



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## **ANNEXURE 32**

# **SCHEDULE OF SERVICE DELIVERY STANDARDS**

Standard	Description	Service Level
<b>Solid Waste Removal</b>	Premise based removal (Residential Frequency) Premise based removal (Business 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)	Once per week One, three & five times per week Yes; Informal Settlements No; alternative removal per arrangement/request at a separate tariff. Daily Adhoc service Within 24 hours Longer; dependant on the amount to be removed and subject to resource availability. Yes Yes
<b>Water Service</b>	Water quality rating (Blue/Green/Brown/No 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? 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 connections affected (number of hours) - Up to 20 service connections 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)	Blue and Green drop / No drop audit performed. All Per month Longer period Latest standard procedure is not to exceed 12 months Within 24 hours Within 24 hours Within 24 hours Within 48 – 60 hours (Alternative sources of supply is used during repairs on the Bulk Water supply system) Annual Average Daily Flow = 890 MI / day (unrestricted supply from Bulk Water system) Yes Within a week Only partial
<b>Electricity Service</b>	What is your electricity availability percentage on average per month? Do your municipality have a ripple control in place that is operational? (Yes/No) 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? Duration before availability of electricity is restored in cases of breakages (immediately/one day/two Are accounts normally calculated on actual readings? (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 take to provide electricity service where existing infrastructure can be used? (working days) How long does the municipality take to provide electricity service for low voltage users where network extension is not required? (working days) How long does the municipality take to provide electricity service for high voltage users where network extension is not required? (working days)	99.97% yes Per month Previous year Always attempt to use actual Immediately Yes 1 Yes Average Dependent on circumstances 3 months 3 months 3 months
<b>Sewerage Service</b>	Are your purification system effective enough to put water back in to the system after purification? To what extent do you subsidise your indigent consumers? <b>How long does it take to restore sewerage breakages on average?</b> Severe overflow? (hours) Sewer blocked pipes: Large pipes? (Hours) Sewer blocked pipes: Small pipes? (Hours) Spillage clean-up? (hours) Replacement of manhole covers? (Hours)	System = nature = yes / System = water system = only for irrigation purposes (treated effluent only) 0-4.2kl free + additional 3.15kl subsidised for indigent customers. Within 24 hours Within 24 hours Within 24 hours Within 24 hours Within 24 hours
<b>Road Infrastructure Services</b>	Time taken to make safe potholes on minor roads after the Department has been informed of the report Time taken to repair a single pothole on a major road after the Department have been informed of the report thereof? Final repair (weather permitting and materials availability) Time taken to make safe potholes on major roads after the Department has been informed of the report Time taken to repair a single pothole on a minor road after the Department has been informed of the report thereof? Final repair (weather permitting and materials availability) Time taken to repair a road following an open trench service crossing? (Service provider is responsible for keeping safe the trench crossing.) Final repair can be within 2 to 6 weeks dependent on depot staff availability or outsourcing via an annual contractor. Time taken to repair walkways after the Department has been informed of the report thereof? (Make safe ). Final repair of walkways (dependent on extent of the work required) - Work will be programmed. From 1 week to 3 months.	Within 12 hours Within 72 hours Within 24 hours Within 72 hours 6 weeks Within 72 hours 3 months
<b>Property valuations</b>	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)	1 to 2 months depending on the daily billing cycle for the specific property. Yes
<b>Financial Management</b>	Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase) Are the financial statements outsourced? (Yes/No) Are there Council adopted business processes instructing the flow and management of documentation feeding into the Trial Balance? How long does it take for an Tax/Invoice to be paid from the date it has been received? Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Fluctuates from year to year. No Yes; standard SAP business processes. It takes approximately 14 days on average to pay an invoice from date of receipt, taking into account all verification and approval processes performed by all line departments involved. The City has a fully functional corporate demand planning system in operation which is updated by SCM on a daily basis. The data contained in the demand plan is provided by line departments based on their planning schedules provided to SCM.

