

City of Cape Town

WATER AND SANITATION DEPARTMENT

Vision

TO BE A BEACON IN AFRICA FOR THE PROVISION OF WATER AND SANITATION SERVICES

Mission Statement

WE PLEDGE TO ACHIEVE OUR VISION BY CREATING A CENTRE OF EXCELLENCE IN WATER AND SANITATION DEPARTMENT THROUGH:

- ✓ Optimizing resources
- ✓ Implementing environmentally-sustainable interventions
- ✓ Continuous improvement and knowledge management
- ✓ Good governance
- ✓ Customer satisfaction and excellent stakeholder relationships

Values

- ✓ **Integrity:** We maintain the highest level of ethics and fairness in our interaction with each other, our customers and other stakeholders.
- ✓ **Respect:** We respect each other's opinion, beliefs, position and contribution to the Department including those of our customers and other stakeholders. All employees are equal in their contributions.
- ✓ **Customer focus:** We meet customers' needs by providing excellent service, optimal product performance and efficient support system. Our customers are the reason for our existence. The environment is our silent customer who shall receive an equal share of our services.
- ✓ **Trust:** Our business model and relationship is based on trust. A "Yes" shall mean a Yes and a "No" shall mean a No. Our common purpose, integrity and honesty shall constrain us to have trust in each other. Trust shall be felt, experienced, lived and seen in our Departmental family.

- ✓ **Transparency:** We operate safely, openly, honestly and with care for the environment and the community. Transparency shall be defined by the customers and stakeholders we serve.
- ✓ **Professional:** We use the right skills or competencies to find appropriate solutions enriched with compassion, innovation, sustainability, cost-effectiveness, accountability and excellence.

TABLE c: STRATEGIC OBJECTIVES

Strategic Objectives	Target
To implement ISO 9001 for all our services in the next five years	2015/16
To achieve Green Drop status for 60% of the waste water treatment plants	2015/16
To achieve 95% waste water effluent quality	2015/16
To ensure the presence and dominance in Africa of the water-, wastewater- and air pollution-testing services	2015/16
To reduce unaccounted for water to 15% in the next five years	2015/16
To provide basic or emergency sanitation services to all residents of the city	2015/16
To provide basic water to all residents in the city	2015/16
To increase productivity levels by 15%	2015/16
To achieve 90% customer satisfaction levels in all our services	2015/16
To establish an efficient and effective asset management program for the Department	2012/13
To be the reference City for water matters in the country	2015/16
To grow the training school and achieve SETA accreditation for the training modules(e.g. process controllers, artisans)	2012/13
To minimise river systems pollution by reducing sewage overflows by 20%	2015/16
To improve revenue collection to 96%	2015/16

To construct an office block for the department	2015/16
To be information efficient	2012/13
To increase security of supply for the bulk water supply system: percentage potable water production capacity of peak week demand to120%	2016/17
To increase the effluent re-use by 15% of potable demand	2015/16
To roll out automation and remote control pilots on treatments and pump stations	2014/15

