



Road Transport and Safety Agency

Annual Report 2018



Road Transport and Safety Agency

Annual Report

2018

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Glossary

BRTA	Bilateral Road Transport Agreement
CBP	Cross Border Permit
CDC	Curriculum Development Centre
DPP	Director of Public Prosecutions
E-ZamTIS	Electronic Zambia Transport Information System
GRSP	Global Road Safety Partnership
IDP	International Driving Permit
MDVL	Motor Dealer Vehicle Licence
MLGH	Ministry of Local Government and Housing
MoU	Memorandum of Understanding
NRFA	National Road Fund Agency
PSV	Public Service Vehicle
RDA	Road Development Agency
RISDP	Regional Infrastructure Strategic Development Plan
RMI	Road Management Initiative
RSA	Road Safety Audit
RSI	Road Safety Inspection
RSL	Road Service Licence
RTI	Road Traffic Inspector
RTSA	Road Transport and Safety Agency
SADC	Southern Africa Development CommAgencyy
SCCM	System Centre Configuration Manager
SCOM	System Centre Operations Manager
SI	Statutory Instrument
ZamTIS	Zambia Transport Information System
ZITF	Zambia International Trade Fair
ZP	Zambia Police

PERMANENT SECRETARY'S STATEMENT

It is with great honour and privilege that I present this overview statement on the activities of the Road Transport and Safety Agency (RTSA) for the year ended 31st December 2016, marking the 10 years of existence since the Agency was established as a corporate body in 2006. RTSA as the lead Agency in promoting road safety, planned and implemented its activities in accordance with the United Nations Decade of Action on road safety whose aspirations are to stabilise and further reduce the number of road traffic accidents by 50 per cent by the year 2020.

RTSA has been implementing road safety interventions as stipulated in the global decade of action. The five pillars of the global decade of action are as follows:

- (i) Road Safety Management;
- (ii) Safer Roads;
- (iii) Safer Vehicles;
- (iv) Safer Road Users; and
- (v) Post-Crash Care.

The year 2016 saw continued and focused implementation of various road safety strategies in a bid to stabilise and ultimately reduce the number of road crashes and fatalities.

In 2016, the country witnessed a reduction in the number of road traffic accidents recorded by 4 percent, from 33, 672 in 2015 to 32,350 in 2016. However, the country recorded a marginal increase in the number of road accident fatalities from 2,113 in 2015 to 2,206 in 2016. The country is showing greater signs of stabilisation and feasible reduction in road traffic accidents and fatalities.

The Agency during the period under review refocused its energy and resources towards strategies aimed at improving road safety in the country.

The Agency carried out various road safety publicity and education activities aimed at changing the mind-set for road users towards embracing good road user behaviour which is one of the major prerequisites in promoting road safety. A number of media activities were conducted, highlighting the need for road user behaviour change through road safety education and traffic law enforcement in accordance with good practices to enhance road



safety through adherence to basic safety standards – including speed, safety belts, alcohol, use of cell phones while driving and fatigue management.

The Agency continues to embrace the idea that road safety is a shared responsibility involving relevant Government ministries, local authorities, road developers, and Non-Governmental Organisations and private sector entities. To this end, the Agency on 22 September 2016 held a National Road Safety Indaba under the theme “Getting Involved in Promoting Road Safety, a Shared Responsibility” which was in line with RTSA’s Strategic Plan which aspires to involve all stakeholders in reducing the number of road crashes in the country.

The purpose of the high level meeting was to discuss and brainstorm with stakeholders and other partners in the road transport sector in relation to improving the road safety situation in Zambia.

The event was graced by the Acting Republican President, Her Honour Mrs. Inonge Wina who demonstrated the importance that the RTSA and Government at large, attaches to collectively chart the way forward in reducing road crashes in Zambia. The event further underscored the need for a multi sectorial approach in the fight against road crashes.

On recommendation of the RTSA, the Minister of Transport and Communications on 28th October,

2016 issued Statutory Instrument No. 76 of 2016: The Road Traffic (Public Service Vehicles) (Restriction on Night Driving) Regulations. The SI restricts the movement of public service vehicles and vehicles in transit between 21:00 hours and 05:00 hours. This was against the background that public service vehicles, which include passenger and heavy goods vehicles, account for 52% of the total road traffic accidents that occur in the night. We are pleased to report that the country has not recorded any road traffic accident involving PSV at night from the time SI 76 was issued.

Additionally, this particular urgent intervention by government to restrict the movement of PSVs at night culminated in stabilising the number of road traffic accidents in the country, as it was projected that if such interventions were not introduced, road traffic fatalities could have risen to over 3,000 by end of 31st December 2016.

In light of the economic situation, the RTSA continues to assess the implementation of the SI in relation to the road safety outlook of the country. The RTSA Board has taken steps to put in place other interventions with the goal of promoting road safety and delivering economic development.

During the period under review, the RTSA initiated various road safety projects. One of these projects is the monitoring of the speed for PSV by use of the Global Position System. This particular project is in the pipeline and will be actualised in the year 2017. Additionally with financial assistance from the World Bank, the Agency finalised the development of the Accident Information System (AIS).

Another important highlight of the year 2016 is the finalisation of the development of the implementation of the Electronic Zambia Transport Information System (e-ZAMTIS). I commend Management for the great work done

on this project. Once rolled out, the e-Zamtis will significantly improve the vehicle licencing and registration processes and all other electronic services provided by the Agency. Another major upside of the e-ZAMTIS will be the improvement of the Agency's business controls environment leading to the safeguarding of Government revenues.

The Board will continue to provide oversight to ensure that the Agency meets its targets and operates in a transparent and accountable manner in a bid to gain public confidence from the Zambian general citizenry, and to achieve for operational efficiencies as far as service delivery to the public is concerned.

I wish to extend, on behalf of the Board and indeed my own behalf, my appreciation to Management and staff of the Agency for their dedication and hard work. As I conclude, I am delighted to note that the Agency recorded significant progress in 2016 but much more work remains to be done as we cannot relax until we achieve the ultimate goal of bringing fatalities arising from road crashes to Zero.

Eng. Webster Nonde

Chairman

Director and Chief Executive Officer's Statement

The Road sector report is an annual publication of the Road Transport and Safety Agency (RTSA) which focuses on sectoral achievements as well as challenges experienced by the Agency. The report will highlight future prospects and opportunities for the Road Transport and Safety Agency and further focus on the successes and challenges experienced by Agency in 2017.

In the year 2017, the RTSA conducted its activities focusing on areas of road safety and road transport management. These activities were in line with the United Nations Decade of Action on Road Safety whose aspirations are to stabilise and reduce road traffic accidents and fatalities by 50 per cent by the year 2020. The Agency has continued implementing and actualising the new Corporate Plan for the period 2016 to 2018 in line with Government Policy. The Corporate Plan ensures that the Agency enhances road transport efficiency as well as adopts road safety strategies that will result in the reduction of fatalities and injuries.

The activities of the RTSA under its Corporate Plan are anchored on the following five focus areas:

- (i) improving road safety;
- (ii) rebranding the Agency and developing infrastructure;
- (iii) enhancing service delivery;
- (iv) enhancing revenue collection; and
- (v) enhancing stakeholder management and communication.

During the year under review, the Agency issued and implemented thirteen (13) Statutory Instruments (SIs) whose was improving in road safety. The impact of these SI was noticed by the significant reduction in the number of road traffic crashes and fatalities. In 2017 the road traffic crashes reduced by 7% from 32,350 in 2016 to 31,163 in 2017 and fatalities reduced by 10% from 2,206 in 2016 to 1,989 in 2017 with a decreasing trend. The Sis are supplementing increased road safety awareness and joint enforcement activities between RTSA and Zambia Police. Despite all these efforts on

road safety interventions, poor road user behaviour still remains the leading contributing factor to road traffic crashes, fatalities and injuries.

In 2017, the RTSA ensured that standards and procedures governing the issuance of driving licences to private and Public Service Vehicle (PSV) drivers were reviewed. The Legislation and institutional framework governing driver and motor vehicle examination were reviewed.

During the year under review, the number of licencing transactions increased by 1.2% from the previous year. The licencing transactions included; road tax, road service licence, driving licences and provisional drivers' licences. The increase in the number of licencing transactions has been attributed to, among other factors, the increase in the cumulative vehicle population.

The number of motor vehicles and trailers registered during the year under review increased by 25 % from the previous year, bringing the cumulative vehicle population to 737.671.

The RTSA has continued to be the lead Agency in the collection of non-tax revenues. During the period under review, the Agency collected a total of K819 million compared to K782.6 million in 2016 representing an increase of 5 % with an absolute value of K36.4 million.

The general outlook for 2017, is to realise the full implementation of the electronic Zambia Transport Information System (e- ZamTIS) and Accident Information System (AIS).

I wish to express my profound gratitude and appreciation to the Government of the Republic of Zambia, particularly the Ministry of Transport and Communications the Board, Management and staff as well as other stakeholders for the unwavering support and guidance during the year under review.

Zindaba Soko,

Director and Chief Executive Officer.

Board of Directors

Senior Management

1 INTRODUCTION

The Road Transport and Safety Agency (RTSA) was established by the Road Traffic Act No. 11 of 2002 as a body corporate with perpetual succession and a common seal. The Agency is mandated by the Road Traffic Act No. 11 of 2002 to implement and coordinate road safety programmes that are aimed at reducing the likelihood and impact of road crashes. The Agency is also mandated to undertake activities relating to road transport and traffic management. Further, the RTSA has become a substantial contributor of Government revenue to the Road Fund being the highest non-tax revenue collector in the country.

1.1 Corporate Governance

The Agency's corporate governance structures are premised on transparency, responsibility, accountability and integrity. The roles of Government, the Board, Management and staff are well defined to avoid any possible conflict of interests.

1.1.1 Committee of Ministries on Road Management Initiatives

The Agency reports to the Committee of Ministers on Road Management Initiatives (RMI) which comprises of the Ministers responsible for:

- i. Transport and Communications;
- ii. Finance;
- iii. Justice;
- iv. Local Government;
- v. Housing and Infrastructure;
- vi. Mines, Energy and Water Development;
- vii. Agriculture; and
- viii. Tourism and Arts.

These Ministers are assisted by Permanent Secretaries in their respective ministries.

1.1.2 The RTSA Board

The RTSA Board is appointed by the Minister of Transport and Communications under Section 5 of the Road Traffic Act No. 11 of 2002. The Board reports to the Committee of Ministers on RMI whose Chairperson is the Minister of Transport and Communications. The Board, in line with Section 5 of the Road Traffic Act No. 11 of 2002, consists of;

- i. A representative of the Pensions and Insurance Authority (PIA);
- ii. A representative of the Passengers, Pedestrians and Cyclists Association;
- iii. A representative of persons with disabilities recommended by the Ministry responsible for community development and social welfare;
- iv. A representative of the Chartered Institute of Logistics and Transport;
- v. A representative of the Passengers Transport Association;

- vi. A representative of the Truckers Association;
- vii. A representative of the Health Professionals Council of Zambia;
- viii. A representative of the Attorney-General;
- ix. A representative of the Ministry responsible for Transport and Communications;
- x. A representative of the Ministry responsible for Home Affairs;
- xi. Director of the Road Development Agency;
- xii. Director of the National Road Fund Agency;
- xiii. One other person.

The Director and Chief Executive Officer (CEO) of the Agency is the Secretary to the Board.

The Board is responsible for providing strategic direction to the Agency and ensuring that it is managed in an effective and efficient manner. The Board oversees the implementation of Government policies and regulations on road transport, traffic management and road safety. It sets the strategic direction of the Agency, approves and reviews annual work plans and ensures systems of internal controls are in place. In order to provide the required control of the Agency, the Board operates through Committees whilst retaining its full responsibility as a Board. The Committees include: Audit and Risk, Technical, and Finance and Administration.

1.1.3 Audit and Risk Management Committee

The Audit and Risk Management Committee is chaired by a non-executive Director and consists of five other non-executive Directors. The composition of the Committee conforms to the requirement of the Public Finance Act of 2004. The Committee is responsible for reviewing the system of internal controls and procedures and ensuring that they are adequate. The Committee further ensures that a system of identifying and evaluating critical risk is in place and is frequently reviewed.

1.1.4 Technical Committee

The Technical Committee is chaired by a non-executive Director and consists of five other non-executive Directors. The Committee provides direction to the Agency on matters of road safety and coordination of safety programmes with stakeholders. The Committee also oversees the implementation of regulations relating to registration, examination and licencing of motor vehicles, trailers and drivers. It recommends to the Board for approval of short, medium and long term road transport and safety strategies. It also reviews proposed amendments to legislation before consideration of the Board.

1.1.5 Finance and Administration Committee

The Finance and Administration Committee is chaired by a non-executive Director and consists of four other non-executive Directors. The Committee oversees financial reporting, administration and procurement matters of the Agency and recommends improvements. The Committee also oversees processes of employee resourcing, remuneration, development and separations.

1.1.6 Senior Management

The Board, with the approval of the Minister of Transport and Communications, appoints the Director, who is the Chief Executive Officer of the Agency. The Board also appoints Deputy Directors responsible for road safety and road transport. The Director is assisted by other senior management staff who include the Head Finance, Head Internal Audit and Risk Assurance, Head Information Communications and Technology, Legal Counsel, Head Statistics and Research, Head Human Resource and Administration, Head Public Relations and Procurement Specialist.

The offices of the Deputy Directors are assisted by Principals responsible for road safety engineering, road safety education and publicity and road traffic inspection. Others are Principals responsible for motor vehicle and driver registration, licencing and examinations.

1.2 Corporate Plan

The Corporate Plan sets the Agency's strategic direction, priorities and enables the Agency to focus its energies and resources towards achieving set goals. The corporate plan consists of decisions, responsibilities, deadlines and key performance indicators that are aimed at shaping and guiding the Agency's day to day decisions with a focus on the future. The current Corporate Plan runs from 2016 – 2018 and centres on the following key areas:

1.2.1 Vision Statement

To be a world class regulator of a road transport system that ensures safety for all road users

1.2.2 Mission Statement

To manage the road transport system, protect and save lives, reduce number of crashes and fatalities among all road users countrywide.

1.2.3 Core Values

The RTSA shall conduct its business with the following values:

- i. Excellence service;
- ii. Integrity;
- iii. Confidentiality;
- iv. Fairness;
- v. Transparency;
- vi. Accountability; and
- vii. Efficiency.

The five focus areas for the period 2016 – 2018 are:

- i. To improve road safety;
- ii. To rebrand the Agency and develop infrastructure;
- iii. To enhance service delivery;
- iv. To enhance revenue collection; and
- v. To enhance stakeholder management and communication.

1.2.4 Strategic Objectives

The following are the strategic objectives for the period 2016 – 2018:

- i. Improve road safety;
- ii. Enhance road transport registration, examination and licencing;
- iii. Undertake capacity building and enhance productivity of the work force;
- iv. Develop and improve infrastructure; and
- v. Efficient Management of revenue collection.

2 ROAD SAFETY

2.1 DECADE OF ACTION FOR ROAD SAFETY

The primary objective of road safety is to protect the lives of all road users and their property through the appropriate screening of drivers and vehicles going on public roads, the introduction of road safety engineering measures, road safety education, publicity and enforcement of road traffic regulations.

The United Nations proclaimed 2011 – 2020 as the Decade of Action for Road Safety. The guiding principles underlying the Global Plan for the Decade of Action are those included in the 'Safe System' approach. This approach aims to develop a road transport system that is better able to accommodate human error and take into consideration the vulnerability of the human body.

The five pillars for the Global Plan for the Decade of Action are as follows:

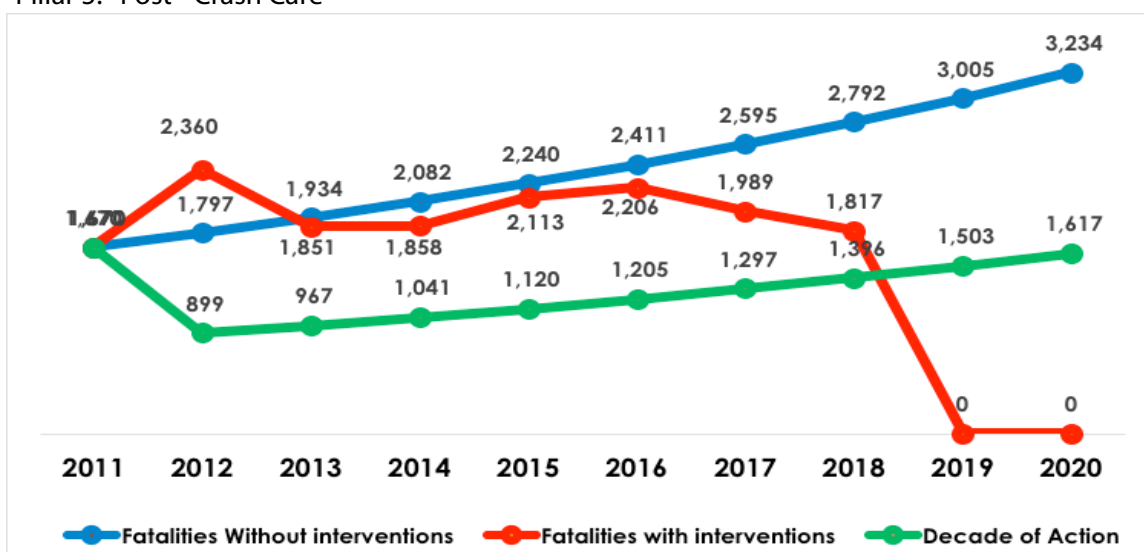
Pillar 1: Road Safety Management

Pillar 2: Safer Roads and Mobility

Pillar 3: Safer Vehicles

Pillar 4: Safer Road Users

Pillar 5: Post - Crash Care



Performance of the decade of action

2.2 ROAD SAFETY MANAGEMENT

Pillar 1 of the United Nations Decade of Action for Road Safety 2011 -2020 focuses on the institutional framework needed to implement road safety activities, thereby setting the oversight of all other pillars. It provides an opportunity to intensify or to develop activities towards building institutional capacity as well as focusing on targets such as capacity building at local government level, developing local research and road safety monitoring.

The limits to improved road safety performance are shaped by a road safety management system which determines the results being sought and produces the interventions to achieve them.

During the year under review, the Road Transport and Safety Agency (RTSA) carried out the following road safety management activities.

5 Road traffic safety policy and its Implementation plan,

The consulting services to develop a Road Traffic Safety Policy and its Implementation Plan was supported by the Road Transport Sector Capacity Building Programme funded by the European Development Fund (EDF) in 2016.

During the year under review, the Agency in collaboration with the Ministry of Transport and Communications and Cabinet aligned the policy document to the Republic of Zambia format as advised by Cabinet Office.

6 Fleet Safety Management Guide for Public Service Vehicle Operators

i. Printing of Fleet Safety Management Guide

During the year under review the Agency printed (in the fourth quarter) 4,000 copies the Fleet Safety Management Guide. The Fleet Safety Management Guide will be distributed to transport operators in the first quarter of 2019.

ii. Fleet Risk Assessments

During the year under review the Agency with technical assistance from the Global Road Safety Partnership (GRSP) Zambia conducted Fleet Risk Assessments on five (05No.) goods transporters and one (01No.) passenger transporter respectively as tabulated in table 1 below.

Table 1: Fleet safety risk assessment during the year under review

S/N	Name of Transporter	Date Assessed	Score (%)	Rating/Vetting Category
1.	Zambeef Products PLC	14/08/2018	66	B (Good)
2.	Time Trucking Limited	22/08/2018	91	A (Excellent)
3.	A.M. Motors Limited	04/08/2018	81	A (Excellent)
4.	Kachema Meat Suppliers	14/09/2018	47	C (Fair)
5.	FM Travellers ¹	24/09/2018	29	D (Poor)
6.	Shingalana Limited	28/09/2018	84	A (Excellent)

Implement, Monitor and Evaluate Performance of the MoU on Road Safety

During the year under review the planned meetings to monitor and evaluate the performance of the MoU on Road Safety did not take place due to lack of funding. In this regard the MoU signatories could not report effectively on the implementation of their MoU activities for the year.

Implementation of Guidelines for Safe Use of Public Roads, Speedways and Racecourses by Motor Clubs

During the year under review the Agency signed a Memorandum of Understanding with the Zambia Motor Sport Association and handed over the Guidelines for Safe Use of Public Roads, Speedways and Racecourses by Motor Clubs.

The Agency will implement the Guidelines through the Traffic Law Enforcement Unit.

7 Accident Information System (AIS)

Road Transport and Safety Agency (RTSA) handed over 85 desktop computer processing units, 93 desktop monitors, 30 handheld mobile devices, 28 internet routers and 56 data sim-cards. Retraining and rollout of the AIS will be undertaken in the first quarter of 2019, the Zambia Police command has given a go ahead to the project.

8 Zambia agricultural and commercial show

During the period under review exhibited scooped third position in the best transport exhibit category at the 92nd Zambia Agricultural and Commercial Show which was held from 1st to 6th August 2018 under the theme "Sustainable Economic Development".

9 Media campaigns

The Department utilised all form of media to ensure road safety messages is disseminated to all road users.

10 television programmes

During the period under review, the PR Department continued to utilise the media platform through TV programmes on Diamond TV, ZNBC TV1 and TV2 to raise awareness on road safety matters.

The Unit also continued the production of a 13 series documentary dubbed "Happy Patrols" which highlights the need for safer roads and mobility currently airing on Zambia National Broadcasting Corporation (ZNBC).

11 radio programmes

The PR Department facilitated for Agency staff to feature on Millennium Radio and other stations to talk about RTSA's services and highlight road safety issues. The Agency continued broadcasting road safety radio programs in all the ten provinces through community radio stations.

12 zambia international trade fair

In the second quarter of 2018, the Agency scooped two awards at the Zambia International Trade Fair (ZITF). The RTSA won first prize for Local exhibitors in "Transport Services and Allied Industry" and second prize Regulatory Institution.



RTSA Director and CEO Zindaba Soko and some members of staff after receiving an award at the 2018 ZITF.

13 print media

The PR Department continued to utilise the print media to promote road safety and publicise RTSA functions to the general public. During the period under review, the Agency placed various press releases, public notices and adverts in the Zambia Daily Mail, Times of Zambia and Daily Nation.

14 social media

The use of social media has become a key part of enhancing operations in the PR Department and the Agency at large. This medium have proved effective in addressing queries from members of the public. The Unit through the Call Centre also continued to utilize its social media platforms to interact with members of the public. The RTSA Facebook Account now has a following of over 41, 360 and is liked by 40, 968 people.

15 corporate support services

The PR Department continued to provide corporate support to the Agency through speech writing, drafting and issuing press statements and organizing media briefings.

2.3 SAFER ROADS AND MOBILITY

Pillar No.2 of the United Nations Decade of Action for Road Safety 2011 -2020 highlights the need to improve the safety of road networks for the benefit of all road users, especially the most vulnerable: pedestrians, bicyclists and motorcyclists. Activities include improving the safety-conscious planning, design, construction and operation of roads; making sure that roads are regularly assessed for safety; and encouraging relevant authorities to consider all forms of transport and types of safe infrastructure when they respond to the mobility needs of road users.

In order to contribute to the attainment of safer roads and mobility, the Road Transport and Safety Agency (RTSA), through the Safety Department, carries out Road Safety Audits (RSAs) and Road Safety Inspections (RSIs).

17 Road Safety Audits (RSAs)

A Road Safety Audit (RSA) is a formal procedure for independent assessment of the accident potential and likely safety performance of a specific design for a road or traffic scheme – whether new construction or an alteration to an existing road. The principle behind it is that ‘prevention is better than cure’. Road user error is the major cause of road accidents, but defects in the road environment (poor alignment, inadequate signing, dangerous obstacles, etc.) are a contributory factor in many cases. Remedying these defects at the design stage is an economic and effective way of reducing road accidents and preventing injury.

