

GMT

Indicator Definition Detail Template: 2014/2015 (Adapted from FMPP1 – NT 2007)

Explanation of Headings:

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| Indicator title | Identifies the title of the strategic goal, objective or programme performance indicator | |
| Short definition | Provides a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator | |
| Purpose/importance/PSO linkage | Explains what the indicator is intended to show and why it is important. Provides an indication of the link to one or more of the PSO's. | |
| Source of data and or data collation | Describes where the information comes from and how it is collated Portfolio of evidence elements – Primary data and Portfolio of evidence elements - Secondary data | |
| Method of calculation of output | Describes clearly and specifically how the output is calculated | |
| Target | Planned output for this Performance Indicator | |
| Target Tolerance levels | Risk Tolerance – risks that are not mitigated influencing the failure to achieve the planned output. | Stretch Target – factor(s) that influence the delivery of an output to the extent that a higher number to the planned target will be delivered. |
| Data limitations | Identifies any limitation with the indicator data, including factors that might be beyond the department's control. Add, if necessary, elements that pose a risk, as identified below. | |
| Type of indicator | Identifies whether the indicator is measuring inputs, activities, outputs, outcomes or impact, or some other dimension of performance such as efficiency, economy or equity effectiveness, environment. | |
| Calculation type | Identifies whether the reported performance is cumulative, or non-cumulative | |
| Reporting cycle | Identifies if an indicator is reported quarterly, annually or at longer time intervals | |
| Indicator status | Identifies whether the indicator is new, has significantly changed, or continues without change from the previous year (New/Significantly changed/Unchanged) If new, what are the proxy baseline data elements? | |
| Output Unit cost (OPTIONAL) | Cost per unit output x total number of outputs OR Total budget divided by the delivery of planned number of outputs | |
| Indicator responsibility | Identifies who is responsible for the reporting on the indicator. Head of Branch – Executive Manager (EM) | |
| POE location | Open text ECM link / nickname for Portfolio of Evidence (POE) storage | |

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|--------------------------------------|--|------------|---------------------|-----------------------------------|
| Indicator title | 1.1.1 No of replacement vehicles acquired | | | |
| Short definition | The replacement of vehicles is regulated by the Replacement Policy in terms of which vehicles are ordered at the end of the respective life cycles. | | | |
| Purpose/importance/PSO linkage | The Division Fleet Operations monitor, plan and replace vehicles to keep the fleet within life expectancy limits. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport. | | | |
| Source of data and or data collation | The FleetMan system provides forecasts and replacement schedules. FleetMan report | | | |
| Method of calculation of output | A simple count of all replacement vehicles ordered during the reporting period. | | | |
| Target set | 650 | | | |
| Target Tolerance levels | Risk Tolerance: 585 | | Stretch Target: n/a | |
| | The approval of the replacement plan will impact on the number of vehicles to be acquired. Target is to replace fleet within life cycle. | | n/a | |
| Data limitations | No data limitations are foreseen. | | | |
| Type of indicator | Output, Efficiency. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Quarterly | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | Average vehicle costs R 125 000 | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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| Indicator title | 1.1.2 No of vehicles added to the fleet | | |
| Short definition | Additional vehicles requested by client departments which was ordered in the reporting cycle. | | |
| Purpose/importance/PSO linkage | To increase the operational capability of clients. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport. | | |
| Source of data and or data collation | Request from client department. FleetMan Report. | | |
| Method of calculation of output | A simple count of all additional vehicles ordered during the reporting period. | | |
| Target | 130 | | |
| Target Tolerance levels | Risk Tolerance: n/a | Stretch Target: 150 | |
| | n/a | Subject to demand from clients. | |
| Data limitations | Subject to requirements by client departments. | | |
| Type of indicator | Output, Efficiency. | | |
| Calculation type | Cumulative | | |
| Reporting cycle | Annually | | |
| Indicator status | Unchanged | | |
| Output Unit cost (OPTIONAL) | Average of R 125 000 depending on the need. | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | |

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|--------------------------------------|---|------------|-----------------|-----------------------------------|
| Indicator title | 2.1.1 No of vehicles serviced and maintained | | | |
| Short definition | All vehicles need to be serviced, maintained and repaired throughout the life cycles. Uneconomical requests are scheduled for withdrawal. | | | |
| Purpose/importance/PSO linkage | Well kept vehicles will ensure high levels of service delivery satisfaction. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport. | | | |
| Source of data and or data collation | Transaction data from service provider. All authorisations are recorded in FleetMan. | | | |
| Method of calculation of output | A simple count of the number of vehicles maintained per quarter. | | | |
| Target | 4 400 | | | |
