

Dashboard Data: Survey Questionnaire /Interviews (2023) Responses

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RTMS Logistic Companies Questionnaire Responses

1. By completing this survey, you confirm reading the consent form and agree to participate in this research study.

Do you give consent to participate in the Western Cape Drivers Skills Project Survey?

● Yes	3
● No	1



2. What is the name of your company?

1 Responses

Latest Responses
"POOL Transport"

3. Where is your company located?

1 Responses

Latest Responses
"Worsecter"

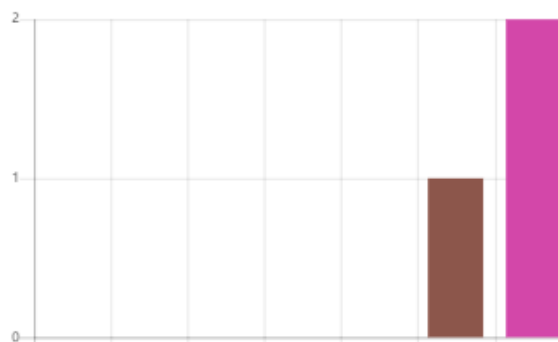
4. What is the size of your company?

● Small company (1 – 49 emplo...	0
● Medium company (50 – 149 e...	1
● Large company (more than 14...	0

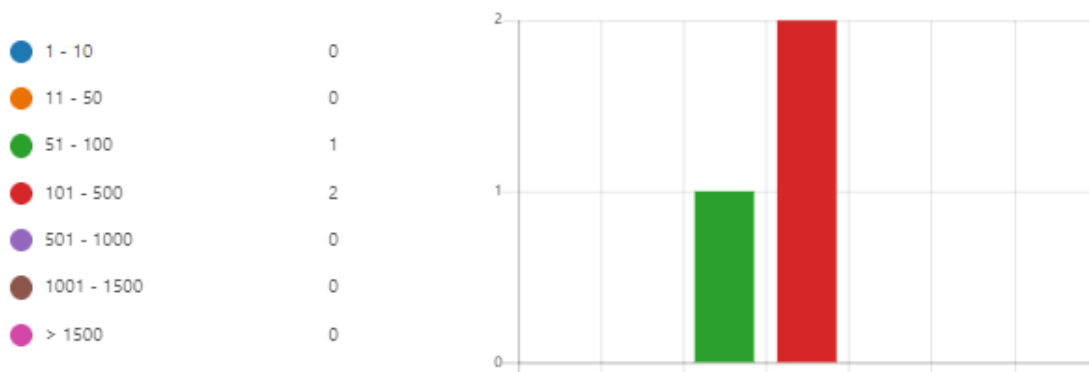


5. When did the company obtain RTMS accreditation?

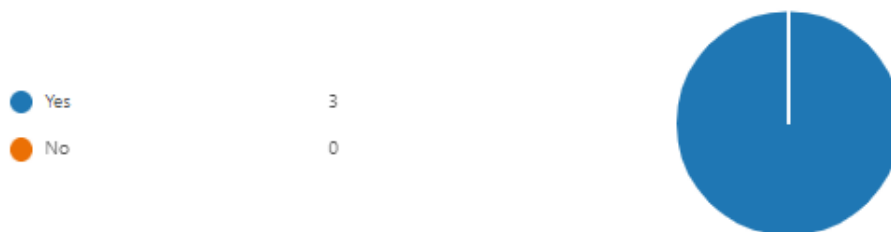
● 0 – 1 month ago	0
● 2–3 months ago	0
● 4 – 6 months ago	0
● 7 – 11 months ago	0
● 1 – 2 years ago	0
● 3 – 5 years ago	1
● over 5 years ago	2



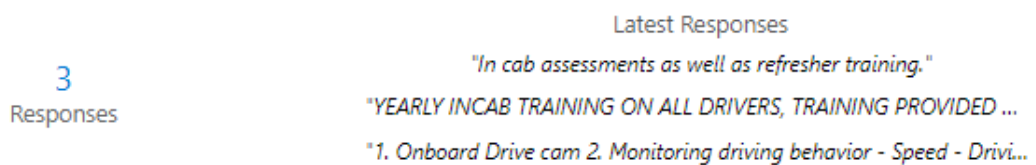
6. What is the fleet size (Number of vehicles) in the company?



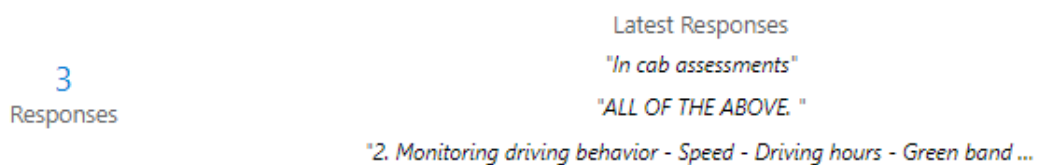
7. Did the company record any improvement in **Driver Skills** since RTMS accreditation?



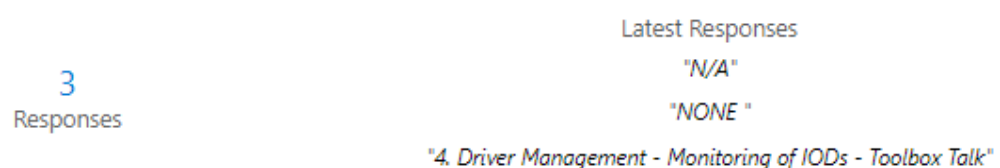
8. Which strategies were implemented to achieve improvement in **Driver Skills**?



9. Which implemented strategy was the most successful in improving **Driver Skills**?



10. Which strategy(ies) was/were not or the least successful in improving **Driver Skills**?



11. Are there additional identified areas to improve **Driver Skills**?

● Yes	0
● No	3



12. Please mention the identified areas to improve **Driver Skills**

0
Responses

Latest Responses

13. Were **Driver Skills Monitored** prior to RTMS accreditation?

● Yes	2
● No	1



14. Are **Driver Skills** monitored internally, apart from the required RTMS monitoring data submissions?

● Yes	3
● No	0



15. Did the company record any improvement in **Driver Attitude & Motivation** since RTMS accreditation?

● Yes	3
● No	0



16. Which strategies were implemented to achieve improvement in driver **Driver Attitude & Motivation**?

3
Responses

Latest Responses

"Incentives"

"DRIVER COMMITTEE, TRAINING DEPARTMENT THAT ALL DRIVER CA...

"1.Communication - Driver Monthly Meetings - News letter - Updatin...

