



Standardized Oversight, Accountability and Reporting for Gauteng Province
(SOAR-GP)

**Quarter Performance Report of gFleet MANAGEMENT for:
Quarter Four of the 2020 / 2021 Financial Year**

SOAR-GP_gFleet Management_QRF_TEMPLATE_v17/Quarter 4



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[i] EXECUTIVE SUMMARY

[j] EXECUTIVE SUMMARY

The executive summary should be a Strategic Statement of Performance by the Director-General/Head of Department / Entity. The executive summary provides a high-level overview of the financial and non-financial performance of the Department / Entity for the Period under review (without going into detail).

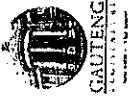
Three areas of the National Development and job creation (i.e. Decent employment, through inclusive economic growth) are actively pursued by g-Fleet Management namely:

- 1) **Economic transformation and job creation** (i.e. Decent employment, through inclusive economic growth)
 - Below is g-Fleet Management responsible outcome programme
 - Revitalize township economy
- 2) **Building a capable, ethical and developmental state** (i.e. An efficient, effective and development orientated public service and empowered, fair and inclusive citizenship)
 - Below are g-Fleet Management responsible outcome programmes
 - Improve efficiency & customer service
 - Maximise return on investment
 - Safeguard state assets
 - Clean administration
 - Improved debt collection
 - Improve turnaround times and performance through automation
 - Improve customer satisfaction and loyalty
- 3) **A better Africa and world** (Create a better South Africa, a better Africa and a better world, promotion of the energy efficiency and reduction of emission in all transport modes)
 - Below are g-Fleet Management responsible outcome programme
 - Reduce the Entity's Carbon footprint

In responding to the issues highlighted above, the Entity has a total number of 13 targets. A total of 10 targets have been achieved. A total number of three targets have not been achieved. In addition, the Entity has committed itself to improve Occupational Health and Safety through rehabilitating existing infrastructure to ensure compliance with the act. As such, a number of contractors were appointed through Department of Infrastructure and Development (DID) to finalise and rehabilitate three buildings as well as rehabilitate other buildings currently used by g-Fleet staff.

Finally, an operations strategy for the Entity has been adopted and approved for implementation by the Office of Head of Department. The strategy details a number of programmes that must be implemented in order to improve efficiency in the operations of the Entity holistically. A Business case has been submitted to Department of eGovernment to ascertain whether they can develop and implementation of the new fleet system.

The Entity continues to observe all COVID-19 protocols as required by various prescripts. Finally, a total of 33 posts has been advertised – the Entity busy with the process of shortlisting.



1) STRATEGIC PRIORITIES



1.1 DEPARTMENT / ENTITY ACHIEVEMENT OF STRATEGIC PRIORITIES



[1.1] DEPARTMENT / ENTITY ACHIEVEMENT OF STRATEGIC PRIORITIES			
STRATEGIC LINKAGES		STRATEGIC PLANNING	STRATEGIC REPORTING
1	2	3	4
NDP/MTSF Priority	GGT Priority	Outcome as per approved Dept Strat Plan	Summarised Dept Performance during Q4
<i>Captured exactly as it is from MTSF 2019-2024</i>	<i>Captured exactly as it is from GGT-2030 Plan of Action</i>	<i>Exactly as per Strat Plan / APP</i>	<i>High level performance summary in relation to the adjoining columns for the Quarter under review</i>
Decent employment, through inclusive economic growth	Economic transformation and job creation (Speeding up growth and transforming the economy to create decent work and sustainable livelihoods)	Revitalize township economy	<ul style="list-style-type: none"> Due to the aggressive implementation of the policy, the Entity reported an annual average of 48% on the procurement spent on township businesses.
An efficient, effective and development orientated public service and empowered, fair and inclusive citizenship	Building a capable, ethical and developmental state (Building a developmental state, including improvement of public services and strengthening of democratic institutions)	Improve efficiency & customer service	<ul style="list-style-type: none"> The number of days taken for mechanical repairs was 11 days, this was due to fewer vehicles referred for mechanical repairs during the period under review. The number of days for accident repairs were delayed due to challenges related to the expiring of the RT46 managed maintenance contract, its lead out process and migration to the new RT46 service provider. Procurement of vehicles improves the overall fleet age, thus keeping the fleet age at less than 4 years.
		Maximise return on investment	<ul style="list-style-type: none"> The average percent of rental days for VIP self-drive vehicles was 64.21% during the 4th quarter, this was due to an increase in client demand. The percentage for rental days for Pool vehicles was 95.82% for the period under review. This was also due to increase in client demand.
		Safeguard state assets	<ul style="list-style-type: none"> 90% of the in-service vehicles were tracked during the period under review
		Clean Administration	<ul style="list-style-type: none"> The Entity received an unqualified opinion with matters of emphasis from the Auditor General for the 2019/20 financial year.



