

Section: 7

**CHIEF DIRECTORATE:
PUBLIC SAFETY AND
COMMUNICATIONS**



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REPORT OF THE HEAD OF DEPARTMENT

P U B L I C S A F E T Y A N D C O M M U N I C A T I O N S

Directorate: Road Safety

Road Safety is a fundamental right of every road user. Safer roads in which road trauma is reduced in order to preserve the well being of individuals and communities, is a rewarding aspect of Road Safety Directorate. The primary goal of the Road Safety Directorate is to save lives in the Province of KwaZulu-Natal. The strategy which the Department has adopted to achieve this goal is fourfold and provides a holistic and co-ordinated effort in the primary areas of concern, concentrating on behavioural and geographical hazardous areas. The fourfold strategy comprises of projects dealing with enforcement, education of adults and children, engineering remedial measures in the form of high impact low cost projects and evaluation based on research.

The Department is committed to full community participation and to this end has formed thirty (30) Community Road Safety Councils and four (4) Urban Road Safety Councils, to ensure buy-in of communities and to create capacity in previously disadvantaged areas.

The strategic objectives of the Road Safety Directorate are:

- to reduce fatalities
- to reduce serious and disabling injuries
- to promote road safety generally
- to meet the developmental needs of the people
- to develop communities
- to ensure responsible use of State resources
- to ensure synergy between the various disciplines, and coordinate efforts in enforcement, education, engineering and evaluation.

The education sector within Road Safety flag shipped the following programs during 2003/2004:

Road Safety Web Page

The Road Safety web page had been developed to assist parents, educators and learners. Various other information linked to road safety is linked to this site and downloads can be made to interact with programs of the Department. Downloads can be made from the Departmental homepage at ww.kzntransport.gov.za. This site was launched on the internet during December 2003.

School Driver Education Program (SDEP)

The SDEP program is a Road Safety pilot driver development program that is aimed at assisting high school learners to obtain their driver's licenses according to the K53 method of instruction. The major innovation of this program is its empowerment element for local driving schools, unemployed graduates and the vigorous participation of community structures in the form of CRSCs. Amongst the eighty four (84) students who participated in the SDEP program, to date fifty four (54) students have obtained their drivers licences.

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Community Outreach – New Year’s Eve Project

On 31st December 2003, the Department hosted a “New Year’s Eve” get together at the Kingspark Stadium. This project was aimed to give thanks for safe passage during the previous year and to inspire people to take responsibility for their own safety regarding the use of the roads in the coming year. This event attracted approximately 500 000 people at various stages during the evening. The public was addressed by the Head of KwaZulu-Natal Department of Transport: Dr. K B Mbanjwa.

Young Road User

The Young Road User program caters for road users that are in the foundation and intermediate phases, i.e., pre-school to senior primary. Its main purpose is to formally instil a culture of road safety at this critical stage of learner’s development. This is achieved through educator’s workshops who in turn impart the acquired skills and knowledge to the learners.

Scholar Patrol

The Scholar Patrol Program is a Road Safety Program that targets the learners at their most vulnerable, when they are crossing a busy street to get to and from school. In some areas where the risk is considerably high, high schools are involved. It is a program that is holistically managed in order to keep learners safe when they are crossing the street. The KwaZulu-Natal Department of Transport is a full custodian of the program with the Department of Education, Local Authorities, Community Structures, learners and parents as partners.



Over and above the creation of a safer environment, the program has a snowball effect of enhancing the leadership skills of learners, improving their community participation and their involvement in school activities and their local authority structures.

The project has one hundred and fifteen (115) operating scholar patrols which protect approximately the same number of child pedestrians daily.

Each year, a school competition on scholar patrols is also held at a Provincial level. During August 2003 five (5) elimination round competitions were held. The Provincial finals took place in October 2003 and two (2) Primary and one (1) High Schools, each received a winning prize of R10 000,00. Schools identified their needs and the Department purchased equipment or material to the value of the prize.

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Junior Traffic Training Centres (JTTC)

The development of Junior Traffic Training Centres is as a result of a need to make children conscious of traffic safety without exposing them to real traffic situations. At this centre, the children have the opportunity to master correct traffic behaviour. Children often have difficulty seeing relationships between theory and practice owing to limited experience. The JTTC centre gives children the opportunity to practice skills gained in the classroom on practicing grounds before they are exposed to real life situations. These centres are established within schools. Schools are responsible for the building and marking of the centre and the KwaZulu-Natal Department of Transport, under the auspices of Road Safety, supplies the equipment, training and material on how to use the centre.