Standard	Description	Service Level
<p><b>Administration (Corporate Call Centre)</b>            Reaction time on enquiries and requests?            Time to respond to a verbal customer enquiry or request? (working days)            Time to respond to a written customer enquiry or request? (working days)              Time to resolve a customer enquiry or request? (working days)            What percentage of calls are not answered? (5%,10% or more)            How long does it take to respond to voice mails? (hours)            Does the municipality have control over logged enquiries? (Yes/No)            Is there a reduction in the number of complaints or not? (Yes/No)              How long does it take to open an account for a new customer? (1 day/ 2 days/ a week or longer)            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?</p>	<p>This varies from day to day and also depends on the medium used.            Immediately during the call; depending on the nature of the request.            Acknowledged immediately via auto response and responded to as soon as possible. This varies from queue to queue. Our aim is to acknowledge immediately and respond within 7 days. However it is not business as usual due to the current water crisis and the related financial impact.            70% are resolved immediately at first point of contact. 30% resolved by back office according to their service standards.            It differs from queue to queue and the time of day, week, month, year and extenuating circumstances. It is not business as usual due to the current water crisis and the related financial impact.            We do not use voice mail.            Yes; the City uses the SAP system, which gives us an overview of all customer complaints and service requests reported via the Call Centre.            There is a significant increase in the number of complaints and service requests, specifically water related matters, e.g. water tariff increases, water quota increases, financial relief, complaints about water management devices, and the long outstanding service requests from customers.            There is a difference in the time to open a new account for a new property, which is dependent on the registration process from the conveyancer to the deeds office. This takes up to 3 months.            As and when required.</p>	
<p><b>Community safety and licensing services</b>            How long does it take to register a vehicle? (minutes)              How long does it take to renew a vehicle licence? (minutes)              How long does it take to issue a duplicate vehicle registration certificate? (minutes)            How long does it take to de-register a vehicle? (minutes)            How long does it take to renew a drivers licence? (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)</p>	<p>Between 15 to 25 minutes increase in time because of FICA requirements to verify addresses (excl. queueing time).            10 to 20 minutes increase in time because of FICA requirements to verify addresses and no licence renewals being sent out Nationally (excl. queueing time).            15 to 20 minutes increase in time because of FICA requirements to verify addresses (excl. queueing time).            10 to 15 minutes increase in time because of FICA requirements to verify addresses (excl. queueing time).            40 minutes            Between 8 to 20 minutes            N/A - Provincial Competency            N/A - Provincial Competency</p>	
<p><b>Economic development</b>            Did your municipality participate in the Sub-National Doing Business Survey, and have the results been analysed to design interventions to promote the ease of doing business in your municipality? (Yes/No)            Does the municipality have a consolidated spatial view of its key business districts and the interventions required to unlock or promote economic growth in these areas, and is this information taken into account in the City's infrastructure planning – including the Built Environment Performance Plan? (Yes/No)              How many job opportunities have been created through the municipality's EPWP and/or Community Work Programme in the last financial year?            How many projects does the municipality drive to support small business growth and entrepreneurship?              Does the municipality have an active partnership with academic institutions in the region in order to grow the local skills base? (Yes/No)            Does the municipality have an internship and/or apprenticeship programme to support skills development? (Yes/No)            Does the municipality have active programmes to promote its business sectors and attract investments? (Yes/No)            Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)</p>	<p>Yes              Yes: The City routinely monitors its commercial and industrial districts via the ECAMP platform. ECAMP is a City designed, diagnostic tool used to evaluate and compare the relative performance and potential of these nodes of activity. It also is indicative of the different management techniques and infrastructure requirements of each node.            An overview of the ECAMP findings is included in the approved BEPP and the draft MSDF submitted to council for approval (April 2018).            '45370 (2016/17)            Enterprise &amp; Investment = 13            Social Development and Early Childhood Development = 16            Yes            Yes - Internship and apprenticeship programmes            Yes            Yes</p>	
<p><b>Other Service delivery and communication</b>            Is an information package handed to the new customer? (Yes/No)            Does the municipality have training or information sessions to inform the community? (Yes/No)            Are customers treated in a professional and humanly manner? (Yes/No)</p>	<p>No            Yes            Yes</p>	