

CHAPTER 2: STATE OF THE MUNICIPALITY: SITUATIONAL ANALYSIS

2.1 INTRODUCTION

Section 26 of the MSA prescribes that the Integrated Development Plan (IDP) of a Municipality must include an assessment of the existing level of development as well as the development priorities of the municipality. This legislative requirement is dealt with and is contained within the Analysis phase.

This chapter aims to:

1. Report on the current state of affairs of CoT;
2. Provide a summary of the levels of development across the municipal area; and
3. Identify the key development issues emerging from the community needs, trends and SWOT analyses.

The situational analysis focuses on the following:

1. An analysis of city-wide issues to identify the current reality, how the issues were attended to and any shortfall still to be addressed.
2. Specific indication of service delivery achievements of the CoT since the approval of the IDP 2006/2007 in May 2006.
3. An analysis of community needs with the aim of assessing the level and nature of development need.

This analysis is based on existing policy documents and input from departments, and was undertaken in the following areas:

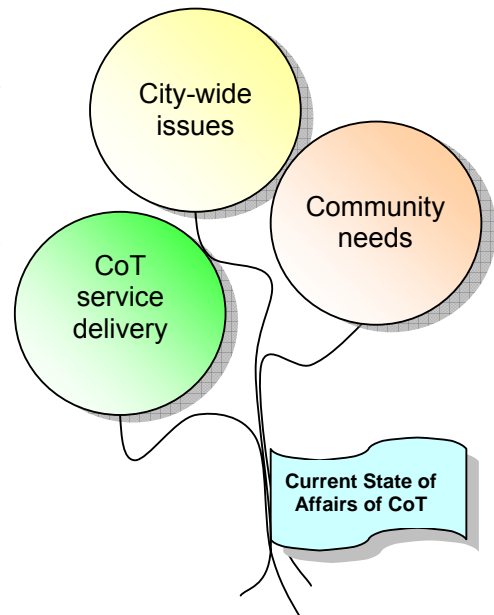
- o Institutional
- o Spatial and Environmental
- o Socio-economic
- o Economic
- o Infrastructure
- o Community needs

From the above analyses, key development issues facing the metropolitan area, was identified.

The following sources were utilised to compile the situational analysis:

- o Stats SA 2007 Community Survey⁵
- o Stats SA Census 2001
- o CoT Mid-Term Performance Review 2008
- o 2007/2008 Annual Report
- o Third Quarter Performance Report For 2008/2009 (January -March 2009)
- o Departmental Business Plans and data from various municipal departments
- o The CoT Needs Register compiled from needs collected from communities annually through the participation processes and Izimbizo.

Diagram 5: Current State Affairs of CoT



2.2 NATIONAL AND PROVINCIAL ALIGNMENT

South Africa has a representative form of democratic government. The management and governance of South Africa is based on a three-sphere system of government, namely national, provincial and local spheres of government. These spheres are distinctive, interdependent and interrelated. The Constitution states which matters each sphere of government deals with. This division of powers helps to make sure that the country is properly run and that government is close to the people it serves.

Section 25 of the MSA determines that the IDP must be compatible with national and provincial development plans and planning requirements. To ensure that this legislative requirement is adhered to, the Municipality needs to align itself with National and Provincial directives and draw these down into the spectrum of service delivery. As a point of departure, this part of the Situational Analysis provides an overview of the most pertinent National and Provincial Government directives which impact on Local Government service delivery. This section

⁵ When this document was reviewed, the Stats SA 2008 Community Survey information was not available.

also explores the long term strategy of the city (City Development Strategy), which will guide and inform the development path of the city over the next few years.

The national and provincial policy imperatives have been taken into consideration in the implementation of the CoT core business. The CoT has therefore focused its efforts to complement National and Provincial Government to accomplish developmental goals, with emphasis on matters that are the competency of Local Government. The CoT will continuously review its interventions and initiatives, in alignment with National and Provincial policy shifts and emphases.

2.2.1 National 2014 Vision

As part of South Africa's celebration of 10 years of democracy, National Government formulated Vision 2014 to guide itself for the next ten years. The vision is to build a society that is truly united, non-racial, non-sexist and democratic. Central to this is a single and integrated economy that benefits all.

The combination of some of the most important targets and objectives making up Vision 2014 are as follows:

- Reduce unemployment by half through new jobs, skills development, assistance to small businesses, opportunities for self-employment and sustainable community livelihoods;
- Reduce poverty by half through economic development, comprehensive social security, land reform and improved household and community assets;
- Provide the skills required by the economy, build capacity and provide resources across society to encourage self-employment with an education system that is geared for productive work, good citizenship and a caring society;
- Ensure that all South Africans, including especially the poor and those at risk – children youth, women, the aged and people with disabilities – are fully able to exercise their constitutional rights and enjoy the full dignity of freedom;
- Compassionate government service to the people: national, provincial and local public representatives who are accessible; and citizens who know their rights and insist on fair treatment and efficient service;
- Massively reduce health risks such as tuberculosis, diabetes, malnutrition and maternal deaths and turn the tide against HIV and AIDS, and, working with the rest of Southern Africa, strive to eliminate malaria, and improve services to achieve a better national health profile and reduction of preventable causes of death, including violent crime and road accidents;
- Significantly reduce the number of serious and priority crimes as well as cases awaiting trial, with a society that actively challenges crime and corruption, and with programmes that also address the social roots of criminality; and
- Position South Africa strategically as an effective force in global relations, with vibrant and balanced trade and other relations with countries of the South and the North, and in an Africa that is growing, prospering and benefiting all Africans, especially the poor.

Vision 2014 translates into practical steps, with the following specific implications for the CoT:

- A growing economy;
- Sustainable livelihoods – inter alia creating job opportunities through the Expanded Public Works Programme (EPWP);
- Access to services:
 - Speed up programmes to provide water and sanitation, electricity and telephone services;
 - Build more subsidized housing;
 - Improve services in health facilities;
 - Ensure that all children have decent educational facilities and services;
 - Realise Batho Pele principles and improve services in government offices;
- Comprehensive Social Security;
- Crime and corruption – enhance visible policing; and
- Constitutional rights and governance – improve interaction between government and the people.

2.2.2 Accelerated and Shared Growth Initiative - South Africa (ASGISA)⁶

After research and discussion with stakeholders, government identified six “binding constraints on growth” that needed to be addressed so as to progress in its desire for shared growth and to achieve its target of halving unemployment and poverty between 2004 and 2014. This could be achieved if the economy grew at an average rate of at least 4.5% in the period to 2009, and by an average of 6% in the period 2010 to 2014.

⁶ Accelerated and Shared Growth Initiative - South Africa (ASGISA): A summary

<http://www.info.gov.za/asgisa/asgisa.htm>

Guidelines to assist District and Metropolitan Municipalities to undertake Growth and Development Summits August 2006

http://www.amathole.gov.za/files/documents/PGDP_Guidelines_for_GDS.pdf

Targets set by ASGISA include:

- Halving poverty by 2014, to 1/6 of households;
- Halving unemployment by 2014 from 30%;
- Achieving growth of approximately 6% per annum; and
- 50% of the total to be spent on infrastructure should be spent by the three spheres of government.

ASGISA therefore focuses on growing the economy and creating jobs, and states that growth should be government-led. National growth since 2004 has averaged 4%; however, the second economy has been excluded from growth except through remittances and social grants.

Six key levers for economic growth have been identified, namely:

- Macro-economic intervention;
- Infrastructure development;
- Skills development;
- Strengthening public institutions;
- Sectoral investments; and
- Interventions in second economy.

In the light of the above, ASGISA has identified a set of initiatives that will serve as a catalyst for faster growth. This is complemented with on-going enabling management of fiscal and monetary policy, more focused industrial policy framework, supporting sector policies and legislation and a range of projects and initiatives in the economic cluster of government. Strategies for growth and development include investment in transport infrastructure, support to SMME's and labour intensive projects, prioritizing social and economic infrastructure and building partnerships.

Municipalities in particular, as the closest sphere of government to communities have an important role to play in implementing the goals set by ASGISA. They operate under the framework of developmental local government and a constitutional mandate to look after the socio-economic needs of communities and development of their areas of jurisdiction. They have to actively create a conducive environment for job creation.

The National Framework for Local Economic Development addresses this issue directly. The framework argues that the municipal areas are the spaces in which an integrated impact of government needs to be optimised in order to accelerate shared growth. This integrated impact has to be synergised with the requirements of the local economy, the needs of its stakeholders and the opportunities and potentials that drive economic growth and sustainable livelihoods. The Framework also argues that municipalities have to play a strategic facilitation role managing the forces and dynamics impacting on the area. This is more effective than a direct role in job creation where municipalities attempt to set-up and run enterprises in the form of small ad-hoc projects that require on-going public support.

Municipalities can further play an important role through provision of infrastructure and services, by-laws, land-use planning and procurement policies in stimulating the local economy. Effective infrastructure planning and provision can involve local suppliers and assist in building local competencies.

Firstly, certain of the binding constraints on growth that ASGISA identifies have direct relevance to the role and functioning of municipalities. Municipal Local Economic Development strategies need to address how these constraints in their own areas can be overcome.

Secondly, ASGISA has identified key sectors for growth and development. Again, municipal strategies should identify if and how these sectors are relevant for their areas and what would be done to grow them.

Thirdly, there are specific catalytic projects identified in each province for implementation. Municipalities will have to identify if these fall in their area of jurisdiction and if so what specific steps will be taken to ensure that where relevant, municipal actions ensure the smooth and fast implementation of these projects.

2.2.3 Election Manifesto's

In line with the principles of democracy, the Election manifestos of various political parties were also considered in the review of this IDP.

The key areas of priorities in all manifestos include:

- Creating a strong economy;
- Fighting poverty;
- Creating decent jobs;

- Building roads and transport infrastructure;
- Building better quality houses closer to economic opportunities;
- Providing skills required by the economy;
- Being a compassionate and caring government;
- Improving health care;
- Improving education;
- Fighting crime and corruption; and
- Developing rural and urban areas.

The CoT has to date implemented a balanced and integrated suite of programmes that cover all key priority areas.

2.2.4 National Spatial Development Perspective⁷

Government's key priority in the second decade of Freedom is to increase economic growth and promote social inclusion. A clearly articulated set of spatial priorities and criteria is one of the mechanisms through which government provides a strategic basis for focusing government action, weighing up trade-offs and linking the strategies and plans of the three spheres and agencies of government. In this sense the National Spatial Development Perspective (NSDP) is a critical instrument for policy coordination, with regard to the spatial implications of infrastructure programmes in national, provincial and local spheres of government. It is in this context that the January 2003 Cabinet *lekgotla* approved the NSDP as an indicative tool for development planning in government.

Since its adoption, three factors have necessitated a review and update of the NSDP:

- new data on socio-economic trends;
- the development of IDPs and Provincial Growth and Development Strategies (PGDS) and the continuing engagement in aligning them with the NSDP; and
- renewed focus on decisive interventions to ensure accelerated and shared economic growth.

The NSDP provides:

- a set of principles and mechanisms for guiding infrastructure investment and development decisions;
- describes the spatial manifestations of the main social, economic and environmental trends which should form the basis for a shared understanding of the national space economy; and
- an interpretation of the spatial realities and the implications for government intervention.

Government is committed to economic growth, employment creation, sustainable service delivery, poverty alleviation programmes and the eradication of historic inequalities. In order to ensure that infrastructure investment and development programmes are channelled towards these objectives, the NSDP was formulated. The principles enshrined in the NSDP are thus of great importance to local government investment, through the IDP and capital expenditure.

The NSDP Vision is as follows:

South Africa will become a nation in which investment in infrastructure and development programmes support government's growth and development objectives:

- By focusing economic growth and employment creation in areas where this is most effective and sustainable;
- By supporting restructuring where feasible to ensure greater competitiveness;
- By fostering development on the basis of local potential; and
- By ensuring that development institutions are able to provide basic needs throughout the country.

The following normative principles are put forward as guide for all spheres of government when making decisions on infrastructure investment and development spending:

- Economic growth is a prerequisite for the achievement of other policy objectives, key among which would be poverty alleviation;
- Government spending on fixed investment, beyond the constitutional obligation to provide basic services to all citizens, should therefore be focused on localities of economic growth and/or economic potential in order to attract private sector investment, stimulate sustainable economic activities and/or create long-term employment opportunities;

⁷ Extract of the National Spatial Development Perspective Executive Summary
http://devplan.kzntl.gov.za/idp_reviewed_2007_8/idps/dc24/adopted/3annexure_three_%20nsdp2006.pdf

- Efforts to address past and current social inequalities should focus on people not places; and
- In order to overcome the spatial distortions of apartheid, future settlement and economic development opportunities should be channelled into activity corridors and nodes that are adjacent to or link the main growth centres. Infrastructure investment and development spending should primarily support localities that will become major growth nodes in South Africa and the Southern African Development community region to create regional gateways to the global economy.

The NSDP thus seeks to focus the bulk of fixed investment of government on those areas with the potential for sustainable economic development, as it is in these areas where government's objectives of promoting economic growth and alleviating poverty will best be achieved.

The NSDP places emphasis on the quality of interventions and investment choices by calling for a rigorous analysis of the economic opportunities and potentials in each of the District and Metropolitan Municipal Areas. The District and Metropolitan IDP's and LED programmes, crafted through joint work across the three spheres of government and with State Owned Enterprises and social partners would have to internalize the logic of the NSDP.

2.2.5 Gauteng Growth and Development Strategy

The Gauteng Growth and Development Strategy (GDS) is an action-orientated strategy intended to build a sense of provincial unity and responsibility amongst all sectors of society towards reducing poverty and unemployment, creating jobs and ensuring socio-economic transformation in the Province. It provides a practical framework to substantially raise the Province's growth rate and create substantial numbers of sustainable jobs over the next decade. It supports the Province's and the country's long term vision of human rights based, just, equitable and fair society in an established democracy.

The vision of the Gauteng GDS is to ultimately create a better life for all citizens, including the Continent, through:

- Long term, sustainable growth of the provincial economy;
- Meeting the socio-economic development needs of our people;
- Creating jobs, and
- Reducing unemployment and poverty.

The GDS reflects six strategic objectives towards achieving this vision, namely:

- Provision of social and economic infrastructure and services that will build sustainable communities and contribute to halving poverty;
- Accelerated labour absorbing economic growth that increases per annum and that will create long-term sustainable jobs and contribute to halving unemployment;
- Sustainable socio-economic development;
- Enhanced government efficiency and cooperative governance;
- Deepening participatory democracy, provincial and national unity and citizenship; and
- Contributing to the successful achievement of NEPAD's (New Partnership for African Development) goals and objectives.

The following were the strategic levers proposed to enact the Gauteng GDS:

- Provision of an accessible, affordable, reliable, integrated and environmentally sustainable public transport system;
- Gautrain;
- Provision of housing;
- Public safety and urban information system;
- 2010 Football World Cup;
- Public health services;
- Human resource development;
- Small Medium Micro Enterprise (SMME) Support;
- Broad Based Black Economic Empowerment (BBBEE);
- Social development;
- Government institutional efficiencies; and
- NEPAD.

The following aspects are emphasised in terms of these levers:

- Realigning the manufacturing sector.
- Broadening business activity; and
- Promoting financial and business services.

The following Provincial priority areas for setting targets and indicators were identified.

Table 3: Priority Areas for Setting Targets and Indicators

Priority Areas for Setting Targets and Indicators		
Target Area	Current Baseline	10 Year Goal (2014)
Economic growth	5%	8%
Increase employment	25.7%	12.8%
Job creation	1.7 million unemployed people	800 000
Skills development and capacity building	No baseline figure	100 000 people trained
SMME support	No baseline figure	30 000
BBBEE	No baseline figure	80% of procurement spent
NEPAD	No baseline figure	<ul style="list-style-type: none"> • 10 twinning agreements • 10 exchange visits • 10 partnerships established – resulting in increased trade volumes

2.2.6 Partnership with National and Provincial Government

The basic constitutional principle of governance in South Africa is “co-operative governance”.

All spheres of government are obliged to observe the principles of co-operative government put forward in the Constitution. Chapter 3 of the Constitution provides the cornerstones for co-operation between the different spheres of government and organs of state in South Africa.

Co-operative governance means that although distinctive and equal, the spheres of government are also inter-dependent and must work together to ensure effective government.

Co-operative government assumes the integrity of each sphere of government. But it also recognises the complex nature of government in modern society. No country today can effectively meet its challenges unless the components of government function as a cohesive whole.

In South Africa a system of inter-governmental relations is emerging to give expression to the concept of co-operative government.

A system of inter-governmental relations has the following strategic purposes:

- To promote and facilitate cooperative decision-making
- To coordinate and align priorities, budgets, policies and activities across interrelated functions and sectors
- To ensure a smooth flow of information within government, and between government and communities, with a view to enhancing the implementation of policy and programmes, and
- The prevention and resolution of conflicts and disputes.

The Constitution obliges all spheres of government to co-operate with one another in mutual trust and good faith through fostering friendly relations; assisting and supporting one another; informing one another of, and consulting one another on matters of common interest; and coordinating their actions and legislation with one another.

Local government should maintain open, co-operative and constructive relations with both provincial and national government, seeing its operation as a component of the broader state structure. Local government alone does not influence a matter in its area. Other spheres of government, either by independently conducting their own programmes in the same area as a municipality, or by regulating the operation of municipalities in line with their own sectoral objectives, also affect matters in a municipal area. Municipalities therefore have authority in their respective areas of jurisdiction but contribute to and enhance the effectiveness of national and provincial programmes and are constitutionally obliged to participate in national and provincial development programmes.

Strong and capacitated local government can play a critical role in enhancing the success of national and provincial policies and programmes, and building sustainable human settlements for the nation. In a spirit of co-operative governance, national and provincial government should seek to support and enhance the developmental role of local government. Local government is the structure that serves the people most directly. It is therefore vital that this sphere of government applies the principles of co-operative governance.

In the light of the above, CoT delivers on those responsibilities allocated to it by the Constitution but is in partnership with both National and Provincial government to deliver on those matters which are the responsibility of the higher spheres of government.

CoT requirements from provincial and national departments in order to address community needs

The National Disaster Management Framework (Enabler 2), addresses disaster risk management priorities in education, training, public awareness and research. This enabler describes mechanisms for the development of education and training programmes for disaster risk management and associated professions and the incorporation of relevant aspects of disaster risk management in primary and secondary school curricula. It addresses requirements to promote and support a broad-based culture of risk avoidance through strengthened public awareness and responsibility. It also discusses priorities and mechanisms for supporting and developing a coherent and collaborative disaster risk research agenda.

The CoT developed a school guide pack to serve as a tool for teachers to introduce disaster management principles in the curriculum to the learners in an interesting and fun way. The financial and other support of the National and Provincial government in implementing the school guide pack in all primary schools in the City is required.

Commitments, decisions, resources required from provincial and national departments in order to effectively render services on an agency basis

The Community Safety Department receives a monthly subsidy from the Provincial government for the rendering of Licensing Services. The archiving of licensing documentation is a major concern and the CoT is currently negotiating with Provincial government to assist with this matter. These negotiations are in an advanced stage and the implementation of the pilot project is expected to commence in June 2009.

Matters within the jurisdiction area of the CoT that are the responsibility of National and Provincial government

Theme/ Cross Cutting Issues	Departmental Contribution	Targeted Community	National/Provincial Department Responsible
Indigent Support Programmes	Homestead Food Garden	Indigent households	DGACE
	Production inputs for CASP projects	Small-scale and emerging farmers	GDACE
	Land/ farms	Cooperatives and individuals.	Land Affairs
The Neighbourhood Improvement Programmes	Environmental greening	Poor community and emerging farmers under Tshwane	DEAT/DWAF
The Entrepreneur and Skills Development Programme	Coordinate the link between community and agricultural research institutions (Training programmes)	YARD, WARD, Graduates, Cooperatives and Individuals.	Dept of Labour
Women empowerment and gender mainstreaming	Support of WARD structures in Tshwane including Formation of agricultural cooperatives	Women interested in Agriculture and Rural Development in Tshwane	Dept of Trade and Industry
The Smart and Innovative City Programme	Establishment of CODAS	All Tshwane communities	Dept of Agriculture
Ambulance Services	CoT has the buying of new ambulances on the IDP: Project nr 710075		Gauteng Dept of Health
Provision of			Gauteng Dept of

Theme/ Cross Cutting Issues	Departmental Contribution	Targeted Community	National/Provincial Department Responsible
schools			Education
The future of Salvokop (Ward 60)			Dept of Housing
Provincial clinics			Dept of Health
Provision of housing			Dept of Housing

2.3. THE CITY DEVELOPMENT STRATEGY

It is generally accepted world wide that metropolitan cities need to develop longer and growth oriented city strategies, beyond and above their usual medium and short-term implementation plans. This view is widely supported and promoted in South Africa by all relevant stakeholders including the National Department of Local Government (DPLG), the South African Cities Network (SACN) and other national and provincial sector departments including the Private Sector.

The CoT embarked on a process to develop a long-term city growth and development strategy in 2003, and this culminated in the adoption of a Tshwane “City Development Strategy” (CDS) in September 2004. The Tshwane CDS identified a long-term vision for the city, competitive advantages, concentrated on critical issues, and sought to establish an integrated strategy for creating greater city efficiencies.

To achieve the dream of “Realizing an African Success” and “Creating an Iconic African City”, the CDS defined the following seven focus areas:

Table 4: CDS Focus Areas

CDS Focus Areas	
Developing the North	Infrastructure led expansion of development potential of the north to tackle poverty and to realise economic potential. Failure to address the challenges faced in the far flung dormitory suburbs of the North will leave Tshwane incomplete and unsustainable. The CDS emphasises an alternative development approach to the North of Tshwane, recognising the unsustainability of the then development paradigm of RDP housing, development lacking any economic opportunity and subsidised services.
Maintaining Existing Urban Areas	Continued development of the established urban areas (Pretoria Central, Centurion, South-eastern Pretoria, Mamelodi and Atteridgeville/Laudium) by maintaining services and expediting market-driven initiatives to support the overall development of Tshwane. The need for the city to ensure that existing public infrastructure does not decay and requires ongoing public investment.
Strengthening Economic Clusters	The third focus area, Strengthening Economic Clusters – is meant to gain leverage from growth trends in manufacturing, government and business services.
Celebrating the Capital	Celebrating the National Capital and Repositioning the Inner City as a vibrant cultural and government centre. The Tshwane Inner city is unique as a capital centre and government seat. Importantly the inner city also has a long and established history of inner city living.
Building Social Cohesion	This focus area entails the building of high levels of social cohesion and civic responsibility to maximise development opportunities underlying the city's total strategy is a solid foundation of institutional and municipal capacity.
Strong Developmental Municipal Institution	The sixth focus area - Strong Developmental Municipal Institution – is about modernising the administration for developmental service delivery through phased restructuring and institution building.
Sound Financial Fundamentals	Sound Financial Fundamentals is concerned with ensuring municipal financial fundamentals as platform for services and development, ensuring the maintenance of the city's budget which has historically been stable, sustaining the provision of basic services in the north does not undermine the city's ability to keep fulfilling its mandate whilst still striving towards growing the economy as well as enhancing revenue and income generation capacity for the city.

In 2005 CoT further identified eight lead initiatives or programmes to underpin the CDS implementation agenda namely:

1. Vibrant Capital Programme
2. Quality Public Places Programme
3. Developing the Zone of Choice (ZoC)
4. Connecting Tshwane into the knowledge economy
5. Working Infrastructure Programme
6. The Moving Tshwane Initiative
7. Completing a Metropolitan Mobility Ring
8. Creating an International Logistics Cluster and TIFA

The CDS thus emphasised the following policy shifts:

- From unfocused, low-impact public expenditure to focused high-impact public investment.
- From a concentration on individual household infrastructure to balanced investment in public benefit infrastructure and individual households.
- From a broad intention of compacting and integrating the apartheid city to a more sophisticated and strategic intervention package.
- From unsustainable patterns of infrastructure investment to an approach that balances growth and maintenance.
- From unproductive investments to investments with a multiplier effect.
- From being a development facilitator to directing development. In probably the most important shift, the CoT will define its strategic role as initiating public investment to which private business can respond.

The CDS is a bold initiative by the CoT to influence the development path of the city over the next 20-30 years. It proposed a substantial programme of public-led investment to re-structure current patterns of settlement, activity and access to resources in the City towards greater equity and enhanced opportunity.

The CDS specifically targeted future development opportunities in traditional dormitory settlements to the north, east and west of the CBD. It is the umbrella strategy that has provided direction to the City's IDP, associated sectoral plans and strategies, and the allocation of resources of the City and other service delivery partners.

