

## **AARTO Public Perception Survey Final Report: Highlights September 2018**

The RTIA embarked upon AARTO Public Perception Survey as follows:

- ✚ Ascertaining the level of knowledge and understanding of the legislation by motorists/operators;
- ✚ Twenty (20) field workers, AARTO Road Safety Ambassadors (ARSA) appointed effective 13 January 2017 to conduct surveys in Gauteng Province for the current financial year
- ✚ Data collection done randomly at various DLTCs, RAs, SAPO, DoT, Entities and other areas targeting motorists and operators
- ✚ Field workers working Mondays-Fridays (08:00 to 16:00) and given targets of submitting at least 20 fully completed questionnaires each per day
- ✚ For the duration of this survey, the aim was to reach the sample size of no less than 20 000 motorists/or operators (Population size  $\pm$  4.2m in 2016)
- ✚ This project was managed and coordinated in-house through IM (data verification, capturing, analysis and reporting etc.)

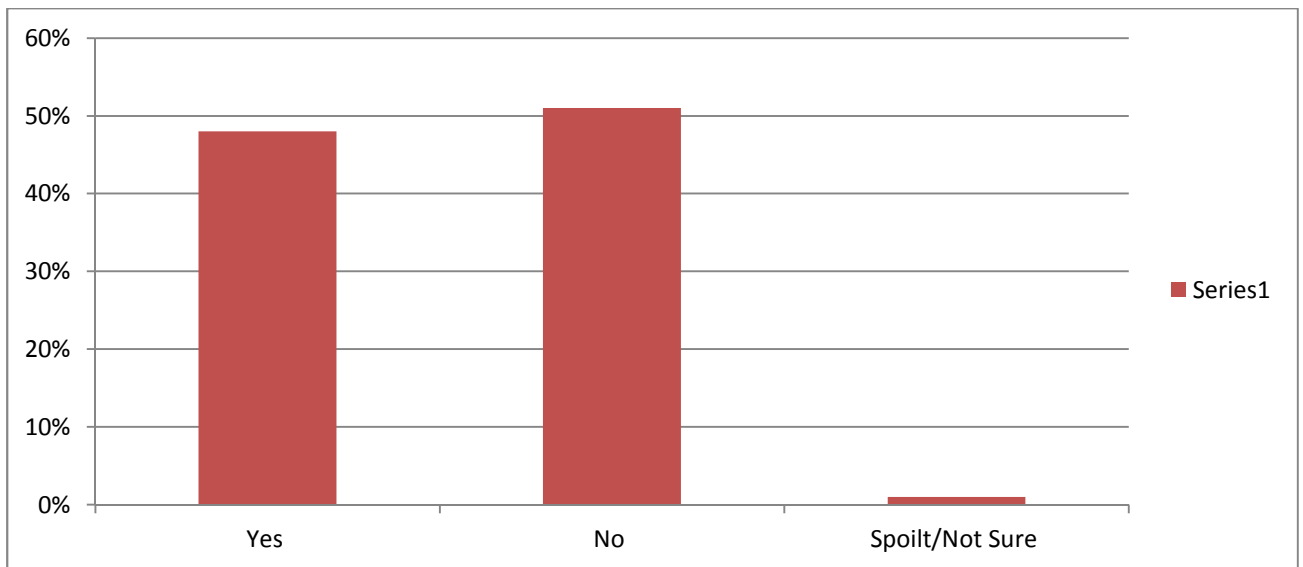
The recommendations stemming from the survey results could assist in driving the RTIA's future communications strategy, facilitate greater collaboration between the Agency, its stakeholders and the general motorists/operators and further establish the baseline and targets to measure communication progress in future. However, it is imperative to indicate upfront that since this survey was conducted in-house by the AARTO Ambassadors as field workers, they were also able to address the communication aspect through dissemination of AARTO information in the form of pamphlets and other materials to the participants upon completion of the survey. Recommendations would also touch, where appropriate on the survey methodology and implementation issues which should be considered during the next survey to be conducted at national level prior to AARTO roll-out.

The AARTO Public Perception Survey (Mini-Survey) was carried out over a period of eleven (11) weeks between 16 January and 31 March 2017 (Last quarter of the 2016/17 Financial Year). The exercise consisted of a questionnaire with seven questions which were targeted at motorists and operators at pre-identified DLTCs and RAs around Gauteng Province, where overall, more than 23 000 participants were

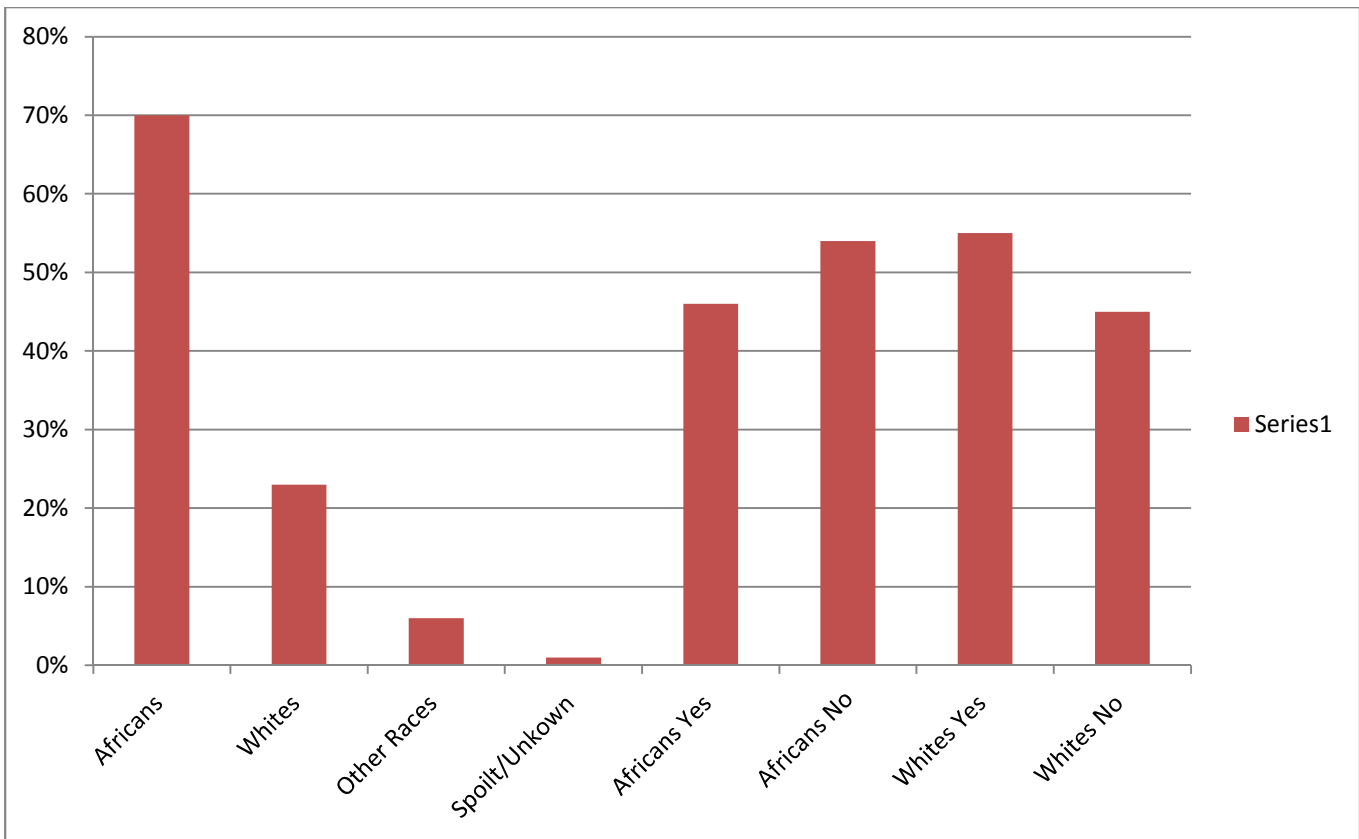
approached and surveyed. The survey was undertaken by the Information Management Unit with assistance from other units within the RTIA.

**I. Prior to this survey, did you know what AARTO is all about? YES/NO**

- ✚ Out of 23 524 respondents, over 11 000 (48%) stated **YES** to having knowledge about AARTO prior to the survey, whereas
- ✚ Over 12 000 (51%) stated **NO** to having knowledge about AARTO prior to the survey.
- ✚ Almost one percent (1%) being spoilt

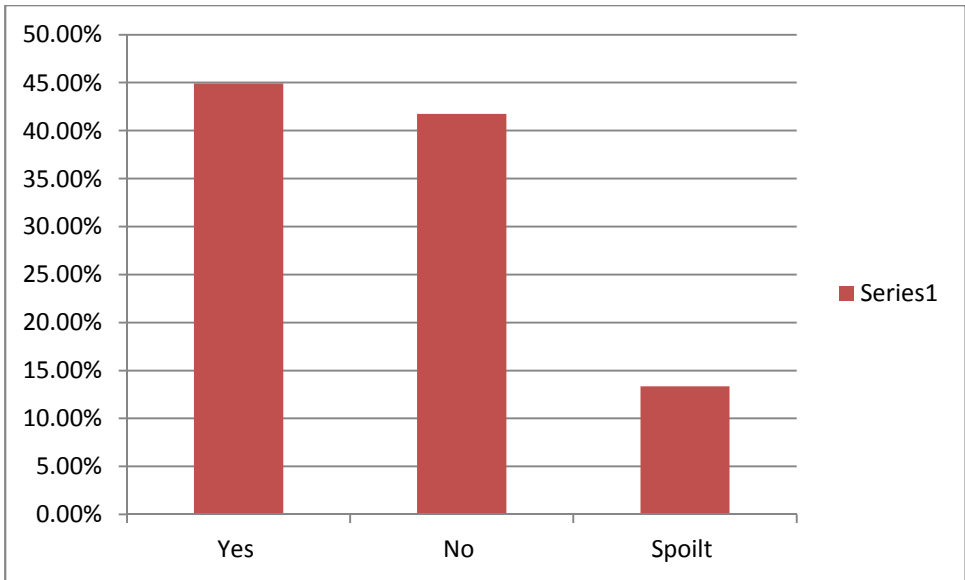


- ✚ Out of 23 524 respondents,
  - ✚ Over 16 800 (over 70%) were Africans
  - ✚ More than 5 500 (over 23%) were Whites and
  - ✚ Almost 1500 (over 6%) were other races
  - ✚ Almost 46% (7 665) of the 16 800 (Africans) respondents stated **YES** to having knowledge of AARTO prior to the survey
  - ✚ About 54 % (9 157) of the over 16 000 (Africans) respondents stated **NO** to having knowledge about AARTO prior to the survey
  - ✚ 55 % of the more than 5 000 (Whites) respondents stated **YES** to having knowledge of AARTO prior to the survey
  - ✚ Almost 45% of the more than 5 500 (Whites) respondents stated **NO** to having knowledge AARTO prior to the survey while



## 2. If yes, do you think it is the best system for traffic infringements/offences? Yes/No

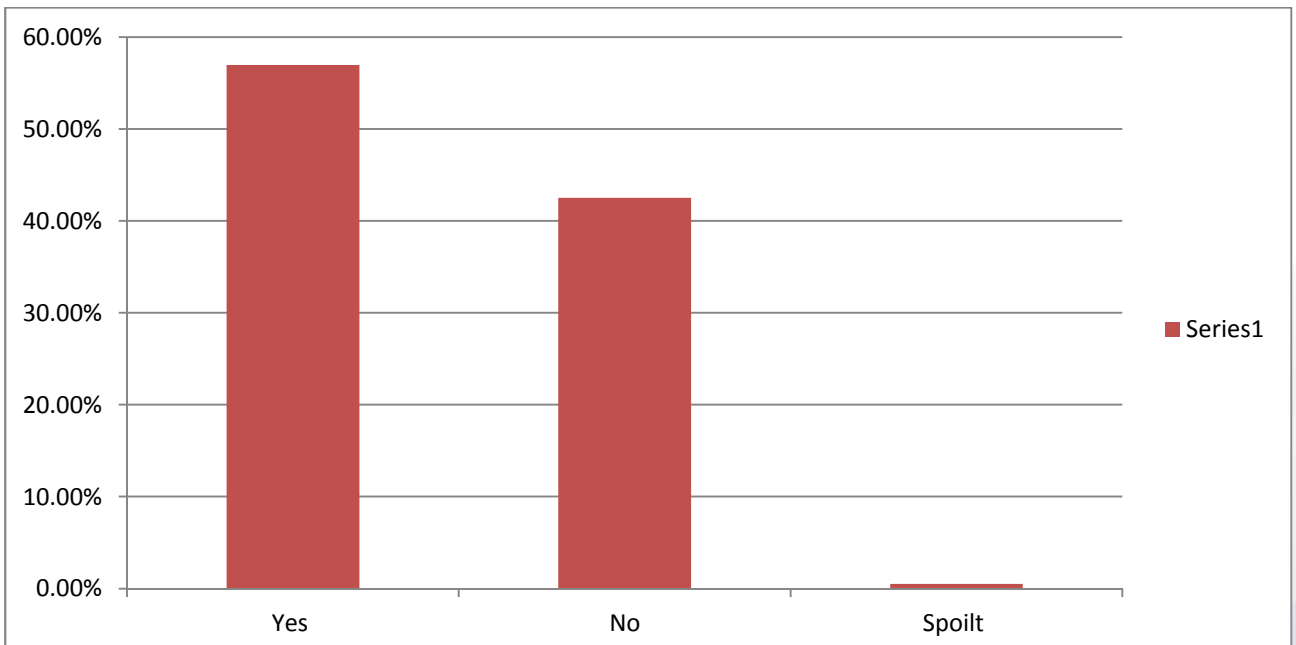
- + Of the Over 11 000 respondents who stated **YES** to having knowledge about AARTO prior to the survey, over 8 500 (76%) of them think that **YES** it is the best system for traffic infringement/offences,
  - + Whilst over 2400 (22%) stated **NO** and do not think its is the best system for traffic infringements/offences and over 200 (1.86%) being blank/spoilt/or did not respond to this question
- + Of the Over 12 000 respondents who stated **NO** to having knowledge about AARTO prior to the survey, over 7 300 (31%) of them do not think it is the best system for traffic infringements/offences,
  - + Whilst over 1 900 (16%) of them think that **YES** it is the best system for traffic infringements/offences and over 2 900 (23%) being spoilt/blank
- + Overall, (10547) 44.90% of the respondents think that **YES** it is the best system for traffic infringements/offences whilst 9,806 (41.74%) of the respondents stated **NO** and do not think it is the best system for traffic infringements/offence and 3,136 (13.35%) being blank/spoilt/did not respond to this question.