17. Which implemented strategy was the most successful in improving **Driver Attitude & Motivation**?

3
Responses

Latest Responses

"Incentives"

"YEARLY INCAB TRAINING ON ALL DRIVERS, TRAINING PROVIDED ...

"1.Communication - Driver Monthly Meetings - News letter - Updatin...

18. Which strategy(ies) was/were not or the least successful in improving **Driver Attitude & Motivation**?

3
Responses

Latest Responses

"Verbal"

"NONE "

"4. Training -One on One sessions with Driver coaches -Driver wellness"

19. Are there additional identified areas to improve **Driver Attitude & Motivation**?

● Yes 0
● No 3



20. Please mention the identified areas to improve **Driver Attitude & Motivation**

0
Responses

Latest Responses

21. Were **Driver Attitude & Motivation** monitored prior to RTMS accreditation?

● Yes 2
● No 1



22. Are driver attitude and motivation monitored internally, apart from the required RTMS monitoring data submissions?

● Yes 3
● No 0



23. Did the company record any improvement in **Driver General Health** since RTMS accreditation?

● Yes 3
● No 0



24. Which strategies were implemented to achieve improvement in driver **Driver General Health**?

0
Responses

Latest Responses

25. Which implemented strategy was the most successful in improving **Driver General Health**?

0
Responses

Latest Responses

26. Which strategy(ies) was/were not or the least successful in improving **Driver General Health**?

0
Responses

Latest Responses

27. Are there additional identified areas to improve **Driver General Health**?

● Yes 0
● No 0

28. Please mention the identified areas to improve **Driver General Health**

0
Responses

Latest Responses

29. Were **Driver General Health** monitored prior to RTMS accreditation?

● Yes 2
● No 1



30. Are **Driver General Health** monitored internally, apart from the required RTMS monitoring data submissions?

● Yes 3
● No 0



31. Did the company record any reduction in **Driver Chronic illnesses** since RTMS Accreditation?

● Yes 3
● No 0



32. Which strategies were implemented to achieve reduction in **Driver Chronic Illnesses**?

3
Responses

Latest Responses

"Regular doctor visits"

"FATIGUE OF DRIVERS ARE MONITORED. IN OUR TRAINING SCHOO...

"Driver Medical surveillance Training (Diet) OHMP service provider (E...

33. Which implemented strategy was the most successful in reducing **Driver Chronic illnesses**?

3
Responses

Latest Responses

"Doctor visits"

"ALL OF THE ABOVE "

"Driver Medical surveillance OHMP service provider (Emphasize on m...

34. Which strategy(ies) was/were not or the least successful in reducing **Driver Chronic Illnesses**?

3
Responses

Latest Responses
"N/A"
"NONE"
"Training (Diet)"

35. Were **Driver Chronic Illnesses** monitored prior to RTMS accreditation?

● Yes 2
● No 1



36. Are there additional identified areas to reduce **Driver Chronic Illnesses**?

● Yes 0
● No 3



37. Please mention the identified areas to reduce **Driver Chronic Illnesses**

0
Responses

Latest Responses

38. Are **Driver Chronic Illnesses** monitored internally, apart from the required RTMS monitoring data submissions?

● Yes 0
● No 0

Logistic Companies Questionnaire Preliminary Responses

1. By completing this survey, you confirm reading the consent form and agree to participate in this research study.

Do you give consent to participate in the Western Cape Drivers Skills Project Survey?

● Yes	8
● No	0



2. What is the name of your company?

8 Responses

Latest Responses
"Intercape Mainliner/ Freightliner"
"Genadendal vervoer Dienste"
"Premier Transport"

3. Where is your company located?

8 Responses

Latest Responses
"Western Cape and Gauteng"
"Genadendal "
"Worcester"

4. What is the size of your company?

● Small company (1 – 49 emplo...	3
● Medium company (50 – 149 e...	2
● Large company (more than 14...	3



5. What are the basic requirements you want from your drivers before they get hired? (Name top 3)

8 Responses

Latest Responses
"Matric, 3 years long distance driving experience, drivers license older ..."
"Code 14 +Pdrp"
"Valid Drivers license and PDP Experience and behavior Why did they ..."

6. What are the minimum years of experience you require from your drivers?

● 0 to 4 years	5
● 5 to 10 years	2
● Over 10 years	0
● Other	1



7. Do you calculate years of experience from?

● The driving license card	2
● References of previous emplo...	0
● All of the above	6
● None of the above	0
● Other	0



8. For how many years has your longest employed driver been with the company?

● 0 – 4 years	1
● 5 – 10 years	0
● Over 10 years	7



9. How recently did you last employ a driver in the company?

● 0 – 1 month ago	4
● 2 – 3 months ago	2
● 4 – 6 months ago	1
● 7 – 12 months ago	0
● over 1 year ago	1



10. How many heavy vehicle/truck road accidents has the company had in the last year?

8
Responses

Latest Responses

"0"

"3"

"1"

11. What are the main causes of the road vehicle/truck accidents you have had before? (Please list them)

8
Responses

Latest Responses

"Fatigue is one of the main causes of accidents"

"Bad road maintenance "

"The cause is unknown, but we suspect that the driver had a black out."

12. Do drivers have a way of reporting their frustrations on the road?

● Yes 6
● No 2



13. Please explain how your drivers report their frustrations

6
Responses

Latest Responses

"All complaints go through the controller on duty"

"They contact the office or operations and inform us of the situation."

14. What are your drivers most common frustrations? (List top 3)

6
Responses

Latest Responses

"Long standing hours at clients"

"Roadworks/Detours that causes delays. Other drivers that take chanc..."

15. Choose one trip distance closest to the longest trips you have below and further explain how many breaks are drivers allowed to take per trip distance?

● 200KM 2
● 400KM 0
● 600KM 1
● 800KM 0
● 1000KM 5



16. Enter number of breaks a driver can take per 200KM trip

2
Responses

Latest Responses

17. What is the duration of the break in minutes per 200KM trip?

2
Responses

Latest Responses

18. Enter the number of breaks a driver can take per 400KM trip

0
Responses

Latest Responses

19. What is the duration of the break in minutes per 400KM trip?

0
Responses

Latest Responses

20. Enter the number of breaks a driver can take per 600KM trip

1
Responses

Latest Responses
"3"

21. What is the duration of the break in minutes per 600KM trip?

1
Responses

Latest Responses
"30"

22. Enter the number of breaks a driver can take per 800KM trip

0
Responses

Latest Responses

23. What is the duration of the break in minutes per 800KM trip?

5
Responses

Latest Responses
"30"
"45"

24. Enter the number of breaks a driver can take per 1000KM trip

5
Responses

Latest Responses
"3"
"3"

25. What is the duration of the break in minutes per 1000KM trip?

0
Responses

Latest Responses

26. Do you use cameras to monitor your drivers?

● Yes 6
● No 2



27. What type of camera do you use to monitor your drivers?

● Internal 1
● External 1
● Front Facing 0
● Dual Facing 4
● Other 0



28. Do you offer your drivers basic mechanical training (e.g., How to diagnose a truck for minor issues which do not need a qualified mechanic)?

