



INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO COMMITTEE

1. **ITEM NUMBER: IEDB 04/03/23**

2. **SUBJECT**

CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON 08 FEBRUARY 2023

BEVESTIGING VAN DIE NOTULE VAN DIE VERGADERING GEHOU 08 FEBRUARY 2023

UKUQINISEKISWA KWEMIZUZU YENTLANGANISO EYAYICHOTSHELWE NGOWE- IKOMITI YEMICIMBI YESEBE LEZEMPILO 08 EYOMDUMBA 2023

3. **PURPOSE**

The minutes are submitted for consideration and confirmation.

ANNEXURE:

ANNEXURE A: MINUTES OF THE MEETING HELD ON 8 FEBRUARY 2023

MINUTES

**OF THE INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO
COMMITTEE OF THE CITY OF CAPE TOWN ON WEDNESDAY, 08 FEBRUARY
2023 AT 10H00**

PRESENT:

DEMOCRATIC ALLIANCE (DA)

Cllr E Anstey (Chairperson)
Cllr F Higham
Cllr T Mokhathi
Cllr A Kuhl
Cllr H Terblanche
Cllr A van Zyl

AFRICAN NATIONAL CONGRESS (ANC)

Cllr N Kopman
Cllr T Nyamakazi
Cllr S Thompson

ECONOMIC FREEDOM FIGHTERS (EFF)

None

GOOD

None

CAPE COLOURED CONGRESS (CCC)

None

COUNCILLORS ABSENT WITH APOLOGIES

Cllr I McMahon (DA)
Cllr D Nelson (DA)

COUNCILLORS ABSENT WITHOUT APOLOGIES

Cllr L Mazwi (EFF)
Cllr P Marman (GOOD)
Cllr M Manuel (CCC)

OTHER COUNCILLORS PRESENT

Cllr M Manuel (DA)
Cllr R Viljoen (DA)
Cllr S Pringle (DA)

OFFICIALS PRESENT

Mr G Morgan	ED: Future Planning and Resilience
Mr T Siganda	Manager: Enterprise Development
Ms Estelle-Mare Ward	Head: Public Emergency Coms Centre
Willem Claassens	Head: Reporting and Monitoring, OPM
Mrs B Morris	Manager: Innovation&Operational Effectiveness
Heinrich Lotze	Head: Housing Co-ordination & Development
Ms Portia September	Director: Public Housing
Gail Eddy	Research Officer, Human Settlements Planning
Royden Saayman	Contractor, Enterprise and Investment
Charles Mackriel	Labour Broker, Enterprise and Investment
Ms A Ntlotwana	Secretary, Enterprise and Investment
Nomzamo Mlungu	Head: Land Restitution Social Housing
Mrs M Joja-Johannes	Pr Professional Off: Business, Enterprise & Invest
Mr H Scholtz	Director: Roads Infrastructure Management
Desiree Galant	Manager: Recreation & Parks Facilities
Lynn January	Area Manager: Area 3 Recreation and Park
Nabeel Bassadien	Area Manager: Area 4 Recreation and Park
Renee Pereira	Head: Finance, Recreation and Parks
Carlo Scott	Head: Area Cleaning, Solid Waste Management

EXECUTIVE COMMITTEE SERVICES:

R Alberts
J Cooper

LEGAL SERVICES:

P Qalazive

INTERPRETER:

None

PRESS:

None

PUBLIC:

None

IEDB 01/02/23 OPENING OF MEETING/MOMENT'S SILENCE

The Chairperson, Cllr E Anstey, welcomed everybody present at the meeting.

IEDB 02/02/23 APOLOGIES/LEAVE OF ABSENCE

RESOLVED that the following leave applications for leave of absence was received from the Office of the Chief Whip:

- Cllr I McMahon (DA)
- Cllr D Nelson (DA)

ACTION: R ALBERTS

IEDB 03/02/23 CHAIRPERSON'S ADDRESS

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

Good morning fellow Councillors, Officials and new presenters to the first I&EDB Portfolio Committee meeting for 2023.

I would like to extend a warm welcome to Cllr T Mokhathi, newly assigned member to the Portfolio Committee and Cllr M Manuel who requested to be part of the Portfolio Committee (membership to be formalised). Welcome Cllr Viljoen who serves on a different Portfolio Committee and is part of the meeting today.

