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City of Johannesburg  
Johannesburg Roads Agency

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## Media Release

### TO BE MORE IN TOUCH WITH RESIDENTS, JRA LAUNCHES FIND & FIX APP FOR TESTING

24 April 2014

For Immediate Release

**Johannesburg, Gauteng, SA.** In demonstrating to Joburg citizens it is serious about service delivery and now being more accessible than ever before, the **Johannesburg Road Agency (JRA)** is launching its Find & Fix mobile application for testing by citizens. The official launch is set for 14 May 2014 once testing on all platforms is finalised.

“The app is the first of its kind to be launched in the Southern Hemisphere; Middle East, Asia, and Africa regions. Another African first for Joburg,” says **Skhumbuzo Macozoma, MD of JRA** explaining, “the Find & Fix app will assist the public to report potholes, faulty traffic signals, storm water drains, manhole covers, and other infrastructure issues related to JRA.”

The app will feature an accurate location with GPS co-ordinates and make it easy to provide photo evidence, which improves the JRA’s assessment of what is required to fix the fault, thereby enhancing efficiency and increasing productivity.

Once launched, the Find & Fix app will be free and easy to use and can be downloaded for most mobile Operating System platforms such as Windows Mobile, Android and iOS for Apple. Issues can thus be reported with just a few clicks.

“We call on citizens to join in testing this exciting and innovative application,” Macozoma comments, “Residents can download the beta testing app for Microsoft platforms from 25 April, Android phones on 2 May and iOS systems on 9 May.”

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 launch of this testing phase for the mobile app is part of the JRA service delivery drive called the “just tell us” campaign, which is an initiative to ensure that the JRA is more accessible to citizens and road users in the City. The “just tell us” campaign also seeks to stimulate the City’s “Active Citizenry” priority focus which promotes active involvement of citizens in the City’s service delivery activities.

Macozoma says, “JRA is taking its obligations very seriously, and we urge the community to be actively engaged, and report issues by using available contact points.”

The JRA has implemented an email address, as well as twitter and Facebook sites to allow residents to interact on platforms convenient to them. JRA is also launching the service delivery mailbox for service frustrations that have not been resolved the first time or as promised.

Macozoma says, “JRA is committed to become a centre of engineering excellence with service delivery efficiencies and satisfied customers.”

The JRA encourages residents to report all road and storm water related issues, including potholes to 0860 562 874/ [hotline@jra.org.za](mailto:hotline@jra.org.za) / twitter [@MyJra](https://twitter.com/MyJra)./ and the new JRA Find&Fix app

**ENDS**

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#### **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](mailto:hotline@jra.org.za) / twitter [@MyJra](https://twitter.com/MyJra) so that we may be of service.***

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