



**REPORT TO: SECTION 79 PORTFOLIO COMMITTEES  
MAYCO  
COUNCIL**

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**1. ITEM NUMBER M3245 TRNS 14/06/21**

**2. SUBJECT**

**TRANSPORT: 2020/21 THIRD QUARTER'S PROGRESS REPORT ON THE  
DIRECTORATE AND DEPARTMENTS' PERFORMANCE**

**ISIHLOKO**

**TRANSPORT: INGXELO ENGENKQUBELA NGOKUMALUNGA NENDLELA  
YOKUSEBENZA KWECANDELO LOLAWULO NAMASEBE YEKOTA  
YESITHATHU KOWAMA2020/21**

**ONDERWERP**

**TRANSPORT: DERDE KWARTAAL 2020/21 SE VORDERINGSVERSLAG OOR  
DIE DIREKTORAAT EN DEPARTEMENTE SE PRESTASIE**

**3. DELEGATED AUTHORITY**

In terms of delegation

This report is

- Committee name : TRANSPORT PC**
- The Executive Mayor together with the Mayoral Committee (MAYCO)
- Council

**4. DISCUSSION**

The Portfolio Committee must monitor and evaluate the impact and performance during the third quarter of the 2020/21 financial year.

Once considered by the Portfolio Committee the report will be submitted to the Executive Mayor together with the Mayoral Committee for review and evaluation and Council for noting.

[System of Delegations as adopted by Council on 29 October 2020, PART 7-Delegation 1, paragraphs (7) and (8)].

4.1. Legal Compliance

4.2. Staff Implications  Yes  No

4.3. Risk Implications  Yes  No

## 5. RECOMMENDATIONS

**a)** It is recommended that the Portfolio Committee monitor and evaluate the impact and performance of the 2020/21 third quarter's progress report in relation to its functional area. Thereafter the PC report must be submitted to the Executive Mayor together with the Mayoral Committee;

**b)** It is recommended that the Executive Mayor together with the Mayoral Committee evaluate and review the 2020/21 third quarter's progress report and submit the report to Council for noting;

**c)** It is recommended that Council note the 2020/21 third quarter's progress report.

## ISINDULULO

a) Kundululwe ukuba iKomiti yeMicimbi yeSebe mayibek'iliso kwaye iphengulule impembelelo nendlela yokusebenza ngokumalunga nengxelo engenqubela yekota yesithathu kowama2020/21 ngokujoliswe kwinkalo yayo yokusebenza. Emva koko ingxelo le yeKomiti yeMicimbi yeSebe (i-PC) kufuneka ingeniswe kuSodolophu weSigqeba kunye nakwiKomiti yeSigqeba sakhe;

b) Kundululwe ukuba uSodolophu weSigqeba kunye neKomiti yeSigqeba sakhe mabavavanye kwaye baphengulule ingxelo engenqubela yekota yesithathu kowama2020/21 kwaye iyingenise kwiBhunga ukuze iqwalaselwe;

c) Kundululwe ukuba iBhunga maliqwalasele ingxelo engenqubela yekota yesithathu kowama2020/21.

### AANBEVELINGS

a) Daar word aanbeveel dat die portefeuljekomitee die impak en prestasie van die direktoraat en departemente soos uiteengesit in die vorderingsverslag vir die derde kwartaal van 2020/21 teenoor sy funksionele gebied monitor en evalueer. Daarna moet die verslag van die portefeuljekomitee aan die uitvoerende burgemeester tesame met die burgemeesterskomitee voorgelê word;

b) Daar word aanbeveel dat die uitvoerende burgemeester tesame met die burgemeesterskomitee die vorderingsverslag oor die derde kwartaal van 2020/21 evalueer en hersien en die verslag vir kennisname aan die Raad voorlê;

c) Daar word aanbeveel dat die Raad kennis neem van die vorderingsverslag oor die derde kwartaal van 2020/21.

