

INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO COMMITTEE

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1. ITEM NUMBER: **IEDB 04/09/24**

2. SUBJECT

**CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON  
14 AUGUST 2024**

*BEVESTIGING VAN DIE NOTULE VAN DIE VERGADERING GEHOU  
14 AUGUSTUS 2024*

**UKUQINISEKISWA KWEMIZUZU YENTLANGANISO EYAYICHOTSHELWE NGOWE-  
IKOMITI YEMICIMBI YESEBE LEZEMPILO 14 EYETHUPHA 2024**

3. PURPOSE

The minutes are submitted for consideration and confirmation.

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**ANNEXURE A: MINUTES OF THE MEETING HELD ON 14 AUGUST 2024**

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**MINUTES**

**OF THE INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO  
COMMITTEE OF THE CITY OF CAPE TOWN ON WEDNESDAY  
14 AUGUST 2024 AT 10H00**

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**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 M Manuel  
Cllr N Grose

**ECONOMIC FREEDOM FIGHTERS (EFF)**

Cllr L Mazwi (left the meeting at 12:30)

**AFRICAN NATIONAL CONGRESS (ANC)**

Cllr S Thompson  
Cllr N Kopman  
Cllr T Nyamakazi (left the meeting at 11:45)

**GOOD**

Cllr L Benga (joined the meeting at 10:10)

**CAPE COLOURED CONGRESS (CCC)**

Vacant

**ABSENT WITH APOLOGY**

Cllr D Nelson (DA)

**OTHER COUNCILLORS PRESENT**

None

**OFFICIALS PRESENT**

Mr G Morgan	Executive Director: Future Planning & Resilience
Ms R Gelderbloem	Executive Director: Economic Growth
Mr T Siganda	Manager: Enterprise Development
Ms B Morris	Manager Innovation and Customer Insights
Mrs H Links	Snr Professional Officer: Innovation Specialist
Mrs N Madise	Professional Off: Innovation & Customer Insights
Mr L Wicomb	Snr Professional Officer: Innovation Specialist
Mrs M Joja-Johannes	Principal PO: Economic Dev and Investment
Mrs Z Skenjana	Assistant PO: Economic Dev and Investment
Mr A Magadla	Professional Officer: Economic Development
Mr C Mackriel	Labour Broker: Economic Development
Ms N Mlambo	Professional Officer: Economic Development
Mr W Claassens	Head: Reporting and Monitoring: OPM
Ms A Ntlokwana	Economic Development and Investment
Ms D Campbell	Executive Director: Urban Mobility
Mr H Peters	Director: Shared Services & Business Dev
Mr N Slingers	Director: Transport Planning & Network Man
Mr B Leonie	Head: Tech Support Transport Shared Services
Mr G Elliot	Head: Transport Network Development
Mr S Glass	Manager: Transport Network Facilitation
Mrs J Oliver	Manager: RIM Area South
Mr T Kok	Senior Professional Officer: Transport Planning
Mr C Wyngaard	Head: Revenue Property & Ownership Transfers
Mr M Abass	Snr Professional Officer: OPM
Mr J Nomdo	Snr Professional Officer: Environmental Man
Mrs A Thomas	Exec and Councillor Support Operations (skype)
Ms C Waxa	Photographer: Communications
Ms R Jones	Snr Project Manager: Project Portfolio Man

**EXECUTIVE COMMITTEE SERVICES**

Mrs R Alberts  
Ms N Damon

**LEGAL SERVICES**

Ms P Qalazive

**VISITORS**

Mr D Erasmus: DHL Stadium

**PRESS AND PUBLIC**

None

**IEDB01/08/24 OPENING OF MEETING/MOMENT'S SILENCE**

The Chairperson, Cllr E Anstey welcomed everyone present at the August 2024 Innovation and Ease of Doing Business PC meeting and asked that a moment of silence be observed.

He extended a warm welcome to Cllr N Grose and Cllr L Benga.

