

2021/2022 Q2 PERFORMANCE REPORT - CITY OF CAPE TOWN

| 2021/2022 Q1 PERFORMANCE REPORT - CITY OF CAPE TOWN                      |                                                                                                                                    |                          |                                                                                   |                                                                                     |                                                                                   |        |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                           |                    |
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| Well Above                                                               |                                                   | Above                    |  | On target                                                                           |  | Below  |      | Well below                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                        | AT - Annual Target |
| Objectives                                                               | Indicator                                                                                                                          | 2020/21<br>(previous Q2) |                                                                                   |                                                                                     | 2021/22<br>(current Q2)                                                           |        |                                                                                       | Reason for variance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Remedial action                                                                                                                                           |                    |
|                                                                          |                                                                                                                                    | Target                   | Actual                                                                            | Status                                                                              | Target                                                                            | Actual | Status                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                           |                    |
| SFA 1: Opportunity City                                                  |                                                                                                                                    |                          |                                                                                   |                                                                                     |                                                                                   |        |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                           |                    |
| 1.1 Positioning Cape Town as a forward-looking globally competitive City | 1.A Percentage Building Plans approved in statutory time-frames (30-60 days)                                                       | 94.0%                    | 98%                                                                               |    | 96.0%                                                                             | 96.0%  |    | On target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                           |                    |
|                                                                          | 1.B Percentage of rates clearance certificate issued within ten working days [C]                                                   | 90.00%                   | 87.87%                                                                            |    | 90.00%                                                                            | 72.02% |    | <p>The target of 90% was not achieved due to the following factors:</p> <ul style="list-style-type: none"><li>- The automated signing solution was not available due to the expiration of the previous licence. The process and requirements of the new licence required development and changes to IS&amp;T infrastructure to ensure City IS&amp;T compliance</li><li>- Rates Clearance Automation Process (RCAP) system issues – between Revenue and IS&amp;T some of the system issues has been resolved while others are work-in-progress</li><li>- Process Integration (PI) system – inconsistency in availability of the communication between the City and Electronic Vendors. Work-in-progress with IS&amp;T/ERP and Revenue</li></ul> <p>Due to the non-availability of the electronic automated signature, ten staff members signed the S118 certificates manually during the day and overtime.</p> | IS&T and the Service Provider are interacting and developing the solution for the electronic signature planned to be implemented by the 11 February 2022. |                    |
|                                                                          | 1.C Number of outstanding valid applications for commercial electricity services expressed as a percentage of commercial customers | 0.70%                    | 0.26%                                                                             |    | 0,70%                                                                             | 0.20%  |    | This indicator is customer driven, and therefore reliant on applications received.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Maintain momentum                                                                                                                                         |                    |
| 1.2 Leveraging technology for progress                                   | 1.D Broadband Infrastructure Programme (BIP)                                                                                       | AT                       | AT                                                                                | AT                                                                                  | A/T                                                                               | A/T    | AT                                                                                    | Annual Target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Annual Target                                                                                                                                             |                    |
| 1.3 Economic Inclusion                                                   | 1.E Number of Mayor's Job Creation Programme (MJCP) opportunities created (NKPI)                                                   | 10 000                   | 16 786                                                                            |    | 15 000                                                                            | 19 296 |    | The target was over-achieved due to the changing lockdown levels. The target was set at a time when the lockdown levels were uncertain and project budgets were being cut. Due to the easing of the lockdown, more projects were implemented and work opportunities created; than originally planned.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Maintain momentum                                                                                                                                         |                    |
|                                                                          | 1.F Percentage budget spent on implementation of Workplace Skills Plan (WSP) (NKPI)                                                | 30.00%                   | 30.27%                                                                            |   | 30.00%                                                                            | 35.39% |   | The overachievement in the second quarter is because of the impact of COVID 19 Level adjustments which led to more interventions being facilitated as well as the ability to have face to face training                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Maintain momentum                                                                                                                                         |                    |
| 1.4 Resource efficiency and security                                     | 1.G Percentage compliance with drinking water quality standards                                                                    | 98.00%                   | 99.14%                                                                            |  | 98.00%                                                                            | 99.09% |  | Target achieved                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Maintain momentum                                                                                                                                         |                    |
|                                                                          | 1.H Small scale embedded generation (SSEG) capacity legally installed and grid-tied measured in megavolt-ampere (MVA)              | 2.25%                    | 5.96%                                                                             |  | 2,50                                                                              | 9.72   |  | This indicator is customer driven, and therefore reliant on applications received.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Maintain momentum                                                                                                                                         |                    |
| SFA 2: Safe City                                                         |                                                                                                                                    |                          |                                                                                   |                                                                                     |                                                                                   |        |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                           |                    |
| 2.1 Safe Communities                                                     | 2.A Number of new areas with closed-circuit television (CCTV) surveillance cameras                                                 | AT                       | AT                                                                                | AT                                                                                  | AT                                                                                | AT     | AT                                                                                    | Annual Target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Annual Target                                                                                                                                             |                    |
| 3.1 Excellence in basic service delivery                                 | 2.B Community satisfaction survey (Score 1-5) - safety and security                                                                | AT                       | AT                                                                                | AT                                                                                  | AT                                                                                | AT     | AT                                                                                    | Annual Target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Annual Target                                                                                                                                             |                    |

