



INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO COMMITTEE

1. ITEM NUMBER: IEDB 04/08/22

2. SUBJECT

CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON 08 JUNE 2022

BEVESTIGING VAN DIE NOTULE VAN DIE VERGADERING GEHOU 08 JUNIE 2022

**UKUQINISEKISWA KWEMIZUZU YENTLANGANISO EYAYICHOTSHELWE
NGOWE- IKOMITI yeMICIMBI yeSEBE LEZEMPILO 08 EYESILIMELA 2022**

3. PURPOSE

The minutes are submitted for consideration and confirmation.

ANNEXURE:

ANNEXURE A: MINUTES OF THE MEETING HELD ON 08 JUNE 2022

MINUTES

**OF THE INNOVATION AND EASE OF DOING BUSINESS PORTFOLIO
COMMITTEE OF THE CITY OF CAPE TOWN ON WEDNESDAY, 08 JUNE 2022 AT
13H00**

PRESENT:

DEMOCRATIC ALLIANCE (DA)

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

AFRICAN NATIONAL CONGRESS (ANC)

Cllr S Thompson

ECONOMIC FREEDOM FIGHTERS (EFF)

None

GOOD

Cllr P Marman

CAPE COLOURED CONGRESS (CCC)

Cllr M Manuel

COUNCILLORS ABSENT WITH APOLOGIES

Cllr N Kopman
Cllr T Nyamakazi
Cllr L Mazwi

OFFICIALS PRESENT

G Morgan	Acting Executive Director: Future Planning and Resilience
B Morris	Manager: Innovation and Operational Effectiveness
T Siganda	Manager: Enterprise Development
Z Skenjana	Assistant Professional Officer: Business & Enterprise
M Joja-Johannes	Senior Project Manager
A Ntlotwana	Secretary, Enterprise and Investment
H Links	Senior Professional Officer: Innovation
K Wynne	Researcher, Office of the Mayor

M Griessel	Subcouncil Manager: Subcouncil 15
A Arendse	Manager: Support Service
L Wicomb	Professional Officer
N du Toit	Manager: Social Development
R Gelderbloem	Director: Property Management
J Pillay	Deputy Chief: Licencing

EXECUTIVE COMMITTEE SERVICES:

J Cooper

LEGAL SERVICES:

Nadia Mabai

INTERPRETER:

None

PRESS:

None

PUBLIC:

None

IEDB 01/06/22 OPENING OF MEETING/MOMENT'S SILENCE

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

Cllr van Zyl wished the Chairperson a happy birthday and thanked him for his leadership role as the Chairperson of the committee and added that the committee is very proud to have him as the Chairperson.

IEDB 02/06/22 APOLOGIES/LEAVE OF ABSENCE

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

Cllr N Kopman
Cllr T Nyamakazi
Cllr L Mazwi

ACTION: J COOPER

IEDB 03/06/22 CHAIRPERSON'S ADDRESS

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

“Good afternoon Ald., Cllrs and officials and thank you for agreeing to start the meeting later in order to accommodate the Executive Mayor's meeting with the Senior Management this morning and I hope that the staff who attended the session are inspired today.

Let us welcome Ruby Gelderbloem who was re-appointed as the Director: Economic Growth and we are looking forward to working with you and your team.

We recently passed a budget of R61 billion, which is the second largest in the country, but it is also the highest in the country per capita and we are here to help position Cape Town as one of the business friendly Cities in the world. Our City staff are already making a significant contribution in innovation through the way they work, embedding and promoting a business friendly culture, which is one of our key priorities.

Today at 15h00 we will be honouring some of the staff members who made a significant difference in the workplace.

The second part of the Early Childhood Development will be discussed at the meeting today, there is a presentation from the “I mean business campaign”, the traffic fine management will be discussed and a presentation from the Subcouncil Manager who has led many innovations in her Subcouncil and her course of work.

I would like to remind everyone of the joint workshop with the Future Planning Portfolio Committee, which is scheduled on 24 June 2022 and I hope everyone will be there.

The Business Satisfaction Survey workshop will be held after recess.

RESOLVED that the Chairperson's Address be noted.

ACTION: J COOPER

IEDB 04/06/22 MINUTES OF THE MEETING HELD ON 11 MAY 2022

RESOLVED that the minutes of the ordinary meeting of 11 May 2022, be confirmed by Cllr Higham, seconded by Cllr Nelson.