Road safety audits assess how the road will work once open to use by traffic, focusing on the safety of road users - including pedestrians, cyclists, and motorists. A Road Safety Audit Report identifies any road safety deficiencies in the design stage and recommends ways in which these can be overcome.

During the year under review no road design was submitted for a Road Safety Audit. However, the Agency provided comments on the following reports submitted by the Zambia Environmental Management Agency:

- i. Environmental Impact Statement for the proposed upgrading of the roads linking Luwingu-Nsombo, Mfungo-Matipa, Chansa-Chiba and Chaba-Muchinshi in Northern Province by Road Development Agency;
- ii. Environmental Project Brief for the proposed installation of a 10,000 Ltr. above ground tank in Ndola by Baa Transport and General Trading Limited;
- iii. Environmental Project Brief for the proposed Solwezi Shopping Center in Solwezi District by Real Estates Investments Zambia;
- iv. Environmental Project Brief for the proposed construction of Heavy Fuel Oil Tank within Global Industries Limited in Ndola; and
- v. Environmental and Social Impact Statement for the proposed Lusaka Roads Decongestion Project by Ministry of Local Government.
- vi. Environmental Project Brief for the proposed construction of a Four Star Hotel on Plot 5494 Lunsemfwa Road, Kalundu area in Lusaka District by Adhanom Investment Zambia Limited;
- vii. Environmental Project Brief for the proposed Shopping Mall in Mufulira District by Yengatech Enterprises Limited;
- viii. Environmental Project Brief for the proposed Diesel Filling Station in Kalumbila District by BUKS Haulage;
- ix. Traffic and Road Safety Management Plans for Environmental Project Brief for the proposed installation of a 10,000 ltr. above ground tank in Ndola by Baa Transport and General Trading Limited;
- x. Environmental Project Brief for the proposed Lusaka Transmission and Distribution Project,

Construction of water works – LSMFEZ- Chawama – Chilanga – Lusaka West Substation 133KV Transmission by ZESCO;

- xi. Environmental Project Brief for the proposed revamping of an existing Filling Station on Lot No.3898/M along Kashikishi – Luchinga – Chiengi Road in Nchelenge District by Mwi – P – Geo General Dealers.
- xii. Environmental Project Brief for the proposed Shopping Centre by Bauleni Shopping Centre Limited;
- xiii. Environmental Project Brief for the proposed construction of a haulage and logistics services by Lian Chao and Yue Ventures Limited in Kalulushi District; and
- xiv. Environmental Project Brief for the proposed construction of a Filling Station in Kafulafuta area, Masaiti District along Kabwe Road on Plot No. Ndola/10386880 by Hamdi Investment and Trading Company Limited;
- xv. Environmental Project Brief for the proposed construction of a Service Station in Kwacha East, Kitwe District by Eagle Adventures and Tours Limited.
- xvi. Environmental Impact Statement for the Proposed Processing Plant in Kalulushi District by Ramoji Resources Limited
- xvii. Request for Comments on the Proposed Environmental Project Brief for Construction and Operation of a Truck Stop on Lot No. 852/M Chingola Road in Chingola District by Nyembe Investments Limited.
- xviii. Request for Comments on the Environmental Project Brief for the Proposed Construction of a Filling Station at The Corner of Buteko and President Avenue by Quest Industries Limited in Kalulushi District
- xix. Request for Comments on the Environmental Impact Statement for the Proposed Warehouse on Ndola Kapiri Road

18 Road Safety Inspections (RSIs)

A Road Safety Inspection (RSI) is a formal safety performance examination of an existing road. It qualitatively estimates and reports on potential road safety issues and identifies opportunities for improvement in safety for all road users.

During the year under review the Agency conducted Road Safety Inspections and made recommendations for safety improvement on the following in Lusaka:

- i. Lukasu and Kaseba Road Junction in Longacres;
- ii. Kalambo and Freedom Way Junction in the Central Business District;
- iii. Church and Dushambe Road Junction in Fairview area;
- iv. Addis Ababa and Great East Road Junction;
- v. Chilimbulu Road about 300m from Kamwala roundabout heading to Kabwata;

- vi. Musonda Ngosa, Palonalio Miti, Mwaya and Nchoncho Roads in Villa Elizabetha;
- vii. Mungwi Road near Zambian Breweries

The major issues arising from the inspections were:

Urban Roads

- i. Inadequate traffic signing;
- ii. Traffic conflicts leading to collisions;
- iii. Inadequate pedestrian facilities; and
- iv. Inadequate traffic calming on most urban streets.

The Agency also conducted inspections and made recommendations on selected rural roads under the Improved Rural Connectivity Project supported by the World Bank as follows:

Central Province

- i. U17 Road between Mkushi and Musofu;
- ii. RD212 Road between Musofu and D201 Junction;
- iii. R127 Road between M20 Junction and Kamilambo; and
- iv. R185 Road between Kamilambo and Mumbwa

Eastern Province

- i. RD143 Road between Nyimba and Ndevu;
- ii. RD418 Road between Nyimba and Mtilizi Bus stop;
- iii. RD406 Road between Vubwi and D130; and
- iv. RD580 Road between Mwami Border and D804 Road.

Southern Province

- i. RD622 Road between Mbabala (M11) and Munzele School;
- ii. U19 Road between Munzele School and Macha Maize Depots;
- iii. D538 Road between Macha Maize Depot and M11 Road;
- iv. U4K Road between Zimba and Nyawa;
- v. RD407 Road Between Nyawa and Kauwe and
- vi. U9 Road between T1 Road and Chikani

Western Province

- i. RD305(a) Road between Namushekende (M10) and Nalikwanda;
- ii. RD309 Road between Sikelenge and Luampa; and
- iii. U4 Road between Sikelenge and Mayukwayukwa

The major issues arising from the inspections were:

- i. Lack of traffic signing;
- ii. Narrow carriageways which do not allow for safe passage of opposing traffic streams;
- iii. Inadequate sight distances due to overgrown vegetation and poor horizontal and vertical alignments;
- iv. Very poor condition of carriageways;
- v. One vehicle width structures with no delineation and lack of guardrails in sections with severe side slopes; and
- vi. Steep slopes on some roads which are a hazard for heavy vehicles.

During the period under review, the Public Relations Department continued broadcasting road safety programs on Zambia National Broadcasting Corporation (ZNBC TV 1). The documentaries also highlights the importance of safer roads. The Agency is also using all available forms of media platforms such print, electronic and social media to advance the agenda for safer roads.

2.4 SAFER VEHICLES

Pillar No.3 of the United Nations Decade of Action for Road Safety 2011 -2020, focuses on ensuring that standards are reviewed for all motor vehicles as well as related safety equipment such as seat belts and helmets for motor cycles and bicycles – and law enforcement needs to strengthened to ensure compliance with international best practices, including regulations related to import of vehicles. Further, law enforcement in accordance with good practice as critical in enhancing safety to ensure adherence to basic safety standards including speed, seat belts, alcohol, helmets and fatigue management.

An Overall total of **49,988** traffic offences were recorded in 2018. From the overall total, **34,089** offences were recorded from the daily stations operations during the year compared with **55,574** overall offences and **40,825** offences recorded from daily stations operations in 2017 and **30,068** offences in 2016. Comparing 2018 with 2017, a reduction in the number of traffic offences of **5,586** was recorded.



The Overall Total revenue collected in 2018 amounted to **ZMW 11,854,145.00** of which **ZMW 9,138,525.00** of the overall was collected from daily stations operations with **ZMW 2,670,620.00** collected during special operations and **ZMW 45,000** collected from Towing Charges, compared to **ZMW 10,546,740.00** total revenue of which **ZMW 8,570,657.00** was collected from daily stations with **ZMW 1,910,883** collected during special operations and **ZMW 65,200** collected from Towing Charges in 2017 and **ZMW 7,255,494.00** was collected in 2016. This indicates an increase of **ZMW 1,307,405.00** comparing 2018 and 2017. It is important to note that the fines mentioned above are not receipted by the agency but the judiciary at the fast track courts and Zambia Police.

During the year 2018 the Lusaka fast track court dealt with **6,715** traffic offences compared with **3,696** traffic offences in 2017 and **2,897** traffic offences in 2016.

In 2018, the agency managed to tow away to safety a total number of **65** motor vehicles and **142** motor vehicles in 2017 and in 2016 towed **178**. This represents a reduction of **77** comparing 2018 and 2017. The reduction is mostly attributed to the introduction of towing charges which compels motorists to remove their vehicles from the roads before they are towed by the Agency.

The table 1 below illustrates the first ten highest recorded Traffic offences during the four (4) quarters of 2018 in comparison with 2017 and 2016.

NO.	TYPE OF OFFENCE	TYPE OF OFFENCE	TYPE OF OFFENCE
	Annual 2018	Annual 2017	Annual 2016
1	Expired Road Tax	Exceeding Speed Limit	Expired Road Tax
2	Exceeding Speed Limit	Expired Road Tax	Exceeding Speed Limit
3	Expired Test Certificate	Expired Test Certificate	Dangerous Driving
4	Expired Uninsured MV	Plying for Hire and Reward	Expired Test Certificate
5	Dangerous Driving	Expired Uninsured MV	Unlicensed Driver
6	Plying for Hire and Reward	Dangerous Driving	Plying for Hire and Reward
7	Expired Certificate of Fitness	Unlicensed Driver	Expired Uninsured MV
8	Unlicensed Driver	Defective Tires	Obstruction of Roadway by M/V
9	Defective Tires	Expired Certificate of Fitness	Expired Certificate of Fitness
10	Expired Identity	Expired Identity	Defective Tires

20 Publicity on Safer vehicles

The PR Unit continued to undertake activities aimed at increasing awareness on the need for safer vehicles. During the period under review, the Unit organised media coverage for Operation Compliance which was aimed at increasing compliance to road traffic rules and regulations. The operation was conducted countrywide and was launched in the copperbelt Province by the Minister of Transport and Communications, Hon. Brian Mushimba.



Public relations team issuing IECT materials to road users at landless corner.

Table 22: Ten highest recorded Traffic Offences

NO.	TYPE OF OFFENCE	TYPE OF OFFENCE	TYPE OF OFFENCE
	Annual 2018	Annual 2017	Annual 2016
1	Expired Road Tax	Exceeding Speed Limit	Expired Road Tax
2	Exceeding Speed Limit	Expired Road Tax	Exceeding Speed Limit
3	Expired Test Certificate	Expired Test Certificate	Dangerous Driving
4	Expired Uninsured MV	Plying for Hire and Reward	Expired Test Certificate
5	Dangerous Driving	Expired Uninsured MV	Unlicensed Driver
6	Plying for Hire and Reward	Dangerous Driving	Plying for Hire and Reward
7	Expired Certificate of Fitness	Unlicensed Driver	Expired Uninsured MV
8	Unlicensed Driver	Defective Tires	Obstruction of Roadway by M/V
9	Defective Tires	Expired Certificate of Fitness	Expired Certificate of Fitness
10	Expired Identity	Expired Identity	Defective Tires

(DDS to provide statistics)

Number of Road Traffic Offences Recorded

A total number of **49,988** road traffic offences were recorded in all regions and the highest was recorded in Lusaka Province with **15,195** while Northern Province recorded the lowest number of traffic offences with **848** during the period under review. This is compared to **55,574** and **30,068** traffic offences in 2017 and 2016 respectively. Table 2 below illustrates the number of road traffic offences for 2016, 2017 and 2018:

Table 23: Number of Offences

Zone	1 st Qtr 18	2 nd Qtr 18	3 rd Qtr 18	4 th Qtr 18	Annual 18	Annual 17	Annual 16
Lusaka	2,761	2,601	1,296	2,229	8,887	15,195	10,770
Eastern	937	4,219	194	406	5,756	3,298	1,849
Copperbelt	1,437	1,572	1,110	1,506	5,625	5,477	3,932
North Western	1,036	1,753	607	1,010	4,406	3,679	2,807
Central	576	524	336	610	2,046	5,442	3,680
Southern	525	759	164	518	1,966	1,747	1,553
Muchinga	237	1,093	145	332	1,807	2,425	1,576
Western	307	361	202	436	1,306	1,178	1,339
Luapula	338	511	60	316	1,225	1,536	1,413
Northern	274	476	125	190	1,065	848	1,149
TOTAL	8,428	13,869	4,239	7,553	34,089	40,825	30,068
Special Operations	4,230	2,383	73	9,213	15,899	14,749	
OVERALL TOTAL	12,658	16,252	4,312	16,766	49,988	55,574	30,068

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Fast Track Court in Lusaka

The fast track court in Lusaka attended to a total number of **6,715** traffic offences, **5,238** secured convictions compared with **3,696** traffic offences dealt with in 2017, securing **3,148** convictions. In 2016 **2,987** traffic offences were dealt with and **2,581** convictions were secured. Comparing 2018 and 2017 an increase of **3,019** offences was recorded, this can be attributed to the intensified special operation conducted in Lusaka.

Revenue Collected

During the period under review, the unit collected ZMW **11,854,145.00** and Lusaka station collected the highest revenue and Luapula station collected the lowest as illustrated in the table below. The unit collected ZMW **10,564,740.00** and ZMW **7,255,494.00** in 2017 and 2016 respectively as illustrated in table 3 below:

Table 24: Revenue Collected

Zone	1 st Qtr 2018	2 nd Qtr 2018	3 rd Qtr2018	4 th Qtr 2018	2018	2017	2016
Lusaka	1,224,410	1,446,660	670,775	1,180,025	4,521,870	3,627,827	3,318,453
Copperbelt	134,640	186,375	343,430	284,968	949,413	801,860	485,668
Eastern	67,740	586,625	40,200	115,275	809,840	289,024	361,875
Muchinga	80,412	631,939	50,475	14,375	777,201	1,174,820	872,852
Southern	144,855	246,947	55,109	169,695	616,606	548,296	451,065
N/Western	118,725	149,325	46,800	75,375	390,225	509,700	376,350
Central	111,450	90,150	68,910	97,500	368,010	774,695	508,951
Western	73,515	100,335	56,265	135,345	365,460	301,120	331,495
Luapula	59,145	30,300	30,300	54,915	174,660	305,415	348,450
Northern	45,375	60,060	29,955	29,850	165,240	237,900	200,335
TOTAL	2,060,267	3,528,716	1,392,219	2,157,323	9,138,525	8,570,657	7,255,494
Towing Charges	21,975	11,850		11,175	45,000	65,200	
D.D Operations	10,800				10800	16,275	
Special Operations	484,355	340,775	6,750	1,827,940	2,659,820	1,862,359	
Ceremonies						1,650	
Night Ban Patrols						30,599	
OVERALL TOTAL	2,577,397	3,881,341	1,398,969	3,996,438	11,854,145	10,546,740	7,255,494

Tow Truck Operations

The tow truck operations were conducted around Lusaka, Kabwe and the main highways. In 2018, a total number of **65** motor vehicles were towed to safety. The fourth quarter had **15**, third quarter **nil**, and second quarter **21** and first quarter **29** Motor Vehicles towed to safety. The total Revenue generated was **ZMW 45,000**.

Table 4 below illustrates the number and type of motor vehicles that were moved by the tow trucks to safety during the period under review.

Table 4 below illustrates the number and type of motor vehicles that were moved by the tow trucks to safety during the period under review.



Table 25: Annual Tow Truck Operation

S/N	STATUS OF M/V	HEAVY M/V				Total	LIGHT M/V				Total	GRAND TOTAL
		1st	2nd	3rd	4th		1st	2nd	3rd	4th		
1	ABANDONED	1	0	0	1	2	0	0	0	0	0	2
2	BROKEN DOWN	15	15	0	12	42	3	1	0	0	4	46
3	RAN OUT OF FUEL	1	0	0	0	1	0	0	0	0	0	1
4	RTA	6	5	0	2	13	1	0	0	0	1	14
5	ANY OTHER	2	0	0	0	2	0	0	0	0	0	2
		25	50	0	15	60	4	1	0	0	5	65

Special Operations

Highway Operations

In order to ensure ongoing compliance by motorists the Enforcement department conducted various operations during the year.

3.4.1.1 January 2018

The operation was conducted on the Copperbelt and Southern Provinces and a total number of **112** road traffic offences were recorded with **73** Motorist found Driving under the influence of alcohol. Of the **73** motorist **28** motorists were above the Limit and **45** were below the limit. Total revenue earned amounted to **ZMW 10,800**.

3.4.1.2 February 7, 2018 to February 11, 2018

During the five days Road Tax Compliance operation a total number of **838** traffic offences were recorded and the total Revenue collected from traffic offences amounted to **ZMW 94,880.00**. Lusaka collected the highest revenue on **ZMW 32,615** and the lowest been Mazabuka Town with **ZMW 1,585**.

3.4.1.3 March 7, 2018 to March 11, 2018

During the Joint Highway Operation a total number of **1,458** road traffic offences were recorded in all provinces the highest been Lusaka Province with **354** and Northern Province been the lowest with **81** road traffic offences. Total revenue collected amounted to **ZMW 176,535** and Lusaka collected the highest revenue of **ZMW 55,550** and the lowest been Northern Town with **ZMW 8,625**.

3.4.1.4 March 30, 2018 to April 2, 2018

During the Easter Highway Patrols a total number of **1,822** traffic offences were recorded in all the provinces, the highest being Mkushi with **232** traffic offences and the lowest was Livingstone with **84** traffic offences recorded. Total revenue collected amounted to **ZMW 212,940** and Lusaka collected the highest revenue of **ZMW 34,375** and the lowest been Chongwe with **ZMW 3,075**.

June 28, 2018 to July 3, 2018

During the Six days Trade fair Highway Operations a total number of **2,383** traffic offences were recorded and the total Revenue collected from traffic offences amounted to **ZMW 340,775.00**. Ndola collected the highest revenue of **ZMW 49,125** and the lowest been Mazabuka Town with **ZMW 12,860**.

3.4.1.5 3rd August to 6th August 2018

The operation was carried out from **3rd August to 6th August 2018** during the Agriculture and Commercial Show in Lusaka. The operation involved Examiners and Station Mangers as at the time Road Traffic Inspectors were attending training at Lilayi Police Training College.

3.4.1.6 December 10, 2018 to January 3, 2018

During the Twenty-Four days' operation a total number of **9,213** traffic offences were recorded and the total Revenue collected from traffic offences amounted to **ZMW 1,827,940.00**. Lusaka collected the highest revenue of **ZMW 266,400.00** and the lowest been Mpika with **ZMW 39,695**.

26 Intercity Bus Terminus Inspections.

Daily Inspections are carried out on all Public Service Buses exiting Intercity Bus Terminus from 05:00hours to 17:00hours. This is done in order to verify Driver competence, compliance and experience as well as ascertain road worthiness of the bus, check validity of tokens and educate in order to increase awareness of Road Safety issues.

During the year 2018, **28,295** buses were inspected before exiting Intercity Bus Terminus compared to **26,657** buses inspected in 2017. An increase of **1,638**.

S/N	Month	Frequency				
		Local	International			Grand Total
			Local Operators	Foreign Operators	Total	
1	1st	6754	295	98	393	7147
2	2nd	7035	301	101	402	7437
3	3rd					4399
4	4th	8947	242	123	365	9312
	TOTAL	22736	838	322	1220	28295
			TOTAL			28295

2.5 SAFER ROAD USERS

Pillar No.4 of the United Nations Decade of Action for Road Safety 2011 -2020 highlights the need to focus on ensuring that standards and rules governing the provision of license to private, commercial and public transport drivers are reviewed. Legislation and institutional framework regarding driving schools, instructor training and testing, driver testing, driving license system, and passenger transport need to be reviewed and modernized. The primary aim of Road Safety Education and Publicity is to bring about the desired change in road user behaviour for the purpose of preserving their lives. Road safety Education and Publicity activities for the first quarter therefore, concentrated on equipping road users with information and skills on how to avoid risks on shared roads at various levels.

The following activities were planned for and undertaken by the Education and Publicity Unit during the quarter under review.

28 Road Safety School Programmes

Child pedestrians are the most vulnerable road users as they have a tendency to dash across roads when crossing. Those of school-going age are placed at a higher risk as a result of exposure to different traffic conditions as they move to and from schools unsupervised. The transport system and road environment is dangerous because children at that age tend to loiter or rather wander on the roads without taking time to understand the complexities of different traffic situations. They are also vulnerable as passengers because they have little or no control over the persons operating the vehicles they are in. It is against his background that the Education Unit conducted school road safety education activities which were aimed at training and preparing children to become safety conscious road users through the following programmes.

29 Road Safety Clubs

During the year under review, the Education & Publicity Unit Officers inspected a total number of **136** schools in order to monitor how the road safety clubs and traffic warden schemes were performing.

30 Monitoring and Evaluation

The department of Statistics and research finalised an evaluation on the impact of bus stickers in public service vehicles. The evaluation revealed that a passenger talking directly to the driver was more effective compared to calling Toll free 983 line. Calling toll free is still another workable intervention.

31 Road Safety School Park

During the year under review, a total number of 38 schools visited the Road Safety School Park as illustrated in Table 1 below;

SN	Quarter	Number of Schools	Number of learners Reached out to
	First	9	385
	Second	8	309
	Third	7	352
	Fourth	14	546
Total		38	1, 592

32 Sensitization at Intercity Bus Terminus

The Agency continued to conduct road safety awareness to passengers and drivers at the Intercity Bus Terminus. The programme had been running since April, 2016. The following stakeholders were on record as taking part in the sensitization:

- i. Zambian Road Safety Trust
- ii. People's Will Zambia
- iii. Crime Prevention Foundation of Zambia
- iv. Human Rights and Amnesty
- v. Monitors for Justice
- vi. Viola Rose Recovery
- vii. Passenger, Pedestrian and Cyclist Association (PAPECA)

Table 2 below illustrates the number of buses that exited the intercity bus terminus during the year under review.

SN	Quarter	Number of Buses	Number of Passengers Reached out to
1	First	4, 585	204, 248
2	Second	4, 882	227, 871
3	Third	5,496	257,448
4	Fourth	4,381	185,851
Total		19, 344	857, 418

33 Road Safety Awareness

Annual events attract large patronage and as such, people travel from different places to be in attendance. It is for this reason that the Unit planned for such activities in order to sensitize road users on how they should move to and from such occasions safely.

34 Traditional Ceremonies

The Unit took advantage of large gatherings drawn to attend traditional ceremonies in order to sensitize the public on various road safety matters. It took part in the Nc'wala Ceremony in Eastern Province, Kuomboka Traditional Ceremony (Western Province) and the Mutomboko Traditional Ceremony in Luapula Province. Sensitization activities were in form of road shows, information kiosks at main arenas and information kiosks at which various promotional materials targeting different road users were handed out. The unit also engaged popular artistes and cultural groups to disseminate road safety information in a captivating manner.

The Unit had planned to take part in other ceremonies as well but could not travel due to unavailability of funds. Material support was however given to the RTSA Provincial offices to represent the Unit:

a. **Kusefya Pa Ngwena in Kasama**

400 t-shirts and 500 assortment of brochures.

b. **Lunda Lubanza in Zambezi**

300 t-shirts and 500 assortment of brochures.

c. **Kulamba in Katete**

400 t-shirts and 600 and assortment of brochures

d. **Likumbi-Lyamize in Zambezi**

300T t-shirts and 500 assortment of brochures.

3.1 Choova Cycling Contest

The Unit facilitated for the Chipata RTSA office to participate at the Choova cycling contest under the theme ***“Choova – 16 Years of Ubuntu with Road Safety, good health and Environmental Protection”***.

Chipata RTSA officers took a leading role in road safety sensitization as well as road worthiness inspection of bicycles in readiness for the competition. The Agency also donated RTSA- branded reflectors and t-shirts for the cyclists. The team conducted two road shows. There was also a live television talk show at Chipata TV where the Road Traffic Inspectors (RTIs) had a discussion on the importance of compliance to road safety rules during the Choova Contest.