| 2021/2022 Q2 PERFORMANCE REPORT - CITY OF CAPE TOWN                                    |                                                                                                                                                           |                          |                                                                                   |                                                                                     |                                                                                   |        |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                    |
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| Well Above                                                                             |                                                                          | Above                    |  | On target                                                                           |  | Below  |      | Well below                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  | AT - Annual Target |
| Objectives                                                                             | Indicator                                                                                                                                                 | 2020/21<br>(previous Q2) |                                                                                   |                                                                                     | 2021/22<br>(current Q2)                                                           |        |                                                                                       | Reason for variance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Remedial action                                                                     |                    |
|                                                                                        |                                                                                                                                                           | Target                   | Actual                                                                            | Status                                                                              | Target                                                                            | Actual | Status                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                    |
| SFA 3: Caring City                                                                     |                                                                                                                                                           |                          |                                                                                   |                                                                                     |                                                                                   |        |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                     |                    |
| 3.1 Excellence in basic service delivery                                               | 3.A Community satisfaction survey (Score 1-5) - city wide                                                                                                 | AT                       | AT                                                                                | AT                                                                                  | AT                                                                                | AT     | AT                                                                                    | Annual Target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Annual Target                                                                       |                    |
|                                                                                        | 3.B Number of outstanding valid applications for water services, expressed as percentage of total billings for the service (NKPI)                         | <0.7%                    | 0.21%                                                                             |    | <0,7%                                                                             | 0.20%  |    | This indicator is customer driven, and therefore reliant on applications received.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Maintain momentum                                                                   |                    |
|                                                                                        | 3.C Number of outstanding applications for sewerage services, expressed as a percentage of total number of billings for the service (NKPI)                | <0.7                     | 0.22%                                                                             |    | <0,7%                                                                             | 0.19%  |    | This indicator is customer driven, and therefore reliant on applications received.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Maintain momentum                                                                   |                    |
|                                                                                        | 3.D Number of outstanding valid applications for electricity services, expressed as percentage of total number of billings for the service (NKPI)         | <0.3                     | 0.05%                                                                             |    | <0,2%                                                                             | 0.04%  |    | This indicator is customer driven, and therefore reliant on applications received.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Maintain momentum                                                                   |                    |
|                                                                                        | 3.E Number of outstanding valid applications for refuse collection services, expressed as a percentage of total number of billings for the service (NKPI) | <0.2                     | 0.01%                                                                             |    | <0,1%                                                                             | 0.00   |    | This indicator is customer driven, and therefore reliant on applications received.                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Maintain momentum                                                                   |                    |
|                                                                                        | 3.F Percentage adherence to Citywide service requests                                                                                                     | 80.00%                   | 90.66%                                                                            |    | 80%                                                                               | 88.01% |    | <p>The City is emerging from 19 months of COVID pandemic.</p> <p>The lock down restrictions as well as the rapid spread of the virus severely restricted the availability of staff, vehicles, material etc. It closed entire depots.</p> <p>The City lost thousands of person days due to the virus and this severely impacted on the city's ability to provide services.</p> <p>The Service Delivery Turnaround project has assisted the service delivery depts. to focus on improving their service standards and reducing backlogs to pre-COVID levels.</p> | Maintain momentum                                                                   |                    |
| 3.2 Mainstreaming basic service delivery to informal settlements and backyard dwellers | 3.G Number of human settlement opportunities (Top structures)                                                                                             | 1 135                    | 1 454                                                                             |  | 935                                                                               | 1 148  |  | The Delft, Hague and Greenville Phase 3 projects delivered more units than the anticipated delivery programmes due to good contractor performance on site.                                                                                                                                                                                                                                                                                                                                                                                                     | Maintain momentum                                                                   |                    |
|                                                                                        | 3.H Number of human settlement opportunities (Formal sites serviced)                                                                                      | 795                      | 1 497                                                                             |  | 0                                                                                 | 617    |  | The Maroela South project engineers could not sign off on the serviced sites because the contractor fell behind by a few weeks and missed the June 2021 completion deadline. The sites have been completed in the first quarter of the new financial and is now recorded as part of this financial year's delivery.                                                                                                                                                                                                                                            | Maintain momentum                                                                   |                    |
|                                                                                        | 3.I Number of water services points (taps) provided to informal settlements NKPI                                                                          | 300                      | 229                                                                               |  | 300                                                                               | 293    |  | The department is committed to achieving the annual SDBIP target as all planned projects are therefore anticipated to the implemented on new tender 268Q/2020/21                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                     |                    |