● Yes 8
● No 0



29. Do you offer your drivers road safety training?

Yes	7
No	1



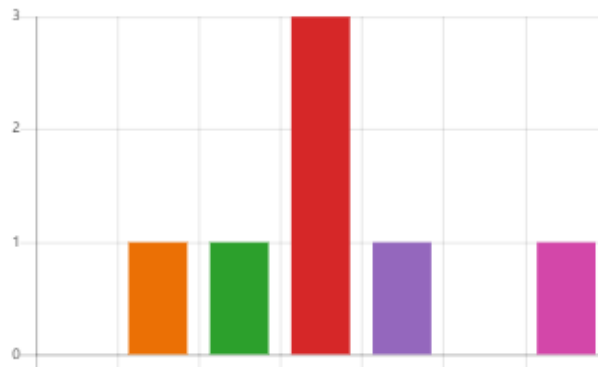
30. What road safety training do you offer to your drivers?

7
Responses

Latest Responses
 "Defensive Driving"
 "Defense driving"
 "Basic road safety Hazchem training"

31. How often does the road safety training happen?

Daily	0
Weekly	1
Monthly	1
Seasonal	3
Yearly	1
Never	0
Other	1



32. Are drivers required to meet specific timelines?

Yes	4
No	1
Sometimes	3
Never	0

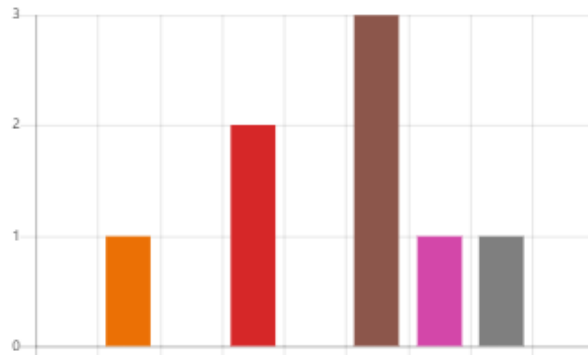


33. What kind of timelines are drivers required to meet? Please explain.

7
Responses

Latest Responses
 "It depends on the loading and offloading at customers."
 "Booking times for loading and offloading"

34. Typically, how long do your drivers spend on the road on their longest trips?



35. Where do your drivers normally transport cargo to?

8
Responses

Latest Responses
 "Saldanah to PE"
 "RSA"
 "All over SA, but not crossborder "

36. What are the operating/working hours for your drivers per day?



37. What commodity does your company transport?

8
Responses

Latest Responses
 "Bulk"
 "Passengers"
 "Wood, paint, animal feed, clay, non-perishable foods, beverages, sma..."

38. Does your company transport hazardous cargo?



39. What qualifies your drivers to transport hazardous cargo?

5
Responses

Latest Responses

"They must do yearly their hazardous training and making sure they ..."

40. Do you offer training on transporting hazardous cargo?

Yes	5
No	0
Other	0



41. Does your company offer incentives to drivers?

Yes	2
No	6



42. Please explain how the incentives are structured or how the incentives work?

2
Responses

Latest Responses

43. What is the fleet size (Number of vehicles) in the company?

1 - 10	2
11 - 50	2
51 - 100	1
101 - 500	2
501 - 1000	0
1001 - 1500	0
> 1500	1



44. How many drivers do you have in the company?

8
Responses

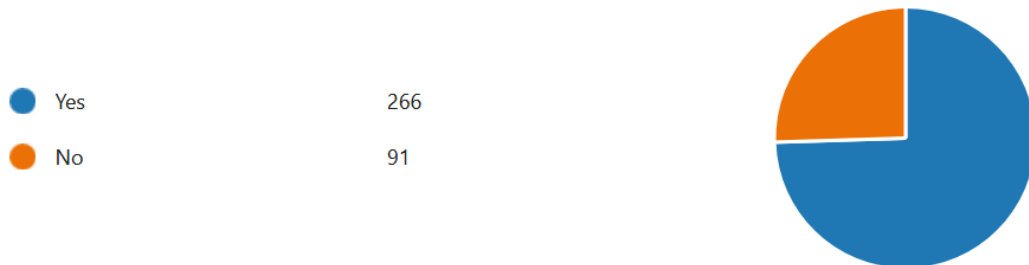
Latest Responses

"33"
"25"
"10"

Driver Questionnaire Responses

1. By completing this survey, you confirm reading the consent form and agree to participate in this research study.

Do you give consent to participate in the Western Cape Drivers Skills Project Survey?

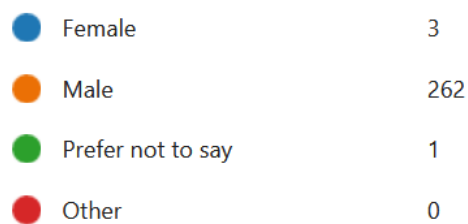


1. How old are you?

12 respondents (5%) answered 38 for this question.

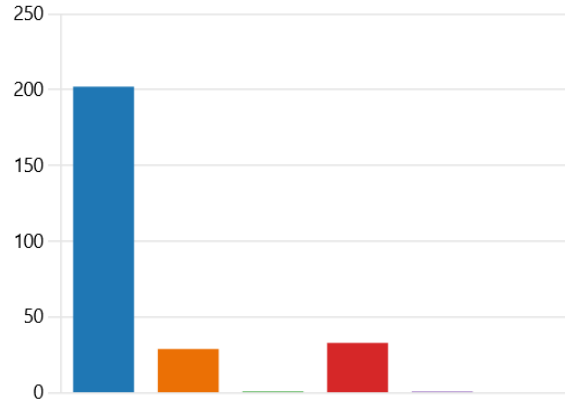


3. What is your gender?



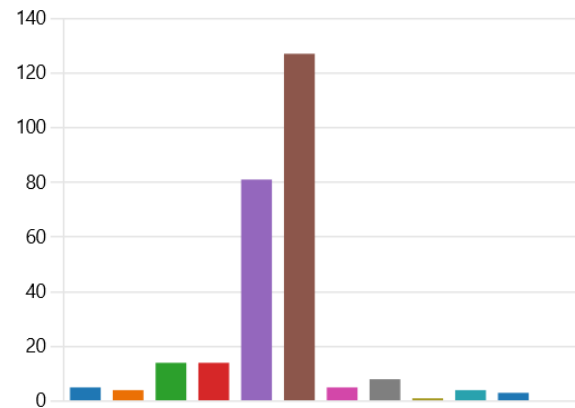
4. What is your race?

