

REPORT TO: SAFETY & SECURITY

1. ITEM NUMBER **SS 15/11/20**

2. SUBJECT

**QUARTERLY REPORT: PUBLIC EMERGENCY COMMUNICATION CENTRE
JULY TO SEPTEMBER 2020**

ONDERWERP

**KWARTAALVERSLAG: OPENBARE NOODKOMMUNIKASIESENTRUM: JULIE
TOT SEPTEMBER 2020**

ISIHLOKO

**INGXELO YARHOQO NGEKOTA ENGEZIKO LONXUBELELWANO NOLUNTU
NGEXESHA LIKAXAKEKA (PECC): UKUSUSELA KWEYEKHALA UKUYA
KWEYOMSINTSI 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 & 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 July to 30 September 2020, as supported by Annexure 1

- 4.1. Financial Implications None Opex Capex
- Capex: New Projects
 - Capex: Existing projects requiring additional funding
 - Capex: Existing projects with no additional funding requirements

4.2. Policy and Strategy Yes No

4.3. Legislative Vetting Yes No

4.4. Legal Compliance

4.5. Staff Implications Yes No

4.6. Risk Implications Yes No

5. RECOMMENDATIONS

It is recommended that the Quarterly report for the Public Emergency Communication Centre for the period 1 July to 30 September 2020 be noted.

AANBEVELINGS

Daar word aanbeveel dat daar kennis geneem word van die openbare noodkommunikasiesentrum se kwartaalverslag vir die tydperk 1 Julie tot 30 September 2020.

IZINDULULO

Kundululwe ukuba makuqwalaselwe ingxelo yarhoqo ngekota yeZiko lezoNxibelelwano noLuntu ngeXesha likaXakeka kwisithuba esusela ngowo-1 kkweyeKhala ukuya kowama-30 kweyoMsintsi 2020.

ANNEXURES

Annexure1: PECC Quarterly report period 1 July to 30 September 2020

FOR FURTHER DETAILS CONTACT

NAME	Suretha Visser	CONTACT NUMBER	021 487 2045
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DIRECTORATE	Safety & Security	FILE REF NO	

Approval Form
Supported for inclusion on the agenda



PECC Quarter 1 July to September 2020

Report Reference: 515921
Meeting: Section 79 Portfolio Committee - Safety and Security
Meeting Date: 04.11.2020
Meeting Venue: Council Chamber

Contact Person: Suretha Visser
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Item	Section	Approver	Approval	Approved Date	Approver Comments
01	Author	Suretha Visser	Approved	07.10.2020 13:24:34	
02	Director	Suretha Visser	Approved	07.10.2020 13:27:39	
03	Executive Director	RICHARD BOSMAN	Approved	08.10.2020 07:44:42	
04	Legal Compliance	Joan Mari Holt	Approved with Comments	14.10.2020 07:08:33	For information.

ECS Officer:

**PUBLIC EMERGENCY COMMUNICATION CENTRE:
01 July 2020 to 30 September 2020**



1. OPERATIONS

CALL VOLUMES	PERIOD				
	July-September 2019	October – December 2019	January – March 2020	April – June 2020	July-September 2020
Number of calls received	120,302	112,828	136,319	123,075	115,036
Number of calls answered	106,890	103,429	111,576	108,873	102,923
Percentage calls answered within 10 seconds	86%	85%	77.29%	83.98%	88.02%
Number of calls abandoned	6,615	7,645	14,320	8,364	5,782
Percentage calls abandoned	5.50%	5.94%	10.06%	6.57%	6.85%

2. SERVICE QUALITY

2.1 Staff Development

Intervention	Internal/ External	Number of participants
PECC Emergency Communicator Training	Internal	9
Corporate Induction	Internal	10
SAP ESS training	Internal	8
Women's Day Dialogue	Internal	1
PMP: Leading Teams	Internal	1
PECC Systems Training	Internal	9
Senior/Supervisory Duties	Internal	2

2.2 Call Quality Assessment

Due to current COVID19 pandemic challenges, PECC was not able to provide assessment score percentage for this period. Manual call checking for agents has however continued to take place. An overall total of 1 039 calls were assessed for this period.

2.3 Public Education & Awareness Programme

Due to current COVID 19 pandemic challenges, physical interventions were unable to continue for this period.

3. HUMAN RESOURCE MANAGEMENT

3.1 Staff Establishment (as at 30 September 2020)

SECTION	NUMBER OF POSTS	VACANCIES	RECRUITMENT AND SELECTION PROCESS
Operations	85	3x Assistant ECO 1x Emergency Communicator 3 4x Emergency Communicator 2 2x Emergency Communicator 2	Recruitment HR300 HR300 COVID HOLD
Technical Support	3	1 x Tech	Filled (1 Oct)
Service Quality	7	Nil	-
Management & Administrative Support	6	1x Office Assistant	COVID HOLD
TOTAL	101	12	

3.2 Employment Equity (Permanent Staff)

SECTION	BLACK		COLOURED		WHITE		TOTAL
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE	
Operations	17	3	39	7	8	1	75
Technical Support	-	-	-	2	-	-	2
Service Quality	2	-	5	-	-	-	7
Administrative Support	-	-	2	2	1	-	5
TOTAL	19	3	46	11	9	1	89

4. FINANCE (as at 30 September 2020)**4.1 Operational Expenditure (Opex): 2020/2021**

SECTION	BUDGET	ACTUAL + COMMITMENT		COMMENT
PECC	R48,544,807	R11,836,989	24.38%	Spending on track

4.2 Capital Expenditure (Capex): 2020/2021

SECTION	BUDGET	ACTUAL + COMMITMENT		COMMENT
PECC	R2,010,213	R572,566	28.48%	Projects on track.

5. VEHICLE DAMAGE

NUMBER OF VEHICLES	NUMBER OF ACCIDENTS	ESTIMATED DAMAGE (RANDS)	COMMENT
5	1	R0.00	No damage reported.