Congratulations Cllr D Nelson, who got married in November 2022, best wishes for your future and Cllr A Kuhl who returned from maternity leave and good luck on the parenthood journey.

Emanating from previous meetings I submitted various deceased estate examples to Mr T Blake and is awaiting feedback as it is a major challenge across the City of Cape Town.

Today, we will also issue City awards to deserving Urban Mobility staff members for innovation in respect of service delivery.

I also joined the Mayoral Ease of doing business priority programme with Senior Executive Directors and will provide feedback to the PC in terms of the engagement.

In addition, I met with our ED and staff to discuss the way forward in terms of the I&EDB Portfolio.

On a sad note, I would like to thank Ms J Cooper: Committee Services for doing a sterling job in serving the I&EDB PC over the past year. Ms J Cooper was assigned to serve on another PC and Mrs Rochelle Alberts will be serving the I&EDB Portfolio Committee going forward.

RESOLVED that the Chairperson's Address be noted.

ACTION: R ALBERTS

IEDB 04/02/23 MINUTES OF THE MEETING HELD ON 09 NOVEMBER 2022

RESOLVED that the minutes of the ordinary meeting of November 2022 was confirmed by Cllr A van Zyl and Higham. 09
Cllr F

ACTION: J COOPER

IEDB 05/02/23 MATTERS RECEIVING ATTENTION

1. EFFORTS TO IMPROVE THE PROCESSING OF DECEASED ESTATES (IEDB 07/08/22):

RESOLVED that the Legal Debt Management Department report back on the deceased estate test cases in April/ May 2023.

ACTION: T BLAKE; O JANSEN

2. INNOVATIONS IN THE CITY CUSTOMER CALL CENTRES (IEDB 05/06/22):

It be **NOTED** that the matter regarding the Innovations in the City Customer Call Centres, will be dealt with during the item Refer to agenda item IEDB 12/02/23 of the Agenda.

ACTION: A MORTIMER; P NONGQONGQO

3. INNOVATIONS IN THE CITY'S PUBLIC PARTICIPATION SYSTEM (OVERVIEW) (IEDB 08/08/22)

RESOLVED that a consolidated report be submitted to the committee in April 2023.

ACTION: I ROBSON; M ISAACS

4. PRESENTATION ON THE "I MEAN BUSINESS CAMPAIGN" (IEDB 07/06/22)

It be **NOTED** that the matter regarding the presentation on the "I Mean Business Campaign" will be dealt with during the item Refer to agenda item IEDB 10/02/23 of the Agenda.

ACTION: M JOJA-JOHANNES

5. INNOVATIONS IN TRAFFIC FINE PAYMENT MANAGEMENT

(IEDB 08/06/22)

RESOLVED that a progress report, on the amnesty concept, notifying the public that they can automatically qualify for a 50% discount “no questions asked”, be submitted in May 2023.

ACTION: P VALENTINE; A NEL

6. INNOVATION IN TERMS OF HOW THE DEPARTMENT PROVIDE HOUSING OPPORTUNITIES (CURRENT AND PLANNED INNOVATIONS) IN CITY HOUSING SUPPLY (IEDB 06/08/22)

It be **NOTED** that the matter regarding the presentation on the Innovation in terms of how the department provide housing opportunities (current and planned innovations) in City Housing Supply, will be dealt with during item IEDB 09/02/23 of the Agenda.

ACTION: G EDDY

7. DELAY IN PROPERTY STATUS FROM RESIDENTIAL TO COMMERCIAL (IEDB 08/09/22)

RESOLVED that the delay regarding changing a property from a residential property to a commercial property be addressed.

ACTION: T SIGANDA; B MORRIS; C WALTERS

8. GRASS CUTTING ALONG ROADS, VERGES, PARKS AND RECREATION AND DUMPING

It be **NOTED** that the matter regarding the presentation on the Grass cutting along roads, verges, Parks and Recreation and dumping will be dealt with during the item IEDB 14/02/23 of the Agenda.

ACTION: T SIGANDA; B MORRIS; H SCHOLTZ

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

RESOLVED that:

- (a) innovation of City energy pre-paid meters and how the City monitors and controls those being by-passed be added to the work plan;
- (b) the lack of training of service providers to deal with problematic C3 notifications;

- (c) the long-term estimation of water meter readings be investigated;
- (d) recycling to be discussed;
- (e) to investigate new operational vehicles and technology within the management of Urban City Waste and area cleaning.

