasion graced by amongst others, the Mayor of eThekwini Municipality; and the MEC for Economic Development, Tourism and Environmental Affairs, the President of South Africa handed over the operator licence to the board of Dube Tradeport Management.

---

[27] As cited in COJ recent campaigns.
[28] EThekwini Municipality. (2014). Draft Plan for Bluff Beaches.
[29] As cited in the EThekwini Press Release.

The Mayor of eThekwini indicated that the IDZ has a huge potential to attract investment and provide a platform for Small and Medium Enterprises[30].

The Dube Tradeport is the only facility in Africa combining an international airport; dedicated cargo terminal; warehousing; offices; retail; hotels; and agriculture. Meanwhile, it was reported that Eureka Capital signed a R160 million-lease agreement with the Dube Tradeport to develop what is referred to as KZN's Silicon Valley[31]. The deal comprises of the development of a 7 storey 21 500 square metre building in the heart of Dube City, next to King Shaka International Airport. This state of the art innovation hub and office block will, according to the tradeport, intensify growth of knowledge-intensive enterprises providing established and start-up businesses with incubation facilities and also bringing academics; researchers; entrepreneurs; and venture capitalists under one roof.

Botanical Gardens Open in Buffalo City

The Kwelera National Botanical Garden, the first botanical garden in the Eastern Cape, was officially opened by the Minister of Environmental Affairs, on the 30th of September 2014. Located in the North of East London between coastal towns of Gonube and Queensbury, the botanical garden is expected to attract tourism to Buffalo City.

It was reported that the botanical garden will be managed through a partnership agreement between the South African National Biodiversity Institute (Sanbi) and Eastern Cape Parks and Tourism Agency. With regard to the process, the first phase deals with the proclamation of 160ha, which forms part of Kwelera Nature Reserve, whilst the second focus on expansion to land alongside the coastal dune forest.

The Minister of Environmental Affairs emphasised the significance of the alignment of conservation efforts with sustainable development and indicated that the development is envisaged to attract and host thousands of visitors to appreciate the beauty of the South-East African Coastline[32]. Unrelated to the botanical garden, the Buffalo City seeks to develop the Bus Rapid Transit System to enhance public transport. Though the timelines have not been specified, the Mdantsane to East London Corridor would be the first to be developed because of its high public transport demand in the city.

Bus Rapid Transit System Began Operating in Tshwane

A Re Yeng, the bus rapid transport system for Tshwane Municipality kick-started on the 14th of November 2014. At the launch, the City of Tshwane pointed out that the inception phase signals the new era for the capital city's public transport. The launch intended to test the bus operation for two weeks before the service starts operating fully. This approach, it was reported, 'was aimed at allowing motorists to get used to the system and familiarise themselves with the new traffic signs and road markings'.

---

[30] EThekwini Municipality. (2014). Dube Tradeport formally a Special Economic Zone.
[31] Dube Tradeport. (2014). KwaZulu-Natal is set to have its own Silicon Valley by 2016.
[32] Buffalo City. (2014). East London gets botanical gardens.

The Executive Mayor of the City of Tshwane indicated that the system is unique in the sense that the city unified taxi and bus communities to make them the driving force behind A Re Yeng[33]. Lastly, the inception phase consists of buses running from the CBD to Hatfield via Sunnyside and also connects to Gautrain Station in Hatfield.

Cape Town Expands the Integrated Rapid Transit System

Phase-two of the Integrated Rapid Transit system was unveiled by the City of Cape Town. It was reported that this phase focuses on communities such as Khayelitsha, Mitchells' Plain, Nyanga, Gugulethu, Philippi, and Hanover Park, thereby extending the system to predominantly working class communities. According to the report, the construction of the R4.1 billion project will commence in mid-2015 in Philippi and Strandfontein road in Ottery, with the first trip expected in 2020[34].

With regard to operations, the Khayelitsha to Wynberg route will serve parts of Nyanga and Hanover Park, whilst Mitchell's Plain commuters will be able to board their buses at the intersection of the two routes .i.e. Govan Mbeki Drive. Along the routes, 45 bus stops and 25 bus stations are expected to be built, with six park and ride facilities.