| | <p>Risk Tolerance: 2 500 Stretch Target: 5 000</p> <p>As each vehicle is counted, and not the number of transactions: Due to the accelerated replacement cycle (to have a vehicle fleet not older than 5 years, excluding trucks, busses and specialized vehicles) the number of vehicles to be serviced and maintained annually will depend on the vehicles utilisation (i.e. kilometres travelled and the date placed in service for that specific reporting year.</p> | | | |
| Data limitations | No data limitations are foreseen. | | | |
| Type of indicator | Output, Efficiency. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Quarterly | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | Average cost of service per vehicle R 2 500 | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|---|------------|--|-----------------------------------|
| Indicator title | 2.1.2 No of vehicle inspections carried out | | | |
| Short definition | Regular inspections of vehicle is required to ensure quality, value for money and well kept fleet | | | |
| Purpose/importance/PSO linkage | A well kept fleet will prevent unnecessary vehicle down time and disruption of services. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport | | | |
| Source of data and or data collation | Individual inspection reports. All inspections are recorded in FleetMan. | | | |
| Method of calculation of output | A simple count of the number of vehicle inspections conducted. | | | |
| Target | 5 900 | | | |
| Target Tolerance levels | Risk Tolerance: 4 000 | | Stretch Target: 7 000 | |
| | The GMT vehicle fleet (± 5000) is allocated to Client Departments throughout the Western Cape Province. When vehicle maintenance and repairs is required (via the Nedfleet Call Centre) the closet merchant registered with Nedfleet and GMT is used on the quotation basis. As both GMT and Nedfleet operate from Cape Town - not all vehicle pre-approvals, work in progress (Once approved) and completed repairs (i.e. quality assurance) can be inspected by mentioned parties. GMT established a Technical hub in George (1 x Technical Assistant) on 1 April 2011 to service George and surrounding areas. | | Additional capacity is pending the completion of the GMT refinement study. Currently contracted staff is used. | |
| Data limitations | No data limitations are foreseen. | | | |
| Type of indicator | Output, Efficiency. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Quarterly | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | Subject to type of repair. Repair amounts can range from something as small as R50 to R 100 000 per vehicle auth. | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|--|------------|---------------------|-----------------------------------|
| Indicator title | 2.1.3 No of merchant inspections carried out | | | |
| Short definition | Regular inspections of the premises of merchants to ensure compliance to regulations are required to ensure quality and value for money | | | |
| Purpose/importance/PSO linkage | A well kept fleet will ensure that you have a reliable merchant base that can do repairs. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport. | | | |
| Source of data and or data collation | Individual merchant inspection documents. FleetMan report. | | | |
| Method of calculation of output | A simple count of the number of merchant inspections conducted. | | | |
| Target | 100 | | | |
| Target Tolerance levels | Risk Tolerance: 20 | | Stretch Target: n/a | |
| | GMT, in conjunction with Nedfleet, is busy facilitating the registration of all Repairs and Maintenance merchants onto GMT's iSupplier system and the WSCD. | | n/a | |
| Data limitations | No data limitations are foreseen. | | | |
| Type of indicator | Output, Efficiency. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Annually | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | Not applied | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|---|------------|---------------------|-----------------------------------|
| Indicator title | 2.1.4 No of updates of the asset register | | | |
| Short definition | The required control over the State's assets is maintained via asset inspections and verification of the asset registers on a quarterly update basis. | | | |
| Purpose/importance/PSO linkage | The asset registers must be available with auditable contents on an annual basis to provide a record of state assets. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport | | | |
| Source of data and or data collation | Minutes of meetings, records of decisions, vehicle registers handed to or-via email to clients. All updates are recorded in FleetMan. | | | |
| Method of calculation of output | A simple count of the number of times the asset register is verified | | | |
| Target | 4 | | | |
| Target Tolerance levels | Risk Tolerance: n/a | | Stretch Target: n/a | |
| Data limitations | No data limitations are foreseen. | | | |
| Type of indicator | Output, Efficiency. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Quarterly | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | Not applied | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|--|------------|---------------------|-----------------------------------|
| Indicator title | 3.1.3 No of Client Forums maintained | | | |
| Short definition | Bi-monthly Forums are maintained where clients and GMT meet to discuss and resolve operational and financial matters. | | | |
| Purpose/importance/PSO linkage | Official Forums serve as communication platforms to discuss and resolve operational and financial matters. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport, PSO 12 Building the Best-run Provincial Government in the World. | | | |
| Source of data and or data collation | Agendas, attendance registers. All minutes are kept in terms of departmental guidelines and stored in ECM system. | | | |
| Method of calculation of output | A simple count of the number off client forums that took place. | | | |
| Target | 6 | | | |
| Target Tolerance levels | Risk Tolerance: 5 | | Stretch Target: n/a | |
