

Organisational Performance Management System: Inputs and Feedback				
No.	Portfolio Committee	Date	Portfolio Committee inputs on the OPM System	Department/Directorate feedback
1	Economic Opportunities and Assets Management PC	02-Oct-19	The Economic Opportunities and Asset Management workshop scheduled for 11 October 2019 to deliberate amongst others, on the IDP and OPM decided that resolutions on the Annual Review of Organisational Performance Management will be made at the next PC taking place on 30 October 2019. No comments /inputs were made by the Economic Opportunities and Assets Management at the PC Workshop as the directorate had no indicators on the Corporate five year and one year corporate scorecard.	No action required.
2	Community Services and Health PC	02-Oct-19	The Portfolio Committee members noted the report; no additional comments were submitted.	No action required.
3	Corporate Services PC	02-Oct-19	RECOMMENDED that the Portfolio Committees notes the process for the review of the Organisational Performance Management system and recommend it to the Executive Mayor, together with Mayco, for submission to Council as part of the annual review process. Note: There were no additional comments	No action required.
4	Safety and Social Services	02-Oct-19	Cllr Golding referred to page 206 of the Safety and Security Portfolio committee agenda and asked why 2018/19 is being reflected as proposed target, considering that 2018 is in the past.	Organisational Performance Management (OPM) has noted the input and will ensure that future reports will be amended to excluded: "Proposed".
			He further referred to 1.2 Leveraging technology for progress and commented that the target /result of the KPI has not been indicated. Mr. Newman undertook to provide clarity to Cllr Golding regarding the above.	This is a new indicator and no baseline information or results available for 18/19 and therefore excluded.
			RECOMMENDED that the Portfolio Committees notes the process for the review of the Organisational Performance Management system and recommend it to the Executive Mayor, together with Mayco, for submission to Council as part of the annual review process.	No action required.
			Cllr MF Cassim asked what is the City doing to ensure that people analytics also feature in the performance management system. He asked how staff are rewarded; if staff receive feedback in terms of their work and asked how work-flow challenges are being addressed.	Corporate Services The matter is covered on the City's Individual Performance and Development: System Procedure: July 2019; wherein individual performance management is monitored on annual basis.
			Cllr F Raymond asked why there is a drop to 94% in the percentage of building plans approved and said that the proposed target should be raised to reflect as 97%. He requested clarity on the reason for the drop in the percentage as indicated.	Spatial Planning and Environment: The target are increased on a year to year basis within the 5 year IDP cycle based on the previous trends and past performance.
			Cllr Raymond further indicated that he was of the view that the percentage indicated for rates clearances should reflect as 95%.	Finance Due to an 18 months' delay in the SAP system enhancements for the Rates Clearance automated processes, resulting in the department having to do manual transactions and work-around, the Revenue Dept. reviewed and reduced its target percentage to 92% for the 2019/2020 financial year. Revenue has however recommended to increase the percentage to 93% in the 2020/2021 financial year, but this will only be implemented based on the trends of 2019/2020 and whether the SAP enhancements have been implemented for a fully automated and enhanced rates clearance process.
			The Mayco Member, Ald Nieuwoudt clarified that the process pertaining to staff appraisals is encapsulated in the Policy on Staff Management and Appraisal. The chairperson proposed that the portfolio committee, during a future meeting, receive a presentation on the Staff Management and Appraisal Policy as well as an explanation on how posts are graded to different scales are determined.	No action required.

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5	Spatial Planning and Environment PC	03-Oct-19	<p>Cllr Raymond commented that the percentage compliance with drinking water quality is concerning and the target should be raised to reflect 100%.</p>	<p>Water & Waste: (d) Indicator 1 H: According to the South African Drinking Water Standard (SANS 241) – which is based on the World Health Organizations guidelines for Drinking Water – the percentage compliance required for water to be classified as Excellent is as follows: Acute health microbiological risk determinant ≥ 99% Acute health chemical risk determinant ≥ 99% Chronic health chemical risk determinants ≥ 97% Operational risk determinants ≥ 95% Aesthetic risk determinants ≥ 95%</p> <p>These are the targets we (the City of Cape Town) needs to meet. At the next Blue Drop Steering Committee Meeting we will table a proposal to align our Drinking Water Compliance Quality Reporting to the SANS 241 (and IRIS) reporting requirements.</p> <p>Above way of reporting provide detailed information related to the various risks present as well as if the risk is health related or not. This is not evident when you only report one compliance value.</p> <p>Globally safe (or excellent) drinking water does not present any significant risk to health over a lifetime of consumption. Safe (or excellent) drinking water allows for the reality that risks cannot be completely eliminated.</p> <p>It would therefore be unwise and unattainable to move the water quality drinking water compliance to 100%.</p>
			<p>Cllr Gabuza requested clarity in respect of the drop in the target for the number of Mayoral Job Creation Program Opportunities as well as the drop in the number of areas in which additional CCTV cameras have been installed.</p>	<p>Urban Management The focus areas for Phase 4 is to create sustainable livelihoods, creating work opportunities for the unemployed Youth and decent work opportunities with skills development that will enhance the marketability of the EPWP worker after exiting the programme. The City has responded to this call with the increased focus on providing accredited training programmes with longer contract duration ranging from 12 to 36 months.</p> <p>By embarking on these skills initiatives and with the longer contract durations EPWP workers will be receiving more meaningful work opportunities. The skills initiatives linked to our Public Employment and Skills development framework provides a platform for the City of Cape Town to respond to the Growth sectors.</p> <p>These opportunities linked to exit strategies have the potential to create a more marketable workforce and exit jobseekers from the JSDB.</p> <p>In order for the City to be able to focus on longer term contracts, the target was stabilised at 35 500. This will also ensure the increase in our Fulltime Equivalents (FTEs) and ultimately, grant funding.</p> <p>Safety & Security The target for new area or cameras were not decreased, but there was extra funding received from ward allocations, which is why there was an over achievement..</p>
			<p>Ald Nieuwoudt clarified that it should be taken into consideration that the target is closely linked to the available budget.</p>	<p>No action required.</p>

