



**Western Cape
Government**

Transport and Public Works

BETTER TOGETHER.



Annual Report to Citizens for the Financial Year 2010/11
Jaarsverslag aan Inwoners vir die Finansiële Jaar 2010/11
Ingxelo yoNyaka eya kuBemi yoNyaka-mali ka- 2010/11



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1. Who we are

We are the Provincial Department of Transport & Public Works in the Western Cape Government.

Our job is to provide accommodation and property management services to provincial government departments; build roads and building infrastructure; provide traffic management and public transport services; and the co-ordination of the Expanded Public Works Programme in the Western Cape Province.

Our vision is that applicable to the Western Cape Government, as decided upon by the Western Cape Provincial Cabinet and captured in the

Department's Strategic Plan 2010 - 2014 and quoted below.

"To create an open opportunity society for all so that people can live lives they value."

Our mission is:

"The Department of Transport and Public Works develops and maintains appropriate infrastructure and related services for sustainable economic development which generates growth in jobs and facilitates empowerment and opportunity."



To create an open opportunity society for all so that people can live lives they value.

2. What we do

The main services rendered by this Department to fulfil its Constitutional and Legislative Mandate include:

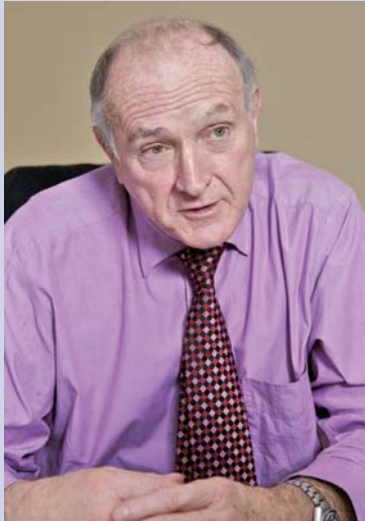
- Integrated planning facilitation and support
- Professional development programme support
- Buying and selling of immovable assets
- Property management regulatory services
- Accommodation provisioning services
- Property lease-out services
- Property development, planning, construction, upgrading and maintenance of infrastructure
- Planning, designing, constructing, rehabilitating and maintaining road infrastructure
- Recording of accident data
- Empowering land transport stakeholders
- Coordination, facilitation and implementation of transport safety and compliance programmes
- Issuing of public transport operator licenses
- Construction and maintenance of health and education facilities, and general buildings
- Registration and licensing of vehicles
- Issuing of driver licenses
- Certification of motor vehicles and roadworthiness for use on public roads
- Issuing of permits for abnormal load vehicles and events on public roads
- Exercising overload control on National and Provincial roads
- Licensing of public transport operators
- Registering of minibus taxi operator associations
- Assistance to public sector institutions regarding the Expanded Public Works Programme
- Contractor development



