

REPORT TO: SAFETY AND SECURITY

1. ITEM NUMBER **SAFS 12/06/20**

2. SUBJECT

QUARTERLY REPORT PECC JAN TO MAR 2020

ONDERWERP

KWARTAALVERSLAG: OPENBARE NOODKOMMUNIKASIESENTRUM:JANUARIE
TOT MAART 2020

ISIHLOKO

IINGXELO ZARHOQO NGEKOTA EZIJOLISWE KWIZIKO LEZONXIBELELWANO
NOLUNTU NGEXESHA LIKAXAKEKA: UKUSUSELA KWEYOMQUNGU UKUYA
KWEYOKWINDLA 2020

3. DELEGATED AUTHORITY

In terms of delegation Part 10 to exercise oversight of Public Emergency
Communication Centre

This report is FOR NOTING BY

- Committee name** : Safety and Security
- The Executive Mayor together with the Mayoral Committee (MAYCO)
- Council

4. DISCUSSION

The purpose of this report is to highlight the performance of the Public Emergency
Communication centre for the period 1 January to 31 March 2020, supported by
Annexure 1

Financial Implications None Opex Capex

- Capex: New Projects
- Capex: Existing projects requiring additional funding
- Capex: Existing projects with no additional funding requirements

Policy and Strategy Yes No

Legislative Vetting Yes No

Legal Compliance

Staff Implications Yes No

Risk Implications Yes No

5. RECOMMENDATIONS

It is recommended that the Quarterly report for Public Emergency Communication Centre for the period 1 January to 31 March 2020 be noted

AANBEVELING

Daar word aanbeveel dat daar kennis geneem word van die Openbare Noodkommunikasiesentrum se kwartaalverslag vir die tydperk 1 Januarie tot 31 Maart 2020

IZINDULULO

Kundululwe ukuba makuqwalaselwe ingxelo yarhoqo ngekota yeZiko lezoNxibelelwano noLuntu ngeXesha likaXakeka kwisithuba esusela ngowo-1 kweyoMqungu ukuya kowama-31 kweyoKwindla 2020.

ANNEXURES**ANNEXURE1 PECC QUARTERLY REPORT JAN TO MARCH 2020****FOR FURTHER DETAILS CONTACT**

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DIRECTORATE	Safety & Security	FILE REF No	Safety and Security- Public Emergency Communications Center (107)(000000514906)

Approval Form
Supported for inclusion on the agenda



QUARTERLY REPORT PECC JAN TO MAR 2020

Report Reference: 514906
Meeting: Section 79 Portfolio Committee - Safety and Security
Meeting Date: 06.05.2020
Meeting Venue: Council Chamber

Contact Person: Suretha Visser
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Item	Section	Approver	Approval	Approved Date	Approver Comments
01	Author	ALVIN COETZEE	Approved	15.04.2020 11:10:14	
02	Director	RACHEL HOOGBAARD	Approved	16.04.2020 12:24:00	
03	Executive Director	RICHARD BOSMAN	Approved	16.04.2020 13:56:44	
04	Legal Compliance	Joan Mari Holt	Approved with Comments	16.04.2020 15:49:07	For information.

ECS Officer:

**PUBLIC EMERGENCY COMMUNICATION CENTRE:
01 January 2020 to 31 March 2020**



1. OPERATIONS

CALL VOLUMES	PERIOD					
	October – December 2018	Jan-March 2019	April-June 2019	July-September 2019	October – December 2019	January – March 2020
Number of calls received	139,678	134,318	133,082	120,302	112,828	136,319
Number of calls answered	139,669	113,936	109,783	106,890	103,429	111,576
Percentage calls answered within 10 seconds	75%	76%	73%	86%	85%	77.29%
Number of calls abandoned	14,957	12,531	16,373	6,615	7,645	14,320