ACTION: T SIGANDA; B MORRIS

IEDB 06/02/23 CITY AWARDS

Cllr E Anstey and Cllr M Manuel: Mayco member Urban Mobility awarded Urban Mobility staff for innovative and excellent service delivery in their respective branches.

RESOLVED that the City Awards be noted.

ACTION: MS B MORRIS AND MS A NTLOKWANA

IEDB 07/02/23 2022/23 QUARTERLY PROGRESS REPORT ON CORPORATE PERFORMANCE

It is **RECOMMENDED** that the 2022/2023 Quarterly Progress Report on Corporate Performance, be noted.

ACTION: J COOPER; M ABASS; C JANUARY

IEDB 08/02/23 INVITATION TO SUBMIT WRITTEN COMMENTS IN CONNECTION WITH THE CITY'S INTEGRATED ANNUAL REPORT 2021/22

RESOLVED that the Portfolio- and Sub-council committees be provided the opportunity to submit written comments on the electronic copy of the City's Integrated Annual Report as part of the public participation process.

ACTION: WILLEM CLAASSENS

IEDB 09/02/23 INNOVATIONS IN HOUSING SUPPLY

Ms G Eddy and Ms S September gave a presentation on the Innovations in Housing Supply and highlighted the following:

- Background of the presentation request;
- New housing opportunities provided in Cape Town 2013/14 to 202/21;
- Unlawful land occupation trends 2016-2021;
- City-owned land reserved for Human Settlements development;
- Envisaged BNG opportunities in the short term (BNG planning stage; BNG construction tenders; BNG under construction and EPHP projects;

- Social housing completed; under construction and in the pipeline and Public housing categories;
- Number of rental stock and maintenance depots per service area;
- Number of Informal areas within CoCT;
- Basic service provision within informal settlements over the period 2012/13 – 2019/20;
- Informal Settlement project pipeline, service sites; super blocking; reblocking/enhanced services; managed settlements programme;
- Informal settlements project pipeline TRA/IDA
- Sector Plan Data;
- Accessibility of the housing office and how they engage with customers;
- Innovation in how the City will be moved forward through rezoning, redesigning suburbs and create more housing opportunities;
- Feedback on red tape and innovation – more specific feedback on projects that have commenced.

Cllr Terblanche thanked the officials for an informative presentation. He expressed concern with regards to candles being used at Informal Settlements which often poses a fire risk and mentioned that alternatives should be explored (candle reach a certain point, clap fold over). He further enquired whether Informal Settlement related innovations were considered.

Cllr Manuel enquired whether officials close the longstanding C3 complaints or is it left open until it's been dealt with as it affects the residents experience in terms of service delivery. He mentioned that the Housing offices operates until 15h00/16h00 and CRU tenants often gets home later and might not receive the services. Enquired about the staff compliment at housing offices. He queried why the City is looking for people registered on the housing allocation database since residents is responsible to update their details.

Cllr T Mokhathi asked whether the presentation will be made available to Subcouncils seeing that CR related issues remains an on-going challenge in various areas.

Cllr Anstey responded that he will circulate the presentation to all the SC Chairpersons.

Cllr Kuhl stated that she was satisfied that the presentation will be circulated to Subcouncils as it address long standing systematic issues. She enquired about the timeframes when the SAP mobi started and when the ticket system started at local housing offices. Expressed concern about staff constraints at Oceanview office and asked whether training was provided to equip staff to address CRU related complex issues. She requested that feedback be provided within three months regarding the status of the interventions.

Cllr Higham highlighted the communication aspect and stated that the C3 system remains an on-going challenge as it is not publicly assessable. Residents are not able to log any maintenance issues. She expressed concern about accessibility of the housing office as people in Bo Kaap have to travel to Heideveld. She asked whether the department have alternate mechanisms in place for tenants to access the services. Highlighted the delayed timeframes and ineffectiveness of the whatsapp line. She enquired about the staffing resources and whether a request for

budget was submitted during the 2022/23 financial year. Referred to the 40 000 backlog complaints and requested that a future presentation be submitted to understand what the targets and the status thereof. She mentioned that residents registered on the housing allocation database since 1991 are only being now considered for opportunities and that personal contact details changes frequently. That there is a duty to contact longstanding individuals to ensure that they do not lose out on a housing opportunity. That housing is a major challenge in the City and mentioned that the Education department are reviewing a rapid build system to expedite building and asked whether the Housing department could review the best practises.

