



Western Cape
Government

Transport and Public Works



Who we are

We are the Department of Transport and Public Works in the Western Cape Government. Our job is to provide transport services, build roads and building infrastructure, provide accommodation and property management services to provincial government departments, provide traffic management and public transport services, and coordinate the Expanded Public Works Programme in the Western Cape.

What we do

The Department of Transport and Public Works is responsible for the construction and maintenance of roads, educational and health facilities, and general buildings. It also increases growth and job opportunities through various programmes and increases access to safe and efficient transport.

Our vision

“To create an open opportunity society for all in the Western Cape so that people can live lives they value.”

Our mission

“To protect and promote rights and expand opportunities.”

Our services

As part of our administrative services, we award bursaries to deserving young students in the engineering and built-environment fields through our Masakh'iSizwe bursary programme. We develop land transport and infrastructure frameworks to guide and direct infrastructure and transport in the Province, as well as provide assistance to municipalities to develop their integrated transport plans. Public Works Infrastructure services, constructs and maintains Health, Education and General Building facilities that lead to job opportunities and economic empowerment through our infrastructure provisioning. Transport Infrastructure constructs, rehabilitates and maintains our provincial road networks, while Transport Operations manages and monitors subsidised and specialised public transport. Transport Regulation provides for motor vehicle licensing services, roadworthy testing and the issuing of driving licences and permits for abnormal load vehicles and events on public roads.

This report was compiled during the tenure of Minister Donald Grant.



The Minister is Donald Grant. He is an elected politician. He is responsible for directing the Department's activities in line with the Provincial Government's policies.

This report was compiled during the tenure of Head of Department Jacqueline Gooch.



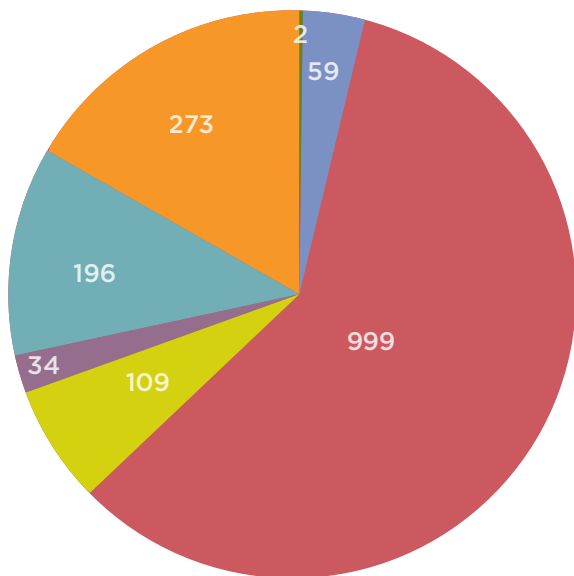
The Head of Department (HOD) is Jacqueline Gooch, a public servant, appointed to ensure that the Department implements ministerial and governmental directives and mandates efficiently and effectively.

Organisation and staffing

Out of a staff establishment of 1 479 funded posts, a total of 1 408 posts were filled as of 31 March 2014, and 264 staff members were added to the establishment.

Staff breakdown by region

- Bellville
- Cape Town
- Ceres
- George
- Oudtshoorn
- Paarl
- Piketberg



Cape Winelands road workers on a mission to maintain good road conditions and ensure road safety.

The Department's organisational structure to deliver on its constitutional and legislative mandate was reviewed. The new structure was approved by the Executive Authority effective from 1 October 2013, and implemented in a phased manner with effect from 1 November 2013.

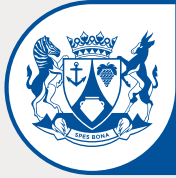
The traffic management function was transferred from the Department of Community Safety to the Department of Transport and Public Works with effect from 1 April 2014.