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## ANNEXURES      THIRD QUARTERS PROGRESS REPORT ON DIRECTORATE AND DEPARTMENT PERFORMANCE

### FOR FURTHER DETAILS CONTACT

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DIRECTORATE	Transport	FILE REF NO	
SIGNATURE : ACTING DIRECTOR: DENNY-JEAN KEET	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <p><b>Denny-Jean Keet</b> Digitally signed by Denny-Jean Keet Date: 2021.05.19 14:14:08 +02'00'</p> </div>		

### ACTING EXECUTIVE DIRECTOR

NAME	<b>Regan Melody</b>	COMMENT:	
DATE			
SIGNATURE	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <p><b>Regan Melody</b> Digitally signed by Regan Melody Date: 2021.05.20 13:40:21 +02'00'</p> </div>		

**LEGAL COMPLIANCE**

- REPORT COMPLIANT WITH THE PROVISIONS OF COUNCIL'S DELEGATIONS, POLICIES, BY-LAWS AND ALL LEGISLATION RELATING TO THE MATTER UNDER CONSIDERATION.
- NON-COMPLIANT

NAME \_\_\_\_\_

COMMENT: \_\_\_\_\_

DATE \_\_\_\_\_

Certified as legally compliant based on the contents of the report

SIGNATURE 

 Jason Sam Liebenberg	Digitally signed by Jason Sam Liebenberg Date: 2021.05.21 16:09:39 +02'00'
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2020/2021 Transport Directorate Scorecard								Quarterly Report Q3 January '21 - March '21					
Alignment to the IDP	Corporate Objective	Link to Programme	Indicator Reference No (CSC, Circular 88, etc)	Lead (U)/ Controlling (C) Directorate	Indicator (to include unit of measure)	Annual Target 30 June 2020 2019/2020	Annual Target 30 June 2021 2020/2021	Target	Rating	Actual	Reasons for Variance	Remedial Action	Responsible Person
								31 Mar 2021					
SFA 4 Inclusive city	4.2 An efficient, integrated transport system	4.2.f Efficient, integrated public transport programme		Transport Directorate	Percentage establishment of Transport Operating Companies (TOCs)	Establishment of Business Plans for 2nd and 3rd TOCs	The target be carried over to the next financial year when there is sufficient budget available and proper engagements can be held with the MBT industry.	The target be carried over to the next financial year when there is sufficient budget available and proper engagements can be held with the MBT industry.		Business Plan for only 1 pilot TOC achieved.	Due to the lack of budget for the implementation of the pilot TOC, the indicator was removed from the Directorate scorecard. In addition, the inability to engage sufficiently with the taxi associations due to COVID-19.	The department will continue to seek funding opportunities and already in the process of engaging the Development Bank of Southern Africa (DBSA) and National Government.	Acting Director: Regulations Neil Slingers
SFA 4 Inclusive city	4.2 An efficient, integrated transport system	4.2.b Travel Demand Management Programme	GF.16.2	Transport Directorate	Kilometres of roads resurfaced/ rehabilitated/ reseded	10km	162,7km	123,9km		78,9km	Delay in Term Contracts becoming available for implementation of rehabilitation, resed and resurfacing projects..	Additional staff resources are being pursued.	Acting Director: Road Infrastructure & Management Odwa Gabuza
SFA 4 Inclusive city	4.2 An efficient, integrated transport system	Road Infrastructure investment	(This is a NT requirement - USDG)	Transport Directorate	Rand value of Roads Rehabilitation	R97,702,087	R153,640,871	R100,000,000		R65,737,346	The negative variance is as a result of the later than anticipated award of the Jakes Gerwel contract, and others that have been deferred to the next financial year, (Bontlehuwel, Kalksteefontein and Bishop Lavis due to the delay in appointing a Professional Service Provider to oversee the works) and Japhtha K Masimola in order to accommodate budget reductions requested.	The contractor for Jakes Gerwel will be engaged with a view to accelerating the work, and professional service providers have now been appointed under an alternative contract.	Acting Director: Road Infrastructure & Management Odwa Gabuza
SFA 4 Inclusive city	4.2 An efficient, integrated transport system	Road Infrastructure investment	GF	Transport Directorate	Kilometres of new gravelled roads to be built	2km	6km	4km		25,6km	We don't build new Gravel Roads, we do re-gravelling of existing Gravel Roads	Indicator has been removed from the Directorate SDBP in the new financial year.	Acting Director: Road Infrastructure & Management Odwa Gabuza
SFA 4 Inclusive city	4.2 An efficient, integrated transport system	Road Infrastructure investment	TR6.11 (Circular 88)	Transport Directorate	Percentage of unsurfaced roads graded	100%	75%	60%		93%	N/A	N/A	Acting Director: Road Infrastructure & Management Odwa Gabuza
SFA 4 Inclusive city	4.2 An efficient, integrated transport system	Road Infrastructure investment	TR6.12 (Circular 88)	Transport Directorate	Percentage of surfaced municipal road lanes which have been resurfaced and reseded	2%	1,5%	1,16%		0,7%	Delay in Term Contracts becoming available for implementation of rehabilitation, resed and resurfacing projects..	Additional staff resources are being pursued.	Acting Director: Road Infrastructure & Management Odwa Gabuza
SFA 4 Inclusive city	4.2 Efficient, Integrated Transport System	4.2.a. Integrated Public Transport Network 2032 programme		Transport Directorate	Blue Downs rail corridor project Blue Downs rail corridor project feeder network	Approved station design study	Review and finalise project scope in line with new process plan and programme	Review of project process plan and reprogramming		Reviewed process plan and programme	N/A	None required	Acting Director: Planning Tony Vieira
SFA 4 Inclusive city	4.2 Efficient, Integrated Transport System	4.2.a. Integrated Public Transport Network 2032 programme		Transport Directorate	Develop a Business Plan for Integrated Ticketing for Public Transport in Cape Town	Draft Integrated Ticketing Strategic Framework for Public Transport	Second Draft of a Business Plan for Integrated Ticketing	First draft Business Plan for Integrated Ticketing and circulate for comment		Target achieved	Target achieved	N/A	Acting Director: Shared Services Denny-Jean Keet