3.2 Exhibitions

The Unit took part in major public exhibitions where it interacted with members of the public. The displays drew a lot of attention from road users seeking information on road safety as well as services offered by RTSA. The exhibitions served as platforms at which the public were sensitized on road safety for all road users. Members of the public were also able to air their views on their experience on road safety issues. Table 3 below illustrates the events that the Unit took part in during the year under review:

S/N	ORGANIZATION	DATE
i.	Sensitization on drink - driving with SABMiller, Livingstone	13th January, 2018
ii.	Sensitization on drink - driving with SABMiller, Ndola	20th January, 2018
iii.	Lusaka Happening Motor Show, Lusaka Show Grounds Main Arena	4th – 6th May, 2018
iv.	Lafarge Zambia Open Day	15th May - 1st June, 2018
v.	Baby and Kids Expo, International School of Lusaka.	2nd – 3rd June, 2018
vi.	Africa Public Service Day, East Park Mall and Government Complex, Lusaka	20th – 23rd June, 2018
vii.	Inter-company Relay, Lusaka Show Grounds.	23rd June, 2018
viii.	Zambia International Trade Fair, Ndola	27th June – 3rd July, 2018
ix.	Zambia Agricultural and Commercial Show, Lusaka	1st – 6th August, 2018
x.	RTSA Open Day, Lusaka	18 th August, 2018
xi.	Central Province Investment Forum	8 th to 13 th October, 2018
xii.	Centenary commemoration of end of first world War and Northern Expo	20 th to 25 th November, 2018

3.3 Road Safety Commemorations

During the year under review, the Educational Unit undertook 3 road safety commemorations. These were, United Nations Road Safety week in October, the Day of Remembrance of Accident Victims in November and Road Safety Week in December. The Unit organized the three (3) annual events in Lusaka Province only, this was due to limited funds.

3.8.1 World Day of Remembrance for Road Traffic Victims

The Agency commemorated the World Day of Remembrance for Road Traffic Victims on 18th November, 2018 under the theme: ***“Roads Have Stories”***.

The Minister of Transport and Communications, Honourable Brian Mushimba, MP flagged off a march past at the RTSA Dedan Kimathi Office. A church service was held at the Cathedral of the Holy Cross. The church service was conducted by the Church mother bodies and religious leaders. The sermon was given by the Seventh Day Lusaka Conference Ministerial Director, Pastor Rabson Chiyangaye). Families and friends of crash victims were invited to the service. Various choirs were engaged to offer songs of hope, comfort, and love.

3.8.2 Road Safety Week

The Agency commemorated the Road Safety Week from 16th – 22nd December, 2018 under the theme; **Speed Down – Save Lives!** The Minister of Transport and Communications, Honourable Brian Mushimba, MP officially launched the Road Safety Week on ZNBC Television on Sunday, 16th December, 2018. An official launch was held on 17th December 2018 at the RTSA Dedan Kimathi Office where Honourable Brian Mushimba officiated at the event as Guest of Honour. Various stakeholders were present at the event.



Figures 1: Activities during the launch of the 2018 Road Safety Week Launch

3.8.3 Other Activities during Road Safety Week

During the year under review, the unit carried out the following activities:



I. **Radio Programmes**

Radio programmes were conducted in order to highlight the road safety scenario of the nation and to enlighten public on the events of the road safety week. The festive season programmes were aired on Millennium Radio and 5 FM Radio.

II. **Information Kiosks**

Information kiosks were set up at the following places to enable RTSA staff and stakeholders sensitize members of the public on road safety:

Cosmopolitan (21st December) and Novare Mall (18th and 20th December) respectively. The activities at Lumumba Bus Station took place on 19th December.

III. **Donation of Orthopedic and Medical Consumables**

On 27th December, 2018, the Agency handed over assorted Orthopedic and Medical Consumables to Levy Mwanawasa University Teaching Hospital to assist in treating accident victims in a bid to enhancing Post-Crash Care (Global Plan for the Decade of Action Pillar 5). The Director and Chief Executive Officer (CEO) Mr. Zindaba Soko handed over the materials to the Hospital Senior Medical Superintendent Dr. Laston Chikoya. The donation was conducted as part of the commemoration of the 2018 Road Safety Week. Figure 2 below shows RTSA CEO donating to Levy Mwanawasa Teaching Hospital.

Figure 2: RTSA CEO donating various medical consumables



Figure 2: RTSA Director and CEO (right) handing over a wheelchair as part of the materials that were donated to L.M.U.T.H

5.0 Partnerships with other Institutions

During the year under review, the Agency partnered with the following organizations as illustrated in table 4 below;

Table 10: Name of institutions RTSA partnered with in 2018

S/N	ORGANIZATION	ACTIVITY	DATE
i.	Competition and Consumer Protection Commission (CCPC)	World Consumer Rights Day organized by the Commission	15 th March, 2018.
ii.	Madison Health Solutions	vii. Launch of a Domestic Travel Insurance Plan by Madison Life Insurance Company Zambia at InterCity Bus Terminus viii. Road Safety Week	16 th March, 2018 December, 2018
iii.	Lusaka National Museum	ix. Set up a Road Safety Corner	26 th January, 2018
iv.	Drug Enforcement Commission	x. Kuomboka xi. Road Safety Week	April, 2018 December, 2018
v.	Lafarge Zambia Plc	Commemoration of 2018 Health and Safety days and Open Day	15 th May to 1 st June, 2018
vi.	Lusaka City Council	RTSA established a Road Safety Corner at the Lusaka City Library	9 th May, 2018
vii.	The World Bank (Improved Rural Connectivity Project (IRCP) P159330)	xii. Development of Road Safety Awareness Materials xiii. Translation of Road Safety Awareness Materials xiv. Training in Road Safety Management for 1 staff in the Unit	28th May to 2nd June, 2018 18th June to 22nd June, 2018 13th to 24th August, 2018.
viii.	Zambia Sugar	Road Safety Meeting	15th June, 2018
ix.	Art a Bus and Taxi Exhibition	Fundraising walk	1st September, 2018
x.	Zambia Red Cross Society	xv. World First Aid Day xvi. Road Safety Week	8 th September, 2018 December, 2018

xi.	Zambia Road Safety Trust	xvii. Pedestrian First road safety sensitization xviii. 'Safe Routes to Schools' launch of pedestrian safety infrastructure at Northmead Primary and Secondary Schools of Lusaka	10 th September, 2018 28 th September, 2018,
xii.	Bulk Haulage Logistics (BHL)	xix. Road shows held in Kalumbila and Solwezi areas	20 th – 21 st November, 2018
xiii.	Team Sups Community Cycling Club.	xx. Cycling race, Lusaka	25 th November, 2018.
xiv.	UTH Blood Bank	xxi. Road Safety Week	December, 2018
xv.	Anti-Corruption Commission (ACC)	xxii. International Anti-corruption Day xxiii. Road Safety Week	3 rd – 7 th December, 2018 December, 2018

6.0 Road Safety Sensitizations

The unit conducted road safety sensitization to the following institutions as illustrated in table 5 below:

Table 11: Name of Institution where road safety sensitization was conducted in 2018

S/N	Organization
i.	Avic International (L400 project)
ii.	Barloworld Equipment
iii.	Uniturtle Industries LTD
iv.	Ministry of Youth and Sport
v.	Ministry of Gender
vi.	Zambia Army
vii.	Rufunsa Community under the Chikondi Foundation (FBO)
viii.	Seventh Day Adventist Church camp meeting
ix.	Antioch Orphanage in Kanakantapa under the Chikondi Foundation

7.0 Training Programmes

The Agency carried out the following trainings for the purpose of enhancing road safety.

7.1 **Orientation of Faith Based Organizations**

An orientation workshop to train Faith Based Organizations was conducted from 27th to 28th March, 2018. The Agency engaged the Faith Based Organizations by orienting and equipping 18 members with various road safety issues from the following mother bodies:

1. Council of Churches in Zambia;
2. Evangelical Fellowship of Zambia;
3. The Synod of the Adventist; and
4. Independent Churches in Zambia

7.2 **Training of church traffic wardens**

The Unit facilitated for the training of seventeen (17) church traffic wardens in collaboration with the Zambia Police and Zambia Red Cross Society. The training was held from 29th October to 31st October, 2018 at Kamwala SDA Congregation in Lusaka.

8.0 Agency Activities

The Unit took part in organizing the following Agency activities:

- 8.1 Launch of Road Safety Management System (IMS) on 7th February, 2018 which was held at RTSA Mimosa Office in Chilanga.
- 8.2 'SPEAK OUT' PSV Sticker distribution in Chipata in collaboration with the Research and Statistics Unit from 23rd – 28th September, 2018)
- 8.3 Data Collection on sensitizations done in Eastern Province in collaboration with the Research and Statistics Unit from 26th – 28th June, 2019
- 8.4 3 members of the Unit took part in a Workshop on Data Management and Analysis to build capacities in the Agency organized by the Department of Research and Statistics in conjunction with Clinton Health Access Initiative. 19th – 20th of October 2018 at Protea Chisamba

9.0 Media Activities

Media activities were conducted as part of the road safety education and publicity strategy

9.1 Radio Programmes

The Unit facilitated for the Agency staff to feature on Millennium Radio and 5FM Road Safety programme where various road safety thematic topics were discussed. The Officers were drawn from Transport, Legal, Safety and Public Relations Departments. The Unit also ran road safety radio dramas on the following radio stations as illustrated in table 5:

Table 12: Radio Stations Airing Road Safety Radio Dramas

S/N	Province/ Station(s)
i.	Eastern - Breeze FM (Chipata) and Mphangwe Community Radio(Katete)
ii.	North – Western - Beats FM (Solwezi), New Generation FM (Solwezi), Solwezi FCC(Solwezi) and Kasempa Radio (Kasempa)
iii.	Southern - Chikuni Radio (Monze), Falls FM (Livingstone) and Zambezi FM (Livingstone)
iv.	Copperbelt - Flava (Kitwe), Sun (Ndola), Kokoliko (Chingola) and Yatsani Radio (Kitwe)
v.	Lusaka - Joy FM (Lusaka), Millennium Radio(Lusaka), MV FM (Chirundu), Radio Kariba FM (Siavonga) and ZNBC, Radio 1
vi.	Luapula - KFM Zambia Limited (Mansa) and Tuta FM Radio
vii.	Northern - Luswepo FM Community Radio (Mbala), Northern FM Radio (Kasama) and Radio Lutanda FM (Kasama)
viii.	Western - Oblate Radio Liseli (Mongu)
ix.	Central - Radio Maranatha FM and KNC Media Communications Limited (Kabwe)

9.2 Print Media

During the year under review, the directorate procured road safety columns in the Zambia Daily Mail with road safety articles which were placed in the newspaper. Table 7 below illustrate the articles published:

Table 13: road safety Articles published in 2018 in the Zambia Daily Mail

SN	ARTICLE TITLE	DATE APPEARED
1.	Over-speeding	14 th June, 2018
2	Over-speeding compromises road safety	21 st June 2018
3	Seat belt usage and road safety	5 th July 2018
4	Mobile phone usage and road safety	12 th July 2018
5	Child road safety situation in Zambia	19 th July 2018

6	Young drivers and road safety	26 th July 2018
7	Beware night drivers, road crashes are third highest cause of death	2 nd August 2018
8	Seatbelt a life saver	23 rd August 2018
9	Cycling and road safety	30 th August 2018
10	Critical days, times when clashes occur	6 th September 2018
11	Pedestrian safety personal obligation	13 th September 2018
12	Pedestrian safety put under spotlight	20 th September 2018
13	Art of defensive driving involves avoiding crashes on roads	27 th September 2018
14	Art of defensive driving involves avoiding crashes on roads: part 2	4 th October 2018
15	Art of defensive driving: part 4	18 th October 2018
16	Drink driving and young motorists	25 th October 2018
17	RTSA says passenger safety is paramount	1 st November, 2018
18	Being on your guard for driving distractions	08 th November, 2018
19	Safety and Live Video Streaming	22 nd October, 2018
20	Necessity of road safety during the festive season	29 th November, 2018

9.3 Television

During the year under review, O.K Cinemas aired the RTSA produced road safety television drama called 'Hazards' on Zambezi Magic. The airing started on 5th June, 2018 and ended on Tuesday, 28th August, 2018. The Unit also procured airtime on Zambia National Broadcasting Corporation (ZNBC) to air the television drama. The drama was not aired due to unavailability of funds as ZNBC advised that payment was to be done in advance.

The Department of Public Relations continued broadcasting road safety radio programs running in all the ten provinces which include the emphasis on the importance of roadworthy vehicles.

35 ROAD TRAFFIC CRASHES

This is a descriptive analysis of road traffic crashes for period 1st January 2017 to 31st December 2017.

The rising trend of motorization and improving socio-economic status of Zambians directly influences the aggravating road safety situation.

The map below is a representation of RTC' by geographical distribution by province in Zambia. The highest recorded percent was by Lusaka with 53%, this was seconded by 15.8% which represented RTC on the Copperbelt. Moderate percentages were represented by Eastern, Northern- western and Muchinga with percentages of 4.8%, 4.7% and 2.3%. The least percentages were recorded by Western and Northern with 1.9% and 1.7% respectively this can attributed to the lower populations and motorization in these areas a trend that has continued from 2017 through to the year under review.

Table 25: Shows road traffic crashes categorised by fatal, serious, slight and damages.

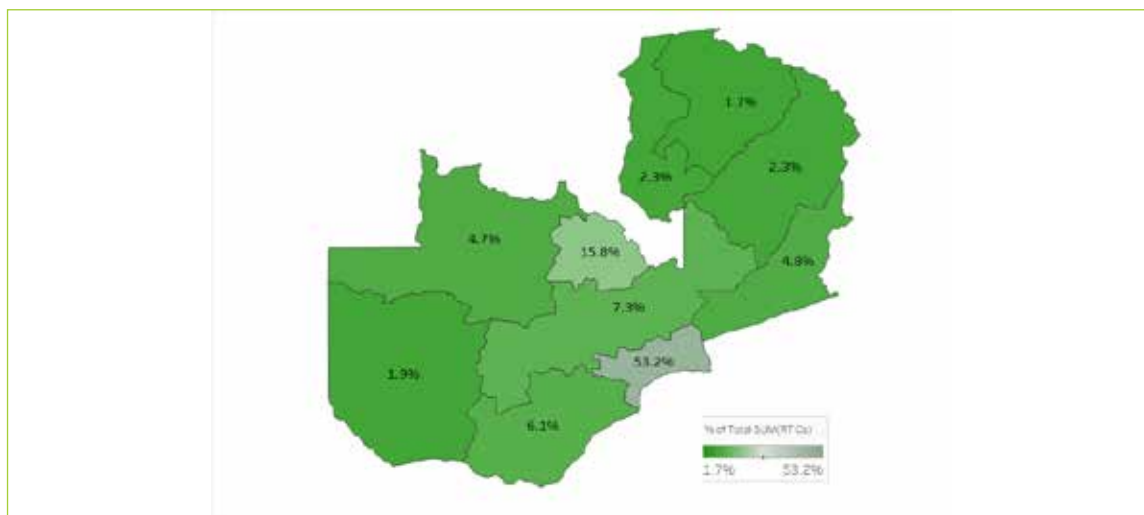
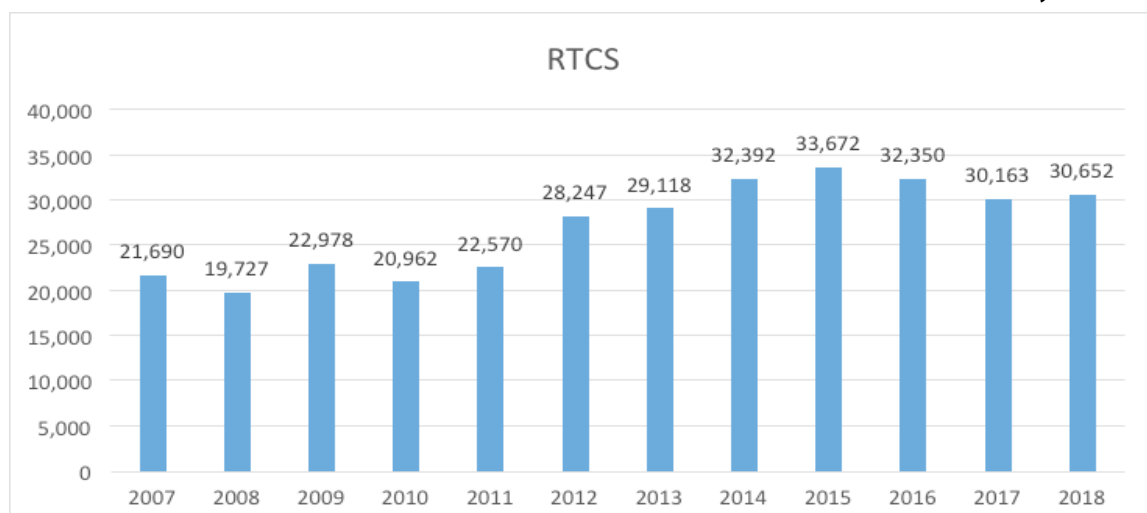


Figure 21: Percentage of Road Traffic Crashes by province

The number of RTC has been on the rise from 2010 and reached a peak in 2015. The years 2016 and 2017 have seen a downward trend in the number of RTCs recorded in the country.



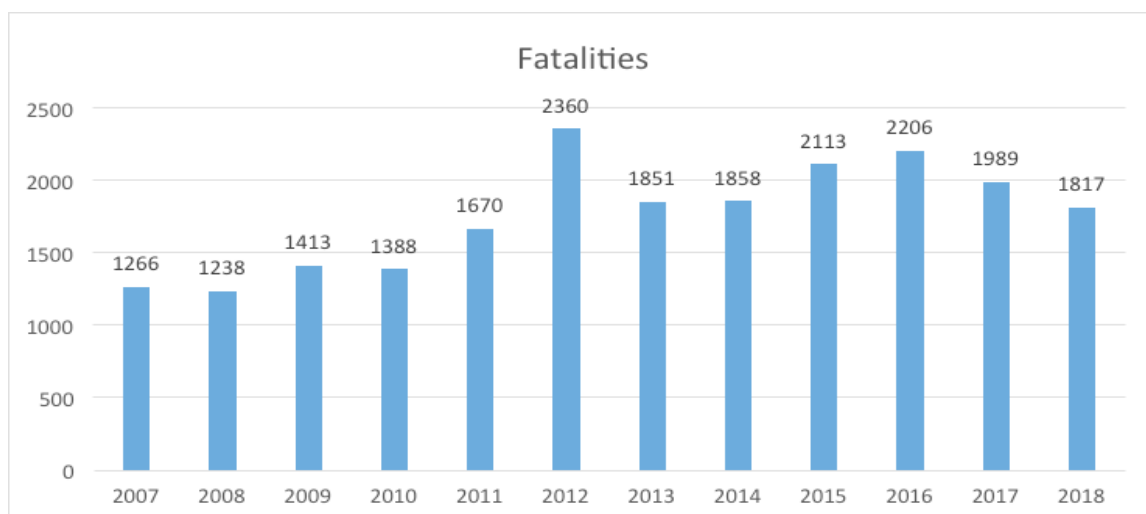


Figure 22: Number of RTCs recorded from 2010 - 2017

In 2017 a total of 1,989 fatalities were recorded compared to 2,206 in 2016. This reduction represents 11%. Of all fatalities recorded in 2017, inter-urban roads (rural areas) accounted for 55% (n = 1,093, N = 1,989), while urban roads (areas) constituted 45 % (n=896, N= 1,989).

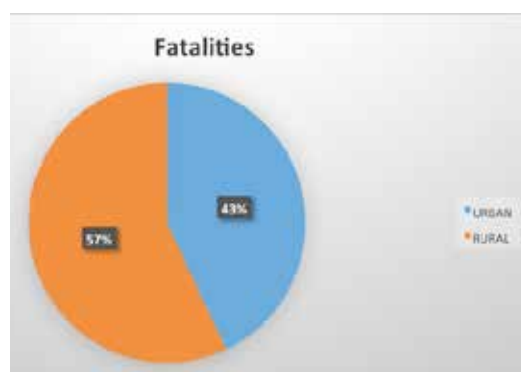
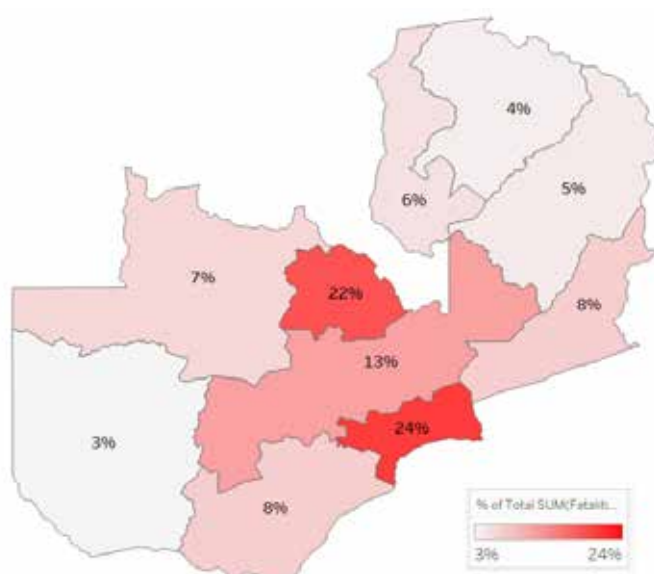


Figure 23: Number of fatalities recorded from 2011 – 2017



Fatalities by province in 2017 are displayed on the map

The figure above shows the fatalities presented by province for Zambia in the year 2018, 1,817 people lost their lives in total representing an 8.6% decrease in fatalities from 2017 which recorded 1,989 a reduction of 172 fatalities, the highest fatalities were recorded in Lusaka 437, while Copperbelt 397 recorded the second highest fatalities, and Central province 242 recorded a relatively high number of fatalities as well. The least number of fatalities were recorded in Western province 58, low fatalities were also recorded in Northern 76 and Muchinga 82. In comparison to the previous year, there were significant reductions in fatalities in Lusaka province 474, Copperbelt 434, Central province 242, Muchinga 82, Northern 120 and Western 61.

Contributory factors

Contributory factors are an important aspect that allow for insights on key actions and failures that led directly to the actual impact and this aids investigation of how accidents might be prevented. Factors contributing to RTC are here classified into five categories: environmental or weather conditions, vehicle defects, human errors, road defects and wandering animals. The 2018 statistical evidence shows that human error is the highest contributory factor to RTC' with 85.85%, this continues to outweigh all other factors significantly as the percentages would suggest, unknown cause 10.53%, animals 1.69%, Motor Vehicle defects 1.30%, road defects 0.29%, obstruction 0.25% and weather 0.08%. Though there has been minimal change in the percentages from the previous year. It is important to note that the ranking of these factors remain the same with human error the extreme cause.

