



URBAN MOBILITY PORTFOLIO COMMITTEE

1. ITEM NUMBER: **UM 04/10/24**

2. SUBJECT

**CONFIRMATION OF THE COMMITTEE MINUTES OF THE MEETING HELD
ON 05 SEPTEMBER 2024**

*BEVESTIGING VAN DIE NOTULE VAN DIE VERGADERING GEHOU 05
SEPTEMBER 2024*

**UKUQINISEKISWA KWEMIZUZU YENTLANGANISO EYAYICHOTSHELWE
NGOWE- IKOMITI yeMICIMBI yeSEBE LEZEMPILO 05 EYOMSINTSI 2024**

The minutes are attached for noting by the Urban Mobility Portfolio Committee.

MINUTES OF THE MEETING

**OF THE URBAN MOBILITY PORTFOLIO COMMITTEE OF THE CITY OF CAPE TOWN
HELD IN MEETING ROOM 2, 6TH FLOOR, PODIUM BLOCK, CIVIC CENTRE, CAPE
TOWN ON THURSDAY, 05 SEPTEMBER 2024 AT 10H00.**

PRESENT:

COMMITTEE MEMBERS

DEMOCRATIC ALLIANCE (DA)

Cllr M Manuel
Ald. T Thompson
Ald. R Arendse
Cllr P de Vos
Cllr A Lightburn
Ald. W Jaftha
Cllr N Jowell
Cllr A McKenzie
Cllr U Lasiti
Cllr T Jackson (arrived at 10h13)

AFRICAN NATIONAL CONGRESS (ANC)

Cllr D Badela
Cllr L Mqina
Cllr Z Qoba

ECONOMIC FREEDOM FIGHTERS (EFF)

Cllr N Tyandela

GOOD

Cllr S Mamkeli

AFRICAN CHRISTIAN DEMOCRATIC PARTY (ACDP)

Cllr D Dudley

NATIONAL COLOURED CONGRESS (CCC)

Cllr A Davids

PATRIOTIC ALLIANCE (PA)

None

MAYORAL MEMBER:

Cllr R Quintas

COUNCILORS ABSENT WITHOUT AN APOLOGY:

Cllr P East (DA)
 Cllr N Sukers (ACDP)
 Cllr N Sono (PA)

OFFICIALS

D Campbell	Executive Director: Urban Mobility
H Peters	Director: Transport Shared Services
N Slingers	Director: Transport Planning and Network Management
M Wust	Director: Transport Infrastructure Implementation
H Scholtz	Director: Roads Infrastructure Management
E Moag	Head: Marketing and Communication, Transport Shared Services
N Sasman	Head: Transport Planning & Policy Development
S Mdlangaso	Head: Transport Planning & Network Management
N Pieterse	Manager: Finance Transport
A de Ujfalussy	Manager: Transport Support Services
J Oliver	Manager: RIM Area South, Roads Infrastructure Management
K Naidoo	Manager: Integrated Transport Planning
S Glass	Manager: Transport Network Facilities and Development
J Snyman	Manager: RIM Area North, Roads Infrastructure Management
I Bowker	Manager: Roads Infrastructure Management
D Keet	Manager: Transport Communications Change
N Pieterse	Manager: Transport Finance
N Arendse	Manager: Public Transport Enforcement, Public Transport
A Harris	Manager: IRT Program Delivery, Public Transport
M Adams	Manager: Operations, Assets and Performance, Roads Infrastructure Management
B Fortuin	Manager: RIM Area Central, Roads Infrastructure Management
J Harber	Principal Professional Officer: Transport Planning & Network Management
W Daries	Principal Technician, Transport Planning & Network Management
O Davids	Senior Professional Officer, Transport Infrastructure Implementation
L Maunganidze	Senior Professional Officer, Transport Planning & Network Management
A Venter	Senior Professional Officer, Organisational Performance
B Ndyumbu	Assistant Professional Officer: Compliant Transport Shared Services
D Linde	Executive Support Officer, Executive and Councillor Support
V Ludada	Administrative Officer: Administrative Support

EXECUTIVE COMMITTEE SERVICES

N Damon
 J Cooper

LEGAL SERVICES

B Nicholas

INTERPRETER

None

PUBLIC

None

PRESS:

None

UM 01/09/24 OPENING OF MEETING/MOMENT'S SILENCE

The Chairperson welcomed everybody present, whereupon a moment of silence was observed.