The South African National Roads Agency (SANRAL), in conjunction with the Spatial Development Initiative (SDI), undertook to build a community based JTTC centre at Machos and Mangusi. The KwaZulu-Natal Department of Transport supplied equipment and material for the operation of these centres.

Four (4) workshops were also held by READ Education Trust, who was commissioned by the National Department of Transport to workshop educators on the integration of road safety using the cyclist, pedestrian awareness and the ABC's of road safety material. These were held at KwaMakhuta, Pietermaritzburg, Bergville and Matubatuba.

Child in Traffic Project

This project's primary aim is to train pre- and primary school children between the ages of 3-12 years on correct pedestrian behaviour. The secondary aim is to train educators and parents on how to use the package to train the learner in a practical way. The training program focuses on the limitations of the child in traffic and includes lessons to empower children with road safety knowledge and skills to ensure that they act confidently and safely in traffic. It comprises of nine practical lessons to overcome the limitations and the tenth lesson is used to evaluate the learner.

CRSC members are also trained on the different aspects of this program in order for them to identify, implement and monitor the program.

No of schools on the program	-	1 200
No of children trained	-	600 000
No of educators trained	-	4 800

Pedestrian Safety

As part of solving the pedestrian problem in KwaZulu-Natal, high incidence areas were identified and action plans were put into place. These areas were:

Umgababa – The Department has made inroads in addressing the road safety problem in Umgababa. Road Safety education interventions have been heightened in the area with enforcement increasing their visibility. Alternate venues for informal traders to operate were

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investigated and a pedestrian audit for a pedestrian bridge at Ultra City Umnini is being investigated by SANRAL.

Blackburn Road – The problem identified in this area was pedestrians walking on the freeway. SANRAL, the Department, CRSC and the community have committed themselves to finding long-term solutions and action plans were put in place to undertake education, enforcement and engineering interventions. Similar projects have been initiated on the N2 (Isipingo) and the N3 (outside the Pavilion) where pedestrians walk on the freeway.

Mvoti Toll Plaza – The problem of hawkers trading on the freeway has increased over the years. In 2003, SANRAL built markets on the N2 for traders, however there have been no systems in place to ensure an integrated approach to solving the road safety problem. All role players are in the process of devising a plan of action involving all stakeholders to ensure that trading is undertaken in a safe environment.

Pedestrian Road Shows

The Arrive Alive road show was undertaken in conjunction with National Department of Transport. The aim was to make road safety fun and entertaining but at the same time educational. This event was held throughout South Africa. In KwaZulu-Natal, there were three (3) road shows. The flagship event was held in Groutville on 29th May 2003 and smaller events were held at Nongoma and Nottingham Road. Local musicians, artists and some celebrities performed at the flagship event where they entertained communities while at the same time endorsing road safety and in particular pedestrian safety. A Road Safety Quiz and Board game was also part of the road show with much involvement from the community in particular the learners. In all of these areas, the CRSCs played an active role in the planning of the shows.

On an annual basis, all road safety education stakeholders come together to discuss road safety education issues. Over the last three years pedestrian safety has been the focus of the conference where pedestrian information is shared and inroads made into addressing the pedestrian problem in an integrated manner. The Department presented a paper on its pedestrian safety projects at the annual conference during the financial year under review.

Peak Period Program

During the Easter Holiday launch in Umdloti, the Department assisted the Blood Bank by providing them with an opportunity for VIP's and dignitaries who attended the launch to donate blood to alleviate the shortage that the Blood Bank was experiencing.

Youth day programs were undertaken at Westville Prison, Chesterville, Copesville and Izingolweni. The theme was "Youth In Action".

The Quadriplegic Association of KwaZulu-Natal assisted the Department during the festive period at garages on the N3, spreading the road safety message to drivers who came to the forecourt of the garages.

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The KwaZulu-Natal Department of Transport, under the road safety banner, hosted the National Driver of the year competition where all nine Provinces participated. The Department was responsible for hosting the award ceremony function, which was attended by 600 dignitaries. One driver from KwaZulu-Natal attained first place in the articulated category and will be representing South Africa at an International competition in September 2004.



Special Projects: Participatory Education Techniques (PET)



The PET project targets high schools in the Province. All schools are invited to identify a minimum of one to a maximum of three road safety problems in their communities that they are willing to do research on. Learners are work-shopped on research and project management skills. Learners are then given two (2) months to develop a solution to the identified problem. Learners then present their problems and solutions to a panel of judges. This results in learners acquiring practical research and presentation skills as well as developing the ability to think innovatively and be creative.