Western Cape
Government

Transport and Public Works

3. Who is in charge



Robin Carlisle

MEC for Transport and Public Works

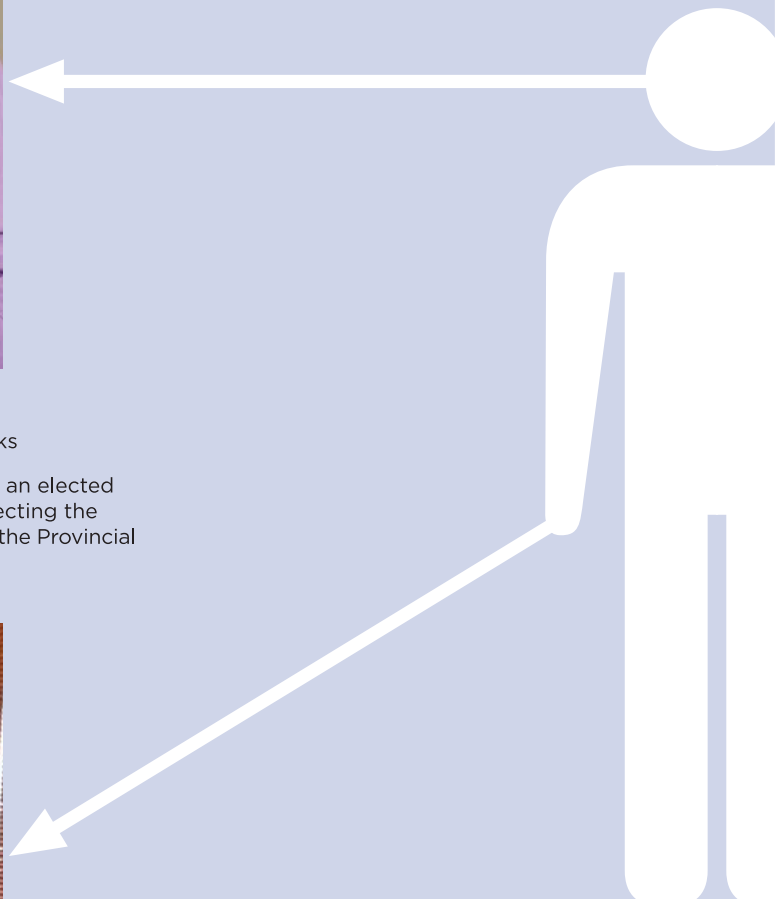
The Minister is Robin Carlisle. He is an elected politician. He is responsible for directing the Department's activities in line with the Provincial Government's policies.



Johan Fourie

Head of Department

The Head of Department (HoD) is Christian Johannes Fourie, a public servant, appointed to ensure that the Department implements the Government's policies efficiently and effectively.



The Department of Transport and Public Works develops and maintains appropriate infrastructure and related services for sustainable economic development which generates growth in jobs and facilitates empowerment and opportunity.



4. Our standards - and how we met them

Our service standards are set in consultation with our customers. These are our service standards, and the results we achieved:

Main Services and service standards:

Departmental Programme	Main services	Standard of service	Actual achievement against standards
Traffic Management Services	To improve transport safety and promote the implementation of integrated transport & increasing access to safe and efficient transport in the Western Cape Province and to further support the reduction of the number of fatalities by 50% by 31 March 2014	<ul style="list-style-type: none"> a) Road fatalities reduced to 1400 b) 269 audits to be done at Registering Authorities, Driver License Testing Centres and Vehicle Testing Centres 	<ul style="list-style-type: none"> a) 1 476 b) 227 audits completed
Expanded Public Works Programme	To facilitate and develop Expanded Public Works Skills Development Programmes and implement construction industry development programmes	<ul style="list-style-type: none"> a) 1308 beneficiaries targeted for industry skills interventions b) 4 EPWP compliance monitoring reports to be done 	<ul style="list-style-type: none"> a) Skills development Opportunities provided for 730 unemployed youth through the National Youth Service Skills Development Programme b) 4 EPWP compliance monitoring Reports undertaken in DTPW



consult

Consultation arrangements with customers:

What mechanisms are in place to consult with clients to obtain their input?

Type of arrangement	Actual achievements
<p>Traffic Management Services:</p> <ul style="list-style-type: none"> a) Switchboard b) Helpdesk on 2nd Floor, 9 Dorp Street c) Own email enquiry service d) Correspondence with Supervisor/ Manager e) Driving Licence Testing Centres f) Vehicle Testing Centres 	<ul style="list-style-type: none"> a) Operational switchboard facilities at all municipal agents b) Helpdesks at 9 Dorp Street, Cape Town c) Own email enquiry service through Cape Gateway d) Correspondence with Supervisor / Manager and other key staff e) Driving Licence Testing Centres f) Vehicle Testing Stations g) Call centre through Cape Gateway
<p>Expanded Public Works Programme</p> <ul style="list-style-type: none"> a) Switchboard b) Helpdesk in Long Street c) Own email enquiry service d) Correspondence with Supervisor / Manager 	<ul style="list-style-type: none"> a) Telephone enquiries through EPWP Skills Unit or PGWC switchboard b) Helpdesk in Long Street closed and services moved to 15 Dorp Street under Directorate EPWP Co-ordination c) Email enquiry through Skills Development Regional Administration Officers d) Correspondence dealt with through DTPW Registry and forwarded to relevant regional managers



Service Delivery Access Strategy:

Where is the service provided?