2.3.1 The CDS Implementation Agenda and Progress to Date

The CDS implementation work began unfolding and taking momentum towards the latter part of 2006 and into the early 2007.

The CDS lead programmes were clustered as follows:

1. Vibrant Capital Programme;
2. Quality Public Places and Neighbourhood Development Programme;
3. Development of the North Programme (DoN) (the development of the ZoC is incorporated into the prioritised DoN as it is a strategic region of the north, although in terms of implementation it may still be rolled-out separately);
4. Connecting Tshwane into the knowledge Economy;
5. Working Infrastructure Programme;
6. The Moving Tshwane Initiative (MTI) – (the MTI is a programme focused on addressing mobility and accessibility imperatives. The building of a Tshwane Western Bypass has therefore been incorporated as it addresses mobility and accessibility in the city);
6. Creating an International Logistics Cluster and Establishment of a Tshwane International Freight Airport (TIFA); and
7. Supporting 2010 – 2010 has been proposed to be incorporated as a priority since this broader national initiative creates an opportunity for the city to realise its medium and long-term developmental objectives. The two processes (2010 coordination and CDS Implementation) thence need to be iterative. Among other things the city's objectives as following from the corporate strategy including CDS need to influence 2010, how the city positions for 2010 so that it benefits beyond the event, and inform legacy initiatives that might result)

The table below shows all the CDS lead programmes, the sub-programmes and progress.

Table 5: CDS Lead Programmes

CDS Objective	CDS Lead Initiative	CDS Lead Programmes/Projects	Progress to date
Celebrating the Capital	Vibrant City Capital Programme	<i>Re-kgabisa Tshwane</i> – major inner city regeneration/re-investment in public sector office accommodation.	<ul style="list-style-type: none"> • Detailed design of precincts were awaiting finalising of agreement with National Department of Public Works (NDPW) • A service provider was appointed to prepare an agreement. • The Bloed Street Mall and taxi rank at the Corner Bloed Street & Van Der Walt Streets has been completed.

CDS Objective	CDS Lead Initiative	CDS Lead Programmes/Projects	Progress to date
		Tshwane Kopanong – the building of a “Tshwane Crossing” a public space and inner city sports facility initiative on the grounds of the Caledonian sports grounds. A place of coming together.	There have been conflicting demands on the space identified, which are in the process of being decided on. The conflicts relate to <ul style="list-style-type: none"> • A current lease to Arcadia Shepherds • The need for open space in inner city • The need for space for celebrations etc / Tshwane Kopanong
		West Capital Urban Renewal – focusing on providing social housing in an inner city location.	<ul style="list-style-type: none"> • Consultants were appointed to assist with proposals on rehabilitation of Kruger Park and Schubart Park flats. • Land has been made available to Housing Company Tshwane and Yeast for social housing • City Planning is undertaking a densification study to encourage different forms of housing and urban renewal/ re-investment • The SANRAL feasibility study on the G9 Bypass will inform proposals for the renewal of the industrial areas
	Building Social Cohesion	Africa City Arts and Culture – aimed at social integration and celebration of the “Africaness” of the capital city through the establishment of a calendar of arts and culture expressions in public space.	There was initial approval for the Lillian Ngoyi square in 2005. The Lillian Ngoyi square is located adjacent to the State Theatre on the corner of Church and v d Walt Street. Progress to date is: <ul style="list-style-type: none"> • Broad planning has been completed • A feasibility study is underway for the craft market. • The intention is for the main focus to be open air entertainment and festival space. • A company was appointed to draft an “Art in Public Spaces Strategy” • The Department of Sports, Recreation Arts and Culture is the champion of the strategy
Building Social Cohesion	Quality Public Places Programme	Tsosoloso/ Neighbourhood Development Programme – investment in quality spaces and places and broader neighbourhood regeneration	<ul style="list-style-type: none"> • The purpose is to create vibrant quality spaces focussing on nodes of economic potential to act as a catalyst for development. • The initial focus will be Mabopane, Mamelodi, Temba, Hammanskraal, Saulsville & Olievenhoutbosch. • In process of preparing spatial plans to detailed design level for precincts • The Solomon Mahlangu precinct plan was approved. • The Eerste Fabrieke Township establishment is nearly completed. • Terms of Reference for the development partners virtually complete.
Maintaining Existing Urban Areas	Working Infrastructure Programme	Development of an Integrated Maintenance Framework and Financial Model/MIIF	The purpose is to have a planned maintenance framework to ensure that infrastructure is adequately maintained / prevent collapse <ul style="list-style-type: none"> • Service providers have been appointed • The initial phase (a status quo analysis of asset registers and maintenance systems) is complete • They are now developing an Integrated Maintenance Framework • Thereafter the results will be verified and the framework implemented

CDS Objective	CDS Lead Initiative	CDS Lead Programmes/Projects	Progress to date
Developing the North	Development of the North Programme (DoN)	Development and Implementation of an Alternative Strategy for the Zone of Choice	<p>The purpose of Rainbow Junction is to Develop a new node as a catalyst for development in the Zone of Choice (including infrastructure provision)</p> <p>It is located along the western bank of the Apies River between Paul Kruger Road Extension and Lavender Road south of the K8.</p> <p>Progress as follows:</p> <ul style="list-style-type: none"> • Township establishment is being finalised. • Environmental Impact Assessment: A scoping report was submitted to Gauteng Department of Agriculture Conservation and Environment in September 2008. • An agreement has been reached on the management of open space below 1:50 year flood line. • Transport modelling has been completed. • A task team is to be set up to discuss possible Gauteng funding for some roads. • Funds were approved for the design of berms and stormwater management. • The target date for completion of design is May 2009. <p>This design is critical as it will also determine the design of other infrastructure and their costs.</p>
		Building of a Tshwane Western Bypass (PWV 9)	<p>The purpose is to construct the G9 / Western Bypass to connect the north western part of the city to the Global City region, to open up the western part of the city for development.</p> <p>It will be located along the west of the city from the Mabopane Highway to Fourways.</p> <p>SANRAL has conducted a feasibility study and the CoT is awaiting the outcome of that study.</p>
	The Moving Tshwane Initiative	Metro-Bus Transformation (bus-re-capitalisation process and introduction of Bus Rapid Transit)	<p>The purpose is to ensure a quality, reliable public transport service to improve accessibility of all CoT residents. It will be located through-out Tshwane, but initially from Mabopane to the CBD and Mamelodi via Loftus.</p> <ul style="list-style-type: none"> ○ The business plan and financial plan is in progress. ○ 36 New busses have been delivered to the CoT and are already in use. <p>A memorandum of understanding and Term of Reference with SANRAL as “implementing agent” for infrastructure was concluded in December 2008</p>

CDS Objective	CDS Lead Initiative	CDS Lead Programmes/Projects	Progress to date
Developing the North			LIAISON WITH TRANSPORT INDUSTRY <ul style="list-style-type: none"> A workshop was held with Bus Operators on 13 October to discuss the operational plan for BRT. A stakeholder Workshop with the transport industry was held in November 2008. The Draft National Taxi framework will be used as input for further negotiations.
	Creating an International Logistics Cluster and TIFA	Tshwane International Freight Airport (TIFA) Building a Logistics Cluster	<p>The purpose is to develop an international logistics hub that can include an airport to support and stimulate development in the north of Tshwane. It is located on the north eastern quadrant of the intersection of the N1/N4 (Platinum highway)</p> <p>Progress:</p> <ul style="list-style-type: none"> A positive pre-feasibility was received A feasibility study is in process.

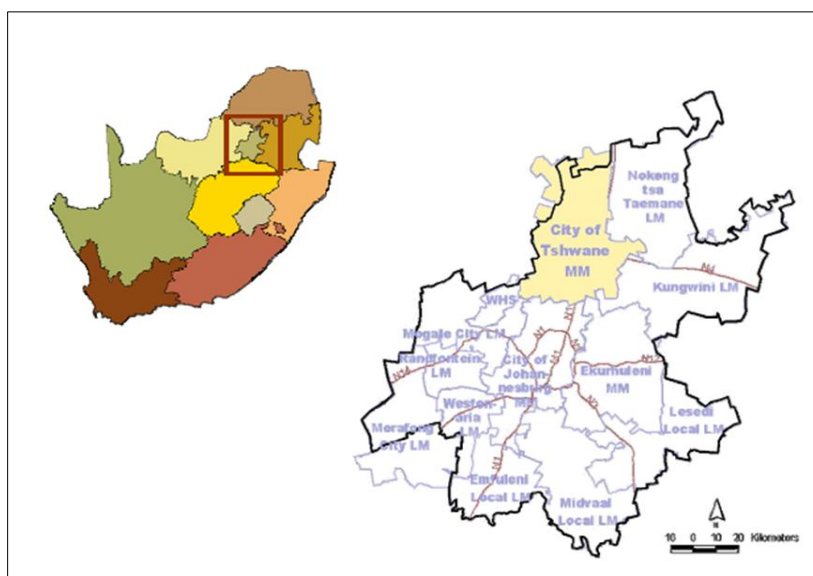
2.4 OVERVIEW OF THE CITY OF TSHWANE

2.4.1 Location

The CoT as a Category A municipality is one of the three Metropolitan Municipalities in the Gauteng Province.

Figure 1 shows that Tshwane is located in the north-western quadrant of the Gauteng Province. It is bordered by the Waterberg District Municipality on the north-east, the Metsweding District on the east, Bojanala District municipality on the west, the West Rand District on the south-west, the City of Johannesburg on the south and the Ekurhuleni Metropolitan Municipality on the south-west.

Figure 1: Location of Tshwane



2.4.1.1 Regional Context

Tshwane forms part of the Gauteng Conurbation (Tshwane/ Johannesburg/Ekurhuleni) which is growing into one

of the major city regions in the world. This vast conurbation forms the economic powerhouse of South Africa and indeed of Africa.

The Gauteng Spatial Development Perspective identified that the “Provincial Economic Core” is anchored by Rosslyn to the north (Tshwane) and is linked to the O.R. Tambo International Airport to the east (Ekurhuleni) via the N1/R21 and the Central Business District of Johannesburg to the south via the N1/M1 highway.

From a regional perspective, the most important elements affecting Tshwane’s growth and development within the Gauteng City Region are:

- The direct N1 road link between Tshwane and Johannesburg;
- High-tech and information technology related development along the N1 highway from Tshwane’s eastern suburbs to northern Johannesburg;
- The provincial economic core which encompasses large parts of southern, south-eastern and central Tshwane;
- The R21 link between the Inner City and O.R. Tambo International Airport;
- The Bakwena/Platinum highway link to Rustenburg/Brits; and
- The industrial link along the railway line between Tshwane and Germiston.

The Tshwane space economy has been for a long time propelled by the heavy industrial development in the areas of manufacturing. However, the Gauteng GDS expressed a need throughout the province that Gauteng Province need to take into account the broad economic and spatial strategies and goals of Gauteng Province, which include the re-alignment of the manufacturing sector away from traditional heavy industry input markets and low value-added production towards sophisticated, high value-added production, as well as the development of other high value-added production activities in the agriculture and mineral sectors.

Furthermore, the Gauteng GDS outlines the provincial objectives, these objectives also include the development of the province as the smart centre of the count with specific emphasis on information technology, telecommunications equipment, research and development and bio-medical industries; and the development of the finance and business service sector with specific emphasis on financial services and technology, auxiliary business services and technology, corporate head office location and business tourism.

The Tshwane Growth and Development Strategy (GDS) indicated that the CoT in 2004 contributed a healthy 45% to GGP and tangible imports contributing 22%. It further mentioned that the Services Sector is a strong contributor to the Gauteng economy as a whole and employs large numbers of people. It is therefore a reasonable assumption that the services sector is also quite prominent contributor to the Tshwane’s economy.

The Tshwane GDS also identified that the international trading activity of any real significance in Tshwane takes place in 13 tangible goods sectors namely:

- Motor Vehicles, Parts and Accessories
- Basic Iron and Steel
- Machinery & Equipment
- Furniture
- Television, Radio and Communication Equipment
- Professional and Scientific Equipment
- Agriculture (Cut Flowers)
- Mining and Quarrying
- Chemicals and Man Made Fibres
- Other Transport Equipment
- Electrical Machinery
- Non-metallic Minerals
- Metal Products (Excl. machinery)

It is worth mentioning that the motor vehicles, parts and accessories sector in Tshwane are the main contributor both in terms of contribution to the Metro’s total export value and to total trade, skills development and sustainable jobs.

The GDS noted that Tshwane outperformed all other metros and had the highest percentage growth in both imports and exports during the nine year period (1995-2004).

2.4.1.2 The Local Context

The CoT is not only the capital city of the Republic of South Africa, but also houses a number of the international governments’ embassies. This role is visible in the Inner-City with distinctive historical buildings of significance

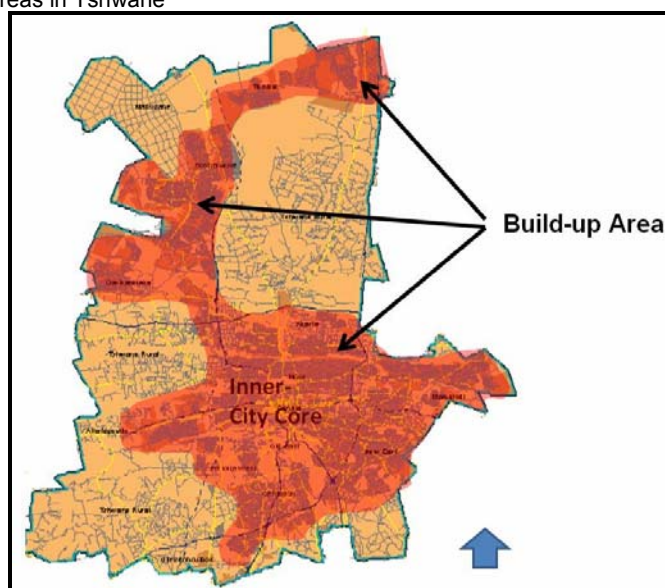
such as the Union Buildings, Church Square etc. There are also significant areas such as the South African National Defence Force which occupies large tracks of land.

The growth of the City has largely been around the central core growing radially along the major movement lines, creating nodal points along these movement lines. As these nodes developed into viable economic areas, the transportation network also grew.

In the growth of the city the Inner-City has defined itself and is made up of the broader area with the following land-use districts:

- an inner-core of mainly office, retail commercial and residential intensive development in a 2,5km radius surrounding Church square;
- Marabastad and its finely grained surroundings towards the north-western side of the Inner City (a zone of extensive urban decay);
- The high density residential areas of Sunnyside and Arcadia on the eastern side; and
- A service industry zone of mostly smaller entrepreneurs towards the western side of the Inner City.

Figure 2: Build-up areas in Tshwane



The dynamic growth of the city and the development of the economic nodes are currently focused on the southern side and on the eastern side. The pull from the southern side can be attributed to the links with the City of Johannesburg and the OR Tambo International airport. These links form the core of the Gauteng Global City Region. The areas in the far-north, far-east and far-west of the city are characterised by the fact that the majority of the people is poor and who are still dependant on the inner city for the economic needs. These outlying areas highlight the distortions of the spatial economy of the city as these people have to travel long distances to the economic opportunities presented by the city structure.

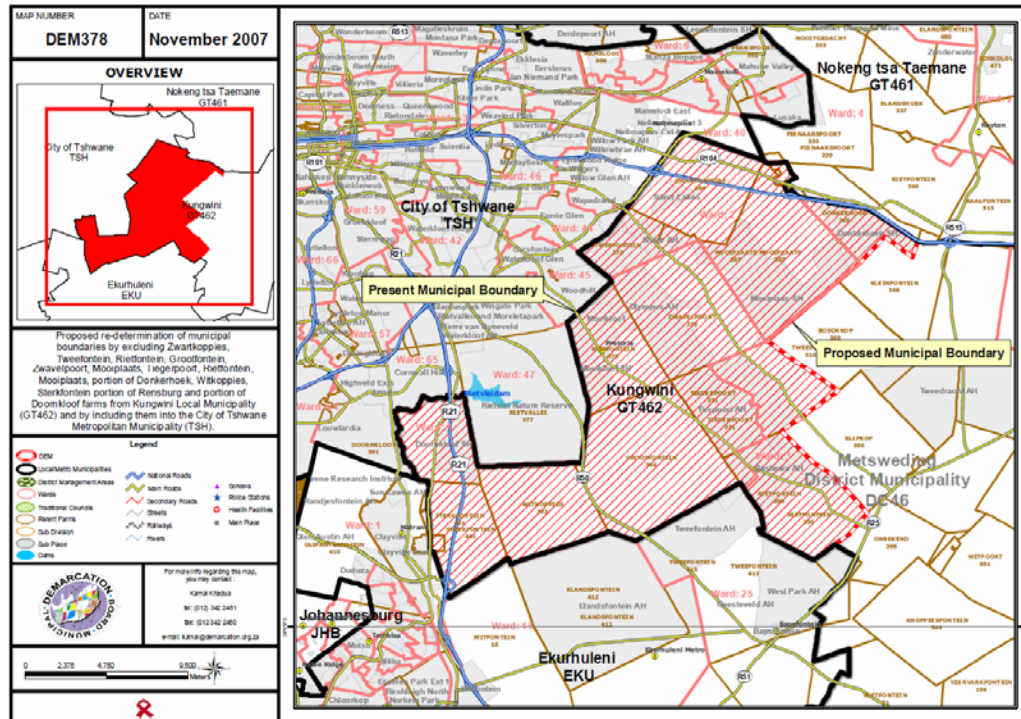
The Blue IQ projects are multi-billion Rand initiatives of the Gauteng Province to invest in the economic infrastructure development. The implementation of these initiatives is aimed at creating a 'smart' province. In the CoT the following projects has been implemented and/or still in the process of implementation:

- Innovation Hub: this is a high-technology node and its objective is to establish a high tech incubator by tapping into the knowledge base in the CSIR and the University of Pretoria.
- Gauteng Automotive Cluster: The CoT houses the major automotive cluster in Gauteng. The objective of this project is to cluster the automotive assemblers and material suppliers in the same location in order to be globally competitive. This is done by establishing a development centre and the automotive supplier park.
- Gautrain Rapid Rail Link: this is a rapid rail link that will connect the city to the city of Johannesburg and the OR Tambo international Airport. The said rail link will also provide and enhance the economic catalyst in the City.

During 2007 the Demarcation Board resolved that the boundaries of CoT be changed in line with the proposal of the Board with regards to parts of land within Kungwini Municipality to be incorporated within CoT. The proposed re-determination was participated end of 2007 with the community. No objections were received. The finalisation

of the re-determination of the boundaries of CoT must now be finalised. It is foreseen that the proposed re-determination will be finalised during 2011.

Figure 3: Proposed re-determination of the municipal boundaries of CoT



2.5 SPATIAL AND ENVIRONMENTAL ANALYSIS⁸

In terms of the MSA, a municipality must include in its IDP a Spatial Development Framework (SDF), which guides and informs all development within the Municipality. In answer to the legislative requirement, a spatial analysis was prepared and forms part of the situational analysis. The spatial analysis is based on the Spatial Development Framework (SDF), Tsosoloso Programme and the Tshwane Spatial Development Strategy. The whole of Gauteng is affected by the spatial legacy of apartheid. The disadvantaged communities were marginalised, i.e. located on the edges of the city which was the cheapest land of the time. These areas are removed from any meaningful economic opportunities and are below minimum thresholds for any market driven development. Due to Tshwane's proximity to apartheid's homelands there is a huge rural reservoir of impoverished people seeking to be urbanised. This problem must be seen in conjunction with the displaced urban settlements of the North-West Province.

The legacy of apartheid left Tshwane with a spatial duality characterised by:

- A central urban area where 40% of the population live and which contributes to 91% of the economic output;
- An "outer periphery" to the north-west and north-east, which is home to 60% of the population and only contributes to 9% of the economic output; and
- High volumes of long-distance commuting which require huge transport subsidies.

The CoT has significant regional open spaces and environmental sensitive areas. These area are mostly locates in the periphery of the city other than the Magaliesberg which traverses the City into two i.e. the north and the south. Other environmental sensitive areas are under constant development pressure by the expansion of informal settlements.

The city consists of a combination of well developed areas with extensive poor settlements on the periphery. The city's spatial form therefore differs extensively from that of most other cities in the world.

One of the results of the aforementioned spatial urban form was the development of a limited concentric transportation system which enhances private car ownership and separation of function. The strongest

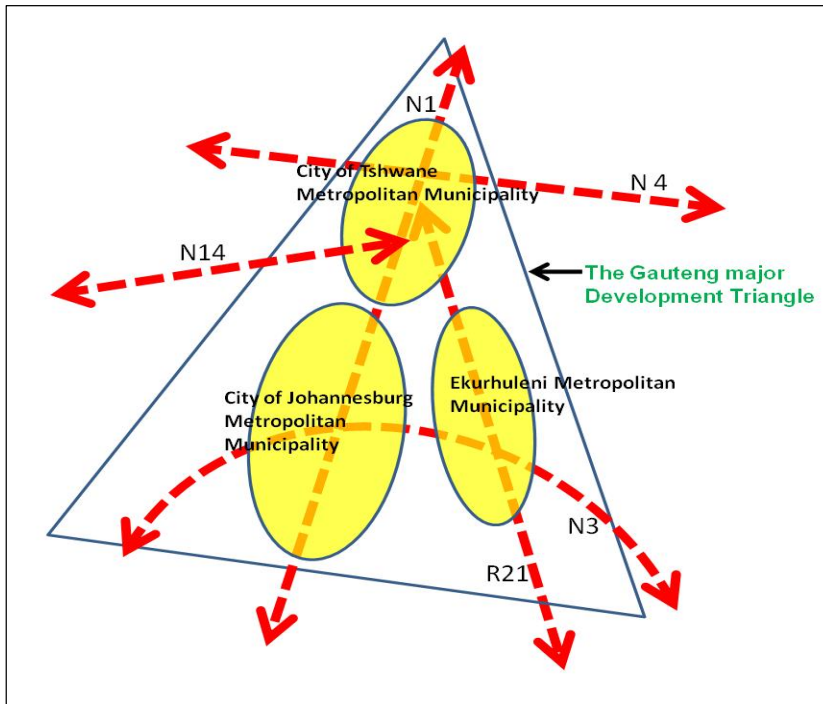
⁸ Tshwane Annual Report 2007/2008, Metropolitan Spatial Development Framework, Departmental Business Plans December 2008

decentralised nodes developed to the south and east of the city. These nodes are an important economic resource. Today the modern world trend of private decentralisation is clearly visible in the spatial development of the city with the transformation of office blocks into a residential component.

The CoT's five administrative regions developed the Regional Spatial Development Frameworks (RSDF's) that were approved by Council. These RSDF's adopted the concept of a Smart Growth, Metropolitan Activity Areas, Movement System, the Urban Lattice and the Environmental Structuring. The RSDF's describes the context and principles of these concepts, and also lays the foundation for the development of specific strategies to support the implementation thereof.

One of the biggest challenges evolving from the diverse composition is the adequate provision of infrastructure. Resources are limited and provision and maintenance influence spatial development and growth.

Figure 4: Major roads in Tshwane



The environment is a natural spatial catalyst which often determines spatial development. In the spatial development of the city, the city must incorporate the natural environment that softens the influence of city development for the inhabitants thereof. The importance of the protection, enhancement, and maintenance of non-renewable resources can therefore never be underestimated.

The CoT covers an extensive area, characterized by different types of development in terms of character, scale and intensity. Not all areas are urbanised to the same extent, and some areas are more valuable in terms of their natural resources or agricultural potential than others.

The continuous processes of outward (north, south, east and westwards) urban expansion furthermore provide constant pressures on the municipality's capacity to provide service infrastructure to open up new areas for development, even though some of these developments might be more desirable in more suitable locations within the existing urban areas.

The most development pressure is experienced in the central, eastern and southern parts of Tshwane. Also, the Zone of Choice has begun to experience a surge in the number of developments taking place. Taking the above into account, the CoT is committed to change the manner in which the City and its communities are currently developing and therefore various policies and guideline documents have been compiled.

In the light of the above, the CoT adopted a few spatial policy directives which include the National Building Regulations, Tshwane Spatial Development Strategy, Inner City Strategy, a single Town Planning Scheme, City Development Strategy (CDS), 5 Regional Metropolitan Spatial Development Frameworks (RSDF's), Gauteng Planning and Development Act of 2003 and Service Level Agreements in order to address the abovementioned challenges.

A number of strategies exist in the municipality or are in the process of being formulated that address various development issues such as economic development, transport, housing etc.

