CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

ANNEXURE 29

SCHEDULE OF SERVICE DELIVERY STANDARDS

Description Standard	Service Level
Building Plans Approval	
How long does it take to approve a building plan (Days)	30 days for structures of <500m2 60 days for structures of >500m2
Solid Waste Removal	
Premise based removal (Residential Frequency)	Once per week
Premise based removal (Business Frequency)	One, three and five times per week
Removal Bags provided (Yes/No)	Yes; Informal Settlements
Garden refuse removal Included (Yes/No)	No; alternative removal per arrangement/request at separate tariff.
Street Cleaning Frequency in CBD	Daily
Street Cleaning Frequency in areas excluding CBD	Adhoc service
How soon are public areas cleaned after events (24hours/48hours/longer)	Within 24hours
Clearing of illegal dumping (24hours/48hours/longer)	Longer; dependant on the amount to be removed and subject to resource
Recycling or environmentally friendly practices (Yes/No)	Yes
Licenced landfill site (Yes/No)	Yes
Water Service	
Water Quality rating (Blue/Green/Brown/No drop)	Blue and Green drop / No drop audit performed.
Is free water available to all? (All/only to the indigent consumers)	Only indigent consumers
Frequency of meter reading? (Per month, per year)	Per month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Longer period
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Latest standard procedure is not to exceed 12 months.
Duration (hours) before availability of water is restored in cases of service interruption:	
* One service connection affected (number of hours)	Within 24 hours (Within 48hrs if meter related)
* Up to 5 service connections affected (number of hours)	Within 24 hours
* Up to 20 service connections affected (number of hours)	Within 24 hours
* Feeder pipe larger than 800mm (number of hours)	Within 48 – 60 hours (Situation dependent - Use is made of alternative sources of supply during repairs on the Bulk Water supply system)
What is the average minimum water flow in your municipality?	Pre-restrictions average daily flow (2014/15) was 940 Ml/d Pre-restriction (2015) average winter flow approx. 830 Ml/d. Prior years it had been lower. During restrictions average winter flow approx. 505Ml/d. Average winter flow in 2019 was 560 Ml/d. This is increasing as restrictions are lifted and as the water demand rebounds.
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes (Water conservation and water demand management programmes)
How long does it take to replace faulty water meters? (days)	Within 48 hours. Can however take up to 28 days depending on circumstances.
Do you have a cathodic protection system in place that is operational at this stage?	Only partial
Electricity Service	
What is your electricity availability percentage on average per month?	99.93%
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes
What is the frequency of meters being read? (per month, per year)	Per month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Previous year
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Always attempt to use actual readings.
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Immediately
Are accounts normally calculated on actual readings? (Yes/no)	Yes
How long does it take to replace faulty meters? (days)	1 day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	Average
How soon does the municipality provide a quotation to a customer upon a written request? (days)	Dependent on circumstances
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	3 months
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	3 months
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	3 months