Access strategy	Actual achievements
<p>Traffic Management Services:</p> <ul style="list-style-type: none"> a) Helpdesk on 2nd Floor, 9 Dorp Street b) Driving Licence Testing Centres c) Vehicle Testing Centres 	<ul style="list-style-type: none"> a) Helpdesks at 9 Dorp Street, Cape Town b) Driving Licence Testing Centres c) Vehicle Testing Stations d) Registering Authorities
<p>Expanded Public Works Programme</p> <ul style="list-style-type: none"> a) Helpdesk in Long Street 	<ul style="list-style-type: none"> a) Helpdesk in Long Street closed and services moved to 15 Dorp Street under Directorate EPWP Co-ordination



Service Information Tool:

What mechanisms are in place to communicate relevant information to clients?

Types of Information Tool	Actual achievements
<p>Traffic Management Services:</p> <ul style="list-style-type: none"> a) Website b) Annual Performance Plan c) Annual Report d) Helpdesk at Driving Licence Testing Centres e) Helpdesk at Vehicle Testing Centres 	<ul style="list-style-type: none"> a) Website (Cape Gateway; Directorate; National eNaTIS) b) Annual Performance Plan c) Annual Report d) Service counters operational at Driving Licence Testing Centres e) Service counters at Vehicle Testing Stations f) Registering Authorities g) Helpdesks at 9 Dorp Street, Cape Town
<p>Expanded Public Works Programme</p> <ul style="list-style-type: none"> a) Website b) Annual Performance Plan c) Annual Report d) Helpdesk in Long Street 	<ul style="list-style-type: none"> a) Website review being undertaken through DTPW Communications' Directorate b) Input re skills development embodied in published DTPW Annual Performance Plan 2011/12 c) Annual Report d) Hand-out A5 Booklet of Construction Industry Innovation and Empowerment Service programmes developed and disseminated e) Helpdesk in Long Street closed and services moved to 15 Dorp Street under Directorate EPWP Co-ordination



address

Complaints Mechanism:

What mechanisms are in place for clients to address problem areas, complaints or compliments?

Complaints Mechanism	Actual achievements
<p>Traffic Management Services:</p> <ul style="list-style-type: none"> a) Switchboard b) Helpdesk on 2nd Floor, 9 Dorp Street c) Own email enquiry service d) Correspondence with Supervisor / Manager e) Helpdesk at Driving Licence Testing Centres f) Helpdesk at Vehicle Testing Centres 	<ul style="list-style-type: none"> a) Operational switchboard facilities at all municipal agents b) Helpdesks at 9 Dorp Street, Cape Town c) Own email enquiry service through Cape Gateway d) Correspondence with Supervisor / Manager and other key staff e) Helpdesk at Driving Licence Testing Centres f) Service counter at Vehicle Testing Stations g) Call centre through Cape Gateway h) Service counters at Registering Authorities
<p>Expanded Public Works Programme</p> <ul style="list-style-type: none"> a) Switchboard b) Helpdesk in Long Street c) Own email enquiry service d) Correspondence with Supervisor / Manager 	<ul style="list-style-type: none"> a) Telephone enquiries through EPWP Skills Unit or PGWC switchboard b) Helpdesk in Long Street closed and services moved to 15 Dorp Street under Directorate EPWP Co-ordination c) Email enquiry through Skills Development Regional Administration Officers d) Correspondence dealt with through DTPW Registry and forwarded to relevant regional managers



5. How we intend to improve services

In order to continuously improve our service the Service Delivery Improvement Plan which contains our service delivery standards is reviewed on an annual basis as required by the Public Service Regulations.

The organisational structure of the Department is under review and will be realigned in order to meet the Provincial Strategic Objectives as well as the strategic objectives of the Department. The revised structure will come into effect during the 2012/13 financial year.

During 2012/13 we plan to further improve our services:

- By developing a Service Delivery Charter for the Department.
- By developing a departmental coordinating committee established for the purpose of service delivery improvement.
- By improving our Service Delivery Improvement Plan.

Our Service Delivery Improvement Plan, Strategic Plan, Annual Performance Plan and Annual Report are public documents, published on our website (www.westerncape.gov.za) and are also available on request.

