

DATE: 23 APRIL 2019

REPORT TO: SAFETY AND SECURITY

1. ITEM NUMBER **SAFS 28/06/19**

2. SUBJECT

QUARTERLY REPORT PECC JAN TO MARCH 2019

ONDERWERP

KWARTAALVERSLAG: OPENBARE

NOODKOMMUNIKASIESENTRUM: JANUARIE TOT MAART 2019

ISIHLOKO

IINGXELO ZARHOQO NGEKOTA EZIJOLISWE KWIZIKO LEZONXIBELELWANO
NOLUNTU NGEXESHA LIKAXAKEKA: UKUSUSELA KWEYOMQUNGU UKUYA
KWEYOKWINDLA 2019

3. DELEGATED AUTHORITY

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

This report is For NOTING by

- 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 2019, supported by Annexure 1

- Financial implications None Opex Capex
 Capex: New Projects
 Capex: Existing projects requiring additional funding
 Capex: Existing projects with no additional funding requirements
- Legal Compliance
- Staff Implications Yes No
- Risk Implications Yes No

5. RECOMMENDATIONS

It is recommended that the Quarterly report for Public Emergency Communication Centre for the period 1 January to 31 March 2019 be noted

AANBEVELING

Daar word aanbeveel dat daar kennis geneem word van die Openbare Noodkommunikasiesentrum se kwartaalverslag vir die tydperk 1 Januarie tot 31 Maart 2019

IZINDULULO

Kundululwe ukuba makuqwalaselwe ingxelo yarhoqo ngekota yeZiko lezoNxibelelwano noLuntu ngeXesha likaXakeka kwisithuba esusela ngowo-1 kweyoMqungu ukuya kowama-31 kweyoKwindla 2019.

ANNEXURES

Annexure1 PECC Quarterly Report Jan to March 2019

FOR FURTHER DETAILS CONTACT

NAME	Suretha Visser	CONTACT NUMBER	021 487 2045
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DIRECTORATE	Safety & Security	FILE REF NO	Safety and Security- Public Emergency Communications Center (107)(000000512800)

Approval Form

Supported for inclusion on the agenda



Quarterly report PECC Jan to March 2019

Report Reference: 512800
Meeting: Section 79 Portfolio Committee - Safety and Security
Meeting Date: 08.05.2019
Meeting Venue: Council Chamber

Contact Person: Suretha Visser
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Item	Section	Approver	Approval	Approved Date	Approver Comments
01	Author	Suretha Visser	Approved	24.04.2019 15:38:48	
02	Director	RACHEL HOOGBAARD	Approved	25.04.2019 11:11:06	
03	Executive Director	RICHARD BOSMAN	Approved	25.04.2019 14:03:24	
04	Legal Compliance	Joan Mari Holt	Approved with Comments	29.04.2019 07:35:48	For information.
05	Chairperson	Mzwakhe Nqavashe	Approved	28.05.2019 06:33:31	

ECS Officer:

**PUBLIC EMERGENCY COMMUNICATION CENTRE:
01 January 2019 till 31 March 2019**



1. OPERATIONAL MATTERS

1.1 Number of Calls Processed

CALL VOLUMES	PERIOD				
	Jan-March 2018	April-June 2018*	July-September 2018*	October – December 2018	Jan-March 2019
Number of calls received	145,817	134,941	125,062	139,678	134,318
Number of calls answered	116,003	108,021	106,278	139,669	113,936
Percentage calls answered within 10 seconds	78%	65%	75%	75%	76%
Number of calls abandoned	26,676	20202	12423	14,957	12,531

2. SERVICE QUALITY

2.1 Staff Development

Intervention	Internal/ External	Number of participants
Individual Performance Management T14 above	Internal	1
Individual Performance Management T13 below	Internal	3
Smart Driver training	External	3
MS PowerPoint level 1	External	5
MS Word Level 2	External	1
Driver Training: continuous	External	5
Diversity Management	Internal	1
PDP online	Internal	5
Unconscious Bias seminar	Internal	4
MS Excel level 1	External	1
Quality Management Systems Guidelines workshop	Internal	3
Emotional Intelligence accredited	External	2
Anti-Discrimination Session	Internal	1

2.2 Call Quality Assessment

Due to Operational challenges, information not available at present. In the process of procuring a recording/assessment solution to continue process. Manual call assessments are performed and feedback provided to staff accordingly.

