

SERVICE DELIVERY IMPROVEMENT PROGRAMME

We regard the improving of service delivery as a continuous progressive process and not a once-off task. Our service delivery improvement programme will affect the achievement of our core objectives to the following extent:

- The Department, through its Branch: Corporate Affairs is committed to improving services rendered to other Branches to enable them to render an improved service to the public. Service Level Agreements have been concluded with all Branches following an extensive consultation process with each of these Branches. These agreements outlined the service standards needed by the client to enable them to meet their objectives and exercise their responsibility. These service standards are reviewed bi-annually to monitor achievement thereof and/or to assess the need for new standards. The Branch is also, in conjunction with Organisational Development, in the process of reassessing the extent that the organisational structure meets the dynamic needs and demands of the public. Delegations are also reviewed to ensure that the highest levels of efficiency are maintained throughout the organisation. Skills Development Plans for all Branches will be concluded and implemented, which will build and raise the capacity of staff to meet the needs of the public. An agency agreement will also be concluded with the newly established Department of Economic Development, Tourism and Agriculture regarding the services provided by this Branch.
- The implementation of the Provincial Performance Management system will focus staff on delivering a higher quality of services as performance improvement is at the core of this system. Finally the labour relations environment will continue to improve on a proactive basis through regular training and information sessions on all collective agreements, policies and through the immediate implementation of discipline and grievances.
- We will continue to strengthen the professional human resource management component, optimise the potential of the personnel corps, instil sound and stable labour relations, increase our levels of efficiency, maintain a stable working environment and have a well-informed personnel corps and community. Furthermore the elimination of all financial risks, especially in the procurement of goods and services, will be actively targeted.
 - The Toll Roads Act is already in operation as well as a suite of other relevant Provincial legislation on Transport. The need for routine maintenance on roads will be met as originally projected and twelve access roads to previous disadvantaged communities will be completed or near completion. Special emphasis has been put on the management of Government Motor Transport to ensure dedicated service delivery to all National as well as Provincial Departments.
 - Restore and transform the public transport system in accordance with the needs of users by developing services that are accessible and affordable, by providing safe, convenient and well-located infrastructure, and by achieving the vision of integrated public transport through co-operative governance.
 - Service delivery is primarily about how transportation services are provided, and about improving the effectiveness and efficiency of the way in which services are delivered.
 - To support the efforts of the Transport Branch to meet the requirements of the Batho Pele principles, the Branch has developed a Key Measurable Objective Management System (KMOMS) that contains detail on about 120 Key Measurable Objectives developed to measure service delivery in respect of twenty nine Branch Priority Programmes.
 - The twenty nine Branch Priority Programmes in turn are directed by and are in support of the 10 Provincial Policy Goals. The Branch Priority Programme includes the following elements:
 - Develop transport legislation
 - Maintain the provincial road network to an adequate level

- Improve the road infrastructure
- Promote the provision of public transport
- Promote the involvement of SMME's
- Create employment and transfer skills
- Improve access roads to disadvantaged communities
- Improve roads safety
- Develop the generation of own revenue
- Develop the service ethos of the Branch
- Develop the human resources of the Branch
- The measurement of service delivery through KMOMS is a continuous process undertaken by the management of the Transport Branch and serves the basis of progress reports required by Provincial Treasury and the Provincial Cabinet.
- The KMOMS is supported by Performance Agreements entered into between the various levels of management up to the level of Director.
- In addition, through the efforts of the Branch Transformation Unit in conjunction with Management, a number of initiatives are underway with respect to staff development and moral, organisation restructuring, and service ethos.
- The Provincial property portfolio will be used to best advantage and a substantial income stream will flow to the Province as a result of the disposal of certain properties. Non-core services will be outsourced and a market-related rental policy phased in.
- Within available funding allocations a limited number of building infrastructure of the Province will be upgraded to comply with the Occupational Health and Safety Act and the maintenance and backlog will be addressed incrementally in order of priority.
- The provision of accommodation to client departments will be improved through the development of a strategic provincial accommodation plan and a comprehensive medium to long-term accommodation model. Appropriate accommodation norms and standards will be developed and user- and service level agreements will be concluded with client departments.
- The provision of property information to client departments through the intranet to e-works and GIS to obtain online information of the property register.
- The use of the telephone and maintenance helpdesks acts as a single point of entry of all queries from facility users, and thus acts as a start to rectify all non-conformances. The helpdesk initiates all corrective maintenance while there is a continuous drive to optimise the preventative and corrective services provided. The registering of queries through the helpdesk ensures a closed control loop situation for the monitoring of response times. The Chief Directorate Works will continue to improve on the delivery of this service and also strive to improve the communication thereof as well as the response time.