6. Our organisation and staffing

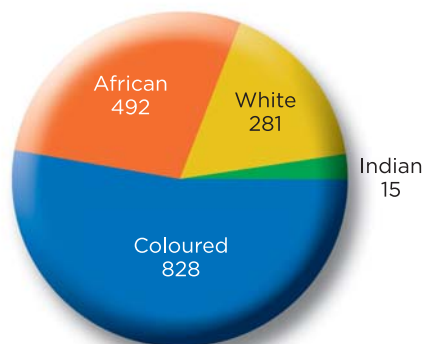
We employ 1 631 staff in the following locations:

Location	Total
Cape Town	991
Ceres	120
George	27
Oudtshoorn	221
Paarl	272
TOTAL	1 631

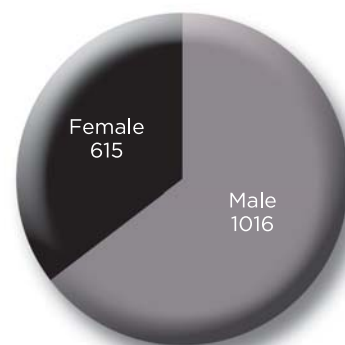


Race and gender information:

Employees by race



Employees by gender



Note: Employees by race excludes foreign workers (total 15).

Languages spoken by staff as at 31 March 2011:

Language	Total
Afrikaans	639
English	734
German	1
North Sotho	2
Sotho	4
Tsonga	1
Tswana	2
Venda	1
Xhosa	247
TOTAL	1 631

7. Our budget

Our budget was R 4 000 096 000 last year (2010/11). This is how we spent it:

Programme	Expenditure 2010/11 R'000
Compensation	342 187
Goods and Services	1 117 056
Transfers and subsidies	987 570
Capital Expenditure	1 360 610
Payments for financial assets	431
Interest and rent on land	32
Total Expenditure	3 807 886

Our budget per Programme was as follows:

Programme	Expenditure 2010/11 R'000
Programme 1: Administration	152 290
Programme 2: Public Works	884 096
Programme 3: Roads Infrastructure	1 760 217
Programme 4: Public Transport	744 513
Programme 5: Traffic Management	225 128
Programme 6: EPWP	41 642
Total Expenditure	3 807 886

8. Contact details

GENERAL ENQUIRIES:

Telephone: 021 483 4391
Fax: 021 483 8755

HEAD OF DEPARTMENT:

Telephone: 021 483 8956
Fax: 021 483 5068
Email: Johan.Fourie@pgwc.gov.za
Contact Notes: Head of Department:
Johan Fourie

SECRETARY:

Telephone: 021 483 8956
Email: Annje.Kleynhans@pgwc.gov.za
Contact Notes: Secretary: Annje Kleynhans

HEAD OF OFFICE:

Telephone: 021 483 3959
Email: Sharonette.Webb@pgwc.gov.za
Contact Notes: Head of Office:
Sharonette Webb-Olivier

COMMUNICATIONS:

Telephone: 021 483 4391
Fax: 021 483 9471
Email: Simon.Manelli@pgwc.gov.za
Contact Notes: Head of Communications:
Simon Manelli

9. Where can we be found

HEAD OFFICE:

Street Address:
8th Floor, 9 Dorp Street, Cape Town, 8000

Postal Address:
Private Bag X9185 Cape Town 8000

Provincial Regulatory Entity:
Helpdesk: 021 483 0216

Vangate Shared Services Centre:
Postal Address: Private Bag X8 Goodwood 7460

REGIONAL OFFICES:

Ceres:
Postal Address: Private Bag X2 Ceres 6835
Tel: 023 312 1120

George:

Public Works:
Postal address: Private Bag X6503 George 6530
Tel: 044 805 8700

Provincial Regulatory Entity:
Postal address: Private Bag 6512 George 6530
Tel: 044 802 3700

Oudtshoorn:

Postal Address: Private Bag X617 Oudtshoorn 6625
Tel: 044 272 6071

Paarl:

Postal Address: Private Bag X6003 Southern Paarl 7624
Tel: 021 863 2020