UM 02/09/24 APOLOGIES/LEAVE OF ABSENCE

RESOLVED that no applications for leave of absence had been received from the Office of the Chief Whip.

ACTION: J COOPER

UM 03/09/24 CHAIRPERSON'S ADDRESS

The Chairperson welcomed all the members, officials and especially the Mayoral Member: Cllr R Quintas who had a health scare recently. He also welcomed the new members, namely Cllrs A Davids (CCC), D Dudley (ACDP) and visiting the Urban Mobility Portfolio Committee, Cllr A van Zyl.

Cllr R Quintas thanked the committee for its exceptional work and its dedication to activity in this forum and holding himself, the Executive Director and the Management committee accountable for the work, which needs to be completed as well as the servicing of residents. He added that he is very pleased when he reads the reports and he commends the Chairperson of the Urban Mobility Portfolio Committee and the commitments of the members on that.

He highlighted that the Minibus Taxi Task Team had resumed its meetings and the new MEC for Mobility: Mr Isaac Sileku was introduced in the Western Cape Government.

The weather had not been friendly, the month of August had the worst of the rainfall and the roads become problematic because of the heavy rains, it was the heaviest recorded rainfall since 1963 and it exacerbates the situation where potholes already exists. It is difficult for the Directorate to do meaningful longer lasting remedial work on roads during wet weather, however he is pleased to report that despite the challenges, the potholes will be repaired.

There are quite a few public participation processes which is underway, of which more detail will be provided during the meeting.

Significant progress had been seen with regards to public transport along Turfall Road and the same applies for the Govern Mbeki Road section which is also undergoing a major facelift in terms of widening Non-Motorised transport and all the benefits that will come from the installation of MyCiTi lanes including improved and relocating bridges where communities requested them to be.

A video around the MyCiTi shuttle service for the New Zealand / Springboks game will be making its rounds and everyone is encouraged to e-hail or make use of the available shuttle services throughout the day.

RESOLVED that the Chairperson's Address be noted.

ACTION: J COOPER

Ald. Jaftha suggested that discussions around potholes complaints and the way forward should be held on a monthly basis.

Cllr McKenzie stated that the Department could not promise a 48 hours turnaround time for the repair of potholes if the SLA agreement of 48 hours turnaround for potholes consistently could not be adhered to and that the matter should be examined by the Portfolio Committee, together with the Depots.

Cllr de Vos agreed with the statement of Cllr McKenzie and suggested the SLA be changed to 48 hours, weather permitting.

RESOLVED that the Chairperson's Address be noted.

ACTION: J COOPER

UM 04/09/24

CONFIRMATION OF THE MINUTES OF THE MEETING HELD ON 1 AUGUST 2024

RESOLVED that the minutes of the meeting of the Urban Mobility Portfolio Committee held on 01 August 2024, was confirmed by Cllr N Jowell and seconded by Cllr A McKenzie.

ACTION: J COOPER

UM 05/09/24

MATTERS ARISING FROM THE MINUTES OF 01 AUGUST 2024

RESOLVED that there were no Matters Arising from the Minutes of 01 August 2024.

ACTION: J COOPER

UM 06/09/24

MATTERS RECEIVING ATTENTION

1. CHAIRPERSON'S ADDRESS (SLA REINSTATEMENTS BETWEEN DIRECTORATES)(UM 03/08/24):

It be **NOTED** that the matter regarding SLA reinstatements between Directorates, will be dealt with during item UM 16/09/24 of the Agenda.

