

DISTRICT COUNCIL

27 MAY 2020

FINAL SERVICE DELIVERY STANDARDS REPORT 2020/21 / FINALE
DIENSLEWERINGSTANDAARDE VERSLAG 2020/21 / INGXELO YOKUGQIBELA
YOMGANGATHO WONIKEZELO LWENKONZO 2020/21

(6/18/7)

13 May 2020

REPORT FROM THE EXECUTIVE MANAGER FINANCIAL SERVICES: J-W DE JAGER**PURPOSE OF THE REPORT**

The purpose of this report is to table the final service delivery standards 2020-21 for Garden Route District Municipality.

BACKGROUND

In responding to the challenges presented by the legacy of the past and having to rise to the legitimate demands of citizens to be treated as customers as opposed to mere users of public services, government has passed a body of enabling legislation, known as the Regulatory Framework (Public Service Management Framework).

Public Service exists to serve the needs of the people. All citizens have the right to expect high quality public services which meet their needs. It serves to transform attitudes and culture of the public service from a "can't do" rules bound mindset to a "can and will do" from "knowing" to "doing".

The municipality's final service delivery standards is a statement of commitment that we make towards service delivery and it is derived from the pieces of legislations listed below.

The service delivery standards are set out below:

Western Cape: Garden Route District Municipality(DC4) - Final Schedule of Service Delivery Standards	
Description	Service Level
Standard	
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 Garden Route District Municipality is mainly responsible for bulk services delivery. To this extent, the municipality is steadily moving towards the construction phase of a regional landfill site. Construction of this site will begin during September 2020.
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) <i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i> 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 Garden Route District Municipality identified the registration of the municipality as a Water Services Authority as a key priority for the medium term. MISA has committed to provide financial assistance in terms of the development of the District Water Master Plan.
Electricity Service	This function resides mainly with B-municipalities.

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 days)
 How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)

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)

Road Infrastructure Services

Garden Route 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 .

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

This function resides with B-municipalities, Garden Route 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 outsourced? (Yes/No)	Partially. Reduction Plan for Use of Consultants are in place. Have seen significant reduction since 2017/18.
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes.
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 quarterly and annually 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?	2 working days
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)	20 working days
Time to resolve a customer enquiry or request? (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 it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day

<p>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>Ad hoc meetings scheduled as soon as any issues arise</p>
<p>Community safety and licensing services</p> <p>How long does it take to register a vehicle? (minutes)</p> <p>How long does it take to renew a vehicle license? (minutes)</p> <p>How long does it take to issue a duplicate registration certificate vehicle? (minutes)</p> <p>How long does it take to de-register a vehicle? (minutes)</p> <p>How long does it take to renew a drivers license? (minutes)</p> <p>What is the average reaction time of the fire service to an incident? (minutes)</p> <p>What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)</p> <p>What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)</p> <p>What is the average reaction time of the fire service to an incident in the urban/rural area? (minutes)</p>	<p>The Fire Services reaction time to respond to calls from the time of receipt of a call at the station is required to be under 4 minutes. The travel time to a call is determined by the distance from the responding station and the type of vehicle that is used to respond to the call. The travel time can range from under 10 minutes in the urban area of George, Ladismith and Riversdale and from 10 minutes to 2 hours in the rural areas.</p> <p>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.</p>
<p>Economic development</p> <p>How many economic development projects does the municipality drive?</p>	<p>Garden Route DM co-ordinates and facilitates the process of district-wide economic development for the Garden Route 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.</p> <p>Of the key initiatives include:</p> <ul style="list-style-type: none"> • 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. District Tourism Strategy was approved in March 2019. • Export Development programme as well as logistic support programme (incubation) for small businesses. <p>Have an MOU with SEDA in place to address the shortcomings of businesses as per feedback in the Export Development Report.</p> <ul style="list-style-type: none"> • South Cape Economic Partnership contribution

	<ul style="list-style-type: none"> • Tourism Strategy for the Kannaland municipal area • Financial contributions towards marketing material, platforms and events for a regional tourism presence.
<p>How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?</p>	<p>Garden Route DM is the co-ordinator and facilitator of economic development for the district.</p>
<p>What percentage of the projects have created sustainable job security?</p>	<p>Garden Route DM is the co-ordinator and facilitator of economic development for the district.</p>
<p>Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)</p>	<p>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. It further advised municipalities to put Standard Operating Procedures in place in terms of investment application process. Also have an MOU with Dept of Agriculture in place for the establishment of black emerging farmers on vacant Agriculture land. Other strategic game change initiatives i.e. SEZ regional establishment process; ACSA MOU with regards to the development of the George Airport as an economic catalyst.</p>
<p>Other Service delivery and communication</p>	

Is a information package handed to the new customer? (Yes/No)	Garden Route DM 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 municipal health.
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.

FINANCIAL IMPLICATIONS

None

RELEVANT LEGISLATION

- The South African Constitution
- Promotion of Administrative Justice Act, No, 3 of 2000
- Promotion of Access to Information Act, No. 2 Of 2000
- Public Service Act, No. 103 of 1994
- Public Service Regulations of 2001
- Municipal Systems Act, No. 32 of 2000

COMMENTS: EXECUTIVE MANAGER CORPORATE SERVICES

Support content of report.

COMMENTS: EXECUTIVE MANAGER PLANNING & ECONOMIC DEVELOPMENT SERVICES

COMMENTS: EXECUTIVE MANAGER COMMUNITY SERVICES

Noted

COMMENTS: EXECUTIVE MANAGER ROADS & TRANSPORT PLANNING SERVICES

Content noted

COMMENTS: MANAGER LEGAL SERVICES

Content noted

UITVOERENDE OPSOMMING

Die diensleweringstandaarde van Garden Route Distrikmunisipaliteit word hiermee voorgelê vir goedkeuring deur die Raad. Die standaard is waarna die munisipaliteit streef om altyd kwaliteit diens te verskaf aan die publiek.

RECOMMENDATION

That the contents of the report regarding the service delivery standards be approved.

AANBEVELING

Dat die inhoud van die verslag rakende die diensleweringstandaarde goedgekeur word.

ISINDULULO

Sesokuba umongo wengxelo malunga nomgangatho wonikezelo lwenkonzo uphunyezwe.

BACK TO AGENDA