

About the Customer

The Gauteng Department of Transport is responsible for improving mobility and access to public transport services across the province.

As part of this mandate, the Department launched the Traffic Management Centre (TMC), a platform designed to help commuters access information about public transport services, including routes, stops, schedules, fares, and real-time vehicle locations.

The vision was to create a single source of transport information that would make it easier for citizens to plan their journeys and make informed transport decisions.

Customer Challenge

Public transport information was often fragmented across multiple operators, systems, and data sources.

Commuters had limited visibility into transport schedules, routes, and service availability, making it difficult to plan trips efficiently.

From the Department's perspective, managing and sharing transport data presented several challenges:

- Information was stored across multiple systems and formats
- Real-time transport data needed to be consolidated and updated regularly
- Static information such as routes, stops, and fares had to remain accurate and consistent
- Different transport operators provided data in different formats
- There was a need to securely share information with commuter-facing platforms and external stakeholders

Without a centralised platform, delivering reliable and up-to-date transport information at scale was both complex and resource intensive.

Partner Solution

Intellergy worked with the Gauteng Department of Transport to develop a cloud-based Public Transport Data Platform that powers the Traffic Management Centre.

The platform acts as the central hub for collecting, processing, storing, and distributing transport information from multiple sources.

The solution enables:

- Automated extraction of data from external transport systems and APIs
- Processing of both real-time and static transport data
- Data cleansing, validation, and transformation to ensure consistency
- Secure storage and management of transport datasets
- API-based sharing of information with external applications and services

The platform supports a wide range of transport information, including:

- Routes and stops
- Timetables and fares
- Live vehicle locations
- Bus routes and bus stops
- Taxi ranks
- Train routes and train stations
- Licensing facilities and related transport locations

By creating a single, integrated transport data platform, the Department can provide commuters with more accurate and reliable information while simplifying data management behind the scenes.

Results and Benefits

The platform has created a strong digital foundation for smarter transport services across Gauteng.

Improved Access to Transport Information

Commuters can access more reliable information about routes, stops, fares, schedules, and transport services from a single ecosystem.

Better Visibility into Transport Operations

The platform supports real-time data sharing, giving stakeholders greater visibility into vehicle movements and transport activity.

Enhanced Data Quality

Automated data transformation and validation processes help ensure that transport information remains accurate, consistent, and up to date.

Secure Information Sharing

API-driven integration enables secure and controlled access to transport data for authorised systems and applications.

Scalable Digital Infrastructure

The cloud-based architecture allows the Department to onboard additional operators, services, and datasets as transport initiatives continue to evolve.

The Overall Story

This project demonstrates how data can become a strategic asset for public transport.

By bringing together information from multiple operators and systems into a single platform, Intellergy helped the Gauteng Department of Transport create a more connected and accessible transport ecosystem.

The solution isn't just about technology. It's about helping commuters make better travel decisions, improving visibility across transport networks, and creating the foundation for smarter mobility services in the future.

Most importantly, it shows how modern cloud-based platforms can help government organisations deliver more efficient, data-driven services that improve the everyday experience of citizens.