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SFA 4 Inclusive City	4.2 Efficient, Integrated Transport System	4.2.b.Travel Demand Management Programme Linked to City Resilience Strategy	City of Cape Town Resilience Strategy	Transport Directorate	Travel Demand Management: Evaluate the effectiveness of Flexible Working Programme in the City as part of Travel Demand Management	Monitor and evaluate Flexible Working Programme in the City	Implementation of 3 Travel Demand Management and Flexible Working Programme initiatives	Submit to Corporate HR a Toolkit for congestion alleviation		1. Advocated for "Working from home" leave option on SAP 2. Submissions on FOW recommendations: - Office Accommodation Framework submission - Remote Working Position Paper recommendations - remote Working Q&A edits - Employee Remote Working Classification table inputs 3. Advocated for Change Management to integrate into the 3 workstreams, to proactively drive change, as learnt from FWP	Future of Work has "overtaken" Flexible Working Programmes	none required	Acting Director: Planning Tony Vieira
SFA 1 Opportunity City	1.1 Positioning Cape Town as forward looking globally competitive City	1.1.d Road Infrastructure Investment Programme		Transport Directorate	Road Congestion Relief Project Number of road congestion relief projects advanced to Preliminary Design Phase	4 Road congestion relief projects advanced to Preliminary Design Phase	Development of Preliminary Designs for 5 Road Congestion Relief Projects	Revised Scheme development for Albert Road  Final Preliminary designs for Royal Road Mulzenberg Turf Rd Upgrade M3 Constantia Rd to N2 Jan Smuts Drive		Process to appoint the PSP under contract 375C/2018/19 commenced	OPEX: No OPEX budget allocation to appoint a PSP  Capex: Delay in finalising appointment of 375C tender.	PSP to be appointed in FY2022 dependent on budget allocation  CAPEX Programme to be rephased due to delay in PSP appointments	Acting Director: Planning Tony Vieira
SFA 4 Inclusive City	4.2 An efficient, integrated transport system	4.2.g Traffic Calming Programme		Transport Directorate	Number of school traffic calming projects implemented	Implement 50 school traffic calming projects plus additional projects on the backlog traffic calming projects list to the full value of capital budget	Implement 50	Implement 30		8 projects completed.	Award of term tender for construction of traffic calming projects was made too late to complete a more projects in this quarter.	RIM issuing more projects to commence in April.	Director: Network Management Neil Slingers
SFA 4 Inclusive City	4.2 An efficient, integrated transport system	4.2.d Intelligent transport systems programme - Traffic signal upgrade project		Network Management	Number of traffic signal upgrade initiatives	12	15	Development of 7 Functioning Traffic Counting stations on major arterials		7 counting stations completed.	Target achieved.	N/A	Director: Network Management Neil Slingers
SFA 4 Inclusive City	4.1 Dense and transit oriented growth and development	4.1 a Spatial Integration and Transformation Programme - General Built Environment		Network Management	Completion of Rail Assignment Feasibility Study Phase 1: Project inception report	Initiation of Phase 1: Project inception report	Completion of Phase 1: Project Inception Report	Phase 1: 90% complete		Target not achieved	The external legal opinion obtained advised that the City does not have the mandate to undertake this study as intended and proceeding with the contract could amount to fruitless and wasteful expenditure.	The City has approach NDoT and National Treasury to clarify this position and to advise/assist on the way forward.	Director: Network Management Neil Slingers
SFA 4 Inclusive City	4.2: An efficient, integrated transport system	IRT Phase 2A Major Project		Infrastructure Implementation	Percentage Construction of IRT Phase 2A project	Construction work at Jan Smuts IRT route - 16% construction	100%	100%		99.9%	This project reached a state of Practical Completion on 06 April 2021. There are a number of "snags" to be resolved before a certificate of Completion is issued.	All outstanding snags to be resolved by 30 June 2021	Director: Infrastructure Implementation Regan Melody