Ms G Eddy responded that interventions such as fire retardant paint could be explored for structures to prevent/reduce fires. That partnerships with institutions such as Stellenbosch University and organisations took place to explore innovative designs and fire prevention mechanism in respect of informal settlements (budget constraints and SCM challenges). Mentioned the Ishack project that explore alternate building designs and materials for informal settlements.

Cllr Anstey stated that cheaper building material oppose to brick and mortar options must be explored and enquired about the status of the engagement with Housing National Government and who is responsible to drive the process.

Mrs G Eddy responded that there is no official process between the City and Housing National Government however the main factor is the funding regime.

Mr H Lotze responded that brick and mortar is the cheapest available option and that the National housing subsidy of R140 000 only accommodate a 40m² 2 bedroom unit. He further added that Service providers often engaged the department to present alternative building options, however they not able to guarantee such opportunities and SCM processes must be adhered too.

Mrs G Eddy highlighted the importance of residents updating their details on the housing allocation database which also allows for the clean-up of the database in view of the major housing demand.

Mrs G Eddy stated that the rapid build system/programme criteria must be taking into consideration however due to budget constraints it remains a challenge.

Cllr Anstey stated that the Housing department continue to build new housing developments but do not create places to trade in terms of the designs.

Cllr van Zyl enquired about the time frame for implementation in respect of the "No cost transfer programme".

Mrs G Eddy responded that processes had been identified and put in place in terms of the "No cost transfer programme".

Mr H Lotze stated that Town Planning department and consultants designs allows for trading space in order to create job opportunities in the

community to equip and empower them to become financially and economically sustainable.

Ms S September responded that they do not close outstanding C3's there are other interventions when dealing with the C3 backlogs (2003). That they link capital upgrades with a repairs and maintenance program as per the Asset Management Plan (implemented by the NHFC) third one is where the actual assessment is done (identify duplicates) and defects repaired. The assessment highlighted the deteriorating conditions of specific CRU's that is not suitable for human occupation. That C3's created after hours are linked to the TOC and call centre directly that became operational in October 2022. She added that Public housing received the first batch of SAP mobi devices in January 2023 and in the process of being programmed.

She further referred to the ticket system and IT advised of the criteria such as the conditions of the set-up of each office and staffing and training to be concluded within 18 months (including change management components). That funding was granted for the preliminary design during the 2022/23 financial year. She added that high volume Local Housing offices were identified for the roll-out and thereafter the other branches will be considered.

Due to a few capacity issues she requested that the whatsapp line be disconnected due to it not being linked to the local housing offices until measures are put in place to support the line.

She further stated that they categorised assets in different types, planning to sub-divide units, refer to Hanover Park where tenants showed interest to purchase their units (pilot project).

At this point, Cllr Anstey thanked Public housing officials for an informative and detailed presentation.

He proposed that the presentation be submitted to the Speaker's office for circulation to Subcouncils.

RESOLVED that:

- a) the presentation on the Innovation in housing supply be noted;
- b) That the presentation be submitted to the Speaker's office for circulation to Subcouncils.

ACTION: MS G EDDY; MS S SEPTEMBER; MS N GQIBA

IEDB 10/02/23

I MEAN BUSINESS PROGRESS UPDATE

Mrs M Joja-Johannes gave a presentation on the I mean business progress update and highlighted the following:

- Ease of doing business index and dashboard;
- Purpose of "I mean business" IMB strategy;
- Key elements of the IMB strategy;
- Stupid rule red button (Live 1 February 2023);

- Lead Customer Centricity training;
- Leveraging the collaboration platform;
- We mean business pledge;
- Quick wins of the strategy.

Cllr Terblanche, commended Business, Enterprise and Investment department for the initiative and stated that a media release was issued for the public. He further queried the terminology I mean business and stated we mean business is more of a team approach.