<p>Create a better South Africa, a better Africa and a better world</p> <p>Promotion of the energy efficiency and reduction of emission in all transport modes</p>		<p>Improved Debt Collection</p> <p>Improve customer satisfaction and loyalty</p> <p>Reduce the Entity's Carbon footprint</p>	<ul style="list-style-type: none"> o Through aggressive implementation of debtor's management policy, the Entity managed to reduce the average debtors' collection days by 20.14% well above its target of 15%. o Due to the number of clients who participated in the customer survey, it indicated that 75% of clients are satisfied with the overall services of the Entity. o A concerted effort was made to procure vehicles with CO2 emissions below 120g/km. The Entity exceeded this target by having 4.8% of passenger vehicles with CO2 emission below 120g/km.
	<p>A better Africa and world</p> <p><i>(Pursuing African development and enhanced international cooperation)</i></p>		

1.2 PERFORMANCE AS PER APP TARGETS

1.2 [PERFORMANCE AS PER APP ANNUAL AND QUARTER TARGETS]

Note:

Create a similar table for each Programme in the Department / Entity

Programme Nr	One	Programme Name	Operational Management Services				
Purpose of the Programme This programme is responsible for providing fleet management services that are effective and client focused.							
PLANNING							
Outcome (as per approved Dept Strat Plan)	Output	Output Indicator	Annual Target	Q4 Target	Q4 Actual Achievement	Reason for Deviation	Mitigating measure (with timeframe)
Exactly as per Strat Plan / APP	Exactly as per APP	Exactly as per APP	Exactly as per APP	Exactly as per APP	State exact actual achievement for this Quarter	Why was this target not achieved (or overachieved)	What will be done to ensure target is achieved or that similar deviation does not recur
Reduced Carbon footprint from the Entity	Passenger vehicles with CO2 emissions below 120g/KM (environmentally friendly)	% of passenger vehicles with CO2 emissions below 120g/KM	1% of passenger vehicles with CO2 emissions below 120g/KM	1%	4.8%	Concerted effort was made to procure vehicles with CO2 emissions below 120g/km.	The target will be upwardly adjusted.
Improve efficiency and customer service	Average age of fleet	Average age of fleet	≤4 years	≤4 years	3.7 years	New vehicles procured improves the overall fleet age.	n/a
Maximised return on investment	Percentage of vehicles auctioned	Percentage of vehicles auctioned as per approved list by 2024	60% of vehicles auctioned	60% of vehicles auctioned throughout the year	Auction was not conducted during quarter 4	The Entity had to conduct a thorough security and risk assessment on the vehicles earmarked for auction.	Auction plan will be developed and executed early in the quarter.

1.2 [PERFORMANCE AS PER APP ANNUAL AND QUARTER TARGETS]

Note:

Create a similar table for each Programme in the Department / Entity

Programme Nr	One	Programme Name
		Operational Management Services
Purpose of the Programme		
This programme is responsible for providing fleet management services that are effective and client focused.		