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SFA 4 Inclusive City	4.2f Efficient, integrated public transport programme	Public Transport Interchange Programme		Transport Directorate	Number of Public Transport Interchanges Constructed or Upgraded	3	3	1		0	The implementation of the Du Noon Public Transport Interchange has suffered delays due to community intervention and poor contractor performance.	The community issues have largely been resolved and contractor performance has improved. The contractor is targeting completion of this project by 30 June 2021.	Director: Infrastructure Implementation Regan Melody
SFA 4 Inclusive City	4.2 c Non motorised transport programme	Non-Motorised Transport Programme	TR 1.21 (Circular 88) & Performance Matrix	Transport Directorate	Number of Non-Motorised (NMT) Transport (kms) constructed (TR1.21 - length of NMT paths built)	24.5km	29.5km	24.6km		22.3km	Most projects are progressing smoothly, but one has been delayed by a prolonged tender evaluation process.	The tender evaluation has now been concluded and an award has been made. With the appeal period still to follow, construction will only commence in the next financial year.	Director: Infrastructure Implementation Regan Melody
SFA 4 Inclusive city	4.2: An efficient, integrated transport system	4.2.f Efficient, integrated public transport programme		Transport Directorate	Develop a business plan for the expansion of Dial-a-Ride services within the City of Cape Town	New	Develop a business plan for the expansion of Dial-a-Ride services within the City of Cape Town	Provide Status Quo and Stakeholder Consultation Reports		Provide Status Quo and Stakeholder Consultation Reports	Target Achieved	N/A	Director: Public Transport Gershwin Fortune
SFA 4 Inclusive city	4.2: An efficient, integrated transport system	4.2.f Efficient, integrated public transport programme	TR5.21 (Circular 88)	Transport Directorate	TR5.21 Percentage of scheduled municipal buses that are low-entry	100%	86%	86%		91%	Target Achieved	N/A	Director: Public Transport Gershwin Fortune
SFA 4 Inclusive city	4.2: An efficient, integrated transport system	4.2.f Efficient, integrated public transport programme	TR3.11 (Circular 88)	Transport Directorate	TR3.11 Number of weekday scheduled municipal bus passenger trips	New	8.5 million	5.8 million		6.5 million	Target Achieved	N/A	Director: Public Transport Gershwin Fortune
SFA 4 Inclusive City	4.2: An efficient, integrated transport system	4.2.f Efficient, integrated public transport programme	Corporate Scorecard 4.B	Transport Directorate	4.8 Number of passenger journeys per kilometre operated	1.00	0.73	0.71		0.76	Target Achieved	N/A	Director: Public Transport Gershwin Fortune
SFA 4 Inclusive city	4.2: An efficient, integrated transport system	4.2.f Efficient, integrated public transport programme	Corporate Scorecard 4.C	Transport Directorate	4.C Total number of passenger journeys on MyCiti (CT)	16.8 million	10.2 million	7 million		7.8 million	Target Achieved	N/A	Director: Public Transport Gershwin Fortune
SFA 4 Inclusive city	4.2: An efficient, integrated transport system	4.2.b Travel demand management programme		Transport Directorate	Total number of passenger journeys on Dial-a-Ride	60,500	45,000	33,000		33,304	Target Achieved	N/A	Director: Public Transport Gershwin Fortune
SFA 1: Opportunity City	1.3 Economic Inclusion	Prog. 1.3.b Mayor's Job Creation	1.E	EPWP	Number of Expanded Public Works Programme (EPWP) work opportunities created	3,224	3,224	2,257		212	Additional opportunities awaits confirmation of validity of supporting documents	The initial focus was to ensure that all projects are registered, the focus will now be to ensure that supporting documents are filed accordingly.	Manager: EPWP
SFA 1: Opportunity City	1.3 Economic Inclusion	Prog. 1.3.b Mayor's Job Creation	-	EPWP	Number of Full Time Equivalent (FTE) work opportunities created	1,269	1,269	888		38,45	Additional opportunities awaits confirmation of validity of supporting documents	The initial focus was to ensure that all projects are registered, the focus will now be to ensure that supporting documents are filed accordingly.	Manager: EPWP