The Provincial finals for PET took place at the Blue Waters Hotel in Durban on 11/12 March 2004. Eight (8) schools (80 learners, 8 educators and 8 CRSC members) participated. The finals were in the Rural category – Inhlanhla High and Bheki High, and the Urban category winner was Thubelihle High. Each of the winning schools received prizes to the value of R10 000,00 per school.

Enforcement Co-ordination

Many road traffic incidents are caused by drunken drivers. The Department is confident that co-ordinated law enforcement against drunk drivers has had a marked effect on driving habits following increased multi-disciplinary roadblocks funded by the Department. The use of cutting edge law enforcement technology is a critical road safety tool. However, technology should never replace adequate visible human police presence.



Visible policing highlighted by the increased number of Roadblocks

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The essential goal is to ensure that traffic law enforcement makes a significant impact on the improvement and the creation of a more responsible road traffic culture in KwaZulu-Natal.



The “Booze Bus” is now a common sight at Roadblocks

Two (2) new high tech digital automated speed cameras were purchased, as well as a Pro Laser machine for use by the Department’s Road Traffic Officers. This speed detection technology has been deployed on the N3 at Pietermaritzburg and Pinetown, specifically aimed at speedsters who continue to break the law. Equipping Traffic Officers with new enforcement technology not only results in speedy prosecutions and increased traffic policing, but more importantly is central to enforcing our Zero Tolerance Policy against traffic offenders.

The Department also administers funding received from the Arrive Alive project. The funding is used to increase the Department’s capacity to carry out more multi-disciplinary roadblocks across the Province, especially during holiday periods when road crashes increase.

During April 2003, the Department launched the Mpimpa Hotline (086 221 1010). The Department of Transport has a Zero Tolerance campaign in KwaZulu-Natal, however enforcement officers in the Province cannot be everywhere, on every national, Provincial and local road. The Mpimpa Hotline now offers every single road user an opportunity to call and report road offences. The Mpimpa Hotline is manned 24 hours a day. This service makes it possible for every road user to be the eyes and ears of the enforcement agencies, and serve as “volunteers” to reduce carnage on the road. All calls are recorded for reference purposes.

Should the crime be serious, e.g. a hit and run, the police will be notified immediately. Should the crime be less serious, a letter will be written to the offender to notify them that enforcement agencies are aware of their behaviour. Although the government carries some responsibility for crashes on the roads, the public is equally responsible and must recognise their culpability and responsibility to report bad behaviour.

P U B L I C S A F E T Y A N D C O M M U N I C A T I O N S

COMMUNITY OUTREACH**Beach festival 2003/2004**

The Department in partnership with All Season Consortium hosted a road safety beach festival during December 2003 & January 2004. The festival was aimed at providing Durban beachfront patrons with excitement and edu-fun during the festive period. Road Safety messages reached more than 1,4million people from different Provinces during the festive season. One of the main messages at the event was to educate the public about the dangers on our roads and to increase road safety awareness. This included the dangers of drinking and driving, speeding, unroadworthy vehicles, overloading and pedestrian awareness. The importance of the Mpimpa Hotline was also reinforced at this time with banners and flyers displaying the Mpimpa Telephone Number and information regarding the Road Accident Fund were distributed. A highlight of the beach festival was musicians from Gauteng and local artists who came and performed in support of road safety. This included the pop group Adilah, Jabu Stone and actresses from the e-tv drama Backstage.

Umlazi Good Friday Prayer Day

Annually priests from Umlazi township organise a prayer service for members of the community who are unable to travel far distances to church functions. The Department partnered the church leaders in Umlazi to host the function during 2003/04 financial year. The Good Friday prayer day was attended by approximately 10 000 people from different churches and faiths. The Department used this opportunity to spread road safety messages.



Umlazi Prayer Day: Joint effort by the Department and Church Leaders

Church Project

The Department believes that churches can play an important role by supporting and spreading the road safety message. In May 2003, the Minister of Transport: Minister S Ndebele called for a joint meeting with various churches, faiths and religious leaders. This was attended by 1500 people. A steering committee was formed to assist the Department in the running of the church project. The steering committee represented all the different faiths, including Christians, Jews, Shembe, Hindu's, Buddhists, etc. The church project was launched in the four regions, i.e., Durban, Pietermaritzburg, Ladysmith and Empangeni. As part of the church project, staff members of the Department visited families of accident victims, arranged memorial services and funeral services in conjunction with the Road Accident Fund.