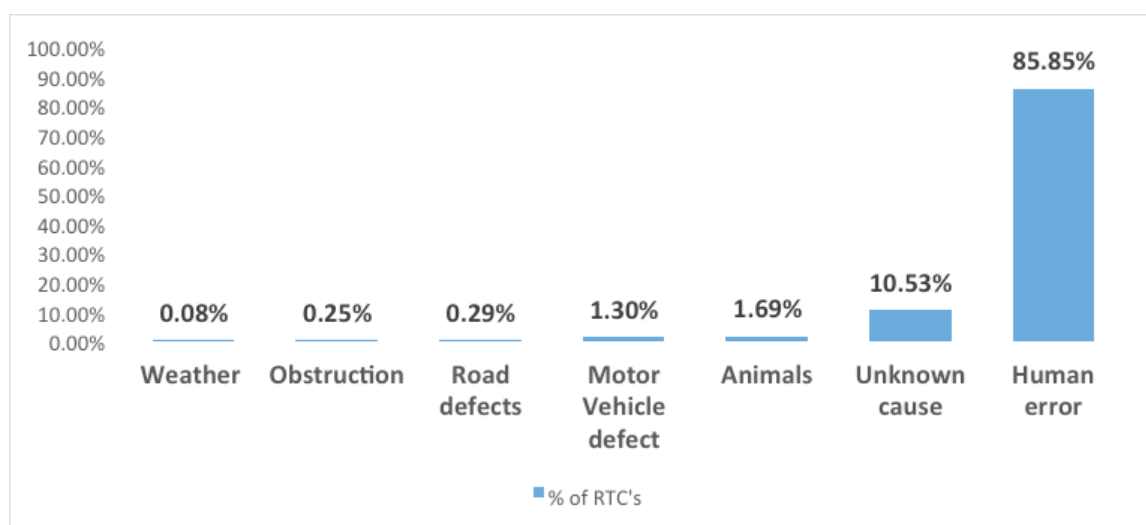


Figure 2-4: Road Traffic Crash Contributing factors in 2018

36

Human Error

The data shows that within the human error category, driver errors are by far the biggest causes of road traffic accidents in Zambia. 92% of traffic accidents were due to driver errors, 7% were as a result of pedestrian errors, 0.2% passenger errors and 0.1% were attributed to Cyclist errors.

Contributory Factor	RTC's	RTC's
Driver Error	24207	92.3%
Pedestrian Error	1948	7.4%
Passenger Error	41	0.2%
Cyclist error	26	0.1%

37 Road Transport

3.1 Registrations and Licensing Activities

3.1.1 Practical driving test

The Agency's Examination Unit is dedicated to ensuring that all drivers driving motor vehicles on public roads in Zambia have the competencies/skills required in order to guarantee the safety of all road users. The practical driving test is meant to assess the driving competencies of drivers in different classes and categories with the aim of achieving safe and competent motor vehicle driving. During the year under review, a total of 92,325 learner drivers were tested in different classes and categories across the country. From this figure 45,389 learner drivers passed the tests while 46,936 failed the test compared to the year 2017 in which 72,780 learner drivers were tested and 34,599 passed the tests while 38,181 failed the test.

During the year under review the pass rate stood at 49 % compared to 48.5% in 2016. The total number of learner drivers tested increased from 72,216 in 2017 to 92,325 representing 26% in increment. This is mainly due to the system challenge we had in 2017 unlike in 2018.

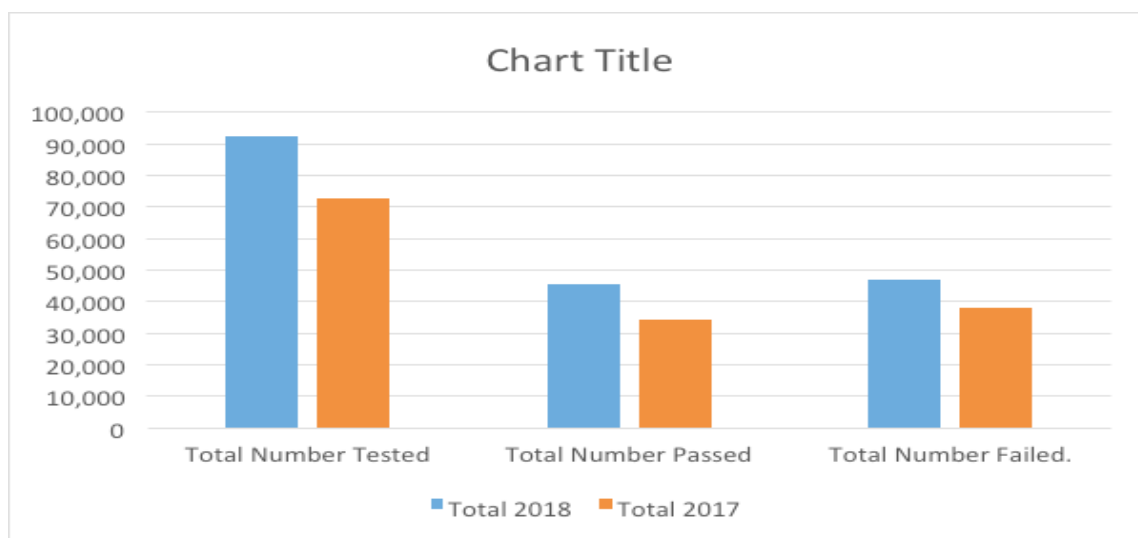


Table 11: The annual comparative national statistics for driver practical tests

	Total Number Tested	Total Number Passed	Total Number Failed.
1st Quarter 2018	22,718	10,735	11,983
2nd Quarter 2018	22,970	11,377	11,593
3rd Quarter 2018	22,771	11,525	11,246
4th Quarter 2018	23,866	11,752	12,114
Total 2018	92,325	45,389	46,936
Total 2017	72,780	34,599	38,181

40 Examination for test certificate

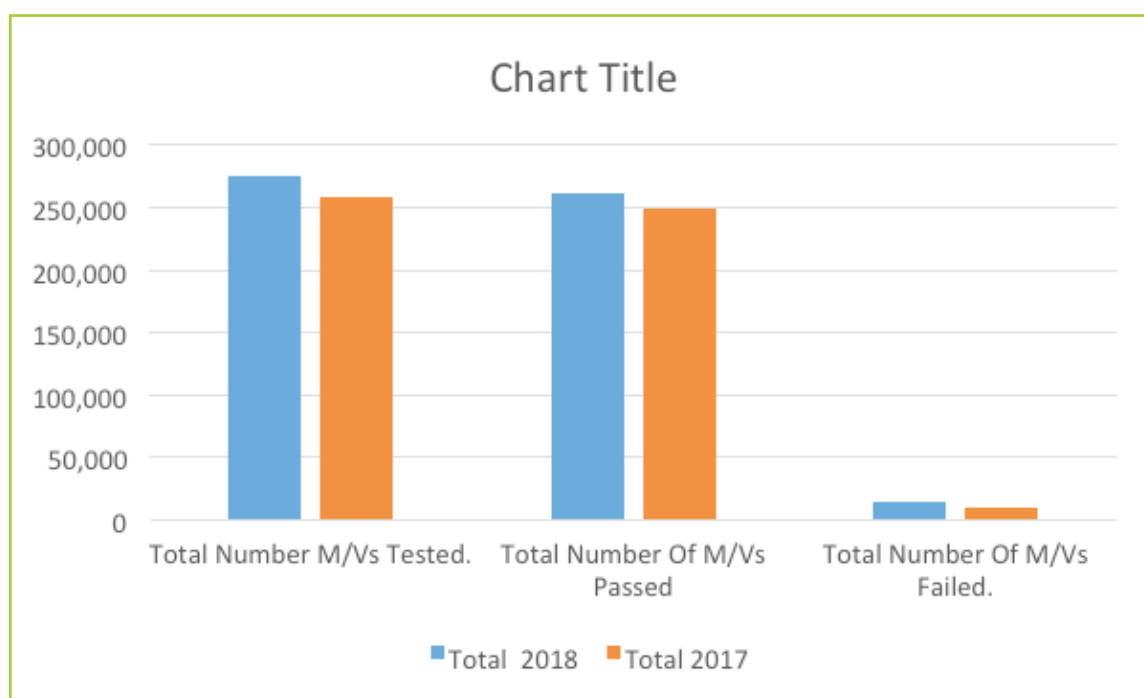
During the year under review, a total number of 275,667 motor vehicles and trailers were examined for road worthiness and assurance of test certificates. From the said figure, 261,872

motor vehicles and trailers passed the test while 13,840 failed the test compared to the year 2017 in which 259,082 motor vehicles and trailers were examined for road worthiness and issuance of test certificates and 249,412 passed the test while 9,620 failed the test.

The year under review recorded an increased in the total number of motor vehicles and trailers examined for test certificate from 275,667 to 259,082 in 2017. *Reasons for the increase is due to increase in vehicle population.*

Table 12: Shows the 2018/2017 annual comparative national statistics for test certificate

QUARTER	Total Number M/Vs Tested.	Total Number Of M/Vs Passed	Total Number Of M/Vs Failed.
1st Quarter 2018	66,566	63,994	2,572
2nd Quarter 2018	65,197	61,762	3,435
3rd Quarter 2018	77,340	73,728	3,612
4th Quarter 2018	66,564	62,343	4,221
Total 2018	275,667	261,872	13,840
Total 2017	259,082	249,412	9,620



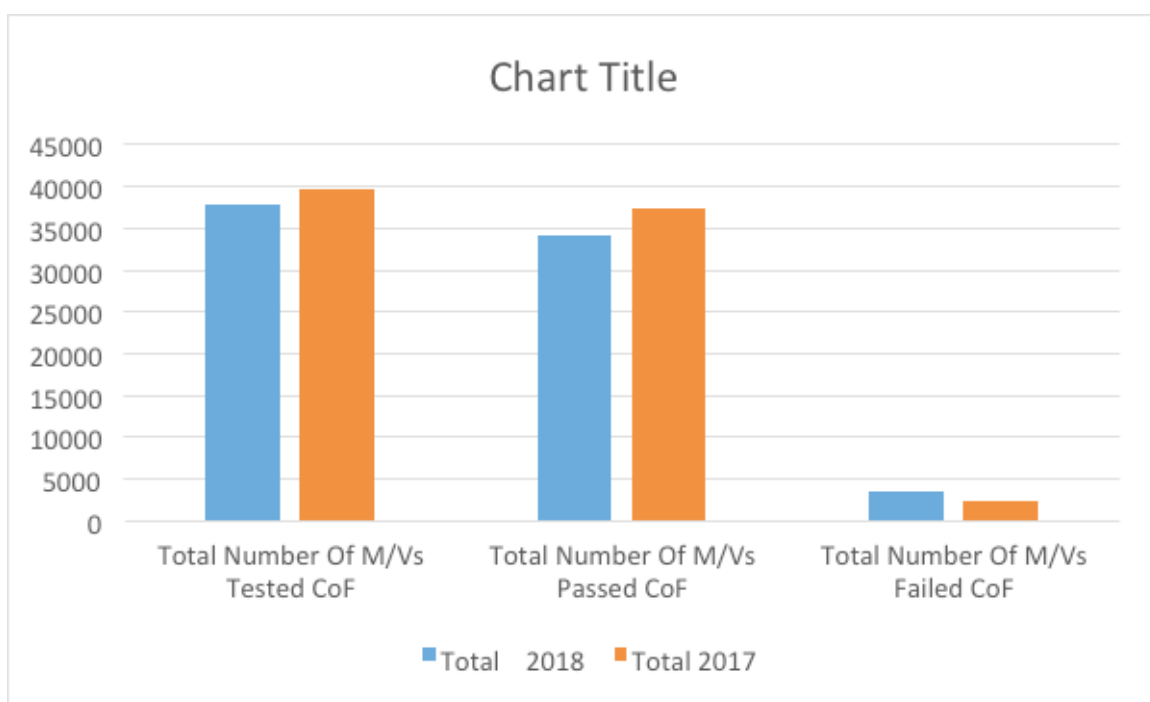
41 Examination for Certificate of Fitness (COF)

During the year under review, a total of 37,850 motor vehicles and trailers were examined for certificate of fitness and from the said number 34,226 passed the test while 3,624 failed the test compared to 2017 in which a total 39,667 motor vehicles and trailers were examined and 37,371 passed the test while 2,296 failed the test.

The reduction in number of vehicles tested for COF was as a result of reduction in compliance especially from non-urbanised regions or provinces where many are not encouraged to become public service operators and the number has continued reducing year by year.

Table 1-3: Shows the 2018/2017 annual comparative national statistics for Certificate of Fitness

	Total Number Of M/Vs Tested	Total Number Of M/Vs Passed	Total Number Of M/Vs Failed.
1st Quarter 2018	8,593	7,549	1,044
2nd Quarter 2018	8,786	8,003	783
3rd Quarter 2018	9,570	8,799	771
4th Quarter 2018	10,901	9,875	1,026
Total 2018	37,850	34,226	3,624
Total 2017	39,667	37,371	2,296



42 Motor vehicle physical inspection

During the year under review, a total number of 54,483 motor vehicles were physically inspected for registration purposes compared to 40,685 in the year 2017.

The reason for the increase in number of vehicles tested for physical examinations was mainly due to the stability of kwacha and many motorists managed to import vehicles as well as the enforcement on non-registered vehicles.

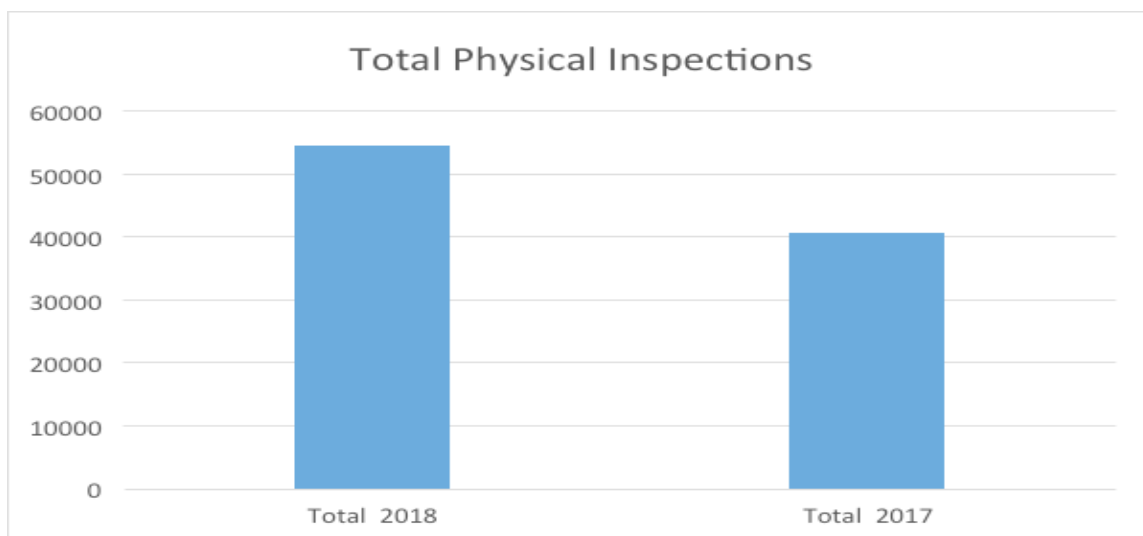


Table 14: Shows the comparative annual national statistics for physical inspections

Quarter	Total Physical Inspections
1 st Quarter 2018	12,691
2 nd Quarter 2018	14,121
3 rd Quarter 2018	13,596
4 th Quarter 2018	14,075
Total 2018	54,483
Total 2017	40,685

43 Mobile Licensing and Examination

During the period under review, 65 mobile activities were conducted compared to 69 mobile activities conducted in 2017. A total of 2,780 learner drivers and 1,059 motor vehicle and trailers were tested in 2018 in comparison to 4,474 drivers and 3,395 motor vehicles tested in 2017.

The reason for this reduction in number is due to reduction in funding to mobile examination and licensing activities.

Table 15: Shows the 2017/2016 comparative annual statistics for mobile licensing driver activities

Quarter	Mobile Activities	Driver Tested	Drivers passed	M/Vehicles Tested	M/Vehicles Tested	Road Tax	Revenue (K)
1 st Quarter 2018	--	--	--	--	--	--	--
2 nd Quarter 2018	7	365	---	365	--	--	162,654.98
3 rd Quarter 2018	29	1,547	690	857	368	212	443,783.07
4 th Quarter 2018	29	868	369	829	8	202	285,259.04
Total 2018	65	2,780	1,059	2,051	376	414	891, 697.09
Total 2017	69	4,474	3,395	-	-	-	-

Mechanized Testing Equipment

Need latest data. PExO to provide

Table 16 Showing number of vehicles tested using the mechanised testing equipment

S/N	Station	Total Number M/ Vehicle Tested	Number M/Vehi- cles Passed	Number M/Vehicles Failed
1	Mimosa			
2	Kabwe			
3	Ndola			
4	Livingstone			
	Total			

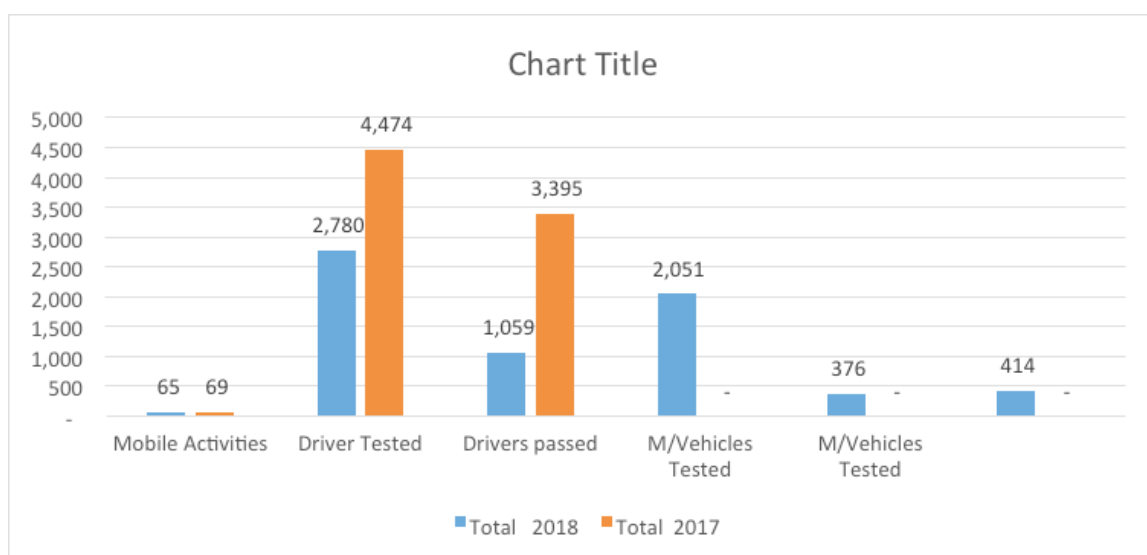


Table 17: Showing failure reasons using mechanised testing equipment

	Type of Defect	No. M/Vehicles Failed	Percentage (%)
1	Defective Brakes	389	44.5%
2	Defective Shocks	287	32.8%
3	Defective Wheel Alignment	198	22.7%
	Total	874	100

During the period under review, 389 vehicles tested using mechanised testing equipment failed the roadworthiness test because of defective braking systems, representing 44.5%, while 287 motor vehicles failed the test because of defective shocks, representing 32.8%; and 198 vehicles failed the test because of defective wheel alignment, representing 22.7% failure rate. The mechanised testing of newly imported second hand vehicles has continued running smoothly at all the four mechanised testing centres.

45 Driver/Instructor Syllabi

DDT to provide an update

46 Registration

The section recorded a total of 128,209 transactions under registration of motor vehicles and trailers in comparison to 102,867 for 2017. There was a significant increase by 25,342 (19.77%) transactions as recorded both on the electronic Zambia Transport Information System (e-ZamTIS) and the manual registers.

Table 18: shows total number of transactions recorded under registration of motor vehicles and trailers during the period under review.

S/n	Annual registration transactions						
	Type of transaction	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total annual	Percentage (%)
1	Imports	13,831	14,368	16,624	17,417	62,240	48.55
2	First registration	10,797	10,848	11,526	11,294	44,465	34.68
3	Change of ownership	4,264	4,310	4,819	5,365	18,758	14.63
4	Addition and amendment of title holder	567	544	608	622	2,341	1.83
5	De-registration	23	56	24	36	139	0.11
6	Vanity registration	33	34	24	19	110	0.09
7	Re-Allocation	13	13	39	32	97	0.08
8	Re-registration	4	26	3	10	43	0.03
9	Conversions	1	5	4	6	16	0.01
Total 2018		29,533	30,204	33,671	34,801	128,209	100
Total 2017		21,059	21,856	29,100	30,852	102,867	100

The highest number of transactions recorded was imports at 66,240 transactions (48.55%), first registration accounted for 44,465 transactions (34.68%) and Change of ownership at 18,758 (14.63%). The lowest number of transaction recorded was conversion registration at 16 (0.01%).

Given the information generated from registration transactions, most staff spent more time on first registration and figure 1 shows a comparative number of transactions for the period under review.

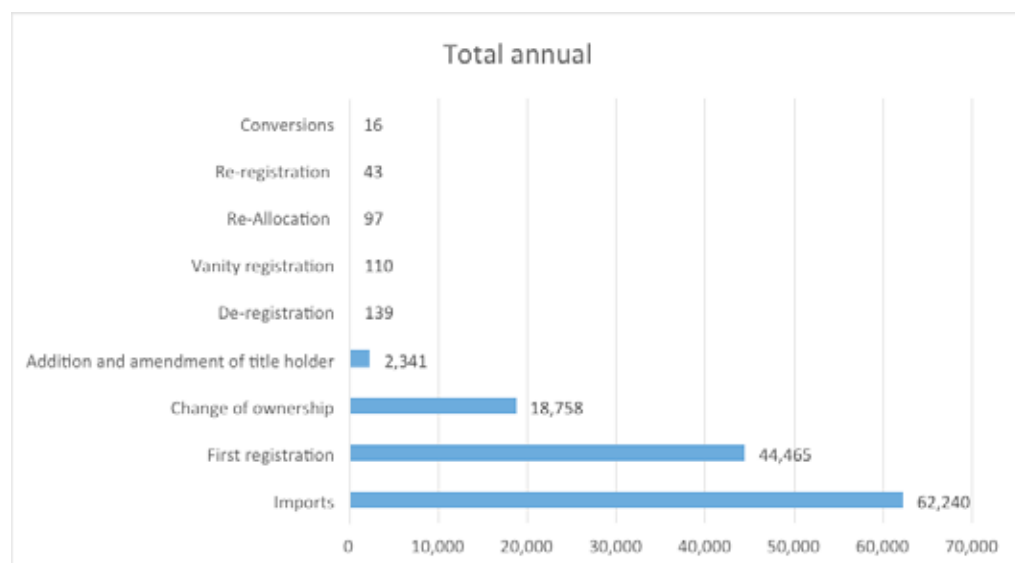


Figure 1-1: Showing comparative number of transactions under registration for period under review

Regarding performance by region as shown in table 8, Lusaka Province recorded the highest number of registration transactions, followed by Copper-belt Province while Weatern Province had the lowest number of transactions.