These include, *inter alia* –

- Inner City Development and Regeneration Strategy;
- Inner City Housing Strategy;
- Tshwane Compaction and Densification Strategy;
- CoT Investment Promotion and Development Strategy;
- Strategic Plan for the Eradication of Water & Sanitation Backlog in Tshwane;
- Tshwane Sustainable Human Settlement Strategy;
- Strategic Public Transport Network Plan; and
- Tshwane Growth and Development Strategy.

The most important policy directives governing the spatial arena are the RSDFs read in conjunction with the Tshwane Spatial Development Strategy. The RSDFs (which is based on the 5 ASD Regions) describes the context and principles of these concepts and also lays the foundation for the development of specific strategies to support the implementation of the Spatial Development Strategy. The RSDF's applies these concepts on a regional scale (within the 5 ASD Regions) and interprets the strategies on a spatial level.

The goals of the RSDF are to indicate where public and private development infrastructure investment within each ASD Region should take place and indicate desired development and land use patterns for each ASD Region. It further indicates where development of particular land uses should be discouraged or restricted. It provides a broad indication of the areas where priority spending should take place and it also provides guidelines for development and land use decision making by the municipality.

The objectives of the Tshwane Spatial Development Strategy are to:

- Integrate residential settlements with areas of economic and social opportunity;
- Integrate the poor with the main-stream day-to-day functioning of the city;
- Densify strategic areas in the city;
- Identify areas for economic development in the city;
- Identify movement networks that connect all the strategic areas in Tshwane;
- Direct infrastructure investment in the city to strategic focus areas
- Ensure the creation of sustainable human settlements that foster the creation of healthy communities;
- Ensure that Tshwane plays a unique role in the Gauteng City Region;
- Strengthen Tshwane's position and image as the Capital City of South Africa; and
- Ensure a sustainable metropolitan area from an environmental, social and economic point of view.

The goals of the SDF are achieved by accelerating higher and shared economic growth and development in the City, fighting poverty, building clean, healthy, safe and sustainable communities, ensuring good governance, financial viability and optimal institutional transformation with capacity to execute its mandate, fostering participatory democracy and Batho Pele principles through a caring, accessible and accountable service provision of quality basic services and infrastructure.

2.6 SOCIO-ECONOMIC AND INFRASTRUCTURE ANALYSIS⁹

This section addresses both the socio-economic situation prevalent in the CoT area, as well as the supporting infrastructure required to provide key services. It is reflected municipal wide as well as per ASD Region.

2.6.1 Access to Housing

2.6.1.1 Estimated Population and Household Numbers in CoT

A. Municipal Wide

The table below reflects the estimated population and household numbers in the CoT. It reveals the numbers collected during the Census 2001 as well as during the Community Survey 2007.

Table 6: Estimated Population and Household Numbers excludes collective living quarters¹⁰

⁹ Information used in this section was sourced from the Tshwane Annual Report 2007/2008, City of Tshwane Mid Term Performance Review and Departmental Business Plans December 2008, Regional Business and Operational Plans 2009/2010 as well as Stats SA Community Survey 2007

Persons		Households	
Census 2001	CS 2007	Census 2001*	CS 2007
1 982 235	2 345 908	561 772	686 640

B. Per ASD Region

The tables below reflect the population numbers in each ASD Region. Please note that the tables reveal the information collected during the Census 1996 and Census 2001 only. The Community Survey 2007 data is applicable to the CoT as a whole and can not be made applicable on region level.

a) Southern Region:

Between the 1996 and 2001 censuses, growth trends with the Southern Region (SR) varied dramatically across the Region's different Wards ranging from a decline of approximately 2% in Ward 61 to an increase of 228% in Ward 48 as the table below indicates:

Table 7: Southern Region Population by Ward¹¹

Ward	1996	2001	% Change
48	11,829	38,891	228.78
57	17,039	19,089	12.03
61	26,251	25,665	-2.23
64	20,115	25,232	25.44
65	16,393	20,467	24.85
66	17,774	20,272	14.05
69	16,325	17,587	7.73
70	19,314	24,225	25.43
Total	145,040	191,428	31.98

The SR accounts for some 14.6% of the population of the CoT.

According to the latest CoT 2008 Customer Survey (CS) Report, the population of the SR has increased significantly in terms of both numbers of households and persons resident in the Region between 2001 and 2008 as shown in the table below:

Table 8: Southern Region Population by Year¹²

Category	2001	CS 2008
Population	191 428	354,918
Households	63,726	118,284

b) Central Region:

Between the 1996 and 2001 censuses, growth trends with the Central Region (CR) varied dramatically across the Region's different Wards ranging from a decline of approximately 22% in Ward 56 to an increase of 133% in Ward 7 as the table below indicates:

Table 9: Central Region Population By Ward¹³

Ward	1996	2001	% Change
1	18,940	21,927	15.77
3	34,931	39,005	11.66

¹⁰ Stats SA Census 2001 and Stats SA Community Survey 2007

¹¹ Stats SA Census 1996 and Census 2001

¹² CoT 2008 Customer Survey Report

¹³ Stats SA Census 1996 and Census 2001

Ward	1996	2001	% Change
7	21,154	49,428	133.66
51	20,781	20,142	-3.07
55	23,652	25,425	7.50
56	17,560	13,605	-22.52
58	23,000	27,152	18.05
59	20,375	26,668	30.89
60	15,385	20,545	33.54
62	22,787	21,209	-6.93
63	15,646	13,765	-12.02
68	23,485	21,275	-9.41
71	11,779	16,947	43.87
72	17,361	23,927	37.82
Total	286,836	341,020	18.89

The CR accounts for some 13.5% of the population of the CoT.

According to the CS Report, the population of the CR has contracted somewhat in terms of both numbers of households and persons resident in the Region as shown in the table below:

Table 10: Central Region Population by Year¹⁴

Category	2001	CS 2008
Population	341,020	327,853
Households	112,207	103,863

c) Eastern Region:

Between the 1996 and 2001 censuses, growth trends with the Eastern Region (ER) varied dramatically across the Region's different Wards ranging from a decline of approximately 72% in Ward 38 to an increase of 219% in Ward 10 as the table below indicates:

Table 11: Eastern Region Population By Ward¹⁵

Ward	1996	2001	% Change
6	22,932	22,608	-1.41
10	11,745	37,480	219.11
15	21,193	22,884	7.98
16	19,198	20,321	5.85
17	26,028	46,965	80.44
18	31,640	31,924	0.90
23	31,051	25,417	-18.14
28	22,006	20,889	-5.08
38	20,544	5,786	-71.84
40	19,906	44,739	124.75
41	18,082	17,182	-4.98
42	23,393	20,135	-13.93
43	29,520	32,094	8.72
44	19,247	20,392	5.95

¹⁴ CoT 2008 Customer Survey Report

¹⁵ Stats SA Census 1996 and Census 2001

Ward	1996	2001	% Change
45	20,726	20,870	0.69
46	23,294	23,149	-0.62
47	17,898	24,163	35.00
52	25,172	24,530	-2.55
53	25,690	25,980	1.13
54	16,466	17,376	5.53
67	20,953	21,677	3.46
Total	466,684	526,561	380.96

The ER accounts for some 30.8% of the population of the CoT.

The population has increased in terms of both numbers of households and persons resident in the Region as shown in the table below:

Table 12: Eastern Region Population by Year¹⁶

Category	2001	CS 2008
Population	526,561	748,669
Households	170,270	243,171

d) North West Region:

Between the 1996 and 2001 censuses, growth trends with the North West Region (NWR) varied significantly across the Region's different Wards ranging from a decline of approximately 24% in Ward 9 to an increase of more than 400% in Ward 37 as the table below indicates:

Table 13: North West Region Population by Ward¹⁷

Ward	1996	2001	% Change
2	28,137	27,175	-3.42
4	16,515	23,514	42.38
9	48,737	36,742	-24.61
11	31,261	31,529	0.86
12	30,160	27,608	-8.46
19	17,442	18,778	7.66
20	22,177	34,155	54.01
21	29,938	30,142	0.68
22	20,599	31,030	50.64
24	23,170	25,513	10.11
25	29,377	40,964	39.44
26	27,358	31,514	15.19
27	34,154	38,126	11.63
29	31,998	35,697	11.56
30	19,549	25,759	31.77
31	20,679	23,344	12.89
32	21,187	24,755	16.84
33	26,286	24,707	-6.01
34	20,387	19,899	-2.39
35	21,399	21,083	-1.48
36	23,600	25,101	6.36

¹⁶ CoT 2008 Customer Survey Report

¹⁷ Stats SA Census 1996 and Census 2001

Ward	1996	2001	% Change
37	3,873	21,100	444.8
39	20,129	56,344	179.91
2	28,137	27,175	-3.42
Total	568,112	674,579	18.74

The NWR accounts for some 25.7% of the population of the CoT.

The population of the NWR has decreased in terms of both numbers of households and persons resident in the Region as shown in the table below:

Table 14: North West Region Population by Year¹⁸

Category	2001	CS 2008
Population	674,579	622,993
Households	172,596	154,673

e) North East Region:

Between the 1996 and 2001 censuses, growth trends with the North East Region (NER) varied significantly across the Region's different Wards ranging from a decline of approximately 12% in Ward 74 to an increase of 72% in Ward 49 as the table below indicates:

Table 15: North East Region Population by Ward¹⁹

Ward	1996	2001	% Change
5	16,944	22,190	30.96
8	27,822	28,994	4.21
13	18,946	20,541	8.42
14	25,151	24,157	-3.95
49	22,425	38,761	72.85
50	19,120	19,147	0.14
73	23,713	27,730	16.94
74	22,929	20,076	-12.44
75	19,057	29,922	57.01
76	19,922	20,875	4.78
Total	216,029	252,393	16.83

The NER accounts for some 15.4% of the population of the CoT.

According to the latest CS Report, the population of the NER has increased significantly in terms of both numbers of households and persons resident in the Region as shown in the table below:

Table 16: North East Region Population by Year²⁰

Category	2001	CS 2008
Population	283,664	373,752
Households	78,734	93,415

2.6.2 Housing in CoT

A. Municipal Wide

¹⁸ CoT 2008 Customer Survey Report

¹⁹ Stats SA Census 1996 and Census 2001

²⁰ CoT 2008 Customer Survey Report

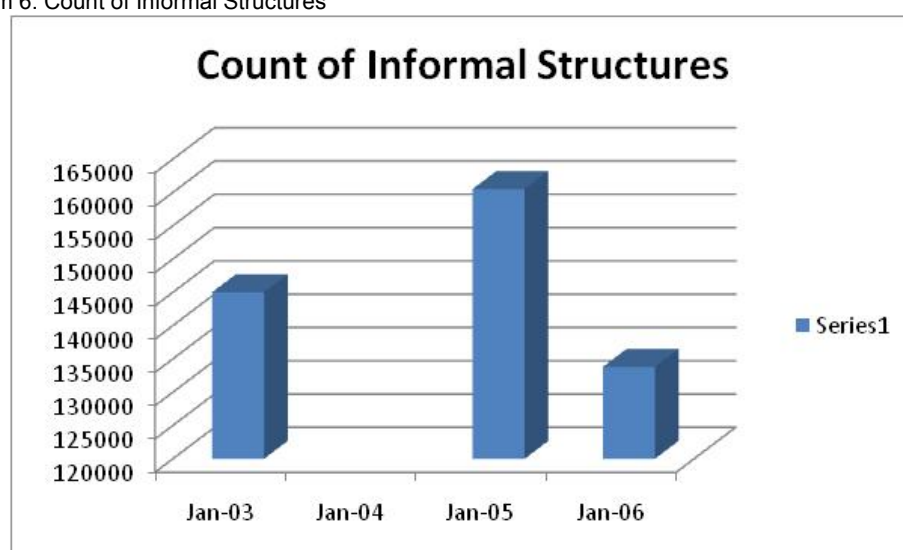
The provision of housing in CoT occurs according to the need identified in the nine housing regions. The housing spatial information is extracted from the Municipal Housing Development Plan's (MHDP) nine housing regions and made applicable to the CoT's five ASD regions.

Apart from the current estimated housing backlog of about 133 811 units, the CoT also needs to provide for the future growth in demand for dwelling units. It is expected that the need for low-income dwelling units will increase from 280 450 in 2005, to 333 775 in 2010, and 358 033 by 2014. This means that an additional 77 583 dwellings will be added between 2005 and 2014 (or 8 620 dwellings per year).

Therefore, to address the existing housing backlog and the future growth, will require that about 23 500 units (14 868 existing backlog + 8 620 increment) be provided per year in Tshwane. In terms of the Breaking New Ground Policy formula, this would require about 4 500 hectares of land for urbanisation purposes, while conventional housing densities and typologies would require about 11 900 hectares of land to accommodate the total housing need.

The figure below shows that from the year 2003 to 2005 the informal structures increased substantially. However, from the year 2005 to 2006 a substantial decrease in the informal structures was recorded.²¹

Diagram 6: Count of Informal Structures



2.6.2.1 Percentage distribution of households by type of main dwelling

The table below shows the distribution of households according to the type of dwelling they reside in. The number of households living in a house or brick structure on a separate stand or yard has decreased by 2.5 % when compared to the census conducted in 2001.

A decrease of 1% of the total number of households living in traditional dwellings has been realized. This could be attributed to factors such as urbanization, whereby people relocate from rural areas where traditional dwellings are mostly found to urban areas.

Households living in informal dwellings/shacks located in backyards have increased from 4.3% (2001) to 7.1% (2007). Households in informal settlements have also increased by 0.9%. This could be the result of the municipality not being able to provide services that can accommodate the level of development taking The increase in informal settlements will also bring about the need for the municipality to deliver services such as housing, water and sanitation, health services and electricity to these areas.

The Stats SA Community Survey 2007 shows that the percentage of Tshwane households residing in a house or brick structure on a separate stand or yard are below the provincial average of 54.6%. According to the Community Survey 2007, the total percentage of households in Tshwane living in informal dwellings equals 26.8%, which is higher than the provincial average of 22.7%

Table 17: Percentage distribution of households by type of main dwelling (Stats SA)

Type of dwelling	CoT	Gauteng
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²¹ Source: Plan Associate and AOC

	Census 2001	CS 2007	Census 2001	CS 2007
House or brick structure on a separate stand or yard	56.3	53.8	54.5	54.6
Traditional dwelling/hut/structure made of traditional materials	1.5	0.5	1.3	0.4
Flat in block of flats	8.1	8.0	6.8	7.0
Town/cluster/semi-detached house (simplex: duplex: triplex)	5.0	5.0	4.6	4.7
House/flat/room in back yard	4.9	3.1	7.1	6.0
Informal dwelling/shack in backyard	4.3	7.1	6.9	8.4
NOT in back yard e.g. in an informal/squatter settlement	18.8	19.7	16.9	14.3
Room/flatlet not in back yard but on a shared property	0.8	0.9	1.5	1.2
Caravan or tent	0.2	0.1	0.3	0.1
Private ship/boat	0.1	0.0	-	0.0
Workers' hostel (bed/room)	-	1.3	-	3.1
Other	-	0.5	-	0.3
Total	100.0	100.0	100.0	100.0

2.6.2.2 Percentage distribution of households by tenure status

Table 18: Percentage distribution of households by tenure status (Stats SA)

Tenure status	CoT		Gauteng	
	Census 2001	CS 2007	Census 2001	CS 2007
Owned and fully paid off	36.7	34.8	29.1	33.9
Owned but not yet paid off	26.3	20.8	23.0	18.8
Rented	21.7	22.4	28.2	26.4
Occupied rent-free	15.2	21.5	19.6	20.1
Other	-	0.6	-	0.8
Total	100.0	100.0	100.0	100.0

A decrease of 1.9% in the number of households that own fully paid off properties has been recorded. A 5.5% decrease of properties owned but not yet paid off has also been recorded. These two facts could be as a result of households not being able to afford their homes because of an increase in interest rates and other economic factors. Other factors that could have led to these two decreases include the relocation of households out of the municipality and into other areas. Households that rent their places of residence have increased from 21.7% in 2001 to 22.4% in 2007. This could be attributed to migrant workers that only reside within the municipality for work purposes and reside elsewhere. This increase in the number of households living in rented properties could also be caused by the decrease in the number of households that own property whether fully paid off or not.

Households occupying rent free properties have increased from 15.2% (2001) to 21.5% (2007). The Community Survey 2007 shows that Tshwane has a higher percentage than the provincial average of households that own fully paid off properties as well as those households that own property that is not fully paid off.

B. Per ASD Region

a) Southern Region:

The SR has one distinct housing area viz Olievenhoutbosch. The SR has the lowest percentage rate for informal dwellings at 1.1%. As the table below shows, this is down from 12.9% in the 2001 Census:

Table 19: Southern Region Type of Dwelling Distribution²²

Dwelling Type	Census 2001 (%)	CoT CS 2008 (%)
Formal	81.2	98.7
Traditional	1.6	-
Informal	12.9	1.1
Other	4.4	0.2
Total	100.0%	100.0%

Based on these statistics, the development of residential housing stock doesn't seem to be a priority for the SR although this doesn't necessarily discount potential need for upgrades and changes in the distribution of various types of housing across the Region.

Some 41% of the households in the SR owned but not fully paid off houses (compare table below):

Table 20: Tenure Status – Southern Region²³

Tenure Status	SR (%)	CoT (%)
Owned/Fully Paid Off	31.9	41.2
Owned/Not Fully Paid Off	41.1	28.7
Rented	22.1	19.6
Occupied Rent-Free	4.9	9.8
Other	-	0.4
Unspecified	-	0.2
Total	100.0%	100.0%

b) Central Region:

This region is characterized by the Inner City including Sunnyside, Atteridgeville and the areas in Pretoria West such as Fort West, Elandspoor, and Danville. The CR has the second lowest percentage rate for informal dwellings at 2.4%. As the table below shows, this is down from 15.5% in the 2001 Census:

Table 21: Central Region Type of Dwelling Distribution²⁴

Dwelling Type	Census 2001 (%)	CoT CS 2008 (%)
Formal	72.1	96.9
Traditional	1.2	0.5
Informal	15.5	2.4
Other	11.2	0.2
Total	100.0%	100.0%

Based on these statistics, the development of residential housing stock doesn't seem to be a priority for the CR although this doesn't necessarily discount potential need for upgrades and changes in the distribution of various types of housing across the Region.

Some 41% of the households in the CR own fully paid off houses (compare table below):

Table 22: Tenure Status – Central Region²⁵

Tenure Status	CR (%)	CoT (%)
Owned/Fully Paid Off	41.4	41.2
Owned/Not Fully Paid Off	26.7	28.7
Rented	29.3	19.6
Occupied Rent-Free	2.7	9.8
Other	-	0.4

²² CoT 2008 Customer Survey Report

²³ CoT 2008 Customer Survey Report

²⁴ CoT 2008 Customer Survey Report

²⁵ CoT 2008 Customer Survey Report

Tenure Status	CR (%)	CoT (%)
Unspecified	-	0.2
Total	100.0%	100.0%

c) Eastern Region:

The Eastern Region includes the entire Mamelodi area, Moreleta Park and Eersterust. The ER has the third lowest percentage rate for informal dwellings at 7.4%. As the table below shows, this is down from 17% in the 2001 Census:

Table 23: Eastern Region Type of Dwelling Distribution²⁶

Dwelling Type	Census 2001 (%)	CoT CS 2008 (%)
Formal	75.5	91.4
Traditional	1.0	0.9
Informal	17.0	7.4
Other	6.4	0.3
Total	100.0%	100.0%

Based on these statistics, the development of residential housing stock does seem to have been a priority for the ER especially in the medium income groups for the upgrades and changes in the distribution of various types of housing across the Region.

Some 43% of the households in the ER own fully paid off houses (compare table below):

Table 24: Tenure Status – Eastern Region²⁷

Tenure Status	ER (%)	CoT (%)
Owned/Fully Paid Off	42.6	41.2
Owned/Not Fully Paid Off	32.3	28.7
Rented	21.3	19.6
Occupied Rent-Free	3.6	9.8
Other	-	0.4
Unspecified	-	0.2
Total	100.0%	100.0%

d) North West Region:

This is the rural area of Tshwane, characterised by settlements such as Winterveld, Mabopane, Soshanguve North and Ga-Rankuwa. The NWR has seen an increase in the number of dwellings with 64% of the population in 2001 having access to formal dwellings compared to 80.6% in 2008. There has been a marked decline in the number of informal dwellings as shown in the table below:

Table 25: North West Region Type of Dwelling Distribution²⁸

Dwelling Type	Census 2001 (%)	CoT CS 2008 (%)
Formal	64	80.6
Traditional	1.8	1.1
Informal	29.5	18
Other	4.8	0.2
Total	100.0%	100.0%

Some 48% of the households in the NWR own fully paid off houses (compare table below):

²⁶ CoT 2008 Customer Survey Report

²⁷ CoT 2008 Customer Survey Report

²⁸ CoT 2008 Customer Survey Report

Table 26: Tenure Status – North West Region²⁹

Tenure Status	NWR (%)	CoT (%)
Owned/Fully Paid Off	48.4	41.2
Owned/Not Fully Paid Off	26.2	28.7
Rented	13.2	19.6
Occupied Rent-Free	10.5	9.8
Other	1.2	0.4
Unspecified	0.6	0.2
Total	100.0%	100.0%

Due to the fact that the majority of the NWR is characterized by rural area, the development of residential housing stock does not occur at the same pace as the other regions. However this region contains the Zone of Choice which is earmarked for high density residential developments.

e) North East Region:

This area is known as Pretoria North including Montana and the rural north east which includes Temba, Hammanskraal and surrounding informals, Tweefontein, Kudube, Sekampaneng, New Eersterust and Stinkwater. The NER has the lowest percentage of formal dwellings and the highest informal dwellings in the city. When comparing the 2001 census statistics and the 2008 CS statistics, the NER has seen slight increase in the proportion of informal dwellings (compare table below) in the Region:

Table 27: North Eastern Region Type of Dwelling Distribution³⁰

Dwelling Type	Census 2001 (%)	CoT CS 2008 (%)
Formal	63.4	64
Traditional	1.1	1.5
Informal	30.4	31.6
Other	4.5	0.5
Total	100.0%	100.0%

Based on these statistics, the development of residential housing stock would seem to be a priority for the NER.

Some 41% of the households in the NER own fully paid off houses (compare table below):

Table 28: Tenure Status – North Eastern Region³¹

NER (%)	CoT (%)
37.7	41.2
10.3	28.7
12.3	19.6
38.5	9.8
0.9	0.4
0.4	0.2
100.0%	100.0%

2.6.3 Access to Water

A. Municipal Wide

The CoT's water is supplied by three authorities, namely the Rand Water, Magalies Water, which in total supply 81 % of Tshwane's water and the CoT supplies the remaining 19% from its own dams, boreholes and springs.

A large part of the water services assets serves the original Pretoria-Mamelodi- Atteridgeville area in western-central-eastern Tshwane. The increase in population, increase in demand and developments in the northern areas of Odi and Temba, necessitates the extension of water and sanitation infrastructure in the northern areas of the City to accommodate the growth in the north.

²⁹ CoT 2008 Customer Survey Report

³⁰ CoT 2008 Customer Survey Report

³¹ CoT 2008 Customer Survey Report

The Pretoria – Mamelodi - Atteridgeville area is the best served, while the northern and southern areas require more storage capacity. The majority of people in the City have access to full water services. The challenge however is to provide the service to the people with access to water service below standard³². It is also evident that most of the households with the level of service that is below basic reside in informal settlements. This is due to the temporary nature of the residence.

