

MINUTES

OF THE INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO
COMMITTEE OF THE CITY OF CAPE TOWN ON WEDNESDAY
13 SEPTEMBER 2023 AT 10H00

PRESENT

DEMOCRATIC ALLIANCE (DA)

Cllr E Anstey (*Chairperson*)
Cllr F Higham
Cllr T Mokhathi
Cllr H Terblanche
Cllr A van Zyl
Cllr I McMahon
Cllr E Langenhoven
Cllr D Nelson

ECONOMIC FREEDOM FIGHTERS (EFF)

Cllr L Mazwi (*arrived at 10:40*)

AFRICAN NATIONAL CONGRESS (ANC)

Cllr S Thompson
Cllr N Kopman (*arrived at 10:25*)

ABSENT WITH APOLOGIES

DEMOCRATIC ALLIANCE (DA)

Cllr M Manuel

GOOD

Cllr P Marman

AFRICAN NATIONAL CONGRESS (ANC)

Cllr T Nyamakazi

CAPE COLOURED CONGRESS (CCC)

Vacant



OTHER COUNCILLORS PRESENT

None

OFFICIALS PRESENT

Mr G Morgan	Future Planning & Resilience
Mr T Siganda	Enterprise and Investment
Ms B Morris	Organisational Effectiveness and Innovation
Mrs H Links	Organisational Effectiveness and Innovation Mrs
M Joja-Johannes	Enterprise and Investment
Mrs Z Skenjana	Enterprise and Investment
Ms L Jimlongo	Enterprise and Investment
Mr C Mackriel	Enterprise and Investment
Ms N Mlambo	Enterprise and Investment
Mr I Robson	Public Participation Unit
Mr N Fisher	Public Participation Unit
Ms C Overmeyer	Citizen Interface
Mr M January	Citizen Interface

EXECUTIVE COMMITTEE SERVICES

R Alberts
N Damon

LEGAL SERVICES

Ms P Qalazive

INTERPRETER

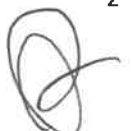
None

PRESS

None

PUBLIC

None



IEDB01/09/23 OPENING OF MEETING/MOMENT'S SILENCE

The Chairperson, Cllr E Anstey welcomed everyone present to the meeting, whereupon a moment of silence was observed.

IEDB02/09/23 APOLOGIES/LEAVE OF ABSENCE

RESOLVED that the following leave application for leave of absence was received from the Office of the Chief Whip for Cllr P Marman.

It was further noted, that Ms R Gelderbloem: Executive Director: Economic Growth submitted an apology and will be represented by Mr G Morgan: Executive Director: Future Planning and Resilience and Mr T Siganda: Manager: Enterprise and Investment.

In addition, Mrs L De Souza-Zilwa: Events department submitted an apology due to prior engagements.

ACTION: R ALBERTS

IEDB03/09/23 CHAIRPERSON'S ADDRESS

A direct translation of the Chairperson's report follows hereunder:

Good morning fellow Councillors, Officials and new presenters to the Innovation and Ease of Doing Business (I&EDB) Portfolio Committee meeting for September 2023.

Congratulations to Cllr D Nelson on the birth of his baby daughter and wished him well on the parenthood journey.

The following items forms part of the Innovation & EDB agenda today namely:

- ❖ **I&EDB 06/09/23:** Innovations and Red Tape Reduction in the Public Participation Unit (PPU) System;
- ❖ **I&EDB 07/09/23:** Innovations and Red Tape Reduction in the Customer Relation Management (*Deferred to October 2023*);
- ❖ **I&EDB 08/09/23:** Overview of the Ease of Doing Business Programme;
- ❖ **I&EDB 09/09/23:** Overview of the Stupid Rule Button.



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In the past month, I had a series of meetings with Ald JP Smith: Mayco Member: Safety and Security and Senior staff of Traffic Services to make progress on traffic fines, unfortunately Ald JP Smith is causing a lot of blockages. He has set up a further meetings to discuss due processes. Unfortunately the clock is ticking fast now if Arta is going to be implemented.

No further progress from the Speakers office to formulate a plan with legal firms on the tender panel to assist with the deceased estate properties transfer.

RESOLVED that the Chairperson's Address, be noted.

IEDB04/09/23 MINUTES OF THE MEETING HELD ON 11 AUGUST 2023

RESOLVED that the minutes of the ordinary meeting of 11 August 2023 was confirmed by Cllr A Van Zyl and Cllr F Higham.