| | Meetings are held on a bi-monthly basis. Due to practicality meetings are not normally held over the December/January holiday period. As well as in March due to the financial year end. | | n/a | |
| Data limitations | No data limitations are foreseen. | | | |
| Type of indicator | Output, Efficiency, Effectiveness. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Quarterly | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | N/a | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|--|------------|--------------------|-----------------------------------|
| Indicator title | 3.1.4 No of policy and guideline circulars issued | | | |
| Short definition | The regular publishing of policies, guidelines, management information and procedures issued to assist GMT and its clients with effective fleet management. | | | |
| Purpose/importance/PSO linkage | The regular updating will ensure that global best practice is followed and will contribute towards efficient fleet management. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport, PSO 12 Building the Best-run Provincial Government in the World. | | | |
| Source of data and or data collation | All documents are published electronically via formal Circulars and Office Communications and stored in WCPG intranet portal. Index as per GMT web portal. | | | |
| Method of calculation of output | Physical count | | | |
| Target | 25 | | | |
| Target Tolerance levels | Risk Tolerance: 12 Depending on the need | | Stretch Target: 30 | |
| Data limitations | No data limitations are foreseen. Subject to demand. | | | |
| Type of indicator | Output, Efficiency, Effectiveness. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Quarterly | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | Not applied | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|--|------------|-----------------|-----------------------------------|
| Indicator title | 4.1.1 Outstanding debt for all previous financial years | | | |
| Short definition | The reporting of the outstanding debt status for all GMT client departments (National and Provincial Departments) for all closed / previous financial years. | | | |
| Purpose/importance/PSO linkage | The regular updating will ensure that GMT will maintain a positive cash flow to continue the day to day business and to maintain a service delivery towards its clients. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport, PSO 12 Building the Best-run Provincial Government in the World. | | | |
| Source of data and or data collation | IYM month-end reports. All documents will be published electronically in the form of reports from Gofin and stored in ECM. | | | |
| Method of calculation of output | Financial reports indicating the outstanding debt at the end of the financial year | | | |
| Target | R 68 million | | | |
| Target Tolerance levels | Risk Tolerance: R 70 million Stretch Target: R 60million Depending on the payments received from the GMT Client Departments. | | | |
| Data limitations | No data limitations are foreseen as these reports are already available in GoFin. | | | |
| Type of indicator | Output, Efficiency, Economy. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Annually | | | |
| New indicator | Yes Proxy baseline data: 2011/12 R43,6 Million, 2012/13 R62 Million | | | |
| Output Unit cost (OPTIONAL) | Not applied | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|--|------------|---|-----------------------------------|
| Indicator title | 4.1.2 Outstanding debt for current financial year, only. | | | |
| Short definition | The reporting of the outstanding debt status for all GMT client departments (National and Provincial Departments) for the current financial year. | | | |
| Purpose/importance/PSO linkage | The regular updating will ensure that GMT will maintain a positive cash flow to continue the day to day business and to maintain a service delivery towards its clients. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport, PSO 12 Building the Best-run Provincial Government in the World. | | | |
| Source of data and or data collation | IYM month-end reports. All documents will be published electronically in the form of reports from Gofin and stored in ECM. | | | |
| Method of calculation of output | Financial reports indicating the outstanding debt at the end of the financial year | | | |
| Target set 12/13 | R 15 million | | | |
| Target Tolerance levels | Risk Tolerance: R 18 million | | Stretch Target: R 12 million Depending on the payments received from the GMT Client Departments. | |
| Data limitations | No data limitations are foreseen as these reports are already available in GoFin. | | | |
| Type of indicator | Output, Efficiency, Economy. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Quarterly | | | |
| New indicator | Yes Proxy baseline data: 2011/12 R 21 million , 2012/13 R 25 million | | | |
| Output Unit cost (OPTIONAL) | Not applied | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|---|------------|-----------------|-----------------------------------|
| Indicator title | 4.2.1 No of business processes documented | | | |
| Short definition | Overarching workflow of processes. Business processes are inclusive of operational and financial SOPs. | | | |
| Purpose/importance/PSO linkage | To identify inconsistencies between business requirements and electronic systems and highlight associated risks. It also ensures an efficiently managed entity. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport, PSO 12 Building the Best-run Provincial Government in the World. | | | |
| Source of data and or data collation | Documented standard operating procedures An index built and business processes loaded onto ECM. | | | |
| Method of calculation of output | Physical count of the number of business processes reviewed. | | | |
| Target | 25 | | | |