Diagram 7: CoT Water Supply Sources

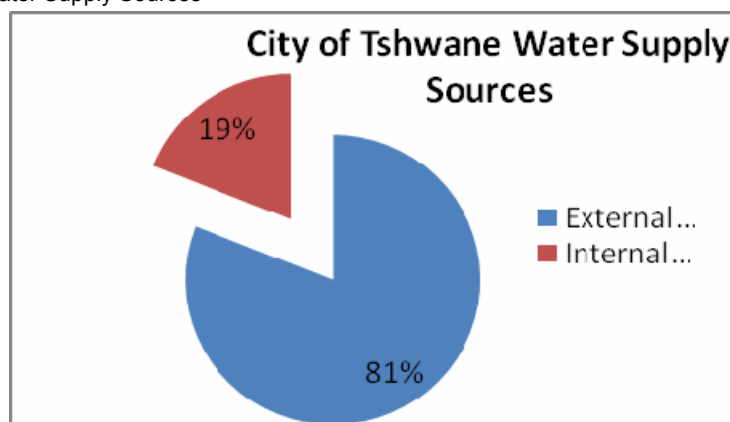


Diagram 8: Access to water: formal areas

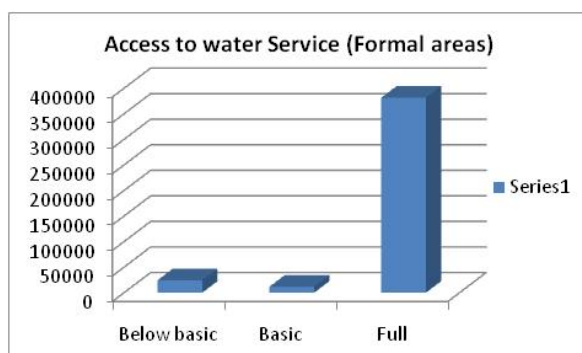
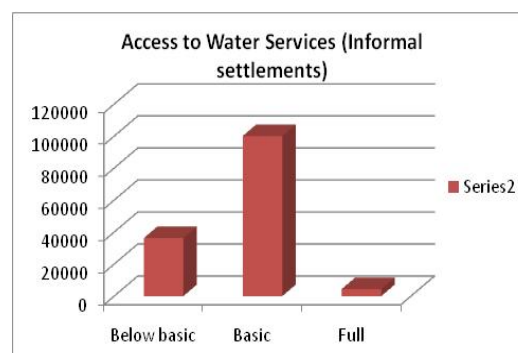


Diagram 9: Access to water: informal areas



2.6.3.1 Percentage distribution of households by type of water source

The Stats SA Community Survey of 2007 indicated that the delivery of piped water into dwelling structures has risen from 48.6 % in 2001 to 62.5 in 2007. Such an increase could decrease the chances of communities contracting diseases which are prevalent in communal water sources such as river streams and dams.

A decrease of 13.1 % has been recorded in the provision of piped water into yards, from 2001 to 2007. Such a statistic could be misleading. One possibility of this decrease could be as a result of the increase in the provision of piped water directly into dwellings instead of providing piped water only into yards.

The majority of households (97.1%)³³ have piped water as their source of water compared to other water sources that are listed in Table 8. Although 16.4% of the 97.1% collect water from access points outside the yard, this number is an increase of 1% from 2001.

According to the Community Survey 2007, CoT is also below the provincial average in terms of providing piped water to households inside the dwellings as well as inside the yards. However, Tshwane has a higher percentage of households accessing water from an access point outside the yard than the provincial average.

³² The RDP set the minimum standard for the provision of services

³³ Source: STATS SA 2007 Community survey, Tshwane Annual Report 2007/08

Table 29: Percentage distribution of households by type of water source (Stats SA)³⁴

Water source	CoT		Gauteng	
	Census 2001	CS 2007	Census 2001	CS 2007
Piped water: inside the dwelling	48.6	62.5	46.4	66.2
inside the yard	31.3	18.2	36.4	20.8
from access point outside the yard	15.4	16.4	14.3	10.9
Borehole	1.0	0.6	0.4	0.7
Spring	0.0	0.1	0.0	0.0
Dam/pool	0.1	0.0	0.1	0.0
River/stream	0.1	0.0	0.1	0.1
Water vendor	0.7	1.2	0.4	0.7
Rainwater tank	0.2	0.2	0.1	0.1
Other	2.6	0.6	1.8	0.4
Total	100.0	100.0	100.0	100.0

B. Per ASD Region**a) Southern Region:**

Up from 71% in 2001, to 87% of households in the SR has access to piped water inside the dwelling (compare the table below):

Table 30: Southern Region Access to Water³⁵

Energy Source	2001	2008
Piped Water (Inside Dwelling)	71.0	86.8
Piped Water (Inside Yard)	13.0	12.2
Piped Water (Outside Yard)	13.6	0.4
Borehole	0.2	-
Spring	0.0	-
Rain Water Tank	0.0	0.4
Dam/Pool/Stagnant Water	0.0	-
River/Stream	0.1	-
Water Vendor	0.5	0.3
Other	1.5	-
Total	100.0%	100.0%

b) Central Region:

Up from 57% in 2001, 81% of households in the CR have access to piped water inside the dwelling (compare the table below):

Table 31: Central Region Access to Water³⁶

Energy Source	2001	2008
Piped Water (Inside Dwelling)	57.3	81.2
Piped Water (Inside Yard)	29.0	17.4
Piped Water (Outside Yard)	11.2	0.4
Borehole	0.2	0.1
Spring	0.0	0.1

³⁴ Source: STATS SA 2007 Community survey

³⁵ CoT 2008 Customer Survey Report

³⁶ CoT 2008 Customer Survey Report

Energy Source	2001	2008
Rain Water Tank	0.0	0.6
River/Stream	0.0	-
Water Vendor	0.4	-
Other	1.7	-
Total	100.0%	100.0%

c) Eastern Region:

Up from 54.4% in 2001, 78.2% of households in the ER have access to piped water inside the dwelling (compare the table below):

Table 32: Eastern Region Access to Water³⁷

Energy Source	2001	2008
Piped Water (Inside Dwelling)	54.4	78.2
Piped Water (Inside Yard)	32.7	20.5
Piped Water (Outside Yard)	12.3	1.0
Borehole	0.0	0.1
Spring	0.0	-
Rain Water Tank	0.0	-
Dam/Pool/Stagnant Water	0.0	0.1
River/Stream	0.0	-
Water Vendor	0.0	-
Other	0.5	0.1
Total	100.0%	100.0%

d) North West Region:

Over 97% of the population in the Region has access to piped water (compare the table below):

Table 33: North Western Region Access to Water³⁸

Energy Source	2001	2008
Piped Water Inside Dwelling	36.0	70.0
Piped Water Inside Yard	40.3	24.9
Piped Water Outside Yard	20	4.1
Borehole	0.2	0.1
Water Vendor	0.6	0.1
Other	2.8	0.9
Total	100.0%	100.0%

e) North East Region:

The North East Region is still behind of most other CoT regions in terms of provision of clean water to the citizens. Only 28.3% of the Region's population has piped water inside their dwellings while there has been an increase in proportion of people using rain water tanks and vended water (compare the table below):

Table 34: North Eastern Region Access to Water³⁹

Energy Source	2001	2008
Piped Water (Inside Dwelling)	28.3	33.5
Piped Water (Inside Yard)	33	32.2
Piped Water (Outside Yard)	18.8	21.7
Borehole	6.4	1.4

³⁷ CoT 2008 Customer Survey Report

³⁸ CoT 2008 Customer Survey Report

³⁹ CoT 2008 Customer Survey Report

Energy Source	2001	2008
Spring	0.2	0.1
Rain Water Tank	1.0	2.6
Dam/Pool/Stagnant Water	0.7	
River/Stream	0.3	0.3
Water Vendor	2.6	5.5
Other	8.7	2.7
Total	100.0%	100.0%

2.6.4 Access to Sanitation

A. Municipal Wide

There are 10 Waste Water treatment works in the CoT with a combined capacity of 557 Mℓ per day through approximately 345 km of bulk outfall sewers. There is spare capacity in the water treatment works other than the Sutherland Ridge and the Zeekoegat waste water treatment works that are over capacity.

Similarly to the water services, the provision of sanitation services in the City is in good state. Diagram 10 shows the number of households with access to sanitation in different levels of services. From Diagram 11, it is evident that the majority of people in the City has access to full sanitation services, with a substantial number of households with a below basic level of services in the informal settlements.

Diagram 10: Sanitation Services: informal areas

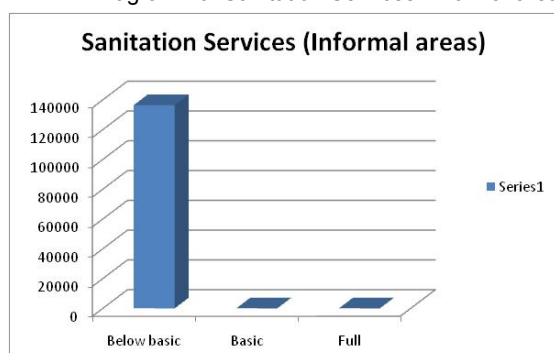
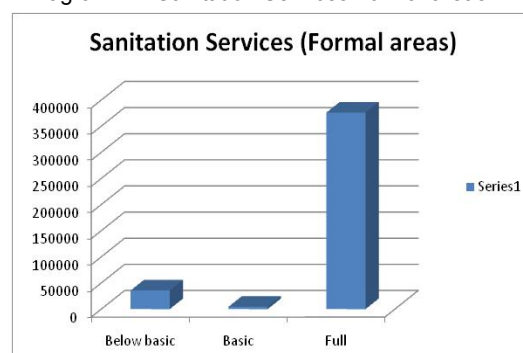


Diagram 11: Sanitation Services: formal areas



Similar to the water supply system, the waste water system consists of a bulk system and an internal collector system, both of which are the property of the CoT. Waste water discharges to ten waste water treatment works with a combined capacity of 557 Mℓ per day through about 290 km of bulk outfall sewers.

A large part of the assets serves the original Pretoria-Mamelodi-Atteridgeville area in western-central-eastern Tshwane. The population and increase in demand and developments are, however, concentrated in the northern areas of Odi and Temba.

More infrastructures will be required in these areas. The Pretoria-Mamelodi area is the best served, while the northern and southern areas require more storage vessels.

2.6.4.1 Percentage distribution of households by type of toilet facilities

Table 35: Percentage distribution of households by type of toilet facilities (Stats SA)⁴⁰

Toilet facilities	CoT		Gauteng	
	Census 2001	CS 2007	Census 2001	CS 2007
Flush toilet (connected to sewerage system)	69.7	71.3	77.8	81.2
Flush toilet (with septic tank)	1.6	1.8	2.4	2.3

⁴⁰ Source: STATS SA 2007 Community survey

Toilet facilities	CoT		Gauteng	
	Census 2001	CS 2007	Census 2001	CS 2007
Dry toilet facility	-	3.0	-	1.9
Chemical toilet	0.8	1.5	1.1	2.2
Pit latrine with ventilation (VIP)	2.0	20.0	1.4	9.4
Pit latrine without ventilation	22.5	0.2	11.5	0.4
Bucket latrine	0.8	0.8	2.2	1.0
None	2.6	1.4	3.6	1.6
Total	100	100	100.0	100.0

Households that have flush toilets that are connected to the sewerage have increased from 69.7% in 2001 to 71.3% in 2007. Increases in households that have flush toilets connected to a septic tank have also increased by 0.2% between 2001 and 2007.

Pit latrines with ventilation (VIP) have increased by 18.8% from 2001 to 2007. Pit latrines without ventilation have decreased by 22.3% from 2001 to 2007. A correlation can be assumed between these two statistics. The decrease in pit latrines without ventilation can be assumed to be as a direct result of the increase in ventilated pit latrines.

The percentage of households in Tshwane having access to flush toilets that are connected to the sewerage system is lower than the provincial average by 9.9%. Tshwane also has a much higher percentage of households utilizing ventilated pit latrines than Gauteng (Community Survey 2007).

B. Per ASD Region

a) Southern Region:

Some 99.1% of households in the SR have access to a flush toilet (up from 85.5% in 2001) as the table below indicates:

Table36: Southern Region Access to Toilet Facilities⁴¹

Energy Source	2001	2008
Flush Toilet (Connected To Swage System)	82.2	90.0
Flush Toilet (With Septic Tank)	3.3	9.1
Chemical/Dry Toilet	2.5	-
Pit Latrine (VIP)	0.4	0.4
Pit Latrine (Without Ventilation)	3.6	0.4
Bucket Latrine	4.9	0.2
None	3.0	-
NA/Not Stated	0.1	-
Total	100.0%	100.0%

b) Central Region:

Some 98% of households in the CR have access to a flush toilet (up from 83% in 2001) as the table below indicates:

Table 37: Central Region Access to Toilet Facilities⁴²

Energy Source	2001	2008
Flush Toilet (Connected To Swage System)	78.7	94.6
Flush Toilet (With Septic Tank)	4.2	4.4
Chemical/Dry Toilet	0.2	-

⁴¹ CoT 2008 Customer Survey Report

⁴² CoT 2008 Customer Survey Report

Energy Source	2001	2008
Pit Latrine (VIP)	1.2	-
Pit Latrine (Without Ventilation)	12.4	0.1
Bucket Latrine	0.2	0.8
None	2.9	0.1
NA/Not Stated	0.1	-
Total	100.0%	100.0%

c) Eastern Region:

Some 98% of households in the ER have access to a flush toilet (up from 88% in 2001) as the table below indicates:

Table 38: Eastern Region Access to Toilet Facilities⁴³

Energy Source	2001	2008
Flush Toilet (Connected To Swage System)	88.1	98.2
Flush Toilet (With Septic Tank)	1.3	0.6
Chemical/Dry Toilet	0.3	0.9
Pit Latrine (VIP)	0.5	0.1
Pit Latrine (Without Ventilation)	7.4	0.1
Bucket Latrine	0.4	0.1
None	2.0	-
NA/Not Stated	0.1	-
Total	100.0%	100.0%

d) North West Region:

Toilets facilities have improved in the region however about 5% of the population still do not have access to these facilities as shown by the table below:

Table 39: North Western Region Access to Toilet Facilities⁴⁴

Toilet Type	2001	2008
Flush Toilet (Connected To Swage System)	56.2	74.3
Flush Toilet (With Septic Tank)	0.9	3.8
Chemical/Dry Toilet	0.7	6.1
Pit Latrine (VIP)	3.8	3.2
Pit Latrine (Without Ventilation)	35.6	10.6
Bucket Latrine	0.4	1.5
None	2.3	0.5
NA/Not Stated	0.1	-
Total	100.0%	100.0%

e) North East Region:

Some 41% of households in the NER have access to a flush toilet as the table below indicates:

Table 40: NER Access to Toilet Facilities⁴⁵

Energy Source	2001	2008
Flush Toilet (Connected To Swage System)	39.1	38.0
Flush Toilet (With Septic Tank)	2.7	3.2
Chemical/Dry Toilet	1.3	4.4
Pit Latrine (VIP)	3.2	3.5
Pit Latrine (Without Ventilation)	48.4	49.3

⁴³ CoT 2008 Customer Survey Report

⁴⁴ CoT 2008 Customer Survey Report

⁴⁵ CoT 2008 Customer Survey Report

Energy Source	2001	2008
Bucket Latrine	0.4	0.4
None	4.7	1.2
NA/Not Stated	0.1	-
Total	100.0%	100.0%

2.6.5 Access to Electricity

A. Municipal Wide

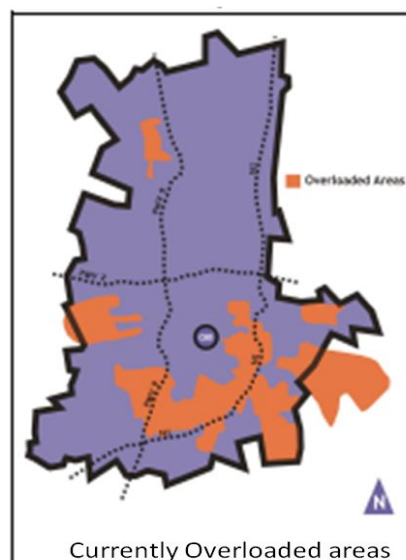
There are two electricity supply authorities in the City namely: CoT and Eskom. The CoT supplies the majority of the areas particularly the urban core including areas in the Kungwini areas to the west of the city. The Energy and Electricity Division is responsible for providing a safe, effective and efficient supply of electricity to communities and customers within its licensed area of supply.

This includes the generation of electricity, repair, maintenance, construction and development of the electricity network to serve all industrial, commercial and residential consumers in the licensed area of supply. Eskom supplies most of the areas to the north of the city like Garankuwa, Winterveldt and Mabopane.

Like any city in the world, the CoT designed the capacity of the inner city to withstand large volumes of development and as such the inner city has sufficient capacity to carry the current development and future development.

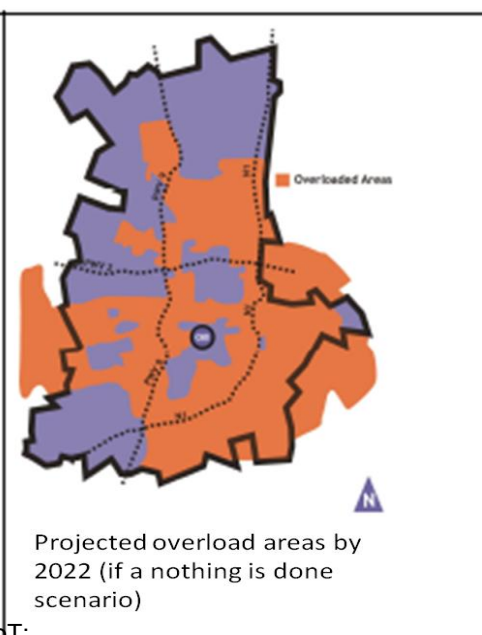
However, the development trends show that there is development pressure outside the inner city to the areas in the periphery of the inner city. This created electricity capacity problems as illustrated in the figure below.

Figure 5: Currently overloaded areas



Currently Overloaded areas

Figure 6: Projected overload areas by 2022



Projected overload areas by 2022 (if a nothing is done scenario)

The following levels of service are provided by the CoT:

- Formalised (un-proclaimed) townships receive 20 Ampere pre-paid meter box and ready board life-line connections free of charge
- 50 kWh of free energy is provided per month
- A combination of underground (MV) and overhead (LV) networks are provided
- High mast lights are installed in high crime areas, open spaces, parks and public facilities like metro rail stations and taxi ranks
- Streetlights are installed on main bus routes and streets that are not illuminated via High Masts with the exclusion of private property, plots or agricultural holdings
- Full service levels apply in proclaimed areas

2.6.5.1 Percentage distribution of households by type of energy/fuel used for lighting

The table below indicates that households that use electricity for lighting have decreased from 80.5% in 2001 to 77.4%⁴⁶ in 2007. However, those households that use paraffin, candles and other types of energy have all increased between 2001 and 2007.

Table 41: Percentage distribution of households by type of energy/fuel used for lighting (Stats SA)⁴⁷

Energy/fuel for lighting	CoT	
	Census 2001	CS 2007
Electricity	80.5	77.4
Gas	0.2	0.1
Paraffin	2.5	5.0
Candles	16.5	16.9
Solar	0.1	0.1
Other	0.1	0.5
Total	100.0	100.0

In terms of the Community Survey 2007, the percentage of Tshwane households using electricity for lighting is below the provincial average meanwhile the percentage of households in Tshwane using candles for lighting is higher than the provincial average.

2.6.5.2 Percentage distribution of households by type of energy/fuel used for heating

Table 42: Percentage distribution of households by type of energy/fuel used for heating (Stats SA)⁴⁸

Fuel for heating	CoT		Gauteng	
	Census 2001	CS 2007	Census 2001	CS 2007
Electricity	70.6	70.2	69.8	76.7
Gas	1.0	0.5	1.4	1.0
Paraffin	12.7	18.6	12.3	12.8
Wood	2.9	2.8	2.4	2.1
Coal	9.3	3.4	11.2	4.9
Animal dung	0.1	0.0	0.1	0.0
Solar	0.1	0.0	0.2	0.0
Other	3.3	4.3	2.6	2.4
Total	100.0	100.0	100.0	100.0

An increase of 5.9% in the use of paraffin for heating purposes has been recorded. Other sources of heating have increased by 1%, while electricity and coal have decreased by 0.4% and 5.9% respectively. The decrease in the use of electricity and coal could be because of an increase in the prices of these two energy sources, which resulted in the increase in the use of paraffin and other sources. According to the Community Survey 2007, the percentage of Tshwane households that use electricity for heating (70.2%) is lower than the provincial average of 76.7%.

2.6.5.3 Percentage distribution of households by type of energy/fuel used for cooking

⁴⁶ Source: STATS SA 2007 Community survey

⁴⁷ Source: STATS SA 2007 Community survey

⁴⁸ Source: STATS SA 2007 Community survey

Table 43: Percentage distribution of households by type of energy/fuel used for cooking (Stats SA)⁴⁹

Fuel for cooking	Tshwane		Gauteng	
	Census 2001	CS 2007	Census 2001	CS 2007
Electricity	71.6	74.1	72.4	81.3
Gas	1.0	0.7	1.4	0.9
Paraffin	25.1	24.1	22.1	16.5
Wood	1.0	0.7	0.8	0.5
Coal	0.8	0.3	2.8	0.7
Animal dung	0.2	0.0	0.2	0.0
Solar	0.2	0.0	0.2	0.0
Other	0.1	0.0	0.1	0.1
Total	100.0	100.0	100.0	100.0

Households that use electricity for cooking purposes have increased by 2.5% from 2001 to 2007. The use of paraffin and coal has decreased by 1% and 0.5% respectively. The use of gas has also decreased from 1% of households to 0.7%.

The Gauteng average for the percentage of households using electricity for cooking is 7.2% higher than the percentage of households in Tshwane (Community Survey 2007).

B. Per ASD Region

a) Southern Region:

Electricity is the major source of energy for cooking, heating and lighting in the SR (compare the table below):

Table 44: Southern Region Energy Sources⁵⁰

Energy Source	Cooking (%)	Heating (%)	Lighting (%)
Electricity	97.3	93.0	98.5
Gas	1.2	4.1	0.4
Paraffin	1.5	1.1	0.8
Wood	-	0.8	-
Coal	-	1.0	-
Animal Dung	-	-	-
Solar	-	-	-
Other	-	-	-
Candles	-	-	0.4
Total	100.0%	100.0%	100.0%

b) Central Region:

Electricity is the major source of energy for cooking, heating and lighting in the CR (compare the table below):

Table 45: Central Region Energy Sources⁵¹

Energy Source	Cooking (%)	Heating (%)	Lighting (%)
Electricity	96.6	95.1	97.5
Gas	2.0	3.0	0.5
Paraffin	1.4	1.6	1.0
Wood	-	-	-
Coal	-	0.1	-

⁴⁹ Source: STATS SA 2007 Community survey

⁵⁰ CoT 2008 Customer Survey Report

⁵¹ CoT 2008 Customer Survey Report

Energy Source	Cooking (%)	Heating (%)	Lighting (%)
Animal Dung	-	-	-
Solar	-	-	-
Other	-	0.2	-
Candles	-	-	1.0
Total	100.0%	100.0%	

c) Eastern Region:

Electricity is the major source of energy for cooking, heating and lighting in the ER (compare the table below):

Table 46: Eastern Region Energy Sources⁵²

Energy Source	Cooking (%)	Heating (%)	Lighting (%)
Electricity	97.7	95.6	98.2
Gas	0.8	2.2	0.4
Paraffin	1.4	0.6	0.4
Wood	-	0.8	-
Coal	-	0.5	-
Animal Dung	-	-	-
Solar	0.1	-	-
Other	-	0.2	-
Candles	-	-	0.9
Total	100.0%	100.0%	100.0%

d) North West Region:

Electricity is the major source of energy for cooking, heating and lighting in the NWR (compare the table below):

Table 47: North Western Region Energy Sources⁵³

Energy Source	Cooking (%)	Heating (%)	Lighting (%)
Electricity	91.7	90.4	95.3
Gas	1.1	1.9	0.7
Paraffin	6.2	4.0	1.9
Wood	0.4	1.0	-
Coal	0.5	2.0	-
Animal Dung	0.1	0.1	-
Solar	-	-	-
Other	-	0.6	0.2
Candles	-	-	2.2
Total	100.0	100.0	100.0

e) North East Region:

Electricity is the major source of energy for cooking, heating and lighting in the NER (compare the table below):

Table 48: North Eastern Region Energy Sources⁵⁴

Energy Source	Cooking (%)	Heating (%)	Lighting (%)
Electricity	70.7	68.4	76.5
Gas	1.6	1.7	0.8
Paraffin	16.3	9.9	2.6
Wood	11.4	14.1	
Coal		2.5	
Animal Dung			

⁵² CoT 2008 Customer Survey Report

⁵³ CoT 2008 Customer Survey Report

⁵⁴ CoT 2008 Customer Survey Report

Energy Source	Cooking (%)	Heating (%)	Lighting (%)
Solar			0.1
Other		3.4	
Candles			19.9
Total	100.0	100.0	100.0

2.6.6 Access to Refuse Removal

A. Municipal Wide

Refuse removal services are provided by the CoT as per the following:

- Full service levels (i.e. 240 l or 85l bin kerbside collection) are provided in proclaimed townships and Metropolitan Activity nodes for developments within a 20km radius.
- 85l bins will over the next five years be replaced by the 240l service in a phased manner
- Basic and intermediate service levels in combination will be rendered to informal (un-proclaimed) areas. (i.e. provision of communal skips and plastic bags)