● African	202
● White	29
● Indian	1
● Coloured	33
● Other	1
● Prefer not to say	0



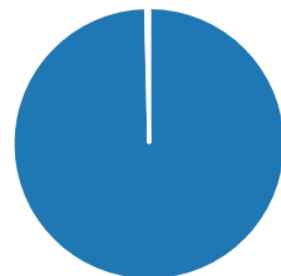
5.What is your highest level of education?

● Some Primary Education	5
● Grade 7	4
● Some high school (pre-Grade 9)	14
● Grade 9	14
● Some senior high school	81
● Matric	127
● Some tertiary education	5
● Diploma	8
● Degree	1
● Higher Certificate	4
● None	3
● Other	0



6.Do you currently have a valid heavy vehicle driving license?

● Yes	265
● No	1



7.How long have you had your heavy vehicle drivers license?

● 0 – 4 years	14
● 5 – 10 years	75
● Over 10 years	176



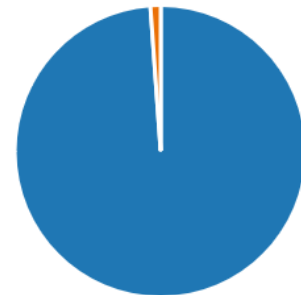
8. How many years of experience do you have in driving heavy vehicles?

● 0 - 4 years	23
● 5 - 10 years	82
● Over 10 years	160



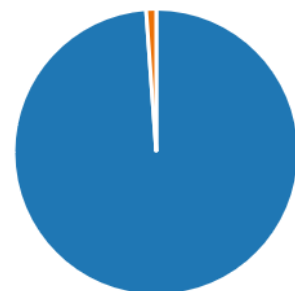
9. Do you currently have a valid PrDP?

● Yes	262
● No	3



10. Are you transporting cargo that your PrDP allows you to transport? (*PrDP differ in terms what the driver is allowed to transport it could be people, goods or dangerous goods only 2 allowed per application*)

● Yes	259
● No	3



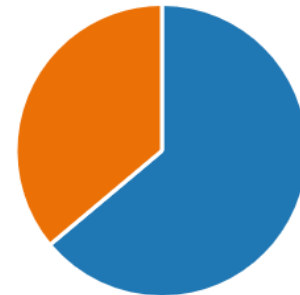
11. Have you ever transported cargo that your PrDP does NOT allow you to transport?

● Yes	15
● No	247



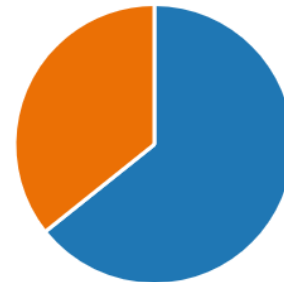
12. Do you have basic mechanical knowledge? *(How to check a truck for minor issues which do not need a qualified mechanic)*

● Yes	170
● No	96



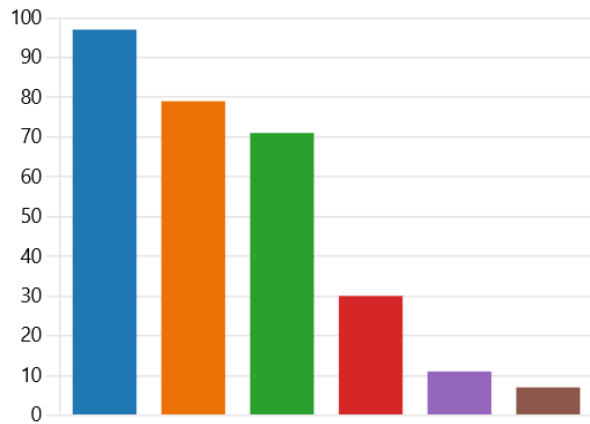
13. Have you received any road safety training?

● Yes	171
● No	95



14. Which road safety training have you attended?

● Advanced driver training	97
● Dangerous goods training	79
● Basic Road safety training	71
● Advanced Road safety training	30
● Abnormal loads training	11
● Other	7



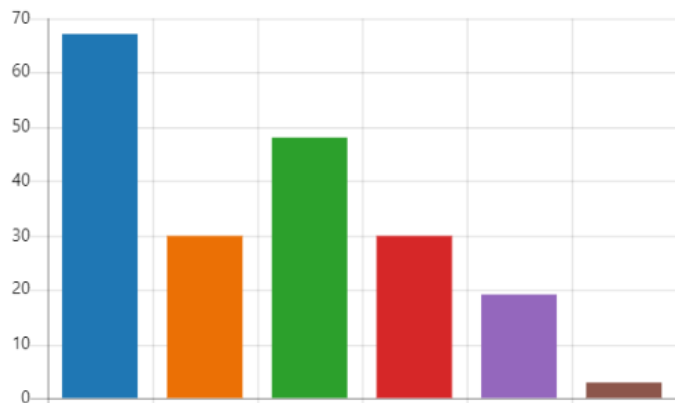
15. Do you think there is a need for heavy vehicle drivers skills training for yourself and/or others?

● Yes	246
● No	20



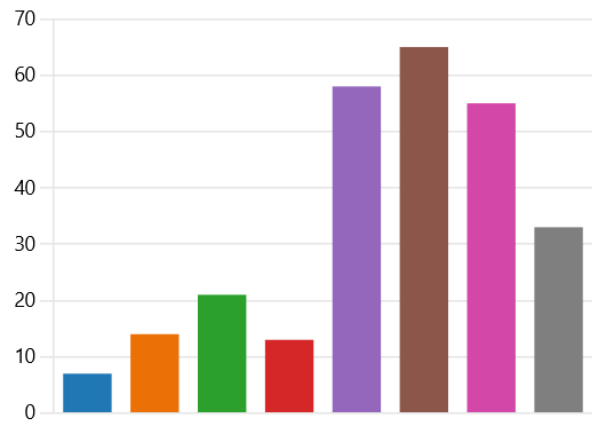
16. What kind of training do you think is needed for heavy vehicle drivers?

