

REPORT TO: SAFETY & SECURITY

SS 12/05/22

1. ITEM NUMBER

2. SUBJECT

**QUARTERLY REPORT PUBLIC EMERGENCY COMMUNICATION CENTRE:
JANUARY TO MARCH 2022**

ONDERWERP

**KWARTAALVERSLAG: OPENBARE NOODKOMMUNIKASIESENTRUM:
JANUARIE TOT MAART 2022**

ISIHLOKO

**INGXELO YARHOQO NGEKOTA EJOLISWE KWIZIKO LEZONXIBELELWANO
NOLUNTU NGEXESHA LIKAXAKEKA: UKUSUSELA KWEYOMQUNGU UKUYA
KWEYOKWINDLA 2022**

N3112

3. DELEGATED AUTHORITY

In terms of delegation Part (10) to exercise oversight of the Public Emergency Communication Centre

This report FOR NOTING BY
is

- Committee name** : Safety and Security
- The Executive Mayor together with the Mayoral Committee (MAYCO)
- Council

4. DISCUSSION

The purpose of this report is to highlight the performance of the Public Emergency Communication Centre for the period 1 January to 31 March 2022, supported by Annexure 1

4.1. Financial Implications

None Opex Capex

Capex: New Projects

Capex: Existing projects requiring additional funding

Capex: Existing projects with no additional funding requirements

4.2. Policy and Strategy Yes No

4.3. Legislative Vetting Yes No

4.4. Legal Implications Yes No

4.5. Staff Implications Yes No

4.6. Risk Implications Yes The risks for approving and/or not approving the recommendations are listed below:

No Report is for decision and has no risk implications.

No Report is for noting only and has no risk implications.

4.7. POPIA Compliance Yes It is confirmed that this report has been checked and considered for POPIA compliance.

5. RECOMMENDATIONS

It is recommended that the Quarterly report for Public Emergency Communication Centre for the period 1 January to 31 March 2022 be noted

AANBEVELING

Daar word aanbeveel dat daar van die openbare noodkommunikasiesentrum se kwartaalverslag vir die tydperk 1 Januarie tot 31 Maart 2022 kennis geneem word.

ISINDULULO

Kundululwe ukuba makuqwalaselwe ingxelo yarhoqo ngekota yeZiko lezoNxibelelwano noLuntu ngeXesha likaXakeka kwisithuba esisusela ngowo1 kweyoMqungu ukuya kowama31 kweyoKwindla 2022.

ANNEXURES

ANNEXURE1 PECC QUARTERLY REPORT JANUARY TO MARCH 2022

FOR FURTHER DETAILS CONTACT

NAME	Suretha Visser	CONTACT NUMBER	021 487 2045
E-MAIL ADDRESS	Suretha.visser@capetown.gov.za		
DIRECTORATE	Safety & Security	FILE REF NO	

Approval Form

Supported for inclusion on the agenda



PECC QUARTERLY REPORT JAN - MAR 2022

Report Reference: 519949
Meeting: Section 79 Portfolio Committee - Safety and Security
Meeting Date: 04.05.2022
Meeting Venue: Council Chamber

Contact Person: Suretha Visser
Contact Telephone: 021 487 2045
Contact Email: SURETHA.VISSER@CAPETOWN.GOV.ZA

Item	Section	Approver	Approval	Approved Date	Approver Comments
01	Author	ALVIN COETZEE	Approved	08.04.2022 14:28:46	
02	Director	Suretha Visser	Approved	19.04.2022 16:13:14	
03	Executive Director	VINCENT BOTTO	Approved	20.04.2022 10:55:08	
04	Legal Compliance	Joan Mari Holt	Approved with Comments	21.04.2022 11:22:51	For information.
05	Chairperson	Mzwakhe Nqavashe	Approved	25.04.2022 09:15:31	

ECS Officer:

PUBLIC EMERGENCY COMMUNICATION CENTRE:
01 January 2022 to 31 March 2022



1. OPERATIONS

CALL VOLUMES	PERIOD				
	January – March 2021	April – June 2021	July- September 2021	October- December 2021	January – March 2022
Number of calls received	117,049	146,157	124,090	132,277	131,828
Number of calls answered	102,262	123,015	101,797	120,004	120,645
Percentage of calls answered within 10 seconds	92.16%	90.87%	86.23%	88.99%	91.09%
Number of calls abandoned	3,765	6,445	7,653	5,535	4,235
Percentage calls abandoned	3.11%	3.43%	5.98%	4.08%	3.22%

2. SERVICE QUALITY

2.1 Staff Development

Intervention Name	Internal/External	Number of participants
Coaching & Mentoring information session	Internal	3
Diversity Management	Internal	2
Human Rights Dialogue Session	Internal	1
Project Manager Forum	Internal	1
SAP HR Performance Management T9 and below	Internal	1

2.2 Call Quality Assessment

Months	Team A	Team B	Team C	Team D
January	71	70	82	85
February	-	-	75	74
March	80	70	75	75
Totals	151	140	232	234
Overall Total of calls assessed for January 2022 to March 2022	757			

2.3 Public Education & Awareness Programme

The gradual lifting of the Lockdown, increase in vaccination and the lifting of severe restrictions, the section has started creating awareness by delivery brochures and licence disc stickers at Libraries, Cash offices and Motor Vehicle Registration offices throughout the city. And has also gradually exhibited with other departments within Safety and Security and other Stakeholders.

Name of facility / Area	Ward Number
Athlone Library	49
Bellville Motor Vehicle Registration Office	22
Crime Imbizo, Site C Khayelitsha	93
Customer Services Mobile Office, Lotus River	65
Ezinkwenkwezini Educare, Langa	51
Gender Based Violence workshop , Andile Msizi hall Site B Khayelitsha	91
Goodwood Motor Vehicle Registration Office	27
Gordons Bay Clinic	100
Gordon's Bay EAP Office	100
Gordon's Bay Library	100
Grassy Park Library	66
Kensington Haven Night Shelter	56

ANNEXURE 1

Lotus River Library	65
MES SAFE Space Shelter, Bellville	10
N'dabeni Fleet Services	53
Parow Motor Vehicle Registration Office	27
Retreat Library	72
Sha'p Left Primary Health Care Hub , Bellville	10
Tygerberg Association for Street People. Bellville	10

Total interventions for the quarter: 19

Twitter account:

Twitter following as at 31 March 2022: 1073
(@pecc107)

PECC Twitter stats reach:

January : 8 304
February : 4 902
March : 5 644

PECC contact information is also displayed on City of Cape Town Desktops

3. HUMAN RESOURCE MANAGEMENT

3.1 Staff Establishment (as at 31 March 2022)

SECTION	NUMBER OF POSTS	VACANCIES	RECRUITMENT AND SELECTION PROCESS
Operations	83	1x Emergency Communicator 3 4x Emergency Communicator 2	Recruitment Recruitment
Technical Support	3	Nil	-
Service Quality	7	Nil	-
Management & Administrative Support	5	Nil	-
TOTAL	95	5	

3.2 Employment Equity (Permanent Staff)

SECTION	BLACK		COLOURED		WHITE		TOTAL
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE	
Operations	19	3	40	7	8	1	78
Technical Support	-	-	-	3	-	-	3
Service Quality	2	-	5	-	-	-	7
Administrative Support	-	-	1	3	1	-	5
TOTAL	21	3	46	13	9	1	93

ANNEXURE 1

4. FINANCE (as at 31 March 2022)

4.1 Operational Expenditure (OPEX): 2020/2021

SECTION	BUDGET	ACTUAL + COMMITMENT		COMMENT
PECC	R54,235,108	R41,623,798	76.7%	Spending on Track

4.2 Capital Expenditure (CAPEX): 2020/2021

SECTION	BUDGET	ACTUAL + COMMITMENT		COMMENT
PECC	R979,933	R934,636	95.38%	Budget Increased by R333,000 to make provision for purchase of Replacement Time and attendance devices. Order placed on all project waiting for deliveries

5. VEHICLE DAMAGE

NUMBER OF VEHICLES	NUMBER OF ACCIDENTS	ESTIMATED DAMAGE (RANDS)	COMMENT
5	0	R0.00	No damage reported.