PLANNING

REPORTING

Outcome (as per approved Dept Strat Plan)	Output	Output Indicator	Annual Target	Q4 Target	Q4 Actual Achievement	Reason for Deviation	Mitigating measure (with timeframe)
Safeguard state assets	Vehicles tracked	% of in-service vehicles tracked.	85% of in-service vehicles tracked.	85 % of in-service vehicles tracked (5362)	90% (5667)	Vehicles are being tracked on both the old and new contract.	n/a
Improve efficiency & customer service	Turnaround times on mechanical repairs	Number of days taken for mechanical repairs	20 days	20 days	11 days	Target was over achieved due to fewer vehicles referred for mechanical repairs as a result of Covid 19 pandemic, and also the close monitoring of vehicles under repairs.	Maintain close monitoring of vehicles under repairs.
Improve efficiency & customer service	Turnaround time on accident repairs	Number of days taken for accident repairs	40 days	40 days	52,4 Days	Extended turn-around is attributed to issues related to Covid-19 pandemic, the expiring of the RT 46 managed maintenance Contract, its lead out processes, and migration to a new RT 46 service provider.	Realignment of accident repairs process with the new RT46 service provider to improve efficiency.
Improve client experience. Improve	Percentage of client satisfaction	% of client satisfaction	78%	78%	75%	Achievement of target is dependent on the level of satisfaction of clients	1. For the 2022/23 client satisfaction survey an accurate client database must

1.2 [PERFORMANCE AS PER APP ANNUAL AND QUARTER TARGETS]

Note:

Create a similar table for each Programme in the Department / Entity

Programme Nr	One	Programme Name	Operational Management Services
Purpose of the Programme This programme is responsible for providing fleet management services that are effective and client focused.			
PLANNING			
Outcome (as per approved Dept Strat Plan)	Output	Output Indicator	Annual Target
customer satisfaction and loyalty			
REPORTING			
Q4 Actual Achievement	Reason for Deviation	Mitigating measure (with timeframe)	
	as determined by their experience with different services and product offering. The number of clients who participated in the survey also plays a role, of those reached to be part of the survey 75% are satisfied with overall services	be provided to reach sufficient clients as possible. 2. Business unit managers to each develop strategies to mitigate those areas of dissatisfaction in their programmes.	

1.2 PERFORMANCE AS PER APP ANNUAL AND QUARTER TARGETS]

Note:

Create a similar table for each Programme in the Department / Entity

Programme Nr	Two	Programme Name	Corporate and Financial Management				
Purpose of the Programme This programme is responsible for ensuring a well-run organization by designing and maintaining effective systems and processes that will result in optimal use of the Entity's assets in delivery of services.							
REPORTING							
Outcome (as per approved Dept Strat Plan)	Output	Output Indicator	Annual Target	Q4 Target	Q4 Actual Achievement	Reason for Deviation	Mitigating measure (with timeframe)
Exactly as per Strat Plan / APP	Exactly as per APP	Exactly as per APP	Exactly as per APP	Exactly as per APP	State exact actual achievement for this Quarter	Why was this target not achieved (or overachieved)	What will be done to ensure target is achieved or that similar deviation does not recur
Maximise return on investment	Average % of rental days utilised	Average % of rental days utilised by VIP self-drive vehicles.	50% of rental days utilised for VIP self-drive vehicles	50% of rental days utilised for VIP self-drive vehicles	64,21%	Increased client demand	n/a
Maximise return on investment	Average % of rental days utilised	Average % of rental days utilised for Pool vehicles	69% of rental days utilised for Pool vehicles	69% of rental days utilised for Pool vehicles	95,82%	Increased client demand	n/a
Clean Administration	Unqualified opinion from Auditor General	Unqualified opinion from Auditor General	Unqualified opinion from Auditor General	Unqualified opinion from Auditor General	Unqualified opinion with matters of emphasis from Auditor General for 2019/20.	n/a	n/a
Township Economy Revitalization (TER)	Spending on Township businesses	30% of procurement spent on goods and services and construction	30% of procurement spent on goods and services and construction	30%	48%	Aggressive implementation of the policy	n/a