● Advanced driver training	67
● Dangerous goods training	30
● Basic Road safety training	48
● Advanced Road safety training	30
● Abnormal loads training	19
● Other	3



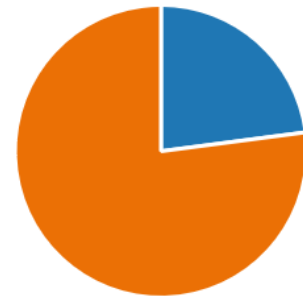
17. How long have you been employed as a driver by your current company?

0 – 1 month	7
2 – 3 months	14
4 – 6 months	21
7 – 11 months	13
1 – 2 years	58
3 – 5 years	65
6 – 10 years	55
Over 10 years	33



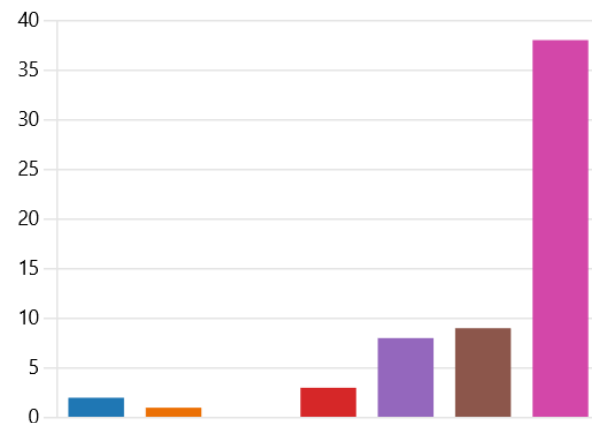
18. Have you ever been involved in a road truck/vehicle accident while driving?

Yes	61
No	205



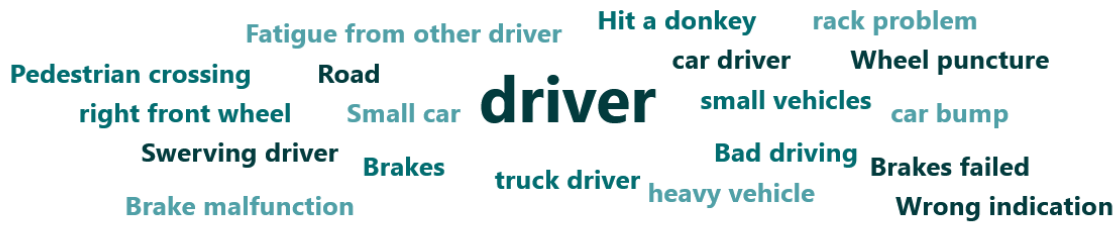
19. How long ago did you have the accident?

0 – 1 month ago	2
2 – 3 months ago	1
4 – 6 months ago	0
7 – 11 months ago	3
1 – 2 years ago	8
3 – 5 years ago	9
over 5 years ago	38



20. What was the main cause of the accident?

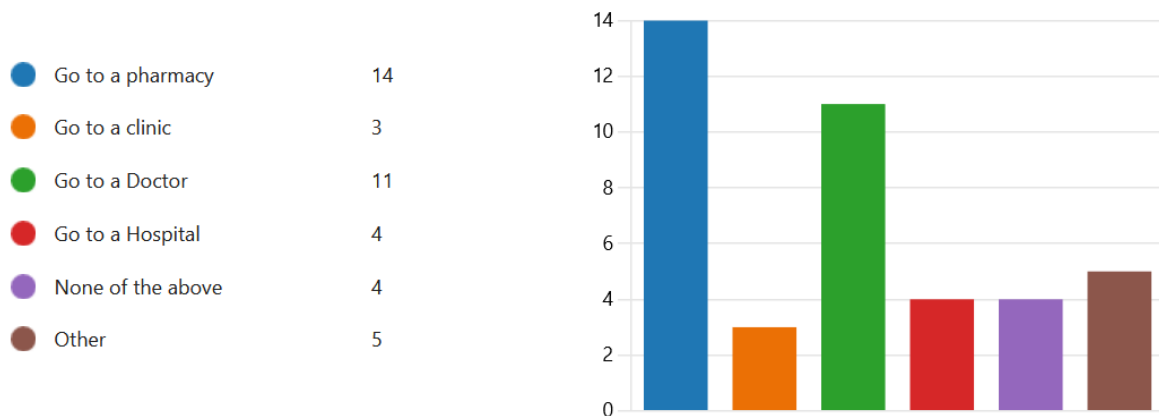
8 respondents (25%) answered **driver** for this question.



21. Have you ever had any health issues during your trips?



22. What did you do?



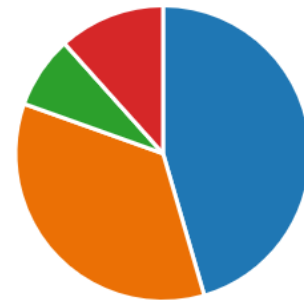
23. Did you report this to your employer?

● Yes	37
● No	4



24. Who covers the cost of your medical care during your work trips?

● Myself	121
● Employer	93
● Myself and my employer	21
● Other	31



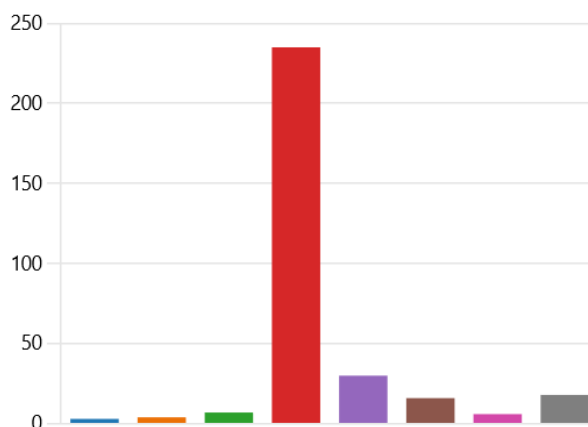
25. Do you normally carry on with your duties if you have any health issues during your trips?

● Yes	52
● No	214



26. During a journey or round trip, where do you normally sleep?

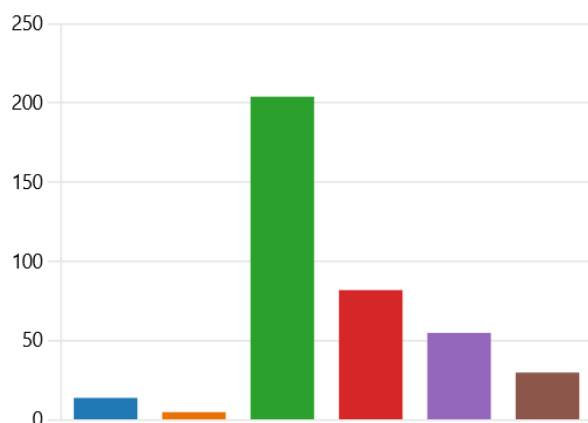
BnB	3
Hotel	4
No Sleep (No Need to sleep)	7
Truck Stop	235
Filling Station	30
Roadside	16
No Sleep Allowed	6
Other	18



27.