ACTION: J COOPER

IEDB 05/06/22 MATTERS RECEIVING ATTENTION**1. OVERARCHING CITY APPLICATION (IEDB 06/04/22):**

RESOLVED that a combined workshop, together with the Future Planning and Resilience Portfolio Committee be arranged on 24 June 2022 to discuss the overarching City application, which will be

developed.

ACTION: J COOPER; P REDDY

2. PRESENTATION: UPDATE ON THE CURRENT MOTOR VEHICLE REGISTRATIONS (MVR) SYSTEMS & PROCESS

RESOLVED that a six-month progress update on vehicle licensing be submitted to the Portfolio Committee.

ACTION: T BLAKE; G MARTIN

3. LEGISLATION THAT AN ECD HAS TO COMPLY WITH IN ORDER TO BE REGISTERED (IEDB 11/03/22):

It be **NOTED** that the matter regarding the Legislation that an ECD has to comply with in order to be registered will be dealt with during item IEDB 06/06/22.

4. EFFORTS TO IMPROVE PROCESSING OF DECEASED ESTATES (IEDB 11/03/22):

RESOLVED that a report detailing the efforts to improve the processing of deceased estates in the Revenue Department be tabled at the August meeting.

ACTION: O JANSEN

5. ZERO RATING OF E-SERVICES PLATFORM (IEDB 11/03/22):

G Morgan reported that the Executive Mayor is personally driving the E-Services platform. The Executive Mayor met with MTN and Vodacom during the previous week and there is a scheduled meeting with Cell C for the cell providers to provide a solution. The City might look into reverse billing to the service providers.

Cllr Higham enquired whether the issue around toll free services, particularly for the City's emergency number and for the City's call centre are also being considered so that residents do not need airtime to contact the City.

RESOLVED that:

- (a) the zero rating of the E-services platform be removed from the Matters Receiving Attention;
- (b) toll-free numbers for the City's emergency services be added to the Matters Receiving Attention;
- (c) the centralisation of the Epic 107 and the C3 notification system be investigated.

ACTION: J COOPER; T SIGANDA**6. GREEN POINT PRECINCT STADIUM OPERATIONS (IEDB 11/03/22):**

RESOLVED that a clear understanding on the operations of the different services within the Green Point precinct stadium be provided.

ACTION: T SIGANDA; B MORRIS**7. PROGRAMMING STAFF PRESENT THE PUBLIC PARTICIPATION PROCESS (IEDB 12/05/22)**

Cllr Higham stated that the concern was around the cumbersome public participation processes around liquor licences, property development notices, etc. which is presently being dealt with via e-mails and could be improved by digital technology.

G Morgan added that input should be provided on a variety of public participation processes. He added that a Subcouncil representative and the Public Participation Unit be invited to the August meeting in order for the committee to make recommendations on the entire system.

RESOLVED that a Subcouncil representative and the Public Participation Unit be invited to the August meeting in order for the committee to make recommendations on the entire public participation system.

ACTION: T SIGANDA; B MORRIS**IEDB 06/06/22 EARLY CHILDHOOD DEVELOPMENT: CUTTING RED TAPE AND INNOVATING**

N du Toit presented the Early Childhood Development: cutting red tape and innovation presentation.

Cllr Nelson enquired as to how many ECD are using the process tool and how many ECD's were successfully processed. He asked that if it takes four months to register an ECD, what will the cost be, how frequent will the work flow be and where the bottlenecks are. He added that there is no central point for processes, which causes confusion.

N du Toit responded that there is no cost involved to use the tool to direct ECO's through the City's compliance processes, but that the client will have to pay for the building plans and the rezoning cost. She added that the registration process is not conducted by the City and that is where the confusion often comes in. The Development Charges (DC) exemption will benefit and will probably become a factor if their planning approval is subject to the DC charges. The modernisation tool was created exactly to act as a

centralised process and there is still some distrust as people could be issued with non-compliance notices. ECD facilities should not operate before receiving the City's compliance certificates.

Cllr Terblanche asked whether it is preferred for the City to be in charge of registration or the Provincial Government to be in charge of registration and what could be changed, if possible.

N du Toit expressed her concern with regards to the City taking on the responsibility of a child protection agency as the City do not have the capacity.