| Target Tolerance levels | Risk Tolerance: 20 Stretch Target: 35 The aim is to document all business processes and SOP's to ensure a smooth operation and to be able to fix responsibilities. The task has commenced in previous financial years and will be continued with till completed. | | | |
| Data limitations | None | | | |
| Type of indicator | Output, Efficiency. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Annually | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | Not applied | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|---|------------|-----------------|-----------------------------------|
| Indicator title | 4.2.2 No of documented business processes reviewed | | | |
| Short definition | Overarching workflow of processes reviewed. Business processes are inclusive of operational and financial SOPs. | | | |
| Purpose/importance/PSO linkage | To identify inconsistencies between business requirements and electronic systems and highlight associated risks. It also ensures an efficiently managed entity. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport, PSO 12 Building the Best-run Provincial Government in the World. | | | |
| Source of data and or data collation | Documented standard operating procedure. An index built and business processes loaded onto ECM. | | | |
| Method of calculation of output | Physical count of the number of business processes drafted. | | | |
| Target | 25 | | | |
| Target Tolerance levels | Risk Tolerance: 20 Stretch Target: 35 Evaluations are done on a regular basis to test business processes against system capabilities. Adjustment is then performed. The nature of adjustments cannot be forecasted and is demand driven. | | | |
| Data limitations | Physical count. Target considered historical trends and anticipated growth in activities. | | | |
| Type of indicator | Output, Efficiency. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Annually | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | Not applied | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|--|--|-----------------|-----------------------------------|
| Indicator title | 5.1.1 No of transport officers trained (operational) | | | |
| Short definition | The training team of GMT present training to transport officers. | | | |
| Purpose/importance/PSO linkage | Knowledge is transferred and information is obtained to improve the operational capacity. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport. | | | |
| Source of data and or data collation | Attendance registers, course material. All training sessions are recorded in FleetMan. | | | |
| Method of calculation of output | Physical count of the number of transport officers attending training | | | |
| Target | 120 | | | |
| Target Tolerance levels | Risk Tolerance: n/a | Stretch Target: 150 | | |
| | n/a | With many transport officers there is much interest in training displayed. The response to training is positive and performance is influenced and subject to this positive demand. | | |
| Data limitations | No data limitations are foreseen. | | | |
| Type of indicator | Output, Efficiency. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Annually | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | Business Sustaining / Not applied | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|--|--|-----------------|-----------------------------------|
| Indicator title | 5.1.2 No of transport officers trained (FleetMan) | | | |
| Short definition | The training team of GMT present training to transport officers. | | | |
| Purpose/importance/PSO linkage | Knowledge is transferred and information is obtained to improve the operational capacity. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport. | | | |
| Source of data and or data collation | Attendance registers, course material. All training sessions are recorded in FleetMan. | | | |
| Method of calculation of output | Physical count of the number of transport officers attending training | | | |
| Target | 40 | | | |
| Target Tolerance levels | Risk Tolerance: n/a | Stretch Target: 60 | | |
| | n/a | With many transport officers there is much interest in training displayed. The response to training is positive and performance is influenced and subject to this positive demand. | | |
| Data limitations | No data limitations are foreseen. | | | |
| Type of indicator | Output, Efficiency. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Annually | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | Business Sustaining / Not applied | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|---|------------|---------------------|-----------------------------------|
| Indicator title | 5.1.3 No of misuse complaints processed | | | |
| Short definition | The process whereby complainants that are reported via a dedicated report line, addressed to the fleet Proxy, are followed up with clients. | | | |
| Purpose/importance/PSO linkage | The complainants are given feedback, the traffic offences are redirected in the names of the respective drivers and clients are issued with the necessary management reports. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport | | | |
| Source of data and or data collation | Misuse capturing form. All incidents and progress are recorded in FleetMan. | | | |
| Method of calculation of output | Electronic count of the number of compliants registered. | | | |
| Target | 300 | | | |
| Target Tolerance levels | Risk Tolerance: 250 | | Stretch Target: n/a | |
| | Subject to public participation and awareness. | | n/a | |
| Data limitations | No data limitations are foreseen, depending on misuse complaints. | | | |
| Type of indicator | Output, Efficiency, Effectiveness. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Annually | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | Not applied | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|--|---|-----------------|-----------------------------------|
| Indicator title | 5.1.4 No of traffic violations processed | | | |