Description Standard	Service Level
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Wastewater is treated before returning to the natural environment. A portion of treated wastewater is reused for irrigation and industrial purposes. System = nature = yes / System = water system (Treated Effluent for irrigation and industrial purposes) = Yes
To what extent do you subsidise your indigent consumers?	0-4.2kl free + additional 3.15kl subsidised for indigent customers.
How long does it take to restore sewerage breakages on average:	
* Severe overflow? (Hours)	Within 24 hours
* Sewer blocked pipes: Large pipes? (Hours)	Within 24 hours
* Sewer blocked pipes: Small pipes? (Hours)	Within 24 hours
* Spillage clean-up? (Hours)	Within 24 hours
* Replacement of manhole covers? (Hours)	Within 24 hours
Road Infrastructure Services	
Time taken to make safe Potholes on minor roads after the Department has been informed of the report thereof.	Within 24 hours
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).	Within 72 hours
Time taken to make safe Potholes on major roads after the department has been informed of the report thereof.	Within 24 hours
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).	Within 72 hours
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.	6 weeks
Time taken to repair walkways after the Department has been informed of the report thereof? (Make safe)	Within 72 hours
Final repair of walkways (dependent on extent of the work required) - Work will be programmed. From 1 week to 3 months.	3 months
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	1 to 2 months depending on the daily billing cycle for the specific property.
Do you have any special rating properties? (Yes/No)	Yes
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Fluctuates from year to year.
Are the financial statements outsourced? (Yes/No)	No
Are there Council adopted business processes instructing the flow and management of documentation feeding to Trial Balance?	Yes; standard SAP business processes.
How long does it take for an Tax/Invoice to be paid from the date it has been received?	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.
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	We have a system for demand management which is incorporated into the Tender Tracking System (TTS). The system is maintained for the MTREF period subject to the necessary data being provided in a timely and accurate manner by line departments.
Administration (Corporate Call Centre)	
Reaction time on enquiries and requests?	This varies from day to day and also depends on the medium used. Calls are answered within 1 to 2 minutes. This changes when there are spikes in call volumes.
Time to respond to a verbal customer enquiry or request? (working days)	Immediately during the call; depending the nature of the request.
Time to respond to a written customer enquiry or request? (working days)	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.
Time to resolve a customer enquiry or request? (working days)	Approximately 70% are resolved immediately at first point of contact. 30% resolved by back office according to their service standards. Percentage of calls not answered ranges from 5% to 20%.
What percentage of calls are not answered? (5%,10% or more)	It differs from queue to queue and the time of day, week, month, year and extenuating circumstances.
How long does it take to respond to voice mails? (hours)	We do not use voice mail.
Does the municipality have control over logged enquiries? (Yes/No)	Yes; the City uses the SAP system, which gives us an overview of all customer complaints and service requests reported via the Call Centre.
Is there a reduction in the number of complaints or not? (Yes/No)	Yes, there is a general reduction in the number of complaints received. There are spikes in specific types of complaints, e.g. water management devices under guarantee that has now been resolved.
How long does it take to open an account for a new customer? (1 day/2 days/ a week or longer)	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.

Description	Service Level
Standard	
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?	Process delays are tracked by SCM Management and engagements with respective line departments take place on an ongoing basis.
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	15 min
How long does it take to renew a vehicle licence? (minutes)	8 min
How long does it take to issue a duplicate vehicle registration certificate? (minutes)	15 min
How long does it take to de-register a vehicle? (minutes)	10 min
How long does it take to renew a drivers license? (minutes)	30 minutes
What is the average reaction time of the fire service to an incident? (minutes)	Between 8 to 20 minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A - Provincial Competency
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A - Provincial Competency
Economic development	
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)	Yes
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)	Yes. The City monitors information from the valuation data as well as surveys and other studies to determine economic activity. The nodes are contained in the Metropolitan Spatial Development Framework (MSDF) for the City, approved in 2018. In addition, further work is in progress to assess the data and make various assumptions about more localised economic activity to inform the Land Use Model. The Land Use Model will be used to inform the sector plans that will detail the infrastructure requirements for utilities. Land Use Model to be completed by June 2020 and draft sector plans to be available November 2020. This data and guidance will be contained in the District SDFs, that provide more detail and local perspective from the MSDF. District SDFs to be completed by June 2021.
How many job opportunities have been created through the municipality's EPWP and/or Community Work Programme in the last financial year?	36 910
How many projects does the municipality drive to support small business growth and entrepreneurship?	Enterprise & Investment = 18 Social Development and Early Childhood Development = 16
Does the municipality have an active partnership with academic institutions in the region in order to grow the local skills base? (Yes/No)	Yes
Does the municipality have an internship and/or apprenticeship programme to support skills development? (Yes/No)	Yes - Internship and apprenticeship programs
Does the municipality have active programmes to promote its business sectors and attract investments? (Yes/No)	Yes
Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	Yes, financial and non-financial incentives available to new investment and expansion of existing investment in 6 spatially targeted areas.
Other Service delivery and communication	
Is an information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes