

eNaTIS celebrates two years of excellence

Launched during April 2007, the National Traffic Information System (eNaTIS) recently turned two. In its first 24 months of operation this world-class system has proved to be more than equal to the formidable task of handling the hundreds of millions of transactions performed at service centres across the country, and to say that it has exceeded expectations is an understatement.

The statistics are impressive, to say the least. From May 2007 (the first full month of operation) to the end of April 2009 close on 315 million transactions were performed on the system, and each successive month produced one or more new transaction volume records in a variety of categories. Monthly transaction volumes now regularly nudge (and exceed) the 16 million mark. Downtime has been virtually non-existent; essential maintenance is performed outside of office hours to ensure that service centres experience no negative impact. In cases where service centres report connectivity issues the cause is almost invariably telecommunication line malfunctions rather than non-availability of the system.

The high-tech and infinitely expandable architecture of the system has also made it possible to add new functionality to rapidly respond to new road traffic management challenges. The following are some of the innovations added since launch:

- A licence appointment booking system used all over the country and recently launched in parts of Gauteng. The system allows for the better utilisation of capacity at testing centres and has proved to be most effective in curbing fraud.
- A contravention register, which lies at the heart of the Administrative Adjudication of Road Traffic Offences (AARTO) system. Increased use of system-to-system transactions, such as those currently performed as part of the AARTO pilot, will free up resources at services centres and result in improved service levels.
- A task management system that aids the tracking of requests for sensitive transactions.

Slated for release later this year are an initiative to use the electronic tagging of documents to eradicate the falsification of vehicle licences, registration certificates and driving licence cards, and eNaTIS eServices which will allow members of the public to check information and renew vehicle licences online and at automated teller machines.

By means of audits conducted via the eNaTIS, law enforcement agencies have uncovered numerous instances of fraud and vehicle-related crime, and the result has been a large number of successful prosecutions.

Built by South Africans to serve all road users, the eNaTIS is truly an invaluable national resource in which citizens of this fair country can take great pride.