Table 19: Shows number of registration transactions for each province for period under review

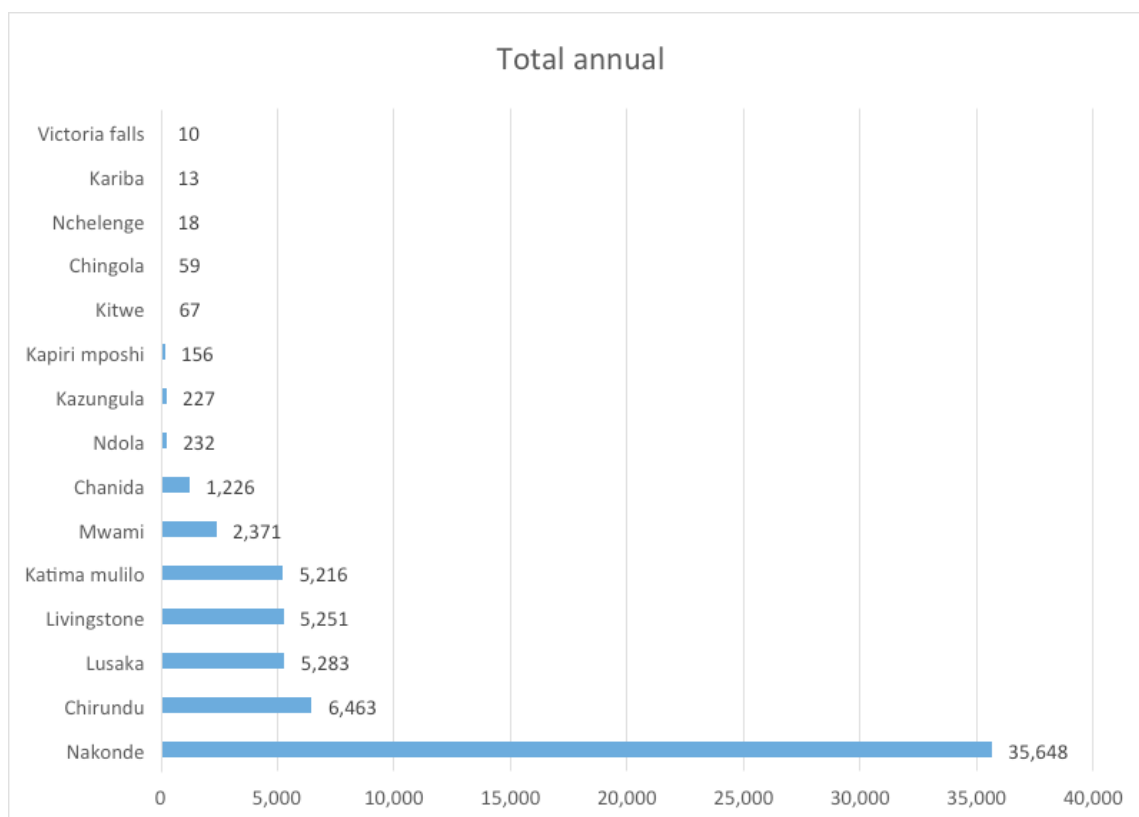
S/N	Province	First registration	Change of ownership	Addition/ amend title holder	Conversion	Vanity	Re-registration	Re-allocation	De-registration
1	Lusaka	24,884	14,996	2,017	6	90	33	92	108
2	Copper-belt	9,496	2,029	141	1	7	3	1	24
3	Muchinga	3,791	47	0	1	0	0	0	2
4	Southern	2,805	433	54	0	3	2	2	5
5	Eastern	987	220	44	0	1	3	0	0
6	Northern	896	296	58	0	2	0	1	0
7	Central	622	435	9	1	0	0	1	0
8	North Western	413	71	4	3	0	0	0	0
9	Western	302	113	1	4	2	2	0	0
10	Luapula	269	118	13	0	5	0	0	0
Total 2018		44,465	18,758	2,341	16	110	43	97	139
Total 2017		41,197	13,796	1,493	48	69	49	101	99

Imports

The Agency recorded 62, 240 imports for the period under review as compared to 46,015 for 2017. This is according to the Zambia Revenue Authority, ZRA records since RTSA has an arrangement with ZRA to carry import transaction on its' behalf at border stations.

Table 1-10: Shows imports for various port of entries for period under review

S/N	Station	1st Quarter 2018	2nd Quarter 2018	3rd Quarter 2018	4th Quarter 2018	Total annual	Percentage (%)
1	Nakonde	8,259	8,508	9,645	9,236	35,648	57.28
2	Chirundu	1,236	1409	1,945	1,873	6,463	10.38
3	Lusaka	1,136	1,270	1,492	1,385	5,283	8.49
4	Livingstone	1,083	1,277	1,247	1,644	5,251	8.44
5	Katima mulilo	1,126	1063	1,610	1,417	5,216	8.38
6	Mwami	438	313	202	1,418	2,371	3.81
7	Chanida	332	358	288	248	1,226	1.97
8	Ndola	66	46	63	57	232	0.37
9	Kazungula	50	66	19	92	227	0.36
10	Kapiri mposhi	70	19	67	0	156	0.25
11	Kitwe	11	22	15	19	67	0.11
12	Chingola	10	10	21	18	59	0.09
13	Nchelenge	4	2	5	7	18	0.03
14	Kariba	6	3	2	2	13	0.02
15	Victoria falls	4	2	3	1	10	0.02
Total 2018		13,831	14,368	16,624	17,417	62,240	100.00
Total 2017		7,352	9,471	14,556	14,636	46,015	100



Nakonde recorded highest number of motor vehicles and trailers with 35,648 while Victoria Falls had the lowest with 10 which implies that many vehicles are imported through the port of Dar-es-salaam, Tanzania.

The significant increase in imports in 2018 by 16,225 (26.1%) which was triggered by stability of exchange rate against major currencies. This implied that most vehicles were imported unlike purchasing them locally from the already imported vehicles by motor dealers as it was economical to import vehicles at the time when the exchange rate was relatively stable.

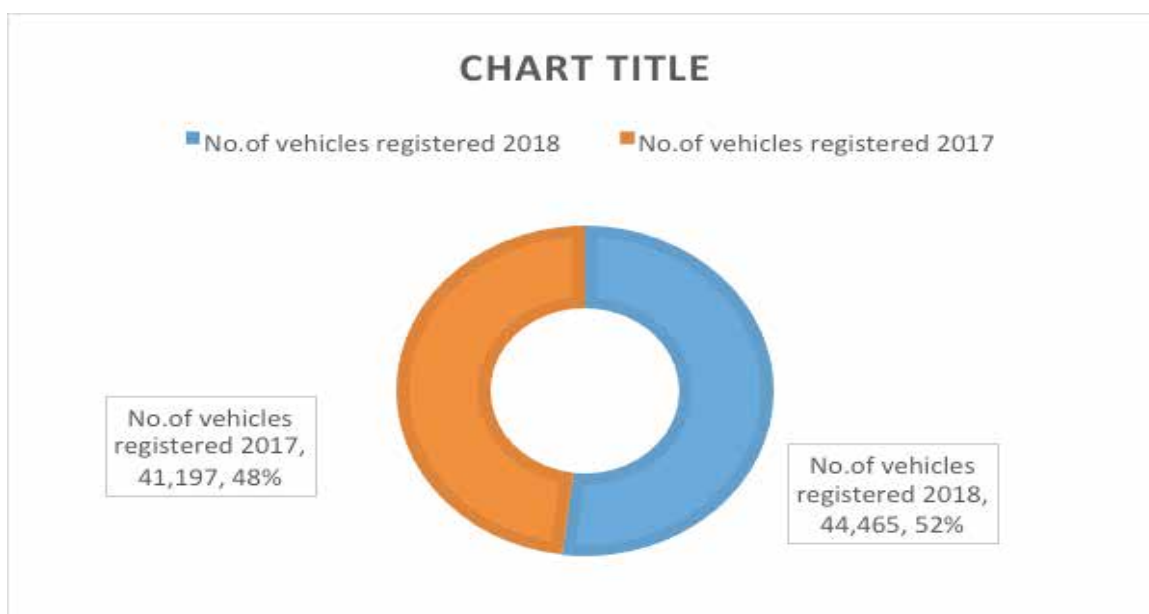
48 First registration

A total of 44,465 motor vehicles and trailers were registered for the period under review as compared to 41,197 motor vehicles and trailers registered in 2017 on the electronic Zambian Transport Information System (e-ZamTIS). There was an increase by 3,268 (7.35%) in the number of motor vehicles and trailers registered due to stability of kwacha against major currencies. It was economically viable to import motor vehicles or trailers than buying locally.

The Agency recorded the highest number of first registration during the 3rd quarter of 2018 in which 11,526 motor vehicles and trailers were registered, followed by 4th Quarter with 11,214 motor vehicles and trailers. The least number of motor vehicles registered was recorded during 1st Quarter with 10,797 motor vehicles and trailers followed by 2nd Quarter with 10,848 respectively.

Table 1-11: shows number of motor vehicles and trailers registered during the period under review

Registered motor vehicles and trailers			
S/n	Period	Frequency	Percentage (%)
1	1 st Quarter 2018	10,797	24.28
2	2 nd Quarter 2018	10,848	24.40
3	3 rd Quarter 2018	11,526	25.92
4	4 th Quarter 2018	11,294	25.40
Total 2018		44,465	100.00
Total 2017		41,197	100%



The difference between imported and registered motor vehicles and trailers is mainly due to the longer periods that franchise holders and motor dealers keep the vehicles before registration. Registration is done only after a sale has been effected.

Table 11 shows a comparison on the number of motor vehicles and trailers registered per province in 2017.

Table 1-12: Showing number of motor vehicles and trailers registered during the period under review per province

S/n	Province	1st Quarter 2018	2nd Quarter 2018	3rd Quarter 2018	4th Quarter 2018	Total annual	Percentage (%)
1	Lusaka	5,899	6,106	6,622	6,257	24,884	55.96
2	Copperbelt	2,500	2,212	2,435	2,349	9,496	21.36
3	Muchinga	952	962	904	973	3,791	8.53
4	Southern	550	769	759	727	2,805	6.31
5	Eastern	224	274	212	277	987	2.22
6	Central	253	186	199	258	896	2.02
7	North Western	142	98	176	206	622	1.40
8	Northern	107	91	97	118	413	0.93
9	Luapula	85	89	66	62	302	0.68
10	Western	85	61	56	67	269	0.60
Total 2018		10,797	10,848	11,526	11,294	44,465	100
Total 2017		8,581	9,047	11,919	11,650	41,197	100

In terms of regional performance, Lusaka province registered 24,884 vehicles followed by Copper belt province with 9,416. Western province was the lowest with 269 vehicles registered. Figure 2 shows the proportion of first registration that was undertaken per province for period under review.

Figure 12: Proportion of first registration that was undertaken per province in 2017

49

De-registration

During the period under review, 139 motor vehicles and trailers were deregistered in comparison to 99 in 2017. The highest number of motor vehicles and trailers de-registered was in 2nd quarter followed by the 4th quarter with 56 and 36 respectively. 2nd quarter had 24 while 1st quarter had the least with 23.

Table 113: shows number of motor vehicles and trailers de-registered during the period under review

De- registered Motor Vehicles and Trailers			
S/n	Period	Frequency	Percentage (%)
1	1 st Quarter 2018	23	16.55
2	2 nd Quarter 2018	56	40.29
3	3 rd Quarter 2018	24	17.27
4	4 th Quarter 2018	36	25.90
Total 2018		139	100
Total 2017		99	100%

50

Conversions

A total of 16 manual registration books for motor vehicles and trailers were converted to 4th quarter had the highest number of transaction followed by 2nd quarter. 3rd quarter had 4 and the least was 1st quarter with 1.

Table 114: Shows number of Conversion transactions in 2017

Conversions			
S/n	Period	Frequency	Percentage (%)
1	1 st Quarter 2018	1	6.25
2	2 nd Quarter 2018	5	31.25
3	3 rd Quarter 2018	4	25.00
4	4 th Quarter 2018	6	37.50
Total 2018		16	100
Total 2017		48	100

51

Change of ownership

A total 18,758 of change of ownership transactions were recorded during the year 2018 as in comparison to 13,796 recorded in 2017. The marginal increase in change of ownership transactions by 4,962 (26.5%) is due to the fact that, when the local currency did not fair favourably against major currencies, people preferred to buy from the local market as it was economically not viable.

Table 115: Shows number of change of ownership transactions during the year 2017

Change of Ownership			
S/n	Period	Frequency	Percentage
1	1 st Quarter 2018	4,264	22.73
2	2 nd Quarter 2018	4,310	22.98
3	3 rd Quarter 2018	4,819	25.69
4	4 th Quarter 2018	5,365	28.60
Total 2018		18,758	100
Total 2017		13,796	100%

52 Addition and amendment of title holder

A total of 2,341 transactions for additional and amendment of title of holder were recorded for the period under review as compared to 1,493 for 2017. An increase in transactions by 848 (36.22%) was due to many people using their vehicles as collateral in loan security as a result of favourable interest rates.

Table 116: Number of addition and amendment of title holder in 2017

Add title holder and amend or removal absolute owner			
S/n	Period	Frequency	Percentage (%)
1	1 st Quarter 2018	567	24.22
2	2 nd Quarter 2018	544	23.24
3	3 rd Quarter 2018	608	25.97
4	4 th Quarter 2018	622	26.57
Total 2018		2,341	100
Total 2017		1,493	100

53 Personalised (Vanity) registration

A total of 110 new personalised registration marks and number plates were registered during the year 2017 as compared to 69 for 2017. An increase of these transactions by 41 (37.27%) was due to the fact that people had a lot of disposable income and preferred to have their vehicles bear personalised marks and numbers to show their ego status in society.

Table 117: Shows number of vanity registrations in 2017

Vanity registration			
S/n	Period	Frequency	Percentage (%)
1	1 st Quarter 2018	33	30.00
2	2 nd Quarter 2018	34	30.91
3	3 rd Quarter 2018	24	21.82
4	4 th Quarter 2018	19	17.27
Total 2018		110	100
Total 2017		69	100

54

Re-allocation of registration marks and numbers

Re-allocation (or retention) of registration marks and number is a process of registration marks and number plates of a motor vehicle or trailer reverting to one that was issued when such motor vehicle or trailer was first registered. This takes place when registration marks and number plates of a particular motor vehicle or trailer changes at any particular time during its life time through vanity registration or re-registration process.

Reasons for re-allocation could be owner of the subject motor vehicle or trailer wishes to change ownership of that vehicle but due to sentimental reasons wishes to use their preferred registration marks and number plates.

A total of 97 motor vehicles and trailers had their registration marks and number plates re-allocated during the year 2018 as compared to 101 in 2017. This implies that more vehicles which were under diplomatic immunities and personalised changed ownership after sale.

Table 118: Shows number of re-allocation transactions of registration marks and numbers.

Re-allocation			
S/n	Period	Frequency	Percentage (%)
1	1 st Quarter 2018	13	13.40
2	2 nd Quarter 2018	13	13.40
3	3 rd Quarter 2018	39	40.21
4	4 th Quarter 2018	32	32.99
Total 2018		97	100
Total 2017		32	100

55

Re-registration of motor vehicles and trailers

Re-registration of motor vehicles and trailers is provided for to allow owners of motor vehicles and trailers change their registration mark and number from an old one to a current series or, indeed, from a current series to an old registration mark and number. During the year 2018, 43 transactions were recorded as compared to 49 for 2017. The continued significant drop of re-registration transactions is due to the fact that this function is now administered correctly in line with the provisions of Section 8 (1) and (2) of the Road Traffic Act No.11 of 2002.

Table 119: Number of re-registration transactions

Re-registration			
S/n	Period	Frequency	Percentage (%)
1	1 st Quarter 2018	4	9.30
2	2 nd Quarter 2018	26	60.47
3	3 rd Quarter 2018	3	6.98
4	4 th Quarter 2018	10	23.26
Total 2018		43	100
Total 2017		49	100

56 Cumulative motor vehicle and trailer population

A total of 44,465 motor vehicles and trailers were registered bringing the cumulative population to 782,136 excluding Government of the Republic of Zambia (GRZ) owned motor vehicles and trailers. Comparatively, in 2017, the cumulative motor vehicle and trailers population size stood at 737,671 after having registered 41,197 motor vehicles and trailers.

Table 120: Shows 2017 quarterly registered vehicles and trailers and cumulative motor vehicle and trailer population

Quarter	1st Quarter 2018	2nd Quarter 2018	3rd Quarter 2018	4th Quarter 2018
Registered Vehicles	10,797	10,848	11,526	11,294
Cumulative vehicle population	748,468	759,316	770,842	782,136

57 Licensing

During the period under review, a total of 612,015 licensing transactions were conducted compared to 942,038 transactions in 2017. The highest number of transactions carried out were road tax at 41 % followed by Road Service licences at 19%, while provisional drivers' licenses stood at 12%. Motor Dealers' Vehicle Licence (MDVL) transactions were the least with 71 (0.01%). The decrease in the number of licensing transactions can be attributed to among other factors, the numerous system challenges attributed to frequent e-ZamTIS shutdowns affecting the Driving License renewals and Printing of cards and also the drop in road tax transactions. Table 20 shows various licensing transactions conducted during the period under review.

Table 121: Number of licensing transactions conducted in 2017

Type of transactions	1 st Qtr. 2018	2 nd Qtr. 2018	3 rd Qtr. 2018	4 th Qtr. 2018	Annual Total	Percent- age (%)
Road Tax	74,149	62,024	46,997	65,699	248,869	41
Driving Licenses Printed	17,929	17,776	14,837	21,344	71,886	12
PSV Driving License Renewal	9,106	9,419	8,106	10,018	36,649	6
Provisional Driving License	14,018	11,093	14,002	13,966	53,079	9
Driving License Renewal	5,112	3,670	6,649	4,222	19,653	3
Temporal Driving License	838	3,215	50,145	3,777	57,975	10
Road Service Licenses	29,271	24,328	31,752	30,033	115,384	19
Cross Border Permits	1,931	1,509	1,493	1,978	6,911	1.1
International Driving Permits	310	421	448	334	1,513	0.2
Motor Dealers' Vehi- cle License	17	8	12	34	71	0.01
Total	152,681	133,463	174,466	151,405	612,015	100

58**Road Tax**

Cumulative aggregate road tax compliance attained during the year 2018 stood at 41%. Out of the total vehicle and trailer population size of 782,056, there were 248,869 motor vehicles and trailers which were licenced.

In relation to comparison on annual compliance, the years 2016 and 2017 were higher compared to 2018. Table 21 Shows road tax compliance during the year 2018 in comparison with 2017 and 2016.

Table 122: Shows road tax compliance rate from 2016 to 2018

2016			2017			2018		
Vehicle Population	Total Licensed	% of Vehicle Population	Vehicle Popula- tion	Total Licensed	% of Vehi- cle Popula- tion	Vehicle Popula- tion	Total Licensed	% of Vehicle Popula- tion
696,474	442,723	63	737,671	593,424	63	782,136	248,869	41

59 Road Service Licences

During the period under review, a total of 115,384 Road Service License (RSLs) were issued both for long and short term trading purposes compared to 86,069 and 82,861 that were issued during the year 2016 and 2017 respectively.

However, piracy is still a big challenge which needs to be approached from all angles such as political, regulatory, stakeholder engagements, participation and enforcement.

60 Issuance of Driving Licenses

The Agency printed a total of 57,975 driving licenses in the period under review compared to 95,010 driving licenses printed in 2017 and 117,252 in 2016. The backlog of driving licenses that was created in 2016 and 2017 before the launch of the e-ZamTIS was cleared by 1st quarter, 2018 but due to challenges in the printing of cards in 2018, the position has reverted back though Temporal Driving Licenses are issued out to cushion the impact.

Further, the card printing function which was previously centralized under the ZamTIS system was decentralized in 2017 under the newly implemented e-ZamTIS with on-demand printing services being offered to the public. The current driving license card is electronic in nature, enabling verification of information at a particular given point away from the RTSA offices.

61 Cross Border Permits

During the year under review, the Agency issued a total of 6,911 Cross Border Permits (CBPs) to transport operators doing business in countries that have signed Bilateral Road Transport Agreements (BRTAs) with Zambia and recognize and implement a single permit system. The highest number of CBPs were recorded during the 4th Quarter of 2018 with 1,978 permits issued followed by the 1st Quarter with 1,931 CBPs. Table 22 shows the number of CBPs issued during the year 2018.

Table 123: Showing number of Cross Border Permits issued in 2017

S/n	Cross border road permits issued in the year 2018		
	Period	Frequency	Percentage (%)
1	1 st Quarter 2018	1,931	27,94
2	2 nd Quarter 2018	1,509	21,83
3	3 rd Quarter 2018	1,493	21,60
4	4 th Quarter 2018	1,978	28,62
Total 2018		6,911	100
Total 2017		5,507	100

62 Issuance of Motor Dealers' Vehicle Licences

A Motor Dealer Vehicle Licence (MDVL), in accordance with Section 45 of the Road Traffic Act No. 11 of 2002, is issued to a dealer in or manufacturer of motor vehicles and trailers. The licence so issued authorizes the holder to use any motor vehicle or trailer under such licence for the purpose of being driven to motor dealers' place of business after delivery to motor dealer or being tested by motor dealer or being tested or used for the purpose of effecting a sale, or such other purposes as may be prescribed.

A total number of 71 MDVLs were issued during the period under review. There was an increase by 50 in the number of MDVLs issued which translated into 70% increase in 2018 compared to 2017. The above difference indicates that there were more dealers requiring the said licenses during the year under review compared to the previous year. This increase can be attributed to the change in legislation by the Zambia Revenue Authority who demand for MDVL from individuals importing vehicles on behalf of other people before issuing Customs Clearance Certificates. Table 23 illustrates the quarterly number of MDVLs issued during the year 2018.

Table 124: Number of MDVLs issued during the year 2017

S/n	Motor Dealers Vehicle License		
	Period	Frequency	Percentage (%)
1	1 st Quarter 2018	17	23.94
2	2 nd Quarter 2018	8	11.27
3	3 rd Quarter 2018	12	16.90
4	4 th Quarter 2018	34	47.89
Total 2018		71	100
Total 2017		21	100

63 OTHER ACTIVITIES CONDUCTED IN 2017

64 Station inspections

Were conducted by the Principals (Examination, Registration and Licensing) in Copper belt, North-western, Western and Northern provinces. The aim of the station inspections was to ascertain whether the stations are generally being managed properly; check if procedures relating to functions such as examination, registration, licensing, and enforcement are being adhered to; and to identify any deviations from such standard procedures at the time of inspection. This has helped in ensuring that activities, procedures and controls are standardized to ensure efficiency and effectiveness. A standard inspection checklist was used in conducting all station inspections and arising from the inspections, a consolidated implementation matrix was developed, which reflects the issues raised at various stations and what actions needs to be undertaken by the station supervisors

65 Public sittings

Public Sittings were held in all provincial centres to award the Long Term Road Service Licences to transporters. (Report on the results still been compiled. Challenges to registered operators especially in the passenger sector due to fierce competition from the pirate taxi and minibus

operators still remained prominent in the year under review. Legislative measures, which will be implemented in 2019, have been put in place to address the challenge of piracy.

66 Bilateral and Multilateral Meetings

The Agency held and participated in bilateral and multilateral meetings in order to evaluate bilateral agreements and performance of individual countries. Meetings were held with Namibia, South Africa, Zimbabwe, Malawi, Mozambique and Angola. Key highlights from the meetings were:

- Formation of the Cross Border Road Transport Forum to attend to issues affecting the North-South and Nacala Corridors;
- Revival of the Nacala Corridor Development Agreement with Malawi and Mozambique;
- Tour of the Kasumbalesa Border Post by the Walvis Bay – Ndola - Lubumbashi Corridor Technical Committee to assess challenges at the border post;
- Tour of the new Cross Border bus facility in Johannesburg South Africa;
- Proposal to establish the Vic Falls One Stop Border Post after the JPC meeting with Zimbabwe;
- Finalisation of the establishment of the One Stop Border Post at Mwami; and
- Progress on the Harmonisation and domestication of standards under the SADC (TTTFP).

67 Review of revenue performance

The main streams of revenue collected by the Agency continued to be fees collected under the Road Traffic Act No. 11 of 2002 and that of the Tolls Act of 2011. The Agency's overall revenue performance for 2018 was favourable as compared to the overall revenue performance of 2017.

The Road Transport and Safety Agency collected a total of K1,027 million in 2018 as compared to the Yellow Book Government target of K945.6 million. This represented 109% collections of the targeted total revenue.

The total revenue collected of K1,027 million in 2018 represented a growth of 25% against revenue collected in 2017 which was K820.1 million. Table 1 below shows actual revenue collected against target revenues.

Table 1: Actual Revenue Collections against Target Revenue in 2018 and 2017.

	Actual 2018	Target 2018	Actual 2017	Target 2017	Actual Vs. Target	Actual Collections
	ZMW	ZMW	ZMW	ZMW	ZMW	%
Road User Fees	462 599 979	458 750 000	388 629 902	432 780 000	101%	19%
Kwacha TOLL	8 389 503	4 122 763	7 624 323	3 853 049	203%	10%
Foreign TOLL	556 004 229	482 702 237	423 853 831	384 258 395	115%	31%
TOTAL	1 026 993 711	945 575 000	820 108 056	820 891 444	109%	25%

Revenue collected under the Road Traffic Act No.11 of 2002 comprised of fees from registration, licensing and examination. These types of fees were called the road user fees. The total revenue collected in 2018 was K462.6 million while in 2017 it was K388.6 million. This represented a growth of 19%. Figure 1 below shows monthly revenue collected under the Road Traffic Act No.11 of 2002.