**3. Have you heard of the Points Demerit System and possible suspension/cancellation of licenses? Yes/No**

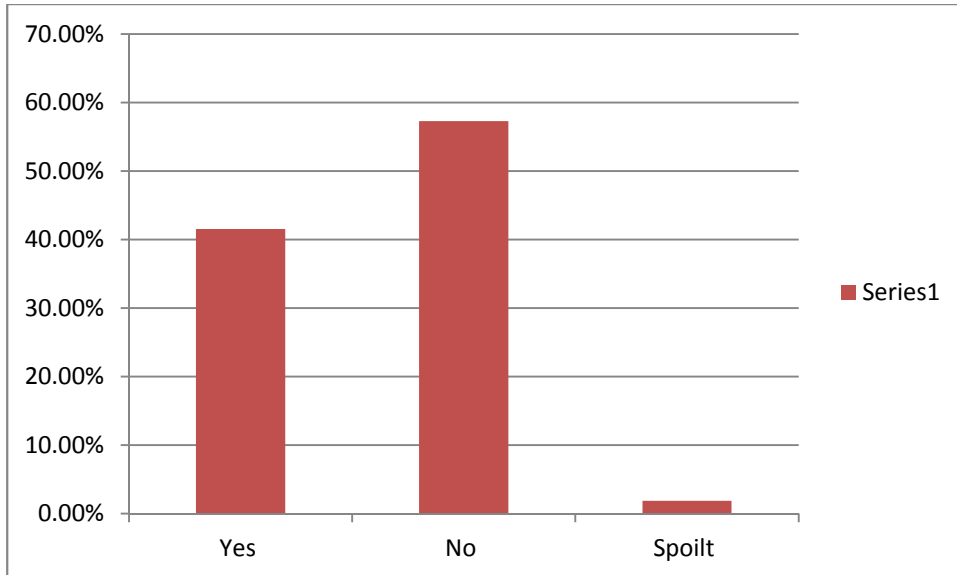
✚ Out of 23 524, over 13 000 (56.97%) respondents stated **YES** to having heard of the Points Demerit System and possible suspension/cancellation of licenses, whereas

✚ Just over 10 000 (42,51%) respondents stated **NO** to having heard of the Points Demerit System and possible suspension/cancellation of licenses and 120 (0.51%) being spoilt/blank/did not respond to this question



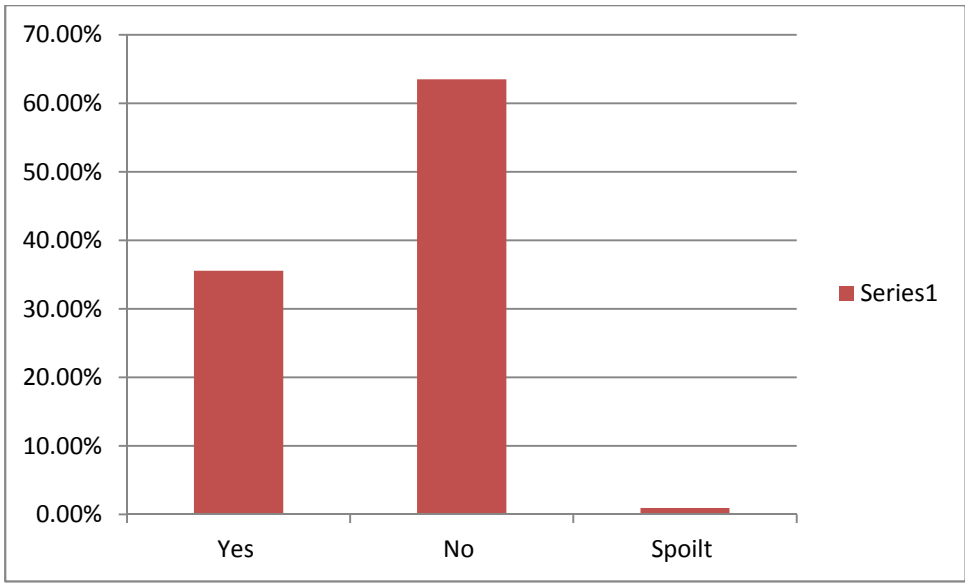
**4. Do you understand the difference between the old system of traffic fines and the new AARTO concept? Yes/No**