## 2021/2022 Q2 PERFORMANCE REPORT - CITY OF CAPE TOWN

| Well Above  Above  On target  Below  Well below  AT - Annual Target |                                                                                                 |                          |        |                                                                                     |                         |        |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                 |
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| Objectives                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Indicator                                                                                       | 2020/21<br>(previous Q2) |        |                                                                                     | 2021/22<br>(current Q2) |        |                                                                                       | Reason for variance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Remedial action                                                                                                                                                                                                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                 | Target                   | Actual | Status                                                                              | Target                  | Actual | Status                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 3.J Number of sanitation service points (toilets) provided to informal settlements NKPI         | 1 100                    | 1 454  |    | 1 100                   | 2 211  |    | The provision of the toilets in the form of Portable Flush Toilets (PFT) and the installation of the Full Flush Toilets (FFT) and new container toilets have been continuous in the various areas resulting in an overachievement of the second quarter target.                                                                                                                                                                                                                                                                                                                                                                                                          | Maintain momentum                                                                                                                                                                                                               |
| 3.2 Mainstreaming basic service delivery to informal settlements and backyard dwellers                                                                                                                                                                                                                                                                                                                                                                                                     | 3.K Percentage of areas of informality receiving waste removal and area cleaning service (NKPI) | 99.00%                   | 99.79% |    | 99%                     | 99.79% |    | Target achieved                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Maintain momentum                                                                                                                                                                                                               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 3.L Number of service points (toilet and tap with hand basin) provided to backyards             | 100                      | 142    |    | 100                     | 100    |    | On target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 3.M Number of electricity subsidised connections installed [C] - NKPI                           | 750                      | 771    |    | 750                     | 148    |    | New term tender, for construction of all electrification projects, came into effect 4 September 2021. New contractors only started on site in November 2021. The focus during September - October 2021 was Stakeholder Engagement with communities by introducing the new Contractors to the respective teams and introducing the respective projects to the Contractors and the preparation of project-related documentation. During July and August 2021, the focus was on project reconciliation and close out with the previous Contractors to ensure compliance and mitigate any irregular expenditure risks. No purchase orders for new work could thus be issued. | The electrification programme has been adjusted to take into account the delayed start and the overall electrification target should still be achieved                                                                          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 3.N Number of sites serviced in the informal settlements                                        | 400                      | 422    |    | 250                     | 251    |    | Target achieved                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Maintain momentum                                                                                                                                                                                                               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 3.O Number of community services facilities within informal settlements                         | AT                       | AT     | AT                                                                                  | 1                       | 0      |    | The project has been put on hold due to the lack of funding, which is required for the operations and maintenance of this type of facility.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | The project is technically ready for implementation, with all the planning and design being completed. The continuation of this programme is dependent on the outcome of the funding application submitted to National Treasury |
| <b>SFA 4: Inclusive City</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                 |                          |        |                                                                                     |                         |        |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4.A Catalytic Land Development                                                                  | AT                       | AT     | AT                                                                                  | AT                      | AT     | AT                                                                                    | Annual Target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Annual Target                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4.B Number of passenger journeys per kilometre operated [AT]                                    | 0.65                     | 0.71   |  | 0,8                     | 0.94   |  | MyCiti Passenger Journeys have recovered at a much faster rate than anticipated at the time of setting these targets. In addition to this, service optimisations needed to be made to improve budgetary deficits.                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Maintain momentum                                                                                                                                                                                                               |

