

Welcome

PRESENTATION TO THE MINISTER OF TRANSPORT



**OUTA'S PROPOSED
SOLUTION TO THE
DRIVERS LICENSE
CRISIS**

10 March 2022



Drivers license renewal challenges have been with us for several years.

Earlier causes giving rise to citizen frustrations vary from:

- Dysfunctional equipment within the testing centres.
- National Traffic Information System (NaTIS) downtime and/or slow.
- Long queues due to manpower capacity challenges in testing centres
- Corruption induced by bribery and facilitation fees at testing centres

The DOT and Provincial authorities have noted plans and initiatives to address the challenges faced by citizens. Amongst others these were:

- Upgrade obsolete Live Enrolments Units (LEUs) and other DLTCs tools used
- Rollout of online booking platforms to improve customer experience
- Online interface with optometrists & medical practitioners to upload eye test results on NaTIS
- Standardise operating hours of DLTCs (08h00-16h00 and opening of business on Sat)
- Introduce self-service kiosks in public spaces, managed by the RTMC
- Operationalisation of licensing hubs and walk-in centers
- SMS solutions to alert motorists with expiring licenses
- Online payment systems to reduce visits to DLTCs

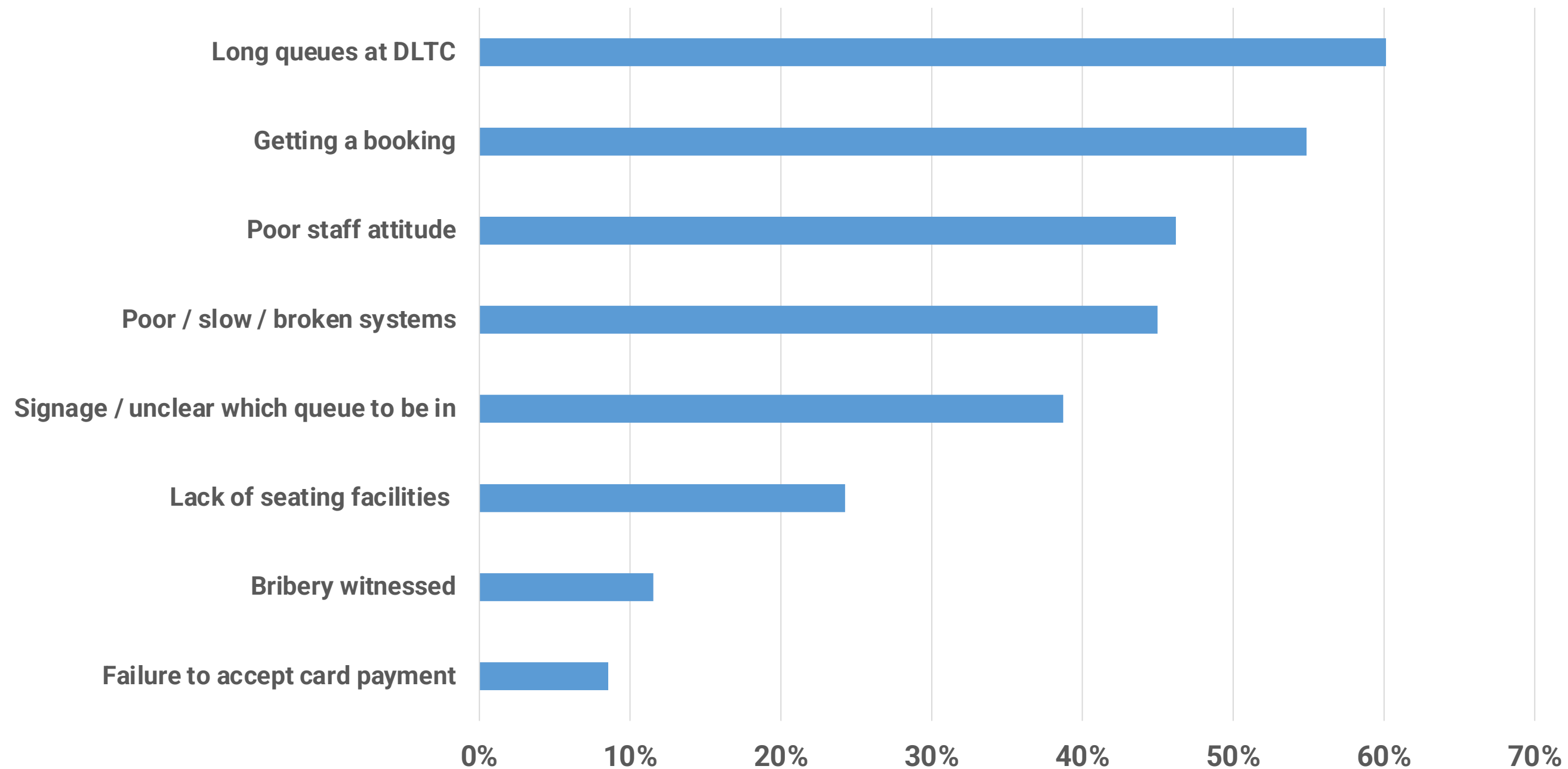
Challenges still exist

Despite all the DOT efforts...

- Technical challenges still exist with dysfunctional equipment in testing centres
- NaTIS information quality & uptime and speed continues to be a problem