Mr G Morgan advised that he drafted a spreadsheet of the submissions (21) and highlighted that staff had gone out quite strongly as per the hybrid remote working. He further added that there is value in listening and providing care into every submission received (timeframe 14-21 days). Mentioned that staff raised an issue relating to a process in the Project management system and after engaging the project process owner and based on submissions, they agreed to scrap it and resolved the matter.

Highlighted that it's a powerful process in terms of the responses from staff, however from a leadership perspective it's a challenge since all responses might not have the desired outcomes.

He further stated that the collaboration platform was offline due to a change in contractors and was re-established. He stated that the water campaign commenced last week at Dulcie September Civic Centre area.

He mentioned the annual City pulse process which aims to obtain maximum engagement and ED's identify three lowest matrix and must build responses to improve such indicators.

Cllr Higham referred to the Omni channel solution demo (I mean business campaign) and enquired whether there is a similar mechanisms for residents as accessibility remains an on-going challenge.

Mr G Morgan responded that the channel solution was workshopped with the PC and that the City application will be launched in June 2023. He further stated that he would be able to conduct a presentation to the PC in terms of the status of the applications.

Cllr E Anstey proposed that the presentation be submitted to Subcouncils.

Mr G Morgan stated that the application is of a developmental nature as changes takes place on an on-going basis. Due to staff constraints presenting at all Subcouncils poses a challenge and take away from operational hours, however Cllrs do have access to the various applications and can utilise it accordingly.

Mrs M Joja-Johannes responded that the terminology is a work in progress, building team 021 as several line departments are often involved in the processes.

She highlighted that the Omni channel included different links and needs to be re-organised and will engage Communications department to re-organise the channel for residents / stakeholders.

Cllr Terblanche expressed concern that the CoCT loadshedding schedule is not always an accurate reflection on the stages.

Mr G Morgan responded that the Energy department is responsible for the application however the data is sourced directly from Eskom (main informant).

Cllr Kuhl enquired whether the loadshedding information will reflect on the launch of the improved application and measure how many residents using the My Smart City application in comparison with the other applications on the market.

Mr G Morgan advised that the My Smart City application maximised the service request coming through the system due to the improved functionalities. He added that the department will drive an extensive campaign to promote the application.

Cllr Manuel asked whether it will be zero rated and highlighted that it should be free for citizens to communicate with Government.

Cllr Higham concurred with Cllr Manuel about zero rated data however if that is not achieved they should at least consider low rate data in the specifications.

Mr G Morgan responded that the app will not be zero rated however Mayoral engagements took place with the four major telecommunication agencies and he is not able to provide detailed information at this stage. He advised if zero rating is not achieved, they need to include it in the next data replacement tender (MTN service provider) and that the specification includes reverse billing based on the policy framework.

Cllr Anstey commended Mr G Morgan and Mrs M Joja-Johannes for sterling work done thus far in terms of the "I mean business" campaign.

RESOLVED that the presentation on the I Mean Business Progress update be noted.

ACTION: M JOJA-JOHANNES

IEDB 11/02/23

ECONOMIC GROWTH - PROPERTY MANAGEMENT

RESOLVED that the presentation on the Economic Growth Property Management be **DEFERRED** to March 2023.

ACTION: MS R SCHNACKENBERG; MR M SIMS

IEDB 12/02/23

OVERVIEW OF CITY CALL CENTRES: PECC

Mrs E Ward gave a presentation on the Overview of City Call Centres: PECC and highlighted the following:

- Purpose of presentation;
- Overview of PECC: Operating model, SLA, Staff;
- Progress towards Zero Rated Call Centre;
- Innovation in service delivery;
- Challenges/Pain points;

- Red Tape Reduction initiatives;
- Recommendations for improvement.

Cllr Higham enquired about the status of the discussion of National Government in respect of the (112) number accessibility. Highlighted similar challenges of the C3 communication system, GEO locations, better way of locating the area of the issue without providing an address.

Cllr Manuel queried why the department pilot the (112) number as it causes confusion with residents and asked what benefits could derive from the pilot process.

Cllr Kuhl enquired whether the call centre agents alert the relevant authorities. Asked whether call centre agents are trained to make the public aware that they have limitations in terms of the operations.

Mrs E Ward responded that it was a challenge to engage National Government however a meeting took recently place and that she is unable to provide dates. Highlighted the cost implication and who will be responsible to bear the cost. That the 107 number is in operation and allocated to local government.