Cllr van Zyl asked whether it would be more conducive for the process if only one sphere of government was responsible for the ECD's.

N Du Toit responded that the City only covers one part of the Provincial process and that the process should be covered by two spheres of government.

Cllr Anstey asked whether funds are available to assist NPO applications.

N du Toit responded that there are no cost involved in registering a NPO and that the Department provides the forms and assist with the completion of the forms.

RESOLVED that the presentation on the Early Childhood Development: cutting red tape and innovating be noted.

ACTION: N DU TOIT

IEDB 07/06/22

PRESENTATION ON THE "I MEAN BUSINESS CAMPAIGN (EMBEDDING BUSINESS-FRIENDLY BEHAVIOURS & CULTURE ORGANISATION WIDE"

D Visser presented on the "I Mean Business Campaign".

Cllr Kuhl enquired what the time frames are and whether feedback would be provided once the data, information and the program had been completed.

M Joja-Johannes responded that the multi-year project was developed two years ago and that the relaunching of the project will be in mid-July.

RESOLVED that:

- (a) the presentation on the "I mean Business Campaign" (Embedding business-friendly behaviours & culture organisation wide) be noted;
- (b) a follow-up on the progress of the "I mean Business Campaign" (embedding business-friendly behaviours & culture organisation wide) project be provided in January 2023.

ACTION: M JOJA-JOHANNES; D VISSER

IEDB 08/06/22 INNOVATIONS IN TRAFFIC FINE PAYMENT MANAGEMENT

P Valentine presented on the Innovation in Traffic Fine Payment Management.

Cllr Terblanche enquired what the outstanding debt in the past three years were with regards to fines and how the Department is planning on recovering the outstanding debt.

P Valentine responded that the fine payment rate is currently at 18%.

Cllr Kuhl stated that motorists cannot renew their car licence if they still have a pending summons.

P Valentine responded that when a motorist have a summons, the validity period of the fine is expanded and if they do not pay the fine, and do not appear in court on the summons, then a warrant of arrest will be issued. Every citizen can complete a representation form at the prosecutor's office and request a reduction on the fine or summons amount. He suggested having a window period, which could be advertised via the media platform to inform residents that if they pay or settle their fines within a certain window period, they will automatically receive a 50% discount without having to go to court or apply for a representation form.

Cllr van Zyl added that more people would be prepared to pay half of their fines if it is made public knowledge, which will increase the revenue income. She asked whether an amnesty period could be offered to offenders as a clean slate process, where they could pay their outstanding fines at a reduced rate.

P Valentine responded that the Traffic Chief can make that decision on fines but that the Chief magistrate need to make that decision on summonses, in order to have a consolidated announcement. He added that the suggestion will be tabled at the next Chief and traffic forum meeting for an announcement to be made.

Cllr McMahon stated that 80% of fines had not been paid and that the rates collection process need to be applied in order to realise the extra income, which will be a financial benefit to the City and a benefit for making motorists drive with caution.

Cllr Kuhl queried what the cost of adding extra courts and magistrates would be.

Cllr van Zyl asked what kind of public education process is followed to change the lack of respect for the law culture which is currently being experienced.

Cllr Manuel asked whether the Department considered making vehicle driving a mandatory part of High School into the curriculum as it would be much easier.

P Valentine responded that the Department considered making traffic signs part of their scholar learner ships.

Cllr Terblanche queried whether the Department provides traffic education vehicle driving programs. He further asked whether awareness leaflets, which could be distributed via municipal accounts was considered by the Department.

P Valentine responded that the Department has a traffic scholar education section and programs are rolled out to crèche's and schools.

Cllr Anstey asked whether the City could perhaps engage with the car hire companies to make a direct arrangements with outstanding fines.

P Valentine responded that the car hire companies make use of "fines-for-you" and has a total different approach, their applications are in bulk and they try to sort out the fines of their clients while it is in a notice stage.