## 2021/2022 Q2 PERFORMANCE REPORT - CITY OF CAPE TOWN

| Well Above  Above  On target  Below  Well below  AT - Annual Target |                                                                                                                                               |                          |                        |                                                                                     |                             |                        |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                     |
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| Objectives                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Indicator                                                                                                                                     | 2020/21<br>(previous Q2) |                        |                                                                                     | 2021/22<br>(current Q2)     |                        |                                                                                       | Reason for variance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Remedial action                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                               | Target                   | Actual                 | Status                                                                              | Target                      | Actual                 | Status                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                     |
| 4.3 Building integrated communities                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 4.C Total number of passenger journeys on MyCiti                                                                                              | 4 410 000                | 5 020 724              |    | 5 800 000                   | 6 388 600              |    | MyCiti Passenger Journeys have recovered at a much faster rate than anticipated at the time of setting these targets.                                                                                                                                                                                                                                                                                                                                                                                           | Maintain momentum                                                                                                                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4.D Percentage of people from EE target groups employed in 3 highest levels of management in compliance with the City's approved EE plan (EE) | 75.00%                   | 74.36%                 |    | 75%                         | 75%                    |    | On target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 4.E Number of strengthening families programmes implemented [C]                                                                               | 6                        | 2                      |    | 0                           | 0                      |                                                                                       | Target for Q3 and Q4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                     |
| <b>SFA 5: Well Run City</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                               |                          |                        |                                                                                     |                             |                        |                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                     |
| 5.1 Operational sustainability                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 5.A Opinion of independent rating agency                                                                                                      | High Investment Rating   | High Investment Rating |    | High investment rating      | High Investment rating |    | On target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 5.B Opinion of the Auditor General                                                                                                            | Clean Audit              | In Progress            | In Progress                                                                         | Clean audit outcome 2020/21 | In progress            | In progress                                                                           | Audit not yet finalised                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 5.C Percentage spend of capital budget (NKPI)                                                                                                 | 33.69%                   | 33.56%                 |    | 30.18%                      | 21.38%                 |    | The under performance is due to various factors:<br>Slower than anticipated expenditure spend on a number of projects.<br>Delays in delivery due to supplier constraints.<br>Initial delays in establishing project teams as well as the partially delivery of third-party software.<br>Unavailability of a professional services tenders and delay in procurement process.<br>Delays due to worldwide shortage of computer chips, which is affecting the supply and delivery of desktop computers and laptops. | Project managers together with the support of the finance manager/heads will continue to closely monitor and ensure that projects are implemented within the prescribed timelines by ensuring all payment certificates are received timeously.<br>Resolve SCM delays.<br>Budget and cash flow to be amended in the January 2022 adjustments budget. |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 5.D Percentage spend on repairs and maintenance                                                                                               | 41.20%                   | 34.67%                 |    | 42.20%                      | 40.19%                 |    | The major contributors to the variance are:<br>(a) Electrical repairs and maintenance is delayed due to the awarding of the public lighting maintenance contract.<br>(b) Contracted Services Building repairs and maintenance, savings were realized as a result of the changes made to the implementation of the maintenance contract within the Water Customer Services section.                                                                                                                              | An increase in expenditure is anticipated once the public lighting maintenance contract is fully implemented                                                                                                                                                                                                                                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 5.E Cash/cost coverage ratio (excluding unspent conditional grants) (NKPI)                                                                    | 2.00                     | 1.79                   |    | 2.00                        | 2.00                   |    | On target                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 5.F Net Debtors to annual income (NKPI)                                                                                                       | 17.99%                   | 13.34%                 |  | 18.52%                      | 12.50%                 |  | The debtors performed much better than what was anticipated from a budget perspective.                                                                                                                                                                                                                                                                                                                                                                                                                          | Maintain momentum                                                                                                                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 5.G Debt (total borrowings) to total operating revenue (NKPI)                                                                                 | 26.57%                   | 24.75%                 |  | 23.5%                       | 20.84%                 |  | The improvement is a result of a better revenue improvement                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Maintain momentum                                                                                                                                                                                                                                                                                                                                   |