



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

ANNEXURE 26

SCHEDULE OF SERVICE DELIVERY STANDARDS

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		Once per week (Single Residential) & an optional Three times per week (Hostels, Retirement villages and Sectional Title complexes)
Premise based removal (Business Frequency)		Once, Three & Five times per week
Bulk Removal (Frequency)		N/A
Removal Bags provided(Yes/No)		Yes - Informal Settlements
Garden refuse removal Included (Yes/No)		No; alternative removal per arrangement/request at separate tariff.
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		Adhoc service
How soon are public areas cleaned after events (24hours/48hours/longer)		Within 24hours
Clearing of illegal dumping (24hours/48hours/longer)		Longer; dependant on the amount to be removed and subject to resource availability.
Recycling or environmentally friendly practices(Yes/No)		Yes
Licenced landfill site(Yes/No)		Yes
Water Service		
Water Quality rating (Blue/Green/Brown/N0 drop)		Blue and Green drop / No drop audit performed.
Is free water available to all? (All/only to the indigent consumers)		All
Frequency of meter reading? (per month, per year)		Per Month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		Longer period
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Latest standard procedure is not to exceed 12 months
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
One service connection affected (number of hours)		Within 24 hours
Up to 5 service connection affected (number of hours)		Within 24 hours
Up to 20 service connection affected (number of hours)		Within 24 hours
Feeder pipe larger than 800mm (number of hours)		Within 24 hours
What is the average minimum water flow in your municipality?		Annual Average Daily Flow = 899MI / day (Bulk System)
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes
How long does it take to replace faulty water meters? (days)		Within a week
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		Only partial
Electricity Service		
What is your electricity availability percentage on average per month?		99.97%
Do your municipality have a ripple control in place that is operational? (Yes/No)		yes
How much do you estimate is the cost saving in utilizing the ripple control system?		Not used
What is the frequency of meters being read? (per month, per year)		per month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		previous year
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Always attempt to use actual
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		Immediately
Are accounts normally calculated on actual readings? (Yes/no)		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Not used
How long does it take to replace faulty meters? (days)		1
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes
How effective is the action plan in curbing line losses? (Good/Bad)		Average
How soon does the municipality provide a quotation to a customer upon a written request? (days)		Dependent on circumstances
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		3 months
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		3 months
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		3 months
Sewerage Service		
Are your purification system effective enough to put water back in to the system after purification?		System = nature = yes / System = water system = only for irrigation purposes (treated effluent
To what extend do you subsidize your indigent consumers?		0-4.2kl free / Additional 3.15kl subsidised for indigent customers.
How long does it take to restore sewerage breakages on average		
Severe overflow? (hours)		Within 24 hours
Sewer blocked pipes: Large pipes? (Hours)		Within 24 hours
Sewer blocked pipes: Small pipes? (Hours)		Within 24 hours
Spillage clean-up? (hours)		Within 24 hours
Replacement of manhole covers? (Hours)		Within 24 hours
Road Infrastructure Services		
Time taken to make safe Potholes on minor roads after the Department has been informed of the report thereof.		Within 12 hours
Time taken to repair a single pothole on a major road after the Department have been informed of the report thereof? Final repair (weather permitting and materials availability)		Within 72 hours
Time taken to make safe Potholes on major roads after the Department has been informed of the report thereof.		Within 24 hours