ACTION: H SCHOLTZ

2. WAYLEAVE EXEMPTION CONSIDERATION FOR COMMUNITY ORGANISATIONS (UM 11/04/24)(UM 05/02/24):

It be **NOTED** that the matter regarding Wayleave exemption consideration for community organisations, will be dealt with during item UM 13/09/24 of the Agenda.

ACTION: H SCHOLTZ

3. BUDGET PERFORMANCE REPORT (23 FEBRUARY 2024) FOR THE 2023/24 FINANCIAL YEAR (UM 07/03/24):

RESOLVED that a report be submitted to the next meeting, on how the Districts are performing in each area, the standard quality control for roadworks and the management system.

ACTION: N PIETERSE

4. WARD ALLOCATION TRAFFIC CALMING PROJECTS (UM 12/04/24):

RESOLVED that an annual Ward Allocation report be submitted to the next meeting to determine what Ward Allocation funds are spent on, with a comparison of the previous two years.

ACTION: S GLASS; N SLINGERS

5. DEVELOPMENT OF THE CITY OF CAPE TOWN'S NON-MOTORISED-TRANSPORT STRATEGY: PROGRESS REPORT (UM 24/08/24):

D Campbell reported that the workshop was held and that a report will be submitted in November for public participation.

ACTION: N SLINGERS; K NAIDOO

UM 07/09/24

BUDGET PERFORMANCE REPORT (23 JULY 2024) FOR THE 2023/24 FINANCIAL YEAR

N Pieterse gave a presentation on the Budget Performance Report (23 July 2024) for the 2023/24 Financial year and highlighted the following:

- Capital Budget per Department;
- Capital Budget per Fund Source;
- Major Programmes and Projects;
- Operating Budget Expenditure Performance as at 28 August 2024

Cllr Badela stressed the fact that the Department must be held accountable to make use of the Grants received in order to eliminate any roll-over funds.

D Campbell responded that the Grants are always fully made use of.

Cllr Manuel suggested that the matter on "*possible solutions to the extortions, specific to Urban Mobility construction sites in general*" be added to the Matters Receiving Attention schedule.

RESOLVED that:

- (a) the presentation on the Budget Performance Report (23 July 2024) for the 2023/24 financial year be noted;
- (b) the matter on "*possible solutions to the extortions, specific to Urban Mobility construction sites in general*" be added to the Matters Receiving Attention schedule.

ACTION: N PIETERSE

UM 08/09/24

ANNUAL REVIEW OF ORGANISATIONAL PERFORMANCE MANAGEMENT SYSTEM

M Booysen introduced the report and stated that the purpose of the report is for Portfolio Committees to review and provide input, if applicable, into the Organisational Performance Management System that is currently under review. Adverts are placed in Community newspapers whereby members of the community are invited to review and provide input, if applicable in respect of the OPM System and Five-Year Scorecards. Inputs from both the communities and Portfolio Committees must be submitted by the 30 September 2024.

RESOLVED that the the process for the review of the Organisational Performance Management System be noted and that, if necessary, committee members provide input into the Organisational Performance Management System by 30 September 2024.

It is **FURTHER RECOMMENDED** that the reviewed Organisational Performance Management System be submitted to Council as part of the IDP annual review process.

ACTION: M BOOYSEN; M COTO; M FIELIES

UM 09/09/24

URBAN MOBILITY: 2023/24 FOURTH QUARTER'S PROGRESS REPORT ON THE DIRECTORATE AND DEPARTMENTS' PERFORMANCE

Cllr Lasiti commended the Directorate for the speedy turnaround time in which potholes are repaired. He asked whether a proactive process is in place for the Urban Mobility Directorate, where officials are perusing the area to pick up on service request issues, while the C3 notification process is underway, like other Directorates.