| Short definition | Traffic violations addressed to the fleet Proxy are followed up with clients. | | | |
| Purpose/importance/PSO linkage | The traffic offences are redirected in the names of the respective drivers and clients are issued with the necessary management reports. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport | | | |
| Source of data and or data collation | Traffic fines documentation All incidents and progress are recorded in FleetMan. | | | |
| Method of calculation of output | Electronic count of the number of traffic violations registered. | | | |
| Target | 5 200 | | | |
| Target Tolerance levels | Risk Tolerance: n/a | Stretch Target: 6 000 | | |
| | n/a | All traffic offences received in the name of GMT's proxy, Mr J Koegelenberg, is captured in FleetMan. Due to the sheer volume of said traffic offences the process was automated in FleetMan - as GMT need to obtain the driver details from the Client Department for each traffic offence received. Not all the driver details are received within 5 – 10 working days from the Client Departments when requested by GMT. | | |
| Data limitations | No data limitations are foreseen, depending on violations. | | | |
| Type of indicator | Output, Economy, Efficiency. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Annually | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | R 1.4m (total amount per annum) | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|---|------------|---|-----------------------------------|
| Indicator title | 5.1.5 No of 3 rd party claims processed | | | |
| Short definition | The recording and processing of 3 rd party claims received by following business processes. | | | |
| Purpose/importance/PSO linkage | To settle claims from private individuals and prevent unnecessary legal action. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport. | | | |
| Source of data and or data collation | Case file, claim documents. Incident data recorded to FleetMan. | | | |
| Method of calculation of output | Electronic count of 3rd party claims received. | | | |
| Target | 85 | | | |
| Target Tolerance levels | Risk Tolerance: 70 | | Stretch Target: 100 | |
| | Fewer cases might be registered. This is a reflection of an increase of good driver behaviour. | | More cases might be registered. This is a reflection of an increase of poor driver behaviour. | |
| Data limitations | None | | | |
| Type of indicator | Output, Economy, Efficiency. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Annually | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | The cost for the 77 cases registered for the previous financial year was R1 628 979.55. This amount is dependent on the amount of claims received and the extent of the damage to the private vehicles or the market value of vehicles written off. Cannot be determined correctly. | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|--|------------|--|-----------------------------------|
| Indicator title | 5.1.6 No of accident and losses incidents processed | | | |
| Short definition | The recording and administration of accident and losses incidents reported by following business processes. | | | |
| Purpose/importance/PSO linkage | To ensure a fully operational vehicle fleet. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport. | | | |
| Source of data and or data collation | Case file, accident and losses reports. Incident data recorded to FleetMan. | | | |
| Method of calculation of output | Electronic count of accident and losses incidents recorded. | | | |
| Target | 2 900 | | | |
| Target Tolerance levels | Risk Tolerance: 2 200 | | Stretch Target: 3 100 | |
| | Fewer cases might be registered. This is a reflection of an increase of good driver behaviour. | | More cases might be registered. This is a reflection of an increase of poor driver behaviour. Other risks like poor road conditions, poor condition of private vehicles on the road and other unavoidable natural disasters can also affect this output. | |
| Data limitations | None | | | |
| Type of indicator | Output, Efficiency. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Annually | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | The cost for the 2 601 cases registered for the previous financial year was R12 353 910.49. This amount is dependent on the amount of accidents and losses incidents and the extent of the damage to the vehicles or the market value of vehicles written off. Cannot be determined correctly. | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |

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|--------------------------------------|---|---|-----------------|-----------------------------------|
| Indicator title | 6.1.1 No of registered FleetMan users | | | |
| Short definition | The management of a database of registered FleetMan users by adding new users and removing redundant users | | | |
| Purpose/importance/PSO linkage | To empower GMT staff and clients to achieve high efficient levels of fleet management and reporting. PSO linkage: PSO 3 Increasing Access to Safe & Efficient Transport. | | | |
| Source of data and or data collation | Electronic count (of users captured onto the system) FleetMan report | | | |
| Method of calculation of output | Electronic count of users registered on the database. | | | |
| Target | 450 | | | |
| Target Tolerance levels | Risk Tolerance: n/a | Stretch Target: 480 | | |
| | n/a | The introduction and expansion of the FleetMan system to officials. | | |
| Data limitations | None | | | |
| Type of indicator | Output, Efficiency, Effectiveness. | | | |
| Calculation type | Cumulative | | | |
| Reporting cycle | Annually | | | |
| Indicator status | Unchanged | | | |
| Output Unit cost (OPTIONAL) | Business Sustaining / Not applied | | | |
| Indicator responsibility | HOB | Acting DDG | Adv. K Reinecke | 3rd Floor, 9 Dorp St., 0214835455 |
| POE Location | OpenText ECM | | | |