Meanwhile the City of Cape Town will, by the end of 2015, provide free Wi-Fi at 61 buildings across the metro. The Wi Fi will be provided inside public buildings through Smart Cape Computer facilities and externally via public access hotspots. There was also an indication that there are investigations to look into the possibility of providing Wi Fi on MyCiTi buses.

---

[33] City of Tshwane. (2014). A Re Yeng is on the go.
[34] http://www.timeslive.co.za.

5. REFERENCES

Buffalo City. (October 2014). East London gets botanical garden. Retrieved on 08 December 2014 from http://www.buffalocity.gov.za.

Buffalo City. (October 2014). Transport Month: bust rapid transit in the pipeline. Retrieved on 08 December 2014 from http://www.buffalocity.gov.za.

City of Johannesburg. (2014). Orlando East comes of age: recent campaigns and services. Retrieved on 26 November 2014 from http://www.joburg.org.za.

City of Tshwane. (November 2014). A Re Yeng on the go. Retrieved on 19 November 2014 from http://www.tshwane.gov.za.

Destinations for all. (October 2014). A World for Everyone: Declaration from the World Summit Destinations for All, Montreal. Retrieved on 02 December 2014 from www.accessibletourism.org.

Department of Environmental Affairs. (2014). National Environmental Management: Integrated Coastal Management Amendment Act, no 36 of 2014.

Dube Tradeport. (November 2014). KwaZulu-Natal is set to have its own Silicon Valley by 2016. Retrieved on 05 December 2014 from http://www.dubetradeport.co.za.

EThekwini Municipality. (November 2014). Draft Plan for Bluff Beaches. Retrieved on 26 November 2014 from http://www.durban.gov.za.

EThekwini Municipality. (2014). Dube Tradeport formally a Special Economic Zone. Retrieved on 26 November 2014 from http://www.durban.gov.za.

European Travel Commission and Tourism Economics. (2014). European Tourism amid the Crimea Crisis. Retrieved on 05 November 2014 from http://www.etc-corporate.org.

International Law Office. (September 2014). Immigration-United Kingdom: further improvements to visa process for Chinese migrants. Retrieved on 04 December 2014 from http://www.internationalallawoffice.com.

Koumelis, T. (October 2014). Crimea crisis threatens tourism to Europe. Retrieved on 05 November 2014 from http://www.traveldailynews.com.

Koumelis, T. (September 2014). First International Congress on Tourism and Pilgrimages. Retrieved on 05 November 2014 from http://www.traveldailynews.com.

Koumelis, T. (November 2014). Aviation Cyber Security Toolkit North American Premiere at AVSEC World. Retrieved on 05 November 2014 from http://www.traveldailynews.com.

Mangla, I, S. (December 2014). India launches Tourist Visa on Arrival Program. Retrieved on 04 December 2014 from http://www.ibtimes.com.

Spetalnick, M and Martina, M. (November 2014). US, China to extend visa validity to boost tourism. Retrieved on 03 December 2014 from http://www.reuters.com.

United Nations World Tourism Organisation. (September 2014). Santiago de Compostela Declaration on Pilgrimages. Retrieved on 05 November 2014 from http://www.unwto.org.

United Nations World Tourism Organisation. (November 2014). World Committee on Tourism Ethics praises initiatives on Accessible Tourism. Press Release no 14080. Retrieved on 27 November 2014 from http://media.unwto.org.

United Nations World Tourism Organisation. (November 2014). UNWTO & WTM Ministers' Summit: the legacy imperative of mega events. Press Release no 14075. Retrieved on 27 November 2014 from http://media.unwto.org.

Victoria Falls. (December 2014). KAZA Visa launch. Retrieved on 03 December 2014 from http://victoriafalls24.com.

World Travel and Tourism Council. (2014). A career in Travel and Tourism: Undergraduate perceptions. Retrieved on 05 November 2014 from http://www.wttc.org.