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SFA 1: Opportunity City	1.3 Economic Inclusion	Prog. 1.3.a Skills Investment	1.F	Corp Serv	Percentage budget spent on implementation of Workplace Skills Plan	75%	95%	70%		152%	The plan cost for training cost element is not reflected onto budget, the budgeted amount of R1.8m has been taken away to assist with COVID-19 expenses.	The plan budget must be made available through variations between Bursaries - Employees and Training - Co Op Students cost elements.	Director: HR
SFA 1: Opportunity City	1.3 Economic Inclusion	Prog. 1.3.a Skills Investment	-	Corp Serv	Number of unemployed trainees and unemployed bursary opportunities (excluding apprentices)	52	34	23		29	A number of students / trainees were promoted to clerical positions. Two external bursars have completed studies and awaiting to be placed at Assistant Professional positions in order to serve service obligation and other two external bursars are placed under service obligation.	New students will be recruited in the next financial year as per set-up annual targets for 2021/22 cycle.	Director: HR
SFA 1: Opportunity City	1.3 Economic Inclusion	Prog. 1.3.a Skills Investment	-	Corp Serv	Number of unemployed apprentices	25	22	18		22	Budgetary constraints and Corporate HR allocated less apprentices against the required and applied number of apprentices for Transport Directorate.	This will only improve once the cycle becomes open to recruit apprentices. It is recommended that each department to host an apprentices in their relevant disciplines / core business.	Director: HR
SFA 3: Caring City	3.1 Excellence in basic service delivery	Prog. 3.1.a Excellence in Service Delivery	3.F	Corp Serv	Percentage adherence to citywide service requests	90%	90%	90%		67.58%	This indicator only accounts for G3 and does not take account of N2 notifications. The majority of Transport' services requests are generated through the N2 notification system.	We are currently in discussion with the KCI owner to address the potential inclusion of the N2 notification system requests into the formula of this indicator to ensure accurate reporting.	Manager: Customer Relations Management
SFA 4: Inclusive City	4.3 Building Integrated Communities	Prog. 4.3.b Citizen Value	-	Corp Serv	Percentage adherence to the EE target of overall representation by employees from the designated groups. [see EE act definition]	90%	90%	90%		95.58%	Target Achieved	N/A	Director: Organizational Effectiveness & Innovation
SFA 4: Inclusive City	4.3 Building Integrated Communities	Prog. 4.3.b Citizen Value	-	Corp Serv	Percentage adherence of 2% target for people with disabilities (PWD) in compliance with the EE plan	2%	2%	2%		2.27%	Target Achieved	N/A	Director: Organizational Effectiveness & Innovation
SFA 4: Inclusive City	4.3 Building Integrated Communities	Prog. 4.3.b Citizen Value	4.D	Corp Serv	Percentage of employees from the EE target (designated) groups employed in the three highest levels of management (NKPI)	74%	75%	75%		70.97%	This is prioritised in the recruitment and selection process when filling Transport vacancies. However, with ongoing budget cuts to the staff establishment, there will be less recruitment and selection opportunities which hampers movement on this indicator.	We will continue to prioritise this indicator with every vacancy opportunity that is presented.	Director: Organizational Effectiveness & Innovation
SFA 4: Inclusive City	4.3 Building Integrated Communities	Prog. 4.3.b Citizen Value	-	Corp Serv	Percentage of women employed across all occupational levels in line with the annual EE plan targets	{45.3} 39.52%	39.71%	39.71%		24.58%	This is prioritised in the recruitment and selection process when filling Transport vacancies. However, with ongoing budget cuts to the staff establishment, there will be less recruitment and selection opportunities which hampers movement on this indicator.	We will continue to prioritise this indicator with every vacancy opportunity that is presented.	Director: Organizational Effectiveness & Innovation
SFA 5: Well-Run City	5.1 Operational sustainability	Prog. 5.1.b Value Awareness	-	Corp Serv	Percentage of absenteeism	≤ 5%	≤ 5%	≤ 5%		4.10%	Target Achieved	N/A	Director: HR
SFA 5: Well-Run City	5.1 Operational sustainability	Prog. 5.1.b Value Awareness	-	Corp Serv	Percentage OHS investigations completed	100%	100%	100%		72.73%	The outstanding matters are currently under investigation but we are waiting supporting documentation in order to close out on matters.	Further improvement in the timeous submission of documents to be achieved by optimising the process of investigations.	Director: HR
SFA 5: Well-Run City	5.1 Operational sustainability	Prog. 5.1.b Value Awareness	-	Corp Serv	Percentage vacancy rate	12.45%	≤ 7% plus % turnover	11.84%		10.63%	Target Achieved	N/A	Director: HR
SFA 5: Well-Run City	5.1 Operational sustainability	Prog. 5.1.a Efficient, Responsible and Sustainable City Services	-	FIN	Percentage of assets verified	100%	100%	60%		1.6%	Late start due to staff shortage, accommodation challenges and asset roles profiling.	Additional staff hired, training and profiling done. Still sorting out accommodation. Verification is in process.	Manager: Finance
SFA 5: Well-Run City	5.1 Operational sustainability	Prog. 5.1.b Value Awareness	-	Corp Serv	Percentage of Declarations of Interest completed	100%	100%	75%		80.2%	Target Achieved	N/A	Manager: Ethics