1.2 PERFORMANCE AS PER APP ANNUAL AND QUARTER TARGETS

<p>Note: Create a similar table for each Programme in the Department/ Entity</p>						
Programme Nr	Two	Programme Name	Corporate and Financial Management			
Purpose of the Programme	This programme is responsible for ensuring a well-run organization by designing and maintaining effective systems and processes that will result in optimal use of the Entity's assets in delivery of services.					
PLANNING						
Outcome (as per approved Dept Strat Plan)	Output	Output Indicator	Annual Target	Q4 Target	Q4 Actual Achievement	Mitigating measure (with timeframe)
Improved Debt collection	Reduced debtor's collection	(Excluding all Transversal contracts TR3, RT15, RT46 and RT57 etc. All non-procurement spent e.g Municipal Accounts, AG, claims against State) Average debtors' collection days (excluding outstanding balances of clients that have payment arrangements	(Excluding all Transversal contracts TR3, RT15, RT46 and RT57 etc. All non-procurement spent e.g Municipal Accounts, AG, claims against State) 15% (excluding outstanding balances of clients that have payment arrangements with the Entity)	15% (excluding outstanding balances of clients that have payment arrangements with the Entity)	20.14%	Through aggressive implementation of debtor's management policy, Gauteng Health Department was persuaded to settle the outstanding balance it owed from previous years.
						Not applicable

1.2 PERFORMANCE AS PER APP ANNUAL AND QUARTER TARGETS

Note:

Create a similar table for each Programme in the Department / Entity

Programme Nr	Two	Programme Name	Corporate and Financial Management
Purpose of the Programme This programme is responsible for ensuring a well-run organization by designing and maintaining effective systems and processes that will result in optimal use of the Entity's assets in delivery of services.			
PLANNING			
Outcome (as per approved Dept Strat Plan)	Output	Output Indicator	Annual Target
Improve efficiency and customer services	ICT Strategy developed and implemented	with the Entity ICT Strategy developed and implemented	1 Module / process approved in the strategy and implemented
REPORTING			
Q4 Actual Achievement	Q4 Target	Reason for Deviation	Mitigating measure (with timeframe)
ICT Strategy developed and approved but not implemented	1 Module / process approved in the strategy developed and implemented	Our planning included: <ul style="list-style-type: none"> • Early compilation and approval of the submission to appoint a service provider by HoD • Continuous engagements with the appointed service provider to track progress on the development of the ICT strategy 	<ul style="list-style-type: none"> • There are continuous engagements with e-GOV to finalize the procurement of the smart and digitally integrated fleet management solution system by 2021/2022 • The development and implementation of the module/process would occur take place once the service provider has been appointed by 2021/22

1.3 EMERGING PRIORITIES

1.3 [DEPARTMENT / ENTITY UNPLANNED / EMERGING PRIORITIES]

These are those projects / priorities that the Department / Entity has had to action, but were not part of the APP [e.g. unforeseen, unplanned, urgent]

Nr	Name of Project	Detail of Project	Projected end date	Progress to date / current Status	Challenges / Risks / Requests for intervention	Why was this not planned for	How is it being funded?
1	COVID-19 compliance requirements	PPE for office and for vehicles	Full Year	<p>PPE Packs were distributed to various business units & regional offices</p> <ul style="list-style-type: none"> o Backpacks used for disinfecting offices and vehicles have been received. o Visor (Frontline) o Pack of gloves (Frontline) o Pack of surgical masks o Sanitizer – 70% alcohol o Sanitizer – non-alcoholic for cleaning computers & equipment o Pamphlet o Temperature scanners (at all main gates at Bedfordview Koedoespoort Ipeleng and Regional Offices) o Registers (for regions) o Protective cover partitions to separate drivers and passengers received and installed in VIP vehicles. 	<p>Availability of required PPE in the market</p> <p>Turnaround delivery times</p> <p>Overpricing</p>	<p>COVID-19 epidemic was not predicted</p>	<p>By shifting of funds from other programmes</p>

1.4 PERFORMANCE VERIFICATION AND EVIDENCE

1.4 [PERFORMANCE VERIFICATION AND EVIDENCE]

How does the Department / Entity maintain portfolios of evidence to verify its reported performance information

Portfolio of Evidence for each output is prepared, verified and approved by the responsible manager. The POE is scanned and submitted together with the quarterly report.