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			<p>Agreed: Workshop to be held on 18 October 2019 to discuss the IDP & OPM System:</p> <p>RECOMMENDED</p> <ol style="list-style-type: none"> 1. That the Spatial Planning and Environment Portfolio Committee note the process for the review of the Organizational Performance Management system. 2. That it be noted that a workshop has been scheduled to take place on 18 October 2019 to afford members of the Spatial Planning and Environment Portfolio committee the opportunity to provide input in terms of the Organizational Performance Management System. 3. That the Spatial Planning and Environment Portfolio committee at a future meeting receive a presentation on the Staff Management and Appraisal Policy as well as an explanation on how post grading and scales are determined." 	No action required.
6	Human Settlements PC	03-Oct-19	RECOMMENDED that the Portfolio Committee notes the process for the review of the Organisational Performance Management system and recommend it to the Executive Mayor, together with Mayco, for submission to Council as part of the annual review process.	No action required
7	Water and Waste PC	03-Oct-19	The report was not tabled at the PC as it was not on the agenda.	No action required.
8	Transport PC	03-Oct-19	<p>RECOMMENDATION:</p> <p>(a) It is recommended that the Portfolio Committees note the process for the review of the Organisational Performance Management system and give input, if necessary and recommend it to the Executive Mayor together with Mayco for submission to Council as part of the annual review process.</p>	No action required.
9	Finance PC	07-Oct-19	Item noted with no comments	No action required
10	Energy and Climate Change PC	07-Oct-19	<p>Clr Pophaim raised concern regarding the poor performance indicators set for the directorate and requested that the Energy and Climate Change Committee schedule a workshop to discuss the climate change indicators</p> <p>RESOLVED that:</p> <ol style="list-style-type: none"> (a) the Integrated Organisational Performance Management system Process, be noted. (b) a workshop be scheduled to discuss the climate change indicators. 	No action required.
11	Urban Management PC	07-Oct-19	<p>It is recommended as follows that:</p> <p>The portfolio committee note the process for the review of the Organisational Performance Management system and give input, if necessary and recommend it to the Executive Mayor together with Mayco for submission to Council as part of the annual review process.</p>	No action required.

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12	Homeless Agency Committee	09-Oct-19	In conclusion The Chairperson Cllr N Mahangu with the support of those members in attendance noted the comments raised during discussion of this item and also noted the report's recommendation in terms of the process of review of the Organisational Performance Management System without making any firm submissions/ recommendations for onward transmission to the Executive Mayor together with Mayco for submission to Council as part of the annual review process. Homac thereupon agreed to note the report and recommendation contained therein without including any specific, submission, input or comment for onward transmission.	No action required.
13	Leadership and Development Committee	09-Oct-19	The meeting was cancelled	No action required.
No.	Sub Council	Date	Sub Council inputs on OPM System	Line response
14	Sub council 1	17-Oct-19	The Sub council at its meeting of 17/10/2019 resolved as follows and no further feedback is required: Resolution Noted Resolution Details IT WAS UNANIMOUSLY RESOLVED THAT: The Sub council NOTE the process for the review of the Organisational Performance Management system and give input, if necessary and recommend it to the Executive Mayor together with Mayco for submission to Council as part of the annual review process.	No action required.
15	Sub council 2	16-Oct-19	RESOLVED unanimously by Sub council 2 i. That the content of the report on the Annual Review of Organisational Performance Management System (OPMS) and closing date for comments by 22 October 2019 BE NOTED. ii. That all comments and input be submitted no later than 22 October 2019; iii. It was recommended that Sub council 2 request for the following new measurements namely: • That a design measurement around the development of the district parks and facilities in the Sub council 2 area be requested; • That a design measurement around the maintenance of our flood plans in terms of the Kulsriver and Botfontein rivers be in place; • That a measurement be formulated for our community parks; • That we formulate measurement around the development of both Bio Diversity sites for example; Brackenfell Nature Reserve and the Bio Diversity site in Haazendal; • That the measure around the provision of roads specific the R300, the congestion on the Brackenfell Boulevard and Old Paarl Road as well as the extension of the Okavango Road be formulated; • Mowing of parks and public open spaces. • The built of the R300 between N1 and Wellington way in Durbanville (traffic congestion); • Upgrade of roads in Peerless Park North West and East as well as Windsor Park Kraaifontein.	Sub council 2 Issues raised to be actioned by Sub council 2 administration office.
16	Sub council 3	21-Feb-19	A) That the Sub council note the process for the review of the Organisational Performance Management system and give input, if necessary and recommend it to the Executive Mayor together with Mayco for submission to Council as part of the annual review process. B) That comments be submitted before or on the 22nd of October 2019 to performance.management@capetown.gov.za.	No action required. No comments/Inputs were received by 22 October 2019