Total number of employees in each of the following occupational levels, as of 31 March 2014

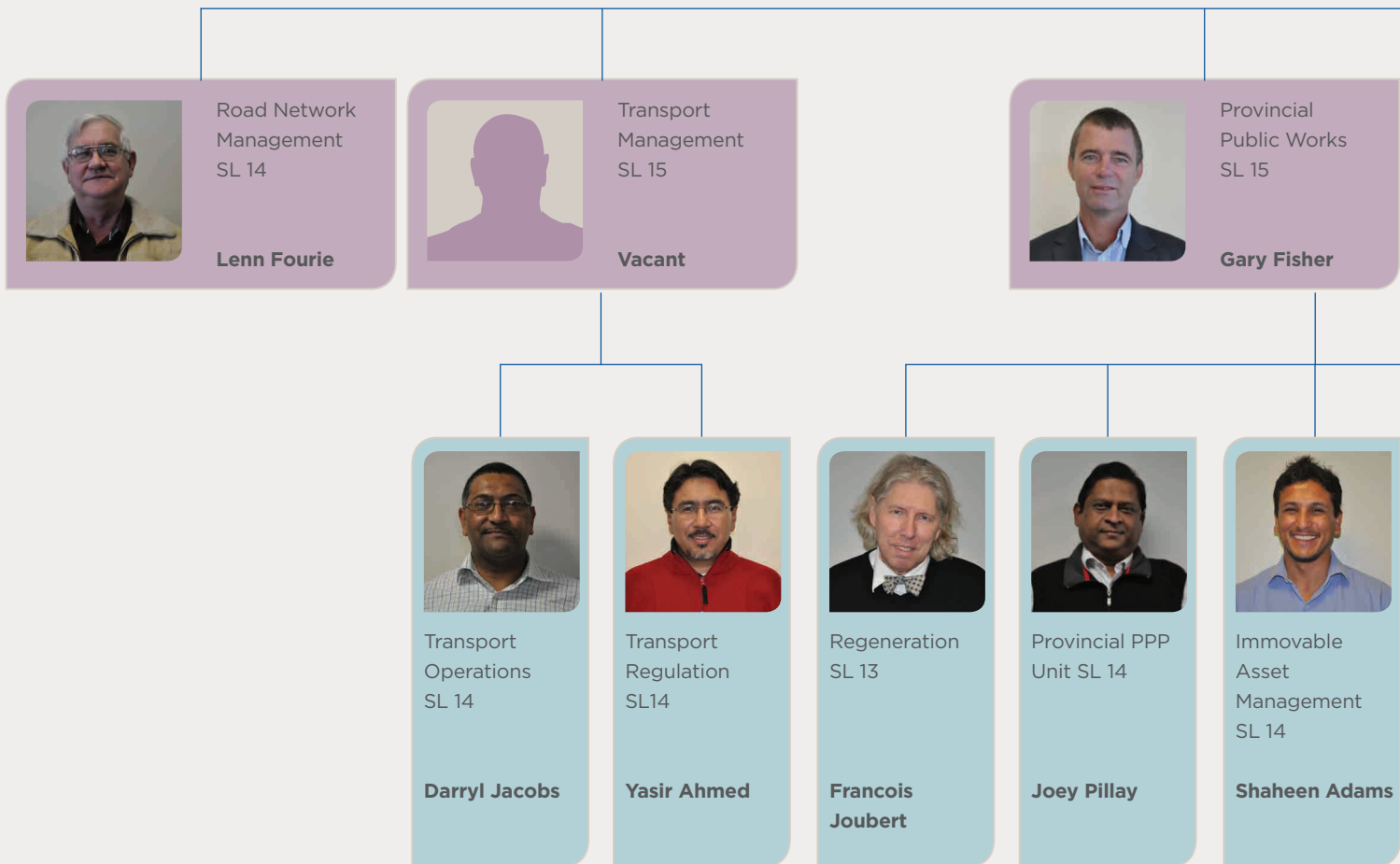
Occupational Levels	Male				Female				Foreign Nationals		Total
	A	C	I	W	A	C	I	W	Male	Female	
Top Management (Levels 15-16)	0	1	0	2	0	0	0	1	0	0	4
Senior Management (Levels 13-14)	2	12	2	9	3	4	0	1	0	0	33
Professionally qualified and experienced specialists and mid-management (Levels 9-12)	27	109	6	94	17	38	2	25	1	1	320
Skilled technical and academically qualified workers, junior management (Levels 6-8)	40	106	1	50	45	113	5	70	0	0	430
Semi-skilled and discretionary decision making (Levels 3-5)	165	213	1	10	62	122	2	11	0	0	586
Unskilled and defined decision making (Levels 1-2)	74	103	0	2	47	71	0	2	0	0	299
TOTAL	308	544	10	167	174	348	9	110	1	1	1 672

(A = African; C = Coloured; I = Indian; W = White).

