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**MINISTRY OF POLICE**

**REPUBLIC OF SOUTH AFRICA**

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**NATIONAL ASSEMBLY**

**FOR WRITTEN REPLY**

**QUESTION 1572**

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**(INTERNAL QUESTION PAPER NO 20- 2017)**

**1572. Mr Z N Mbhele (DA) to ask the Minister of Police:**

What (a) is the average time period that police vehicles spend waiting for repairs and maintenance at Government garages in each province, (b) are the main reasons for the delays experienced and (c) plans have been put in place to reduce the delays in each case?

NW1773E

**REPLY:**

1. Performance benchmarks were implemented at all SAPS Garages, in order to ensure the timeous turnaround of SAPS vehicles, to ensure that adequate vehicles are available at all stations and units.

The following benchmarks were implemented and are monitored on a monthly basis:

1. Opening and closing of job cards per garage within specific timeframes for the following types of repairs and services:
* Accidents – 30 days;
* Damages – 15 days;
* Repairs – five days; and
* Services – one day.
1. The set production standard of individual artisans per Garage is set at 90%.
2. The vehicle availability percentage is set at 86% for the entire SAPS.
3. The supervision of the various processes at the SAPS Garages, including, *inter alia*, the allocation of work, the performance of artisans and the various administrative processes, must be improved.
4. An Improvement Plan has been implemented at all the SAPS Garages, to improve service delivery at the garages.