At this point, the Chairperson Cllr E Anstey wished all woman well for woman's month.

*Agenda items were discussed out of sequence.*

**IEDB02/08/24 APOLOGIES/LEAVE OF ABSENCE**

**RESOLVED** that no leave application for leave of absence from Cllrs were received from the Office of the Chief Whip.

It was further noted that Cllr T Nyamakazi requested to be excused at 11:45 and Cllr L Mazwi at 12:30.

**ACTION: R ALBERTS**

**IEDB03/08/24 CHAIRPERSON'S ADDRESS**

None

**IEDB04/08/24 MINUTES OF THE MEETING HELD ON 10 APRIL 2024**

**RESOLVED** that the minutes of the ordinary meeting of 10 April 2024 was confirmed as proposed by Cllr F Higham and Cllr T Mokhathi.

**ACTION: R ALBERTS**

**IEDB05/08/24 MATTERS RECEIVING ATTENTION (MRA)**

**1. INNOVATION AND RED TAPE REDUCTION STRATEGIES AND INITIATIVES WITHIN URBAN WASTE MANAGEMENT (UWM) follow-up engagement**

**RESOLVED** that UWM conduct a follow-up presentation on the concerns raised by Cllrs as listed (a-f) on the MRA schedule at the September 2024 PC meeting.

*Refer to MRA schedule for detailed items.*

**ACTION: P MAYISELA / N NANI**

**2. PRESENTATIONS: INNOVATION AND EASE OF DOING BUSINESS PROGRAMME (TOP 10 INDEX INDICATORS)**

**RESOLVED** that the Land-use Management and Building Plans Ease of Doing Business Indicator, be presented at PC meeting September 2024.

**ACTION: C WALTERS / R MCGAFFIN**

**3. GENERAL INNOVATION AND EASE OF DOING BUSINESS MATTERS TO BE DISCUSSED: URBAN MOBILITY DIRECTORATE**

- a) UM considers an on-line application process for residents, submitting traffic calming application requests;
- b) UM explore alternate traffic calming measures and costing thereof and that the matter be escalated to the Urban Mobility PC for further consideration;
- c) the approved Traffic Calming Workflow process be reviewed with the relevant role-players;
- d) UM present on the status of the N2 (Somerset West Interchange) and Foreshore Freeway (linkage to Helen Suzman Boulevard).

**ACTION: H SCHOLTZ / H PETERS / D CAMPBELL**

**4. INNOVATIONS IN THE PUBLIC PARTICIPATION SYSTEM**

**RESOLVED** that a meeting be arrange with the Chairperson E Anstey, Councillors, Mr E Sass: Executive Director: Corporate Services and Ald T Uys: Mayco member: Corporate Services to discuss Public Participation concerns particularly in terms of the new liquor license system (IS&T product) and a way forward.

**ACTION: I ROBSON / E SASS**

**5. INNOVATION IN HUMAN SETTLEMENTS: HOUSING PROJECTS**

**RESOLVED** that the Human Settlements: Housing Implementation department present on innovation in Housing Supply (Follow-up engagement from Feb 2023) and innovations in Housing Developments.

**ACTION: R RUGHUBAR / N GQIBA**

## 6. INNOVATIONS AND RED TAPE REDUCTION INITIATIVES IN TERMS OF VOLUNTEERISM

**RESOLVED** that Human Resources department present the Volunteering Policy an upcoming PC meeting.

**ACTION: B VAN SCHOOR**

## 7. GENERAL: INNOVATION & EDB MATTERS TO BE DISCUSSED

**RESOLVED** that Electricity Services be invited to present on innovation in terms of street lighting and measures to address street lighting backlog.