Table 2: Road User Fees collected in 2018 and 2017

All RTSA stations collected revenue under road user fees to the sum of K293.7 million in 2018 while in 2017 the total revenue collected was K247.8 million. This represented a growth rate of 19%.

The highest revenue collecting station for road user fees continued to be Nakonde with K40.0 million, followed by Lumumba with K37.3 million and then Ndola with K32.4 million. This represented growth rates of 24%, 19% and 26% respectively. The increase at Nakonde was mainly attributed towards the increased number of first registration and licencing of vehicles entering the country at the point of entry in order to avoid the congestion experienced at inland stations. However, the best performing station was Chanida, followed by Mazabuka and then Monze with growth rates of 51%, 38% and then 37% respectively.

It should further be observed that the Solwezi station has become one of top ten collecting stations replacing Mimosa whose revenue collections have since declined. The declined has been attributed to the opening of the Cosmopolitan mall station near Mimosa as an alternative service delivery centre for the Agency.

Table 3: Road User fees collections by RTSA stations in 2017 and 2016.

Despite the overall performance of revenue collected in 2017 to have been better than that recorded in 2016, there were specific months where revenue collections did not perform well.

The road user fees collected in February 2017 were affected by the downtime of eZamTIS that was experienced during this month. The months of April, May and June were negatively affected by the shutdown of ZamTIS which resulting in non-collection of revenue. While in the month of December 2017, revenue collections were highly affected by the challenges in service provision due to delays in processing transactions by the e.ZamTIS as well as staffing challenges in the revenue unit that was faced by the Agency. Table 4 below shows the monthly revenue collection in 2017 and 2016 under the Road Traffic Collections.

Table 4. Monthly revenue collections in 2017 and 2016

69 ADMINISTRATION OF OUTSOURCED REVENUE COLLECTIONS FROM STRATEGIC PARTNERS

In 2018 the Agency continued to collect revenues under road user fees through its strategic partners i.e. Zampost, ZSIC General and the Zambia Revenue Authority (ZRA).

The strategic partners collected a total of K168.9 million in the period under review as compared to K140.8 million in 2017. This resulted in an overall growth of 20%.

Revenue collected by Zampost was K117.9 million; ZSIC was K20.8 million and K30 million by ZRA in the year under review. Zampost recorded a growth of 17%, ZSIC a growth of 25% while ZRA recorded a growth of 28%. The significant increase was mainly attributable towards the stability of e.ZamTIS as compared to same period in 2017. Figure 3 below shows details of the revenues collected by our strategic partners.

Table 5: Revenue collected under Road User fees by our Strategic Partners

70 COLLECTIONS UNDER THE TOLLS ACT OF 2011

Toll fees are transit fees collected by the Agency on both foreign and locally registered vehicles using Zambian roads. These are collected on behalf of the National Road Fund Agency (NRFA) and Emerged Railways Properties (ERP) from stations situated at ports of entry and inland stations under the Tolls Act of 2011.

71 Toll fees from locally registered vehicles

The Road Transport and Safety Agency collects toll fees from locally registered vehicles on behalf of the NRFA. During the period under review, a total of K8.4 million was collected as revenue for tolls on locally registered vehicles. This represented a growth of 10% over the revenue collected in 2017 of K7.6 million. The growth was mainly attributable towards the increased number of locally registered vehicles transiting through the ports of entry.

Kasumbalesa recorded the highest revenue collection during the period under review of K5.5 million followed by Katima Mulilo with K0.9 million and then Chirundu with K0.8 million. The best performing station was Mwami followed by Kariba and then Katimumilo with growth rates of 730%, 52% and then 16% respectively. Figure 4 below shows details of Toll fee collection for locally registered vehicles at ports of entry.

Table 6: Toll fee collected from locally registered Vehicles in 2018 and 2017.

72 Toll fees from foreign registered vehicles

The Road Transport and Safety Agency collects revenue through toll fees from foreign registered vehicles on behalf of the National Road Fund Agency (NRFA). The foreign toll fees collected were in United States Dollars (USD). The total revenue collected in 2018 was US\$53.7 million while in 2017 it was US\$44.4 million. This represented a growth of 21% in US dollar revenue collections. This was attributable towards an increase in the total number of foreign registered motor vehicles that transited the country in 2018 and 2017. The depreciation of the local currency against the foreign currency between 2018 and 2017 resulted in the reported growth of kwacha equivalent revenues collected to be 31%. Figure 5 below shows details of the foreign toll fees.

Table 6: Revenue Collected under foreign toll fees for 2018 and 2017.

Nakonde reported the highest revenue collections of foreign toll fees of US\$33.3 million in 2018 against US\$24.8 million in 2017. Chirundu was the second highest revenue collector with US\$6.5 million against US\$6.3 million and then Kazungula with US\$3.5 million against US\$2.9 million in 2018 and 2017 respectively.

Most of the inland stations recorded a decline in revenue collection except for Mufulira, Kasama and Solwezi stations that recorded growth rates of 3636%, 500% and 7% respectively. The decline was attributed towards the change in preference for foreign registered vehicles to pay for extension of toll fees at port of entry rather inland stations. However, Kasumbelesa has recorded a significant decline in revenue collection mainly due to the congestion of trucks that was experienced at that border during the year under review. An increased number of transporters began to use the Mikambo border post. This resulted in Mufulira to record a significant growth rate in revenue collections of 3636%. It should be noted that the Agency does not have presence at this border and hence it is highly likely that some motorists may avoid paying toll fees resulting in loss of government revenue.

73 CARBON EMISSION SURTAX (CES)

The Road Transport and Safety Agency also collected carbon emission surtax on behalf of the Zambia Revenue Authority (ZRA) from motor vehicles. The Agency collected a total of K46.8 million of Carbon Emission Surtax (CES) in 2018 compared to K27.4 million in 2017. This reflected a growth in revenue collected of 71%. Details of revenue collection of CES are shown in Table 3 and detailed CES collections are shown in appendix. 3

	Actual-2018	Actual-2017	Growth
	ZMW	ZMW	
RTSA	21 540 525	14 173 933	52%
ZSIC General	4 216 091	2 101 077	101%
ZAMPOST	21 074 082	11 162 670	89%
TOTAL	46 830 699	27 437 680	71%

Table 8: Revenue collections from Carbon Emission Surtax in 2017 and 2016

Figure 8a and 8b indicates the proportion of total Carbon Emission Collections in 2016 and 2017

Figure 8a

Figure 8b

74 TOLL FEES FROM VICTORIA FALLS BRIDGE

The Agency commenced the collection of toll fees at the Victoria Falls Bridge in February 2018 on behave of Emerged Railway Properties (ERP). A commission of 5% per cent of revenue collected was retained by the Agency. The total revenue collected was US\$1,102,694.00 since inception and total commissions due and retained by the Agency was US\$55,879.00. Table 2 below shows revenue collected from bridge tolling at Victoria falls bridge.

Table 2: Revenue Collected from bridge tolling in 2018

	TOTAL	ERP	RTSA
MONTH	USD	USD	USD
February	36 936	35 089	1 847

March	111 811	106 220	5 591
April	119 839	113 847	5 992
May	115 571	109 792	5 779
June	98 900	93 210	5 690
July	98 857	93 914	4 943
August	114 620	108 889	5 731
September	87 574	83 195	4 379
October	110 086	104 582	5 504
November	104 706	99 664	5 235
December	103 794	98 604	5 190
TOTAL	1 102 694	1 047 008	55 879

75

REVENUE REFORMS

The Agency managed to implement an electronic payment solution with Invetrust Bank and First Capital Bank. The payment solution were a teller inplant at Ridgeway station and electronic payment options for transporters transiting our port of entry stations in Mwami and Chanida.

The Agency further managed to enhance the service provision with Chirundu, Kazungula, Victoria Falls and Katima Mulilo by introducing improved electronic payment devices provided through First Capital Bank. This was an option used to mitigate the connectivity challenges that were experienced through Ecobank.

Appendix.1 – Other Stations’ revenue collected under Road User Fees in 2018 and 2017.

Station	Actual-2018	Actual-2017	Growth
	ZMW	ZMW	
Chanida	266 556	176 232	51%
Chipata	6 679 997	6 902 583	-3%
Chirundu	1 700 703	1 354 062	26%
Choma	4 262 693	3 955 683	8%
Copperhill	6 217 458	-	
Kariba	672 874	611 001	10%
Kasama	4 484 051	4 413 801	2%
Kasumbalesa	8 880 999	6 854 369	30%
Katima Mulilo	1 243 599	1 017 616	22%
Kazungula	1 273 370	1 273 289	0%
Livingstone	8 629 367	6 700 867	29%
Luanshya	3 562 341	3 440 004	4%
Mansa	4 356 600	3 819 645	14%
Mazabuka	4 510 921	3 258 198	38%
Mimosa	9 539 297	12 174 738	-22%
Mongu	3 430 540	3 109 986	10%
Monze	3 161 677	2 302 757	37%
Mpika	1 707 139	1 712 997	0%
Mufulira	4 495 276	4 089 126	10%
Mwami	195 563	304 980	-36%
Nchelenge	878 455	797 301	10%
Silverest	3 547 701	-	
Vic. Falls	494 343	790 200	-37%
TOTAL	84 191 521	69 059 433	22%

Appendix 2. Other Stations revenue collected under foreign tolls fees in 2018 and 2017.

Station	Actual-2018	Actual-2017	Growth
	ZMW	ZMW	
Kariba	43 300	44 236	-2%
Mufulira	186 005	4 979	3636%
Mwami	316 022	557 890	-43%
Mpika	2 511	4 350	-42%
Ndola	199 318	245 911	-19%
Choma	90	582	-85%
Kabwe	1 363	29 680	-95%
Kitwe	10 639	10 705	-1%
Livingstone	-	90	-100%
Mansa	3 663	14 535	-75%
Mazabuka	4 399	11 555	-62%
Solwezi	1 578	1 473	7%
Lumumba	111 059	336 955	-67%
Kasama	1 913	319	500%
Mongu	365	1 023	-64%
Others Totals	882 225	1 264 282	-30%

Appendix 3. : Detailed Carbon Emission Surtax revenue collected in 2018 and 2017

Station	Actual 2018	Actual 2017	Growth
	ZMW	ZMW	
Chanida	39 661	24 644	61%
Chingola	689 941	545 520	26%
Chipata	623 750	250 326	149%
Chirundu	132 169	101 418	30%
Choma	541 768	437 648	24%
Dedani Kimathi/ Cosmopolitan	3 680 757	2 027 739	82%
Kabwe	1 226 208	1 140 034	8%
Kariba	82 949	70 715	17%
Kasama	576 974	625 824	-8%
Kasumbalesa	57 281	54 236	6%
Katima Mulilo	83 188	80 143	4%
Kazungula	33 567	26 576	26%
Kitwe	702 540	190 085	270%
Livingstone	614 233	387 094	59%
Luanshya	338 741	411 824	-18%
Lumumba	2 562 015	890 595	188%
Mansa	506 792	429 961	18%
Mazabuka	542 316	391 532	39%
Mimosa	1 026 599	817 739	26%
Mongu	430 520	352 348	22%
Monze	320 413	281 651	14%
Mufulira	493 342	387 117	27%
Mwami	12 320	7 819	58%
Mpika	188 453	151 059	25%
Nakonde	173 211	151 320	14%
Ndola	1 555 808	1 191 555	31%
Ridgeway	977 185	926 287	5%
Solwezi	1 012 495	812 358	25%
Nchelenge	113 434	103 196	10%
Vic. Falls	42 969	48 746	-12%
Premium	999 259	856 822	17%
Silverest	712 554		
Copperhill	447 115		
ZSIC General	4 216 091	2 101 077	101%
Zampost Outsource	21 074 082	11 162 670	89%
TOTAL	46 830 699	27 437 680	71%

76 LEGAL DEPARTMENT ACTIVITIES DURING THE YEAR UNDER REVIEW

77 Civil and Criminal Court Cases

The Legal Department handled litigation on behalf of the Agency before various courts of law. The majority of the cases were handled in-house while a few were outsourced to law firms. The table below shows a summary of active cases in 2018 compared to 2017.

: Summary of all cases that are still pending before the Courts of law.

Court	2017	2018
Cases in the Supreme Court	3	3
Cases in the Court of Appeal	2	2
Cases in the High Court	6	6
Cases in the Industrial Relations Court	5	6
Cases in the Subordinate Court	Nil	
Cases in the Road Service Tribunal	1	1
TOTAL	17	18

78 Board Meetings

The Legal Department assists the Director & Chief Executive Officer in dealing with Board matters as Secretary to the Board of RTSA. The Agency did not have a Board during the year under review, hence, no meetings were held.

79 REVIEW OF AGREEMENTS.

The Legal Department drafted or reviewed the following agreements during the period under review:

SN	Description	Quantity
1	Procurement contracts	27
2	Memorandums of Understanding	7
3	Lease Agreements	5

80 PROSECUTION OF ROAD TRAFFIC COFFENDERS

The Prosecutions Unit prosecutes road traffic offenders through the Fast Track Court in Lusaka as well other courts countrywide. Table 3 is a summary of cases that were handled during the period under review.

No	2017 AND 2018 ten Prevalent OFFENCES	No of convictions 2017	No of convictions 2018	individual convictions 2017(All cases)	Individual convictions 2018(All Cases)	Fine Revenue 2017	Fine revenue 2018
1	Dangerous driving	242	979	1914	3592	K1,727,205	K4, 888,890.
2	Expired Road tax	774	1123				
3	Expired Certificate of fitness	236	309				
4	Expired test certificate	417	783				
5	Unlicensed Driver	407	435				
6	Expired identity	179	206				
7	Expired insurance	258	425				
8	Use of Handheld Mobile	71	206				
9	Obstruction of roadway by motor vehicle	134	145				
10	Use of unregistered motor vehicle	53	84				

Three cases were handled outside Lusaka in Kitwe, Chililabombwe and Ndola. A total amount of K10,095.00 was paid in traffic fines arising from the above cases.

81 INVESTIGATIONS

The Investigations Unit handled a total of twenty-two (22) cases involving fraudulent dealing in motor vehicles and driving licences. One accused was convicted to 3 years imprisonment with hard labour for unlawful imitation of driving licences whereas two others were sentenced to 8 months imprisonment with hard labour for giving false information in acquiring a driving licence.

82 ESTABLISHMENT OF THE ROAD ACCIDENT FUND

The RTSA was invited to attend a meeting at Cabinet by the Secretary to the Cabinet for a presentation by Ministry of Planning and Development on the urgent need to set up a motor vehicle fund using the fuel levy as the funding model. It was resolved that the Ministry of Transport and the Ministry of Planning should prepare a joint Information Cabinet Memorandum seeking approval of the Fund in principal.

83 MEETING WITH BUSINESS REGULATORY REVIEW AUTHORITY

A meeting was held with the Business Regulatory Review Agency (BRRA) regarding the proposed revision of re-registration fees and fees relating to testing of vehicles for roadworthiness. The process of undertaking a Regulatory Impact Assessment was highlighted and the meeting was informed that consultations should be undertaken in a minimum of 30 days. It was resolved that there would be need to have two (02) separate RIA reports on re-registration fees and examination fees.

84 LAW REVIEW

The Agency is undertaking a law review process in order to enhance both road safety and service delivery. The Agency is also working on re-promulgating the Regulations under the repealed Cap 464 the Roads and Road Traffic Regulation, under the Road Traffic Act No. 11 of 2002. During the year under review, a workshop was held September, 2018 to consider statutory instruments that are in the processes of being issued.

85 Bilateral meetings

The Legal Department attended the following meetings during the period under review:

- 1) SADC/ISO standardization of driver licence workshop held in Gaborone, Botswana 5th -7th February, 2018;
- 2) 35th SADC Trade Negotiating Forum (TNF) Meeting held in Johannesburg, South Africa 19th to 23rd March, 2018;
- 3) Cross Border Road Transport Regulators Forum 13th to 16th August, 2018; and
- 4) Meeting Of SADC Ministers Responsible for ICT, Information Meteorology and Transport Held at Safari Hotel, Windhoek, Namibia on 27th September, 2018

87 Information and Communications Technology

The Information and Communications Technology department is divided into three (03) sections as follows: Systems Infrastructure and Security (SIS), Business Information Systems (BIS) and the Networks and Telecommunications (NT) section. Briefly described below are the functions of each section in turn.

88 Systems Infrastructure and Security

The Systems Infrastructure and Security (SIS) provides the main ICT infrastructure and facilities that support the Agency. SIS consists of a centralised Data Centre or Server Room that house mission critical data, information systems, security systems and computer equipment. The services housed in our server room are: email, transport management, security, financial management, radio communication, instant messaging, computerised directory (or Active Directory services), internet and network access, and bulk data storage system. SIS is in charge of the information security program that maintains and enhances the overall internal security status of the Agency.

89 Business Information Systems

The Business Information Systems (BIS) section is responsible for the implementation and maintenance of mission critical, enterprise-wide information systems in the Agency. The Zambia Transport Information System (ZAMTIS) is the Agency's foremost mission critical system. Other business applications are the Human Resources and Payroll systems and the Microsoft Navision application for financial data management. .

90 Networks and Telecommunications

The Networks and Telecommunications section maintains and supports the Agency's Wide Area Network (WAN) backbone and network connections extended to our strategic partners. Networks is responsible for Internet Connectivity, Agency wireless network, call centre systems, Radio Communication Systems. One other cardinal system managed by NT is the "Firewall" security system which is meant for protection of our systems and information from external attacks or hacking.

The Agency opened two new stations in order to expand the service delivery points. The two stations that were opened up are Silverest in Lusaka and Copper Hill Mall in Kitwe. The ICT department ensured that the Local Area Networks (LAN) and Wide Area Networks (WAN) were installed on time and operationalised.

91 MANSA NEW STATION SURVEY

The Agency planned to move its offices in Mansa from its current location. This implied that a new Local Area Network and Wide Area Network were needed to be installed in Mansa. In preparation the ICT department surveyed the area and the new building was surveyed in order to estimate the required installation requirements. The team estimated the bill of materials and commenced the procurement process.

92 RELOCATION & INSTALLATION OF LOCAL AREA NETWORKS (LAN) & WAN AT THE NEW MANSA STATION OFFICE

During the year 2018, ICT department facilitated the shifting of Mansa office to new premises within Mansa. The ICT department ensured that the LAN and Wide Area Networks (WAN) were installed.

3.7.1.5 RADIO ACCESS NETWORK (RAN) PHASE 2

Following failure of the Radio Access Network's Base Radio unit at Nakonde Border station in April 2018, an assessment was undertaken. The power supply unit for the Base Radio was found to be faulty and was replaced in order for the system to be restored.

2.6.0.6 CHINSALI NEW & CHIPATA STATIONS RELOCATION – SITE SURVEYS

The Agency has planned to open a new station office in Chinsali district during the fourth (4) quarter of 2018. In order to achieve this goal, the ICT department undertook a site survey to assess requirements for the installation of a Local Area Network and Wide Area Network at the new station office.

Furthermore, following management decision's to shift Chipata station to new premises an assessment for the installation of a Local Area Network and Wide Area Network at the new premises was also undertaken.

2.6.0.7 LIQUID TELECOM TEST INSTALLATION AT LUMUMBA, RIDGEWAY, MIMOSA, KITWE AND LINK COMMISSIONING AT CHILANGA ZAMPOST

Following the approval by management for Liquid Telecom to provide reliable data links on a trial basis to mitigate network downtimes, the installation of optic fibre cabling at the selected pilot stations was completed. Fibre cable termination were done at Lumumba, Ridgeway, Mimosa, Kitwe and Chilanga Zampost stations. The Liquid Telecom data link at Chilanga Zampost station was commissioned and is currently operational. Ezamtis services are highly available due to Liquid Telecom's resilient network.

It has been planned that the remaining test sites will be migrated to the Liquid Telecom network for testing in January 2019

2.6.0.8 COPPERHILL STATION SEPARATION

The separation and setup of Copperhill Station as a standalone station was undertaken in December 2018. Following the commissioning of the station, the office was operating as an extension of Kitwe Main RTSA office when accessing e-Zamtis services and network resources. This setup proved to be problematic as connectivity wasn't reliable and it had many points of failure.

Addition e-Zamtis local server was installed to separate network links between the Copperhill and Kitwe main office. This setup has ensured reliable connectivity and reliable service delivery.

2.6.0.9 E-ZAMTIS ROLLOUT AT THE ZAMBIA INTERNATIONAL TRADE FAIR (ZITF)

The ICT department facilitated the rollout of the e-Zamtis at the 2018 ZITF in Ndola.

Various services such as the selling of road tax, issuance of fitness receipts, driver licences were offered to members of the public at the RTSA stand during the duration of the trade fair.

Four (4) ICT officers where to provide support throughout the event.

2.6.0.10 E-ZAMTIS REPORT MODULE AND TRAINING

One of the most important output for the e-ZAMTIS project was the report module. The contractor had not adequately completed the reports module at the time of the launch. However during the first quarter of this year the contractor developed a report module and trained ICT users. The Agency ICT team during the quarter under took an exercise to install the report module in all the RTSA stations and also trained the users. The module has been installed in all the 32 RTSA stations. This module has brought efficiency in terms of managing revenues in the Agency because now the station managers and revenue officers can see the collections at once and can print and reprint the reports any time.

2.6.0.11 MIGRATION OF ZAMTIS DATA

The Agency's method of data migration from ZAMTIS to the new e-ZAMTIS was a record by record migration. This implies that the data migration would not finish within a year. So in the quarter under review the migration of data continued as clients trickled in. This process is favoured as it is helping in cleansing the data and will help establishing closely the actual active number of Motor vehicles and drivers.

2.6.0.12 E-ZAMTIS ROLLOUT AT THE AFRICA PUBLIC SERVICE DAY CELEBRATIONS

The Agency participated in the 2018 Africa Public service Day celebrations held at East Park Mall. The ICT department facilitated the rollout of the e-Zamtis at the 2018 event. Members of the public were offered various services such as the selling of road tax, issuance of fitness receipts and driver licences renewal during the event.

2.6.0.13 COLLECTION OF OLD ZAMTIS COMPUTERS

The ICT department began the collection of old ZAMTIS computers and printers from stations across the country. The assignment is expected to be completed during the third quarter of 2018. Equipment shall be refurbished and be redeployed.

3.7.1.14 ZAMTIS SOFT COPY REPORTS

Soft copy reports were generated detailing Driver Licences issued by sex, Motor Vehicles registered by type and by province, and Motor vehicle fitness.

A report was generated for the Zambia State Insurance Corporation who requested motor vehicle information. The other soft copy report that was generated was for Cargo Carriers (PVT) Ltd who wanted to know how much tolls they paid by Motor Vehicle.

2.6.0.14 COMMENCEMENT OF FULL ICT AUDIT INFO CENTURY

Following the award of the tender to conduct a Full ICT Audit to Info century, the Audit commenced in the period under review. An opening meeting was held where Project team members from both Info Century and RTSA were introduced. A draft Audit project plan was presented and the Audit process commenced.

2.6.0.15 INSTALLATION OF BACKUP SERVERS AT AVONDALE HOUSE

The Agency had planned to install a backup at Avondale House. Last year the Agency procure servers which have since been installed at Avondale house as back servers for the ZAMTIS, Navision and Microsoft exchange. The Agency has since installed these backup servers which are being monitored weekly.

2.6.0.16 INSTALLATION OF MS EXCHANGE AND NAVISION SERVER

During the quarter under review the Agency procured and installed servers for Exchange and Navision. The systems have since been installed on the new hardware servers and this has stabilised the two systems. This is part of internal maintenance.