Note: The figures reflected per occupational levels include all permanent, part-time and contract employees. Furthermore, the information is presented by salary level and not post level.



Organisation Structure



Minister of Department of
Transport and Public Works

Robin Carlisle

Head of Department SL 16

Jacqueline Gooch



Ministry of Transport and
Public Works SL 13

Sanele Nyoka

Office of the HoD



Strategy,
Planning and
Coordination
SL 15

**Richard Petersen
(Act)**



Finance
(Chief Financial
Officer) SL 15

Cedric Ismay



General
Infrastructure
SL 14

Kamal Naidu



Education
and Health
Infrastructure
SL 14

(Vacant)



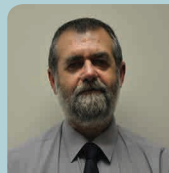
Policy and
Strategy
Integration
SL 14

(Vacant)



EPWP SL 14

**Richard
Petersen**



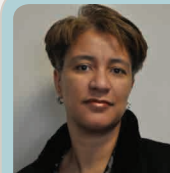
Strategic
Management
and Operational
Support SL 14

**Jan du Plessis
(Act)**



Financial
Management
SL 14

(Vacant)



Supply Chain
Management
SL 14

Chantal Smith

Service delivery achievements

Service Delivery Improvement Plan

Services related to contract tender administration and motor vehicle administration can be accessed at the Department's Walk-In Centre, corner of Dorp and Long Street.



The Department has completed a Service Delivery Improvement Plan for two services as required. The tables below highlight the plan and the achievements to date.

MAIN SERVICES PROVIDED AND STANDARDS

	Current/actual standard of service	Desired standard of service	Actual achievement against standards
Service: To minimise road damage through issuing of Abnormal Load Exemption Permits.			
Beneficiaries: All road users	<ul style="list-style-type: none"> Law Administration Operating System (LAOS) developed to improve enforcement of permit conditions. 	<ul style="list-style-type: none"> 20 percent rollout of LAOS system to improve enforcement of permit conditions. 	<ul style="list-style-type: none"> In the process of linking the reports from inspectors before the enforcement of the system will take place. The revised TRH 11 guidelines were implemented.
	<ul style="list-style-type: none"> Standard Operational Procedure Manual developed. 	<ul style="list-style-type: none"> Standard Operational Procedure Manual incrementally operationalised. 	<ul style="list-style-type: none"> Standard Operational Procedure Manual was developed and is being operationalised as planned.
Service: A Citizens and Customer Relations Management Service (Enquiries and Complaints Helpdesk)			
Beneficiaries: Internal and External Clients / Media	<ul style="list-style-type: none"> 70 percent of enquiries and complaints received are routed to the relevant business unit within 48 hours of receipt. 	<ul style="list-style-type: none"> 80 percent of enquiries and complaints received are routed to the relevant business unit within 24 hours of receipt. 	<ul style="list-style-type: none"> 90 percent of enquiries and complaints received are routed to the relevant business unit within 24 hours of receipt.
	<ul style="list-style-type: none"> Baseline Standard Operational Procedure Manual developed. 	<ul style="list-style-type: none"> Desired Standard Operational Procedure Manual developed. 	<ul style="list-style-type: none"> A Standard Operational Procedure Manual was developed and approved.
	<ul style="list-style-type: none"> Multiple helpdesk services rendered to all clients in an efficient manner. 	<ul style="list-style-type: none"> Multiple helpdesk services rendered to all clients in an efficient manner. 	<ul style="list-style-type: none"> The Communication Unit resolved enquiries or complaints within the shortest amount of time. Negative feedback is virtually none.

