

## Find&Fix finds its way to parliament



CoGTA Minister Pravin Gordhan

“The acknowledgement by Minister Gordhan confirms that we are on the right path to be the best roads authority in South Africa. Indeed, it feels good to receive acknowledgement for our efforts.”

The JRA believes that better information has an improved effect on service delivery. In the past, queries often received by the JRA regarding road, traffic signal and storm water infrastructure and maintenance were inaccurate, vague or incomplete. The Find&Fix app conveniently intervenes with its ability to automatically capture the exact GPS location of a defect, also allowing users to add photos and descriptions to their query in order for the JRA to effectively “Fix” the issue.

In a prepared speech for the State of the Nation Address (SONA) debate, Cooperative Governance and Traditional Affairs (CoGTA) Minister Pravin Gordhan hailed the Johannesburg Roads Agency (JRA)’s Find&Fix mobile application as “very useful” in improving service delivery.

Find&Fix positions the JRA as an accessible, interactive and listening organisation that is at the forefront of creative solutions and engineering excellence.

It also encourages active citizenry and empowers communities to take the lead in service delivery issues.

Minister Gordhan said the app is a perfect example of innovative thinking in municipalities.

As a responsible organisation committed to road safety, the JRA is not encouraging motorists to be on their phones while driving. Motorists can report the faults at a later period selecting the location at which the issue was experienced or spotted. Users can also update details of road and related infrastructure problems.

Since its inception, the award-winning Find&Fix app has become the pride of Johannesburg Citizens and has received a host of positive feedback in the media and the City.

The app runs on Android, Windows and iOS smartphones and currently has 11000 users, a number that grows rapidly.

The app is one of the many platforms citizens can use to report road infrastructure faults. Other platforms are Twitter: @MyJRA, Call centre: 0860 562 874, Email: [hotline@jra.org.za](mailto:hotline@jra.org.za).

JRA Managing Director Skhumbuzo Macozoma says the recognition in parliament by the Minister is an affirmation of the good work being done at the JRA.