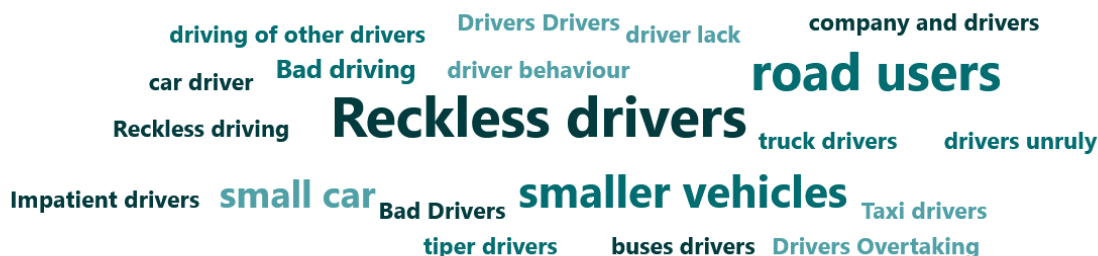
Except for stops to sleep or spend the night, where do you usually make brief stops, to rest or have something to eat, or for other reasons?

Mall	14
Restaurants	5
Truck Stop	204
Filling Station	82
Roadside	55
Other	30



28. What are your most common, en-route driver frustrations? (list top 3)

21 respondents (8%) answered **Reckless drivers** for this question.



29. Do you "sometimes" drive while fatigued or tired?

● Yes	101
● No	165



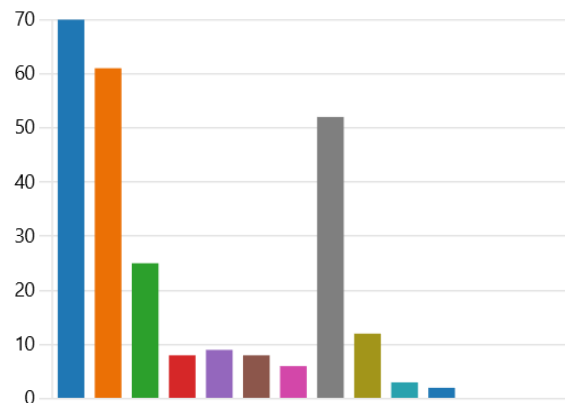
30. Do you normally take a break during your work trips?

● Yes	256
● No	10



31. After how many kilometres or how many hours of driving do you normally take a break?

● 2 - 3 hours	70
● 4 - 5 hours	61
● 6 - 7 hours	25
● 8 - 9 hours	8
● 10 - 11 hours	9
● 12 - 15 hours	8
● 16 - 23 hours	6
● 200 - 300 km	52
● 400 - 500 km	12
● 600 - 700 km	3
● 800 - 900 km	2
● 1000 - 1100 km	0
● 1200 - 1500 km	0
● 1600 - 2300 km	0



32. Why do you think drivers avoid weighbridges?

97 respondents (36%) answered **Overloads** for this question.



33. Do you experience any pressure to drive dangerously?

● Yes	97
● No	169

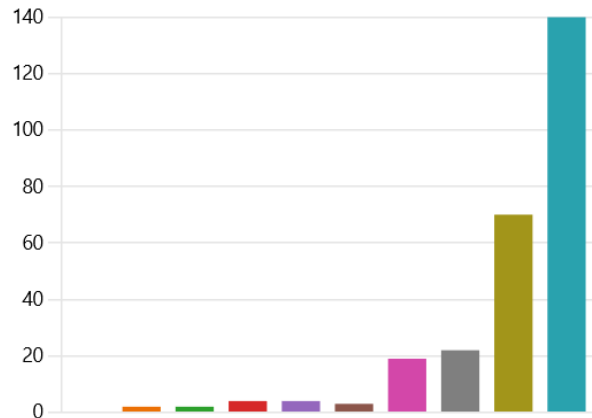
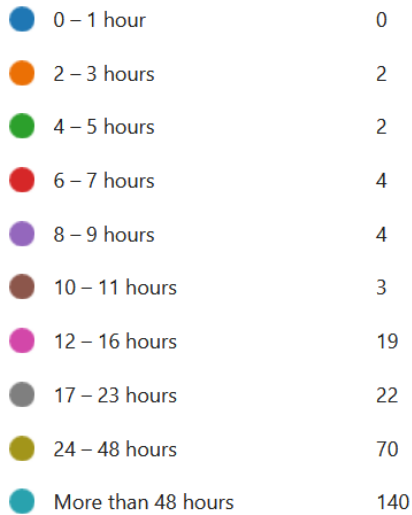


34. What influences you to drive dangerously?

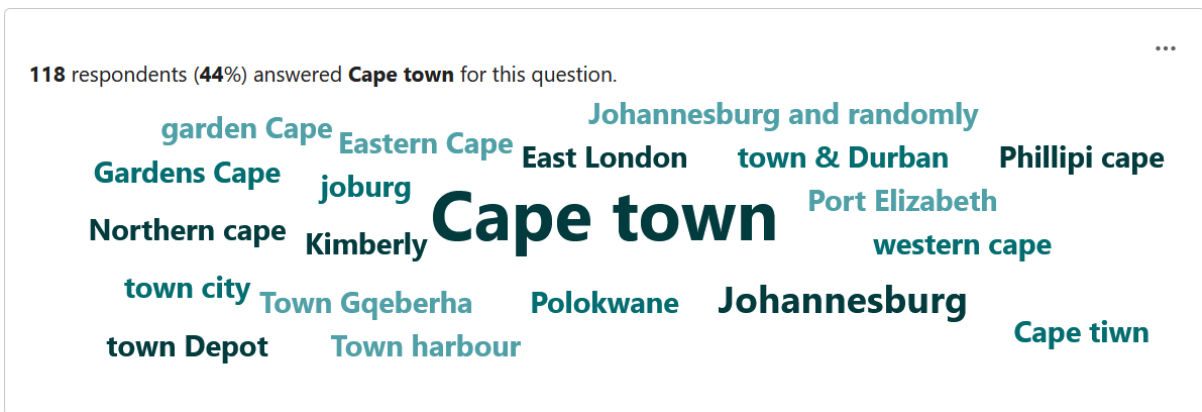
19 respondents (20%) answered **drivers** for this question.