**ACTION: K NASSIEP**

## IEDB06/08/24 INNOVATIONS AND INITIATIVES WITHIN URBAN MOBILITY (UM) RELATING TO TRAFFIC CALMING MEASURES, ROAD MARKINGS / SIGNAGE AND MEASURES ADDRESSING BACKLOGS

Mr H Peters: Director Shared Services and Business Development gave a brief overview and introduced the speakers as follows:

- Mr B Leonie: Dial-a-ride and Energy Resilience
- Mr G Elliot: TNP Traffic Calming and Mr T Kok: Universal Access
- Mrs J Oliver: RIM Traffic Calming Implementation

The Speakers gave a powerpoint presentation on innovations and initiatives within UM in terms of traffic calming measures, road markings / signage and measures to address backlog, whereupon they highlighted the following points:

- ❖ Content;
- ❖ Presentation format – Impact of innovation;
- ❖ Urban Mobility Directorate;
- ❖ Shared services and Business Development;
- ❖ Innovation success summary;
- ❖ Innovation success summary: Rider application;
- ❖ Transport and Network Development;
- ❖ Traffic calming measures (TCM), signs & road marking process flow;
- ❖ Process: Traffic calming / road signage & marking requests;
- ❖ Summary of turnaround times;
- ❖ Innovation successes summary;
- ❖ Potential Improvements: I Mean Business Initiative;
- ❖ Challenges & Frustrations;
- ❖ Considerations;
- ❖ Review and update of the Universal Access Policy;
- ❖ Road Infrastructure and Management:
- ❖ Traffic calming implementation; Improved traffic calming infrastructure and maintaining new assets;
- ❖ Steps to implementation;
- ❖ Typical traffic calming project programme;

- ❖ Example of Grouped Project: Subcouncil (SC) 14 TC Project;
- ❖ Implication / Benefits of combined SC project vs Individual ward projects;
- ❖ Innovation successes summary;
- ❖ Challenges - Taking over and maintaining new asset;
- ❖ Chicanes instead of Speed Bumps;
- ❖ Road Choker at Pedestrian Crossings instead of Raised Pedestrian Crossings;
- ❖ Trees as a natural traffic calming measures and
- ❖ Innovation successes summary.

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

- Cllr F Higham expressed frustration with the traffic calming process as Ward Cllr and on a SC level. She stated that no consultation took place with SC regarding the approved TC workflow process (approved by Forum of Chairpersons of Subcouncils: FOCOS);
- She stated that she engaged several UM officials and Cllr R Quintas: Mayco member UM to discuss TC related matters;
- Cllr F Higham mentioned that TC requests are submitted to the Ward Cllr, SC, Transport Information Centre (TIC) and thereafter the findings are communicated to the relevant SC;
- She was of the view that SC's are not equipped to manage the traffic calming process and emphasised the extensive public participation process. She was satisfied with the public participation that will enable residents to view traffic calming related applications statuses;
- She expressed dissatisfaction with the turnaround times in terms of the number of TC investigations conducted with by 2 staff members;
- Cllr A Van Zyl concurred with Cllr F Higham, particularly the delayed timeframes for TC applications and staff constraints;
- She highlighted that SC's have different dynamics that must be taken into account, when considering TC workflow processes;
- She expressed concern about the delayed timeframes (120-150 days) that remains an on-going challenge;
- She stated that Consultants conduct most of the investigations, whereas the District office is responsible to provide such services;
- She further mentioned that she engaged Cllr M Manuel: Chairperson UM regarding the Traffic Calming Policy related matters;
- Cllr H Terblanche thanked Mr G Elliot for sterling work done and proposed that he explained the process in terms of the Traffic Calming Measures workflow as implemented by SC 7;
- He enquired about the innovations in terms of traffic calming measures, road markings and signage;
- He mentioned the recent rainy weather conditions and highlighted the poor visibility of the road signage and markings, he enquired whether the department considered alternative options to ensure better visibility of the road signage and markings (review international practices);

