

THE CAPE GATEWAY PORTAL'S FIRST YEAR

30 March 2004 – 30 March 2005

The Cape Gateway Portal was launched on 30 March 2004. This marked the launch of the complete Cape Gateway service as the Cape Gateway Walk-in and Call Centres had been launched earlier.

This document looks back at the portal's first year and includes details on:

- What Is Cape Gateway?
- Cape Gateway Client Feedback
- Tips for Using the Cape Gateway Portal
- Home Page Features
- Highlights
- Cape Gateway Portal Statistics
- Cape Gateway Portal Usability Testing
- Version 2: The Way Forward

WHAT IS CAPE GATEWAY?

Cape Gateway is a single point of access to government information and services for the citizens of the Western Cape.

You can:

- Phone our call centre at 0860 142 142.
- Browse the Cape Gateway website (www.capegateway.gov.za).
- Visit 142 Long St, Cape Town.

Some of the features of the Cape Gateway portal include:

- Up-to-date, relevant content
- Three languages – Afrikaans, English and isiXhosa
- Over 25,000 pages
- Over 50,000 visits per month
- Weekly home page updates
- Provincial government jobs and tenders online.

CAPE GATEWAY CLIENT FEEDBACK

All three channels of Cape Gateway are concerned with providing excellent service. In order to have a better understanding of how we can improve we need feedback from our clients (whether through the walk-in centre, call centre or portal). We obviously appreciate positive feedback but are also particularly interested in citizens' suggestions for ways in which we can develop our services.

Should you have any comments or suggestions, please don't hesitate to email Helen Alexander at halexand@pgwc.gov.za. You can also contact the call centre or pop into the walk-in centre and complete a client satisfaction card.

TIPS FOR USING THE CAPE GATEWAY PORTAL

HOME | **YOUR LIFE** | **TOPICS** | **PUBLICATIONS**

Visit the **home page** each week for highlighted government services and info.

Also see what tenders are being advertised, what recent press releases have been issued and what new content is online.

The Quick Links and Popular Content sections provide short-cuts to popular services and information.

YOUR LIFE | **TOPICS** | **PUBLICATIONS**

The Your Life and Topics sections organise government information according to common-sense categories.

Your Life lists information from birth, to childhood, to youth all the way through to information relevant to death. The **Topics** section structures information by subject, e.g. agriculture, small business or tourism.

You can find the most recent and most important services, projects, publications and events here.

PUBLICATIONS | **DIRECTORIES** | **YOUR GOVERNMENT**

Government **publications** including annual reports, budgets, legislation, forms and brochures are available.

These documents are split up by publication type and are organised alphabetically or by date.

DIRECTORIES | **YOUR GOVERNMENT**

This is an A - Z listing of:

- Services
- Projects
- Events
- Facilities
- Public entities
- Political parties.

There is also an A - Z **glossary** of terms to help you understand government terminology.

YOUR GOVERNMENT | **TENDERS** | **JOBS**

The **Your Government** section organises information by government component (e.g. Department or Ministry). Find out what each component's organisational structure looks like, what services are offered, what publications have been produced, what events are being held etc.

This section includes information on national, provincial and local government structures.

TENDERS | **JOBS**

What tenders are currently open? How do you submit a bid on a tender? Where can you go for advice and assistance? What government policies are in place? Get all this information and more under **Tenders**.

JOBS

The provincial government is always hiring staff. Find out what **vacancies** there are at the moment. You can search through the jobs by department or key word. You can also get information on how to apply.

SEARCH >

[Advanced Search](#)

Can't find what you are looking for? Use the **search** to quickly filter all the information on Cape Gateway.

The **advanced search** allows you to specify more clearly what you are looking for. For example, you can search for speeches made by Premier Rasool in the last month.

QUESTIONS? Just ask us:










questions@capegateway.gov.za

If you cannot find what you are looking for, or if you have any questions, comments or complaints, you can send an email to questions@capegateway.gov.za.