RESOLVED that:

- (a) the presentation on the innovations in traffic fine payment management be noted;
- (b) a progress report on the amnesty concept notifying the public that they can automatically qualify for a 50% discount, "no questions asked" at a list of identified venues be submitted;
- (c) the suggestion of making learner ships available at schools, together with the Department of education;
- (d) a costing exercise be explored of rolling out more resources with the expectation of additional income;

ACTION: P VALENTINE; A NEL

IEDB 09/06/22

USING COLLABORATION TO INITIATE INNOVATIVE SOLUTIONS BETWEEN COMMUNITIES AND LINE DEPARTMENTS FOR ENHANCED SERVICE DELIVERY

- Problem statement;
- The Reasons for the Waste Challenge;
- Dumping of foreign object in unauthorised areas;
- Geographical Context;
- What was the impact of the Waste Challenge;
- How was the Waste Challenge resolved;
- Collaboration between stakeholders;
- Navigate through uncharged water for a positive customer experience;
- Innovative solutions in addressing the Waste Challenge;
- Current locations of taps and toilets;
- Communication lines between Leadership, Contractor and CCT;
- Continuation of Innovative
- Baskets
- Installed filter to prevent
- What does a diversion chamber look like and how does it function;
- Pilot: Two X-tra orange bins at each side at entrance of the 5 Cul de Sacs
- Key Success factors;

Cllr Nelson asked how the location of the informal settlements could be⁸ simplified.

M Griessel responded that areas could be divided into blocks (A, B, C, etc.) with various location points known to residents. This could coincide with GIS location points of standpipes and toilets for easy access to do maintenance.

Cllr Marman complimented M Griessel for a job well done.

Cllr Kuhl asked whether the trust relationship with the community resulted in decreased vandalism.

Cllr van Zyl queried whether the cost and time frame is available.

M Griessel responded that the cost and time frames need to be established and that community engagement is work in progress.

Cllr Kuhl enquired whether the local workers were sourced from the EPWP database.

M Griessel responded that a tender was awarded and local labour was appointed via the EPWP process. This project is very much dependent on a recognised leader who has the skill set.

Cllr Anstey asked how this process could be duplicated and rolled out to the rest of the Peninsula in other Subcouncils. He asked whether the concept of getting paid to bring litter to a central point in exchange for payment or food would be beneficial in trying to reduce dumping.

M Griessel commented that dumping of waste is a behavioural aspect and that the dynamics of the community need to be taken into account, in order to change the community's way of thinking. She added that if people are paid to bring litter to a central point, they will figure out more ways to litter in order to collect the money. The problem area needs to be ring fenced and the community needs to buy into the services which the City offers.

RESOLVED that the presentation on “using collaboration to initiate innovative solutions between communities and Line Departments for enhanced service delivery” be noted.

ACTION: M GRIESSEL

IEDB 10/06/22 RECOGNITION – CERTIFICATES & IMB BAGS

The following staff members received recognition certificates:

Most kudos received (colleagues who received the most recognition from other community members for their ideas):

1. Grant Jacobs from Supply Chain Management
2. Gerhard Brown from Electricity generation and distribution
3. Hylton Brand from IS&T and Louise Muller from Valuations

Most kudos given (colleagues who love recognising other members' contributions)

1. Merle Collins from Library and Information Services
2. Grant Jacobs from Supply Chain Management
3. Cameron Pause from Public Participation

Most idea submissions (colleagues who have posted the most ideas on campaigns/topics)

1. Alison Davison from Solid Waste Management
2. Louise Muller from Valuations
3. Theuns Vivian from Enterprise and Investment

Most engaged members (members who are most active on the platform)

1. Merle Collins from Library and Information Services
2. Andre Chetty from Valuations
3. Theresa Denton from Library and Information Services

RESOLVED that the item on the Recognition certificates and IMB bags be noted.

ACTION: J COOPER

IEDB 11/06/22 GENERAL INNOVATION AND EASE OF DOING BUSINESS MATTERS TO BE DISCUSSED

RESOLVED that:

- (a) a joint City Application workshop with the Future Planning Portfolio Committee is scheduled on 24 June 2022;
- (b) the Business Satisfaction workshop will be scheduled after recess.

ACTION: J COOPER

IEDB 12/06/22 ADDITIONAL ITEM:

REVIEW OF THE RULES OF ORDER REGULATING THE CONDUCT OF MEETINGS OF SECTION 79 AND 80 COMMITTEES OF THE COUNCIL OF THE CITY OF CAPE TOWN

RESOLVED that the Rules of Order regulating the conduct of meetings of Section 79 and 80 Committees of the Council of the City of Cape Town, be noted.

ACTION: J COOPER; M LEVENDALL

THE MEETING CONCLUDED AT 16:40

CLLR E ANSTEY (CHAIRPERSON)

DATE