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17	Sub council 4	17-Oct-19	The members of the Sub council supported the recommendation as stipulated in the report with no further input/comments.	No action required.
18	Sub council 5	20-Feb-19	That the process for the review of the Organisational Performance Management system BE NOTED.	No action required.
19	Sub council 6	21-Oct-19	That the Annual Review of Organisational Performance Management System (OPM) BE NOTED.	No action required.
20	Sub council 7	21-Oct-19	That the process for the review of the Organisational Performance Management system BE NOTED.	No action required.
21	Sub council 8	17-Oct-19	a. That the content of the report regarding the Annual Review of Organisational Performance Management System (OPMS), BE NOTED. b. That all comments/inputs to be submitted directly to Department Organisational Performance Management as advertised within the prescribed timeframes No comments/inputs were received.	No action required.
22	Sub council 9	16-Oct-19	Cllr Raymond referred to Annexure B: 1.A Percentage of building plans approved within 30-60 days that the percentage is going down and that it should in fact go up. Percentage targets should be increased.	Spatial Planning and Environment: The target are increased on a year to year basis within the 5 year IDP cycle based on the trends and past performance.
			Cllr Raymond referred to Annexure B: 1.B Percentage of rates clearance certificates issued within 10 working days should be higher because if you don't have a rates clearance then you are unable to do a transfer. He said if it is not done in time then it is a lot of money that has been lost. The rates clearance target set should be increased much higher.	Finance The issuing of the rates clearance certificates is only one of the steps in the registering of property process. The time taken to issue a rates clearance certificate is dependent on the Conveyancer and whether all the requirements, including the relevant payments and documents have been provided to the City in order to issue the rates clearance certificate within 10 days. The other steps will include the conveyancer obtaining the electrical certificate, Water certificates, beetle certificates etc.
			Cllr Raymond referred to Annexure B: 1.G Percentage compliance with drinking water quality standards, the proposed annual targets set should be 99% and not 98%.	Water & Waste: (d) Indicator 1 H: According to the South African Drinking Water Standard (SANS 241) – which is based on the World Health Organizations guidelines for Drinking Water – the percentage compliance required for water to be classified as Excellent is as follows: Acute health microbiological risk determinant ≥ 99% Acute health chemical risk determinant ≥ 99% Chronic health chemical risk determinants ≥ 97% Operational risk determinants ≥ 95% Aesthetic risk determinants ≥ 95% These are the targets we (the City of Cape Town) needs to meet. At the next Blue Drop Steering Committee Meeting we will table a proposal to align our Drinking Water Compliance Quality Reporting to the SANS 241 (and IRIS) reporting requirements. Above way of reporting provide detailed information related to the various risks present as well as if the risk is health related or not. This is not evident when you only report one compliance value. Globally safe (or excellent) drinking water does not present any significant risk to health over a lifetime of consumption. Safe (or excellent) drinking water allows for the reality that risks cannot be completely eliminated. It would therefore be unwise and unattainable to move the water quality drinking water compliance to 100%.
			Cllr Raymond referred to Annexure B: 5.C Percentage spend of capital budget (NKP) the proposed annual target set is 90% that is why there are delays in projects because they take their time. The proposed annual targets set should be at least 95%.	Finance The targets are annually discussed and agreed to by EMT based on trends and past performance.

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23	Sub council 10	13-Oct-19	<p>Ald Pringle referred to 1.E Number of Mayoral job creation programme (MJCP) opportunities created (C)-(NKPI) the proposed annual target of 35 500 should be incrementally increasing.</p>	<p>Urban Management: EPWP The focus areas for Phase 4 is to create sustainable livelihoods, creating work opportunities for the unemployed Youth and decent work opportunities with skills development that will enhance the marketability of the EPWP worker after exiting the programme.</p> <p>The City has responded to this call with the increased focus on providing accredited training programmes with longer contract duration ranging from 12 to 36 months.</p> <p>By embarking on these skills initiatives and with the longer contract durations EPWP workers will be receiving more meaningful work opportunities.</p> <p>The skills initiatives linked to our Public Employment and Skills development framework provides a platform for the City of Cape Town to respond to the Growth sectors.</p> <p>These opportunities linked to exit strategies have the potential to create a more marketable workforce and exit jobseekers from the JSDB.</p> <p>In order for the City to be able to focus on longer term contracts, the target was stabilised at 35 500. This will also ensure the increase in our Fulltime Equivalents (FTEs) and ultimately, grant funding.</p>
			<p>Ald Pringle referred to 1.F Percentage budget spent on implementation of Workplace Skills Plan (WSP) (NKPI) the proposed annual target of 95% should be incrementally increasing even if it is by a 1/2% as they need to show some sort of progress.</p>	<p>Corporate Services The minimum target is 95%. Departments can and are expected to reach 100% budget spent where possible.</p>
			<p>Ald Pringle referred to 2.A Number of areas in which additional CCTV cameras have been installed the proposed annual target set of 5 should increase over time.</p>	<p>Safety & Security The proposed request is noted. Targets setting are dependant on budget set aside for camera installations.</p>
			<p>Ald Pringle referred to 2.B Community satisfaction survey (Score 1-5) – safety and security the proposed annual target set can aim a bit higher.</p>	<p>Safety & Security The indicator below is a Corporate Indicator and there is a methodology that is followed, hence the target can't just be increased.</p>
			<p>The chairperson agreed with the councillors that the committee will provide inputs directly (via the email address: performance.management@capetown.gov.za) by 23 October 2019.</p>	<p>No action required</p>
			<p>Indicator: 3.G Number of human settlement opportunities (Top structures) Recommended: that following targets be changed for the 3 consecutive years as follows: 2018/19 (proposed changed from 3521 to 10000) 2019/20 (proposed change from 4151 to 15000) 2020/21 (proposed change from 4225 to 20000) 2021/22 (proposed change from 4159 to 25000)</p>	<p>Human Settlements The proposed requests is noted. Target setting is based on trends, past performance and budget availability. Proposal was considered during the review of the Corporate scorecard inline with budget and resource availability.</p>
			<p>Indicator: 3.H Number of human settlement opportunities (Formal sites serviced) Recommended: that following targets be changed for the 3 consecutive years as follows: 2018/19 (proposed changed from 2502 to 20000) 2019/20 (proposed change from 1767 to 25000) 2020/21 (proposed change from 3088 to 30000) 2021/22 (proposed change from 4123 to 35000)</p>	<p>Human Settlements The proposed request is noted. Target setting is based on trends, past performance and budget availability. The proposal was considered during the review of the Corporate scorecard in line with budget and resource availability.</p>