HOME PAGE FEATURES

In order to ensure that visitors to Cape Gateway always get relevant and interesting information, the portal home page is updated on a weekly basis. Once a month, the home page focuses on a particular topic. The monthly focus is accompanied by an advertising campaign. Citizens are also reminded that they can access the same information through the walk-in centre, call centre and portal.

The monthly focus areas have included:

Family <i>July 2004</i>		HIV/AIDS <i>December 2004</i>	
Women <i>August 2004</i>		Starting School <i>January 2005</i>	
Small Business <i>September 2004</i>		Government Financial Assistance <i>February 2005</i>	
Elderly People <i>October 2004</i>		Human Rights <i>March 2005</i>	
Violence against Women and Children <i>November 2004</i>			

The home page automatically displays information about the most recent jobs and tenders added to the site, as well as the most recent news items. Any new services, events, speeches or publications are also highlighted under *What's New*. And users can find their old favourites under *Popular Content*. A *Quick Links* section has also been to the home page to help regular visitors to the site find sections of the portal that have particularly dynamic content.

HIGHLIGHTS

There have been many success stories that have highlighted Cape Gateway's value.

- *Golf and Polo Estate Review Documents*

In January 2005, the report released by the Department of Environmental Affairs and Development Planning assessing the impact of [golf and polo estates](#) on the Western Cape coastline received a lot of media attention. The Department informed the public that the full report was available on Cape Gateway. There have been 1,305 visits to the report. This example shows how the Internet can be used to increase public participation in government processes.

- *Legislation in the Government Gazette*

We have recently discovered that legislation has been published in the Government Gazette directing people to obtain copies of the legislation on Cape Gateway. This innovative approach reduces requests to the government printer, allows citizens to easily access the information and reduces the amount of paper used in printing. We have encouraged all departments to follow suite and will soon be publishing the entire Provincial Government Gazette on Cape Gateway.

- *Traffic Fines*

A review of the questions that have been sent to the portal highlighted the fact scarcity of online information on traffic fines. The content team immediately responded by creating content on this. Within weeks of publication, the [information on traffic fines](#) had become the most popular information on Cape Gateway and it has consistently remained so. This illustrates the importance of being not only citizen-focussed but also citizen-led.

- *High Court Roll*

Until recently, the Cape High Court court roll was not available on the Internet and advocates, journalists and members of the public collected it daily from the court. Cape Gateway approached the court, offering to place the court roll on the portal. This service started in February 2005 and was widely advertised in March. The response was immediate. The first day after advertising, we received 114 visits to the [court roll page](#). Almost 1,500 visits were made to the page during March.

- *Information on Water Restrictions*

With the drought in the Western Cape, there has been a need to share information about [water restrictions](#), [drought relief](#) and [water saving techniques](#). Cape Gateway has responded to this by including information on the website and highlighting these issues on the home page. This content has proved to be very popular. Keeping the content relevant and topical is one of the key challenges for the Cape Gateway content team.

- *16 Days of Activism against Violence against Women*

From 25 November to 10 December 2005, numerous events around the [16 Days of Activism against Violence against Women](#) were held throughout the country. Cape Gateway approached the NGO sector in the Western Cape and the Provincial Office on the Status of Women to obtain information on all the provincial events. We compiled a comprehensive calendar of 72 provincial events. Cape Gateway recognizes that NGOs are likely to need government information on a regular basis and that they and their clients can benefit greatly from using Cape Gateway. We are committed to building a dynamic working relationship with NGOs in the province.