Cllr Jowell added that it is unfortunate that the targets are not achieved as the target of the "number of potholes reported per 100kms of municipal road network" Key Performance Indicator was exceeded, which means that less potholes per 100km are being reported and fixed and it does not indicate the volume of work which was done. She asked about the resource and infrastructure challenges, which is mentioned in the "Percentage of reported pothole complaints resolved within standard municipal response time" Key Performance Indicator.

Cllr Quintas added that the Directorate has a pavement management system, which allows for the Depots to do routine managed inspections to uphold the maintenance of roads in the areas. He added that reinstatements are often logged as potholes and that fortunately duplicated service requests can now be closed.

H Scholtz responded that the repair of potholes refers to what percentage of potholes are being closed within a prescribed period of time. The initial period of repairing potholes were set at 15 days. The challenge was that with areas such as Bellville District, which has the most road network kilometres in the City, the worst roads and the road failure is more frequent than in other areas, other areas will make their target quickly on the 14-day, 50% turnaround, whereas other Districts would not make the target, which decreases the target. The Department is currently ensuring that there is sufficient resources per kilometre but in terms of potholes, the Department should look at the network and not so much focus on individual potholes at the end of the day. He added that in some areas the

officials has to wait on Law Enforcement to escort them into volatile areas, to effect these repairs and those complaints remains open.

Cllr McKenzie added that 50% of the potholes are only attended to within 14 days, which is problematic, irrespective of the weather and that the SLA need to be reconsidered.

H Scholtz responded that the days reflects the process which must be completed in order for the work to be completed. The Department is measured by when the notification is opened on the system, until the notification is closed which includes all administrative processes. If the C3 potholes notification is linked to a works order, and material is still being booked against that work order, the administrative process must still be finalised.

Ald. Thompson added that when a pothole is made safe, some of the C3 notifications are being closed and the potholes are not being repaired afterwards and asked how potholes are repaired after being made safe.

H Scholtz responded that an instruction was issued that no C3 notification is to be closed until the work is complete.

Cllr Jowell expressed her concern around the reduction in the dial-a-ride numbers and the targets which were not met in terms of the resurfacing of kilometres and grading of gravel roads. She further expressed her concern regarding the low target of the Key Performance Indicator “Percentage of official complaints responded to through the municipal complaint management system GG2.31”.

J Koen responded that the Key Performance Indicator “Percentage of official complaints responded to through the municipal complaint management system” includes all the categories of notifications which are created and all have difference response times, which is calculated to an average of 25 days and that some targets had been reconsidered to be more realistic.

H Scholtz responded that the Department strives to grade all roads at least once a year, however some roads have to be graded multiple times due to the condition and traffic volumes, which reduces the total.

A Harris added that the dial-a-ride project had an average of 17 vehicles originally and the total of vehicles is now at 13, in order to remain within the budget contract limitations. The Department is in the process of arranging for additional funding.

D Campbell added that the Provincial Government contributes R10 million per year, that the HOD was approached to increase their contribution to dial-a-ride but no response was received.

Cllr Quintas requested that all correspondence between the City and the Provincial Government be forwarded to him for further communication.

Cllr Badela asked whether the maintenance of the dial-a-ride initiative is outsourced, therefore making it expensive.

D Campbell responded that the dial-a-ride cost per trip is expensive and that the MyCiti services are also being explored.

N Pieterse added that the dial-a-ride project cost in the current financial year is at R36 million, the Provincial Government contributes R10 million per year and a rates contribution of R 18 million is received, meaning there is a shortage of R 7.8 million for the current financial year.

Cllr M Manuel asked whether only 55 000 requests are received from commuters and whether there are any passengers that are not being picked up.

D Campbell added that there is a long list of people requesting to make use of the dial-a-ride service and that the Department is trying to incorporate the MyCity services to assist. She added that the total reduced because some commuters do not go to work every day, after the Covid-19 pandemic.

A Harris responded that the new contract is being processed, that the contractor is able to provide additional support to the service, that the funding might be a problem and the contractor is not on site as yet.

