

SERVICE DELIVERY IMPROVEMENT PLAN DEPARTMENT OF ROADS AND TRANSPORT

SUB PROGRAM 4.3: TRAFFIC LAW ENFORCEMENT

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Provision of Traffic Law enforcement services in all national, provincial and high traffic volume roads	Road users	Quantity:	Visible at 30% of the Provincial Roads	Quantity:	100%
		Quality:	Professional Well trained Traffic Officers	Quality:	Professional Well trained Traffic Officers
		• Consultation	Print media, Radio Talk shows and List of beneficiaries	• Consultation	Print media, Road Talk Shows, List of beneficiaries
		• Access	Visibility, Radio Traffic Report and Call Centre using the toll free number	• Access	Visibility, Radio Traffic Report and Call Centre using toll free number
		• Courtesy	Uniform ,nametags & respectful interaction with Road Users	• Courtesy	Uniform and nametags, telephone rings 5 times
		• Open & Transparency	Clear explanation of the offences	• Open & Transparency	Communicate all amendments to the Road Users
		• Information	Arrive Alive	• Information	Media, & Road Signs & Call Centre
		• Redress	Traffic information centre to collect and address complaints	• Redress	Traffic information centre to collect and address complaints
		• Value for Money	Within budget	• Value for Money	Within budget
		Time:	2006/2007 Financial year	Time:	2007/2008 Financial Year
		Cost:	Within budget	Cost:	Within budget
Human Resources:	Traffic officers	Human Resources:	Traffic officers		

Handwritten notes:
 • Refinement of services that we desire to improve.
 Ad's

Handwritten notes:
 How?
 Many?
 How?
 Poster
 Pamphlet
 etc

SUB PROGRAM 4.5: TRAFFIC ADMINISTRATION AND LICENSING

No improvement plan

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
<p><i>g</i> Inspect that VTS are operating according to Government regulations</p>	<p>Motorists / Public at large Municipalities Manufacturers of vehicles Builders & importers</p>	Quantity:	100	Quantity:	100
		Quality:	Professional Traffic Officers	Quality:	Professional Traffic Officers
		• Consultation	Provincial Traffic Committees, Traffic Forums and written consultation	• Consultation	Provincial Traffic Committees, Traffic Forums and written consultation
		• Access	Rate is still very low	• Access	Traffic Stations
		• Courtesy	All workers wear uniform and nametags & that customers are treated with respect	• Courtesy	All workers wear uniform and nametags
		• Open & Transparency	Dissemination of relevant information to the Public at large using Radio	• Open & Transparency	Dissemination of relevant information to the Public at large
		• Information	Provincial Traffic Committees, Traffic Forums and written consultation	• Information	Provincial Traffic Committees, Traffic Forums and written consultation, media (radio & newspapers), call centre
		• Redress	Traffic information centre to collect and address complaints	• Redress	Traffic information centre to collect and address complaints
		• Value for Money	R8.7m	• Value for Money	R20m
		Time:	Monthly	Time:	Monthly
		Cost:	R8.7m Lusikisiki Traffic Station	Cost:	R10m Bizana and R10m Butterworth
		Human Resources:	Traffic Control officials	Human Resources:	Traffic Control officials


SUB PROGRAM 5.4: COMMUNITY DEVELOPMENT

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Building and Maintenance of identified rural access roads will be done using EPWP principles i.e. labour intensive methods	* Communities within the area identified area	Quantity:	How many beneficiaries?	Quantity:	100
		Quality:	Well trained Community based facilitators	Quality:	Well trained Community Based facilitators
		• Consultation	Transportation Forum, Project Steering Committee	• Consultation	Transportation Forum, Project Steering Committee, Media
		• Access	How many projects?	• Access	
		• Courtesy	Nametags and uniform	• Courtesy	Nametags and uniform
	* Road users	• Open & Transparency	Dissemination of relevant information	• Open & Transparency	Dissemination of relevant information
		• Information	Transportation Forum, Project Steering Committee	• Information	Transportation Forum, Project Steering Committee, Media
		• Redress	Training of new project coordinators	• Redress	Training of all project coordinators
		• Value for Money	R76,4m	• Value for Money	R186,88m
		Time:	10 months	Time:	10 months per district
Cost:	R76,4m	Cost:	R186,88m		
Human Resources:	3 facilitators	Human Resources:	16 facilitators		