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24	Sub council 11	13-Oct-19	Indicator: 3.I Number of water service points (taps) provided to informal settlements (NKPI) Recommended: that following targets be changed for the 3 consecutive years as follows: 2018/19 (proposed changed from 700 to 1000) 2019/20 (proposed change from 700 to 2000) 2020/21 (proposed change from 700 to 3000) 2021/22 (proposed change from 700 to 4000)	Water & Waste: The proposed request is noted. Target setting is based on trends, past performance and budget availability. The proposal was considered during the review of the Corporate scorecard in line with budget and resource availability.
			Indicator: 3.J Number of sanitation service points (toilets) provided to informal settlements (NKPI) Recommended: that following targets be changed for the 3 consecutive years as follows: 2018/19 (proposed changed from 2600 to 30000) 2019/20 (proposed change from 2500 to 40000) 2020/21 (proposed change from 2500 to 50000) 2021/22 (proposed change from 2500 to 60000)	Water & Waste The proposed request is noted. Target setting is based on trends, past performance and budget availability. Proposal was considered during the review of the Corporate scorecard in line with budget and resource availability.
			The chairperson (Mr A Van Der Rheede) recommended that the Public Participation unit/department undertake a process of educating/training/workshopping the public participation process with the public, in order to educate the public on the process, the rights of citizens to give comments and inputs into certain matters, and to generally assist the public in how comment should be made and the importance of giving inputs and comments to documents and reports which are sent out for public participation. The Chairperson stressed that the current process of only placing adverts for public participation is insufficient.	Urban Management: Public participation Unit PPU launched a city-wide Continuous Engagement Strategy on 1 July 2019. The objective of the strategy is to pro-actively engaged communities through different approaches and methods in order to identify early warning signals of risks and challenges and to ensure pro-active interventions and awareness on the Basket of Services offered by the City. The Unit capacitated all Ward Committees and CBO identified by Ward Councillors on the Budget Cycle and the importance of the communities' role in the Budget public participation process. Further capacitation sessions will be taking place during September / October this year.
25	Sub council 12	17-Oct-19	RESOLVED that: The content of the Annual Review of Organisational Performance Management System (OPMS) be NOTED.	No action required.
26	Sub council 13	16-Oct-19	RESOLVED that: The content of the Annual Review of Organisational Performance Management System (OPMS) be NOTED.	No action required.
27	Sub council 14	21-Oct-19	Inputs to be given at the Sub council workshop scheduled to take place on 25 October 2019	No feedback required as there were no inputs emanating from the Sub council workshop held in Strand on 25 October 2020
28	Sub council 15	16-Oct-19	RESOLVED that: The content of the Annual Review of Organisational Performance Management System (OPMS) be NOTED.	No action required.
29	Sub council 16	21-Oct-19	UNANIMOUSLY RESOLVED that the process for the review of the Organisational Performance Management system BE NOTED.	No action required.
30	Sub council 17	17-Oct-19	RESOLVED that: The content of the Annual Review of Organisational Performance Management System (OPMS) be NOTED.	No action required.
31	Sub council 18	17-Oct-19	Councillors raised the same issue as above pertaining to the role of public participation and the need for public engagement in order for them to understand the process and importance of providing inputs and comment of these reports.	Urban Management: Public participation Unit PPU launched a city-wide Continuous Engagement Strategy on 1 July 2019. The objective of the strategy is to pro-actively engaged communities through different approaches and methods in order to identify early warning signals of risks and challenges and to ensure pro-active interventions and awareness on the Basket of Services offered by the City. The Unit capacitated all Ward Committees and CBO identified by Ward Councillors on the Budget Cycle and the importance of the communities' role in the Budget public participation process. Further capacitation sessions will be taking place during September / October this year.

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32	Sub council 19	21-Oct-19	Councillors asked the question why certain indicators targets were set lower than the baselines (1.B; 1.C; 2.A; 3.H; 3.J; 3.M).	Spatial Planning and Environment: 1.B Indicator target increase and decrease are informed by trends, past performance and budget availability.
				Safety & Security: 2.A Number of areas in which additional CCTV cameras have been installed The number of new areas has been three areas. Target did not decrease, target for current year and previous year is the same.
				Human Settlements: 3.H Number of human settlement opportunities (Formal sites serviced) Indicator target increase and decrease are informed by trends, past performance and budget availability.
				Water & Waste: 3.J Number of sanitation service points (toilets) provided to informal settlements (NKPI) Indicator target increase and decrease are informed by trends, past performance and budget availability.
				Finance: 1.B Percentage of rates clearance certificate issued within 10 working days Indicator target increase and decrease is informed by previous trends and dependant on the rates clearance enhancement project (which was delayed for over 2years) being completed , in order to have a fully automated and online rates clearance end to end process.
				Energy & climate Change: 1.C Number of outstanding valid applications for commercial electricity services expressed as a percentage of commercial customers Indicator target increase and decrease are informed by trends, past performance and budget availability.
				Water & Waste: 3.J Number of sanitation service points (toilets) provided to informal settlements (NKPI) Indicator target increase and decrease are informed by trends, past performance and budget availability.
		Councillors requested that w.r.t the percentage of capital budget spend, they would prefer to see the actual rand spend instead of the percentage as a unit of measurement.	Finance "Percentage" is a better comparative unit of measure when compared to the actual Rand value spent, as the total quantum of the budget varies from year to year, e.g. last year the budget total was maybe R10bn but the municipality only managed to spend R6bn, while in the current FY the total budget might be R8bn and again manages to spend R6bn. Clearly the value in each case does not necessarily identify the level of under- or over performance.	
		That Sub council 18 NOTES the process for the review of the organisational performance management system and give input, for recommendation to the Executive Mayor for the submission to Council as part of the review process.	No action required.	
		Item was not on the Sub council agenda	No action required.	
33	Sub council 20	16-Oct-19	Indicator 4C: Total number of passenger journeys on MyCiti Question: Why was there the drastic drop in passenger journeys? From 2016/17 – 19.9 million to 18 million (2017/18); 16.8 million (2018/19) and 18.6 million 2019/20?	Transport 2017/2018 was affected by a National Bus Driver Strike that started on 18 April and ended on 13 May 2018. 2018/2019 was again affected by a bus driver and station staff strike that started on 15 October 2018 and the full service was only operational by the end of January 2019. In addition to this community protests and attacks on MyCiti stations and buses effects passenger journeys negatively. Once these disruptions to the service occur, it takes many months for commuters to return to the service and some of them never come back. Therefore these disruptions has a lasting effect on passenger journeys recorded.
34	Sub council 21	15-Oct-19	Indicator 1A: Percentage of building plans approved within 30 – 60 days Question: What is the actual achieved to date on this indicator for 2019/20?	Spatial Planning and Environment: The target are increased on a year to year basis within the 5 year IDP cycle based on trends and past performance.
			Indicator 5.G: Debt (total borrowings) to total operating revenue (NKPI) Question: Why is the target going up?	Finance - Treasury This was an oversight as the nob-taking up of the loan decision was taken at the May Council meeting