Cllr Manuel asked how far in advance a commuter should book a dial-a-ride trip.

D Campbell responded that there are dedicated users of the service and that it is a very scheduled service.

A Harris added that there is a list of people who are waiting to be approved to be users.

Cllr Jowell proposed that a site visit to the dial-a-ride service could be looked at.

Cllr Manuel asked if a commencement date is available in terms of the Key Performance Indicator “Commencement of new 3 year kerbside parking management contract in November 2023 and management of the contract” and what the timeline is to have the tender ready. He requested that the Committee members receive the Foreshore Freeway/Bridge Project: progress conceptual design.

N Slingers responded that there is a very active BSC process, that the lawyer on the team will ensure that the process is followed and that a placement contract will be instated by the 31st July 2025.

D Campbell added that the City Manager had not signed off on the Foreshore Freeway/Bridge project yet. Once the project has reached a stage where the options are firmed, a report will be presented to the Urban Mobility Portfolio Committee as part of the public participation process.

T Vieira further stated that the Foreshore Freeway/Bridge project is in the feasibility stage, a few options are being explored and that this is a joint project between Urban Mobility Directorate and the Spatial Planning Directorate.

Cllr Manuel asked if there is a timeline to achieve the two Key Performance Indicators namely “Standardised vehicle operating contract” and the “formation of 2 MBT VOCs for MyCiTi phase 2a”.

A Harris responded that this is a very iterative process and very dependent on the parameters that we are trying to set. The industry transition people are making good progress in terms of communicating with the taxi industries and setting the companies together.

D Campbell added that the scorecard is very dependent on outside people which can delay the process and that the National Department of Transport is also delaying the process of the contract.

It is **RECOMMENDED** that:

- a) the Urban Mobility directorate's 2023/2024 fourth quarter's progress report be submitted to the Executive Mayor, together with the Mayoral Committee, together with a summary of the concerns and queries raised by the committee, and the directorate's responses thereto;
- (b) the Executive Mayor together with the Mayoral Committee evaluate and review the 2023/24 fourth quarter's progress report and submit the report to Council for noting;
- (c) Council note the 2023/24 fourth quarter's progress report.

ACTION: J KOEN; A DE UJFALUSSY

UM 10/09/24

THE PROPOSED PARTIAL ROAD (MEDIAN) CLOSURES REQUIRED TO ACCOMMODATE BERKLEY ROAD DUALLING BETWEEN THE MS AND NDABENI ROAD/RYGER STREET, FULL ROAD CLOSURE AND REALIGNMENT OF ALEXANDRA ROAD, AND BERKLEY ROAD SCHEME AMENDMENT

It is **RECOMMENDED** that the Urban Mobility Portfolio Committee supports and recommends to the Executive Mayor together with members of the Mayoral Committee for onward recommendation to Council for approval:

- (a) The objections and comments received in respect of the proposed road closures as set out in Annexure A be considered, and that based on the responses thereto, the objections not be upheld;
- (b) As part of the proposed capacity upgrades to improve access management, increase safety, and rationalise the number of start stop instances along the corridor; that the closures of the following roads be approved:
 - i. Partial closure of Upper Camp Road at the intersection with Berkley Road to both vehicular and pedestrian traffic, Maitland. By Means of:
 - Median closure along Berkley Road at the intersection of Upper Camp Road, and
 - The conversion of Upper Camp Road access to a Left-in only from Berkley Road.
 - ii. Partial closure of Cambridge Road at the intersection with Berkley Road to both vehicular and pedestrian traffic, Maitland. By means of:
 - Median closure along Berkley Road at the intersection of Cambridge Road.

iii. Full road closure of Alexandra Road at the intersection with Berkley Road to vehicular traffic, Maitland. By means of:

- Full closure of Alexandra Road at Berkley Road, i.e. a cul-de-sac.
- Alexandra Road access from Berkley Road will be relocated and realigned opposite Bax Street through the Maitland Abattoir site.