Joint meeting of religious leaders hosted by the Department

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Omela Ngasekhaya (Get thirsty near home)

This project is aimed at patrons of taverns. Patrons are made aware of the problems caused by drinking and driving, as well as drinking and walking. Patrons are encouraged to drink at a tavern near to their home. Tavern owners are also encouraged to look after their patrons and to take responsibility for patrons who drink excessively in their taverns. Various board games, like draughts, are used to illustrate how a person's judgement is affected at various stages of intoxication.



An educational video on pedestrian awareness is shown at the taverns. This has increased the awareness of patrons on the right way to walk on the roads. This program has led to a decrease in crashes being caused by drinking and driving, mostly in the rural areas compared to the areas where this program has not yet been implemented. Prizes are also handed out to patrons who are able to answer road safety questions.

They are rewarded with t-shirts, glasses, coasters, etc. as well as receiving pamphlets.

Community Road Safety Councils (CRSC):

The CRSCs increased the mass participation by the communities under the banner of the KwaZulu-Natal Department of Transport. The CRSCs are the link between the KwaZulu-Natal Department of Transport and the community. The CRSC members are elected democratically by community members. The Department empowers the CRSCs by sending them on training workshops. These workshops increase their knowledge and skills on not only transport matters, but matters such as budgeting, report writing, minute taking as well as the preparation and finalisation of business plans.

The skills learnt by the CRSC members also assist them in obtaining employment within the private sector. The CRSCs are responsible for ensuring that communities buy-in to the various road safety projects. They are taught and then expected to teach their community on pedestrian awareness, they advise on sites for enforcement to take place, they assist with the driver of the year program, they assist in the identification of the student driver education program and monitor the road safety programs implemented within their communities. Independent research showed that there was a high incidence of drinking and driving within Chatsworth. Based on this information, the Department established a new Community Road Safety Council within Chatsworth.

The Role of Engineering within Road Safety

Research has consistently shown that after the human factor the road environment contributes the most towards road crashes. The successful management of this road environment, including engineering, plays an important part of any road safety campaign. A fully interactive approach is thus adopted whereby hazardous locations on local roads are identified by the CRSC. The Department has a standard form which is completed by the CRSC which provides the Department with the basic information regarding the problem area and the Department in turn undertakes remedial measures.

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Measurable objectives	Performance measure targets 2003/04	2000/2001 Actual outputs	2001/2002 Actual outputs	2002/2003 Actual outputs	2003/2004 Actual outputs
Input					
Number of staff providing road safety education program to schools					
• Young Road User	1 DOT official 144 Community road safety council members	1 DOT official 50 community officials	1 DOT official 60 community officials	1 DOT official 72 community member	1 DOT official 144 community members
• Adult Pedestrian	1 DOT official 144 Community road safety council members	Nil	1 DOT official 150 Community road safety council members	1 DOT official 150 Community road safety council members	1 DOT official 156 Community road safety council members
Number of staff providing road safety education programs to public transport operators					
• Driver Development	1 DOT official 4 RTI officers 5 Metro officers 72 CRSC members	1 DOT official 4 RTI Officers 4 Metro Officers	1 DOT official 4 RTI Officers 5 Metro Officers members	1 DOT official 4 RTI Officers 5 Metro Officers 72 CRSC members	1 DOT official 4 RTI Officers 5 Metro Officers 72 CRSC members
Process					
Schools involved in road safety education programs	Primary schools - 16.94% High schools - 4.57% Adults - 0.91%	Primary schools - 1.38% Adults - 1.13%	Primary schools - 3.41% Adults - 1.32% Adults - 1.60%	Primary schools - 7.67% High schools - 4.57%	Primary schools - 1.29%
• Young Road User	Schools - 720 Educators - 2 880 Children - 500 000	Schools - 484 Educators - 968 Children - 242 000	Schools - 570 Educators - 1 140 Children - 285 000	Schools - 1 176 Educators - 2 353 Children - 588 000	Schools - 905 Educators - 3 200 Children - 543 000
• Adult Pedestrian	Presentations - 1 000 People to be reached - 50 000 regional workshops - 4 Pedestrian Committee- 1 Management areas - 4	Nil	Presentations - 770 People - 62 300 Workshops - 4 Committee - 3 Areas - 3	Presentations - 970 People - 72 495 Workshops - 5 Committee - 4 Areas - 6	Presentations - 1 162 People - 87 491 Workshops - 4