2) DEPARTMENT / ENTITY PROJECT MANAGEMENT

2. [DEPARTMENT / ENTITY INFRASTRUCTURE / CAPITAL PROJECTS]						
Name of Project	Brief description of project	Start Date	End Date	Current Status	Challenges	Requests for Intervention
Renovations of 3 Buildings in Bedfordview (Wellness Centre, Panel beating and Car Wash Ablution)	<p>To renovate the buildings that were erected and not finished due to challenges with Contractors and Professional Team, the projects halted and Litigation process is underway.</p> <p>1) Wellness Centre: Building aimed for a Gym and Canteen with Sick Bay and offices for building management.</p> <p>2) Panel beating building aimed at conducting in-house panel beating services with in-house Apprenticeships programme.</p> <p>3) Car wash ablation building aimed at providing ablation services (i.e. Kitchen/Pause Area, Showers and Toilets for staff washing vehicles and clients bringing vehicles for washing.</p>	22 October 2020	14 October 2021.	<p>Project is underway</p> <ul style="list-style-type: none"> Wellness Centre: Building at 70% complete Panel beating building at 30% complete Car wash ablation building at 99% complete <p>Project Progress meetings scheduled and coordinated on a fortnight basis</p>	NONE	NONE

2. [DEPARTMENT / ENTITY INFRASTRUCTURE / CAPITAL PROJECTS]

Name of Project	Brief description of project	Start Date	End Date	Current Status	Challenges	Requests for Intervention
Phase 2 Infrastructure Projects in Bedfordview	<p>Renovations of Existing buildings.</p> <p>Building of a New Admin Block and renovations of other buildings to align to the g-Fleet Operating Mode/Business Operational Flow.</p> <p>Accommodation of all g-Fleet employees as other are temporarily accommodated at DRT Officers, 45 Commissioner Street in Johannesburg</p> <p>Security Infrastructure Upgrade (e.g. High Walls, Security Control Room, Auction offices and Carports for vehicles to safeguard against weather and theft.</p>	To be determined	To be determined	<ul style="list-style-type: none"> Professional Team terminated services. Handover of all required documentation electronically to DID completed and confirmed by DID. Submission for the approval of the Final invoice is en-route for DID HOD's approval before submission for payment by g-Fleet T. DID HOD approved the invoice. Invoice and Submission currently DRT Legal Services for finalisation 	Delays in the finalisation of the Legal Dispute.	NONE

3 DEPARTMENT / ENTITY FINANCIAL PERFORMANCE

3.1 DEPARTMENT / ENTITY BUDGET EXPENDITURE FIGURES

3.1 DEPARTMENT / ENTITY BUDGET EXPENDITURE FIGURES						
Programme	Final Appropriation	Projected Budget for the Quarter under review	Actual Expenditure for the Q Under review	Percentage Expenditure for the Q Under review	Actual Expenditure (Year to Date)	Percentage Expenditure (Year to Date)
<i>Name of the specific Programme</i>	<i>Total allocation for the entire FY</i>	<i>Actual amount projected to be spent during the Q under review</i>	<i>Amount actually spent during the Q under review</i>	<i>% actually spent (% of Quarter Projection)</i>	<i>Amount actually spent from start of FY</i>	<i>% actually spent from start of FY (% of total allocation)</i>
OFFICE OF THE CEO	R 3,309,791	R 1,638,883	R 880,534	54%	R 3,046,932	92%
OFFICE OF THE CFO	R 8,094,685	R 1,389,790	R 357,765	26%	R 6,552,606	81%
FINANCIAL SERVICES	R 17,436,322	R 4,296,065	R 3,597,486	84%	R 14,982,217	86%
OPERATIONS AND CORPORATE SERVICES	R 624,686,071	R 145,397,046	R 139,111,846	96%	R 598,207,177	96%
Totals	R 653,526,869	R 152,721,784	R 143,947,632	94%	R 622,788,932	95%

3.2 DEPARTMENT / ENTITY KEY FINANCIAL INDICATORS

3.2 [DEPARTMENT / ENTITY KEY FINANCIAL INDICATORS]

If there was over / under spending of greater than 3% of projection, what were the main challenges that led to the over / under spending

The underspending of 6% (during Quarter 4) by the Entity was mainly caused by plunging in the expenditure of goods and services which can be attributed to lockdown inactivity

What are the mitigating measures to remedy over / under expenditure

In future, the Entity's projections will consider the vacant post of the CFO.

