

Title	Government Motor Transport Client Portal for Office of the Chief Justice
Organisation	Mobility Department, Western Cape Province
Innovation	<p>The approach of engaging the Office of the Chief Justice (OCJ) officials in the design of the platform proved to be valuable in all areas of the project. The OCJ identified a number of officials to work with Government Motor Transport (GMT) to be part of the task team. The team met regularly throughout the development process and provided valuable insights and inputs into creating a portal that would provide the OCJ with a capability that would significantly ease the administrative burden of managing the Judge's vehicles.</p> <p>The design of the portal in terms of user experience, was based on complexity theory, specifically visual complexity which has multiple effects on user cognition and experiences. Feedback from the OCJ testers was that the intuitive design was easy to follow and understand. A guide was therefore sufficient and training was not required. The portal was created to leverage the data that exists in systems across GMT, as well as via external integrations with systems such as the Administrative Adjudication of Road Traffic Offences (AARTO) as well as data from technology on board vehicles. Security, as a key factor, was built in at department and role level. This enables users to see only the information that they are authorised to access. The overall architecture enables the portal to be rolled out to all GMT client departments while ensuring that clients see their own information only via a logical separation of data. Previously, access to billing (including mileage, fuel and toll consumption information) and tax information was fragmented and difficult to retrieve. The portal consolidates this data, allowing the client to view historical and current data. This transparency and ease of use has enabled the OCJ to more effectively ensure tax compliance at the end of the financial year. The inclusion of risk-related data like losses, accidents and traffic fines, allows the client to track incidents and manage associated costs. The most significant feature with regards to reporting, comes in the form of interactive reporting capability. The client is able to download the information that they need in multiple formats.</p>
Impact	<p>The Client Portal has enhanced responsiveness through real-time access to vehicle information which enables the OCJ to respond immediately to issues such as vehicle maintenance, traffic fines, or billing discrepancies. This has reduced delays in decision-making and allowed for quicker resolution of operational challenges. It has also increased efficiency in fleet operations, as the portal provides a centralised platform for managing all fleet-related data, reducing the time and effort required to access critical information. Administrators can now track vehicle health, schedule maintenance, and manage lease agreements with ease.</p>