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Measurable objectives	Performance measure targets 2003/04	2000/2001 Actual outputs	2001/2002 Actual outputs	2002/2003 Actual outputs	2003/2004 Actual outputs
Input					
Number of courses run for public transport operators					
• Driver Development	12 Regional Chairmen LDA 12 Traffic Managers 8 Enforcement Officers 10 Tour Bus Operators	12 12 8 10	12 12 8 10	12 12 8 10	15 15 8 30
Output					
• Young Road User	4 Training sessions 5 Regional competitions 1 Provincial competition 4 Implementation processes involving one training session per school (720 schools)	3 4 1 484 sessions	4 4 1 570 sessions	4 5 1 1176 sessions	7 5 1 905 sessions
• Adult Pedestrian	8 meetings 5 training sessions	5 8	5 8	5 8	10 15
Number of pedestrians killed	427 adult fatalities	477 adult fatalities	514 adult fatalities	543 adult fatalities	427 adult fatalities
Number of children pedestrians killed	100 child fatalities	98 child fatalities	98 child fatalities	104 child fatalities	100 child fatalities

** (PERCENTAGES BASED ON 2001 SCHOOL DATABASE: - PRIMARY SCHOOLS - 4250/HIGH SCHOOLS - 1835)
 ** (PERCENTAGES BASED ON 2001 CENSUS: 18 YEARS PLUS 5 467 451 RECEIVED FROM STATS)

P U B L I C S A F E T Y A N D C O M M U N I C A T I O N S

Directorate: Road Traffic Inspectorate (RTI):**The functions of the RTI Directorate are:**

- **to research, promote and formulate policy for traffic enforcement by means of:**
 - i) Researching international best practise, formulating policy and providing practice notes
 - ii) Special operations (Operation Juggernaut on behalf of National Department of Transport)
 - iii) Investigating fraud and corruption and promoting ethical standards
- **to promote training and logistical support by means of:**
 - i) Providing courses/ seminars to build confidence and skills
 - ii) Providing training and certification courses for traffic officials, Provincial, and Local Authorities
 - iii) Expanding the Traffic Training College – infrastructure and personnel
 - iv) Provision of traffic equipment, uniforms and protective clothing
- **to undertake Special Projects such as:**
 - i) Creation of a Special Fraud and Corruption Inspectorate
 - ii) Restoring order to the taxi industry
 - iii) Targeting specific offences and offenders (Special Operations Group)
 - iv) Compliance with legislative requirement for conversion of all drivers' licences to credit card format by February 2003
 - v) To co-ordinate law enforcement activities and joint operation activities with other services by means of:
 - Targeting specific offences and offenders
 - Co-ordinating with other services for joint operations and focus on emergencies and special functions
- **to promote safe use of public transport by restoring order in the Taxi Industry by means of:**
 - i) Effective enforcement targeting specific offences and offenders
 - ii) Eliminating fraudulent permits
 - iii) Minimising taxi violence

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Flagship Projects

The Mikros/CSIR partnership produces monthly overloading reports for all weighbridges and in detail on the N3/N11 corridor in terms of our agreement with SANRAL. The CSIR also reports annually on all weighbridge activities and provides comparative data for corresponding periods. A total of 78 794 vehicles were weighed on the corridor during 2003/2004 financial year. This represented 70% of the vehicles weighed at all weighbridges in the Province.



The Speed Calming Project, which is a first in South Africa, was launched in this Province during November 2003. The two cameras leased for a period of two years from Mikros are being utilised on rotation throughout the six(6) upgraded sites. These cameras are operated on full automatic format without the presence (physically) of a traffic officer at the site. This is due to system integrity, which saves on scarce manpower resources as mostly two officers are utilised to observe present camera/laser cam based operations. An additional site has been erected at Van Reenens Pass. As a result, the average speeds have been reduced by between 60% and 70% within a five-month period.



Phase two (2) of the credit card conversion process brought about the new improved ISO card design and stand alone examining suite, which is currently being piloted on a trial basis at RTI, Mkondeni. Fingerprint verification standards will be much higher than previously and this will lead to improved integrity, as the prints will now be taken electronically by means of a biometrics scanner. Improved card security will also be evident in that the laminate will be overprinted and the edges milled and imprinted with the letters ZA. The paper on which the licence particulars are printed will be further enhanced with micro fibres, which are ultraviolet sensitive, and the thumbprint will be encrypted. This means that transactions are quality controlled and that no rejections for fingerprints will take place in the future. The examining suite also has a built-in camera (with flash), which conveys a digital image of the applicant along with the fingerprints to the card production facility, initially by disc and later by data line. Each examining suite therefore, initially requires a smoothed power point. The capturing of digital images means that the public will no longer have to produce photographs and this will in turn further reduce rejections and costs. This renewal process will thus ensure high levels of integrity and the maintenance of standards as prescribed in the Road Traffic Act.