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Time taken to repair a single pothole on a minor road after the Department has been informed of the report thereof? Final repair (weather permitting and materials availability)	Within 72 hours
Time taken to repair a road following an open trench service crossing? (Services provider is responsible for keeping safe the trench crossing.) Final repair can be within 2 to 6 weeks dependent on depot staff availability or outsourcing via an annual contractor.	6 weeks
Time taken to repair walkways after the Department has been informed of the report thereof? (Make safe).	Within 72 hours
Final repair of walkways (dependent on extent of the work required) - Work will be programmed. From 1 week to 3 months.	3 months
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	1 to 2 months depending on the daily billing cycle for the specific property.
Do you have any special rating properties? (Yes/No)	Yes
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Fluctuates from year to year.
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process instructing the flow and management of documentation feeding to Trial Balance?	Yes; standard SAP business processes.
How long does it take for an Tax/Invoice to be paid from the date it has been received?	It takes approximately 16.7 days on average to pay an invoice from date of receipt, taking into account all verification and approval processes performed by all line departments involved.
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	The City has a fully functional corporate demand planning system in operation which is updated by SCM on a daily basis. The data contained in the demand plan is provided by line departments based on their planning schedules provided to SCM.
Administration (Corporate Call Centre)	
Reaction time on enquiries and requests?	This varies from day to day and also depends on the medium used.
Time to respond to a verbal customer enquiry or request? (working days)	Immediately during the call; depending the nature of the request.
Time to respond to a written customer enquiry or request? (working days)	Acknowledged immediately via auto response and responded to as soon as possible. This varies from queue to queue. Our aim is to acknowledge immediately and respond within 7 days.
Time to resolve a customer enquiry or request? (working days)	80% are resolved immediately at first point of contact. 20% resolved by back office according to their service standards and workflowed to the applicable service department via the Service Request workflow.
What percentage of calls are not answered? (5%,10% or more)	It differs from queue to queue and the time of day, week, month, year and extenuating circumstances.
How long does it take to respond to voice mails? (hours)	We do not use voice mail at Call Centre. Customers can use SMS, emails and faxes.
Does the municipality have control over locked enquiries? (Yes/No)	Yes; the City uses the SAP system, which gives us an overview of all customer complaints and service requests reported via the Call Centre.
Is there a reduction in the number of complaints or not? (Yes/No)	We have noticed a decrease in the number of customer complaints, which is directly linked to the reduction in the number of long outstanding service requests from customers.
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	As part of our E-services we have automated the rates/revenue processes as well as automated the Move in/Move out (AMIMO) and refund processes. New registered owners will receive their first invoices within days/1 month of move in/move out process completed (depending on download from Deeds office and on billing cycle), instead of 3 months and longer. Sellers will receive final accounts much quicker (depending on download from Deeds office and on billing cycle). Buyers will no longer need to complete application forms for services (electricity, water, refuse bin) as the new account/invoice will be generated electronically as part of the AMIMO process.
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	As and when required.
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	Between 15 to 25 minutes - Increased time because of FICA requirements to verify addresses and debit/credit transaction (excl. queueing time).
How long does it take to renew a vehicle license? (minutes)	10 to 20 minutes - Increased time because of FICA requirements to verify addresses, no licence renewals being sent out nationally and debit/credit transaction (excl. queueing time).
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	15 to 20 minutes - Increased time because of FICA requirements to verify addresses and the debit/credit transaction (excl. queueing time).
How long does it take to de-register a vehicle? (minutes)	10 to 15 minutes - Increased time because of FICA requirements to verify addresses and debit/credit transaction (excl. queueing time).
How long does it take to renew a drivers license? (minutes)	40 minutes
What is the average reaction time of the fire service to an incident? (minutes)	Between 8 to 20 minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	Not applicable; Provincial Government competency.
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	Not applicable; Provincial Government competency.

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Economic development	Did your municipality participate in the Sub-National Doing Business Survey, and have the results been analysed to design interventions to promote the ease of doing business in your municipality? (Yes/No)	Yes
	Does the municipality have a consolidated spatial view of its key business districts and the interventions required to unlock or promote economic growth in these areas, and is this information taken into account in the City's infrastructure planning – including the Built Environment Performance Plan? (Yes/No)	Yes
	How many job opportunities have been created through the municipality's EPWP and/or Community Work Programme in the last financial year?	44942 Job opportunities (2015/16)
	Does the municipality have an active partnership with academic institutions in the region in order to grow the local skills base? (Yes/No)	Yes
	Does the municipality have an internship and/or apprenticeship programme to support skills development? (Yes/No)	Yes
	Does the municipality have active programmes to promote its business sectors and attract investments? (Yes/No)	Yes
	Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	Yes
	Other Service delivery and communication	
	Is a information package handed to the new customer? (Yes/No)	No
	Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
	Are customers treated in a professional and humanly manner? (Yes/No)	Yes