Western Cape: Eden District Municipality(DC4) - Final Schedule of Service Delivery Standards

Description	
Standard	**Service Level**

Solid Waste Removal

Premise based removal (Residential Frequency)
Premise based removal (Business Frequency)
Bulk Removal (Frequency)
Removal Bags provided(Yes/No)
Garden refuse removal Included (Yes/No)
Street Cleaning Frequency in CBD
Street Cleaning Frequency in areas excluding CBD
How soon are public areas cleaned after events (24hours/48hours/longer)
Clearing of illegal dumping (24hours/48hours/longer)
Recycling or environmentally friendly practices(Yes/No)
Licenced landfill site(Yes/No)

> This function resides with B - Municipalities. Refuse are being removed at least once a week. The Eden District Municipality is mainly responsible for bulk services delivery. To this extend, the municipality is steadily moving towards the construction phase of a regional landfill site.

Water Service

Water Quality rating (Blue/Green/Brown/N0 drop)
Is free water available to all? (All/only to the indigent consumers)
Frequency of meter reading? (per month, per year)
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)
On average for how long does the municipality use estimates before reverting back to actual readings? (months)
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)
    One service connection affected (number of hours)
    Up to 5 service connection affected (number of hours)
    Up to 20 service connection affected (number of hours)
    Feeder pipe larger than 800mm (number of hours)
What is the average minimum water flow in your municipality?
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)
How long does it take to replace faulty water meters? (days)
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)

> As part Council's vision, the Eden District Municipality identified the registration of the municipality as a Water Services Authority as a key priority for the medium term.

Electricity Service

What is your electricity availability percentage on average per month?
Do your municipality have a ripple control in place that is operational? (Yes/No)
How much do you estimate is the cost saving in utilizing the ripple control system?
What is the frequency of meters being read? (per month, per year)
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)
On average for how long does the municipality use estimates before reverting back to actual readings? (months)
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)
Are accounts normally calculated on actual readings? (Yes/no)
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)
How long does it take to replace faulty meters? (days)
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)
How effective is the action plan in curbing line losses? (Good/Bad)
How soon does the municipality provide a quotation to a customer upon a written request? (days)
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working

> This function resides mainly with B-municipalities. Eden DM is responsible for the delivery of services on a bulk scale. The municipality will explore various energy generating solutions in the next five years .

Sewerage Service

Are your purification system effective enough to put water back in to the system after purification?
To what extend do you subsidize your indigent consumers?
How long does it take to restore sewerage breakages on average
    Severe overflow? (hours)
    Sewer blocked pipes: Large pipes? (Hours)
    Sewer blocked pipes: Small pipes? (Hours)
    Spillage clean-up? (hours)
    Replacement of manhole covers? (Hours)

> This function resides mainly with B-municipalities. Eden DM is responsible for the delivery of services on a bulk scale.

Road Infrastructure Services

> This function resides with B-municipalities, Eden DM perform the roads function as an agent on behalf of Department of public transport

Time taken to repair a single pothole on a major road? (Hours)

Time taken to repair a single pothole on a minor road? (Hours)

Time taken to repair a road following an open trench service crossing? (Hours)

Time taken to repair walkways? (Hours)

Property valuations

How long does it take on average from completion to the first account being issued? (one month/three months or longer)
Do you have any special rating properties? (Yes/No)

> This function resides with B-municipalities.

Financial Management

Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Are the financial statement outsources? (Yes/No)	Yes, organogram approved in June 2018 by council, divided finance department from 2 sections to three sections and the aim is from 2018/2019 AFS will be compiled in house if all vacant posistions have been filled.
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	Yes, with migration to new financial system and challences of financial system and implementation of mSCOA, integrity of data remains a great concern
How long does it take for an Tax/Invoice to be paid from the date it has been received?	14-30 days once received by creditor section and all supporting documentation has been provided to the creditor section
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	Yes, every HOD must submit the procurement plans for the operating and capital projects before the start of the new financial year to SCM

Administration

Reaction time on enquiries and requests?	
Time to respond to a verbal customer enquiry or request? (working days)	2 working days
Time to respond to a written customer enquiry or request? (working days)	2 working days
Time to resolve a customer enquiry or request? (working days)	20 working days
	20 working days
What percentage of calls are not answered? (5%,10% or more)	All service calls are answered , emergency calls drop rate approximately 5%
How long does it take to respond to voice mails? (hours)	N/a
Does the municipality have control over locked enquiries? (Yes/No)	No
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Informal reviewing sessions are held as delays occur

Community safety and licensing services

How long does it take to register a vehicle? (minutes)	
How long does it take to renew a vehicle license? (minutes)	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	This function resides mainly with B-municipalities., district municipality responsible for veld and forest fires.
How long does it take to de-register a vehicle? (minutes)	
How long does it take to renew a drivers license? (minutes)	
What is the average reaction time of the fire service to an incident? (minutes)	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	
What is the average reaction time of the fire service to an incident in the urban/rural area? (minutes)	45 minutes for areas within a 50 km radius from stations in Ladismith, Riversdale and George. All other areas response times between 60 minutes and 120 minutes.

Economic development

How many economic development projects does the municipality drive?	Eden DM co-ordinates and facilitates the process of district-wide economic development for the Eden District in continuous collaboration with local municipalities. The South Cape Economic Partnership is a key partner to this process in relation to partnership establishment and facilitation. Of the key initiatives include: • Hosting of key economic sector workshops to execute Garden Route Investment Conference resolutions. • Partnering with the Garden Route Film Office as member and funder to ensure the holistic development of the regional creative (Film and Media) industry. • Tourism Marketing and Development for the Garden Route and Klein Karoo as the preferred tourist destination. • Export Development programme for small businesses • South Cape Economic Partnership contribution • Tourism Strategy for the Kannaland municipal area • Financial contributions towards marketing material, platforms, festivals and events for a regional tourism presence.
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	Eden DM is the co-ordinator and facilitator of economic development for the district.
What percentage of the projects have created sustainable job security?	Eden DM is the co-ordinator and facilitator of economic development for the district.
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	During the build-up towards the Garden Route Investment Conference, local municipalities were encouraged and guided in terms of gearing themselves to become investment ready and investment friendly concerning incentives, municipal business processes, etc. This exercise included a readiness checklist as a tool for municipalities to assess themselves and improve where required.

Other Service delivery and communication

Is a information package handed to the new customer? (Yes/No)	Eden is not directly responsible for basic services delivery.
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes. The community services department implemented various community education programmes in terms of health and safety
Are customers treated in a professional and humanly manner? (Yes/No)	Yes. The municipal values and Batho Pele principles form the basis of day - to - day staff operations.