- *IsiXhosa terminology*

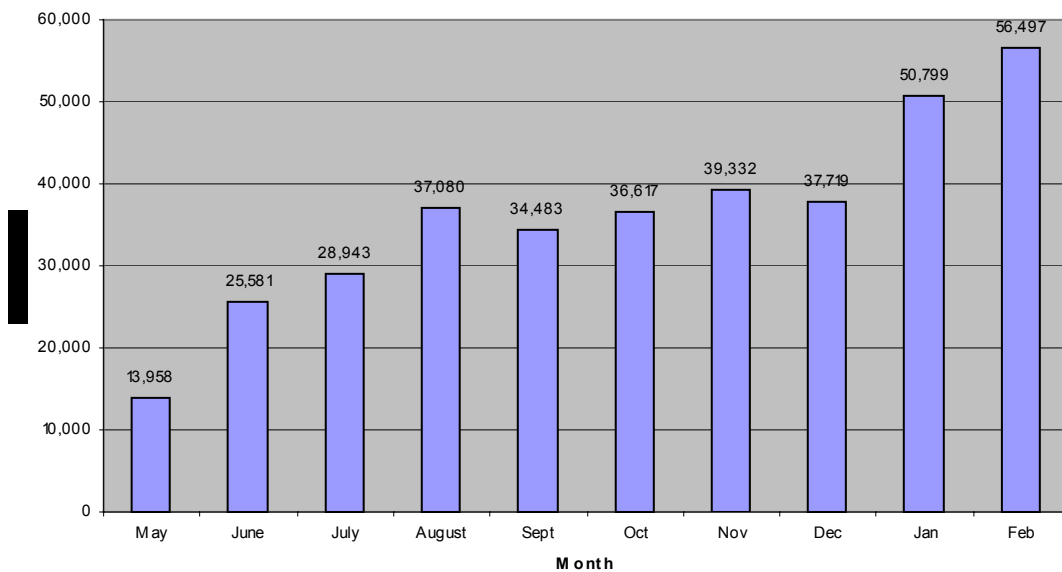
Translators are constantly working to ensure that official translations use consistent and appropriate terminology. Cape Gateway has networked with other government language experts around isiXhosa translation and the portal now hosts a [list of government and general terms](#) with isiXhosa definitions and translations. Our dedication to providing content to people in their home language has far-reaching consequences and creating local content in local languages is an important way to increase the accessibility of online materials and encourage people to use the online services.

CAPE GATEWAY PORTAL STATISTICS

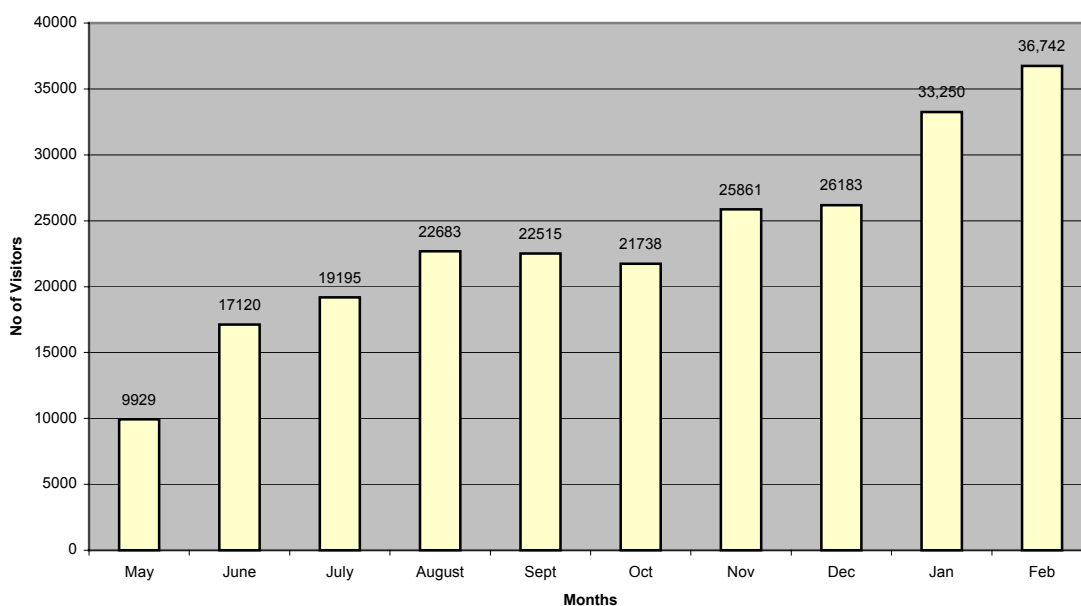
Since the launch of the Cape Gateway portal, the number of visits per month has more than doubled from 25,581 visits in June 2004 to 56,497 visits in February 2005. The number of unique visitors to Cape Gateway has also grown dramatically from 17,120 unique visitors in June 2004 to 36,742 in February 2005. About 500,000 pages are viewed on Cape Gateway every month. If you are interested in viewing more statistics on the Cape Gateway portal, you can find all the stats at www.capegateway.gov.za/stats.

The Cape Gateway Walk-in and Call Centres have also experienced increased usage over the last year, with the walk-in centre assisting a record 612 clients in February 2005 and the call centre assisting 7,674 people in January 2005.

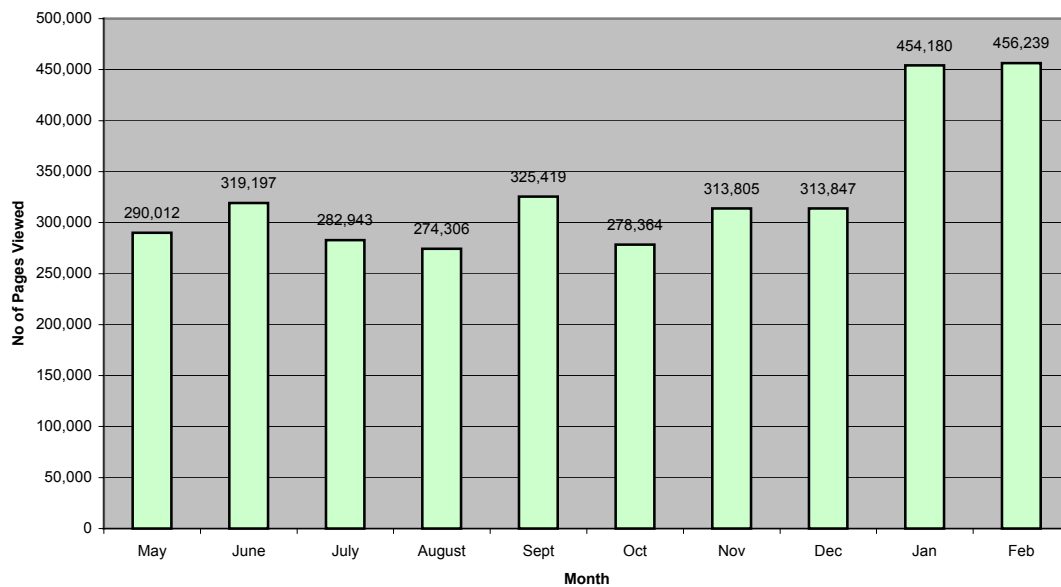
No of Visits



Unique Visitors



Pages Viewed



CAPE GATEWAY PORTAL USABILITY TESTING

In June 2004, we undertook usability testing to help us ensure that citizens with varying levels of computer literacy are able to navigate through the Cape Gateway portal in their preferred language.

This process has helped us in our planning for the next version of Cape Gateway, which will include refinements on the existing services, as well as new offerings.

The usability testing showed that "users do browse the site. They feel comfortable on it and are happy to explore it. If they take a path they soon realise if it's the wrong one and then try something else." (*Steve Vosloo, Usability Team Leader*)

"I've always wanted to find this sort of information. Cool site."

"I'll be back!"

The testing also highlighted a number of ways in which we can improve the portal. The concerns raised in the testing have all been taken into consideration for the planning of the next version of the portal. You can find the [full usability report](#) on Cape Gateway.

"This is really so interesting. Government really does care and is doing something."

"Fabulous for school projects."

VERSION 2: THE WAY FORWARD

Cape Gateway's first year has been very successful and we have learned a number of things about how we can improve the Cape Gateway Portal and better meet the needs of citizens and the departments within the Provincial Government.

We have thus started planning Version 2 of the portal taking into account the many ideas and comments that we have received from citizens and PGWC staff. The Cape Gateway staff have also spent considerable time brainstorming new ideas for the portal and fine-tuning our existing work to facilitate access to the information on the portal.