SUB PROGRAM 5.4: COMMUNITY DEVELOPMENT

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
<p>Emerging contractors targeted include women, youth and people with disabilities</p>	<p>Women, youth, people with disabilities (60% women & 40% youth)</p>	Quantity:	80	Quantity:	100
		Quality:	Well trained Community based facilitators	Quality:	Well trained Community Based facilitators
		• Consultation	Transportation Forum, Project Steering Committee & emerging contractors committees	• Consultation	Transportation Forum, Project Steering Committee, Media
		• Access	Through district offices	• Access	Through district offices & construction sites
		• Courtesy	Nametags and uniform	• Courtesy	Nametags and uniform
		• Open & Transparency	Dissemination of relevant information	• Open & Transparency	Dissemination of relevant information
		• Information	Transportation Forum, Project Steering Committee & emerging contractors committees	• Information	Transportation Forum, Project Steering & emerging contractors Committees, Media
		• Redress	Train new learners as project co-ordinators	• Redress	Train new learners as project co-ordinators
		• Value for Money	R8.5m	• Value for Money	R25m
		Time:	2.5 – 3years	Time:	2.5 – 3years
Cost:	R8.5m	Cost:	R25m		
Human Resources:	30 learners	Human Resources:	75 learners		

SUB PROGRAM 3.4: NON-MOTORISED TRANSPORT

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
 <p>Promotion of usage of non-motorised transport e.g. bicycles</p>	Learners who stay beyond 5km from schools	Quantity:	30 000	Quantity:	100
		Quality:	New Bicycles	Quality:	Both hosting departments i.e. Education and Roads and Transport
		• Consultation	List of beneficiaries	• Consultation	Both hosting departments i.e. Education & Transport and also the task team from the beneficiaries
		• Access	Learners who stayed beyond 5km from schools Bicycles are delivered to Municipalities who further deliver them to schools	• Access	Both hosting departments i.e. Education & Roads and Transport
		• Courtesy	Upgrading of standard of life	• Courtesy	Nametags and Uniform
		• Open & Transparency	Meetings with Department of Education	• Open & Transparency	Involvement of parents, teachers and local authorities in identifying beneficiaries
		• Information	Information to beneficiaries is disseminated via Department of Education	• Information	Information to beneficiaries is disseminated via Department of Education
		• Redress	Monitor the number of bicycles delivered quarterly	• Redress	Monitor the number of bicycles delivered quarterly
		• Value for Money	R4m (5000 bicycles per each district)	• Value for Money	R10m (10 000 bicycles per each district)
		Time:	2006/2007	Time:	2007/2008
		Cost:	R4m (5000 bicycles per each district)	Cost:	R10m(10 000 bicycles per each district)
		Human Resources:	Both depts. of Roads & Transport and Dept. of Education officials	Human Resources:	Both depts. of Roads & Transport and Dept. of Education officials

IMPROVEMENT?

SUB PROGRAM 3.5: OPERATOR SAFETY AND COMPLIANCE

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
<p>Inspecting Road Based Public Transport Operations to ensure compliance with Road Based Public Transport</p>	<p>End users of Road Based Public Transport</p>	<p>Quantity:</p>	<p>5% Public transport inspected per district per annum</p>	<p>Quantity:</p>	<p>100</p>
		<p>Quality:</p>	<p>Professional Public Transport Inspectors</p>	<p>Quality:</p>	<p>Professional Public Transport Operators</p>
		<ul style="list-style-type: none"> • Consultation 	<p>Meeting with Road users quarterly and when needs be</p>	<ul style="list-style-type: none"> • Consultation 	<p>Meetings with Road users, including the Taxi Council and Taxi offices</p>
		<ul style="list-style-type: none"> • Access 	<p>Through District offices and their Data base</p>	<ul style="list-style-type: none"> • Access 	<p>Through District offices and their Data base</p>
		<ul style="list-style-type: none"> • Courtesy 	<p>Nametags and Uniform and Customers should be treated with respect</p>	<ul style="list-style-type: none"> • Courtesy 	<p>Nametags and Uniform and customers should be treated with respect</p>
		<ul style="list-style-type: none"> • Open & Transparency 	<p>Dissemination of relevant information to the beneficiaries through Radio</p>	<ul style="list-style-type: none"> • Open & Transparency 	<p>Dissemination of relevant information to the beneficiaries through Radio</p>
		<ul style="list-style-type: none"> • Information 	<p>Radio, District offices, Brochures, Public meetings</p>	<ul style="list-style-type: none"> • Information 	<p>Radio, District offices, Brochures, Public meetings</p>
		<ul style="list-style-type: none"> • Redress 	<p>Complaints are handled as they come</p>	<ul style="list-style-type: none"> • Redress 	<p>Complaints are handled as they come, there will be frequent meetings</p>
		<ul style="list-style-type: none"> • Value for Money 	<p>R5m</p>	<ul style="list-style-type: none"> • Value for Money 	<p>R15m</p>
		<p>Time:</p>	<p>2006/2007</p>	<p>Time:</p>	<p>2007/2008</p>
		<p>Cost:</p>	<p>R5m</p>	<p>Cost:</p>	<p>R15m</p>
		<p>Human Resources:</p>	<p>24 Inspectors</p>	<p>Human Resources:</p>	<p>50 Inspectors</p>

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