(c) As part of the proposed capacity upgrades to improve access management, increase safety, and rationalise the number of start stop instances along the corridor; that the amendment to the Road Scheme be approved.

ACTION: M PINDER; N SLINGERS

UM 11/09/24

OUTCOMES OF THE PUBLIC CONSULTATION PROCESS RE: THE PROPOSED REVIEW OF THE ROAD SAFETY STRATEGY AND TRAFFIC CALMING POLICY

S Mdlangaso introduced the report and stated that in 2023, the Chairperson of the Portfolio Committee recommended that the Directorate solicit input from the public (inclusive of business, NPOs etc.) prior to drafting the revised versions of the Road Safety Strategy (RSS) and the Traffic Calming (TC) Policy.

The following consultation mechanisms were used in a “Call for Ideas Campaign”:

- (1) The online CCT Collaboration Platform;
- (2) Hardcopy questionnaires via Subcouncils;
- (3) On-street interviews; and
- (4) Focus group discussions with key road safety stakeholders.

This report provides feedback on the inputs received in the public consultation process.

Cllr Jowell enquired what a road diet is and stated that she is hoping to see a change in the policy and also a list of innovative ideas that could be applied to a traffic calming request. She suggested that a workshop be scheduled before receiving the draft report and to also acknowledge the valuable inputs from the community around an alternative to speedbumps.

Ald. Jaftha referred to the comment in the report: *“Taxi drivers are seen by motorists as the most problematic, often speeding, overtaking recklessly, running red lights, and making sudden manoeuvres”* and stated that there are certain roads in the City where road accidents frequently happens due to the speeding of taxi drivers.

Cllr Badela requested that a summary of the report be made available before the workshop in order for the members to familiarise themselves before the way forward is determined at the workshop, and thereafter submitting for public participation.

N Slingers responded that a road diet is the narrowing of a road to 3 meters to become functionally impossible to speed.

Cllr Manuel proposed that suggestions from the outcomes of the public consultation process regarding the proposed review of the road safety strategy and traffic calming policy be included as collaborative innovative idea boxes.

RESOLVED that:

- (a) the contents on the Outcomes of the Public consultation process re: the proposed review of the road safety strategy and traffic calming policy be noted;
- (b) a workshop be scheduled to discuss road safety for pedestrians and other non-motorised (NMT) transport users, road safety for passengers, road safety for motorists, alternative ways to speedbumps and other locations for speedbumps, before the committee receives the draft report .

ACTION: S MDLANGASO; S GLASS; N SLINGERS

UM 12/09/24

VACANCY UPDATE FOR URBAN MOBILITY DIRECTORATE AS AT 31 JULY 2024

Cllr Jowell asked about the list of vacancies, which are over 12 months, particularly with regards to drivers and supervisors.

H Scholtz responded that the driver interview process is more complex, they are sent for medical testing and they have to pass the drivers test and added that those vacancies were filled and the contracts were signed.

RESOLVED that the contents of the Vacancy Update for Urban Mobility Directorate as at 31 July 2024 report be noted.

ACTION: H PETERS

UM 13/09/24

WAYLEAVE MANAGEMENT SYSTEM - EXEMPTION OF ADMINISTRATION TARIFFS FOR COMMUNITY ORGANISATIONS

Cllr Jowell asked whether the Urban Mobility Directorate could propose to Council to zero rate the tariffs for Wayleaves for Community Based Organisations who are wanting to assist in the fight against crime and install security cameras.

J Snyman responded that the public road reserve's primary purpose is to help municipal services and the City not necessarily accommodate private services. If particular institutions wants to provide private services, in the public road reserve, there are issues such as liability, third party liabilities, etc. and if there is merit to install security cameras at the entrance of a specific residential area, the charge is R698 for the application fee, which is a comprehensive fee for all the services.