2. SERVICE QUALITY

2.1 STAFF DEVELOPMENT

Intervention	Internal/ External	Number of participants
First Aid L1	External	3
Report Writing Skills	External	4
SharePoint	Internal	2
PMP: Personal Mastery & EQ	Internal	2
PMP: Performance & career Conversations	Internal	1
Computer Introduction Course	Internal	3
Anti-discrimination Policy, Code of Conduct and Sexual Harassment Policy	Internal	2
Introduction to windows	Internal	2
Microsoft PowerPoint	Internal	3
MDP: Self Leadership	Internal	1
<i>All planned and scheduled training interventions were cancelled due to Covid19 lockdown.</i>		

2.2 AGENT QUALITY MANAGEMENT

Assessments performed; however, at time of Covid19 lockdown declared; final reports were not available for publishing.

ANNEXURE 1

Exhibitions & Events	Fractretion Clinic	56	1	50
	Parow Community Health Centre	2	1	120
	Ruyterwacht Community Day Centre	30	1	70
	Northpine Clinic	7	1	50
	Scottsdene Clinic	7	1	200
	Brighton Clinic	7	1	50
	Eerste River Clinic	16	1	150
	Kleinvelei Community Health Centre	17	1	300
	Learner Fire Fighter Assessments: Maitland	53	5	1500
	Diep River Clinic	73	1	40
	Muizenberg Clinic	64	1	50
	Seawinds Clinic	67	1	70
PROJECTS	Poster Display: Wynberg Swimming Pool	63	1	-
	Poster Display: Ruyterwacht Swimming Pool	30	1	-
	Delivery of License Disc Stickers: Pinelands Motor vehicle Registration Centre	53	1	-
	Delivery of License Disc Stickers Kraaifontein Motor Vehicle Registration office	7	1	-
	Delivery of License Disc Stickers Kuilsriver Motor Vehicle Registration office	14	1	-
	Delivery of License Disc Stickers Fezeka Motor Vehicle Registration	38		-
	Delivery of License Disc Stickers Promenade Motor Vehicle Registration office	116	1	-
	Delivery of License Disc Stickers Strandfontein Motor Vehicle Registration office	43	1	-
PECC Twitter account	PECC Tweets: 49			
	PECC Retweets: 44			

Total	93 = Total followers: 1 069
Meetings and Collaborated sessions	Transversal Sustainability Education Forum

Additional:

PECC Education campaign by Corporate communications on hold due to Covid19. All campaigns put on hold.

3. HUMAN RESOURCE MANAGEMENT**3.1 Staff Establishment** (as at 31 December 2019)

SECTION	NUMBER OF POSTS	VACANCIES	RECRUITMENT AND SELECTION PROCESS
Operations	85	5x Assistant ECO 6 x Emergency Communicator 2 3 x Emergency Communicator 1	HR300
Technical Support	3	1 x Tech	Post interview checks
Service Quality	7	Nil	-
Management & Administrative Support	6	1x Office Assistant	R&S
TOTAL	101	16	

3.2 Employment Equity (Permanent Staff)

SECTION	BLACK		COLOURED		WHITE		TOTAL
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE	
Operations	17	3	35	5	7	1	68
Technical Support	-	-	-	2	-	-	2
Service Quality	2	-	5	-	-	-	7
Administrative Support	-	-	2	2	1	-	5
TOTAL	19	3	42	9	8	1	82

4. FINANCE (as at 31 March 2020)**4.1 Operational Expenditure (Opex): 2019/2020**

SECTION	BUDGET	ACTUAL + COMMITMENT		COMMENT
PECC	R46,385,509	R34,884,926	75%	

4.2 Capital Expenditure (Capex): 2019/2020

SECTION	BUDGET	ACTUAL + COMMITMENT		COMMENT
PECC	R1,477,845	R1,250,070	85%	Commitments made deliveries pending

5. VEHICLE DAMAGE

NUMBER OF VEHICLES	NUMBER OF ACCIDENTS	ESTIMATED DAMAGE (RANDS)	COMMENT
5	0	R0.00	No damage reported.