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34	Sub council 21	19-Oct-19	That the process for the review of the Organisational Performance Management system BE NOTED and give input, if necessary and recommend to the Executive Mayor together with Mayco for submission to Council as part of the annual review process. No comments/inputs were received	No action required.
35	Sub council 22	21-Oct-19	There were no comments received from Sub council 22 meeting held on Monday, 21 October 2019, the item was NOTED by the members.	No action required.
35	Sub council 23	21-Oct-19	The there were no comments received from Sub council 23 meeting held on Monday, 21 October 2019, the item was NOTED by the members.	No action required.
37	Sub council 24	24-Oct-19	<ul style="list-style-type: none"> Indicator 1.A Percentage of building plans approved within 30-60 days - Suggested that the target be increased 	Spatial Planning and Environment: The target are increased on a year to year basis within the 5 year IDP cycle based on trends and past performance.
			<ul style="list-style-type: none"> Indicator 1.B Percentage of rates clearance certificate issued within 10 working days - Suggested that that target to be increased 	Finance - Revenue Due to an 18 months' delay in the SAP system enhancements for the Rates Clearance automated processes, resulting in the department having to do manual transactions and work-around, the Revenue Dept. reviewed and reduced its target percentage to 92% for the 2019/2020 financial year. Revenue has however recommended to increase the percentage to 93% in the 2020/2021 financial year, but this will only be implemented based on the trends of 2019/2020 and whether the SAP enhancements have been implemented for a fully automated and enhanced rates clearance process.
			<ul style="list-style-type: none"> Indicator 1.E Number of Mayoral Job Creation Programme (MJCP) (EPWP) - Questioned why is the Target 35 500 right throughout 	Urban Management: Extended Public Works Programme (EPWP) The focus areas for Phase 4 is to create sustainable livelihoods, creating work opportunities for the unemployed Youth and decent work opportunities with skills development that will enhance the marketability of the EPWP worker after exiting the programme. The City has responded to this call with the increased focus on providing accredited training programmes with longer contract duration ranging from 12 to 36 months. By embarking on these skills initiatives and with the longer contract durations EPWP workers will be receiving more meaningful work opportunities. The skills initiatives linked to our Public Employment and Skills development framework provides a platform for the City of Cape Town to respond to the Growth sectors. These opportunities linked to exit strategies have the potential to create a more marketable workforce and exit jobseekers from the JSDB. In order for the City to be able to focus on longer term contracts, the target was stabilised at 35 500. This will also ensure the increase in our Fulltime Equivalents (FTEs) and ultimately, grant funding.
			<ul style="list-style-type: none"> Indicator 1.F Percentage budget spent on implementation of Workplace Skills Plan (WSP) - Question why the target is 95% throughout and suggested that it should show some progress. 	Corporate Services The minimum target is 95%. Departments can and are expected to reach 100% budget spent where possible.
			<ul style="list-style-type: none"> Indicator 1.G Percentage compliance with drinking water quality standards - Why is the target for drinkable water quality 98%? - Suggested that the target be increased to at least 98% 	Water & Waste: (d) Indicator 1 H: According to the South African Drinking Water Standard (SANS 241) – which is based on the World Health Organizations guidelines for Drinking Water – the percentage compliance required for water to be classified as Excellent is as follows:

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				<p>Acute health microbiological risk determinant \geq 99%</p> <p>Acute health chemical risk determinant \geq 99%</p> <p>Chronic health chemical risk determinants \geq 97%</p> <p>Operational risk determinants \geq 95%</p> <p>Aesthetic risk determinants \geq 95%</p> <p>These are the targets we (the City of Cape Town) needs to meet. At the next Blue Drop Steering Committee Meeting we will table a proposal to align our Drinking Water Compliance Quality Reporting to the SANS 241 (and IRIS) reporting requirements.</p> <p>Above way of reporting provide detailed information related to the various risks present as well as if the risk is health related or not. This is not evident when you only report one compliance value.</p> <p>Globally safe (or excellent) drinking water does not present any significant risk to health over a lifetime of consumption. Safe (or excellent) drinking water allows for the reality that risks cannot be completely eliminated.</p> <p>It would therefore be unwise and unattainable to move the water quality drinking water compliance to 100%.</p>
			<p>Indicator 5.C Percentage spend of capital budget (NKPI)</p> <p>- Suggested that target be increased to 95%</p>	<p>Finance-Budgets</p> <p>The targets are annually discussed and agreed to by EMT based on trends and past performance.</p>
	Name	Date	Public inputs on OPM system	Line response
1	Gwyn Banning: Thrive Hout Bay	01-Oct-19	Sorry.. I forgot to ask why only 2500 toilets are the target for distribution.. This seems woefully inadequate. I know it is for Hout Bay. We could probably use most of those just in this community!!!	<p>Water & Waste</p> <p>Target setting is based on trends, past performance and budget availability.</p> <p>With regards to the provision of toilets in the Hout Bay area, particularly Imizamo Yethu: This Informal Settlement has historically faced challenges related to the density in the area. However, approximately 30 full-flush toilets is anticipated to be implemented during the Super-Blocking Project which is currently underway. This project is being managed by the Human Settlements Directorate.</p>
2	Mrs Jasmin Wise, Jasmin Wise <jasminwise2016@gmail.com>	09-Oct-19	<p>However my concern is things only get done when I contact the City for example our road and drains has not been cleaned for a very, very long time.</p> <p>The grass on the pavements and open lands never gets cut.</p> <p>I am residing in Ivy Road Parkwood right next to Fairways and the Maintenance of the Areas is like Day and night.</p>	<p>Community Services & Health</p> <p>Both areas are serviced in accordance with the mowing policy of the city whereby we no longer undertake mowing of grassed sidewalks in front of residential properties. The difference is that the residents of Fairways maintain the verges in front of their residences themselves. The large open spaces are on a mowing schedule of once every three months and this is currently underway.</p>
			I am extremely frustrated and concerned about the state of Van Riebeeck Park in Oranjezicht. It is unsafe to walk there, the stench of human faeces is unbearable. There is rubble left over from construction hidden in the tall grass, the path was built incorrectly and the contractor has to repair. I sent email to Clr Golding, but nothing gets done. De Waal Park is also in a terrible state. People sleeping	<p>Community Services & Health</p> <p>The area was behind with the mowing due to tenders not in place yet, overtime work for internal teams was scheduled and grass was cut on 26/10/2019. Other issues mentioned are for law enforcement and social services.</p>