What is the Department / Entity's achievement with respect to GEYODI responsive budgeting / procurement for the period under review

Please refer to page 24

What is the Department / Entity's achievement with respect to township economy / SMME / Local procurement for the period under review

48%

A summary for the period under review with respect to overspending / underspending against projections

Item description	Projections	Actual	Variance	Comments
Good and services (e.g Fuel and oil; Accommodation, conference and air travelling)	68,755,304	48,779,293	19,976,011	Large part of Quarter 4 was alert level 3 which led to non-movement in most items.

A summary for the period under review with respect to payment of service providers within 15-30 days

- The Entity achieved 61% in terms of invoices paid within 15 days
- The Entity achieved 96% in terms of invoices paid within 30 days

A summary for the period under review with respect to fruitless, wasteful and irregular expenditure

- Irregular Expenditure incurred – property rental – R464,388
- Fruitless and wasteful expenditure – R133,832

A summary for the period under review with respect to spending on conditional grants

Not applicable

4 RESOLUTIONS AND PETITIONS MANAGEMENT

4.1 RESOLUTIONS MANAGEMENT

4.1 [RESOLUTION MANAGEMENT (for Resolutions received during the period under review)]					
Ref Nr	Date Received	Due Date	Detail / Title of Resolution	Progress to Date / Current Status	Date submitted to GPL
	26 Nov 2020	26 Feb 2021	That the g-Fleet Management should provide the Committee with a detailed report on the development and implementation of the ICT strategy including the remedial actions, budgets thereof and reviewed timeline	The ICT strategy has been completed by 31 March 2021. SITA was contracted to develop the strategy at a cost of R473, 329.18	
<i>Add as many rows as required</i>					
Total number of Resolutions received from GPL during this Quarter					
Total number of Resolutions responses due to GPL during this Quarter					
Total number of Resolutions responded to and submitted back to GPL during this Quarter					

4.2 PETITIONS MANAGEMENT

4.2 [PETITIONS MANAGEMENT [for Petitions referred by the GPL during the period under review]]					
Ref Nr	Date Received	Due Date	Detail / Title of Petition	Progress to Date / Current Status	Date submitted to GPL
None	None	None	None	None	
Total number of Petitions received from GPL during this Quarter					N/A
Total number of Petitions responses due to GPL during this Quarter					N/A
Total number of Petitions responded to and submitted back to GPL during this Quarter					N/A

5 PUBLIC ENGAGEMENT BY THE DEPARTMENT / ENTITY

5. [PUBLIC ENGAGEMENT BY THE DEPARTMENT / ENTITY]
The steps / measures the Department / Entity has taken to meaningfully involve the public / stakeholders in the course of its work / service delivery during the period under review
Not Applicable – The Entity does not directly engage with the public, it only has direct engagement with Client Departments.
Public Education programmes of the Department / Entity during the period under review
Not Applicable
Feedback sessions conducted by the Department / Entity during the period under review
Not Applicable

7 GEYODI EMPOWERMENT

7. GEYODI EMPOWERMENT	
What has been the Department / Entity achievement on actual GEYODI Empowerment in communities during the period under review	
GENDER	5
YOUTH	12
DISABLED	0
SENIOR CITIZENS	1
These were created through the contractor appointed by DID (EPWP) to renovate the three buildings at g-Fleet Management	
What has been the Department / Entity achievement on actual EQUITY TARGETS	
HDI	81%
YOUTH	23%
DISABLED	1%
WOMEN	39%
MILITARY VETERANS	1%

8 REQUESTS FOR INFORMATION

8.1 AGSA REQUESTS FOR INFORMATION

8.1 [Auditor – General REQUESTS FOR INFORMATION RECEIVED DURING THE PERIOD UNDER REVIEW]	
Total number of AGSA Requests for Information received from AGSA during this Quarter	none
Total number of AGSA Requests for Information due during this Quarter	n/a
Total number of AGSA Requests for Information responded to and submitted back to AGSA during this Quarter	n/a