- He emphasised the lack of sidewalks in particular new developments that compromise pedestrian safety. He added that UM must include sidewalk constructions in the departmental budget since Ward Allocation budget is limited and enquired about a way forward;
- Cllr M Manuel stated that staff constraints remains a challenge He added that he had several discussions with Chairperson Anstey in terms of the approved Traffic Calming process workflow and related challenges;
- He referred to the various areas that Cllrs serves such as Vredehoek, Bellville, Constantia, Newland and Atlantis and that everyone experienced similar traffic calming process related challenges. He advised that FOCOS approved the traffic calming workflow process (delegated authority) however, UM officials experienced difficulty implementing the process and the PC also do not have the delegation in terms of the approval process;
- The Chairperson, Cllr E Anstey queried the road signage and marking investigations of 15 per month / 119 days and asked about the other functions performed by the 2 staff members assigned per area;
- Cllr L Bengé expressed dissatisfaction with the figures in terms of the summary of turnaround times and requested updated figures;
- He enquired whether additional staff must be considered in order to improve the turnaround timeframes;
- Cllr E Langenhoven enquired about the road markings and the standards thereof, he mentioned that he received several complaints from residents regarding the quality of the paint and asked about measures to address quality related concerns;
- Cllr N Grose stated that the TC policy clearly indicate that schools and churches are prioritised for traffic calming measures. She added that other TC related requests could be funded by individuals. She emphasised that Ward Allocation budget is limited and Cllrs are not able to fund TC related projects proposals.
- She expressed concern in terms of the inconsistent implementation of traffic calming measures and who's responsible for such approvals;
- Cllr H Terblanche enquired whether the department engage Traffic Services in terms of driver behaviour education and awareness;
- The Chairperson, Cllr E Anstey stated that Cllrs often bear the brunt from residents regarding delayed TC applications. He further enquired whether UM considered a programme to address the TC backlog;
- Cllr F Higham stated that residents requested alternate traffic calming measures (currently only speed bumps) and asked about the policy directive thereof;



Cllr H Terblanche enquired whether awareness of people with disabilities will be incorporated in the Transport month campaign in October 2024. He referred to resurfacing of roads and enquired whether the curb could be dropped to accommodate persons with disabilities. He further stated that a level crossing was constructed at Sonstraal Dam, Durbanville which creates easier access for visitors.

Cllr F Higham referred to the key informants to the development of the policy and enquired whether they considered best practises and consistency. She mentioned that Cape Town is a popular tourist City and enquired about the timing of the pedestrian crossing as it's critical in terms of Universal Access.

Mr T Kok concurred with Cllr H Terblanche about the importance of education and awareness regarding UA and people with disabilities within UM directorate and communities. He added that UA is included in road upgrades and infrastructure improvements as per the contract specifications.

Mr G Elliot responded that the 2 staff members consists of a Senior Professional Officer and Technician who also perform functions. He added that 60% of vital crashes happens on the Metro road network and the focus should be on the safety thereof. He highlighted that the policy prioritise schools and TC measures will only be considered if warranted in compliance with the policy criteria.

He stated that FOCOS consist of SC Chairpersons and they have the authority to make decisions on behalf of SC's. He added that SC7 developed the new traffic calming model and standardise Citywide procedure. In addition, feedback was provided to FOCOS for approval, thereafter the approved workflow was issued to all SC's via the Director SC's.

Mr G Elliot explained that SC7 identified the traffic calming challenges such as long-standing applications and the volumes thereof. They vetted the applications prior to serving at the SC in order to reduce the approvals to a manageable level and to deliver the projects to the public. The TC policy aims to maintain a sustainable traffic calming programme that do not set an unrealistic expectation for the members of public. He further added that the directorate will review the process and consider mechanisms that maintain a sustainable programme. He stated that they do not expect SC /Cllrs to perform the functions (vetting of applications) and UM officials will ensure and drive the application of the TC policy.

Mr S Glass responded that they engaged the Non-Motorised Transport (NMT) section as they identified a need to align their efforts, when constructing traffic calming to construct sidewalks utilising the responsible department's budget.( based departmental due processes).

At this point, Mr G Elliot stated that the TC Policy was reviewed and a public participation process took place. He advised that the results will be presented to the UM Portfolio Committee.