- The new on-line booking system is inefficient – many cannot find slots
- The on-line booking system is often down and the system has errors
- The on-line booking system excludes many in society - unconnected to Internet
- Manpower capacity constraints in testing centres and resultant queues remain
- Corruption remains a significant problem, both at testing centres and when booking on-line

OUTA conducted nationwide social media Survey: 3685 respondents (June 2021) Questioned on what issues frustrated them most about Drivers License Renewal Process

Percentage of 3685 participants: Frustration Trigger Points when renewing licenses



Source: OUTA Drivers License Project research

- 65% of motorists frustrated by the ineffectiveness of on-line bookings.
- Those that are successful in booking appointments must still stand in long queues to obtain their licenses.
- Signage and lack of clarity in DLTC
- Poor staff attitude in DLTC
- Appointment slots gained were not observed or applied when getting to DLTCs.

Regardless of whether substantive efficiency improvements in license renewals is achieved, OUTA proposes...

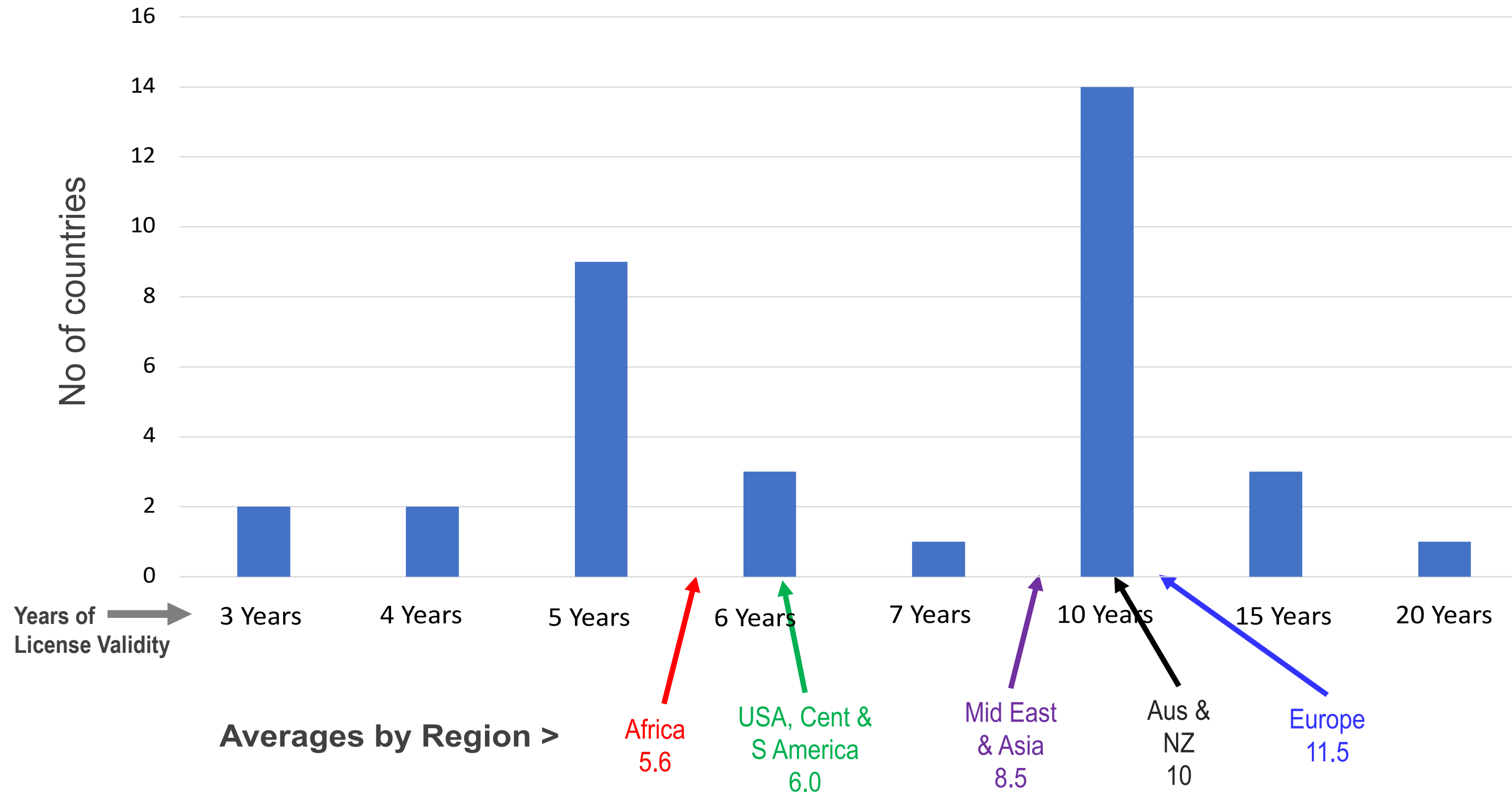
- That driver's license validity period is extended to 10 years as...
 - There is no compelling reason for retaining a 5-year renewal period
 - A higher social cost of time and money exists for citizens and businesses when renewing their drivers licenses
 - The state should be obliged to move toward the more efficient options