- Over 9 770 (41,53%) respondents stated **YES** to having understanding of the difference between the old system of traffic fines and the new AARTO concept.
- Out of 23 524, over 13 400 (57.28%) respondents stated **NO** to having understanding of the difference between the old system of traffic fines and the new AARTO concept, and 279 (1.86%) being spoilt/blank/did not respond to this question



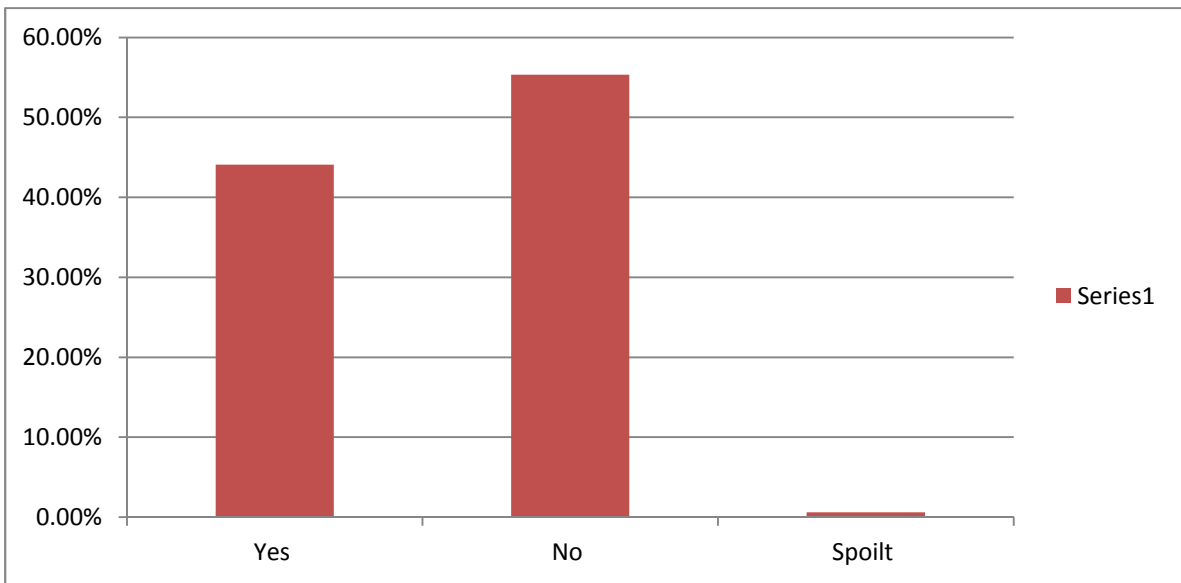
**5. Do you know about the various elective options available to you as a motorist/operator under AARTO upon receiving an infringement notice? Yes/No**

- Over 8 300 (35,56%) respondents stated **YES** to having knowledge of the various elective options available to motorists/operators under AARTO upon receiving an infringement notice
- Out of 23 524, over 14 900 (63.50%) respondents stated **NO** to having knowledge of the various elective options available to motorists/operators under AARTO upon receiving an infringement notice and
- 221 (0.94%) being spoilt/blank/did not respond to this question