2.6.6.1 Percentage distribution of households by type of refuse disposal

Table 49: Percentage distribution of households by type of refuse disposal (Stats SA)

Refuse removal	CoT		Gauteng	
	Census 2001	CS 2007	Census 2001	CS 2007
Removed by local authority/private company at least once a week	78.4	75.5	82.5	84.8
less often	2.6	1.6	2.1	1.4
Communal refuse dump	1.5	2.1	2.3	2.5
Own refuse dump	13.8	14.7	10.1	7.4
No rubbish disposal	3.8	5.6	3.0	3.6
Other	-	0.6	-	0.4
Total	100.0	100.0	100.0	100.0

B. Per ASD Region

a) Southern Region:

According to the CoT 2008 CS Report, 95% of SR households have their refuse collected by the City once a week (compare the table below):

Table 50: Southern Region Rubbish Removal Proportions⁵⁵

Rubbish Removal	SR (%)	CoT (%)
Once A Week By Local Authority	95.2	82.9
Local Authority Less Often	3.3	5.5
Communal Refuse	0.9	0.6
Own Refuse Dump	0.2	8.2
No Rubbish Disposal	0.4	2.8
Unspecified	-	0.1
Total	100.0%	100.0%

b) Central Region:

According to the CoT 2008 CS Report, 88% of CR households have their refuse collected by the City once a week (compare the table below):

⁵⁵ CoT 2008 Customer Survey Report

Table 51: Central Region Rubbish Removal Proportions⁵⁶

Rubbish Removal	CR (%)	CoT (%)
Once A Week By Local Authority	87.5	82.9
Local Authority Less Often	5.2	5.5
Communal Refuse	0.6	0.6
Own Refuse Dump	5.8	8.2
No Rubbish Disposal	0.8	2.8
Unspecified	0.1	0.1
Total	100.0%	100.0%

c) Eastern Region:

According to the CoT 2008 CS Report, 90% of ER households have their refuse collected by the City once a week (compare the table below):

Table 52: Eastern Region Rubbish Removal Proportions⁵⁷

Rubbish Removal	ER (%)	CoT (%)
Once A Week By Local Authority	90.3	82.9
Local Authority Less Often	7.6	5.5
Communal Refuse	0.1	0.6
Own Refuse Dump	1.0	8.2
No Rubbish Disposal	1.0	2.8
Unspecified	-	0.1
Total	100.0%	100.0%

d) North West Region:

Refuse collection in the region is above the City average although some households still do not have proper refuse disposal facilities as shown below:

Table 53: North Western Region Rubbish Removal Proportions⁵⁸

Rubbish Removal	NWR (%)	CoT (%)
Once A Week By Local Authority	87.0	82.9
Local Authority Less Often	3.0	5.5
Communal Refuse	1.1	0.6
Own Refuse Dump	1.9	8.2
No Rubbish Disposal	7.0	2.8
Unspecified	-	0.1
Total	100.0%	100.0%

e) North East Region:

The NER seems to have one of the worst service delivery levels when it comes to refuse collection. Some 37% (down from 43% in 2001) of the Region's population have access to refuse collection by a local authority against a city average of 82.9% (compare the table below):

Table 54: North Eastern Region Rubbish Removal Proportions⁵⁹

Rubbish Removal	NER (%)	CoT (%)
Once A Week By Local Authority	35.9	82.9
Local Authority Less Often	1.2	5.5
Communal Refuse	0.9	0.6
Own Refuse Dump	55.9	8.2
No Rubbish Disposal	5.6	2.8
Unspecified	0.1	0.1

⁵⁶ CoT 2008 Customer Survey Report

⁵⁷ CoT 2008 Customer Survey Report

⁵⁸ CoT 2008 Customer Survey Report

⁵⁹ CoT 2008 Customer Survey Report

Rubbish Removal	NER (%)	CoT (%)
Total	100.0%	100.0%

2.6.7 Access to Health Care

2.6.7.1 Levels and standard of service

- Number of professional nurses per 100 000 of uninsured population is 20 and the Department has thus far managed to adhere to the norm
- Percent implementation of identified Environmental Health functions prescribed by the National Health Act for municipal health services is 35 and the Department has to date achieved 25% because of insufficient funds to appoint staff.
- Nr of environmental health practitioners per 15 000 of population is 0.45 and the Department could only manage 0,31 due to insufficient funds to appoint staff.
- The national norm for the utilization rate for the clinics is 2,8 and the Department overachieved with regard to children under 5 by posting a 3,5 utilization rate and under-achieved with regard to adults where it posted a 1,7 utilisation rate.

Note: No distinction is made between Municipal Wide and Regions with regards to health care services.

2.6.8 Access to Public Transport

A. Municipal Wide

2.6.8.1 Rail

The CoT has a good, but under-utilised, rail network consisting of a ring rail around the central employment area, with lines running from the north, south, east, and west to the central Pretoria area.

The rail infrastructure is old and lacking in maintenance. Little new capital investment is being made due to a lack of funds and declining revenues resulting from reduced demand and fare evasions.

The exception to this is the recent re-development of the Denneboom modal transfer facility, the upgrading of the Mabopane Station Interchange and Station B on the Mabopane – Belle Ombre rail line, serving the Klip-Kruisfontein area.

Of the 29 main train stations, 13 have no road access and 15 have no parking facilities. Whereas demand has shifted from train and bus to taxi, increased demand at certain stations is being experienced where there are modal transfers between bus, taxi and train, such as Mabopane, Belle Ombre, Eerste Fabriek and Denneboom.

2.6.8.2 Airports

There are three major airports within Tshwane that impact on the MSDF. They are Wonderboom Airport, Waterkloof Airforce Base and the Zwartkops Airforce Force Base and Museum.

2.6.8.3 Roads

The compilation of the Mabopane Centurion Development Corridor Transport Framework resulted in the identification of several projects regarded to be strategic to ensure the successful development of the corridor.

Five strategic transport projects were identified:

- Establishing a mobility link across or through the Witwatersberg towards Centurion in the south (PWV9);
- Creating a link to the Witwatersrand;
- Establishing the MCDC activity spine (a public transport movement route);
- Developing a public passenger transport system for the MCDC; and
- Developing an economic hub based on an inland urban port (Rosslyn- Akasia).

The City has identified a number of vehicular routes that should link the metropolitan activity nodes and, more specifically, the major railway stations and therefore become the most important vehicular public transport routes.

In order to increase the viability of public transport on these routes, as well as to exploit the full potential of highly visible and accessible sites along them, these routes should become important activity spines.

These routes are:

- o Church Street East and West, connecting the Eerste Fabrieke Station, Hatfield, Inner City and Atteridgeville nodes;
- o Christiaan de Wet Drive / Botha Avenue / River Road connecting the Inner City and Centurion nodes;
- o Lynnwood Road / Atterbury Road / Charles Street / Duncan Street route connecting the Menlyn, Brooklyn and Hatfield nodes;
- o Stormvoël Road / K16 route connecting the Eerste Fabrieke, Capital Park and Inner City nodes;
- o Soutpansberg Road (and its proposed eastward extension);
- o The proposed K99 route connecting the Zambesi Drive / Kolonade node with the Inner City and Capital Park nodes;
- o Paul Kruger / Rachel de Beer / Doreen Road and proposed Doreen Road extension connecting the Inner City, Akasia, Klip-Kruisfontein and Mabopane nodes

Figure 7: Commuter and freight rail network



B. Per ASD Region

a) **Southern Region:**

The most frequently used modes of transport in the SR are the private motor vehicle and walking:

Table 55: Southern Region Mode of Transport⁶⁰

Transport Mode	SR (%)	CoT (%)
Private Motor Vehicle	46.0	19.7
Walking	10.3	16.5
Taxi	5.8	12.2
Bus	2.6	6.2

60 CoT 2008 Customer Survey Report

Transport Mode	SR (%)	CoT (%)
Train	0.3	3.2
Bicycle	1.5	0.7
Lift Club (Private Car)	3.4	1.5
Company Car	1.6	1.3
Company Bus	0.2	0.2
Private Minibus	0.9	1.4
Taxi	-	-
Motor Cycle	0.2	0.1
NA/NS/Don't Travel	27.6	37.9
Total	100.0%	100.0%

There is, according to the latest CSR, considerable concern among SR residents about the safety, cost and reliability of public transport (compare table below):

Table 56: Concerned/Extremely Concerned About Public Transport Proportions - Southern Region⁶¹

Concern	SR (%)	CoT (%)
Personal Safety	80.1	70.3
Costs	55.7	58.5
Reliability	55.8	45.4
Travel Time	58.1	48.5
Driver Behavior	74.7	63.5
Vehicle Condition	72.6	66.8
Total	100.0%	100.0%

b) Central Region:

The most frequently used modes of transport in the CR are the private motor vehicle and walking:

Table 57: Central Region Mode of Transport⁶²

Transport Mode	CR (%)	CoT (%)
Private Motor Vehicle	19.7	19.7
Walking	19.4	16.5
Taxi	13.2	12.2
Bus	9.2	6.2
Train	3.6	3.2
Bicycle	0.4	0.7
Lift Club (Private Car)	1.4	1.5
Company Car	1.6	1.3
Company Bus	0.2	0.2
Private Minibus	2.0	1.4
Taxi	0.2	0.2
Motor Cycle	0.3	0.1
NA/NS/Don't Travel	30.0	37.9
Total	100.0%	100.0%

There is, according to the latest CSR, considerable concern among CR residents about the safety, cost and reliability of public transport (compare table below):

Table 58: Concerned/Extremely Concerned About Public Transport Proportions – Central Region⁶³

Concern	CR (%)	CoT (%)
Personal Safety	67.6	70.3
Costs	54.5	58.5

⁶¹ CoT 2008 Customer Survey Report

⁶² CoT 2008 Customer Survey Report

⁶³ CoT 2008 Customer Survey Report

Concern	CR (%)	CoT (%)
Reliability	38.3	45.4
Travel Time	35.8	48.5
Driver Behavior	51.2	63.5
Vehicle Condition	58.4	66.8
Total	100.0%	100.0%

c) Eastern Region:

The most frequently used modes of transport in the ER are the private motor vehicle and walking:

Table 59: ER Mode of Transport⁶⁴

Transport Mode	ER (%)	CoT (%)
Private Motor Vehicle	22.3	19.7
Walking	13.9	16.5
Taxi	14.7	12.2
Bus	4.8	6.2
Train	5.1	3.2
Bicycle	0.6	0.7
Lift Club (Private Car)	1.2	1.5
Company Car	1.5	1.3
Company Bus	0.0	0.2
Private Minibus	1.8	1.4
Motor Cycle	0.1	0.1
NA/NS/Don't Travel	35.4	37.9
Total	100.0%	100.0%

There is, according to the latest CSR, considerable concern among ER residents about the driver behavior, personal safety, cost and reliability of public transport (compare table below):

Table 60: Concerned/Extremely Concerned About Public Transport Proportions – Eastern Region⁶⁵

Concern	ER (%)	CoT (%)
Personal Safety	69.5	70.3
Costs	65.4	58.5
Reliability	49.7	45.4
Travel Time	59.0	48.5
Driver Behavior	70.8	63.5
Vehicle Condition	69.9	66.8
Total	100.0%	100.0%

d) North West Region:

The most frequently used modes of transport in the NWR are the taxi and walking:

Table 61: North Western Region Mode of Transport⁶⁶

Transport Mode	NWR (%)	CoT (%)
Private Motor Vehicle	6.0	19.7
Walking	20.9	16.5
Taxi	14.1	12.2
Bus	5.5	6.2
Train	4.1	3.2
Bicycle	0.5	0.7
Lift Club (Private Car)	0.8	1.5

⁶⁴ CoT 2008 Customer Survey Report

⁶⁵ CoT 2008 Customer Survey Report

⁶⁶ CoT 2008 Customer Survey Report

Transport Mode	NWR (%)	CoT (%)
Company Car	0.8	1.3
Company Bus	0.2	0.2
Private Minibus	0.8	1.4
Motor Cycle	-	0.1
NA/NS/Don't Travel	46.8	37.9
Total	100.0%	100.0%

There is, according to the latest CoT 2008 CS Report, considerable concern among NWR residents about the safety, cost driver behaviour and vehicle condition of public transport (compare table below):

Table 62: Concerned/Extremely Concerned About Public Transport Proportions – North Western Region⁶⁷

Concern	NWR (%)	CoT (%)
Personal Safety	67.1	70.3
Costs	60.7	58.5
Reliability	42.4	45.4
Travel Time	41.4	48.5
Driver Behavior	60.3	63.5
Vehicle Condition	69.6	66.8
Total	100.0%	100.0%

e) North East Region:

The most frequently used modes of transport in the NER are the private motor vehicle and walking:

Table 63: North Eastern Region Mode of Transport⁶⁸

Transport Mode	NER (%)	CoT (%)
Private Motor Vehicle	12%	19.7
Walking	20.9	16.5
Taxi	14.1	12.2
Bus	5.5	6.2
Train	0.3	3.2
Bicycle	0.7	0.7
Lift Club (Private Car)	1.5	1.5
Company Car	1.1	1.3
Company Bus	0.4	0.2
Private Minibus	1.2	1.4
Motor Cycle	0	0.1
NA/NS/Don't Travel	40.8	37.9
Total	100.0%	100.0%

There is, according to the latest CSR, considerable concern among NER residents about the safety, cost and reliability of public transport (compare table below):

Table 64: Concerned/Extremely Concerned About Public Transport Proportions – North Eastern Region⁶⁹

Concern	NER (%)	CoT (%)
Personal Safety	52.2	70.3
Costs	45.1	58.5
Reliability	33.8	45.4
Travel Time	35.1	48.5
Driver Behavior	49.5	63.5
Vehicle Condition	56.2	66.8
Total	100.0%	100.0%

⁶⁷ CoT 2008 Customer Survey Report

⁶⁸ CoT 2008 Customer Survey Report

⁶⁹ CoT 2008 Customer Survey Report

2.7 SERVICE DELIVERY ACHIEVEMENTS TO DATE

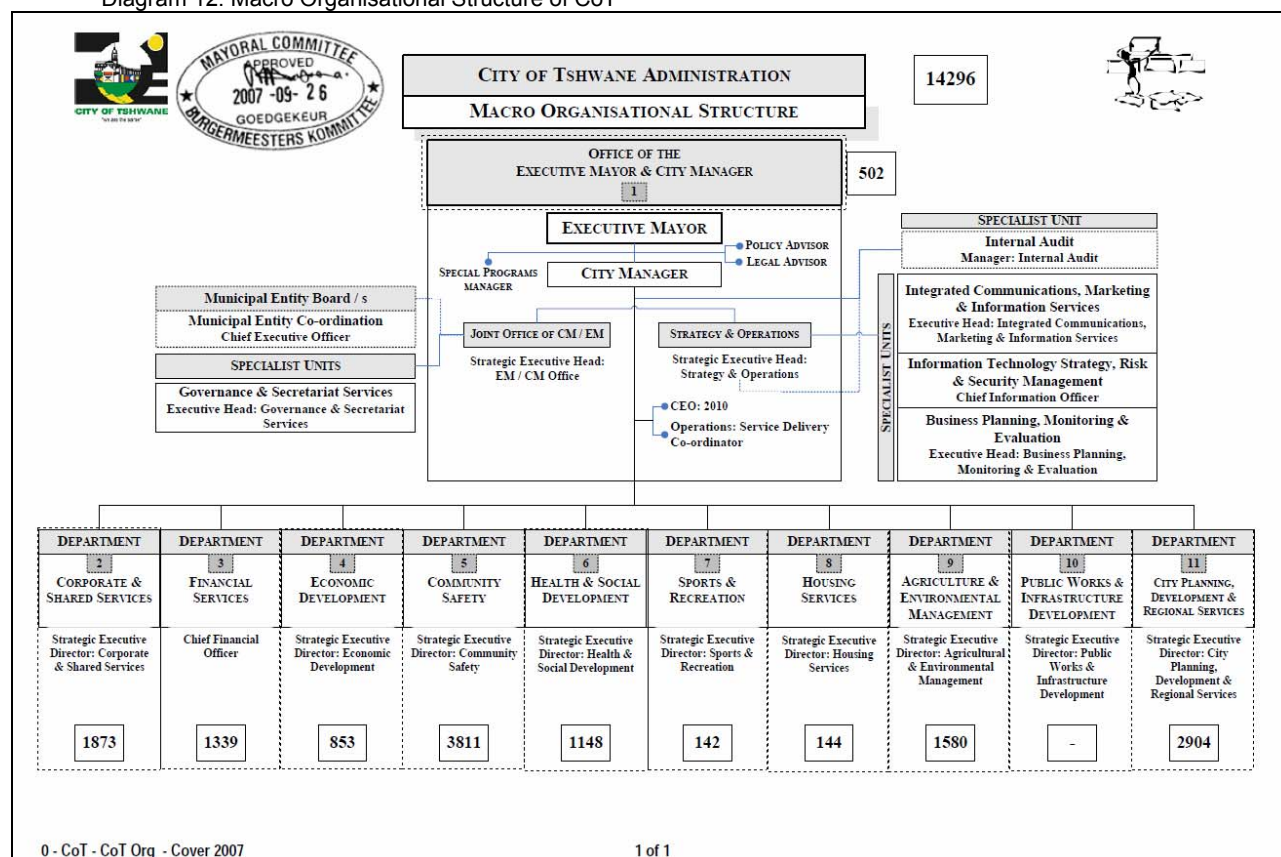
2.7.1 Good Governance

Since its inception on 5 December 2000, the CoT worked towards the establishment of an institution that implements the vision and mission as well as the five key strategic objectives of the Municipality in order to establish Tshwane as the leading African Capital City of Excellence that empowers the community to prosper in a safe and healthy environment.

The CoT has an approved Macro Organisational Structure that comprises of eleven departments and 14 296 positions. Organisational structures for all levels were approved during 2007, excluding Public Works and Infrastructure Development, ICT and capacity problems at Community Safety as well as the final alignment in the Office of the Chief Financial Officer.

The Organisational structure for these departments was finalised in June 2008.

Diagram 12: Macro Organisational Structure of CoT



The placement process of employees (direct and selective) has been largely completed to date.

The goals of the CoT is to build sustainable capacity, in partnership with stakeholders, in order to contribute to safe and healthy communities, to increase procurement funds spent on goods and services in favour of BEE business entities owned by previously disadvantaged individuals, women, youths and people with disabilities.

The approved Human Resources Development Strategy is being implemented on an ongoing basis and the following achievements are of note:

- A total number of 8 078 individuals were trained in terms of skills priorities excluding OITPS training.
- Learnership programmes and apprenticeship programme were implemented of which the details are reported in the template.

- The Leadership and Management Academy was launched.
- In partnership with the School of Public Management of the University of Pretoria, a successful Local Government Conference was hosted.
- The Middle Management Development programme for Metro Police was completed by 24 learners and a successful certificate function in partnership with the University of Pretoria took place.

2.7.2 Alternative Service Delivery Process⁷⁰

Given the enormity of the developmental gap that must be addressed and the multiplicity of programmes and projects that must be implemented to achieve the objects of the CDS, CoT has examined and adopted a multi-dimensional approach to delivery that includes the Alternative Service Delivery (ASD) model as well as 'regionalization'.

The ASD programme is meant to achieve the following:

- improved service delivery that is customer-centric and addresses the real needs of the community of Tshwane;
- alignment of the organisational structure (and business architecture) to the Executive Mayor's 5-year programme and the CDS;
- decentralisation of service delivery (through regions) and provision of accountable government to communities;
- promotion of service integration across functional lines;
- exploration of alternative means of providing services that are non-core and that could be provided more efficiently and cost-effectively by other parties; and
- elimination of organisational structure inefficiencies, streamlining of processes and optimisation of resource utilisation.

Closely linked with and a critical component of the CoT's thinking around a multi-dimensional service delivery structure is regionalisation.

The regionalisation concept was adopted to:

- provide accountable government to communities;
- facilitate a customer-centric service delivery orientation;
- promote accelerated prioritised targeted development (within the region);
- promote service integration across functional lines;
- facilitate councillor interaction with CTMM administration;
- provide effective governance;
- bring local government closer to the people;
 - providing customers with greater accessibility (e.g. customer centres closer to the community)
 - adding a personal touch to customer interface points
- address past shortcomings - uneven development prioritisation – with a focus on developed areas (i.e. South); racially segregated governance; centralisation – with resultant inaccessibility; inefficiencies; and
- allow for the benefits of cross-subsidisation.

In the light of the above, five administrative regions were established through the ASD and regionalisation process.

The newly established regions are expected to deliver a full suite of services to the wards that fall within these regions. The purpose and goal of the Regions is to:

"Optimize service delivery to all communities in the Region and strive to capacitate the communities to its full extent as allowed by the resources of the CoT"

In achieving this goal the Regions are mandated to bring services to the people by coordinating service delivery to ensure delivering the services in accordance with the needs of a specific community.

The purpose is further to ensure cost savings by programming service delivery in such a manner that duplication does not take place.

⁷⁰ Source: Regional Spatial Development Frameworks and Draft Regional Business and Operational Plans 2009/2010

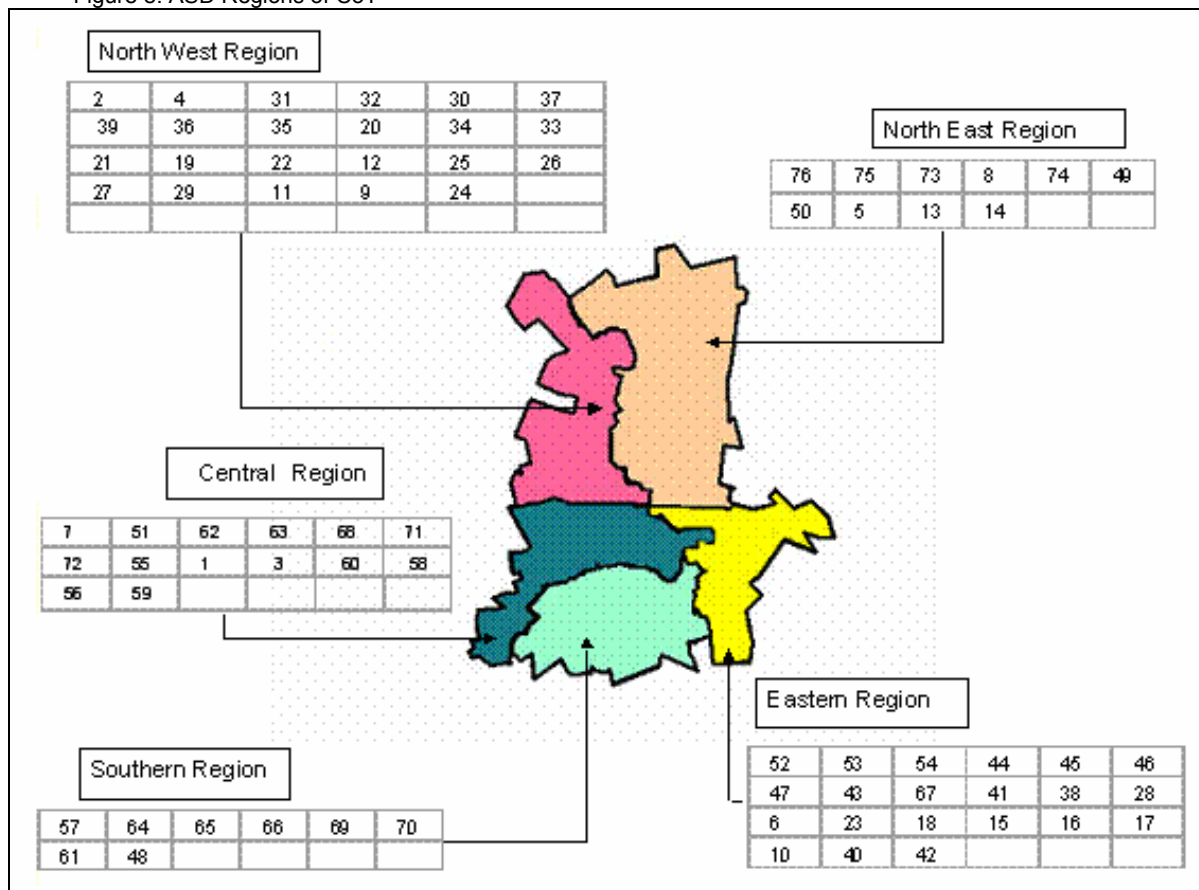
The Regions are in terms of its mandate required to enter into Service Level Agreements (SLA) with CoT departments that will be involved in service delivery in the area of its responsibility.