ACTION: R ALBERTS

IEDB05/09/23 MATTERS RECEIVING ATTENTION (MRA)

1. INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO COMMITTEE ANNUAL OVERSIGHT WORK PLAN

RESOLVED that the Innovation and Ease of Doing Business Portfolio Committee Annual Oversight Work plan be deferred to the October 2023 PC meeting.

ACTION: T SIGANDA; B MORRIS ; A THOMAS

2. INNOVATIONS & RED TAPE REDUCTION STRATEGIES AND INITIATIVES WITHIN URBAN WASTE MANAGEMENT (UWM)

RESOLVED that follow-up engagement takes place with Urban Waste Management department regarding the items contained on the MRA schedule (7) October or November 2023 PC meeting.

ACTION: L MDUNYELWA

3. GENERAL INNOVATION AND EASE OF DOING BUSINESS MATTERS TO BE DISCUSSED: EASE OF DOING BUSINESS PROG

RESOLVED that the Ease of Doing Business Programme be presented at the September 2023 PC meeting.

It be noted that the item be removed from the MRA schedule.

ACTION: M JOJA-JOHANNES ; G MORGAN



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4. GENERAL INNOVATION AND EASE OF DOING BUSINESS MATTERS TO BE DISCUSSED (RECREATION AND PARKS NURSERY RELATED CONCERNS)

RESOLVED that:

Recreation and Parks be engaged about the City nursery facilities, innovation and related concerns and challenges including the donation process (transversal approach / oversight).

ACTION: C MICHAELS ; Z MANDLANA

5. GENERAL INNOVATION AND EASE OF DOING BUSINESS MATTERS TO BE DISCUSSED (INNOVATION TO STREAMLINE DONATIONS AND VOLUNTEERISM PROCESSES WITHIN DEPTS)

RESOLVED that:

Legal Services be invited to discuss donation and volunteerism processes and related challenges particularly for Library and Information Services and Recreation and Parks (Innovations to streamline the process / delayed timeframes).

ACTION: C MICHAELS ; Z MANDLANA

IEDB06/09/23 INNOVATIONS IN THE PUBLIC PARTICIPATION SYSTEM

Mr I Robson: Public Participation gave a brief overview of the PC request to design a process that expedite access to information being disseminated to Cllrs particularly for their organisations to access liquor license, property and events applications. He added that he invited all the relevant process owners to engage the PC in terms of their area of responsibility. He advised that discussions took place with the relevant line departments and it was determined that departments was in the process of working on their own electronic platforms to access information. He referred to previous presentations made by Mr M January to the PC and it was requested to explore whether they could integrate the different platforms into one however, it posed a major challenge with regards to cost implications of the various platforms.

Mr M January: Inter Departmental Liaison (IDL) gave a powerpoint presentation in terms of the liquor license process, whereupon he highlighted the following points:

- PC Resolution;
- Centralised CBO Database accessible to all departments;
- Liquor Licence Process;
- Land Use Management (LUM); (Property development applications);
- Initiative raised to streamline for LUM;
- Reviewing of current process - Events;
- Way forward.



The Chairperson, Cllr E Anstey afforded Councillors an opportunity to pose comments / questions as follows:

- Cllr I McMahon enquired about the status of the system and whether it's live or still in the testing phase. He further asked about the roll-out process to Subcouncils and emphasised the importance of resolving technical glitches prior to roll-out;
- Highlighted issues identified in the system such as Cllr comments only being included on the letter to the Liquor Authority (SC copy and paste) and was of the view that comments must automatically pull through in the system. Mentioned technical issues regarding the e-mail format, including additional e-mail addresses containing colons between each other and whether it would be accepted (mentioned that most organisations might have a standard mailing list of their members that might contain colons in between);
- Cllr I McMahon stated that the PC raised an issue and software was developed and he was of the view that the department is not ready to roll-out the system. He mentioned that a resident from the City Bowl Ratepayers Association flagged the system issue and designed their own software link to distribute the big files to ensure that affected residents, adjacent to Bars and Pubs have an opportunity to make submissions;
- He highlighted the legislative role of Ward Committees and that their submission must be taken into consideration regarding liquor license applications (perform an advisory role);
- Cllr H Terblanche referred to the City's new application platform "Have Your Say" and enquired whether it could be explored to include liquor license processes on the platform;
- Commended PPU department for performing sterling work despite staff constraints and limited resources;
- He emphasised the importance of educating communities and suggested that a link to the Western Cape Liquor Authority be included on the comment form for educational purposes;
- Cllr F Higham asked who developed the system. She highlighted the importance of it being user-friendly and the need for a Language Expert to peruse the system, to ensure that the message is relayed effectively and efficiently to users. She further asked whether the system is mobile friendly for users.