She highlighted the lengthy value chain process and advised that the 10111 identify geographic location on the system picks up exactly where you are, still the responsibility of the agent verify the callers actual location.

Cllr Anstey enquired whether the call centre is busier during the day oppose to nightshift and the allocation of staff per shift

Mrs E Ward responded that the shift consist of 16 staff member irrespective of the shift or the time of the year.

RESOLVED that the presentation Overview of City Call Centres PPCC be noted.

ACTION: MS E WARD; S VISSER

IEDB 13/02/23

INNOVATIONS AND RED TAPE REDUCTION INITIATIVES IN GRASS CUTTING VALUE CHAIN AND ROAD RESERVES:

Mr H Scholtz gave a presentation on the Urban Mobility: Road Infrastructure and highlighted the following:

- Road Infrastructure and Management Mandate
- Overview of volumes, number of grass cutting contracts in City
- Coordination mechanisms in place (schedules etc.)
- Complaints Management (how many complaints have been lodged for the past year to date, turnaround times etc.)
- Roles & responsibilities of various departments involved in this process
- Innovation
- Challenges faced by each Department in the process
- Recommendations for improvement (with special emphasis on red tape reduction, innovation).

Ms D Galant gave a presentation on the Vegetation control / mowing function and highlighted the following:

- Introduction and Status of Service in Recreation and Parks;
- Overview: Facilities;
- Introduction;
- R&P Context : Horticulture and Ecological;
- Complexities and Risks;
- Current Status;
- Collaboration and Integration Project;
- Pledge 5: Do the basics better and take service delivery into the digital age so that every Capetonian can live a life of dignity;
- Project Overview;
- Per Area Informants;
- The Approach and Strategy;
- Task Team and Workstreams;
- Stakeholder Engagement
- Pilot Project
- Lessons Learnt
- Collaboration – Next Steps;
- Way Forward:
- Recommendations
- New or Innovative Ways of doing business
- Recommendations.

A discussion ensued and Cllrs raised the following comments/questions:

Cllr Terblanche highlighted the importance of interactive social media platforms to engage the public. He mentioned that Durbanville volunteers taking responsibility to beautify their area even though they are paying rates and taxes. He highlighted moving schedule and irrigation implications at sporting facilities (wasteful expenditure) and mentioned PP Smith sports facility loss international cricket status due to the conditions. He proposed that QR codes be used to improve communication with residents.

He further asked whether consideration is given to provide Parks Superintendent electronic tablet for operational requirements to perform their duties effective and efficiently.

Cllr Manuel stated that the core issues in the mowing programme must be addressed such as oversight and management innovations. He further added that data be used innovatively in order to prevent the same tender related challenges and improve service delivery to communities.

Cllr Kuhl stated that it's not smooth business within Recreation and Parks. (no cross collaborations). She suggested that Parks department reviewed the chemicals that they currently use and mentioned that European countries no longer make use of glyphosate.

Cllr Higham acknowledged the departmental budget constraints and expressed frustration as residents often complain about poor workmanship by service providers.

She stated that weed was still visible and asked who is responsible to conduct quality control checks after contractors sprayed the areas. Residents often complain that spraying did not take place in their respective areas.

Mentioned Section 2: SOP with budget to achieve service delivery enquired whether a SOP was put in place at the beginning of the financial year.

Cllr Higham stated that several of the properties in the Bo-Kaap belongs to Urban Mobility however Parks department request work orders for individual properties and enquired whether a list is available to be included in the mowing programme (cleaning of servitudes/lanes).

Cllr Anstey advised that he engaged Ms S Brice and enquired who is responsible for cleaning/maintenance at cemeteries.

He further stated that the winter preparedness campaign must commence earlier in order to be effective and must target low risk areas and thereafter high risk before rainy periods and suggested that the plan be reviewed.

In addition, referred to the Fan walk and the different departmental services provided (Solid Waste Management, Parks and Urban Mobility) however due to the windy conditions the community complains that no cleaning takes place due to the status of the Fan walk.

He further, enquired about the way forward in terms of the three Directorates to resolve the concerns raised by Cllrs.