Organisational Performance Management System: Inputs and Feedback

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3	Colleen 083 627 6600 Stoltzmancolleen@provending.co.za	22-Oct-19	everywhere, human faeces, robberies, dogs get sick from tic in faeces that they sometimes eat, grass up to your knees, it is unacceptable. sent email to Cllr Golding, but nothing happens. I even hosted an evening at my house with Cllr Golding and a few members of OH Watch in June to address these issues in our Oranjezicht area. No minutes were received afterwards and it was a waste of time. No improvement came from the meeting. I am not shy to work and engage. I am an active member of OH Watch and my requests constantly fall on deaf ears. I am bitterly disappointed in the way The City neglects our neighbourhood and yet we have to constantly pay increased rates and taxes. Not acceptable.	Urban Management This issue was addressed last year and is an ongoing problem. Regular clean-up takes place. Van Riebeeck Park is clean, it is the top end that requires force removal. With regards to De Waal Park - court case is ongoing. The Chairperson, Cllr Matthew Kempthorne and ward Cllr Brandon Golding are aware of the concerns of De Waal and Van Riebeeck Park and are currently addressing the matter. Currently the homeless cannot be moved because there is no alternative place to take them. Waiting on Safety & Security, Social Development Department to allocate space - SAPS is on standby to assist with force removal.
			<p>Annexure A: Draft Performance Management System The indicators in Annexure B1 are more a reflection of the City's political system rather than what the City's departments can and should deliver. Many indicators are too easily achievable or outside the control of the City. That is, they measure the wrong thing.</p> <p>Annexure B1: Corporate Scorecard Definitions Indicator 1.A: Instead of "Percentage of applications", this should be "Percentage of applications without departures and objections". Building plans follow a tortuous path within the City's departments with the planners informing applicants to not expect any response before 30 days. Perhaps the City should see how long it takes each department to process each building plan. As presumably the Municipal Planning By-law and associated policies are important, then there would not be a need for a departures process including tribunal and appeals; we would be a developing and progressive city. Also, make this a one-stop process. Albeit, it may take several people in the shop, a single person should be able to handle all of the current departments' concerns and requirements that have to comment on trends - better or worse?</p> <p>Indicator 1.C: This is one of a set measured by competitive city surveys. As such it should measure the percentage of new applications that actually received their electricity connections within 20 days. The number of new applications and existing commercial base is outside of the City's influence. That is, the number of outstanding applications and the time taken to complete each application is significant and trends as a percentage of total services In general</p> <p>Indicator 1.E: This number needs to be compared with plan, which begs the question, "How many are enough?" If you fail to plan, then you plan to fail.</p>	<p>Corporate Services: OPM: The IDP for the period July 2017 to June 2022 gives expression to the political mandate that we have received from residents in the August 2016 local government election. It is also aligned to the National Development Plan. Key Performance indicators (KPIs) and set targets are developed in line with the City's 5 Strategic Focus Areas and the 11 priorities that inform the service delivery mandate of the City. The top level Service Delivery Budget and Implementation Plan (SDBIP) of the City, which is called the Corporate Scorecard only include strategic or prioritised KPI. Operational and functional KPIs are included in the Directorate and Departmental SDBIPs.</p> <p>Spatial Planning and Environment: This comment is noted and will be discussed and considered by the department's management team. The Cllr that made this comment is welcome to contact the Director of the Development Management Department to further clarify the reasons for and what informed this comment.</p> <p>Energy & Climate Change This indicator will be comprehensively reviewed for the next IDP Cycle. Existing indicators based on NRS 047 do exist on the Departmental Scorecard, however these are not able to be accurately reported within the timeframes necessary for the Corporate Scorecard at this point.</p> <p>Urban Management: EPWP The focus areas for Phase 4 is to create sustainable livelihoods, creating work opportunities for the unemployed Youth and decent work opportunities with skills development that will enhance the marketability of the EPWP worker after exiting the programme. The City has responded to this call with the increased focus on providing accredited training programmes with longer contract duration ranging from 12 to 36 months. By embarking on these skills initiatives and with the longer contract durations EPWP workers will be receiving more meaningful work opportunities. The skills initiatives linked to our Public Employment and Skills development framework provides a platform for the City of Cape Town to respond to the Growth sectors. These opportunities linked to exit strategies have the potential to create a more marketable workforce and exit jobseekers from the JSDB. In order for the City to be able to focus on longer term contracts, the target was stabilised at 35 500. This will also ensure the increase in our Fulltime Equivalents (FTEs) and ultimately, grant funding.</p>