Mr M January responded that they went into the production stage on 1 July 2023. He added that roll-out to Subcouncils will commence in September 2023 (all testing done with a few changes and challenges).

He advised that engagement took place with the relevant role-players and roll-out will take place to the 21 Subcouncils and emphasised that SC 16 and SC 20 normally received the most applications. He added that training took place with all the Subcouncils and they have been equipped to work on the system in terms of their area of responsibility.



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Discussions took place regarding training of external users and referred to the 1 pager public participation comment form to be completed, therefore no need for external training is required.

He explained that when the user insert their comments it goes automatically into the system, thereafter the specific Subcouncil receive the comments who have the editing feature (include pertinent information). He further advised that once the application serve before the Delegation Committee they have access to the original submission and edited version to ensure that the SC included the required information. He highlighted that the original source of information could also be traced.

Mr M January responded that they have made provision for additional email addresses that's been restricted to 3 and no colon characters in between addresses. If individuals or organisations want to add additional addressed they need to contact their local Subcouncil offices.

He further advised that he is not able to respond to the "Have Your Say" query however, the department will explore / consider the platform as proposed by Cllrs.

At this juncture, Mr N Fisher responded that liquor licenses could be uploaded on the "Have Your Say" platform including the public participation timeframes. He added that there is a feature to upload public comment forms and supporting documentation.

Mr M January responded the Information and Technology (IT) department developed the system and confirmed that it is mobile-friendly however, he would verify that the Webpart (WP) is also mobile-friendly.

Mr M January advised that the Community Organisations Database (COD) is the main database. IDL captures the item and place it in a Ward and Subcouncil on the map, thereafter the system will access the COD database and draw the relevant information for the required Ward and Subcouncil. He emphasised the importance of the quality of the information contained in the COD database. SC have the feature to remove non-existent or inactive organisations after due processes were followed. Currently no notifications are being circulated due to the testing stage.

He further advised of the delayed roll-out and several changes occurred which posed a challenge for IT who want to conclude the task. He mentioned that the 2 systems will run concurrently to ensure both systems align to prevent technical glitches. Ward Committees; CBO's; CPF's and internal line departments are included in the circulation and reiterated the extensive public participation process. Automated feedback notifications are generated once submissions are made and the system flag duplicate submissions.



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Mr M January stated that they will consider the suggestion of the extra link to be included on the public participation form.

At this point, Mr I Robson emphasised the lengthy timeframes of planning and development approximately 11 years and highlighted the need to implement the system and obtain the feedback from users.

He further added that Events and DAMS department would be able to engage the PC in terms of their systems.

Mrs C Overmeyer stated that the system is the foundation of several applications in the City. She added that Climate Change department engaged her in terms of disseminating information and she granted them read-only access to the Community Organisations Database (COD). Responses would go to a generic e-mail account to be created by the respective line departments. She highlighted the on-going challenge of maintaining the COD information. She mentioned that if the information is not updated it can effect ward committee numbers and targets for the various indicators on the Corporate scorecards (MFMA Circular No 88). She further advised that the Subcouncils must drive the maintenance of the COD.

Cllr E Langenhoven concurred with Mr I Robson that the system be rolled-out. He referred to the Events department that worked on an application for 6 years and the exorbitant cost implication. He mentioned the Corporate Services IS&T / CoCT application that had to be released in order for the PC and public to make submissions and re-worked the application based on the complaints.

The Chairperson, Cllr E Anstey stated that Cllrs supported the roll-out and thanked the department for sterling work done thus far in terms of the system.

Mr M January advised that Cllrs can submit system related concerns to him and Mr P October: IDL office for assistance.

The Chairperson, Cllr E Anstey thanked Mr I Robson and team for an informative presentation.

RESOLVED that:

- a) the presentation: Innovation and red tape reduction initiatives within Public Participation, be noted;
- b) The Innovation and Ease of Doing Business PC supports the roll-out of the system to the various Subcouncils and role-players.

ACTION: I ROBSON ; E SASS



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IEDB07/09/23 INNOVATIONS IN CUSTOMER RELATIONS MANAGEMENT (CRM)

RESOLVED that the presentation: Innovations in Customer Relations Management, be deferred to the October 2023 I&EDB PC meeting.

