

REPORT TO: SAFETY AND SECURITY

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1. ITEM NUMBER **SAFS 21/06/20**

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.

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

NAME	Suretha Visser	CONTACT NUMBER	021 487 2045
E-MAIL ADDRESS	Suretha.visser@capetown.gov.za		
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  
**Contact Telephone:** 021 487 2045  
**Contact Email:** SURETHA.VISSER@CAPETOWN.GOV.ZA

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

<b>Exhibitions &amp; Events</b>	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
<b>PROJECTS</b>	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	-
<b>PECC Twitter account</b>	PECC Tweets: 49			
	PECC Retweets: 44			

<b>Total</b>	93 = Total followers: 1 069
<b>Meetings and Collaborated sessions</b>	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
<b>TOTAL</b>	<b>101</b>	<b>16</b>	

**3.2 Employment Equity (Permanent Staff)**

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



**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.