93 PROCUREMENT ACTIVITIES DURING THE YEAR UNDER REVIEW

94 Tenders

95 Open Tenders, Selective and Direct Bid Tenders

The major open, selective and direct bid tenders floated in the year under review are tabulated below.

Table 1: Major Procurements in the year 2018

S/N	Description	Status
1.	Tender for the supply and delivery of 25 Double Cab Motor Vehicles	Awaiting payment of advance
2.	Supply and delivery of Security Paper and Consumables	Delivery to be complete by end of Q1 2019
3.	Supply and delivery Driver Licence production consumables	Delivered
4.	Supply and delivery of 22 Salon Motor Vehicles	Awaiting clearance by the Zambia Revenue Authority
5.	Tender for Consultancy Services for a Full ICT Audit	Completed
6.	Tender for Consultancy Services for Provision of External Audit Services	Awaiting Clearance of Contract by the Attorney General
7.	Tender for the supply and installation of GPS on Public Service Vehicles	Awaiting payment of the advance
8.	Tender for the provision of Security Services and Cash in Transit Services for RTSA Stations	Contract signed and on going
9.	Supply of ACL Internal Audit Software including implementation and related training	Awaiting payment of advance
10.	Maintenance of Air Conditioning Units in RTSA stations	Contract signed and on going

In the period under review there were some other important procurements under the Improved Rural Connectivity Project (IRCP) not finalized by the close of the period under review which are tabulated below:

Pipeline Procurements

S/N	Description	Status
1.	Provision of Consultancy Services for the development of a Rural Road Safety Strategy	Consultant has commenced work on the assignment
2.	Consultancy services to conduct Road Safety Audits	Assignment to commence End of First Quarter 2019

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CARRIED OVER PROCUREMENTS

There were procurements mainly of a construction nature that were carried over from the 2017 financial year with anticipation of funding in the ended year. However the anticipated funding has not been released resulting in the bulk of the projects not registering any progress.

Tabulated below leaf are the carried over procurements:

Table 2: Carried Forward Procurements

No.	Description	Status
1	Construction of Motor Vehicle Inspection Centre in Silverest	Awaiting advance payment
2	Motor Vehicle Inspection Centre in Chinsali	Awaiting advance payment
3	Motor Vehicle Inspection Centre in Mpika	Awaiting advance payment
4	Motor Vehicle Inspection Centre in Choma	Awaiting advance payment
5	Motor Vehicle Inspection Centre in Luanshya	Building is at lental level
6	Motor Vehicle Inspection Centre in Mufulira	15% of works
7	Motor Vehicle Inspection Centre in Chipata	Awaiting advance payment
8	Motor Vehicle Inspection Centre in Kitwe	Awaiting advance payment
9	Motor Vehicle Inspection Centre in Petauke	Awaiting advance payment
10	Motor Vehicle Inspection Centre in Solwezi	Awaiting advance payment

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Internal Audits

The Internal Audit adopted the Risk Based Approach (RBA) in developing its annual work which was approved by the Audit Committee. This plan is reviewed every quarter to ensure that all critical aspects of the the Agency systems and operations are examined and appropriate recommendations made for improved performance and adherence to all relevant accounting standards, laws and regulations.

The approach to each review depends on the following;

- Risks inherent in the achievement of the objectives
- Level of confidence required that controls are well designed and operating as intended.

- c) Level of Assurance required

98 Quality Control;

Our aim in 2018 was to provide a service that remained responsive to the needs of the Agency and maintain consistently high standards. This process was achieved through the following internal Processes;

- a) Liaison with Management to ascertain the Risk Management, Control and governance processes
- b) A tailored audit approach using a defined methodology and assignment control documentation
- c) Review and quality control of all internal audit work carried out

99 Main Activities undertaken during the year.

During the period, the following types of Audits were undertaken:

a) Compliance Audits

The main objective of this type of audits was to ensure that the Agency is in compliance to the requirement of the new Public Finance Management Act, of 2018 and the Financial Regulation of 2006 in relation to the collection and banking of government revenue. Further, the Internal Audit also checked whether the Agency has been in compliance in relation to the requirement of the Road Traffic Act, the Driver License manual, Finance and Administration Manual, Motor vehicle examination Manual and Motor vehicle Registration Manual in carrying out its Mandate.

b) Financial and Controls Audit

The objective of this type of the audit was to check that the internal controls put in place by management in relation to the financial transactions were in place and operating effectively.

c) Information Systems Audits

The main objective of these audits was to check the integrity, reliability and confidentiality of the financial information in the system and any lapses are corrected on time. The Agency's aim is to enhance our operational efficiencies so as to meet and satisfy the services demand requirements. This vision is adversely affected by the unstable and unreliable ICT systems that have recorded long system outages leading to both customer un-satisfaction and loss of revenue. Against this background that the Agency engaged a consultant, for a full ICT systems audit consultancy service to have a holistic review of the ICT department. The report was issued to management and follow ups are done on the recommendations made by the consultant.

d) Special or Adhoc Audits

These are types of audits conducted at the Director and CEO request due to their inherent risk in nature

Types of Audits	Department	Audit Area
First Quarter Audits		
Special Audits	Procurement	Audit of Procurement of Computers
Special Audits	Safety	Audit of Road safety Clubs-Copperbelt and North western Provinces
Special Audits	Administration	Audit of Kazungula Housing project
Second Quarter Audits		
Compliance Audits	Finance-Revenue unit	Audit of Revenue banking and Accountable Documents at Kitwe, Dedan Kimathi, Premium House,Mimosa, Ridgeway and Lumumba Stations
Financial Audits	Finance-Expenditure Unit	Internal Audit Report on the Review of Staff Debtors
Special Audits	Finance-Revenue Unit	Fraud investigations Audit at Chipata Station
Special Audits	Transport	Special audit review of the Driver Licenses under Enforcement custody.
Third Quarter Audit-2018		
Compliance Audits	Finance	Audit of Revenue banking and Accountable Documents at all 15 Lusaka Zampost outlets
ICT Audits	ICT	Audit of e-ZamTIS inventory and user profile module at Ndola ,Kitwe and Kasumbalesa Stations
ICT Audits	ICT	Full ICT Audit with a vast scope that included but not limited to; IT Governance, Network operating center, IT systems integration and licensing, IT administration, ICT infrastructure, IT Operations, IT business continuity, IT security, IT Organogram and IT projects implementation
Fourth Quarter Audits		
Compliance Audits	Finance-Revenue Unit	Audit of Revenue banking and Accountable Documents at Livingstone,Kazungula and Victorial Fall stations
Compliance Audits	Transport	Audit of driver License Issuance at Ridgeway Station
Compliance Audits	Transport	Audit of Motor Vehicle registration at Lumumba Stations
Financial Audit	Finance-Expenditure Unit	Audit of submissions and Reconciliations of Claims to NRFA
Financial Audit	Finance-Expenditure	Audit of Fixed Assets
ICT Audits	ICT	Full ICT Audit with a vast scope that included but not limited to; IT Governance, Network operating center, IT systems integration and licensing, IT administration, ICT infrastructure, IT Operations, IT business continuity, IT security, IT Organogram and IT projects implementation

3.10.1 RTSA Staff Evolution

In 2007, 12 years ago, the Agency focused on institutional and infrastructure capacity. The Agency needed to employ staff to implement its mandate. At the beginning of the year, 2007, the Board of Directors had appointed 17 management staff. It is this management that was tasked to implement an approved establishment of 197 staff of which 172 employee were employed by the end of December 2007 as depicted graphically below:

However, the past 12 years the Agency capacity as depicted from year to year employment level is as shown below:

Year	EMPLOYMENT LEVELS		%Operating Capacity
	Budgeted Strength	Actual Strength	
2018	1559	605	39%
2017	1559	598	38%
2016	1559	583	37%
2015	1559	543	35%
2014	1559	505	32%
2013	1559	443	28%
2012	242	232	96%
2011	242	222	92%
2010	199	190	95%
2009	199	187	94%
2008	197	180	91%
2007	197	172	87%

This further indicates that for the past 6years RTSA has been operating with employment level below average due to funding constraints.

The graphical representation of the above data is as below:

0.1. 2018 Staffing Levels

The staff compliment of the RTSA as at 31st December 2018 stood at **605** as compared to the approved establishment of 1559:

NO	DESCRIPTION	2017	2018
1	No. of Staff at the beginning of the year	583	598
2	SEPARATIONS		
(i)	Dismissal	14	9
(ii)	Resignation	6	6
(iii)	Termination of Contract of Employment	1	1
(iv)	Death	2	3
(v)	Expiry of Contract (Non-renewal)	0	5
(vi)	Retirement	0	0
(vii)	Redundancy	0	0
(viii)	Medical Discharge	0	1
(ix)	Unsuccessful probation	1	0
(x)	Discharge	0	0
3	TOTAL SEPARATIONS	24	24
4	ADDITIONS		
(i)	Engagements	39	30
(ii)	Re-instatement	0	2
(iii)	Adjustment	0	0
(I v)	Demotion	0	0
5	TOTAL ADDITIONS	39	32
6	No. of staff at end of the year (1 + 5 - 3)	598	606
7	APPROVED ESTABLISHMENT	1,559	1,559
8	Number of vacancies (7- 6)	961	953
9	LABOUR TURNOVER (6-1)/1	2.6%	1.17%

0.2 Engagements

There were twenty -nine (29) engagements recorded during the period under review. The table below shows the engagements by position;

1.21 Re-Instatements

In the year 2018, there was only one (1) re-instatement after the appeals committee reviewed the new evidence adduced:

0.3 Separations

There were Twenty Five (25) separations recorded during the period under review. The table below shows separation by mode:

0.4 **Promotions**

There were thirty three (33) promotions during the period under review. See the table below

0.5 **National Events**

1.5.1 **Commemoration of Women's Day**

The Agency commemorated women's day on 8th March 2018. Employees spread across the country celebrated the event through the ten (10) provincial centers.

1.5.2. **Commemoration of International Labour Day**

The Agency commemorated International Labour day under the theme, 'Building Partnership for Sustainable National Development Through decent job creation and Social Justice'.



Labour Day celebrations participants in Lusaka

A Labour Day award ceremony was later held in Lusaka at the new Government Complex to recognise deserving employees from all departments in various categories.



Figure 2 Mr. Rabson Tembo (late) receiving an Award from the RTSA CEO, Mr. Zindaba Soko

1.5.3 World Aids Day

Agency employees joined the rest of the country in commemorating the International World AIDS Day which falls on 1st December every year. In 2018, the commemoration were conducted under the theme “Run the last mile: Leaving no one behind”.



Figure 3 RTSA Employees during a march past on World Aids Day

0.1 Training And Development

A workshop was conducted at Protea Hotel - Chisamba for Senior Management on the use of a Balanced Scorecard as an approach for Performance Management. The workshop was for 3 days and was facilitated by the Head Human Resource & Administration. The outputs of the workshop were: a Strategic Map for the Agency and all Senior Management employees signed their performance Plans for the second quarter 2018.

Another workshop was conducted at Mika Convention Centre for Provincial Managers and other Managers. The workshop covered all operations of the Agency. The Balanced Scorecard system of Performance Management was also introduced. Workshops were conducted throughout the country on Performance Management.

A training was conducted for Road Traffic Inspectors on Road Traffic Management at Lilayi Police Training College. The training was conducted between July and August 2018.

New employees in various positions were inducted and oriented at Avondale House for (4) four days in July 2018. The orientation programme was organised by the Human Resource and Administration Department.

0.2 Industrial Relations

During the period under review, Fifty (50) Disciplinary Cases were handled. Out of the Fifty (50) cases handled, Ten (10) employees were dismissed, Seventeen (17) received final written warning, Seventeen (17) received written warnings and Six (6) were exonerated.

Employees conducted unlawful peaceful demonstration against a salary increment leading to the high number of Disciplinary Cases. Below is a table showing summary of cases handled:

SN	Offence	Verdict	No. Employees
1	Dishonest Conduct	Case Dropped	3
2	Dishonest Conduct	Dismissed	8
3	Dishonest Conduct	Written Warning	9
4	Failure to follow procedure	Written Warning	1
5	Gross Negligence of Duty	Dismissal	1
6	Gross Negligence of Duty	Written Warning	3
7	Negligence of Duty	Case dropped	2
8	Negligence of Duty	Written Warning	3
9	Putting Agency Image in Disrepute	Case Dropped	1
10	Taking part in an illegal strike and inciting others	Final Written Warning	18
11	Taking part in an illegal strike and inciting others/Intimidation	Dismissal	1

0.71 RTSA Union

On 17th November 2015, Management expressed full support in the formation of a Trade Union at RTSA following a request by the Zambia Congress of Trade Unions (ZCTU). Further on 17th March 2017, the Ministry of Labour and Social Security, through the Office of the Labour Commissioner

registered the Union in the name of the National Road Agencies and Allied Workers Union of Zambia. Seven months later, on 16th October 2017, the Recognition Agreement between The Road Transport and Safety Agency (RTSA) and the National Road Sector Agencies and Allied Workers Union of Zambia was signed and henceforth, became operational.

The Agency expected the Union to help enhance employee productivity, to the contrary the mentioned Union became counterproductive. The Union concentrated their work energies into activities that ranged from being insolent to management to breaching the recognition agreement and the Industrial Relations Act Cap 269, section 75. In this regard, Management was left with no option but to initiate the process of termination of the recognition agreement.

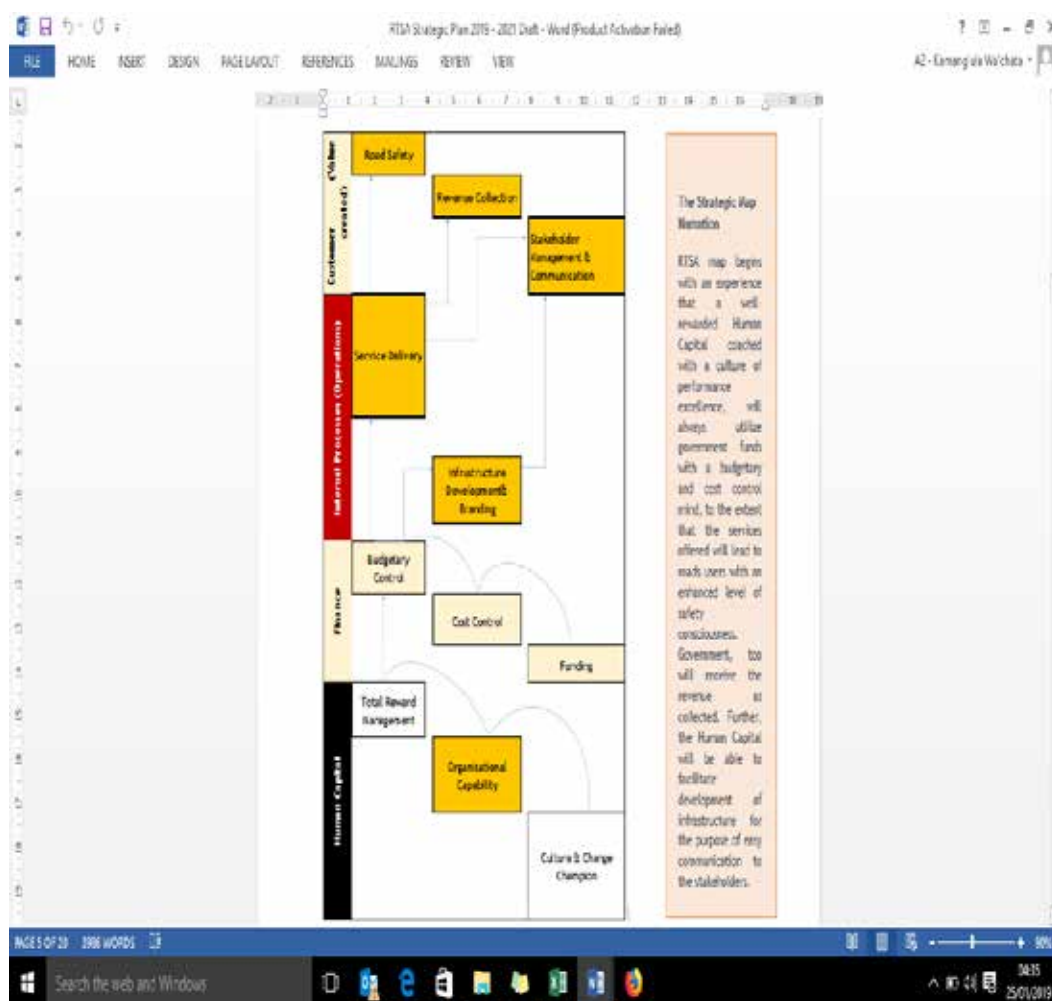
On 8th May 2018, the Ministry of Labour and Social Security through the office of the Labour Commissioner, terminated the Recognition Agreement between the Road Transport and Safety Agency on one hand and the National Road Sector Agencies and Allied Workers Union of Zambia on the other hand pursuant to section 65A(3) of the Industrial and Labour Relations Amendment Act No. 8 of 2008 for abrogating provisions of part IX of the Industrial and Labour Relations Act Cap 269 of the laws of Zambia as well as the provisions in the Recognition Agreement, clause 16(3) and 4.17.

This implied that all RTSA Unionised members of staff ceased to be members of the said union effective 8th May 2018 and there is no union to date.

0.3 **Performance Management System**

The Agency had a performance management system that merely appraised an employee at the end of contract period and confirmation. This practice was observed not to add value to employee performance and ultimately Agency productivity level. It was then realized that they need to adopt a systematic approach of establishing a shared understanding about what is to be achieved, and how it is to be achieved, an approach to managing employees' likelihood of achieving RTSA goals at same time boost employee morale.

Hence, in the first quarter of 2018, the Agency espoused a quarterly appraisal system using a balanced scorecard approach. This led to the Agency depicting how it creates value through the strategic map below:



It is from the above strategic map, where the Agency objectives were formulated and thereafter cascaded to the 10 Departments ultimately to all employees. The 10 departments are Road Safety, Road Transport, Audit & Risk, Finance, Human Resource & Administration, Research & Statistics, Procurement, Public Relations, Legal, and Information Technology.

This system will enable the Agency to identify higher performing employees and reward them accordingly and transparently.

We are now able to depict the overall performance of the Agency as depicted below:

Grades	A	B	C	D	E
No. of Employees in %	2%	36%	32%	18%	11%
Overall Agency Grade	C		Expectation Met		

The graphically the table would be depicted as below:

Average individual employee performance contributes towards the overall Agency performance. In this case the average grade of employee performance is at grade C, thereby RTSA is at grade C, too. Grade C means the Agency has met its target or expectations. Take for instance, the actual revenue collection in 2018 was ZMK1, 026, 933, 429 against the revenue target of ZMK945, 575, 000.

The figure below will help understand RTSA rating scales above.

1.9 Health Status of Employees

The health status of employees and their families can be depicted from the medical expenses incurred. The higher the medical bills, the lesser the healthy status. The tables below shows the 2018 month on month medical bills:

Month	Jan	Feb	Mar	Apr	May	Jun
Medical Expenses (ZMK)	253,085	238,445	237,157	356,983	226,748	336,230

Month	Jul	Aug	Sep	Oct	Nov	Dec	Av Ex- pense / Month
Medical Expenses (ZMK)	325,348	326,101	354,644	304,600	326,234	501,618	315,599

The average cost of medical bills per month was ZMK315,599. Using graphical analysis, the health status of employees is reducing as indicated by the rising trend line.

Further, analysis need to be conducted to ascertain the cause of the drop in the employee health status.

1.10 Policies & Procedures

The Agency revised Disciplinary and Grievance Code, Transport as well as the Staff Training and Development policies and procedures. The conditions of service were also revised. In addition, the Agency formulated the following policies and procedures:

- ☐ Employee Performance Management
- ☐ Talent Acquisition
- ☐ Medical
- ☐ Health Safety
- ☐ Security
- ☐ Ethics Code
- ☐ Fraud & Investigation

All the revised and formulated policies and procedures are awaiting board approval

1.11 Group Life Assurance

The GLA runs from April 2018 to March 2019, the total premium paid was at K2,223,000.20 for 604 employees. In the period under review, only one claim was made and paid out.

2.0 ORGANISATIONAL DEVELOPMENT

2.1 Organisational Integrity

The Integrity Committee (IC) is mandated to spearhead the prevention of corruption in the Agency's routine business.

This is mainly done through the implementation of the Annual Corruption Prevention Action Plan (ACPAP) that is prepared by the IC and submitted to the Secretary to the Cabinet through the Anti-Corruption Commission (ACC).

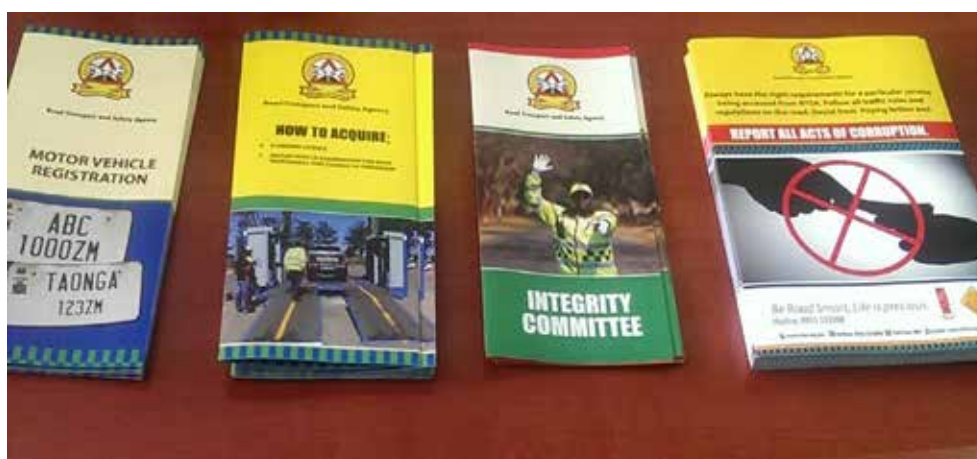
The ACPAP has three areas of concern namely prevention, education and enforcement activities.

2.1.1 Prevention

In the period under review, a detailed complaint procedure was produced and is being displayed at Head Office and Premium Station. This complaints procedure will be distributed to all stations for display.

Further, Zero Tolerance to Corruption posters are equally being displayed to retaliate management's stance on the fight against corruption in the Agency. Similarly, only Head Office and Premium are at the moment displaying these posters as distribution to other regions is still ongoing.

Procedural brochures on services that are highly prone to corruption as evidenced from various complaints received, were also designed and printed in the period under review. These brochures outline the requirements members of the public need to have and associated fees in order to access various services from the Agency.



Various IEC material produced by the IC

In order to foster confidence from both members of staff, complaints that were received were thoroughly investigated and recommendations made for consideration. A total of 26 complaints and concerns were received and dealt with in the period under review.

Further, the Agency is implementing the Gift policy and accompanying gift register. The policy has been circulated to all members of staff and they have been made aware that the Agency does not accept gifts from its clients as this might make concerned employees subjective when executing tasks.

In the period under review, two collaborative meetings were held with the view of exchanging best practices and reviewing the Zambia Bribe Payers Index of 2017 (ZBPI 2017). The meetings were with Auditor General's Office Integrity Committee and Transparency International Zambia (TIZ) in September 2018. Further, the Agency was nominated to be part of the Public/Private Sector Integrity Building Project which is being spearheaded by the Secretary to the Cabinet.

Similarly, meetings and following up of resolutions with the Road Sector Integrity committee was done in the period under review with a retreat undertaken in August 2018.

In furtherance of developing preventive mechanisms, the Code of Ethics was revised and submitted for approval, like was the Fraud policy drafted. These two documents are awaiting Board approval.

1.0.2 Education

In the period under review, integrity awareness programmes at Stations on the Eastern, Southern, Northern, Central and Western Provinces were undertaken. A total of 187 members of staff were covered.

