



a world class African city



City of Johannesburg
Johannesburg Roads Agency

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Media Release

HIGHEST ACCOLADES FOR CITY'S JRA FIND & FIX APP

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For Immediate Release**

The Johannesburg Road Agency (JRA)'s ground-breaking Find & Fix mobile app received top honours at the Microsoft Partner Network Awards 2014 held at the Inanda Club in Sandton, Johannesburg on 2 October 2014. This innovation from the City, the first of its kind in the country, continent and entire Southern Hemisphere, was developed for the JRA by Enterprise Information Management (EIM) solution provider, Intervate. The Find & Fix app was instrumental to Intervate in winning:

- Microsoft Application Development Partner of the Year of the year award;
- Public Sector Industry Award; and
- Winner of the prestigious Managing Director's Award.

The annual awards ceremony honours Microsoft partners for delivering innovative solutions that directly address customer challenges.

The JRA Find & Fix app has created a partnership between Joburg citizens and the JRA by providing the latest technology with which to report any road related defect at the touch of a button. Since the launch of the JRA Find & Fix app in May 2014, 5728 citizens have registered on the app and 9749 issues on potholes, traffic signals, storm water drains, manhole covers, and other infrastructure matters have been reported.

The Find & Fix app - tagged as "snap it, send it, and we'll fix it" - is freely downloadable on mobile operating System platforms such as Windows Phone 8, Android and iOS.

"This app has positioned the City of Johannesburg and the JRA at the forefront of technology and innovation, truly embodying the City's tagline to be 'A world class African City', a great achievement benefitting the community at large. It forms part of the JRA's turnaround strategy and service delivery drive", says Skhumbuzo Macozoma, JRA Managing Director.

One of the interesting features of the app is its ability to provide an accurate location of the infrastructure that requires fixing through the exact GPS coordinates. This enables citizens to take a picture and send the evidence through to the JRA. This also provides the Agency with a growing database of information that enables it to identify trends and improve its efficiency and productivity over time. Exciting app enhancements to be released within upcoming weeks include:

- Selecting the location from the map i.e. remote logging of an issue;
- Editing of service requests prior to actioning;
- Notifications of status changes to issue;
- Details of other logged issues from the map;
- Location locking and map filter option; and
- The ability to send bulk notifications to app users via their "My Issues" list.

Directors:
Chairman: K Shubane, Managing Director: DS Macozoma, CFO: G Mbatha Non-Executive
Directors: M Maimane, A Torres, M Dlamini, N Msezane, E Ngomane, L Mashamaite, L
Nxumalo, H Mashele, Company Secretary: K Mills

Registration No. 2000/028993/07

The Agency encourages residents to report all road and storm water related issues, including potholes to 0860 562 874/ hotline@jra.org.za / twitter @MyJra./ and the new JRA Find&Fix app.

ENDS

About the Johannesburg Roads Agency (JRA)

The JRA is a City-owned agency responsible for the maintenance, repair and development of Johannesburg's road network and storm water infrastructure, including bridges and culverts, traffic lights and signage.

The organisation is committed to providing quality roads that are accessible, safe and liveable for our communities.

The JRA encourages residents to report road and storm water issues to 0860 562 874/ hotline@jra.org.za / twitter @MyJra so that we may be of service.

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