The Regions have made progress in this regard and SLAs will be finalized and signed shortly.

The Regions are also in process to establish formal structures for consultation and inter action with Ward Councillors, Ward Committees and stakeholders such as City Improvement Districts, Tertiary institutions; Business and Government.

Thus the Region's role has been conceived as being both administrative vis-à-vis day to day operations around service delivery as well as developmental in the sense that the Region coordinates the matching of interventions implemented through City Departments with local (regional) needs.

Figure 8: ASD Regions of CoT



a) North Western Region

The North Western Region (NWR), comprising 23 Wards and is situated in the north-western part of the Metropolitan area, to the north-west of the CBD and to the west of the Wonderboom area.

It is accessible via:

- The Mabopane Highway (PWV 9), which links the region with the central regions of the metropolitan area. This road provides a north-south linkage but does not continue further north to link the area beyond the municipal boundaries;
- The Platinum Highway (PWV 2) that links the region with the N1 freeway to the east and to the west links the area with Rustenburg and the Northwest Province;
- In general, regional accessibility within the area is poor although the PWV2 has improved the situation considerably since its construction;
- The link to the southern portions of Gauteng and the Tshwane Capital Core is poor and will only improve once the PWV 9 has been completed in the western side of Tshwane; and

- The proposed East west link along the Zambesi, K14 and Rachel de Beer streets are seen as one of the most important links within the City.

The main characteristics of North Western Region are discussed below:

- The Region consists of three main sections: A southern section including Akasia, Rosslyn and Pretoria North and a northern section including the Klipkruisfontein, Ga-Rankuwa, Mabopane and Soshanguve areas and the Rural area in the west;
- The northern part of the region accommodates a third of the city's population in low-income settlements (subsidised housing and informal settlements);
- The southern part (South of Rosslyn) represents medium to high-income areas with economies that are mostly private sector driven. The section consists of predominantly single residential, low density housing with high levels of services;
- The automotive cluster (Rosslyn) is situated within the central section of the region. It is an important employment node on a metropolitan scale, and identified as one of the Blue IQ projects in the city;
- The northern parts have limited economic activity and almost no formal employment opportunities. The majority of the employed work in the CBD and the Rosslyn industrial area;
- The residents of the northern part are dependant on public transport, which is of a low standard within the region due to poor operational conditions resulting in capacity problems. There is limited private sector investment in the northern sections of the region and the northern parts experience backlogs in infrastructure provision; and
- The Tswaing crater, which is a national heritage site and nature reserve is located in the northern part of the region.

The main structuring elements of the region include:

- The PWV 9 (Mabopane Highway) running along the eastern boundary of the region in a north south direction;
- The PWV 2 (Platinum Highway), running east-west through the southern parts of the region;
- The Magaliesberg Mountain as a physical boundary in the south;
- The Tswaing crater in the north and the numerous rivers and wetland systems forming an intricate open space network throughout the region;
- The industrial areas forming a buffer between the southern and northern parts of the region; and
- The existing railway line to Mabopane and Ga-rankuwa from the CBD forms one of the major form giving elements in the area.

b) North Eastern Region

The North Eastern Region (NER), comprising 10 Wards, is situated in the north eastern part of the CoT, north east of the Tshwane CBD, to the north of the Magaliesberg and to the east of Akasia and Pretoria North (north Western)

It is accessible via:

- the N1 freeway which runs north south along its eastern boundary and links the City of Tshwane with the Limpopo Province in the north and Johannesburg, Bloemfontein and Cape Town towards the south;
- the Platinum Highway (PWV2), which links the region with the North West Province and Rustenburg in the west. This road forms part of the Maputo/ Walvis Bay Corridor; and
- the region is therefore accessible from a regional point of view as it is served by both north-south and east-west first order roads linking it to the rest of Gauteng and the broader region.

The NER consists of three major sections namely:

- the southern part, which is a low density formally, developed suburban area;
- the middle section which is primarily undeveloped with an agricultural character; and
- the northern section accommodating low-income persons on relatively small individual erven.

The other characteristics of the NER are as follows:

- the region has a rural character and low population density.
- the northern section, although urban in character, is not integrated with the larger urban environment of the metropolitan area. However, there is still pressure for further development from the communities.
- very limited economic activities occur in this region, and it is not well integrated into the urban fabric. This is due to prevailing disadvantages to the north and limited accessibility.
- the Apies River connects this area to the city and certain environmental linkages could be established with the adjacent Dinokeng area.
- limited intensive agriculture occurs along the Apies River.

- the restriction of north-south linkages in the region supports the significance of east-west movement systems.
- the southern section has well developed nodes and economic areas.
- the area around the Kolonnade shopping centre has emerged as an area of economic opportunity together with the strong linear development along Zambezi Drive.
- the Wonderboom Airport site has severe constraints in terms of expansion and the location thereof is not optimal from a regional and long term perspective.
- the southern area of this region is identified as the Zone of Choice in the City Development Strategy, implying that the area should enjoy focus for public-led investment opportunities.
- the northern section accommodating low-income persons on relatively small individual erven.

The main structuring elements of the NER include the following:

- the N1 running north-south along the eastern boundary of the region provides regional accessibility with the rest of the metro and with the country.
- the PWV2 (N4) runs east-west through the region and connects the region with the platinum rich areas of the Northwest Province.
- Voortrekkers Road provides the only other north-south linkage through the mountain which becomes Lavender Road to the north which in turn links the region with the CBD.
- Zambezi Road (K14) provides east-west mobility through the centre of the developed parts of the region. It could also act as a future link to Pretoria North.
- the future K8 will provide an important link between the region and the automotive cluster in Rosslyn.
- the railway line running north-south through the region currently carries only long distance passengers, but could be regarded as a resource of the region, and could be upgraded in future to allow for more effective regional public transport.
- the same applies to the railway -line running east west and parallel to the PWV2.
- the Wonderboom Airport is an important structuring element and the possibility of a new freight airport to the area north of the PWV2 has further structuring implications

c) Central Region

The Central Region (CR), comprising 14 Wards, lies to the south western part of CoT. The CR includes the CBD of Tshwane, the Brooklyn and Hatfield Metropolitan Cores, as well as the Western Areas of Tshwane. The eastern part of the region includes the Hillcrest business node, a part of Lynnwood and other higher income areas to the south. The region borders the City of Johannesburg Metropolitan Municipality, as well as Mogale City.

The CR is accessible via:

- the Ben Schoeman freeway which enters the Inner City from the south linking it to Centurion, Midrand and Johannesburg further south;
- access to the West Rand and Mogale City is predominantly via the N14;
- the R21 Freeway also entering the Inner City to the south and enabling access to the OR Tambo International Airport and the Ekurhuleni Metro (East Rand);
- the N4 Freeway entering through the east of the City to the Inner City, giving access to Mpumalanga;
- the PWV 9 giving access to Regions 1 and 2 to the north of the Inner City;
- the former N4 (PWV1) freeway which links the CBD of Tshwane with the North West Province and runs east- west through the region; and
- Church Street runs parallel to the N4 and links the region with the eastern side of the City through the CBD.

Some of the key features of the CR are as follows:

- the region is host to National Government offices and forms the administrative heart of government and as such has capital city status;
- the CR contains the CBD which is the largest job opportunity zone in the metro;
- over and above the CBD, the CR also contains the first order node, of Brooklyn and Hatfield;
- two of the three Tshwane stations for the proposed Gautrain are located in the Region;
- the CR contains major land marks of the City as well as large institutions, the Union Buildings and a number of hospitals;
- the CR contains various institutional land uses along its eastern boundary that were initially planned to act as part of a buffer zone. This is seen as limiting the spatial integration of the Region; and
- Pretoria West is one of the oldest townships in the greater Tshwane indicating the heritage value of buildings and structures in the area.

d) Eastern Region

The Eastern Region (ER), comprising 21 Wards and 4 Zones and is situated in the south-eastern portion of the Metropolitan area, forming part of the eastern boundary of Tshwane. The region lies to the east of the CBD, south-east of the Zone of Choice and east of Centurion.

The ER is accessible via:

- the N4 Highway which links the CoT with Mpumalanga Province and runs east-west through the region;
- the N1 Highway which runs north-south through the region and links the CoT with the Limpopo Province in the north and Johannesburg, Bloemfontein and Cape Town towards the south;
- the R21 Highway along the western boundary of the region which links the city with the Ekurhuleni Municipality and the OR Tambo International Airport; and
- along its eastern boundary the region borders with Kungwini Local Municipality and in the north Nokeng Tsa Taemane Local Municipality. The region enjoys a high level of accessibility.

Some of the main characteristics of the ER are the follows:

- the south - eastern section of the ER has the highest income per capita and can be considered the fuel injection of the city;
- there is a huge concentration of people in the north – east quadrant;
- the ER has the greatest development pressure;
- the decentralized nodes accommodate a wide range of urban facilities;
- the region is popular in terms of retail as well as office functions as many of the higher category retail and office functions of the City have relocated to this region over the past few years. Furthermore, this region has the second most important industrialized area in CoT which is situated in Watloo / Bellevue.
- the suburban areas are mostly low density in nature and the region accommodates a number of Golf and Life Style Estates;
- the east – west transportation linkages between nodes are saturated during peak hours;
- the historical radical linkages to the CBD are prominent;
- there is a high dependency on private motor vehicles from the southern section of the region, placing an impossible demand on the road infrastructure, while there is a high rail related dependency of the north eastern side to the CBD. No south connection is possible;
- the region as a whole relates to the Johannesburg urban areas of economic activity;
- the Bronberg and the Magaliesberg Mountain range is a major environmental feature running east to west in the northern part of the region. It provides limited thoroughfare with only two major crossing points;
- the Moreleta Spruit and its tributaries cover virtually the entire area to the south of the Bronberg, contributing to the well defined regional open space system of the region;
- further to the south of the region, is the Rietvlei Dam and the Nature reserve which is one of the larger open space assets of the City;
- the region contains a number of strategic land users including the CSIR, South African National Intelligence Service and the Menlyn Park Retail Node which has a Metropolitan function in terms of facilities;
- the Hatherley landfill site has a metropolitan function in terms of its strategic nature and size;
- the region contains three large private hospitals as well as the Pretoria East Cemetery;
- almost all the developable land within the southern section of the region has been developed and the uncontrolled development in Kungwini place , a burden on the existing saturated road infrastructure, that is maintained by Tshwane Municipality;
- the north - eastern section of the region accommodates mostly low – income communities and industrial land users;
- the middle and the south western sections of the region accommodates medium to high – income areas with large institutional users;
- the northern section of the region includes a number of strategically located undeveloped areas in terms of accessibility and infrastructure which offer significant development potential; and
- the north western part of the region includes the area referred to as “The Moot” including Wonderboom South, Rietfontein, Villiera, Waverley, Moregloed, Queenswood, Kilnerpark and the industrial area of Koedoespoort. This part of the region is characterized by middle income areas with income levels increasing from west to east. Further, the Moot area has a higher employment level than the Metropolitan employment average.

e) Southern Region

The Southern Region (SR), comprising 8 Wards, is situated in the south-west of the CBD, to the south of Central-Western Region and to the west of the Eastern Region. The SR borders on the area of jurisdiction of the

City of Johannesburg Metropolitan Municipality, the Kungwini Local Municipal Area, Ekurhuleni Local Municipal Area as well as Mogale City outside the region to the west.

The SR is accessible via:

- the N1 Highway which runs partly through the region and links the CoT with the Limpopo Province in the north and Johannesburg, Bloemfontein and Cape Town towards the south;
- the R21 Highway which runs along the eastern boundary of the region and connects the CoT with the Ekurhuleni Municipality and the OR Tambo International Airport; and
- the R28 (N14) which connects the region with Mogale City (Krugersdorp) and the North-West Province.

Some of the key features of the SR are as follows:

- the region covers approximately 20% of the total metropolitan area of which the urban area as well as the rural area is currently under pressure for development;
- the core area of the Southern Region is located between two major highways, the Ben Schoeman Highway (N14) and the N1 (M1);
- the N1 corridor represents one of the most sought after development strips in South Africa. This corridor manifests primary within the Midrand and Centurion areas and it is known as one of the high technology belt within the South African economy;
- the region falls within the Economic Core identified for Gauteng Province within the legs of the triangular core the N1 highway on the western side and the R21 with its linkage to the OR Tambo International Airport on the Eastern side. This economic core is the primary growth focus for Gauteng Province;
- the region is strongly interrelated with the adjoining metropolitan municipalities;
- the Southern Region is located at the southern gateway of the CoT and is easily accessible from the Johannesburg financial and corporate district and the OR Tambo International Airport;
- the region includes and shares with other regions a number of conservancies within reach of Johannesburg and the greater Tshwane areas;
- the Hennops River basin is situated within this region. The Crocodile River basin in the CWR also contributes water to this region. These are important natural resources which provide opportunities for tourism and recreational activities;
- the underlying dolomite in the region, the sensitive environmental areas and ridges tend to direct and inform urban development; and
- suburban areas are mostly low density in nature.

2.7.3. Economic Development

The Tshwane Market is the second largest market out of the 19 markets in South Africa. The Tshwane Market achieved the second highest growth rate out of the four biggest national markets. Market share increased from 17,6% during the 2006/2007 financial year to 17,9% for the 2007/2008 financial year. The Tshwane Market has played an important role in the creation of jobs in the city.

Two products from Tshwane were acknowledged for Service Excellence at the Welcome Awards Gala Event that took place during Tourism Indaba. The city was marketed through brochures, CDs, DVDs playing on the stand and various other promotional materials throughout the exhibition period.

The Tourism Division in partnership with the Tourism Grading Council of South Africa and the Bed and Breakfast Association in Tshwane have identified 81 Bed and Breakfast establishments for grading. All the 81 establishments have undergone a process of assessment by grading council assessors.

A total of 139 tourism directional signs were erected during the 2007/2008 financial year. Tourism directional signage forms part of the critical infrastructure in the promotion of tourism attractions and services in the CoT. The 139 tourism directional signs inter alia include signage for 17 graded Bed and Breakfast establishments in townships, for 32 identified tourist attractions not previously signed and 25 Police Stations.

R822,9 million was invested in the City by the end of June 2008, and 6 492 SMME's have been developed and/or supported to date.

6 014 people have benefited from skills development initiatives of the City.

3 361 jobs were created through the implementation of capital projects by the departments of the City.

In addition the City has identified the 'Smart City Project' as an important catalyst to transform the City into a more efficient and competitive city not only in South Africa but in Africa. A number of "smart projects" were identified as a result of the Digital Hub project that was undertaken to "pilot" usage of ICT's to deliver key service

delivery projects such as “Automatic Meter Reading”, Provision of Broadband access to communities that had no access to the internet and so forth.

The Smart City will focus on the following economic development clusters:

- ICT Cluster
- Aerospace Cluster
- Bio-tech Cluster
- Automotive Cluster
- Research Cluster

In order to deliver on the SMART city programme the CoT has embarked on the following strategic partnerships:

- The Innovation Hub;
- Blue IQ; and
- City of Oulu partnership.

2.7.4 Infrastructure and Basic Services Provision

2.7.4.1 Overall Project Expenditure Status⁷¹

The table hereunder depicts the expenditure by the various Departments of the capital budget for 2008/2009. The amount spent by each Department provides a direct link to the achievement of that Department during the period 2008/2009. It should however be kept in mind that the 2008/2009 financial year only ends at 30 June 2009 and the 4th Quarterly Report will most probably portray a different picture.

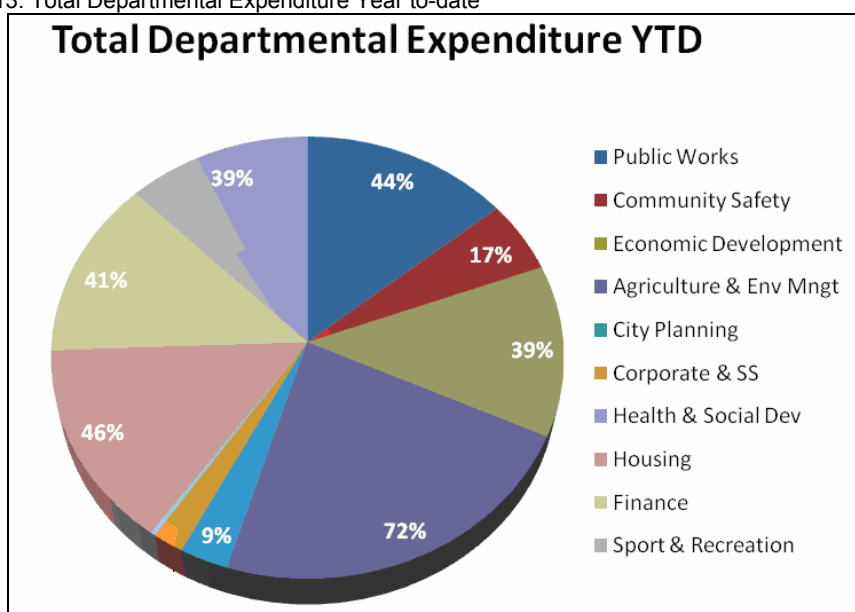
Table 65: Overall Project Expenditure Status

Department	Adj Budget 08/09	Expend Mid - year	%	Expend QTR 3	Expend YTD	%
Public Works	2,104,489,317	651,880,626	31%	275,212,166	927,092,793	44%
Community Safety	71,068,805	6,005,724	8%	5,728,448	11,734,172	17%
Economic Development	47,459,230	15,507,209	33%	3,113,881	18,621,090	39%
Agriculture & Environmental Management	81,578,000	40,552,240	50%	17,965,302	58,517,542	72%
City Planning	19,392,100	1,585,262	8%	176,679	1,761,941	9%
Corporate & Shared Services	127,673,597	6,303,860	5%	1,074,070	7,377,930	6%
Health & Social Development	33,198,826	329,196	1%	0	329,196	1%
Housing	349,737,035	68,872,921	20%	91,285,256	160,158,177	46%
Finance	21,025,135	6,130,345	29%	2,528,348	8,658,693	41%
Sport & Recreation	192,378,000	53,611,015	28%	21,403,016	75,014,031	39%
TOTAL	3,048,000,045	850,778,398	28%	418,487,166	1,269,265,565	42%

The following graph contains a graphic representation of each department's contribution as a percentage of the total expenditure year to-date.

⁷¹ Annexure B (Project Performance Report – March 2009) to the Third Quarter Performance Report for 2008/2009 (January -March 2009)(3rd QTR 2008/2009)

Diagram 13: Total Departmental Expenditure Year to-date

**Overall Review**

- Year to date expenditure stands at 42,0%
- All departments are tracking behind year to-date targets
- Electricity and Agriculture & Environmental Management have spent in excess of 50% of their allocated funding
- Public Works which accounts for approximately 69,0% of the total funding is only tracking at 42,0% year to-date

2.7.4.2 Achievements to date⁷²

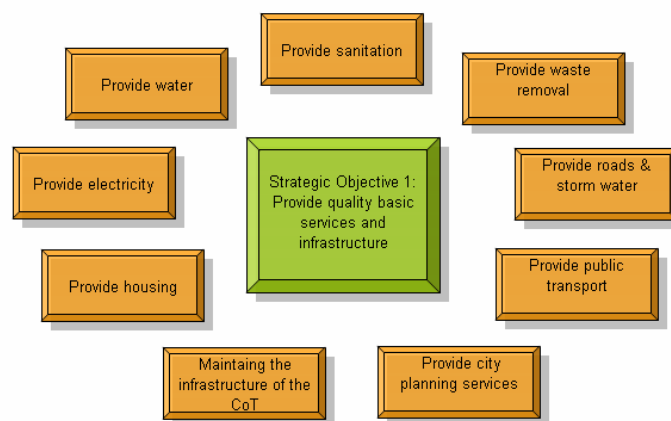
The performance highlights below are performance highlights achieved for 2007/2008 and achievements for the current year 2008/2009 and show areas where the CoT have achieved or exceeded the targets set. In some instances annual targets have been exceeded. In the rendering of services, the CoT focused on the following Strategic Objectives and key performance areas.

a) Strategic Objective 1: Provide quality basic services and infrastructure⁷³

The key priorities we have focused on include; the provision of electricity, low cost housing, water and sanitation, roads and storm water and providing waste management services.

In this indicator the progress of the municipality with eradication of backlogs, as well as its ability to deal in collaboration with the private sector with growth, would become evident.⁷⁴

Strategic Objective 1 is mainly the responsibility of the Department Public Works. The divisions comprising Public Works comprise 69% of the total Capital Budget have reported 44% spend year to date, broken down as follows.



This excludes funds that may be committed and expenditure has not been incurred to date.

⁷² Information used in this section was sourced from the 3rd QTR 2008/2009, Tshwane Annual Report 2007/2008, Towards a State of the City Address April 2009 and Departmental Business Plans December 2008

⁷³ All figures referred to in the following Strategic Objectives for 2007/2008 are from the Annual Report 2007/2008 and all figures referred to as 2008/2009 are from the 3rd QTR 2008/2009 and Towards a State of the City Address April 2009.

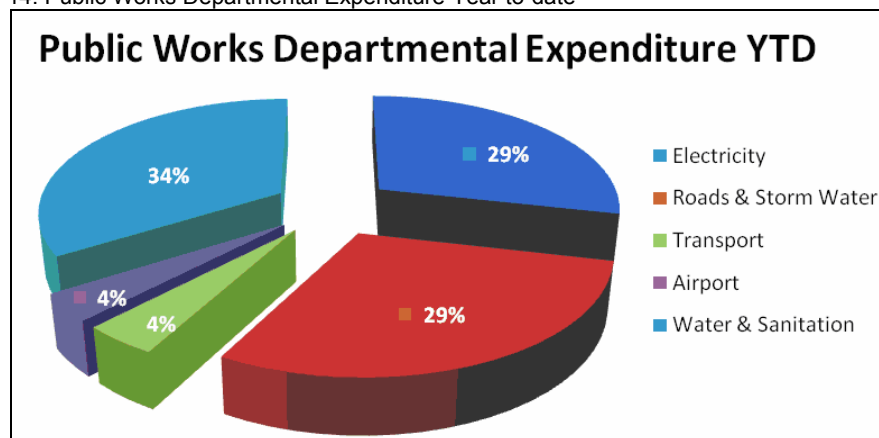
⁷⁴ The National Key Performance Indicator "% of households with access to basic or higher level of electricity / water / sanitation / solid waste removal" was utilised.

Table 66: Project Expenditure Status of Public Works

Department	Adj Budget 08/09	Expend Mid-year	%	Expend QTR 3	Expend YTD	%
Electricity	442,364,171	171,917,035	39%	92,575,689	264,492,724	60%
Roads & Storm Water	564,331,596	190,906,920	34%	82,612,299	273,519,219	48%
Transport	170,392,600	34,638,304	20%	4,669,834	39,308,138	23%
Airport	160,500,000	23,086,354	14%	11,610,782	34,697,137	22%
Water & Sanitation	766,900,950	231,332,013	30%	83,743,562	315,075,575	41%
Total	2,104,489,317	651,880,626	31%	275,212,166	927,092,793	44%

This is graphically represented in the following diagram with each division's contribution as a percentage of the total Public Works allocation of funds.

Diagram 14: Public Works Departmental Expenditure Year to-date



The divisions within the Department Public Works had the following achievements from July 2006 to date:⁷⁵

Energy and Electricity

The CoT is responsible for providing a safe, effective and efficient supply of electricity to communities and customers within its licensed area of supply. This includes the generation of electricity, repair, maintenance, construction and development of the electricity network to serve all industrial, commercial and residential consumers in the licensed area of supply. ESKOM supplies most of the areas to the north of the city i.e. Garankuwa, Winterveldt and Mabopane.

The achievements of the CoT in the area of electricity provision include:⁷⁶

- To date from 1 July 2006, 18 138 private developments have been electrified in the CoT which equates to 100% of all applications received. 419 have been achieved year to date and 70 in quarter 3.
- Electrification of 44 637 houses to date against a 5 year target of 60 000, to eradicate backlogs.
- From July 2006 to date, approximately 4 234 street lights have been provided in Tshwane against a 5 year target of 1 000, 1 634 in the 3rd quarter and 2 182 year to date, exceeding the annual forecast of 1 960 units for 2009.
- 3 994 houses were electrified in the current financial year, 1 801 in the 3rd quarter alone. Although this only represents 84% of all completed units and not 100% as planned, the department indicates it will speed up developments in the last quarter to ensure 100% compliance. This, 1 801 achieved for quarter 3 brings the number of houses electrified since 1 July 2006 to 44 637 against a 5 year target of 60 000.
- 15 423 top structures were provided by the CoT Department of Housing to date, however, this excludes formal stands for example formalised shacks. The Public Works Department also electrifies formal shacks, therefore a higher number of houses have been electrified than top structures were delivered.
- The quarter 3 target of 10 high mast lights (cumulatively) was not achieved, with zero of the three planned for quarter 3 realising. The annual target is 12 and currently only 8 high mast lights and 30 since July 2006 against a 5 year target of 75 have been installed.