2.3 Public Education & Awareness Program

PROJECTS	EVENT/AREA	WARD NUMBER	NUMBER OF SESSIONS	TOTAL OF PARTICIPANTS
Campaigns	Awareness Programme Heatwave Conditions: Uitsig Tehuis, Parow North	2	2	50
	Awareness Programme Heatwave Conditions: Huis Nuweland, Claremont	59	2	15
	Awareness Programme Heatwave Conditions: Huis Boland, 3 Alphen Street, Bellville	3	1	40
	Awareness Programme Heatwave Conditions: Jubilee Retirement Centre, 207 Riebeek Street, Tygerdal	27	1	20
	Awareness Programme Heatwave Conditions: Huis Ravenzicht, 161 9th Ave, Kraaifontein	111	1	20
	Pre Sona Door- to- door with GCIS: Vygieskraal, Athlone	48	1	1000
	Awareness Campaign: Door- to- door Never Never Informal Settlement, Philippi	88	1	700
	Awareness Campaign: Door- to- door Phola Park Informal Settlement, Philippi	88	1	1000
	Awareness Campaign: Door-to-door Kusesikhona, Philippi	35	1	600
	Awareness Campaign: Door-to-door: Tsepe Tsepe Khayelitsha	92	1	250
	Area Based North: Career Expo: Belhar	22	1	1500
	Western Cape Prov Communications: Steenberg	68	1	3000
	Zimasa Primary School. Langa	52	1	400
	SASSA Mitchells Plein	51	1	150
	Social Development, Mitchells Plein	116	1	50
	Awareness Campaign: Water and Sanitation EPWP: Lower Crossroads	35	1	30
	Awareness Campaign: Brooklyn Public Library and Clinic	55	2	80
	Wellness Event: Water and Sanitation: Hillstar	63	2	150
	City Benefits Roadshow: Area Central: Elsie's River	16	1	100
	City Benefits Roadshow: Urban Management: Khayelitsha	94	1	150

	Brochure deliveries: Kenilworth	58	2	200
	Brochure deliveries: Brackenfell	102	1	200
	Brochure deliveries: Strand	83	2	280
Exhibitions & Events	Eastridge Clinic Mitchells Plain	79	1	120
	Tafelsig Clinic Mitchells Plain	82	1	120
	Maitland Clinic	56	1	50
	Northpine Clinic	7	1	50
	Maitland Community Health Clinic	56	1	70
	Nyanga Community Health Centre	36	1	200
	Parow Community Day Centre	2	1	100
	Dirkie Uys Clinic, Goodwood	27	1	100
	Ruyterwacht Community Day Centre	30	1	60
	Albow Gardens Clinic, Milnerton	55	1	70
	Claremont Clinic	59	1	50
	Alphen Clinic	62	1	25
	Lower Cross Roads Community Hall	35	1	300
	Hilstar Traffic Department	63	1	150
PROJECTS	Poster Display: Pinelands Library	53	1	-
	Poster Display: Rylands Library	48	1	-
	Poster Display: Bridgetown Library	49	1	-
	Poster Display: Parow Library	2	1	-
	Poster Display: Bellville Library	10	1	-
	Poster Display: Bellville South Library	106	1	-
	Poster Display: Elsies River Library	16	1	-
	Poster Display: Maitland Community Centre	56	1	-
	Poster Display: Fractretton Sports & Recreation	56	1	-
	Poster Display: Brackenfell Library	6	1	-
	Poster Display: Northpine Hall	7	1	-
	Poster Display: Pinelands Training Centre	53	1	-

3. HUMAN RESOURCE MANAGEMENT

3.1 Staff Establishment (as at 31 March 2019)

SECTION	NUMBER OF POSTS	VACANCIES	RECRUITMENT AND SELECTION PROCESS
Operations	79	6 x Emergency Communicator 2 1 x Emergency Communicator 1 3x Emergency Communicator3	HR300
Technical Support	3	1x Snr Tech	Advertised
Service Quality	7	1x Professional Officer	-
Management & Administrative Support	6	1x Clerk	R&S
TOTAL	95	13	

3.2 Employment Equity (Permanent Staff)

SECTION	BLACK		COLOURED		WHITE		TOTAL
	FEMALE	MALE	FEMALE	MALE	FEMALE	MALE	
Operations	17	3	34	7	7	1	69
Technical Support	-	-	-	2	-	-	2
Service Quality	2	-	4	-	-	-	6
Administrative Support	-	-	2	2	1	-	5
TOTAL	19	3	40	11	8	1	82

4. FINANCE (as at 31 March 2019)

4.1 Operational Expenditure (Opex): 2018/2019

SECTION	BUDGET	ACTUAL + COMMITMENT	COMMENT
PECC	38,104,697	26,371,713	69.2%

4.2 Capital Expenditure (Capex): 2018/2019

SECTION	BUDGET	ACTUAL + COMMITMENT	COMMENT
PECC	1,827,066	1,109,226	60%

5. VEHICLE DAMAGE

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