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								31 Mar 2021					
SFA 5 Well-Run City	5.1 Operational sustainability	Prog. 5.1.a Efficient, Responsible and Sustainable City Services	5.C	FIN	Percentage spend of capital budget	90.0%	90%	63%		50.46%	The directorate has a net negative variance, which is an accumulation of slower than anticipated expenditure on a number of projects, the most significant of which are:  1. Roads Rehabilitation: Jakes Gerwel - N2 & N1. This commencement of this rehabilitation project was delayed until after the year end builders break. Construction commenced on 18 January 2021 and revised cashflows from the contractor indicate a value at risk. 2. Heavy Duty Vehicles: Additional. Prioritisation of additional vehicles have been completed. Orders placed; awaiting delivery. National lockdown period has affected some deliveries. 3. Rehabilitation of Japhtha Kibonga Drive & Iselekwane. Contractor has been appointed. Work due to begin in early April 2021 and will be complete before end June 2021. 4. RT Ph2: Land & Property Acquisition. Various property acquisitions in progress, substantial commitments to be raised in April 2021. 5. Road Rehabilitation: Heideveld: Area 5. Construction is progressing ahead of programme due to good contractor performance.	1. The project manager will engage with the contractor to ascertain it is possible to accelerate the progress of the works. The first invoice is still to be processed and the project manager is following up in this regard. 2. Furthermore there is no stock of some of the vehicles required. Remaining budget to be transferred to Light Duty Vehicles Additional (CPX,0019678-F1). 3. Variance is due to later start than planned, but will be made up before the end of the financial year. 4. Full budget will be spend in the 2020/2021 financial year.	Manager: Finance
SFA 5 Well-Run City	5.1 Operational sustainability	Prog. 5.1.a Efficient, Responsible and Sustainable City Services	-	FIN	Percentage of operating budget spend	95%	% spent projections can only be determined after the budget is approved	61.3%		61.2%	Target Achieved	N/A	Manager: Finance
SFA 5 Well-Run City	5.1 Operational sustainability	Prog. 5.1.a Efficient, Responsible and Sustainable City Services		FIN	Percentage Completion rate of tenders processed as per the demand plan	New	80%	70%		73%	Target Achieved	N/A	Manager: Demand and Disposal Management
SFA 5 Well-Run City	5.1 Operational sustainability	Prog. 5.1.a Efficient, Responsible and Sustainable City Services		Corp Serv	Percentage Internal Audit findings resolved	75%	75%	75%		75%	Target Achieved	N/A	Senior Internal Auditor
SFA 5 Well-Run City	5.1 Operational sustainability	Prog. 5.1.a Efficient, Responsible and Sustainable City Services		FIN	Percentage of external audit actions completed as per audit action plan	New Indicator	100%	100%		100%	Target Achieved	N/A	Manager Investor Relations

Acting Executive Director: Regan Melody  Digitally signed by Regan Melody  
Date: 2021.05.20 15:56:12 +02'00'