⁷⁵ All figures referred to in this section for 2007/2008 are from the Annual Report 2007/2008 and all figures referred to as 2008/2009 are from the 3rd QTR 2008/2009 (and its Annexures) and Towards a State of the City Address April 2009.

⁷⁶ All figures referred to in this section for 2007/2008 are from the Annual Report 2007/2008 and all figures referred to as 2008/2009 are from the 3rd QTR 2008/2009 (and its Annexures).

- 18 619 households that were not electrified were supplied with free alternative energy equivalent to 50kw monthly.

The following levels of service were provided:

- Formalised (un-proclaimed) townships receive 20 Ampere pre-paid meter box and ready board life-line connections free of charge.
- 50 kWh of free energy is provided per month to the registered indigent, a key initiative of strategic objective 3. The free basic electricity to consumers in ESKOM areas has been paid for by the CoT.
- A combination of underground (MV) and overhead (LV) networks are provided.
- High masts are installed in high crime areas, open spaces, parks and public facilities like metro rail stations and taxi ranks.
- Streetlights are installed on main bus routes and streets that are not illuminated via high masts with the exclusion of private property, plots or agricultural holdings.
- Full service levels apply in proclaimed areas.

Electricity Division has a total of 27 projects all with approved funding for the financial year 2008/2009.

Roads and Storm water

Another priority of the CoT has been the construction and maintenance of roads and storm water systems within the Municipality's jurisdiction. These services extend to include all roads in the municipal area, but exclude national and provincial roads which reside within the jurisdiction of national and provincial government.

The City has to date achieved:⁷⁷

- As at the end of March 2009, 48,4 km (14,9 km were provided in quarter 3) of roads has been provided to address backlogs, with a cumulative achievement of 165,7 km of road since July 2006 against a 5 year target of 213,1 km. The quarter 3 target was to have delivered 40,8 km of road cumulatively.
- 19,4 km (1,7 km in quarter 3) of new roads have been constructed this year which has exceeded the departments annual target of 18,6 km.
 - 29,4 km of the annual target of 68 km of storm water drainage to eradicate backlogs has been achieved.
 - 144,6 km of storm water drainage systems were provided to reduce backlogs against a 5 year target of 178,7 km
- 131,8 additional km of roads and storm water were provided through low cost housing developments
- Approximately 132,1 km of storm water drainage was provided to residential stands by the Housing department.
- The department indicates that the delays on the environmental impact assessments had a negative impact on the implementation of non-road based storm water systems.

The following service levels have been provided:

- Primary or local distributor roads (Class 3 and 4) are constructed to full level of service (7,4 m asphalt and kerbs)
- Class 5 (local roads) are constructed to an intermediate level of service (4,5 – 6m seal/slurry and edge beam/side drain)
- Full level of storm water drainage is provided for primary or local distributor roads (Class 3 and 4)
- Varied levels of storm water drainage are provided for Class 5 (local residential roads) according to an approved Council decision making model

Maintenance and rehabilitation of roads was a key performance area for the CoT. For the 2007/2008 year alone the following was done:

Southern Region

- Patching (wards 48, 57, 61, 64, 65, 69, 70) ;
- Resurfacing (seals) (wards 57, 69, 70); and
- Gravelling (wards 7, 48,61).

Central Region

- Patching (wards 3,52,53,56, 58,60, 62)
- Gravelling (ward 7)

Eastern Region

- Patching (wards 16, 17, 18, 21, 23, 28, 38, 41, 42, 43, 44, 46, 47, 67,)

⁷⁷ All figures referred to in this section for 2007/2008 are from the Annual Report 2007/2008 and all figures referred to as 2008/2009 are from the 3rd QTR 2008/2009 (and its Annexures).

- Resurfacing (seals) (wards 42, 47,)
- Selective re-gravelling (ward 16)
- Gravelling (wards 15, 16,)

North East Region

- Surfacing (H Slurry) (wards 14, 75,76)
- Resurfacing (seals) (wards 5, 13)
- Gravelling (wards 13, 14, 49, 73, 74, 75, 76)
- Surfacing (Chippy) (wards 14, 76)
- Patching (ward 5)
- Selective re-gravelling(ward 49)

North West Region

- Surfacing (chippy) (ward 20)
- Surfacing (H Slurry) (wards 11, 19, 20)
- Patching (wards 30, 32, 33)
- Resurfacing (asphalt) (ward 33)
- Resurfacing (seals)(wards 4, 11, 12, 19, 20, 21, 30, 31, 32, 34, 35, 36)
- Gravelling (wards, 4, 11, 12, 19, 20, 22, 24, 26, 27, 29, 30, 33, 34, 36, 37, 49)
- Road shoulders (wards 12, 19)

The Roads and Storm water Division has a total of 92 projects of which 71 have approved funding in 2008/2009 in the amount of R 564 million.

The CoT was awarded the 1st prize in the International Road Federation's (IRF's) 2007 Road Safety Awards for a project called "Development and Implementation of Road Safety Master Plans – an Inclusive Approach". The award was announced by the IRF on 23 April 2008 at a ceremony in Ljubljana, Slovenia. The CoT was commended as one of 5 best practices in South Africa at the VUNA 2007/2008 Municipal Performance Excellence Awards for the same project.

The CoT's project focused on the importance of an inclusive approach in the development of road safety master plans, incorporating engineering measures, law enforcement actions, and education and awareness programmes.

The project is unique in the following aspects:

- Information on road crashes and hazardous locations was obtained from the community when it was unavailable from accident data. The process which was developed to identify accident spots, verify them and prepare implementation plans was seen as innovative and transferable to many other countries.
- The road safety master plans enabled the City of Tshwane to identify and focus on vulnerable road users, such as the youth, the poorer communities and the elderly. Youth and road safety campaigns were run at schools in collaboration with the Tshwane Metropolitan Police to create awareness that road accidents are the biggest cause of death internationally among people between the ages of 10 and 25 years. This is according to a study by the World Health Organisation.
- Law enforcement and education programmes of the Tshwane Metropolitan Police supplemented the road safety master plans and helped to reduce fatalities and serious accidents in the city.

The Real Rovers/Serapeng Road project was launched. This project provided an access road with a length of approximately 0,96 km between Mamelodi East and Nellmapius Extension 6. It included a road over rail, bridge to cross the existing overhead electrified single railway line. The total contract amount was R19,36 million and the project was completed on 30 January 2008. Communication and interaction with the ward Councillors were of vital importance for the successful completion of the project. With the assistance of two community Liaison Officers, it was possible to maximise the local labour content and skills transfer opportunities created by the project.

Skills transfer was achieved in respect of the laying of paving blocks, construction of a loffelstein retaining wall, the laying of kerbs and the training of safety officers and a safety induction course.

The project has the following benefits to the surrounding community:

- The road provides a direct access for the developments south of the railway line to the Mamelodi Hospital, which is situated on the corner of Tsamaya Road and Serapeng Avenue;
- It provides improved access to the public transport facilities, schools and sport facilities developed along the Tsamaya Road Corridor;
- It provides a more direct access from Tsamaya Road to the N4 and the Eastern suburbs;
- It links the communities on opposite sides of the railway line.

Three turnkey contracts were awarded for the design and construction of roads and storm water drainage systems in Soshanguve towards the eradication of the backlogs in the township. The combined total contract amount is approximately R134 million and the construction sites were handed over to the contractors on 1 April 2008.

- Sinkholes cause damage to services and property. It is vital to re-establish the services to a functional state as soon as possible to prevent the further deterioration of the subsurface conditions and the development of larger scale events due to the successive development of sinkholes to deeper cavities that may exist. The City has spent approximately R3,75 million of the operational budget in 2007/2008 alone towards the rehabilitation of sinkholes.
- The Shova Kalula cycle project in Atteridgeville was initiated as a joint venture between the Department of Public Transport, Roads and Works (DPTRW) and the City of Tshwane. The project was then devolved to provincial level and we entered into a partnership with the Department of Public Transport Roads and Works.

The Department of Transport allocated 300 cycles to the City of Tshwane for the launch of the project, which took place on 29 October 2007 in Atteridgeville, during Transport Month. The Minister of Transport also attended the launch. These cycles were handed over to learners and commuters on the day of the launch to stimulate cycle usage in Atteridgeville as part of the Shova Kalula project. The aim of the project is two-fold, namely to assist needy children in Atteridgeville to commute to school and to encourage rail commuters to use cycling as a mode of transport to the stations.

During 2007/2008 the CoT was able to construct a total length of 38,8 km of walkways and cycle tracks, of which 18 km was provided as part of the Ward Based projects.

- Strategic partnerships were embarked upon to provide/upgrade internal roads and storm water infrastructure in the three Top 20 Townships of Tshwane, namely Soshanguve, Mamelodi and Atteridgeville.

Progress on ward based projects

Ward based projects were identified to ensure a fair spread of projects to all communities in Tshwane.

The public lighting programme was implemented as follows⁷⁸:

Area	Project Description	Ward No.	Distance	Cost / Streetlight R	Project Duration (Execution/Construction)		Estimated Project Cost R	Progress		
								No. of Streetlights		
					Start Date	Completion Date		Planned	Actual	Progress (%)
Ga-Rankuwa	Installation of streetlights at main road at Ga-Rankuwa View	30	1 500	12 000	1 November 2008	31 January 2009	456 000	38	35	92%
Cornwall Hill	Installation of new streetlights at Nellmapius Road from (Between van Reyneveldt avenue to Cornwood avenue)	65	1 000	11 500	1 November 2008	31 January 2009	287 500	25	0	0%
Clubview	Installation of streetlights at Ruimte Road (junction with Old JHB road)	69	1 500	11 500	1 November 2008	31 January 2009	345 000	30	30	100%
Winterveldt	Installation of streetlights at Bushveld linking Mabopane and Winterveldt up to R80 (Mabopane Highway)	20	3 000	11 000	1 November 2008	31 January 2009	825 000	75	75	100%

⁷⁸ The info on ward based projects was received from finance.

Area	Project Description	Ward No.	Distance	Cost / Streetlight R	Project Duration (Execution/Construction)		Estimated Project Cost R	Progress		
								No. of Streetlights		
					Start Date	Completion Date		Planned	Actual	Progress (%)
Mabopane	Main road linking Mabopane Block R with Klipgat road.	22	2 600	11 000	1 November 2008	31 January 2009	715 000	65	65	100%
Soshanguve	Bus route via Halala Shopping centre	34	2 500	11 500	1 November 2008	31 January 2009	632 500	55	55	100%
Soshanguve A	Installation of new streetlights (70W) at Soshanguve A)	49	3 000	6 000	1 February 2009	30 March 2008	450 000	75	55	73%
Pretorius Park	Installation of streetlights at Garsfontein road (from Hans Strydom to De Villebois Mareuil Drive)	39	2 000	11 000	1 February 2009	30 March 2008	770 000	70	55	79%
Valhala	Installation of streetlights from M1 to N14 junction	66	1 200	12 000	1 February 2009	30 March 2008	360 000	30	30	100%
Hammanskraal	Makapanstad Road from CoT boeaeder to Mashemong Road	75	1 000	11 000	1 February 2009	30 March 2008	275 000	25	0	0%
Temba	Installation of streetlights on Rockville main road	75	3 000	11 000	1 April 2009	30 May 2009	770 000	70	65	93%
Temba/Kudube	Installation of streetlights from Temba city via Magistrate office to Council offices	74/75	2 000	11 000	1 April 2009	30 May 2009	440 000	40	35	88%
Sekampaneng	Mangope highway between Suurman and Sekampaneng existing lights.	8	3 000	12 000	1 April 2009	30 May 2009	884 000	74	45	61%
Diloppe	Diloppe main road linking to Mangope Highway	8	1 400	11 000	1 February 2009	30 March 2008	385 000	35	65	186%
De Onderstepoort	From Lintveldt road to Bon accord road	4	2 600	11 000	1 April 2009	30 May 2009	715 000	65	35	54%
The Orchards/Clarina	Installation of Streetlights from Doreen to winterest Metro Police officeses	4	2 000	11 000	1 April 2009	30 May 2009	550 000	50	35	70%
Lotus Gardens	Lotus Gardens Streetlights (mounting of 70w streetlights luminaires on the existing electrical woodens poles)	7	3 600	3 000	1 April 2009	30 May 2009	615 000	180	20	11%
			36 900				9 475 000	1 002	700	77%

Ward based projects by Corporate and Shared Services

The tenders for consultant quantity Surveyors, Electrical and Mechanical Engineers were evaluated and are in the evaluation processes.

Roads and stormwater ward based projects

The purpose of these projects are to construct walkways through the CoT. The project spans two financial years, beginning in 2008/2009 and ending in 2009/2010. Contractor allocation for the 2008/2009 financial year has been as follows:

AREAS	Budget	Contractors
Atteridgeville	R1,328,326	Lekhotla
TOTAL ALLOCATION		R1,328,326
Mabopane	R1,417,029	Teka Beka Building and Civil Construction
Soshanguve South	R1,347,206.40	
TOTAL ALLOCATION		R 2,764,235.40
Winterveld	R2,078,598	Phagama Construction
TOTAL ALLOCATION		R2 078 598
Soshanguve East	R2,539,835.64	Earl Moon Construction
TOTAL ALLOCATION		R2,539,835.64
Garankuwa	R1,051,688	Internal team
Laudium	R570,000	
Mamelodi	R370,000	
Olievenhoutsbosch	R580,000	
TOTAL ALLOCATION		R 2,571,688

Ward based projects of Transport

The projects below are in progress:

- Bazaar street Taxi rank – R1 million
- Mabopane Taxi rank – R1 million
- Bus and Taxi Lay-bys – Tshwane Wide (Pretoria west, Mamelodi, Pretoria east and Soshanguve) R3 million
- R6 million – Nelmapius Taxi rank
- Road works and new taxi rank in Ga-Rankuwa
- Skinner street taxi holding area and absorption block

Ward based projects of water and sanitation

Projects for the 2008/2009 year are in progress as follows:

- Installation of new reticulation in Laudium and Grootvlei (North east of Pretoria)
- Purchasing of water meters in Soshanguve and Mamelodi
- R530k purchase of aerator (mechanical equipment that add air to water) for Kalplaas.

Water and Sanitation

The CoT also made a concerted effort to meet national water and sanitation targets. By the end of the 2007/2008 financial year 97,1% of households had access to piped water, which is approximately 666 724 households, despite the growth of households in the City since 2005. A similar percentage of households had access to sanitation according to Stats SA. In December 2008 the City celebrated meeting the national water target for basic water.

The City has to date achieved:⁷⁹

- 72 475 m of internal water network pipelines have been installed in proclaimed areas in this financial year, exceeding the annual target of 52 900 m. 34 076 m were installed in the 3rd quarter.
- 1 209 m of bulk sewer lines have been installed to support growth and the project is now complete.
- The target for water connections in proclaimed areas is at risk, with 801 of the 1 840 forecast for quarter 3 achieved. The cumulative achievement for the year to date is 3 790 versus the 14 750 planned. The department indicates budget and technical constraints to achieve the annual target of 19 290 connections.
- Planned reservoir capacity of 18ML will not be achieved by end of June 2009. The department indicates delays and plans to complete this work by end of August 2009.

⁷⁹ All figures referred to in this section for 2007/2008 are from the Annual Report 2007/2008 and all figures referred to as 2008/2009 are from the 3rd QTR 2008/2009 (and its Annexures).

- Only 5 878 m of the bulk water pipelines to be installed for growing demand have been delivered year to date. The annual target is 9 970 m. The department indicates that an additional 10 070 m will be provided by end June 2009.
- 5 432 m of the 12 338 m bulk water pipelines to be upgraded has been achieved. The Annual target is 23 948 m.
- 142 898 m of internal water network pipelines (upgrading and replacing) has been achieved year to date against a quarter 3 target of 176 000 m. The annual target is 281 703 m.
- 50 432 water connections were provided in proclaimed and formalized areas against a 5 year target of 32 466.
- 39 255 sanitation connections were provided in proclaimed areas and formalized areas against a 5 year target of 54 780.
- 1 533 household stands have been provided with sanitation connections against a quarter 3 target of 6 179. The annual target is 7 239.
- 30 m of the planned 112 000 m of internal sewer network pipelines have been delivered year to date. The annual target is 136 800 m.
- 3 187 m of the 3 600 m of bulk sewer pipelines have been upgraded. The annual target is 4 800 m. The department indicates it will achieve 4 490 m by end of the financial year. 8 352 m of bulk sewer pipelines were upgraded since July 2006.
- 15 308 m of the planned 23 940 m of internal sewer network pipelines have been upgraded. The annual target is 35 405 m. 43 311 m of internal sewer pipelines were upgraded since July 2006.
- All households in informal settlements have been provided with water through Jojo tankers.
- All informal settlements were provided with chemical toilets.

Key milestones achieved include:

- | | |
|--------------------------------|---|
| ○ Mamelodi Outfall Sewer | New Bulk Sewer Pipe - Services completed, completion certificates in process |
| ○ Kopanong Bulk Water pipe | New Bulk Water pipe - Completed. |
| ○ Mamelodi/Garsfontein | New Bulk Water pipe – Completed. |
| ○ Pretoria-North Water network | Upgrading of existing water network - Completed. |
| ○ Hammanskraal Reservoir | New 12 ML Reservoir - Completed. |
| ○ Klerksoord & Heatherdale | New Bulk and network sewer system - Completed. |
| ○ Lynnwood Water network | Upgrading of existing water network – Completed. |
| ○ Klipkruisfontein Sewer pipe | New Bulk Sewer pipe - Completed. |
| ○ Hatfield Water network | Upgrading of existing water network – Services completed, completion certificates in process. |
| ○ Mabopane/Winterveldt | New Bulk and network water system - Completed. |
| ○ Klapperkop Bulk Water pipes | New Bulk water pipes - Completed. |
| ○ Heuweloord Reservoir | New 7.5 ML Reservoir – Services completed, completion certificates in process. |
| ○ Refilwe sewer pipes | Upgrading of Bulk and network sewer system – |
| ○ | Services completed, completion certificates in process |

The water and sanitation division of the Public Works Department won the first prize for “Water Conservation & Water Demand Management – Sector Awards 2009: Domestic/ Local Government Sector”.

The Public Works department has delivered water and sanitation services to eradicate the backlog in the Northern areas.

At least basic water supply achieved by December 2008 in the remaining Service backlog areas: Tswaing (560 h/h), Kudube 5 (1430h/h), Kudube 10 (560 h/h) and the entire Temba area from east to west now has at least a basic water supply.

Basic Sanitation (UDS toilets) in Garankuwa & Winterveld: 596 and Mandela Village (in Temba): Toilet Structures (Waterborne sanitation): 1302. Mandela Village is complete, but installations in Winterveld are still in process.

The Division has 81 projects and only 41% of its available funding was spent.

Housing

The Housing Department identified the provision of housing development opportunities to address backlogs, the prevention of land and building invasions and the maintenance or refurbishment and upgrading of all infrastructure and services as the key performance areas to be addressed.

In the light of the above the following were achieved:⁸⁰

- 1 708 water connections were provided in the 3rd quarter, resulting in a year to date achievement of 3 276 units, exceeding the annual 2009 target of 3 204. This achievement forms part of the programme of formalising informal settlements. The cumulative achievement since 1 July 2006 is the provision of 34 532 connections.
- 1 524 stands were provided with sewer connections in the 3rd quarter, resulting in the-year to date number of 3 650 exceeding the annual target for 2009 of 3 204. The cumulative achievement of sewer connections in formalised areas since July 2009 now stands at 36 222 stands.
- 25 km of roads and storm water drainage have been provided for residential stands in this financial year, as part of the programme to eradicate backlogs.
- 813 top structures have been provided year to date in 2009, 115 of which were provided in quarter 3. This brings the cumulative achievement to approximately 14,574 since July 2006
- 1590 houses were registered to owners in the 3rd quarter, with an annual achievement of 2 710, exceeding the annual target of 2 619 in the current financial year. The cumulative achievement since July 2006 is 6 708.
- Zero family units at hostels have been completed since July 2008.

The formalisation of informal settlements and the provision of low cost housing are receiving high priority. At the beginning of July 2006 CoT had 65 informal settlements that could be formalized. To date 29 informal settlements have been formalised and a further 9 are planned to be formalised by end June 2009. Formalisation will continue in the next two years.

Table 67: Status of Informal Settlements formalisation

NR	INFORMAL SETTLEMENTS ALREADY FORMALISED	INFORMAL SETTLEMENTS TARGETED TO BE FORMALISED BY END JUNE 2009	OUTSTANDING INFORMAL SETTLEMENTS
1	Refilwe Block G	Soshanguve SS X1	Itireleng
2	Hammanskraal West Proper	Soshanguve KK X1	Mooiplaats
3	Hammanskraal West Extension 1	Winterveldt Ext 4	Phase 3 Mamelodi
4	Camp 1 and 2 (relocated)	New Eesterus	Stanza Bopape Phase 1 (Mamelodi)
5	Soshanguve Ext 11,12 and 13	Stink Water Ditenteng	Phomolong Mamelodi
6	Soshanguve Y Ext, X Ext, SS Ext, MM Ext	Hammanskraal West Ext 2	Atteridgeville West informal settlements
7	Mamelodi X 20	K54 Road in Mamelodi (relocation)	CBD Soshanguve
8	Nellmapius X 6, 7 and 8	A substantial part of Plastic View in Soshanguve (relocation)	Soshanguve 1A NN1
9	Olievenhoutbosch X19	Various school sites in Soshanguve	Soshanguve KK X2
10	Soshanguve PP X 3		Boikhutsong / Orange Farm
11	Soshanguve PP X2		Tswaing
12	Soshanguve PP X1		Hebron Ga-Rankuwa View
13	Mamelodi Portions 13 to 70 of Erf 14850		Kopanong
14	Soshanguve x1		Ga Tsebe (Remainder)
15	Olievenhoutbosch X 36		Mabopane EW/UNIT A1
16	Olievenhoutbosch X37		Mabopane Unit M3
17	Willie Snyman School – relocated to Soshanguve X12		Winterveldt Ext 5
18	De Villiershof relocated to Soshanguve X12		Kudube Ext 5, 8 and 9
19	Edmond Street relocated to Soshanguve X12		Marokolong
20	Skierlik		Majaneng
21	Mountain View		Saul City Mamelodi
22	Spoorview relocated to Ga- Rankuwa X23		Hammanskraal West Kanana
23	Spoorview relocated to Ga- Rankuwa X25		Kudube D X3
24	Ga-Rankuwa X20, 21, 22, 23, 24 and 25		Sekampaneng
25	Botshabelo		Olievenhoutbosch X 27 (Choba)

⁸⁰ All figures referred to in this section for 2007/2008 are from the Annual Report 2007/2008 and all figures referred to as 2008/2009 are from the 3rd QTR 2008/2009 (and its Annexures).