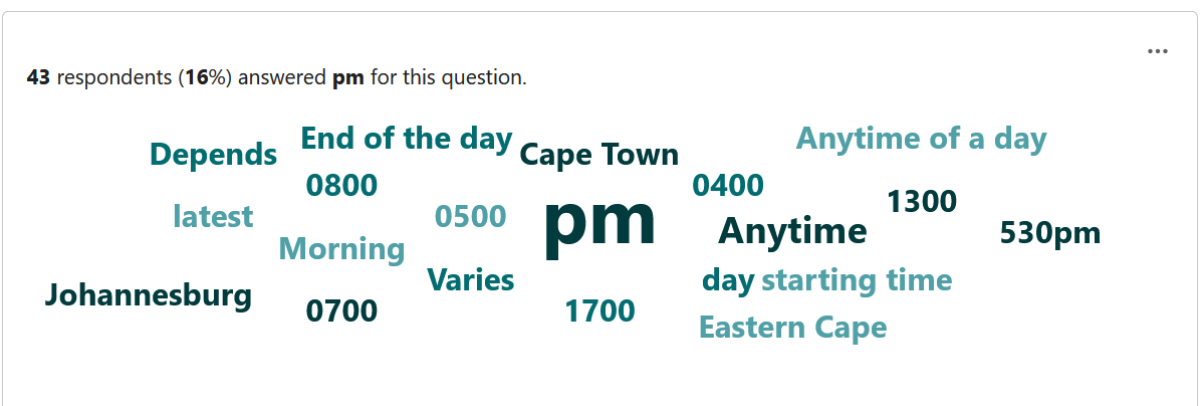
35. Typically, how long are you on the road for?



36. Where is/are your origin(s)? (Where do you normally start your trips when transporting cargo?)



37. What is the most common time that you leave your origin?



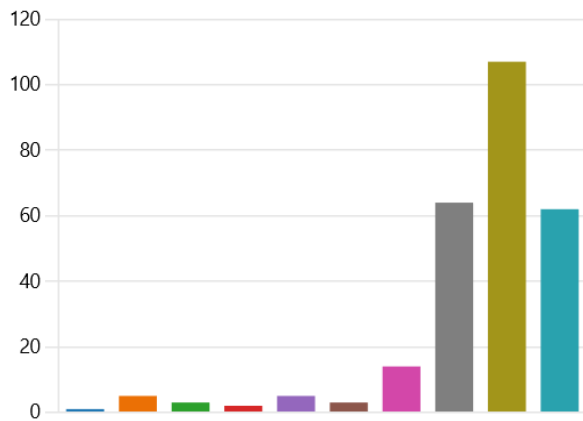
38. Where is/are your most common destination(s)?

125 respondents (47%) answered **Cape Town** for this question.



39. How long do you normally spend traveling from your origin to your destination(s)?

0 – 1 hour	1
2 – 3 hours	5
4 – 5 hours	3
6 – 7 hours	2
8 – 9 hours	5
10 – 11 hours	3
12 – 14 hours	14
15 – 23 hours	64
24 – 48 hours	107
More than 48 hours	62



40. What commodity do you generally transport? (List commodity/commodities)

58 respondents (22%) answered **Food** for this question.

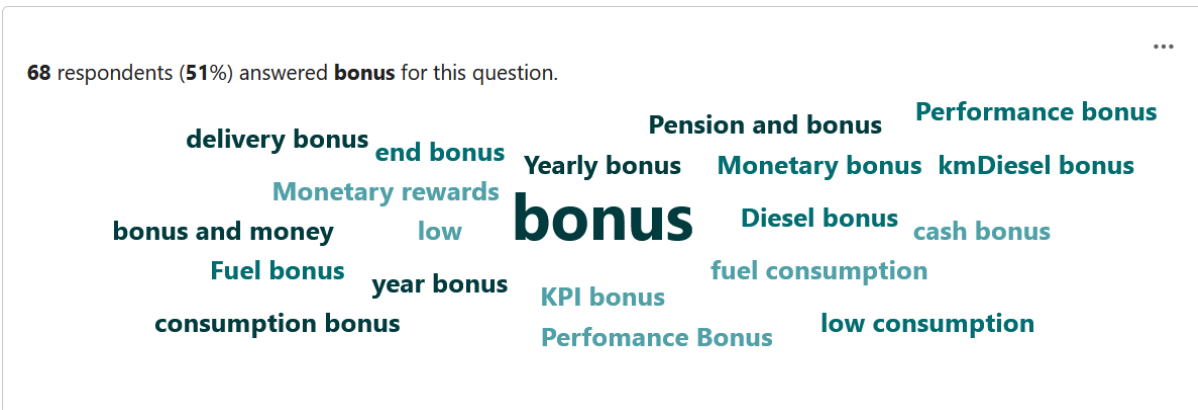


41. Does the company offer any incentives to you as the driver?

● Yes	133
● No	133



42. What kind of incentives do you get as drivers?



Heavy Vehicle Insurance Questionnaire Preliminary Results

1. By completing this survey, you confirm reading the consent form and agree to participate in this research study.

Do you give consent to participate in the Western Cape Drivers Skills Project Survey?

● Yes

1

● No

0



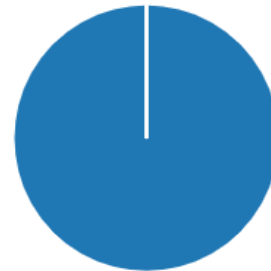
2. Has your insurance company been involved in any driver safety and/or skills awareness campaigns for heavy vehicle drivers?

● Yes

1

● No

0



3. Please provide a list of those campaigns

1

Responses

Latest Responses

"Hollard Highway Heroes - Driver of the year competition for truck an...