The topics covered were corruption (its elements as outlined in the AC Act No. 3 of 2012), causes of corruption, indicators of corruption, principles of public life, RTSA core values and application in daily duties and the process of ethical decision making.

It is important to note that some recommendations have been made arising from the talks that are awaiting approval and subsequent implementation.



Ethics Officer stresses a point at Mwami Border RTSA Office

Further, the undersigned undertook sensitization programmes at the Nc'wala ceremony in collaboration with the Safety Directorate (Education and Publicity). Various Anti-Corruption messages were displayed and brochures and fliers were distributed to members of the public. This was in an effort to publicize the Agency's complaints handling mechanism and the various mechanisms management is putting in place to prevent corruption in the acquisition of RTSA services.



RTSA Stand at Nc'wala Main Arena with Anti-Corruption messages displayed in the background

Sensitization programmes were intensified in the last quarter of the 2018 as it is the time of the year that Zambia joins the rest of the world in commemorating the International Anti-Corruption Day which falls on December 9 Annually. Last year, the commemoration took place on the Eastern Province and Lusaka Province. Various information displays were done in both places with collaboration from other stakeholders namely Anti-Corruption Commission, ZESCO, ZRA, Ministry of Lands, ZABs, NRFA and Zambia Police.



H.E The President visits the RTSA during the commemoration of the IACD 2018 in the show grounds



Information display at the Ministry of Lands

Lastly, in order to intensify the integrity publicity campaign, the Agency through the Ethics Officer featured in twelve (12) radio programs in the period under review. Topics centred on, 'Procedures of reporting corruption cases at RTSA', 'Ethics and Integrity at RTSA' and 'The Integrity Committee at RTSA'.

1.0.3 Enforcement

In the period under review, no enforcement activities were undertaken as various strategies that have been recommended will be implemented in the subsequent years beginning 2019.

3.0 ADMINISTRATION

In RTSA, the administration section focuses on the following areas:

- ☐ Real Estates
- ☐ Maintenance
- ☐ Transport Management
- ☐ General Administration
- ☐ Records Management.

2.1 Real Estates

During the period under review the following activities were undertaken under real estates:

3.1.1 Kariba Site Inspection

On 7th July 2018 a site inspection was carried out at RTSA Kariba to check the quality of renovation works in the ZRA building where the new office would be.

The background is that the Agency embarked on the renovation of its infrastructure country-wide in order to improve on the working environment. The current office that is being used by

the Agency at Kariba has insufficient space and its roof usually leaks when it rains. The office is housed in a container as shown below:



Kariba office

In December 2017, a contractor was awarded a tender to do some works in the ZRA building where the new RTSA Office would be situated. This was at a cost price of K89,931.94 .

Upon inspection of the works the following areas were identified as not having been done:

- ☐ The external double door not changed.
- ☐ The burglar bars were not supplied and installed in the manager's office.
- ☐ The grill doors were not properly painted.
- ☐ The ceiling in the manager's office was not done.
- ☐ Grout was not done put on tiles.
- ☐ The timber on top of the counters was painted with dark varnish.
- ☐ The counters to be properly fixed.



Counter not vanished and aligned according to standard in Kariba.

The contractor was advised to go back on site and attend to the areas identified before payment would be made. Constant follow up have been made through procurement department to get the contractor back on site. As at 31st December 2018, the contract at Kariba was yet to revisit his works.

3.1.2 Mongu Site Visitation

The rationale of these works are that the Mongu Office is quite small and currently only has three (3) offices. Consequently the Provincial Manager has to share the Office with the Station Manager. In the same vein the station does not have a classroom to conduct the theory tests.



Local contractors invited for site inspection meeting

The building below, which is within the same premises, was identified for renovations:



On 17th August 2018 a site inspection was conducted at the premises and contractors were advised to tender for renovation of the Provincial Managers office and classroom. The BOQ also included the construction of a roof over the motor vehicle inspection pit.

Subsequently, the bids were evaluated at a Procurement Committee meeting and the tender for the renovations was awarded to the lowest bidder at a total cost of K155, 565.27. The site handover was done in October 2018. The major works were completed by 31st December 2018. However, the installation of Aircons was still pending.

3.1.3 Cosmopolitan Mall Station

The Agency had rented office space at Cosmopolitan Mall. Hence the space had to be converted into an office that suits the functions of the Agency.

The foundation of this activity was that the Directorate of Transport wanted to decongest

Mimosa Station. Hence it was decided to open an office at Cosmopolitan Mall to offer Driver and Motor Vehicle Examination service to the public. The Department of Transport had made the request for Partitioning of Cosmopolitan in April 2018.

Consequently, on 13th June 2018 a request was submitted to Procurement Department for the partitioning of Cosmopolitan.

The works to be done at Cosmopolitan involved aluminium partitioning to create three (3) offices and five (5) counters.

The contractor at cosmopolitan completed his works and handed back the site on 19th September 2018. The station become operational in October 2018.



The front view of Cosmopolitan Office.

3.1.4 Kasama Renovation

Renovation works were undertaken at Kasama in November 2018 were the following works were done at a cost of K76, 860.00

- Paving of front yard
- Painting of internal and external premises
- Installation of water tank 3,000 litres
- Branding of billboard
- Repairing of UPS

3.1.5 Nchelenge Renovations

Renovation works were undertaken at Nchelenge in December 2018 were the following works were done at a cost of K98,500.00

- ☐ General landscaping
- ☐ Construction of Male and Female toilets
- ☐ Erecting of wire fence
- ☐ Installation of water tank 3,000 litres
- ☐ Repair of roofing
- ☐ Revenue Office reinforcement

3.1.6 Kabwe Gravelling

Gravelling works were undertaken at Kabwe RTSA office grounds in November 2018 at a cost of K88,000. The following activities were done:

- ☐ Gravelling/ compacting with gravel.
- ☐ Painting of wall fence/part of office external walls.

3.1.7 Pending Renovation Works

Assessments were done for renovation at the following stations:

- i) Paving of Kitwe and Ndola Examination yards and office Renovations estimated at K500,000.00
- ii) Construction of toilet at Chingola station at a cost of K76,000.00

3.2 Major Constructions Works

3.2.1 Head Office

The project commenced on 21st January 2013 with the construction period of 100 weeks. The total contract sum was K26, 164, 721.15, with the following additional details:

- Consultant : Director of Buildings
- Contractor : ZAMCHIN Construction Ltd
- Contract No. : 69/2012
- Contract completion date. : 14th August,, 2015
- Revised Contract completion date. : 9th May, 2018
- Further revised completion date : 30th November, 2018

- Amount Certified to Date : K19,587,714.16
- Amount paid to Date : K19,587,714.16
- Balance against Original contract : K 6,577,006.94

As at 31st December 2018, the construction of Head Office was at 80%. The 80% milestone was marred with a lot of unprecedented challenges.

The Administration section has been continually tracking the progress of the project. This led to the installation of two (2) elevators that were delivered at Head Office on 28th July 2018. Fixing of the elevator was done and the lift was tested.

Elevator being installed at Head office

Further, seeking approval of the variation in the cost of procuring the Air Conditioning units had contributed significantly to the delay in completion of the project. This variation resulted from the fact that cost of Air Conditioning Units was estimated way in 2012, a cost which had fallen below the 2018 prevailing market price. In June 2018, the contractor submitted new quotation for approval before ordering the Air Conditioning Units. Approval was only done in November 2018 after a number of follow-ups by the Administration section and the office of the RTSA Director & CEO.

As at 31st December 2018, Zamchin had not yet procured the Air Conditioning Units. And works had stalled.

The Drilling of the borehole was done and paving of the Car Park was at 90% completed. The Plumbing works and landscaping is under way.

Car park Concrete paving at Head Office at 90%

Drilling of Borehole at Head Office

3.2.2. Luanshya Motor Vehicle Examination Centre

The site inspection for Luanshya was conducted on 24th July 2018. The contract amount for the Motor Vehicle Centre is K13, 407.986. An advance payment of K2, 011, 198.27 had been made. The initial completion date for the project was 2nd July 2018 but it was extended to 2nd February 2019. The super structure is at 80% completion and a borehole had been sunk. The sewer system

had also been done and connected to a soak way but there was need to connect it to the main sewer line. The consultant observed that some of the electrical works were not up to standard.

The contractor was advised to engage electrician to revisit the work and was also advised to apply to ZESCO for power connection.

Due to the amount of work done since the last inspection in July 2017, the was advised to submit a new claim based on the current status of works and renew the insurance and performance bonds. As at 31st December 2018 works had stalled due funding challenges.



Luanshya Construction Site

3.2.3 Mufulira Motor Vehicle Centre

The contract commencement date was 30th October 2017 and the agreed completion date was 30th October 2018. The contract amount is K10, 828,300.78. Only K500, 000 has been paid so far as Advance payment. The project is at 15% completion. However during the visit it was discovered that wrong site diagrams were being used and the reinforcement of the walls of the building was poorly done.

The Contractor was advised to travel to Ministry of Housing and infrastructure , Lusaka to get the correct diagrams. Further he was told to use additional steel bars to reinforce the structure. The contractor had since obtained the correct Diagrams.



Construction of Mufulira Motor Vehicle Centre.

2.3.0 MAINTENANCE

3.3.1 PREVENTIVE MAINTENANCE

RTSA considers preventive maintenance as key as opposed to repairing. In this vain, the Agency opted to adhere to its preventive maintenance schedule. The activities undertake were:

- i. Routine building inspection was conducted and any loose fixture was fixed out rightly.
- ii. The serving of Generators was done for stations in the following provinces;

- ☐ Copperbelt Province – 8 Generators
- ☐ Lusaka Province – 5 Generators
- ☐ Central Province – 1 Generator
- ☐ Eastern Province – 1 Generator

Servicing began on 10th July and ended on 20th July 2018.

- iii) **Fire Extinguishers** at all stations were serviced. The next due date for servicing was estimated to be January 2019.

It's worthy noting that servicing of generators at Livingstone and Kazungula were still pending because of Financial constraints.

Servicing of Generator at Chipata

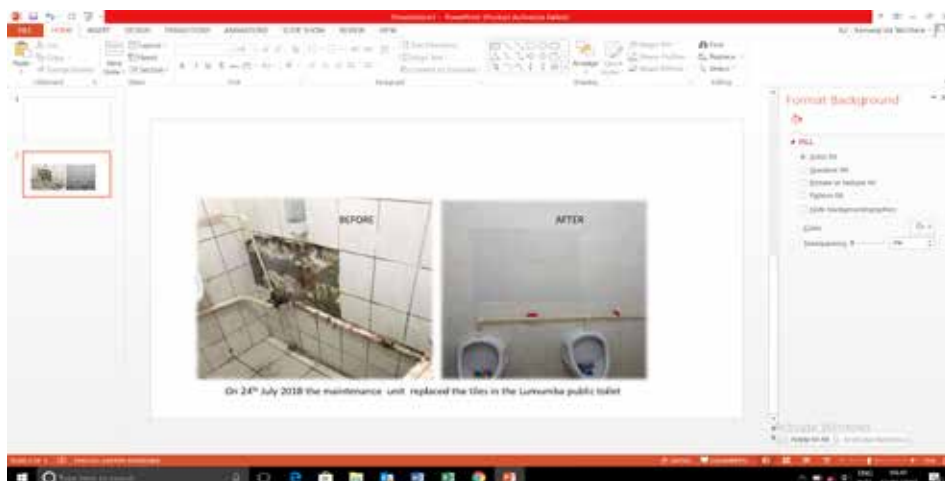
3.3.2 REPAIR WORKS

RTSA through the maintenance unit, continued to respond to faults observed and reported. The maintenance unit recorded having worked on 124 faults in 301 hours with a Mean-Time-To-Repair (MTTR) of 5.25hrs. The table below shows the statistics:

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of faults	9	8	5	10	7	4	12	19	16	14	12	8
Total Re-pair Hours	27	27	38	40	22	13	34	22	21	21	14	20
MTTR	5.44	5.47	7.52	8.02	5.54	4.39	7	4.45	4.13	4.06	3	4.08

From the graphical analysis below, the trend line shows that the MTTR was reducing as the year 2018 came to an end. This implies that the unit's response time and time to complete repair works was getting done in much lesser and lesser.

The maintenance unit worked on various repair work activities like plumbing, refrigeration, lighting, carpentry, metal fabrication, tiling, brickworks and other general maintenance works. For example see the pictorial illustration below of one of the works done:



3.3.3. ATTENDING TO EMERGENCIES

The on-going were some of the notable emergency works done:

i) **Motor Vehicle Testing Machine**

On 14th August 2018 the Motor Vehicle Testing Machine at Mimosa was faulty diagnosed and worked on. The control card was repaired and some burnt components had to be replaced.

ii) **Attending to Disruption of Power**

10th August 2018, Mimosa station had a power supply disruption due to a fire of which the source was unknown and some cables got burnt. ZESCO chilanga was engaged to look at the problem and after working on it power was still not restored and our internal maintenance team had to look at the wiring and the power was later restored.

OFFICERS ATTENDING TO AN EMERGENCY AT MIMOSA.

2.4.0 FLEET MANAGEMENT

Fleet management is a key component of RTSA operations as such the Agency endeavors to have a 100% road worthy vehicles at all times. It is for this reason that in the year 2017, a total of sixty-four (64) utility vehicles that had outlived its usefulness were disposed-off. The vehicle age and the maintenance/running cost were some of the areas of consideration in the qualification criteria.

As at 31st December 2018, RTSA had 146 motor vehicles and 10 trailers. Of the 146 motor vehicles, 92 were runners and 54 were non-runners. The Agency had initiated the process of disposing off a set of obsolete vehicles.

For RTSA to operate at optimum level, an addition of 107 vehicles are required. So far 47 Motor Vehicles (22 Toyota Camrys and 25 Ford Rangers) have been ordered and are ready to be collected immediately funds are available. Once these are collected, 60 more vehicles will still be needed for RTSA to operate at a higher efficient level.

3.4.1 MOTOR VEHICLE USAGE AND SERVICE

The table below shows the cost of fuel drawn, the estimated mileage, the frequency of motor vehicle serviced with respective monthly service expense:

2018 MONTHS	COST OF FUEL PER MONTH	ESTIMATED MILAGE PER MONTH	FREQUENCY OF M/V SERVICED	TOTAL SERVICE COST (ZMK)
JANUARY	190,645.20	19,257	3	6704.67
FEBRUARY	184,747.13	18,661	23	115146.69
MARCH	194,313.70	19,628	73	487160.55
APRIL	189,848.38	19,177	15	237645.83
MAY	187,141.45	18,903	2	5154.34
JUNE	183,452.57	18,531	21	131366.43
JULY	182,645.60	18,449	36	148536.07
AUGUST	199,996.78	20,202	3	25393.19
SEPTEMBER	187,054.27	18,894	8	126712
OCTOBER	245,653.51	24,813	6	214325.71
NOVEMBER	240,897.20	24,333	7	70588.78
DECEMBER	201,094.00	20,313	4	27878.58
TOTAL	ZMK2,387,489.79	241,161 KM	201	ZMK1,596,612.84

3.4.2 MOTOR VEHICLE ACCIDENTS

The following motor vehicles were involved in Road Traffic Accidents

- i) Motor Vehicle Registration Number ALX 6444 assigned to the office of Human Resource Manager in April 2018
- ii) Tow truck Reg No. ALT8345 was involved in an accident on 9th July 2018 in Lusaka.
- iii) Ford Ranger BAC 1125 assigned to ICT was involved in an accident in Mansa on 10th August 2018.
- iv) Ford Ranger BAC 8334 assigned to Public Relations was in an accident on 22nd September 2018.
- v) Ford Ranger BAC8211 temporary assigned to Provincial Manager Mansa was involved in an accident on 28th September 2018 in Ndola.
- vi) Mitsubishi Pajero ALV 8351 assigned to Principal Examination Officer was involved in an accident on 14th December 2018.

3.4.3 MOTOR VEHICLES DUE FOR DISPOSAL

The Agency embarked on the exercise to dispose-off obsolete motor vehicles. 46 motor vehicles listed below were identified:

SN	VEH REG	MAKE	MODEL	YEAR OF MAKE	CONDTION
1	ABD 7291	Nissan	Hardbody	2005	Runner
2	ABD 7289	Nissan	Hardbody	2005	Runner

3	ABV 5891	Mitsubishi	Lancer	2009	Runner
4	ABV 5890	Mitsubishi	Lancer	2009	Runner
5	ALF 1727	Honda	Accord	2011	Runner
6	ALF 1726	Honda	Accord	2011	Non Runner
7	ALF 1725	Honda	Accord	2011	Runner
8	ALF 1724	Honda	Accord	2011	Runner
9	ALF 1723	Honda	Accord	2011	Runner
10	ALF 1722	Honda	Accord	2011	Runner
11	ALF 1721	Honda	Accord	2011	Runner
12	ALF 1720	Honda	Accord	2011	Non Runner
13	ALF 1719	Honda	Accord	2011	Runner
14	ALF 1718	Honda	Accord	2011	Non Runner
15	ALF 1716	Honda	Accord	2011	Runner
16	ALF 1715	Honda	Accord	2011	Runner
17	ALF 1714	Honda	Accord	2011	Runner
18	ALF 1713	Honda	Accord	2011	Runner
19	ALF 1711	Honda	Accord	2011	Accident Damaged
20	ALF 1710	Honda	Accord	2011	Runner
21	ALF 1709	Honda	Accord	2011	Runner
22	ALF 1708	Honda	Accord	2011	Non Runner
23	ALF 1707	Honda	Accord	2011	Runner
24	ALF 1706	Honda	Accord	2011	Runner
25	ALF 1705	Honda	Accord	2011	Non Runner
26	ALE 5941	Honda	Accord	2011	Runner
27	ALE 5940	Honda	Accord	2011	Runner
28	ALE 5939	Honda	Accord	2011	Accident Damaged
29	ALE 5225	Honda	Accord	2011	Accident Damaged
30	ALE 5224	Honda	Accord	2011	Runner
31	ALE 5223	Honda	Accord	2011	Runner
32	ALE 5222	Honda	Accord	2011	Non Runner
33	ALE 5221	Honda	Accord	2011	Non Runner
34	ALF 391	Mitsubishi	Pajero	2012	Accident Damaged
35	ALP 9538	Hyundai	Elantra	2014	Non Runner
36	ALP 5994	Hyundai	Elantra	2014	Non Runner
37	ALP 5993	Hyundai	Elantra	2014	Non Runner
38	ALM 9288	Hyundai	Elantra	2014	Non Runner
39	BAE 2220	Mercedes - Benz	Across	2014	Accident Damaged
40	BAB 5653	Ford	Ranger	2014	Non Runner
41	BAA 2862	Ford	Ranger	2014	Non Runner
42	BAA 2861	Ford	Ranger	2014	Non Runner
43	BAA 2860	Hyundai	Santafe	2014	Accident Damaged
44	ALZ 697	Hyundai	Santafe	2014	Non Runner
45	ALZ 696	Mitsubishi	Pajero	2014	Accident Damaged
46	ALZ 694	Ford	Ranger	2016	Accident Damaged

3.4.4 MOTOR VEHICLE INSURANCE

The amount which was paid to Guardian Insurance brokers Ltd, for Motor Vehicle insurance was K1, 758,156.64 from 1st January- 31st December 2018. The total number of Motor Vehicles insured were 144 at total insured sum of K69, 457, 758.71

The Motor Vehicles below were involved in accidents in 2018, however, the claims could not be settled because unpaid insurance premium. The full insurance premium was paid in December 2019. Below are the insurance claims and the status as at 31st December 2018.

ITEM #	DETAILS	STATUS
1	ALX 6451	Awaiting inspection/ T/P Documents indicated
2	BAG 6508	Awaiting inspection/quotations
3	ALX 1481	Inspected awaiting submission of documents
4	BAD 74	Awaiting inspection /submission of documents
5	ALX 2199	Awaiting inspection/ submission of documents
6	BAC 7670	Inspected awaiting repair order
7	ALX 6444	Discharged awaiting response from us/account #
8	BAG 6530	Awaiting inspection
9	ABP 9301	Auctioned
10	BAG 8395	Awaiting inspection
11	ALX 7007	Inspected awaiting repair order
12	BAG 5820	Repaired
13	ALX 6449	Order issued in workshop being repaired
14	ALF 391	Discharged awaiting response from us/account #
15	ALX 6572	Awaiting inspection
16	ALX 6572	Awaiting inspection
17	ALH 6500	Inspected awaiting quotations /DL
18	ALT 8435	Inspected and W/Book submitted awaiting order
19	BAC 1123	Inspected Insurance looking for documents submitted

2.5.0 GENERAL CLEANING EXERCISE

RTSA cleans the work environment on a daily basis. In order to raise the standard of hygiene, an in-depth cleaning was done on weekends in the following stations of Lusaka:

- ☐ 7th Floor Premium House
- ☐ 8th Floor Premium House
- ☐ Premium House Station
- ☐ Ridgeway Station
- ☐ Dedan Kimathi Station

2.6.0 SECURITY LOG BOOK

The unit introduced the use of security log books for police officers and security guards to log as and when they report for work. The books were introduced to reduce incidents of some officers allegedly purporting having reported for duty when in fact not.

2.7.0 IDENTITY CARD ISSUANCE

The department had planned to carry out issuance of identity cards country-wide but failed to do so as funding was not availed. However during the training of Provincial Manager and Road Traffic Inspectors at Lilayi, Training College twenty seven (27) staff identity cards were issued.

2.8.0 SECURITY

RTSA, through Armsafety Security Services Limited, had deployed 130 security guards country-wide. The following table, shows the distribution of guards in 2018:

S/N	STATION	ESTIMATED NUMBER		
		DAY	NIGHT	TOTAL
1	Head Office - 7th' & 8th' Floor	2	1	3
2	Premium House – Ground Floor	2	1	3
3	Ridgeway	7	4	11
4	Dedan Kimathi	3	3	6
5	Lumumba	2	2	4
6	Mimosa	4	3	7
7	Silverest	1	1	2
8	Avondale House	1	1	2
9	Chirundu	2	1	3
10	Mazabuka	1	1	2
11	Monze	1	1	2
12	Choma	1	1	2
13	Livingstone	2	2	4
14	Kazungula Border Post	1	1	2
15	Katima-Mulilo	1	1	2
16	Mongu	1	1	2
17	Kabwe	2	2	4
18	Ndola	3	2	5
19	Ndola Airport	2	2	4
20	Luanshya	1	1	2
21	Kitwe	4	2	6
22	Mufulira	1	1	2
23	Chingola	1	1	2
24	Solwezi	2	2	4
25	Mansa	1	2	3

26	Nchelenge	1	1	2
27	Kasama	1	1	2
28	Nakonde Border Post	1	1	2
29	Mpika	1	2	3
30	Chipata	2	1	3
31	Mwami Border Post	1	1	2
32	Chanida Border Post	1	1	2
33	Ddt		1	1
34	Dds		1	1
35	Hhra		1	1
36	Copperhill Mall	1	1	2
37	Silverest	1	1	2
38	Ridgeway	5		5
39	Cosmopolitan	2	1	3
40	Chinsali	1	1	2
41	Mimosa	2	4	6
42	Head Finance		1	1
43	Head PR		1	1
	TOTAL	69	61	130

2.9.0 RECORDED THEFTS

On 22nd July 2018 a theft was recorded at Mimosa impound yard where two batteries were stolen from motor vehicle registration number AJB 3760.

On 21st August 2018 Livingstone Examination station had a theft, though there was no sign of forced entry. A camera and laptop were stolen.

On 29th December 2018, the Ridgeway Office was broken into. The thieves got away with cash amounting to ZMW 210, 746.57 and assorted property valued at ZMW 37, 536.5. Also stolen but not valued were 200 Sheets of security paper with serial numbers ZM116074001- ZM116074200. The matter was reported to Kabwata Police Station where investigations were still going on as at 31st December 2018.

APPENDICES

(Footnotes)

1 Passenger Transporter




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