Mr G Elliot responded that emanating from the PP feedback from the TC policy and the Road Traffic Strategy several concerns were raised in terms of the quality of the road markings / signage. He mentioned several factors must be taken into account and advised that they have a standard in place for the quality of paint being used for road markings / signage.

Cllr F Higham proposed that UM develop an on-line TC application form on the City's website, including the criteria for TC measures in order for residents to make use of the system. She added that the TC policy be made available for residents to familiarise themselves with the content thereof. She emphasised the importance of education and awareness in terms of the law and driver behaviour. She advised that UM considered a process to address duplication TC applications as the SC and Cllr often receives the memorandum from the Technicians, but not the residents. She suggested that a list be made available on the website in order to prevent duplication applications.

Cllr E Langenhoven stated that the proposed electronic form include a multiple choice questionnaire in terms of the TC application criteria.

Mr G Elliot referred to the TC policy that make provision for private funding in compliance with the policy. He stated that the proposals will be taken into consideration such as an electronic system. He advised that the public participation outcomes reflected a need for an integrated education and awareness approach by UM; Traffic Services and Public Participation Unit (PPU) to effect change in terms of driver behaviour.

He responded in terms of the TC backlog, they at phase 1 of TC constructions at schools (90%) and in the process of reviewing the roots to schools, meanwhile residents submit TC applications on an on-going basis.

At this juncture, Cllr M Manual (also UM PC Chairperson) responded that UM conducted a costing exercise to clear the backlog in view of directorate budget and ward allocation budget. He highlighted that annually the backlog increased by 64 approved TC applications and that the directorate requires R39 Million to clear the backlog. He further stated that UM allocated R6 Million (2022/23) & R7 Million (2023/24). He mentioned that the UM PC engaged the department to increase the target of implemented projects from 50 to 60.

Mrs J Oliver responded that RIM only implement the traffic calming measures and do not decide on the type of traffic calming.

Mr S Glass advised that the TC policy do not restrict the type of traffic calming measure however, speed bumps and raised pedestrian crossing is the lowest cost effective alternatives. He added that they considered chicanes but it posed potential risk and was not successful due to driver behaviour.

At this juncture, the Chairperson, Cllr E Anstey thanked Mr H Peters and the UM team for a comprehensive presentation.

**RESOLVED** that:

- a) UM considers an on-line application process for residents, submitting traffic calming application requests;
- b) UM explore alternate traffic calming measures and costing thereof and that the matter be escalated to the Urban Mobility PC for further consideration;
- c) the approved Traffic Calming Workflow process be reviewed with the relevant role-players;
- d) UM present on the status of the N2 (Somerset West Interchange) and Foreshore Freeway (linkage to Helen Suzman Boulevard);
- e) the presentation on Innovations and Initiatives within UM relating to Traffic Calming Measures, Road Markings / Signage, measures addressing backlogs and update on the Universal Access Policy, be noted with appreciation.

**ACTION: H PETERS / D CAMPBELL**

**IEDB07/08/24**

**EASE OF DOING BUSINESS INDEX INDICATOR: REVENUE SERVICES**

Mr C Wyngaard: Head Revenue Property and Ownership Transfers gave a powerpoint presentation on the Revenue Clearance Certificate Indicator Action Plan, whereupon he highlighted the following points:

- Overview of Revenue Clearance Certificate indicator performance;
- Achieving Ease Of Doing Business (EODB) objectives;
- Benchmarking the City's Revenue Clearance Certificate (RCC);
- Data analytics;
- Challenges and interventions and
- Innovations.

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

- ❖ Cllr E Anstey queried the amount of revenue collected R697 653 436;
- ❖ He commended Revenue for sterling work done for being able to issue rates clearance certificates within 3 days of application;
- ❖ Cllr I McMahon referred to problem buildings with excessive debt and enquired about options to address such matters (enforce a sale in order to recover debt to the City);
- ❖ He advised of instances where the property owner is AWOL and illegal occupancy occurred with anti-social activities; crime and dumping that negatively effects the communities.