BATHO PELE ARRANGEMENTS WITH BENEFICIARIES

Service: To minimise road damage through issuing of Abnormal Load Exemption Permits	Service: A Citizens and Customer Relations Management Service (Enquiries and Complaints Helpdesk)
<p>Consultation:</p> <ul style="list-style-type: none"> a) Law Administration Helpdesk b) Workshops c) Written correspondence d) Telephonically e) E-mail f) Head of Communication g) Transport and Public Works Walk-in Centre h) Department of Transport and Public Works Newsletter i) Abnormal Load Technical Committee (ALTC) 	<p>Consultation:</p> <ul style="list-style-type: none"> a) Communications Unit: Helpdesk b) E-mails c) Telephonically d) Walk-in Centre e) Written correspondence f) Head of Communication g) Departmental Newsletter h) Departmental Website
<p>Access:</p> <p>Provincial Department: 9 Dorp Street, Cape Town, 8001 National Website: www.abnormalloads.co.za</p>	<p>Access:</p> <p>Provincial Department: 9 Dorp Street, Cape Town, 8001 Departmental Website: www.westerncape.gov.za Telephone: 021 483 4391</p>
<p>Courtesy:</p> <p>Through official channels i.e.:</p> <ul style="list-style-type: none"> a) Correspondence with: <ul style="list-style-type: none"> • Provincial Minister • National Minister • Management • Head of Communication b) E-mail c) Telephonically d) Face-to-face e) Law Administration Helpdesk f) Transport and Public Works Walk-in Centre g) Cape Gateway Walk-in Centre h) Abnormal Loads Website (www.abnormalloads.co.za) 	<p>Courtesy:</p> <p>Through official channels i.e.:</p> <ul style="list-style-type: none"> a) Management b) Head of Communication: 021 483 9653 c) E-mail d) Telephonically e) Walk-in Centre f) Written correspondence g) Presidential Hotline h) Call Centre through Cape Gateway i) Communications Office General Enquiry Line j) E-mails received via: Transport.Publicworks@westerncape.gov.za
<p>Openness and transparency:</p> <ul style="list-style-type: none"> a) Law Administration Helpdesk b) Written correspondence c) Telephonically d) E-mail e) Head of Communication f) Department of Transport and Public Works Newsletter g) Departmental Website h) One-on-one meetings i) Information sessions j) Department of Transport and Public Works Walk-in Centre k) Abnormal Load Technical Committee meetings 	<p>Openness and transparency:</p> <ul style="list-style-type: none"> a) Communications Unit: Helpdesk b) E-mails c) Telephonically d) Walk-in Centre e) Written correspondence f) Head of Communications g) Departmental Newsletter h) Media: newspaper articles, radio, interviews, television, etc.
<p>Value for money:</p> <p>Fees decided upon by members of the National Committee (ALTC), where all nine provinces and the industry are represented, are levied to compensate for the administrative costs: costs incurred through the use of public roads by which vehicles do not comply with the requirements of the National Road Traffic Act and the National Road Traffic Regulations and for the cost of traffic officer escorts, where required. These fees are annually published in the Government Gazette.</p>	<p>Value for money:</p> <p>Multiple helpdesk services rendered to all clients in an efficient manner.</p>

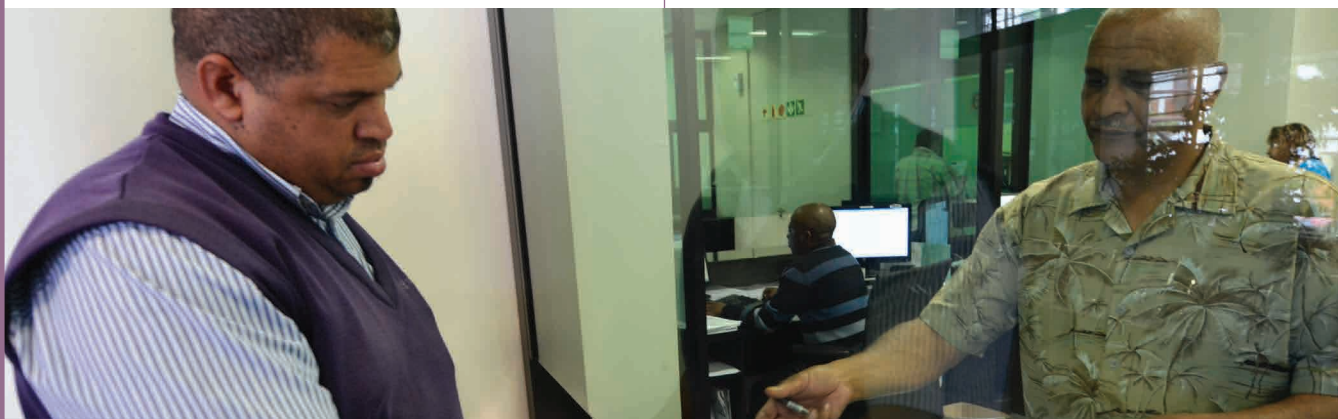
SERVICE INFORMATION TOOL

Service: To minimise road damage through issuing of Abnormal Load Exemption Permits