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4	Brian Youngblood 0843999933 fishhoekrra@gmail.com	22-Oct-19	<p>Indicator 1.H: The City has done nothing to encourage SSEG installations. The City needs to offer free both direction (City and SSEG) measuring "pre-paid" devices with remote isolation to prevent City linesmen from being electrocuted. The City needs to decide if they want to buy power from SSEGs, allow SSEGs to lower to zero their pre-paid billing or just allow the residents to be independent. Indicator 2.A: The measurement should be the expected result of lowering crime. Until the baseline is established, the number of new CCTV cameras need to be compared with the plan for addressing unserved areas.</p> <p>Indicators 2.B and 3.A: We wonder how representative these surveys actually are as we have not been contacted to participate.</p> <p>Indicators 3.B, 3.C, 3.D and 3.E: The respective denominator is meaningless and outside the control of the City. The number of outstanding applications and the time taken to complete each is significant and indicative of a competitive city.</p> <p>Indicator 3.F: This is the most important indicator for paying ratepayers. We hope that it is given a sufficiently high weighting. The completion of C3 service requests probably drives Indicators 2.B and 3.A.</p> <p>Indicators 3.G to 3.K: The number provided must be compared to plan. Indicators 3.L to 3.O: The number needs to be compared to requests / needs. Indicator 5.D: This needs to be compared to plan and international norms. Most cities underspend on maintenance at the cost of capital over-expenditure (reference: Economist). Several examples of this phenomenon have occurred in Fish Hoek recently. Indicator</p> <p>5.F Wouldn't bad debts be a better measurement as something that needs to be controlled?</p> <p>Missing are the following, additional KPI's: Number of water & electricity supply, sewage and waste removal service maintenance requests/complaints and trends as a percentage of total services. Response times to water & electricity supply, sewage and waste removal maintenance requests/ complaints</p>	<p>Energy & Climate Change Refer to 2020/21 draft tariffs. Note however that a mass installation of SSEG systems can only be accommodated if cost reflective tariffs are in place for all customers (including those currently supplied via the Lifeline tariff - a different mechanism from outside the electricity budget would need to be found in order to support these customers). The City currently does allow customers to retain their prepayment meter if reverse power flow is blocked. It is important to note that SSEG customers do also place additional strain on the network (and therefore incur additional cost) and it is not fair to other customers, most of whom cannot afford these systems, that they have to pick up these costs. In effect, it is important that the tariffs applied for SSEG do not result in obscene subsidies where the poor actually subsidise the rich. Note also that any "encouragement" for these installations does not fall within the Service Delivery Budget Implementation Plan (SDBIP) reporting sphere.</p> <p>Corporate Services: Organisational Effectiveness and Innovation The Survey interviews 3000 households that are in the 750 enumerator areas in the City of Cape Town. These are split according to the different household types - Formal (78%), Backyard dwellings (9%) and Informal Settlements (13%). All City of Cape Town employees, including councillors are exempt from participating in the survey.</p> <p>Water & Waste Comment is noted.</p> <p>Corporate Services: Organisational Effectiveness and Innovation Comment is noted.</p> <p>Human Settlements The question is not clear. Targets determination does taking into account the comparisons against plan, requests/needs but it is also determined on trends, past performance, resource and budget availability.</p> <p>Finance This is a National Key Performance Indicator (NKPI) that all Metro's are required to be measured in terms of the legislation.</p> <p>Water & Waste (W&W) The W&S related indicators are measured monthly and reported on a quarterly basis. This performance can be found in the Water and Sanitation Departments SDBIP scorecard. Input is noted. These measurements are contained in Solid Waste Management (SWM) SDBIP, indicator 3.E and the indicator for Responsiveness to City complaints as well as the indicator for Solid Waste Fleet Management.</p> <p>Indicator 3.F Percentage adherence to Citywide service requests, was developed precisely to monitor and improve on the City's response to service delivery requests like Electricity supply, Sewerage and waste removal etc.</p> <p>Energy & Climate change Indicator 3.F covers the service maintenance request issue. Response times to electricity maintenance requests and complaints are governed through a series of benchmark timeframes as determined by the Regulator, and reported to them as such. It is important to note that the industry standard is not a single timeframe, but a range of timeframes, which are not conducive to the current reporting formats in the City.</p>
			Neglect of the intersection in Olienhout Road, at the entrance to Platteklouf 2&3. Always over grown with weeds; in stead of being beautified with plants.	<p>Transport The mowing of verges are performed by the parks department and they aim to mow the areas once every quarter. Extensive landscaping to entrances would require capital budget and it is dependent on the availability of budget from parks and not Transport.</p>