Mr C Wyngaard responded that the collected revenue amount consist of historical debt and 3 month rates in advance. He advised that the Debt Management department is responsible for debt related issues and they have a legal process in place to pursue such cases.

At this point, Ms R Gelderbloem advised of the sale and execution process. She added that often these buildings are still occupied by individuals which pose a challenge. She mentioned that the Problem Building Task Team address problem building related matters. She advised of instances where the City submit a bid with the aim to recuperate the money and they do not receive the full value. She stated that it remains an on-going challenge as a department within the City must take responsibility and manage such properties.

At this juncture, the Chairperson Cllr E Anstey thanked Mr C Wyngaard for an informative presentation.

**RESOLVED** that the presentation on the Revenue Clearance Certificate Indicator Action Plan, be noted with appreciation.

**ACTION: C WYNGAARD / E DE VILLIERS**

**IEDB08/08/24**

**PRESENTATION AND HAND-OVER OF INNOVATION & EDB AWARDS**

Ms R Jones: C3PM department: Future Planning and Resilience gave a brief powerpoint presentation on the Replacement of the pitch at DHL Stadium Cape Town, whereupon she highlighted the following points:

- Problem statement;
- Strategy;
- Procurement process;
- Implementation;
- Challenges and lessons learnt.

Ms R Jones introduced her fellow colleagues Mr D Erasmus and Mr J Nomdo.

At this point, the Chairperson Cllr E Anstey awarded certificates for innovation of the replacement pitch at DHL Stadium, Cape Town to following recipients:

Ms R Jones: C3PM department

Mr D Erasmus: DHL Stadium

Mr J Nomdo: Environmental Management CoCT

The Chairperson Cllr E Anstey thanked Ms R Jones for an informative presentation.

**RESOLVED** that the presentation on the replacement of the pitch at the DHL Stadium Cape Town, be noted with appreciation.

**ACTION: B MORRIS / G MORGAN**

**IEDB09/08/24 2023/2024 QUARTERLY PROGRESS REPORT ON CORPORATE PERFORMANCE**

**RECOMMENDED TO MAYCO** that:

- a) the Portfolio Committee monitored and evaluated the impact and performance of the 2023/2024 quarterly progress report on Corporate Performance in relation to its functional area;
- b) the Executive Mayor together with the Mayoral Committee evaluate and review the 2023/2024 quarterly progress report on Corporate Performance and submit the report to Council for noting;
- c) Council notes the 2023/2024 quarterly progress report on Corporate Performance.

**ACTION: M ABASS / G MORGAN**

**IEDB10/04/24 INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO COMMITTEE ANNUAL REPORT FORT THE PERIOD 1 JULY 2023 TO 30 JUNE 2024**

**RECOMMENDED TO MAYCO** that:

the Innovation and Ease of Doing Business Portfolio Committee Annual Report for the period 1 July 2023 to 30 June 2024, as set out in Annexure A, be approved by Council.

**ACTION: A THOMAS / R ALBERTS**

**IEDB11/04/24 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 for the period July 2024 to June 2025, be adopted.

**ACTION: A THOMAS / R ALBERTS**

**IEDB12/04/24 GENERAL INNOVATION AND EASE OF DOING BUSINESS MATTERS TO BE DISCUSSED**

The Chairperson, Cllr E Anstey introduced the item and afforded Cllrs an opportunity to provide proposed matters.

❖ **RESOLVED** that:

- ❖ Presentation on the electricity meter replacement programme (simplified application forms; replacement programme timeframes; types of upgrades; review website information available to residents and customer care skills of contractors engaging residents);
- ❖ Presentation on the status of the Dashboard (service request) as previously presented by Mr Du Toit: Data Science branch;
- ❖ Presentation (follow-up) on the status of the solar programme and measures to address the backlog.

**THE MEETING CONCLUDED AT 13:25.**

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**CLLR E ANSTEY (CHAIRPERSON)**

\_\_\_\_\_  
**DATE**