At this point, Mr N Bassadien responded that delayed tenders and the mowing schedule posed several challenges and the level of communication with role-players must be improved. Emphasised lessons learnt and also the complex legislative requirements in terms of SCM processes and procedures. That Property Management department drives the Asset Management policy that indicates, line department is only responsible for the assets assigned and managed by them. He further added that a Task team was established with Urban Waste, Parks and Urban Mobility including the various Mayco members and Directors to review service level agreements and a way forward to enhance service delivery.

He advised that the department is in the process to enhance data sets for informed decision-making, accurate reporting and review the system /operations with innovative ways of working.

Cllr Anstey expressed his concerns with regards to grass cutting related challenges (outstanding tenders) and that Cllrs often bear the brunt of communities complaining about the lack of services. That Recreation and Parks department implement pro-active mechanisms to prevent tender related issues that hampers service delivery to communities.

Mr N Bassadien responded that the renewal of the current tender is in process and included in the Demand Plan to prevent a repeat of the grass cutting related challenges (considers the Section 33 process to ensure a three to six year process as part of SCM innovation).

He further stated that the different categories of roads forms part of the IT datasets in partnership with Urban mobility department to quantify areas; cost and allocate budget and resources across the City (transversal mowing tender).

Mr N Bassadien clarified that a work project is not for an individual erf and do not reflect the framework tender, for instance a ward consist of 2 or 3 work projects (series of areas includes parks, road verges). He further stated that it would compromised the condition of the contract to outsource to sub-contractors. He requested that Cllr Higham e-mail him a detailed complaint in order to follow-up and provide feedback.

He mentioned the SOP vegetation control process and referred to the Mayor's project for line departments to work together (transversal approach vs asset specific) hence the establishment of the Task Team led by Ald G Twigg: Mayco Urban Waste Management and the different line departments to address concerns and a way forward.

Mrs D Galant stated that research was conducted regarding the effectiveness of chemicals and that international trends are taken into account (banning such chemical substances) and that the next stage is to review the specifications.

In addition, advised that Ms S Brice is responsible for co-ordination at cemeteries and that the relevant Area Manager/ Head is responsible for the maintenance and daily operations at cemeteries.

Mr H Scholtz advised that Cllrs direct queries or concerns to Management in order to get a detailed and informed feedback. That beautification of areas are encouraged however the relevant District office must be engaged to obtain the required guidance or approval.

He stated that UM staff use electronic tablets for operational requirement and always encourage staff to be proactive in reporting potholes or departmental related complaints. He added that he supported the QR codes which is user friendly and will recommend it to his communications team for the UM website.

He further stated that service providers gets a purchase order from Urban Mobility with clear instructions about the specifications of the work to be execute, if satisfactory payment is processed.

He advised that dye or marking for gulley cleaning, do spot checks for monitoring and evaluation. Requested that contractors make use of GPS technology as they conduct spraying (KMZ file) layer on the GPS.

He stated that they issued instruction to staff to submit the weed spraying programme to SWM in order to align the sweeping programme accordingly and encouraged the transversal approach between departments (foster good working relations in the interest of service delivery).

Cllr Manuel stated that the departments should have enough data on where the hotspots are and proposed that the item be placed on the MRA schedule.(review in three months what detailed databases are being built and how to achieve being a technology driven City).

Cllr Terblanche expressed concern with regards to departmental budget constraints. He further encouraged transversal operations between the relevant departments to ensure effective and efficient service delivery.

Cllr Kuhl highlighted the concerns raised by Cllrs and proposed a pro-active transversal communication strategy between Parks and Urban Mobility departments (four Areas including Subcouncils).

Cllr Anstey mentioned whether there is no merit, in decentralising the management of grass cutting and cleaning to Subcouncils and that SC managers take ownership (transversal approach). Performs an oversight role at SC level. He suggested that alternate innovations must be explored particularly to prioritise CBD areas to assign specialised units under the management of the SC Manager in order to address the on-going Parks/Urban mobility related challenges and a way forward.

Cllr Anstey stated that innovation is needed in terms of sports clubs and that Greenpoint sports club offered to do the maintenance at a lower rate and have the required resources. He further enquired about the due processes to follow in order to achieve such partnerships.

At this point, highlighted that illegal dumping remains an on-going challenge for Urban Waste Management and stated that NGO's often request land/POS to beautify areas or for food gardening purposes. That area beautification prevents illegal dumping and reduce operational cost. Highlighted the Mayor's clean-up campaign encouraging communities to take ownership of their areas and to eliminate illegal dumping.