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The following Table Demonstrates Outputs for the 2003/2004 Financial Year.

(Critical Outcomes: 2003-2004): Effective Enforcement

OFFENCE	2003/2004 TARGETS	2003/2004 ACTUALS
Vehicles Weighed	200 000	101 248
Breath Tests	200 000	307 207
Vehicles Screened Speed (Camera Lazer / Physical)	600 000	6244 391
Drivers Licence Conversions	61 000	93 968
Booze Bus Operations	194	239
Road Side Safety Checks (New Activity)	580 000	588 490

The Department's commitment to the promotion of safe public transport has been demonstrated through the Public Transport Enforcement Unit (Operation Shanela) as follows:

Operation Statistics For The 2003/2004 Financial Year (Public Transport Enforcement Unit)

Number of vehicles impounded	Number of Suspensions	Number of Charges	Revenue
1 046	1 103	10 228	R 4 029 630



Operation Shanela in action

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Traffic Management Outcomes By Region

Regions of Province	Output Numbers		
	2001/02	2002/03	2003/04
Empangeni			
Number of accidents reported	4,950	6,079	6,710
Number of accidents involving mini-buses or buses	949	1 172	897
Number of fatalities	235	264	266
Number of serious injuries	1,235	1,273	1,295
Ladysmith			
Number of accidents reported	8,210	8,225	6,994
Number of accidents involving mini-buses or buses	1,893	1,581	1,610
Number of fatalities	330	364	341
Number of serious injuries	1,427	1,353	1,131
Pietermaritzburg			
Number of accidents reported	11,958	12,597	11,487
Number of accidents involving mini-buses or buses	7,133	5,925	2,992
Number of fatalities	247	211	189
Number of serious injuries	1,312	1,179	979
Durban			
Number of accidents reported	45,886	45,574	56,231
Number of fatalities	591	401	785
Number of serious injuries	3,621	3,523	4,046
Province			
Number of accidents reported	71,004	72,475	81,422
Number of accidents involving mini-buses or buses	25,782	29,004	26,015
Number of fatalities	1,403	1,240	1,581
Number of serious injuries	7,595	7,636	7,451

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Traffic Law Enforcement

Measurable Objective	Performance Measure Targets 2003/04	Actual Outputs 2000/01	Actual Outputs 2001/02	Actual Outputs 2002/03	Actual Outputs 2003/04
Input					
Number of traffic officials per km of surfaced road in Province	Ratio	1:56	1:56	1:56	1:73
Number of officers per highway patrol vehicle	Ratio	2:1,38	2:1,44	2:1,44	2:1,52
Process					
Number of hours speed-traps operated		249,368	324,178	324,178	361,583
Number of roadblocks held	Actual number	300	210	300	579
Output					
Number of unroadworthy vehicles impounded	Actual number	3,500	3,381	3,341	3,522
Number of driver licenses suspended	Actual number	56	77	86	84
Number of driver licenses confiscated	Actual number	978	1 077	1 310	3,560
Efficiency					
Number of registered vehicles per traffic officer	Ratio	1:2 261	1:12 261	1:2 277	1:1 884

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Courses held at Traffic Training College

COURSE	NO. OF OFFICERS	PASSED	FAILED
Traffic Officers	60	41	19
Examiner of Vehicles	8	8	0
Examiner of Drivers	6	6	0
Examiner of Learners	97	94	3
Drager SD2 and 7110	69	66	3
Booze Bus Training	4	4	0
Fire-arm (CZ 75mmParabelum)	37	35	2
Fire-arm (Winchester 12 gauge shotgun)	37	36	1
Speedtiming: Prolaser MKII	31	29	2
Speed timing: LTI 20:20	15	15	0

Further, the Department's commitment to eliminate fraudulent licences is evident through the active driver's test that has been conducted.