- a) Departmental website
- b) Annual Report
- c) One-on-one meetings
- d) Information sessions
- e) Department of Transport and Public Works Newsletter
- f) Walk-in Centre
- g) Abnormal Load Technical Committee (ALTC)
- h) ALTC Publications
- i) Law Administration Helpdesk
- j) Circulars
- k) Abnormal Loads website (**www.abnormalloads.co.za**)
- l) Route clearance by professional engineers

Service: A Citizens and Customer Relations Management Service (Enquiries and Complaints Helpdesk)

- a) Departmental website
- b) Annual Report
- c) One-on-one meetings
- d) Communications Unit: Helpdesk
- e) E-mails
- f) Telephonically
- g) Walk-in Centre
- h) Written correspondence
- i) Head of Communications
- j) Departmental Newsletter
- k) Media: newspaper articles, radio, interviews, television, etc.
- l) Customer Service Charter
- m) Social media
- n) Customer Service Charter



COMPLAINTS MECHANISM

Service: To minimise road damage through issuing of Abnormal Load Exemption Permits

Through official channels i.e.

- a) Head of Communication regarding complaints, suggestions and compliments
- b) Management and Supervisory staff
- c) Face-to-face
- d) Telephonically
- e) E-mail
- f) Walk-in Centre
- g) Law Administration Helpdesk
- h) Call Centre through Cape Gateway
- i) Abnormal Loads website (**www.abnormalloads.co.za**)

Service: A Citizens and Customer Relations Management Service (Enquiries and Complaints Helpdesk)

Through official channels i.e.

- a) Head of Communications regarding complaints, suggestions and compliments
- b) Management and Supervisory staff
- c) Presidential Hotline
- d) Call Centre through Cape Gateway
- e) Departmental website
- f) Communication Unit: Helpdesk
- g) E-mails
- h) Telephonically
- i) Walk-in Centre
- j) Written correspondence
- k) Face-to-face
- l) Surveys
- m) Interim tool to record and monitor enquiries and complaints

Service delivery achievements

Administration

In support of infrastructure delivery: The Graduate Professional Engineering Programme, supported by mentors to facilitate the proper training and retention of graduates, continued for this financial year.

The Department was recognised at the Management Performance Assessment Tool (MPAT) awards held by the Department of Performance Monitoring and Evaluation in the Presidency with the following accolades:

- Best Performing Department in Governance and Accountability with a staff complement of more than 2000;
- Best Performing Department in Human Resource Management (including employment equity practices) with a staff complement of more than 2000;
- Best Performing Department with a staff complement of more than 2000; and a floating trophy for the overall best performing department for MPAT 2013

The South African Institute of Government Auditors (SAIGA) adjudicated that the Annual Report of the Department of Transport and Public Works (W/Cape) is the winner in the following categories:

- Best Annual Report of a department in the Western Cape;
- Winner of the award for the most consistent highest score over the last years; and
- Overall winner of the 2014 Annual Public Sector Reporting Award

The Department also developed the Western Cape Infrastructure Framework (WCIF) which was approved by Cabinet during 2013. The WCIF is a strategic definition of the cross sectoral infrastructure needs for the Western Cape over the long term (2040).



In support of infrastructure delivery: The Graduate Professional Engineering Programme, supported by mentors to facilitate the proper training and retention of graduates, continued for the 2013 academic year. 82 new bursaries were awarded, resulting in a total of 237 bursaries (155 bursaries continued from 2012 academic year).



The SAIGA award was received by Minister Grant and Professor Gloeck (SAIGA Executive President) with Ms J Gooch (Head of Department), Mr J Fabricious (Director: Financial Accounting), Mr C Ismay (CFO) and Mr A Adendorff (SAIGA Board Member).

