



Frequently Asked Questions

These are the questions we encounter the most often — AND THESE ARE THE FACTS.

Q1. Isn't this a high-tech solution for a low-tech problem?

It is a fair observation. Sewerage and waste collection is not a high-tech problem. A truck goes out. A job gets done. A drain gets cleared. That is as old and as simple as municipal service delivery gets.

What CivicOps addresses is not the work itself, but the proof that the work was done. Because without that proof, municipalities face audit findings, community challenges, and accountability gaps that no amount of hard work in the field can resolve. CivicOps does not make the work more complicated. It makes the work visible, accountable, and provable — automatically.

“The problem was never the work. It was always the proof.”

Q2. We already have a fleet tracking system. How is CivicOps different?

Fleet tracking systems tell you where a vehicle is. That is valuable, but it is only one piece of information. CivicOps tells you where the vehicle is, which job the driver is on, whether that job was completed, at what time, at what location, and by which driver — and produces a permanent, tamper-proof record of all of it automatically without any manual input.

A GPS coordinate tells you a truck was in an area. CivicOps tells you a specific job was completed at a specific address at a specific time by a verified driver. That is the difference between a location and a proof of service delivery.

“A GPS coordinate is not proof of service delivery. CivicOps is.”

Q3. What happens when there is no signal in the field?

CivicOps continues operating normally. This is our fundamental point of difference from every other field operations system on the market. Every job is captured on the driver's screen the moment it is completed, regardless of whether signal is available. The moment signal is restored, every job sends through to the system automatically. No job is lost. No shift is interrupted. No manual recovery is required.

In a country where load shedding affects cell towers, where field operations extend into rural areas, and where underground infrastructure creates dead zones, this guarantee is not a nice-to-have. It is a fundamental operational requirement.

“Every job, regardless of location, sends through automatically the moment signal is restored.”



Q4. Our drivers are not tech savvy. Will they be able to use this?

CivicOps was designed with the South African field worker in mind — not an IT department. The driver screen shows only what the driver needs at that moment. No menus. No complexity. No training programme required. If a driver can make a phone call, they can use CivicOps.

We have built simplicity into every layer of the system deliberately — because a system that field teams cannot use is not a system at all.

“CivicOps was built for the field. Not the office.”

Q5. “Our guys go out and do their job. Why do we need a system?”

If service is being delivered, what problem does CivicOps actually solve?

It's not about whether the job eventually gets done — it's about what you can prove, measure, and manage. Without a system, a completed job and a missed job look identical to management: both are just silence until someone complains.

Q6. “So a job gets missed today — they’ll pick it up tomorrow.”

Isn't a one-day delay a minor issue?

Each missed job re-dispatched tomorrow is a duplicate trip: fuel, driver hours, and vehicle wear for work that should have been completed once. Multiply that across a fleet over a year and it becomes a real, currently invisible cost — because nothing today tracks first-time completion rates.

Q7. “The client will just call back if there’s a problem.”

Isn't a resident phone call an adequate fallback?

A call-back is a complaint, not a safety net. For services like septic removal, a missed job can become a health or environmental issue before anyone calls. And once it does become a complaint, the municipality has no record showing the job was scheduled, dispatched, or attempted — only staff recollection.

Q8. “We’ve managed fine without it so far.”

What changes if nothing visibly goes wrong?

Nothing — until an audit, an Ombudsman enquiry, a Council question, or a media story requires proof. MFMA/PFMA-aligned reporting and AG audits expect documented service delivery, not verbal assurance. CivicOps creates the timestamped, auditable record that protects the municipality when it's asked to account for itself.



Q9. “What does the MM actually get that they don’t have now?”

- A record of every job logged, dispatched, and completed — with timestamps
- Visibility of missed or delayed jobs before they become resident complaints
- Evidence of service delivery for audit, Council, and Ombudsman purposes
- Data on driver and vehicle utilisation currently invisible to management
- A defensible position if service delivery is ever formally challenged

Q10. “Isn’t this just extra admin for the drivers?”

Does this add a burden to field staff?

The Driver Dart app is built for the field — job assignment, status updates, and vehicle checks happen from the driver’s phone as part of doing the job, not as separate paperwork. The administrative value is generated automatically from that activity, not added on top of it.

Q11. “So — do we need it?”

What’s the honest bottom line?

The municipality doesn’t need CivicOps to deliver a service — it’s been doing that. It needs CivicOps to know what it delivered, prove it when asked, and stop absorbing the hidden cost of jobs quietly slipping through the cracks.