The table below presents Learner & Driver Activities for the period 1st April 2003 to 31st March 2004

ACTIVITY	ROSSBURGH	PINETOWN	EMPANGENI	PMBURG	NEWCASTLE	TOTAL
Learners Licences	14 488	6 354	81 535	8 909	2 375	113661
Drivers Licences	11 101	4 040	2 438	4 957	1 277	23 813
PRDPs	10 074	5 132	2 972	6 501	2 041	26 720

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Resources For Traffic Management By Region

Regions of Province	Number		
	2001/02	2002/03	2003/04
Empangeni			
Traffic officers	117	117	68
Administrative staff	20	20	17
Highway patrol vehicles	54	54	56
Ladysmith			
Traffic officers	79	79	67
Administrative staff	20	20	17
Highway patrol vehicles	73	73	57
Pietermaritzburg			
Traffic officers	59	59	44
Administrative staff	17	17	16
Highway patrol vehicles	55	55	34
Durban			
Traffic officers	150	150	150
Administrative staff	79	79	70
Highway patrol vehicles	99	99	101
PTEU			
Traffic officers	-	-	86
Highway patrol vehicles	-	-	24
Province			
Traffic officers	405	405	415
Administrative staff	136	136	120
Highway patrol vehicles	281	281	272

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Other Department achievements are presented below:

3rd Inter-Provincial Traffic Policing Conference

The Road Traffic Inspectorate sent a delegation of seventy (70) officials to the 3rd Inter-Provincial Traffic Policing Conference in Cape Town, that was held from the 7th to the 11th September 2003. The aim of the Conference was to build capacity and improve professionalism throughout the traffic profession. That conference will long be remembered by two of our Traffic Officers: Mzwakhe Ngema and Ajit Sewdayal Ramphal from Dundee RTI who were awarded with a platinum award, the highest award in the Meritorious Award Category for going beyond the call of duty.

Traffic Training College

During 2003, the KwaZulu-Natal Department of Transport’s Traffic Training College embarked upon a project to achieve compliance with the new SAQA Act. Having put in a tremendous amount of hard work, the college managed to obtain interim accreditation through the Local Government and Water SETA. Thereafter, all instructors were fully trained and assessed as qualified facilitators and assessors in terms of the SAQA requirements. These officers can be very proud of themselves, as they are the first traffic officers in South Africa to be qualified as both facilitators and assessors. It is anticipated that the College will receive full registration and status by the SETA during the early part of 2004. This would be the first of its kind in South Africa and all training will be fully accredited by SAQA, giving learners using this College a critical edge towards formal qualifications.



Operation Juggernaut

Operation Juggernaut was launched during November 2003 prior to the start of the school holidays and December 2003/ January 2004 festive season. The aim was to make our roads safe and to restore our pride in our country. The project was as a result of heavy motor vehicle collisions in which innocent people, many the poorest of the poor and the only breadwinners of large families, were killed, maimed or orphaned. The operation proved to be very successful in that no collisions with heavy motor vehicles were recorded during this period. Tabled hereunder are statistical data recorded for the duration of the operation.

No of vehicles stopped	No of Drivers arrested	No of notices issued for unlicensed vehicles	No of vehicles charged for overloading	No of vehicles suspended	No of arrests for Permits
287 428	1 626	4 332	4 598	3 086	850

PUBLIC SAFETY AND COMMUNICATIONS

Card Verification Devices



The Department obtained hand held Card Verification Devices from the National Department of Transport, which are in use extensively to assist Law Enforcement Officials to scan and authenticate driver's licences and motor vehicle licence discs. This has proved to be successful in the elimination of fraudulent documentation.

Roadside Courts



Roadside courts - a further deterrant to Traffic Offenders

Over a period of time, the KwaZulu-Natal Department of Transport has supported the introduction of roadside courts, indeed these special courts were pioneered in this Province. The courts have at all times operated in an efficient and effective manner befitting a court of law albeit at the roadside (Cato Ridge and N3 Bergville Interchange) or within a RTI depot such as Umdhloti and Park Rynie. Roadside Courts proved to be a huge success over the Easter and Summer Holiday period, where 846 motorists were prosecuted drawing an income of ±R1.2million. The KwaZulu-Natal Department of Transport is also strongly of the opinion that further roadside courts should be established in future, in Northern KwaZulu-Natal, Zululand and on the lower South Coast. However, the Department is awaiting the proclamation.

The Department has also adopted a citizen involvement approach, as can be observed from its efforts discussed above which always involve the public. Thus, good public relations discussed in the following section is one of the Department's pillars.

PUBLIC SAFETY AND COMMUNICATIONS

Directorate: Media Liaison And Public Relations

The Media Liaison and Public Relations Directorate was formally established in the 2003/04 financial year with the appointment of the Director: Media Liaison and Public Relations.