01

Bronze Medal received for the Batho Pele Excellence Awards

82

New bursaries awarded through the Masakh'iSizwe bursary programme

Service delivery achievements

Public Works Infrastructure

Through the construction and maintenance of provincial government buildings and facilities, 20 289 jobs and 5 674 EPWP work opportunities were created.



The Mitchells Plain Hospital was officially opened on 12 November 2013. The Department constructed the hospital using environmentally friendly and sustainable materials and the building is orientated to maximise site views and natural sunlight. The hospital uses time switches and movement and daylight sensors to avoid unnecessary burning of lights.



The Department upgraded the Hermanus Hospital to improve its service delivery to the growing Hermanus and Overstrand population. The project began in January 2011 and the facility was handed over to the Department of Health in April 2013.

Planning of the six approved projects in the Regeneration Programme progressed and activities included stakeholder engagements, transport studies, heritage scoping and rezoning. The dual objectives of the Cape Town Central City Regeneration Programme focus on income generation and urban regeneration. On 26 March 2014, the Department presented four projects of the Central City's Regeneration Programme to the market. This conference was attended by over 120 representatives from local, national and international companies that may be interested in partnering with the Province to develop four prime properties.



Service delivery achievements

Transport Infrastructure

Approval was granted for road network planning to commence with two projects that will contribute to economic growth and job creation, namely Wingfield Interchange and the Main Road 559 Freight Study, as part of the Saldanha Industrial Development Zone.

An additional three projects to further economic development and increase mobility commenced, i.e. Borchers Quarry Interchange on the N2, linking Airport and Philippi industrial areas; upgrading the N7 between Potsdam and Melkbos Strand to freeway standards; as well as a third lane on the N1 through the Durban Road Interchange.

The Piesang Valley and Robberg Road projects in Plettenberg Bay started in November 2011 to improve road safety and officially reopened on 21 May 2013. Special attention was placed on road widths, passing lanes and intersection improvement.



Installation of new guardrails on both roads.



Local labour was used, with 100 to 120 people working on the roads daily since the project started in November 2011.

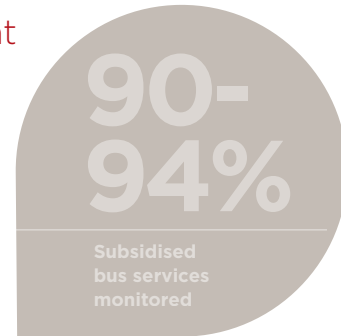
A sod turning event was held in Elim on 11 April 2013 in respect of the project for upgrading 29km of road between Elim and Uilenskraal. The road is being upgraded from gravel to a full, all-weather road. This is part of the Department's objective to reduce the maintenance backlog on road infrastructure and to improve transport in rural areas.



Service delivery achievements

Transport Operations

The electronic monitoring solution to monitor subsidised bus services was officially deployed in June 2013. This system will allow the Department to monitor between 90 and 94 percent of subsidised bus service operations. The system is also contributing to the improvement and efficiency of the services operated.



The partnership with the City of Cape Town, in support of the Dial-a-Ride service that assists special needs passengers, continued.

The implementation of the George Integrated Public Transport Network (GIPTN), negotiations reached an advanced stage and culminated in the signing of a compensation agreement and operator contract. Service operations started on 8 November 2013. This is South Africa's first non-metro integrated public transport system and has been adopted as the pilot project for the future roll out of other Integrated Public Transport Networks outside of large cities.



The rollout of the scrambler bikes and high mast lighting project was launched on 24 October 2013. This initiative is the first of its kind, and will be implemented at key locations on Metrorail's network to improve safety for commuters and deter vandalism.



Service delivery achievements

Transport Regulation

The Department issued 8 015 abnormal load vehicle permits during 2013/14.

During 2013/14, the number of vehicles weighed (658 256) for overloading exceeded the target. This was achieved despite disruptive maintenance works to the road pavements at five of the weighbridges, which stopped weighing operations for 180 days. The Overload Control system of the Western Cape Government is considered the best in the country, although there are fewer heavy vehicles on Western Cape roads. This effort also played a major role in a large net saving in maintenance costs and in preserving the Province's road network, to the extent that 91 percent of all vehicle kilometers are travelled on fair and very good roads.