Cllr Kuhl proposed that the matter be placed as a standing item on the SC Agenda.

Cllr Higham emphasised the role Cllrs could play in terms of communication and that the department assist with detailed information for circulation on various communication platforms. She further requested that at the follow-up engagement to provide detailed information in terms of the innovation items. Highlighted Property Management department delayed timeframes (12-18 months) with regards to lease agreement processes. That organisations often lose interest and innovative ways must be explored to reduce timeframes.

Mr N Bassadien responded that the tree tender is an issue as the matter is before the Court and the City needs to defend its position. He stated that the department have a contingency plan in place (bulk RFQ) and the required approvals were granted by the CFO and Director SCM. Standby teams are being used for emergency work and the mowing teams also assist. That C3 tree related complaints are attended to on a priority status to prevent backlogs.

Mr N Bassadien advised that the contingency plans were circulated at Subcouncil level in the absence of the mowing tender and are currently being reviewed for submission to the Mayor's office. Cllrs have access on the departmental sharepoint site to access mowing schedules for their respective wards. That Cllrs direct Parks related queries to the responsible Area Head for assistance.

That improved communication is encouraged by the department to ensure continuity and consistency in terms of service delivery.

He stated that the astroturf roll-out is currently being reviewed to make it programme based across the City and that a tender is currently in place (transversal use) responsible official Mr L May: Planning Development and PM office. Maintenance of fields to be reviewed and that engagements took place with the relevant role-players to discuss a way forward.

He referred to the sports field related leases agreements and that the department is working to achieve an Operational Management Plan for each facility, to ensure that sporting facilities understand their role and function.

He mentioned about the transversal operations on grassroots level and need to engage other departments to explore the proposed specialised teams at SC level, further research must be conducted and that he will provide feedback to the PC in terms of proposals (budget consideration).

Cllr Van Zyl expressed dissatisfaction with the lack of capital funding projects for Parks in the Northern Suburbs. She further stated that she requested Park upgrades and made submissions however is still awaiting feedback from the relevant officials. She asked about the process for the special fund and who is responsible for decision-making.

Mr N Bassadien responded that he will engage Cllr Van Zyl separately with regards to her Park related matter.

Mr C Scott responded that Solid Waste Management is currently rolling out a 21 hotspot pilot project with Ald G Twigg's office to address and curb illegal dumping. That regular clean-up campaigns takes place to promote and encourage communities to take ownership of their areas. The department conduct education and awareness drives to reduce and curb illegal dumping. He further stated that the Events and partnership team offer assistance to NOG's with lease related matters.

Mr H Scholtz mentioned that some service delivery issue in a specific geographic location needs a transversal approach from various line departments. Referred to the Development of an action matrix model, after implementation and completion, suggested that the action matrix be handed-over to the Subcouncil Manager to perform a monitoring role seeing that they best placed and understand the dynamics of the wards/areas.

RESOLVED that:

- a) Parks department submits SOP's; data sets; in terms of operations/activities and discuss the Fan walk related issues and a way forward;
- b) Parks and Property Management departments conducts a joint presentation outlining the lease agreement process and ways to reduce the workflow; clarify roles and responsibilities regarding leases;
- c) Departmental list of approaches and how it progressed over time and the way forward;

08 FEBRUARY 2023

- d) Create and achieve synergy between departments how to innovate around Parks; Transport and Urban Waste Management (where the three departments are involved in an area).

Cllr Anstey stated that follow-up engagement will take place in a few months to allow for departments to provide progress reports on service delivery related matters raised by Cllrs.

At this point, Cllr Anstey thanked the officials for an informative presentations and their attendance at the PC meeting.

IEDB 14/02/23

GENERAL INNOVATION AND EASE OF DOING BUSINESS MATTERS TO BE DISCUSSED

RESOLVED as follows:

- a) That Library and Information Services conduct a presentation outlining innovations around digitising City libraries to the public and initiatives to encourage membership;
- b) That Energy department present the renewable energy process from application to installation and how to reduce timeframes in terms of the applications;
- c) That Disaster Risk Management/ Communications present their Communication Plan with communities in case of Stage 8 loadshedding.

THE MEETING CONCLUDED AT 16:00

CLLR E ANSTEY (CHAIRPERSON)

DATE