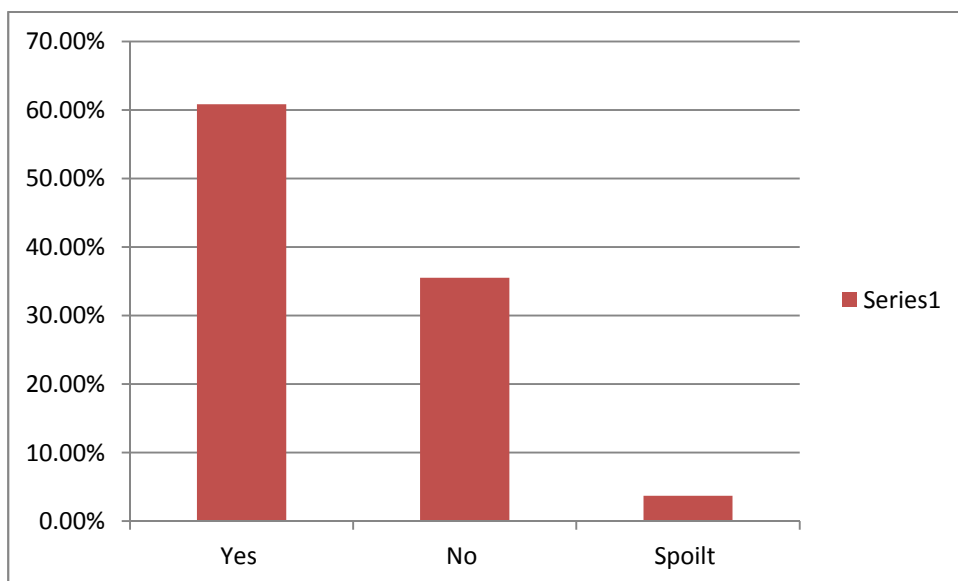
**6. Are you aware of the various payment platforms available under AARTO? Yes/No**

- 🚩 Over 10 300 (44.08%) stated **YES** to being aware of the various payment platforms available under AARTO
- 🚩 Just over 13 000 (55.33%) stated **NO** to being aware of the various payment platforms available under AARTO, whereas and
- 🚩 139 (0.59%) being spoilt/blank/did not respond to this question



## 7. Do you think AARTO will assist in encouraging voluntary compliance with road traffic laws? Yes/No

- ✚ Out of 23 524 respondents, Just over 14 300 (60.80%) stated that **YES** to the fact that they think AARTO will assist in encouraging voluntary compliance with road traffic laws
- ✚ Over 8 340 (35.49%) stated **NO** to the fact that they do not think AARTO will assist in encouraging voluntary compliance with road traffic laws and
- ✚ 872 (3.71%) being spoilt/blank/did not respond to this question



### i. Survey Recommendations

The RTIA is mandated by its shareholders to ensure coordinating of effective and seamless implementation of the AARTO Act through the Issuing Authorities and other key stakeholders/transactional partners countrywide. It is therefore crucial that the Agency does not seem to be running aimlessly without a target, or shooting in the dark. Emanating from this survey, in order to improve the way we interact with stakeholders as an Agency going forward, the following recommendations are therefore put forward for possible consideration by the relevant units, that:

- ✚ The RTIA Communication Strategy to focus more on AARTO legislation to ensure that it is properly understood by motorists and operators. This should also take into consideration the various languages;

- ✚ The “Know your Traffic Fine Status” Campaign to also focus more on communicating AARTO and the various elective options available instead of only informing motorists and operators of their outstanding infringement notices and collecting revenue;
- ✚ AARTO awareness and education should also attempt to link AARTO with Points Demerit System
- ✚ All RTIA employees, particularly junior officials to be empowered on AARTO processes in order to educate/empower motorists and operators on the AARTO legislation;
- ✚ All AARTO Mobile Buses deployed in provinces to have dedicated official/s equipped with relevant materials for educating motorists and operators on the basics of AARTO, its process including the elective options;
- ✚ All motorists and operators making contact with the RTIA, either through walk-ins or through telephone/contact center to be educated on AARTO (One slide), its process including the elective options and payment platforms;
- ✚ Motorists and operators to be made to understand the difference between the old system of traffic fines and AARTO concept including its advantages
- ✚ A similar in-house perception survey be conducted within Gauteng Province as follow-up with a larger sample size (at least 100 000) to enable proper drawing of conclusion and generalization
- ✚ The baseline figures of this survey outcome be used to measure Communication’s target and also inform future plans for the national perception survey on AARTO, which needs to be delayed until at least six months prior to roll-out;
- ✚ The Agency to enter into a memorandum of understanding with the RTMC (Anti-Corruption Unit) to deal with the perceived corruption relating to AARTO as per some of the respondents

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**September 2018**