In order to contribute to reducing fatalities for non-motorised modes of road transport, the Safety of Cyclists Regulations, 2013, were published in November 2013. The Regulations focus on a reciprocal duty and relationship that must exist between cyclists and motorists.

To improve safety, Average Speed Over Distance (ASOD) and Automatic Number Plate Recognition (ANPR) systems and technology were rolled-out along key roads throughout the Province. The key sites identified were on the N1 from Beaufort West to Touwsrivier and the R27/West Coast Road.

The Safely Home "It Only Takes a Second to Save a Life" campaign was launched on 21 November 2013 and was aimed at increasing awareness around the need for more seat-belt compliance amongst road users in the Western Cape.

There were 1 257 road crash fatalities in the Province in 2013/14, representing a 1.1 percent increase from the 2012/13 financial year. However, the reduction of 28 percent in provincial road fatalities within five years remains a remarkable achievement.



In the 2013/14 financial year preparation was done for the transfer of the Provincial Traffic Management Chief Directorate from the Department of Community Safety to the Department of Transport and Public Works with effect from 1 April 2014, bringing together Transport Regulation and Enforcement in an effective functional unit. This move will strengthen our collective efforts to maintain order on our roads.

In August 2013, the Department's Provincial Regulatory Entity (PRE) was awarded Productivity SA's Most Productive Public Entity Award for its Project Backlog, in which more than 21 000 transport operating licences were cleared in three months. The PRE was also awarded the inaugural Directorate-of-the-Year award from the Western Cape Government for the most successful Red Tape Reduction Business Initiatives within the past three financial years.



The Department continued to work closely with its municipal agents to improve the standards of services provided to the public. Driving License Testing Centers (DLTCs) were therefore able to maintain the average waiting periods of two months to obtain a learner's licence and three months for obtaining a driving licence.

Service delivery achievements

Community Based Programmes

The Expanded Public Works Programme (EPWP) in the Province was coordinated to ensure that the nationally set work-opportunity targets were met. EPWP, through the construction and maintenance of provincial government buildings and facilities, provided over 20 289 jobs and 5 674 EPWP work opportunities.

A total of 150 young people were trained in construction trades through the National Youth Service (NYS) programme.

A total of 20 apprentices commenced artisan training in bricklaying and plumbing as part of the Department's artisan development programme in the construction industry.

A total of 20 Empowerment Impact Assessments were concluded on departmental capital projects with a value of more than R5 million.

A total of 34 infrastructure projects were subjected to monitoring and evaluation to determine whether the empowerment objectives were achieved.

Pilot projects in collaboration with municipalities to test the feasibility of Labour-Based Surfacing as an alternative labour intensive construction technique for low volume roads were successfully executed.



To create jobs, the EPWP trained 52 youths, including one disabled youth, from the Breede Valley Municipality (Worcester, De Doorns, Rawsonville) in fire hydrant maintenance and firefighting, and law enforcement and traffic warden duties. The traffic warden training included routing traffic for free flow as well as taking control at potential traffic-hazardous locations.



A roads and storm water project in Worcester provided poverty relief for at least 15 families. The project involved pothole patching, storm water maintenance, concrete works, curb laying and paving works.

20

Apprentices commenced artisan training

20 289

EPWP jobs created

150

Young people trained in construction trades

DEFINITIONS

The EPWP programme defines the youth category as persons aged 16 to 35.