8.2 PSC REQUESTS FOR INFORMATION

8.2 [Public Service Commission REQUESTS FOR INFORMATION RECEIVED DURING THE PERIOD UNDER REVIEW]	
Total number of PSC Requests for Information received from the PSC during this Quarter	None
Total number of PSC Requests for Information due during this Quarter	None
Total number of PSC Requests for Information responded to and submitted back to the PSC during this Quarter	None

9 DEPARTMENT / ENTITY CAPACITY

9.1 [HUMAN RESOURCE CAPACITY]			
During the period under review...			
Total number of posts on the Dept. Structure as at the last day of the period under review	Total number of posts currently filled as at the last day of the period under review	Total number of vacant posts as at the last day of the period under review	
275	204	71 (33 Posts advertised)	
Total number of acting positions as at the last day of the period under review	Total number of terminations during the period under review	Total number of new appointments during the period under review	
9	0	0	
Total number of suspensions during the period under review	Summarized information on the GEYODI / HDI compliance for the period under review		
0	n/a		

10 CHALLENGES / REQUESTS FOR INTERVENTION

10.1 CHALLENGES

10.1 [CHALLENGES]		
Challenge	Consequence	Recommendation
<i>What is the challenge?</i> Due to lockdown, the Entity had to stop installation of the new comprehensive tracking solution tender.	<i>What consequence is it having</i> Therefore, the Entity could not rollout the implementation plan as approved	<i>How the challenge can be resolved</i> The country moving to level 1 forced the Entity to review the rollout plan to adjust the installation process to make sure that all vehicles in Gauteng are fitted with the new tracking solution by 30 June 2021.
Staff Capacity (shortage of staff)	Delays on service delivery	Expedite recruitment of staff
RT 46 contract related challenges	Poor service delivery	Tighten up SLA and enforce penalties as per SLA
Lengthy turn-around time on repairs	Extended down time on vehicles under repairs	Reasonable access to RT46 contract fleet management system to closely monitor all vehicles under repairs.
None integrated/interfaced systems	Inefficient fleet maintenance operations	Procurement of Fleet Management System

10.2 REQUESTS FOR INTERVENTION

10.2 [REQUESTS FOR INTERVENTION]		
What area / subject does this relate to	What intervention is sought from the Legislature?	Why is this intervention sought



11 ADOPTION

It is hereby certified that this Quarterly Performance Report accurately reflects the actual outputs for the quarter under review.

Ms. Revenue Mathews
Director: Portnet Fleet

Signature: 

Mr. Mabodzi Mamekela
Acting Director: Finance

Signature: 

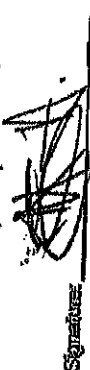
Ms. Sekanie-Jafa
Director: TSS

Signature: 

Mr. Sifiso Mhlongo
Acting Director: Fleet Maintenance

Signature: 

Mr. Douglas Scott
Acting Director: VIP and Pool

Signature: 

Mr. Chris Masonbuka
Deputy Director: ICT


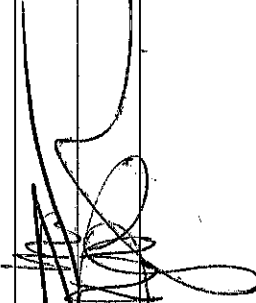
Signature: 

Mr. Ntshani Ntshakalapho
Acting Chief Operations Officer

Signature: 

SOAR-GP_DEPT/ENTITY_ORF_TEMPLATE_v17

gFleet Management hereby presents this Quarter Performance Report to the Gauteng Provincial Legislature as a true and accurate representation of its work during the period under review.

Department / Entity Approval	
Name of Department / Entity	gFleet MANAGEMENT
Which Financial Year	2020/21
Which Quarter	4 th QUARTER
Head of Entity	MS NOXOLO MANINJWA 
Head of Department	MR. MAKHUKHU MAMPURU 
MEC	MR. JACOB MAMABOLO 