



**CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD**

ANNEXURE 24

SCHEDULE OF SERVICE DELIVERY STANDARDS

Description	Service Level
Standard Building Plans Approval How long does it take to approve a building plan (Days) Solid Waste Removal Premise based removal (Residential Frequency) Premise based removal (Residential Cluster Frequency) Premise based removal (Business Frequency) Removal Bags provided (Yes/No) Garden refuse removal Included (Yes/No) Street Cleaning Frequency in CBD Street Cleaning Frequency in areas excluding CBD How soon are public areas cleaned after events (24hours/48hours/longer) Clearing of illegal dumping (24hours/48hours/longer) Recycling or environmentally friendly practices (Yes/No) Licenced landfill site (Yes/No) Water Service Water Quality rating (Blue/Green/Brown/No drop) Is free water available to all? (All/only to the indigent consumers) Frequency of meter reading? (Per month, per year) Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period) On average for how long does the municipality use estimates before reverting back to actual readings? (months) Duration (hours) before availability of water is restored in cases of service interruption: * One service connection affected (number of hours) * Up to 5 service connections affected (number of hours) * Up to 20 service connections affected (number of hours) * Feeder pipe larger than 800mm (number of hours) What is the average minimum water flow in your municipality? Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) How long does it take to replace faulty water meters? (days) Do you have a cathodic protection system in place that is operational at this stage? Electricity Service What is your electricity availability percentage on average per month? Do your municipality have a ripple control in place that is operational? (Yes/No) What is the frequency of meters being read? (per month, per year) Are estimated consumption calculated at consumption over (two month's/three month's/longer period) On average for how long does the municipality use estimates before reverting back to actual readings? (months) Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer) Are accounts normally calculated on actual readings? (Yes/no) How long does it take to replace faulty meters? (days) Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No) How effective is the action plan in curbing line losses? (Good/Bad) How soon does the municipality provide a quotation to a customer upon a written request? (days) How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	30 days for structures of <500m2 60 days for structures of >500m2 Once per week One, three and five times per week One, three and five times per week Yes; Informal Settlements No; alternative removal per arrangement/request at separate tariff. Daily Adhoc service Within 24hours Longer; dependant on the amount to be removed and subject to resource availability. Yes Yes Blue and Green drop / No drop audit performed. Only indigent consumers Per month Longer period Latest standard procedure is not to exceed 12 months. Within 24 hours (Within 48hrs if meter related) Within 24 hours Within 24 hours Within 48 – 72 hours (Timeframe is however situation dependent - use is made of alternative sources of supply during repairs on the Bulk Water supply system.) Average water production is between 800 and 825 million litres per day and has been on an upward trajectory since the 2015-2018 drought. Yes (Water conservation and water demand management programmes, clearing of invasive alien plants in dam catchments) Within 48 hours. Can however take up to 28 days depending on circumstances. Only partial 97.90% No Per month Previous year Always attempt to use actual readings. Immediately Yes 1 day Yes Average Dependent on circumstances 3 months 3 months 3 months

Description	Service Level
Standard Sewerage Service Are your purification system effective enough to put water back in to the system after purification? To what extent do you subsidise your indigent consumers? How long does it take to restore sewerage breakages on average: * Severe overflow? (Hours) * Sewer blocked pipes: Large pipes? (Hours) * Sewer blocked pipes: Small pipes? (Hours) * Spillage clean-up? (Hours) * Replacement of manhole covers? (Hours) Road Infrastructure Services Time taken to make safe Potholes on minor roads after the Department has been informed of the report thereof. 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). Time taken to make safe Potholes on major roads after the department has been informed of the report thereof. 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). Time taken to repair a road following an open trench service crossing? (Service 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. Time taken to repair walkways after the Department has been informed of the report thereof? (Make safe) Final repair of walkways (dependent on extent of the work required) - Work will be programmed. From 1 week to 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) Do you have any special rating properties? (Yes/No) Revenue Department How long does it take on average from completion to the first account being issued? (one month/three months or longer) Do you have any special rating properties? (Yes/No) Financial Management Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase) Are the financial statements outsourced? (Yes/No) Are there Council adopted business processes instructing the flow and management of documentation feeding to Trial Balance? How long does it take for an Tax/Invoice to be paid from the date it has been received? Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans? Administration (Corporate Call Centre) Reaction time on enquiries and requests? Time to respond to a verbal customer enquiry or request? (working days) Time to respond to a written customer enquiry or request? (working days)	Wastewater is treated before returning to the natural environment. A portion of treated wastewater is reused for irrigation and industrial purposes. System = nature = yes / System = water system (Treated Effluent for irrigation and industrial purposes) = Yes 0-4.2kl free + additional 6.3kl subsidised for indigent customers Within 24 hours Within 24 hours Within 24 hours Within 24 hours Within 24 hours Within 48 hours Within 15 days Within 48 hours Within 15 days 6 weeks Within 15 days 3 months 1 to 2 months depending on the daily billing cycle for the specific property. Yes 1 to 2 months depending on the daily billing cycle for the specific property. Yes Fluctuates from year to year. No Yes; standard SAP business processes. It takes approximately 4.9 days on average to pay an invoice from date of receipt, taking into account all verifications and approval processes performed by involved line departments. There is a system for demand management that is incorporated into the Tender Tracking System (TTS), which includes advance planning for term tenders. The system is maintained for the MTREF period subject to the necessary data being provided in a timely and accurate manner by line departments. The Demand Management unit integrates with the Project Management (CPPM) information to link capital projects to either existing contracts or items created in the demand plan where applicable. This varies from day to day and also depends on the medium used. Calls are answered within 1 to 2 minutes. This changes when there are spikes in call volumes. Immediately during the call; depending the nature of the request. 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.

Standard	Description	Service Level
	Time to resolve a customer enquiry or request? (working days)	Approximately 70% are resolved immediately at first point of contact. 30% resolved by back office according to their service standards. Percentage of calls not answered ranges from 5% to 15%.
	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. Percentage of calls not answered ranges from 5% to 15%.
	How long does it take to respond to voice mails? (hours)	We do not use voice mail.
	Does the municipality have control over logged 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)	Yes, there is a general reduction in the number of complaints received. There are spikes in different types of services e.g. City Parks service requests delayed due to service provider not being in place; higher stages of loadshedding which increases the number of requests for Energy as well as for Water and Sanitation (sewer overflows), often leading to delays in service delivery.
	How long does it take to open an account for a new customer? (1 day/2 days/ a week or longer)	There is a difference in the time to open a new account for a new property, which is dependent on the registration process from the conveyancer to the deeds office. This takes between 6 and 8 weeks.
	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?	Process delays are tracked by SCM Management and engagements with respective line departments take place on a weekly basis.
	Community safety and licensing services	
	How long does it take to register a vehicle? (minutes)	15 min
	How long does it take to renew a vehicle licence? (minutes)	5 min
	How long does it take to issue a duplicate vehicle registration certificate? (minutes)	15 min
	How long does it take to de-register a vehicle? (minutes)	10 min
	How long does it take to renew a drivers license? (minutes)	40 - 120 minutes and is subject to load shedding schedule (facility dependant)
	What is the average reaction time of the fire service to an incident? (minutes)	14 minutes
	What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A - Provincial Competency
	What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A - Provincial Competency
	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
	How many job opportunities have been created through the municipality's EPWP and/or Community Work Programme in the last financial year?	40 600 job opportunities
	How many projects does the municipality drive to support small business growth and entrepreneurship?	Enterprise & Investment = 26 Social Development and Early Childhood Development = 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 - Internship and apprenticeship programs
	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; financial and non-financial incentives are available to new investment and expansion of existing investment in six spatially targeted areas subject to qualifying criteria.

Description	Service Level
Standard 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) Other Service delivery and communication Is an information package handed to the new customer? (Yes/No) Does the municipality have training or information sessions to inform the community? (Yes/No) Are customers treated in a professional and humanly manner? (Yes/No) EPWP & CWP Randomisation of names for 10 -20 jobseekers Randomisation of names for 20 or more jobseekers Processing of Project Initiation Documents (PIDs) Liquor License Applications Public Participation to be conducted - Section 36 Applications (new applications) Section 48 (1) Applications (temporary liquor licence applications) Section 48 (4) Applications (event liquor licence applications) Area Economic Development Advertising and Application for trading bay Internal screening and selection of the successful informal trader for the bay Invitation sent to the successful informal trader to attend an in-person screening interview Successful informal trader required to attend an in person screening interview within Screening interview checklist report uploaded onto SAP ITPS and DAC initiate approval workflow Final approval of successful informal trader by the responsible SPO and AED manager	The City monitors information from valuation data as well as surveys and other studies to determine economic activity. The nodes for the City are contained in the Metropolitan Spatial Development Framework (MSDF), approved 26 January 2023. The MSDF also includes a Monitoring and Review Framework to track and report on the implementation of the MSDF and District Spatial Development Frameworks (DSDF) with an annual Spatial Trends report that is produced to report on specific development trends. Further work is in progress to assess the data and make various assumptions about more localised economic activity to inform the review of the Land Use Model (LUM). The LUM has been used to inform the sector plans concluded in the 2021 financial year. These detail the infrastructure requirements for utilities. This data has further informed the new DSDF, which were also approved by Council on 26 January 2023. The DSDF plays a critical role in providing a holistic view and integration between sectors as well as utilising place-based decision making approaches, which are a critical component to economic stimulus. Several existing mechanisms are included in the new DSDF and are outlined below: 1. NDA (New Development Areas): land with opportunity for new residential and non-residential (mainly economic) development; 2. DFA (Development Focus Areas): spatially targeted areas with significant development and redevelopment potential that require prioritised for public investment. These have been identified using the following criteria: a) Targeted areas for urban restructuring that have the highest potential spatial transformative impact i.e. addressing issues of spatial fragmentation, economic opportunity, inefficient urban form and segregation by integrating communities and increasing opportunities to a greater number of people in highly connected areas; b) Areas linked to projects with a multi-sectoral focus where there is funding available (be it operational and/or capital), or funding to be applied for, for planning that will give rise to implementation i.e. LASDFs, Precinct Plans etc.(Planning work should at least commence within the lifespan of the DSDF); c) Priority Areas of Opportunity as identified in CLDP and Integration Zones that would serve as catalysts to unlock the potential for integrated development with cross-cutting benefits e.g. Bellville PTI, Philippi East; d) Areas with highest levels of accessibility (i.e. within nodes and along development corridors); e) Potential to attract private sector investment; f) Business precincts with high locational potential that require infrastructure or public investment to catalyse said potential (mainly Transition and Opportunity Areas from ECAMP); and g) These areas inform spatial prioritisation for investment. This methodology has also been incorporated in the annual prioritisation of the proposed capital budget and projects to ensure alignment. No Yes Yes 3 working days 5 working days 5 working days Within 35 days from date on which Liquor Authority places the advert. Within 8 days on which the application is received. Within 8 days on which the application is received. 7 working days 3 working days 1 working day 5 working days 2 working days 3 working days