The functions of the Directorate as follows:

- Media Relations
- Public Relations and Events Management
- Publications
- Policy, Research and Speech Writing

Media Liaison

During the last financial year, the Department set a target to disseminate one hundred and fifty (150) media statements/alerts. However, one hundred and eighty one (181) statements were issued during last financial year as compared to one hundred and sixty nine (169) in 2002/03, one hundred and twenty nine (129) in 2001/02 and only sixty two (62) in 2000/01.

Media-clippings of Department's monthly media coverage have also been circulated to senior managers. Further, all media coverage, both print and electronic, is now stored electronically and specific media clippings, past or present, are available upon request from the Departmental Librarian.

An annual target of twelve (12) media conferences was also set, however, the Department managed to host thirty one (31) media conferences as compared to fourteen (14) in the 2002/03 financial year. The purpose of these media conferences is for the MEC and/or HOD to brief the media on strategically important Departmental activities and plans.

The highly successful "Transport Ibandla" weekly radio slot on Radio Ukhozi remains a hit.

A tour for journalists to fifty one (51) Departmental projects has been achieved.

There have also been on-going responses and comments to general and specific media queries as well as responses to the "Letters to the Editor" columns.

The Department has started working around the idea of a "Transport Journalist of the Year" award which is expected to be finalised during the current financial year.

The Department has definitely made inroads with respect to establishing media contacts and coverage of events/activities of the Department by both electronic and print media. Of particular importance, is the improved relationship with community media which highlights the Department's commitment to National government's plans in terms of emerging media. The Department has received several positive comments from numerous journalists regarding its efforts to continuously improve media liaison.

PUBLIC SAFETY AND COMMUNICATIONS

Listed Below Are A Few Of The Comments

- *"Thank you for all your help. Look forward to more exclusives"*. Venilla Yoganathan: Managing Editor – Natal Mercury.
- *"It was a pleasure working with you and look forward to your continued support"*. Ami Nanackchand: Assignment Editor – SABC TV.
- *"We couldn't have succeeded without you guys"*. Fawzia Moodley – SABC.
- *"Congratulations. Premier Ndebele could have never done it without the hands and minds of such a dedicated team"*. Linda Mgobozi – SABC TV.
- *"You guys have been a tower of strength to S'bu Ndebele"*. Mbulelo Baloyi – Senior Reporter: Independent Newspapers.

Public Relations and Events Management

The Public Relations and Event Management sub-directorate has been fully operational since September 2003.

One of the major responsibilities of the sub-directorate is to manage the Department's Transport Ibandla program on Radio Ukhozi FM. This program has been now extended to the English radio stations, such as East Coast Radio and P4.

Proudly, the production of Departmental advertisements has been in house, which has resulted in savings of thousands of rands that were previously spent on outsourcing this service.

Publications

The external publication, Igalelo, has been inserted into all major newspapers distributed in KwaZulu-Natal, both in Zulu and English ensuring that the voice of the Department reaches out to all the people of the Province.

The Department is very proud of its staff members and does not underestimate the empowerment of staff with knowledge, since "knowledge is power".

The Internal newsletter, Ezethu, has been produced for staff and is distributed at all the Department offices Province-wide.

A few of the major achievements of publications as a sub program are the following:

- **Empowerment**

In the spirit of empowering emerging business, community newspapers operated by emerging entrepreneurs (e.g. KZN Newspapers, Taxi Newspaper, Public Eye, UmAfrika etc.) have received inserts from the Department. An emerging publishing company has now been recommended to design, produce, print and distribute Igalelo.



PUBLIC SAFETY AND COMMUNICATIONS

- **Employment**

Part-time employment opportunities have been created by Igalelo for some journalists who are unemployed. They have been assigned to cover stories and gain recognition in the established media industry. The Department is starting an internship program for newly qualified journalism students from within the greater Pietermaritzburg area to expose them to journalism.

External communication has been important to keep the tax payer aware of the work being done by the Department and services being provided.

Policy, Research and Speech Writing

During the past financial year, seventy three (73) speeches were written and more than sixty two (62) translations were done.

Following are the achievements attained during 2003/04 financial year:

- **Special Publications**

In line with articulating, the Department published a document entitled, "Decade of Prosperity".

- **Internal Communication Survey**

The Department commissioned an Internal Communication Research called Ingede during September 2003. The report focused on the readership of, inter alia Ezethu News.

- **Language**

The Department has joined an initiative to establish the first Provincial Language Forum. The Inter-Departmental Language Forum was hence established and the KwaZulu-Natal Department of Transport is represented.

The Department extends its strategic goals to include the safety of passengers utilising public transport.