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PROVINCE OF KWAZULU-NATAL

## Digital Traffic Management Operations

2025/2026 Report





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# Initiatives Projects

	Objective Alignment :	Deliverables:	Milestones Achieved:	Resources Allocation:	Key Action Items:	Challenges Identified:	Risk Management:
Incident and Accident Management	Incident and accident reporting with automated dispatch of nearest police/RCI vehicles to scenes. Enable citizen reporting through mobile app	Mobile app with GPS integration, automated dispatch system, citizen reporting portal, command center integration, digital reporting framework.	System design completed, proposal presented to leadership, development partnership with Cindy Simang established, citizen integration confirmed.	David Myeni (Project Lead), Cindy Simang (Development), Police dispatch teams, RCI operations, Command Center staff.	Awaiting proposal approval, prepare for late April launch, complete system testing, finalize training programs, complete integrations.		Approval delays affecting timeline, integration complexity with multiple systems, ensuring public adoption, coordinating response priorities.
Personnel Operating Devices	Enhance operational efficiency in traffic law enforcement through mobile devices enabling real-time data access and streamlined processes.	POD deployment to officers, integrated software systems, comprehensive training programs, technical support infrastructure.	Officers trained and competency tested, pilot program deployed, system integration completed, baseline performance metrics established.	Training Teams, IT Support Teams, Project Management coordinators, Hardware/Software procurement and maintenance.	Analyze officer feedback for improvements, optimize system performance, expand deployment to additional regions, establish monitoring protocols.		RT01/RT02 transfer requiring additional training, manual data entry legacy processes, device management, integration compatibility.
Opus Data Analytics	Utilize advanced data analytics for improved decision-making, traffic flow optimization, pattern prediction, and actionable insights for management.	Centralized analytics platform, predictive modeling tools, dashboard and reporting systems, training and documentation programs.	Core analytics infrastructure implemented, stakeholder capabilities demonstrated, historical data migrated, preliminary insights generated.	Data Analytics Team, Business Intelligence Team, Technical Infrastructure resources, Training Resources and specialist instructors.	Optimize platform based on feedback, develop predictive models, execute user training, establish performance metrics and KPIs.		Stakeholder feedback delays affecting timelines, inconsistent historical data quality, system integration challenges, limited analytical expertise.



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Integrated Traffic Management System:	Integrate multiple stakeholder requirements across directorates for efficient traffic violation processing and enforcement activities.	Multi-directorate platform, contact center integration with Sandra's team, stakeholder specification compliance, workflow automation, cross-directorate reporting.	DDG, CFO, freight, IT directorates engaged, requirements circulated and validated, contact center integration planned, iterative development established.	David Myeni (Lead), DDG, CFO, Freight Directorate, IT Directorate, Sandra's contact center team, multi-directorate technical teams.	Finalize specifications across directorates, stabilize development cycle, complete integration testing, ensure stakeholder alignment.		"Up and down" development cycle, multi-stakeholder complexity, resource coordination, integration challenges across systems.
Fleet Management	Establish comprehensive fleet management through renewed/replacement contract arrangements for vehicle tracking and operational efficiency.	Contract renewal or replacement, stakeholder integration, fleet tracking system, operational procedures, performance monitoring KPIs.	Vodacom contract expiration assessed, RTI-management discussions initiated, role player coordination needs identified, planning framework developed.	Andre Horner (RTI Lead), David Myeni (Coordination), identified role players, Vodacom or alternative providers.	Coordinate all stakeholders for contract decision, evaluate Vodacom renewal vs new providers, document requirements, execute procurement.		Contract expiration urgency, multiple stakeholder coordination needs, limited documentation preparation, decision timeline pressure.



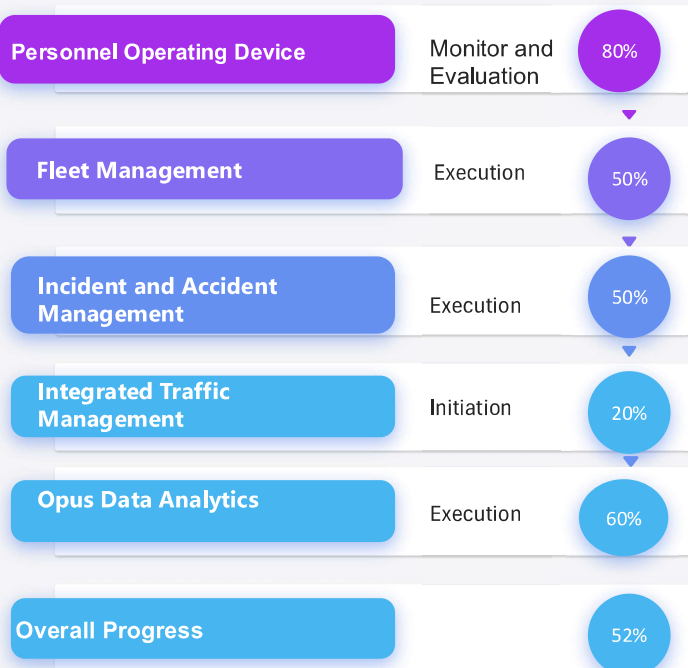
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## Projects Status



## Pillar Summary

### Overall Status:

The projects within this initiative are progressing well, with key milestones achieved in areas such as analytics platform design, incident management systems, and POD deployment. However, delays in stakeholder feedback and system integration have impacted timelines, necessitating adjustments to maintain overall momentum.

### Impact Measurement:

Enhanced productivity for law enforcement officers through PODs.

### Lessons Learned:

Delays in collecting timely feedback can significantly impact project timelines, as seen in the analytics platform design and incident management systems.

### Innovation Initiatives:

Key innovations for the Digital Traffic Management Pillar include Real-time Track and Trace capabilities for vehicle and personnel monitoring, Exception Handling mechanisms to address anomalies efficiently, Mobile Apps for Operation and Service Personnel (Law Enforcement) to enhance field operations, Paperless Workflow systems to streamline processes and reduce manual errors, and Operational Data Analytics to support data-driven decision-making and optimize traffic management strategies.

### Change Management:

- Training and Competence Testing: Comprehensive training programs for officers and fleet managers ensure operational readiness.
- Feedback Mechanisms: Continuous gathering of user feedback to refine systems and tools.
- Resistance Mitigation: Addressing resistance to new technologies through engagement and support for personnel.
- Leadership Involvement: Projects like the analytics platform and IMS depend on leadership alignment and responsiveness to feedback.