Cllr Jowell explained that the question was around officially accredited neighbourhood watches and CPF's who are installing 20 or 30 LPR cameras, which links to a control room and a City wide LPR network which residents around the City could benefit from.

J Snyman responded that specifically with security cameras, the estates wants to install multiple security cameras around the estate / neighbourhood and in the road reserve, where there is either an electrical cable or a telecommunications line underneath it. When the Department receives such an application, a

meeting is called with the applicant to provide an alternative which perhaps suits the City better from a liability and an infrastructure maintenance point but also addresses the particular applicant's needs.

H Scholtz suggested to schedule a meeting with Cllr Jowell to discuss the matter further.

RESOLVED that the contents of the Wayleave Management System – exemption of administration tariffs for community organisations report be noted.

ACTION: J SNYMAN

UM 14/09/24

TRANSFER AND DEPROCLAMATION OF CERTAIN ROADS CLASSIFIED AS MAIN ROADS FROM THE WESTERN CAPE GOVERNMENT TO THE CITY OF CAPE TOWN – PHASE 2

J Oliver introduced the report and stated that Annexure C will not be included in the report at this stage and further elaborated on the introduction and progress to date.

Cllr Jowell asked what the meaning of title line adjustment is.

J Oliver responded that many of the roads would require clarification and some of the roads are not zoned correctly, this will form part of the process and the Department is in discussion with Property Management around the process.

Ald. Jaftha asked if no extra funds would be spent on road rehabilitation.

D Campbell responded that during Phase 1 it was agreed that the Directorate would not take over roads that is not in a good or perfect condition.

RESOLVED that the contents of the Transfer and deproclamation of certain roads classified as Main Roads from the Western Cape government to the City of Cape Town – Phase 2 be noted.

ACTION: H SCHOLTZ; J OLIVER

UM 15/09/24

DRAFT COMPREHENSIVE INTEGRATED TRANSPORT PLAN (CITP) 2024 UPDATE FOR THE CITY OF CAPE TOWN: PUBLIC PARTICIPATION PROCESS

RESOLVED that the contents of the Draft Comprehensive Integrated Transport Plan (CITP) 2024 update for the City of Cape Town: Public Participation process be noted.

ACTION: N SLINGERS; N SASMAN; L MAUNGANIDZE

UM 16/09/24

MEMORANDUM OF AGREEMENT FOR TRENCH REINSTATEMENTS

D Campbell reported that in January 2024 a comprehensive report highlighting the operational issues and shortfalls were discussed at management level between the two departments and it was agreed that splitting the function is not delivering the required results. Not only did response times reach unacceptable levels, but the increase in customer dissatisfaction and long delays for repairs warranted a different approach. In a meeting with the City Manager on 19/07/2024 it was supported that the Water and Sanitation Directorate perform

their function and that the Urban Mobility Directorate assist the Water and Sanitation Directorate with the technical requirements and overview monitoring.

Ald. Jaftha asked whether the Water and Sanitation Directorate has the budget and contractors to perform their function.

Cllr McKenzie asked whether a timeframe was provided for the backlog and a timeframe around how long, from time of work, the reinstatement will take place.

D Campbell responded that the City Manager advised that the backlogs should be completed by the end of October, that tenders are in place and that their budget is in place.

Cllr Jowell enquired whether the Water and Sanitation Directorate could present the process at the Urban Mobility Portfolio Committee.

Cllr Manuel added that he will have a discussion with the Chairperson of the Water and Sanitation Department to suggest that a joint workshop be scheduled to clarify what the SLA consist of.

RESOLVED that

- (a) the contents of the Memorandum of Agreement for trench reinstatements be noted;
- (b) a joint workshop be arranged between the Urban Mobility Portfolio Committee and the Water and Sanitation Portfolio Committee to provide clarity on the SLA.

ACTION: H SCHOLTZ

MEETING ENDED AT: 12h45

CLLR M MANUEL (CHAIRPERSON)

DATE