More motivation for 10-years...

- There is compelling evidence of international practice of 10-years (and longer), drivers licence validity periods.
- Of 35 countries from 6 continents / regions, the average driver's license validity period is **8,5** years.
- These range from 3 years to 20 years, with more than 50% being between 10 to 20 years.
- A precedent decision in this regard was taken in 2013 in SA by Minister Dipuo Peters.

AVERAGE No. OF YEARS DRIVERS LICENSES VALIDITY				
REGIONS MEASURED	AVE YRS	# Countries Included	NOTES:	# Road Fatalities / 100,000 vehicles pa
SOUTH AFRICA	5			113.9
USA	6.0	51 States	Ranging between 4 and 10 years	14.2
EUROPE	11.5	10	Ranging between 10 and 15 years	5.7 (UK)
AFRICA	5.6	10	Ranging between 3 and 10 years	
AUSTRALASIA	10.0	2	Both countries 10 years	7.4
MIDDLE EAST & ASIA	8.5	8	Ranging between 5 and 20 years	
S & CENTRAL AMERICA	6.0	5	Ranging between 3 and 10 years	
AVERAGE	8.5	35	Ranging between 3 and 20 years	No causal link between license renewal period and road fatalities.

No. of countries & length of driver's license validity



- On 19th November 2013 – Gazette (37048) published by the Honourable Minister Dipuo Peters, amending Regulation 108(5)(a) of the National Road Traffic Regulations, by extending the period of driver's license cards validity from 5 to 10 years.
- Unfortunately, on 31 October 2014 a further amendment was published in (Gazette 38142), which amended the entire Regulation 108 and changed the drivers licence validity period back to 5 years.
- We can find no record of the decision to reverse the original decision taken to introduce the 10-year license renewal period.

- The Minister extends expiry date of all drivers licenses in current circulation by 5-yrs.
- No need for replacement cards of currently expired licenses.
 - We already have experience of with extensions to expired licenses.
 - Merely add ten-years to the 'issue date' of the driver's license, to verify validity.
- All new licenses issued to carry a 10-year expiry date.
- Should a specific need arise for individuals to have a license that displays the valid 10-year period, a replacement card reflecting the ten year period, can be applied for.
- Motorists beyond the age of 70 to renew their license every 5 years – eyesight reasons.

The Minister and RTMC meets with OUTA and other identified stakeholders to discuss:

- Recent on-line fees introduced for vehicle and drivers license transactions
- Entire fee structure and division of revenue for vehicle and driver transactions
- Overcoming inefficiencies and challenges of NaTIS
- Overcoming corruption within the system
- Improvements and robust solutions to the on-line booking system

Close

Thank you

For your valuable time and interest to engage with us

OUTA's position paper to follow