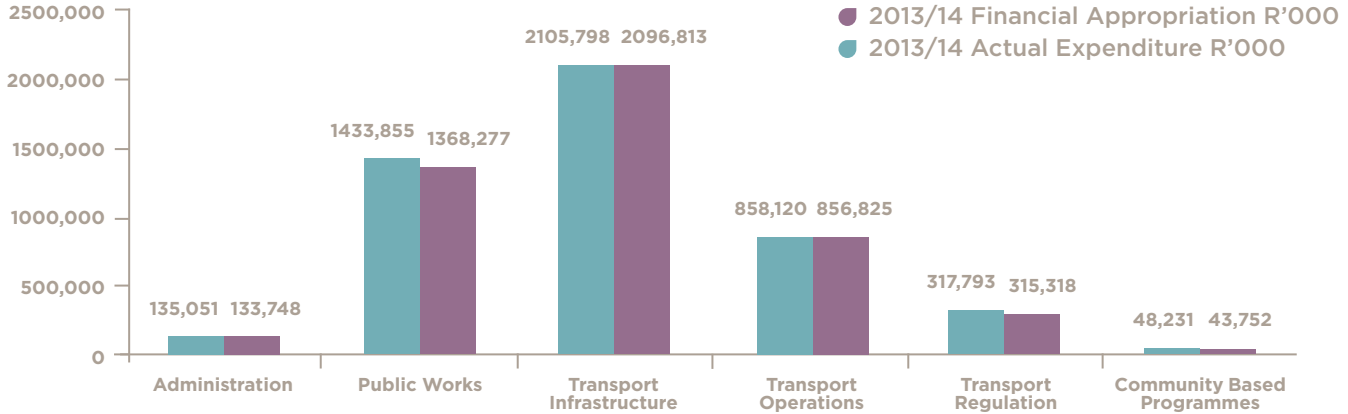
A work opportunity is paid work created for an individual on an EPWP project for any period of time. The same person can be employed on different projects and each period of employment will be counted as a job.

Financial information

Departmental Expenditure

The Department's total budget was R4 898 848 for the 2013/14 financial year, of which R4 814 733 was spent. The breakdown on how the budget was spent is as follows:

Audits are conducted on the Department's finances. Complete financial information can be found in the Department's Annual Report 2013/14 available at www.westerncape.gov.za.



Motor vehicle licences revenue continued to dominate provincial own receipts, with personalised motor vehicle registration numbers, abnormal load licences, and rental of office buildings making up the difference.

The Western Cape implemented an average increase in motor vehicle licence fee tariffs of 5.3 percent with effect from 1 June 2013, after public consultation and publication in the Provincial Gazette.

Improved voluntary payment of prescribed motor vehicle licence fees by vehicle owners and an increase in motor vehicle population, increased demand for abnormal load permits and personalised motor vehicle licence numbers, and sale of redundant construction and maintenance plant and superfluous immovable assets resulted in better than anticipated performance on receipts in 2013/14.

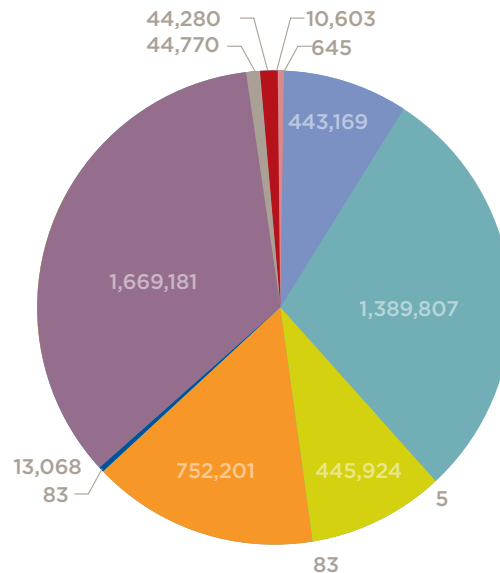
Fees charged for abnormal loads are determined on a consensus basis and were unchanged.

Operating licences governed by the National Land Transport Act, 2009 (Act 5 of 2009) remained unchanged.

Lease agreements are entered into at market-related rentals or as approved otherwise by the Provincial Treasury.

TBU - EXPENDITURE PER ECONOMIC CLASSIFICATION (R'000)

- Compensation of employees
- Goods and services
- Interest and rent on land
- Provinces and municipalities
- Departmental agencies and accounts
- Public corporations and private enterprises
- Non-profit institutions
- Households
- Building and other fixed structures
- Machinery and equipment
- Land and subsoil assets
- Intangible assets
- Payments for financial assets



Transport and Public Works
9 Dorp Street, Cape Town, 8001
Private Bag X9185, Cape Town, 8001

www.westerncape.gov.za



**Western Cape
Government**

Transport and Public Works

PR: 190/2014
ISBN: 978-0-621-42859-9