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5	Carin van der Merwe <cpfdm@gmail.com>	22-Oct-19	<p>Potholes in roads. In many instances the situation is so bad that resurfacing of the road is necessary.</p> <p>Faded road markings. For a year already the road markings have in many places been so faded that it makes driving there dangerous – especially when it is dark or raining. For months I was told that ward 1's road markings is scheduled to be redone from 1 July 2019. To date nothing has been done.</p> <p>The City of Cape Town seems incapable of scheduling maintenance to intersections and roads to ensure that the intersections and roads are always in acceptable condition. The only time something is done, is after months of complaining and the lack of work done is always blamed on contractors. Clearly the City of Cape Town can not manage the contractors it uses for maintenance to intersections and roads. So, in this regard, the City of Cape Town's performance is worse than poor in ward 1.</p> <p>The Draft Performance Management System should not be called a tool as the origin of the standard for work measurement is not defined. If you wish to evaluate something, a genuine set standard should be available, preferably set at international level. The attached FIVE YEAR CORPORATE SCORECARD is failing once again due to the lack of transparency. A percentage allocated is meaningless until you know against what it was measured. Who set these standards for measurement? For a public service orientated appraisal tool, only 2 out of 37 (5%) measurements involved community (public) participation. In neither these instances, does it say how and where these survey's were conducted. Being in Cape Town, I am not aware once of being invited or approached to participate in such a survey. Perhaps serious consideration should be given in this regard. In 2017/18, Community survey reflects 2.8/5 (less than 60%) score on basic services, yet a target of 90% Capital Expenditure is estimated (but hardly ever achieved). This explains partially the less than 60%. I'm sure the less than 60% is totally unacceptable, but is surely noticed during the past few years of regression. Finally, apart from the "achievements" staring us in the face from a 7 page only document, where can these be verified or substantiated? Without any reference to actual audit trail, they are hear-say, meaningless. And what you cannot measure, you cannot manage!</p>	<p>Transport The general condition of the roads in the Platteklouf area is good and all potholes reported is attended to immediately. Where road surfaces are starting to deface it poses no risk to the road user, but it is monitored and repairs will be effected. Subject to budget availability resurfacing of roads will be done on a volume priority base as soon as new budget becomes available.</p> <p>Transport Metropolitan roads are repainted every 2 years and smaller residential roads are addressed on a 5 year programme. Whilst the lines may be marginally faded it still provides sufficient guidance in conjunction with the road signs. Priorities is reviewed every year and this demand will be placed on the priority list for the upcoming 2020/2021 budget.</p> <p>Transport The City performs planned and reactive maintenance regimes on all their assets and have to prioritise the network on a City wide scale. This then determines the maintenance allocation and implementation method. Where external contractors are utilised through term tenders the specific District office manage the contractors and ensure that our standards are met.</p> <p>OE&I It's a bit difficult to respond to this one because it seems as though the bigger question is as it pertains the IDP and the fact that there is no alignment between what is stated as a measure versus what is reality when budgeting takes place. It would seem as though the question is asking how much of the Capex allocation addresses the issues coming out of the insights from the Community Satisfaction Survey and how we measure the effectiveness of the allocations. But this in itself is an assumption and if the assumption is correct, I think it needs consideration at a higher level... perhaps between OPP, OPM & OEI but definitely EMT as the highest decision-making body in the Administration.</p> <p>Corporate Service: OPM The IDP for the period July 2017 to June 2022 gives expression to the political mandate that we have received from residents in the August 2016 local government election. It is also aligned to the National Development Plan. Key Performance indicators and set targets are developed in line with the City's 5 Strategic Focus Areas and the 11 priorities that inform the service delivery mandate of the City. The top level Service Delivery Budget and Implementation Plan (SDBIP) of the City, which is called the Corporate Scorecard only include strategic or prioritised KPI.</p>
6	Fanele Gideon Duze Fanele Gideon Duze <drfananaphonecallforyou@gmail.com>	16-Oct-19	<p>Allocation of abandoned/neglected Land among GUGULETHU Houses and establish Food Garden is one. I applied for a piece of Land situated at NY 4 bond houses, in 2016, I was never replied to; and the Land in question is still standing idle and unused even to date, as a result a murdered body was found cold in this space</p> <p>Township cleaning, this with specific reference to street corners and neglected open spaces; on-going dumping takes place. In Lange township a Waste Master container is in place in one street corner, but same is not visible in GUGULETHU. Why this overnight?</p> <p>Mayor Dan Plato is hands-on at Lange, cleaning the township dirt, thereby assisting and encouraging the community to act likewise. Why can't same be done in GUGULETHU?</p>	<p>Economic Opportunity and Asset Management (EOAM) The resident should provide details/erf number/address of the property in order for the department to investigated and responded to the matter.</p> <p>Water & Waste Input is noted.</p> <p>Water & Waste Input is noted.</p>

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			<p>Attending sub-council 14 meetings, as a concerned Gugulethu dweller, I am not allowed to make a contribution of any kind in those meetings, while I know what is going on around my township. What therefore is the use of attending them when I am not allowed to make a contribution? Crime takes place here in my area, the crime that when I report it to the Gugulethu Police Station, is not taken seriously, as result ignored and neglected; family violence in some houses; dumping on corner streets; unattended to and unfulfilled community needs; jobs/tasks incompletely done; youth loitering resulting to serious crime activities at the end etc. It is my belief that such meetings should encourage debate and contribution by Gugulethu residents with the sole reason of uplifting the residents' level of co-operation and further understanding of how the Council works.</p>	<p>Urban Management Section 24.1 of the Rules of Order of Sub council provides for deputations to address Sub council. The gentleman must submit an application and after consideration by the Sub council Manager and Sub council Chairperson be provided with a response.</p>
7	Noel Geber <ngeber01@gmail.com>	13-Oct-19	<p>Our Cape Town service delivery is a 4 out of 5 rating. One suggestion, is that because many road markings on the pavement gutters, especially in Pinelands, particularly on Forest Drive, are almost 95% non-existent, that these be increased substantially please.</p>	<p>Roads Metropolitan roads are repainted every 2 years and smaller residential roads are addressed on a 5 year programme. Whilst the lines may be marginally faded it still provides sufficient guidance in conjunction with the road signs. Priorities is reviewed every year and this demand will be placed on the priority list for the upcoming 2020/2021 budget.</p>
8	<p>Joe O'Carroll Tel 021-6575757 CJO - Joe O'Carroll <JoeO@Masterparts.com></p>	12-Oct-19	<p>Your building plan approval department needs a lot of incompetent people fired and the process simplified, and people forced to make decision rather than duck the issue. One gets the impression the people scrutinising the plans are not trying to help Cape Town grow but are obsessed with solely placing obstructions in the way of progress. Appeals for help to the Councillor involved is useless and a waste of time – they are all hopelessly unhelpful.</p> <p>My company gained approval to purchase some houses, demolish them and create a car park on the combined even, in order to extend a warehouse over the existing car park. That project started 6 years ago – it took 3 years to get approval to demolish the houses and the approval to build the car park. Since then we have been waiting 2 years for the plans to extend the warehouse to be approved.</p> <p>In another matter we submitted plans to demolish a small outhouse of about 6m x 8m, in order to enlarge a truck parking area so that the trucks were out of sight of the passing public. We submitted the request to demolish on 30th August 2015 – we were granted approval on February 2018. During that time we did not have one query from anyone regarding what is a simple process. The demolition took 4 hours but the time wasted has forced us to focus the bulk of our business elsewhere.</p>	<p>Spatial Planning and Environment: The resident that made this statement should be encouraged to present specific examples to be investigated and responded to as this wide sweeping statement is not helpful. If the department is provided with specific details then it can investigate the matter and introduce corrective measures if and where required.</p> <p>Spatial Planning and Environment: The resident that made this statement should be encouraged to present specific examples to be investigated and responded to as this wide sweeping statement is not helpful. If the department is provided with specific details then it can investigate the matter and introduce corrective measures if and where required.</p> <p>Spatial Planning and Environment: The resident that made this statement should be encouraged to present specific examples to be investigated and responded to as this wide sweeping statement is not helpful. If the department is provided with specific details then it can investigate the matter and introduce corrective measures if and where required.</p>