ACTION: P NONGQONGQO ; E SASS

AGENDA ITEMS I&EDB 08/09/23 AND I&EDB 09/09/23 WERE DISCUSSED SIMULTANEOUSLY

IEDB08/09/23 OVERVIEW OF THE EASE OF DOING BUSINESS PROGRAMME

Mrs M Joja-Johannes: Enterprise and Investment gave a powerpoint presentation outlining an overview of the Ease of Doing Business Programme, whereupon she highlighted the following points:

- ❖ Ease of Doing Business Journey;
- ❖ World Bank Doing Business Highlights;
- ❖ World Bank Doing Business Results;
- ❖ Reform Action Plans (RAP's) Performance;
- ❖ #1 Easiest Place to do Business in Africa;
- ❖ Ease of Doing Business Industry Survey;
- ❖ Ease of Doing Business Index Launch, Media tracking, City Manager's Directive and Ease of Doing Business PMT;
- ❖ I Mean Business (IMB);
- ❖ Stupid Rule Update;
- ❖ Regulatory Impact Assessments (RIA);
- ❖ Objective of RIA;
- ❖ ECD RIA comparison;
- ❖ Wayleave RIA comparison;
- ❖ Next steps.

The Chairperson, Cllr E Anstey afforded Councillors an opportunity to posed comments or questions as follows:

- Cllr H Terblanche referred to the I Mean Business (IMB) project and queried the terminology "I" vs "We" Mean Business in terms of being an internal or external customer (Making progress possible, together);
- Cllr I McMahon stated that he submitted a process issue on the Stupid Rule Button Initiative and is still awaiting feedback. He referred to the application for extended liquor license and business license to City Health department (Environmental Health Office), whereby the application is processed and the applicant pay the R8 000 non-refundable fee;
- Thereafter the application serve before the Subcouncil and often determined that the applicant do not meet the criteria as per the By-Law requirement (no business license). Highlighted the importance of verification early in the process to determine whether the applicant meet the criteria or not and advise them accordingly;
- He suggested that the department considers a Standard Operating Procedure (SOP), in order to ensure that applicants comply with the minimal criteria prior to processing the application;

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- He stated that City Health department did not reflect under the various categories on the Stupid Rule Button however, he made a note in his submission and is still awaiting feedback;
- Cllr H Terblanche referred to the IMB project and advised of the Gamification tool, to entrench IBM culture across the organisation and queried the practical implementation thereof. He queried whether the Gamification would take place on a virtual platform in the organisation.

Mrs Joja-Johannes responded as follows that:

Encouraged Individual employees to mean business in their area of operation (excellence) and as a result enable economic growth and contribute to the bigger picture. We mean business refer to strategic collaborations as City officials and external stakeholders that can improve the business environment. Concurred with Cllr H Terblanche that the organisation need to mean business internally to enable working together externally.

Mr T Siganda stated that the “I” terminology appealed to the individual and “We mean business” encouraged a team approach internally and externally. That this approach is linked to the City’s Promise Statement: “Making progress possible together”.

At this point, Mrs M Joja-Johannes referred to the Stupid Rule Initiative and advised that her team is intermediary for employees that choose to be anonymous and the line department respond directly to the employee who disclose their identity. That the ED’s offices manages the submissions and engage the employees directly. She apologised to Cllr McMahan for the oversight in terms of his submission and advised that she would be able to e-mail the line department’s feedback to him. She further advised that they engaged the Business License department and the Western Cape Provincial Government (WCPG) who also committed to publish an Index for WCPG and agreed that it would complement the CoCT Index (address systemic related issues).

She responded that gamification serves as an educational tool on an electronic platform. She added that if the value that they want to entrench focussed on service excellence all the activities will be related to drive the messaging. Paper manual gamification is being explored for staff who do not have access to computers in order to improve the experience for them and encourage active participation.

Mr T Siganda added that the gamification tool was still in the concept stage and that a work session took place with the Director: Organisational Effectiveness and Innovation and other role-players to discuss detailed information; role division and a way forward.

Cllr L Mazwi enquired about the indicator for red tape reduction to ensure that it’s being enhanced or reduced. She added that the process of doing business is often frustrating for individuals and requested a summary of the



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previous and current status (highlights) of ease of doing business indicator and to share with communities.

Mr T Siganda responded that the Index was published in May 2023 since than engagements took place with departments to ensure that their Action Plans are in place and measurable. He referred to the change in time / complexity and mentioned with the next publication in 12 months they would be able to indicate the baseline that would display the status of improvements. He advised that the Data Scientist Team will engage the PC at the October 2023 meeting to demonstrate the dashboard that they tracking. He further added that they engaged departments and encouraged them to streamline their processes based on the information gathered.

Cllr E Langenhoven referred quick win (QW) 3, analysis of C3's and requested detailed outcomes and analysis thereof. He mentioned of discussions to review C3's and conducting age analysis to identify outstanding problems.

Mrs M Joja-Johannes responded that they measure ease of doing business indicator on reduction in time; cost; complexity of the services and steps in terms of the previous processes. She added that these dimensions are used to determine whether something is easy or easier. Currently reviewing 9 indicators and identified time costing complexity on services and envision publishing in 12 months to demonstrate improvements (serve as a benchmark).

She advised of QW 3 namely: Exception and Trend Reporting that provide ED's a concise and focussed overview of exceptional situations and trends identified in the service notifications. She added that the information is essential for strategic decision-making in terms of service delivery. That the Data Scientist Team publish it on a monthly basis for the ED's in order for them to gain insights into potential issues or area of concern that might require their attention and strategic decision-making.

Ms B Morris stated that they will raise awareness in terms of the platform and emphasised the open innovation section that allows for submission of ideas or challenges. She added that Cllrs engaged the platform previously and advised in terms of communities that they would ensure that they make it more accessible.

Mr G Morgan responded to the service request query and advised that the objective is for decision-makers to show keen interest in the data and how Senior Management interpret the information in terms of their services.

At this point, he demonstrated a live demonstration of the correspondence that the Data Science department send to ED's of the various directorates reflecting various metrics of performance and spatialized it in terms of the turn-around timeframes. He further added that his team develops tools to allow individuals to interrogate the data and to look at it from different



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perspectives. The team present analytical datasets in order for individuals to show keen interest and take proactive action.

Cllr A Van Zyl highlighted re-occurring complaints and asked whether the data is used for remedial action. She explained about frequent burst pipes at the same locations and enquired whether pro-active actions are taken to resolve the issues.

She further mentioned that the frequent loadshedding caused tripping of infrastructure and residents often report the same issues. She acknowledged that line departments put measures in place however, it often do not resolve the on-going problem. She referred to budget; timeframes; and legal framework that often posed a challenge to explain to residents delayed action to address re-occurring service delivery complaints.

Mr G Morgan responded that the approach is to go on a maturity journey on data with individuals. He added that the City's reporting tools are very good however data analysis needs improvements. He stated that the re-occurring complaints must be investigated and analysed to ensure that the responsible line department take remedial action. He advised that the Data Science Team review reporting trends in order to identify and investigate areas of concern in terms of services. He added that they are in the process of moving up the data maturity ladder by utilising artificial intelligence that can result in improved decision-making. He advised that they designed a product that is able to read every invoice in the CoCT and have an understanding of estimate costing of items and also review anomalies. It is determined that value for money was obtained in most cases.

At this point, he added that they in the process of designing a Policy Bot that would be able to respond to questions about any policy related matter.

The Chairperson, Cllr E Anstey thanked Mrs M Joja-Johannes for an informative presentation.

RESOLVED that the contents of the Presentation: Overview of the Ease of Doing Business Programme, be noted.

ACTION: M JOJA-JOHANNES ; G MORGAN

IEDB09/09/23

OVERVIEW OF THE STUPID RULE BUTTON INITIATIVE

RESOLVED that:

- a) the contents of the Presentation: Overview on the Stupid Rule Button Initiative, be noted;
- b) Enterprise and Development submit a detailed report specifically on the outcomes of the Stupid Rule Button Initiative.

ACTION: M JOJA-JOHANNES ; G MORGAN



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IEDB10/09/23 INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO COMMITTEE ANNUAL OVERSIGHT WORK PLAN

RESOLVED that the Innovation and Ease of Doing Business Portfolio Committee Annual Oversight Work Plan, be deferred to the October 2023 PC Meeting.

ACTION: T SIGANDA ; B MORRIS ; A THOMAS

IEDB11/09/23 GENERAL INNOVATION AND EASE OF DOING BUSINESS MATTERS TO BE DISCUSSED

RESOLVED that the following new General Innovation and Ease of Doing Business matters to be discussed:

- a) That Urban Mobility present on innovation and red tape reduction in traffic calming measures; signage / road markings; (overview of due processes and procedures in terms of processing requests and addressing backlogs);
- b) Urban Mobility present on the status of the N2 (Somerset West Interchange) and Foreshore Freeway (linkage to Helen Suzman Boulevard);
- c) Urban Mobility present on the status of the Universal Access Policy.

ACTION: H SCHOLTZ ; D CAMPBELL

THE MEETING CONCLUDED AT 12:30.



CLLR E ANSTEY (CHAIRPERSON)



DATE