4. Where were the campaigns hosted?

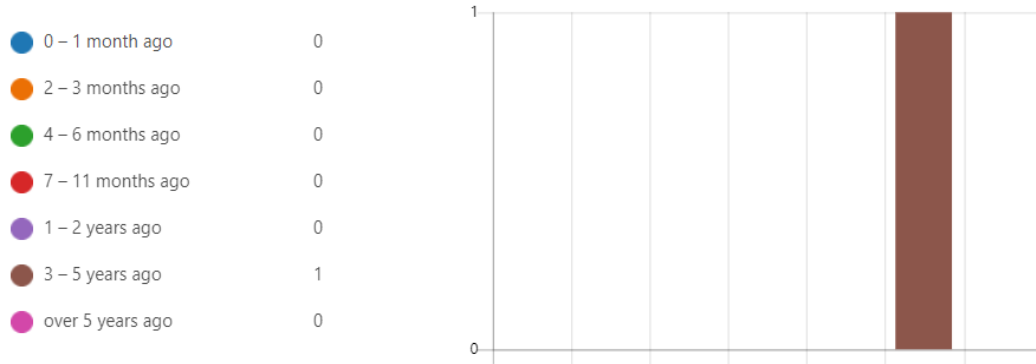
1

Responses

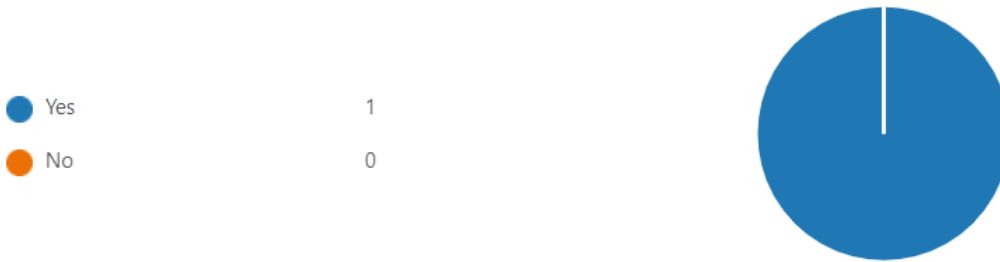
Latest Responses

"Hollard Highway Heroes - National Hollard Trucking Driver Rewards ...

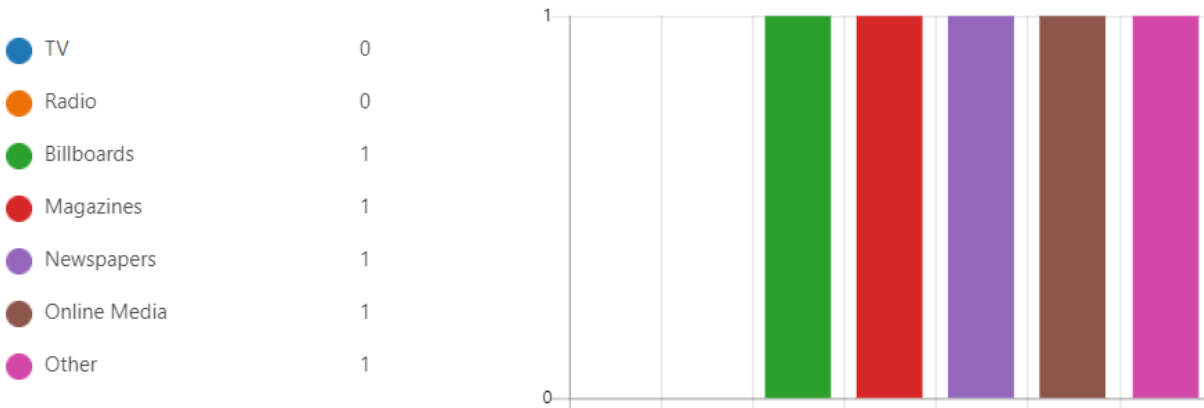
5. When were the campaigns hosted?



6. Does your insurance company advertisement include heavy vehicle driver safety awareness?

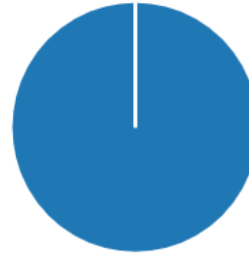


7. Where are these advertisements published?



8. Do you offer driver incentives for "good" heavy vehicle driver behaviour?

- Yes 1
- No 0



9. What is the total number of incentives currently offered by the insurance company?

1
Responses

Latest Responses
"5"

10. Please name the incentive/s you offer?

1
Responses

Latest Responses
"Hollard Highway Heroes - Driver of the year competition for truck an..."

11. How long have the incentive/s been in place?

- 0 – 1 month 0
- 2 – 3 months 0
- 4 – 6 months 0
- 7 – 11 months 0
- 1 – 2 years 0
- 3 – 5 years 0
- 5 – 10 years 1
- Over 10 years 0



12. Has there been any observed changes to driver behaviour since the onset of the incentive/s?

- Yes 1
- No 0



13. Since the onset of the incentive/s has there been an increase or decrease in annual claims for accidental damage caused by driver behaviour?

● Increase	0
● Decrease	1
● No change	0



14. By what average percentage did the annual claims increase or decrease?

1
Responses

Latest Responses
"10"

15. What average percentage of your consumers currently have the incentives cover plan?

1
Responses

Latest Responses
"25"

16. Do you plan to continue offering the current incentives plan in the future?

● Yes	1
● No	0



17. Do you plan on introducing additional incentives soon?

● Yes	1
● No	0
● Maybe	0



Training Providers

One of the logistic companies that completed the survey provided input from their internal training department as follows:

1. **By completing this survey, you confirm reading the consent form and agree to participate in this research study.**

Do you give consent to participate in the Western Cape Drivers Skills Project Survey?



2. Who develops the content of your theoretical and practical training manuals and study guides, and how regularly is the content updated?

1
Responses

Latest Responses

"TRAINING DEPARTEMENT - CONTENT ARE UPDATED AS REQUIRED. "

3. What is the rate of uptake of training the of truck drivers, annually?

1
Responses

Latest Responses

"DO NOT UNDERSTAND QUESTION DOES NOT MAKE SENSE. "

4. What type of training do you offer to truck drivers? Please name them.

1
Responses

Latest Responses

"INCAB, DEFENSIVE DRIVING, BASIC ROAD RULES, ECT "

5. What type of training do most truck drivers enroll in? Please name them.

1
Responses

Latest Responses

"ALL TRAINING IS COMPULSARY "

6. What do you regard to be the training requirements for those programs in which truck drivers enroll?

1
Responses

Latest Responses
"ALL OUR DRIVER ARE TRAINED BY OUR TETA ACREDITED TRAININ..."

7. Is the theoretical and practical training content the same for all heavy vehicles or are there customised/specialised areas for different type of heavy vehicles or dangerous goods?

● Generic 1
● Customized 0



8. How is the theoretical and practical training content different?

0
Responses

Latest Responses

9. To what extent does your training that you provide to truck drivers adhere to international standards?

1
Responses

Latest Responses
"TRAINING WE PROVIDE ARE ACCORDING TO TETA QUALIFICATION. "

10. Has there been a skills assessment to determine gaps in skills/education/training?

● Yes 1
● No 0



11. What are the gaps found in skills/education training?

1
Responses

Latest Responses
"NONE "

12. What informs the skills development programs that you offer?

1
Responses

Latest Responses
"TETA DOES REGULAR AUDITS AND HAVE TO APPROVE LEARNER TH..."