NR	INFORMAL SETTLEMENTS ALREADY FORMALISED	INFORMAL SETTLEMENTS TARGETED TO BE FORMALISED BY END JUNE 2009	OUTSTANDING INFORMAL SETTLEMENTS
26	Central View		Rentview
27	Soshanguve Block R		Botshabelo / Midas
28	Mamelodi East Ext 18		
29	Gatsebe		

15 Informal settlements are provided with chemical toilets.

Table 68: Informal Settlements provided with chemical toilets

	Informal Settlement	No of toilets	Ward/ Region	Number of people
1	Itereleng informal	71	61 S	10 100
2	Choba informal	38	48 S	4 023
3	Transit Camp 1 & 2	9	48 S	109
4	Mooiplaats	30	48 S	12 604
5	Laezonia / Emergency Centre	6	48 S	5 720
6	Soshanguve HH informal	10	11 NW	960
7	Mamelodi X22 informal	12	10 E	532
8	Mamelodi Soul City	40	67 E	436
9	Soshanguve X12 / TT / P	100	37 NW	4 788
10	Olievenhoutbosch	24	48 S	72
11	Westfort	2	7 C	-
12	Woodland / Garsfontein	4	45 E	900
13	Nellmapius	2	40 C	20

44 Informal Settlements Using Pit Latrines.

Table 69: Informal Settlements using pit latrines

	Informal Settlements	Ward	No of Units
1	Marokolong / Mandela Village / Ramotse / Refilwe	73	6 687
2	Majaneng / Mashemong / Suurman	76	9 992
3	Kanana Village / Hammanskraal West	74	981
4	Sekampaneng	8	995
5	Hanskekana / Kudube 5	75	1 430
6	Kudube 7/8	75	1 266
7	Kudube 9 / Bridge View	75	1 783
8	Rent View / Kudube 13/6	74	230
9	Kudube Unit 3 (Stand 3742)	74	114
10	New Eersterus	13	10 872
11	Stinkwater Ditenteng (X4 X8)	14	6 466
	Subtotal		17 338 Units
1	Winterveld X4	24	5 365
2	Winterveld X5	12	4 605
3	Winterveld North EM	24	9 736
	Subtotal		19 706 Units
1	Mabopane A1 / A2 Thusaneng Letlotlo	21	261
2	Mabopane Unit E/W	19	771
3	Mabopane Unit M3 / M4	19	92
4	Botshabelo Res	22	604
5	Ga-Tsebe / Ptn 14	22	334
6	Kopanong	20	2 866
7	Hebron / Ga-rankuwa Vie / Mmakau (Dumping)	30	1 008
8	Tswaing Village (Soutpan)	14	676
9	Boikhutsong / Orange Farm	25	294

Informal Settlements		Ward	No of Units
10	Soshanguve X12	37	184
11	Soshanguve School Sites	26	1 693
12	Soshanguve IA / NN1	29	1 469
13	Soshanguve SS X1 / SS5 / KK1	26	1 378
14	Soshanguve MM	27	1 274
15	Soshanguve Buffer X	27	542
16	Soshanguve CBD / X4 / X5 / X7	37	2 233
17	Plastic View Informal	37	1 665
	Subtotal		17 344 Units
1	AD Section / Saulsville B/C	72	1 307
2	Brazzaville	7	5 003
3	Vergenoeg	71	3 889
4	Matlejoane	72	574
5	Concern	72	1 339
6	Jeffsville	72	2 839
7	Phomolong	71	2 262
8	PWV 7 Road Reserve	7	131
9	Siyahlalala	7	2 481
	Subtotal		19 825 Units
1	Phomolong (Transnet) / X6 (Erf 34041) / M10 Road	16	12 390
2	Stanza Bopape Phase 1 / Mountain View	16	2 818
3	Phase 2 / Mamelodi X17 / Road Rail	17	2 602
4	Phase 3 / Mamelodi X11 / Lusaka / K54	10	6 386 NB: Lusaka is beyond boundaries on private land
	Subtotal		24 196 Units

41 Informal settlements are provided with JoJo tankers, communal taps and mobile tankers.

Table 70: Informal Settlements provided with JoJo tankers

Informal Settlement		Type of Service Mobile Tankers/JoJo Tanks/Communal Taps	Estimated number of people
1	Marokolong / Mandela Village / Ramorsa / Refilwe Block G	Communal taps	26 748
2	Majaneng / Mashemong Suurman	Communal taps	39 968
3	Kanana Village Hammanskraal West	Communal taps	3 924
4	Sekamlaneng	Communal taps	3 980
5	Hans Kekana Kudube Unit 5	Communal taps	5 720
6	Kudube Unit 7 / 8	Communal taps	5 064
1	Winterveld X 4	Communal taps	21 460
2	Winterveld X 5	Communal taps	18 420
3	Winterveld North Rem	Communal taps	38 944
4	Mabopane A1 / A2 (Thusanong / Letlotlo)	Communal taps	1 044
5	Mabopane Unit E/W	Communal taps	3 084
6	Mabopane Unit M3/M4	Communal taps	368
7	Motshabelo Res	Communal taps	2 416
8	Ga-Tsebe 1 Ptn 14	Communal taps	1 336
9	Kopanong	Communal taps	11 464
10	Mmakau / Dumping Site	Communal taps	340

Informal Settlement		Type of Service Mobile Tankers/JoJo Tanks/Communal Taps	Estimated number of people
11	Boikhutsong Orange Farm	JoJo Water tanks	1 176
12	Soshanguve KK X2	JoJo Water tanks	960
13	Soshanguve X12	JoJo Water tanks	1 616
14	Soshanguve X14 (CBD)	JoJo Water tanks	9 228
15	Soshanguve R Ext / P Ext / MM Ext / SS Ext	Mobile tankers and JoJo tanks	6 104
16	Plastic View	Mobile tankers	6 660
1	AD Section / Saulsville B/C	JoJo Water Tanks	5 228
2	Brazzaville	Mobile tankers and JoJo tanks	20 012
3	Vergenoeg	Mobile tankers and JoJo tanks	15 556
4	Matlejoane	Mobile tankers and JoJo tanks	2 296
5	Concern	Mobile tankers and JoJo tanks	5 356
6	Jeffsville	JoJo tanks	11 356
7	Phomolong	Mobile tankers and JoJo tanks	9 048
8	Siyahlalala	JoJo tanks	9 924
9	PWV X 7 Road Reserve	Communal taps	524
10	Westfort Informal	JoJo tanks	
1	Phomolong (Transnet) / X 6 (Erf 34041 / M10 Road	Communal taps	49 560
2	Stanza Bopape Pahase 1	Communal taps	11 272
3	Phase 2 Mamelodi X10 / 17 Road Rail	Communal taps	10 408
4	Soul City	Communal taps	436
5	Woodlands / Garsfontein	Communal taps	900
1	Transit Camp & Choba	Communal taps	4 132
2	Mooiplaats	Mobile tankers	11 040
3	Itereleng	JoJo tankers	10 100
4	Laezonia / Emergency Centre	Mobile tankers and JoJo tanks	648

Table 71: Status of Informal Settlements formalisation

FORMALIZATION OF INFORMAL SETTLEMENTS			
COUNT	NAME OF INFORMAL SETTLEMENT	NO OF HOUSE HOLDS	RESETTLEMENT PLANS AND STATUS
TEMBA / HAMMANSKRAAL			
1	Marokolong 1/Mandela Village/ Ramotse/Refilwe Block G	6687	Refilwe Block G: Approval of General Plan anticipated April 2009.
2	Kanana Village/Hammanskraal West	981	Hammanskraal West Proper: Township establishment completed.
3			Hammanskraal West X1: Township establishment completed.
4			Hammanskraal West X2: Approval date for township establishment anticipated June 2009.
5	Sekampaneng	995	Township establishment application anticipated by May 2009.
6	Hans Kekana/Kudube Unit 5	1430	Township establishment application anticipated by June 2009. Dispute with regard to stand sizes still to be finalised. Relocation of people as a result of adverse geological conditions and within floodlines still to be finalised.
7	Kudube Unit 7/8	1266	Kudube Unit 5: Township establishment application anticipated by June 2009. Dispute with regard to stand sizes still to be finalised.
8	Kudube Unit 9/Bridge View	1783	Kudube Unit 9: Township establishment application

FORMALIZATION OF INFORMAL SETTLEMENTS			
COUNT	NAME OF INFORMAL SETTLEMENT	NO OF HOUSE HOLDS	RESETTLEMENT PLANS AND STATUS
			anticipated by June 2009. Bridge View: Informal settlement not developable because of floodlines, geological constraints and accessibility problems. Relocation options not finalised.
9	Rent View/ Kudube 13/6	230	Rent View/Kudube Unit 13: Approval of township establishment anticipated by May 2009.
10	Kudube Unit 3 (Stand 3742)	114	Kudube Unit 3 (Stand 3742): Township establishment approval is anticipated in May 2009.
NEW EERSTERUST / STINKWATER			
11	New Eersterust	10872	Township establishment application submitted end of January 2009.
12	Stinkwater Ditengteng Extension 4 - 8	6466	Township establishment application submitted end of January 2009.
WINTERVELD			
13	Winterveld Extension 4	5365	It is anticipated that the Township establishment application is to be approved end of June 2009.
MABOPANE			
14	Mabopane Unit E/W	771	Land ownership challenges still to be resolved
SOSHANGUVE			
15	Soshanguve SS X1/SS5/KK1	1378	Soshanguve SS X1: Approved General Plan anticipated May 2009 Soshanguve SS X 5: ROD pending. Soshanguve KK X 1: Approved General Plan anticipated May 2009
16	Soshanguve MM	1278	GP approval anticipated June 2009.
17	Soshanguve Buffer Y	232	GP approval anticipated June 2009.
18	Soshanguve Buffer X	542	GP approval anticipated June 2009.

Whilst this area of delivery remains a challenge due to the historic backlogs with housing, 15 423 top structures were provided against a 5 year target of 30 000 (6 000 per annum).

As a result of work thus far, the following impacts can be observed:

- Improved service delivery.
- A reduction in the backlogs for water, services and roads.

The following are key milestones achieved

- Thorntree View: refer to details below
- Soshanguve projects: water and sanitation complete
- Mamelodi Rondavels: complete
- Township Establishment: submission of layout plans remaining, subject to Section 7 Reports and Positive Record Of Decisions (RODs)

i) Thorntree View Flagship Human Settlement Development

Thorntree View is one of the Country's flagship integrated sustainable human settlements delivering homes to diverse mixed income and racially inclusive households. The City concluded a funding agreement with Gauteng Department of Housing for the development of 8 587 fully subsidized houses.

Construction of houses commenced in March 2007 and to date 1 136 fully subsidized houses have been completed and 5 387 stands have been serviced. 802 houses will be completed by June 2009.

Construction of roads and storm water has also commenced and the planned completion date for 5,8 km of roads is June 2009. Currently 436 local people are employed in the project (civils, electrical and building). Accredited training is being undertaken for 23 bricklayers. The proposed completion date of 8 587 stands for services and construction of houses is 2011/2012 financial year. Construction on the bonded houses has commenced and as at March 2009, 20 residents have been registered for bonds. The contractor and the City are currently planning other housing typologies, inclusive of the rental houses and houses for the gap market. The targeted beneficiary communities are in line with the City's informal settlements eradication programme, Plastic View (2 701 residents) and the CBD (2 302 residents) informal settlements, including the 1996/1997 waiting list.

ii) Development of Bad Housing Buildings

The CoT in collaboration with the Department of Housing identified City owned residential schemes Blesbok, Bosbok, Nuwe and Ou Stalshoogte and Riverside Complex in Eersterus for immediate major facelift through major refurbishment in terms of the Community Residential Units Programme. A total of 558 units will be refurbished at accost of R82 Million. Community consultation has been completed and service providers have been appointed and are already on site.

Plans are also underway for the re-furbishment of Kruger and Schubart Park in the new financial year. The appointment of the Tshwane Housing Company Board will also enable the effective administration of residential buildings administered by the Tshwane Housing Company.

The Board will assist in:

- Ensuring that CoT have in place a service level agreement between the CoT and the HCT;
- Will manage issues of performance management of the HCT;
- Address queries and issues raised by the Auditor General; and
- Provide oversight and leadership on the management of the HCT.

iii) Eradication of Hostels

The City has developed and converted 356⁸¹ units at Soshanguve hostel in 2006 into family units thereby ensuring that the old dormitory hostels are eradicated.

At Saulsville Hostel in Atteridgeville, 919 units have to date been completed and converted into family units and 129 units are currently under construction to be completed by end of 2009.

At Mamelodi hostel 98 units have been converted into family units and plans are afoot to develop in excess of 3000 units at Mamelodi over the next five years.

Construction of 148 has commenced to be completed in early in 2010.

300 temporary residential units have been completed to accommodate residents currently occupying blocks to be demolished.

The City's target is to develop at least 240 units per annum.

This department has 16 projects all of which are funded in the 2008/2009 year.

Waste Removal

Waste removal is a critical service that the CoT provides to its communities.

Since 2006:⁸²

- 22 714 new kerb side waste removal points have been added to cater for growth. 1 634 have been provided in the 3rd quarter and 7 357 year to date. This is demand driven, and the City has been able to meet the demand.
- Approximately 41 781 (an increase of 1000 for the 08/09 financial year) households in informal areas have been provided with plastic bags for waste removal thus far in the following areas:
 - Atteridgeville: Brazzaville, Pomolong
 - Soshanguve
 - Mamelodi
 - Ga-Rankuwa
 - Mabopane
 - Temba.
- 15 000 households in informal areas have been provided with communal skips for waste collection.

b) Strategic Objective 2: Facilitate higher and shared economic growth and development

On the city level the indicators are divided into two key areas, namely the facilitation of economic growth and ensuring that the growth is a shared growth. Until the global down-turn in the economy began to impact on South Africa, Tshwane recorded an economic growth rate of 7.8% in 2006/2007 and of 6% in 2007/2008.

⁸¹ These figures do not tally with audited annual and quarterly performance reports- however, the department has provided it for inclusion in the IDP.

⁸² All figures referred to in this section for 2007/2008 are from the Annual Report 2007/2008 and all figures referred to as 2008/2009 are from the 3rd QTR 2008/2009 (and its Annexures).

The City entered into strategic partnerships to establish enterprise incubators in Babelegi and Garankuwa. A major milestone achieved was the signing of the Memorandum of Understanding with the Department of Public Works on Rekgabisa Tshwane Project. This project is already changing the face of the Capital City with the millions of Rands invested in the City by National Government.

Facilitating higher economic growth

Other achievements with regard to partnerships include:

- University of Pretoria: Entrepreneurial Training & Mentorship for 450 SMMEs per annum;
- UNISA: Metropolitan Economic Development Strategy, Sector Strategies and Economic Database;
- Operation Hope: Provision of Financial Literacy Training and Entrepreneurial Training for +/- 1000 impoverished communities. The recruitment of 250 volunteers who will be trained by Operation Hope;
- UYF: 5 Youth Advisory Centres: Mamelodi, Hammanskraal, Olivenhoutbosch;
- TIH: Supplier Development Programme to enhance the capacity of emerging and black-owned enterprises to successfully tender to the CoT;
- HSRC: black economic empowerment procurement programme;
- SEDA Technology Programme: Operationalization of the Soshanguve Manufacturing Technology Centre to incubate 120 SMMEs per annum.

Strategic Objective 2: Facilitate higher and shared economic growth and development

Facilitating shared growth

The City established a Tshwane Business Club (TBC) in 2007, which is a networking forum for SMME's, and has grown its membership to 845. The City established a forum called Tshwane Business Support Agencies (TBSA) where all government funded SMME Development Agencies meet to ensure co-operation and streamlined service delivery to SMME's.

The Bloed Street taxi mall was finally completed and is being utilised by traders.

By the end of March 2009 the City has achieved:⁸³

- 3 395 SMME's and cooperatives were supported up to end March against a quarter 3 target of 603, and an annual target of 676. This brings the cumulative achievement from July 2006 to 8 701 SMME's supported and developed.
- We also achieved a 53,8% occupancy rate for tourist beds compared to a target of 50,0%
- R822.9 million of investment in the City since July 2006.
- 4 316 jobs were created through the implementation of capital projects by the end of February 2009 against a quarter 3 target of 1 853 and annual target of 2 426. This brings the cumulative achievement from July 2006 to 8 232.
- Total Jobs Created through FCC and 2010 FWC projects to date are:
 - Total Jobs Created: 1533
 - Total number of woman: 327
 - Total number of youth: 776
 - Total Disabled: 5
- 9 073 beneficiaries benefited from skills development programmes from 1 July 2008 against a target of 2 156.
- In the Formal Business Sector 1 835 events have been managed between July 2007 to March 2009.
- 273 business licenses were issued in the period July 2007 to March 2009.
- For the informal sector the total demarcation/ allocation of stalls from December 2008 to March 2009 were 246 new stalls.
- The total number of permits issued to the informal sector was 1 647, including lease agreements (March 2008 to March 2009).
- For the period 2005/2006 to 2007/2008, the Tshwane Market's turnover grew by 38.1% whereas the industry's growth was 30.5%. The Tshwane Market also had the best growth of the four biggest markets in SA.
- During March 2009 the Tshwane Market recorded a new record monthly turnover of R150 million.
- The Tshwane Market increased market share from 16,9% (2005/06) to 17.9% for the 2007/08 financial year. It had the best growth in market share of the four biggest markets for this period.
- The Tshwane Market is an excellent job creator with 1 314 sustainable jobs on the market with thousands of job opportunities created upstream and downstream as a result of market activities.

⁸³ All figures referred to in this section for 2007/2008 are from the Annual Report 2007/2008 and all figures referred to as 2008/2009 are from the 3rd QTR 2008/2009 (and its Annexures).

In an effort to foster and maintain a strong, vibrant and growing economy, the City will host its second Business Month Programme in May 2009. The programme consists of 13 activities geared at empowering business people and creating a platform for networking and sharing of ideas.

The CoT hosted the inaugural Tshwane Tourism Fair from 6 to 7 October 2008. The brief of this Mayoral project was to create an event to optimise citywide tourism opportunities from a cultural, business and capital city perspective whilst assisting in accelerating economic growth and development of tourism products; especially those of SMME's, disabled, women and the youth. In addition, the aim was to create a tourism event that could evolve over time into a signature event that could be used to attract media attention to Tshwane's tourism potential.

This first Tshwane Tourism Fair thus set the benchmark future tourism development in the City and will act as an annual platform to determine future developments in positioning the City as a preferred tourism destination.

The Tourism sector stakeholders agreed that the inaugural Tshwane Tourism Fair (TTF) should establish a base and point of departure for post-conference tourism related initiatives and the early planning for the 2009 TTF.

Notwithstanding the short time span between approval and hosting of the 2008 event, it was pleasing to see that 599 delegates from various fields within the tourism sector attended the Conference and 43 exhibitors used the opportunity to market their products and services.

Two international speakers and 11 local speakers agreed to address delegates at the TTF.

The Tshwane Tourism Awards Programme 2009/10 acknowledged and rewarded service excellence in the Tshwane tourism industry. Tourism products were assessed in their respective categories by Qualified Assessors in co-operation with the tourism industry. The Tshwane Tourism Awards recognize service excellence within the Tourism industry in Tshwane. The Gauteng Tourism Authority recognises the awards as a benchmark for best practice within the tourism industry in the Gauteng Province.

The Tshwane Tourism Awards were held on 27 March 2009 at the Southern Sun Hotel, in Arcadia. The Tshwane Tourism Awards acknowledge, reward and promote service excellence in the tourism industry and encourage local tourism businesses to keep raising their own standards. 38 Finalists received certificates, 13 winners received trophies and 2 special mentions with certificates.

Tourism Indaba 2008:

A record number of 12 900 delegates attended the Tourism Indaba 2008, of which 603 were media. Indaba took place from 10 to 13 May 2008 at the Inkosi Albert Luthuli ICC in Durban. The CoT exhibited in the DEC Hall, together with 8 products owners, who won in the different categories of the Tshwane Tourism Awards 2007/2008. The Tourism Division facilitated training with the Tourism Enterprise Programme to equip these products with the relevant skills required, i.e. the tourism channel, marketing in tourism, business planning, etc. Various stakeholders from the industry visited the stand. The City also had a launch event on 12 May 2008, which was attended by MMC Patricia Chueu, the Strategic Executive Director: Economic Development (Ms Tembeka Mhleka) and other important stakeholders.

The city had a full A3 advertisement daily for all four days of the exhibition published in the Indaba Daily News. This was distributed to all 12 000 exhibitors and the many visitors who visited the Indaba. Some of the products on the Tshwane stand received coverage on "Morning Live" on SABC 2, while others engaged and brought home valuable leads that promise to convert into business. Two products from Tshwane were also acknowledged for Service Excellence at the Welcome Awards Gala Event that took place during Indaba. The city was marketed through brochures, CDs, DVDs playing on the stand and various other promotional material throughout the exhibition period. The City in overall had a good and successful Indaba.

SÜD-AFRIKA TAGE 2009

The Süd-Afrika Tage exhibition took place from 28 February to 8 March 2009 in Germany. The cities that were covered in Germany were Mainz, Neuss and Hamburg. The show was mainly for the audience who were interested in visiting Southern Africa. The CoT was represented by Mercy Mtshweni and Joe Sithole. The Süd Afrika Tage (Southern Africa Days) is an exhibition/road show showcasing Southern African Tourism products.

Township Bed and Breakfast grading:

The project is geared towards facilitating the development of SMMEs in the tourism sector by supporting emerging Bed and Breakfast establishments in Tshwane that offer a cultural home stay experience. The Tourism Division in partnership with the Tourism Grading Council of South Africa and the Bed and Breakfast Association in Tshwane have identified Bed and Breakfast establishments for grading. All the establishments have

undergone a process of assessment by grading council assessors and approximately 57 establishments have been graded to date.

Benefits of the grading

- Free advertisement opportunities in partner's websites.
- Tourism Signage (Brown and White signs implemented by tourism division).
- Inclusion in brochures distributed in local and international exhibitions.
- Free entrance into tourism awards programme implemented by the CoT.
- Selection by partners for exhibitions in both local and internal events.
- Free trainings by the CoT and partners.
- Selection to participate in mentorship programmes i.e. adopt a guest house initiated by Southern Sun.
- Given special preference by utilisation by government.

Training and Skills Development:

The City identified and facilitated the training of 45 Tour Guide, 57 SA Host (Customer Care). 15 SMMEs with operational businesses in tourism were further for business development skills. The training consisted of 8 toolkits that were developed by the Tourism Enterprise Programme (TEP) and were presented by the authors and other industry experts. The 8 category winners of the Tshwane Tourism Awards also received training in those modules that would assist in equipping them to exhibit their products and services at exhibition platforms such as the Tourism Indaba. The database of SMMEs at the Tourism Division will be utilised to identify SMMEs for training in the 8 toolkits as an ongoing process.

Tourism Directional Signage:

A total of 500 tourism directional signs were erected to date. Tourism directional signage forms part of the critical infrastructure in the promotion of tourism attractions and services in the City. The signage has been identified as an important measure to ensure awareness of all tourism services and products in Tshwane and that tourists can easily find these products and services. The 139 tourism directional signs inter alia include signage for 17 graded Bed and Breakfast establishments in townships, for 32 identified tourist attractions not previously signed and 25 Police Stations (since the safety of residents and any visitor to the city plays a very important role in the promotion of Tshwane as a destination).

Adopt a Guesthouse Programme:

The adopt a guest house programme is a mentorship programme aimed at transferring skills by the Southern Sun, TEP, FEDHASA, GTA, JTC, Rennie's Travel, Baird's, Carlson Wagonlit travel, TGCSA to the SMME's or new entrance in the Industry. The programme aims to fast track transformation of the tourism industry through mentorship, coaching and training of SMME's. .

The programme was officially launched by Minister Van Schalkwyk (Environmental Affairs and Tourism) in 2005. At the time, 5 guest houses were selected due to their close proximity to the Nelson Mandela and Desmond Tutu houses (Nobel Prize winners) in Khumalo Street in Soweto.

In the CoT, two 3 star B&Bs and one 4 Stars were identified with the assistance of the Southern Sun consultant.

The 2010 World Cup

The City continues to attract events that have economic benefits, not the least of which were the tourism awards. The CoT is privileged to be one of the host cities for the 2010 Soccer World Cup and the associated Confederations Cup. As the Capital City, CoT takes great pride in being a host city and has put immense effort into ensuring that the Confederations Cup and the 2010 World Cup put Tshwane on the world map.

i.) FIFA Confederations Cup 2009

- During the past year, the CoT was confirmed as one of the 4 host cities to host the FIFA Confederation Cup 2009 (FCC).
- Loftus Versfeld Stadium was further confirmed during the FCC draw in November 2008, as the host of 3 high profile FCC matches (USA vs. Italy; USA vs. Brazil and Brazil vs. Italy)
- It is befitting for a City of Champions to host matches featuring current World Champions, Italy and the recent past World Champions, Brazil; Italy won FIFA World Cup 4 times and Brazil won 5 times.
- This is an early bonanza for our local fans, in that it is unheard of, to watch matches featuring these giants for just R70. We would therefore like to appeal to our local fans to go out and buy their tickets early.

ii.) Stadiums Match Venue

- The upgrades at Loftus Versfeld Stadium are at the stage of practical completion and work continues on snag lists.
- The CoT prides itself to have contracted an emerging contractor (100% black-owned) to be the main contractor at Loftus Versfeld Stadium.

A number of roads around the Loftus Precinct are currently upgraded to ensure that there is smooth movement of spectators. Residents who normally travel around streets like Charles, Duncan and Pretorius Streets would have experienced traffic jams because the whole area is a construction site but come 2010 and beyond, the resident will experience better roads and spend less time in traffic. Most of these road upgrades are due for completion by May 2010.

Work on the stadia has progressed well, and a successful Loftus roof wetting party was held in December 2008 to celebrate the completion of the roof of the stadium.

Training Venues

Super Stadium in Atteridgeville has been confirmed as one of the training venues for the FCC, with the second being Pilditch Stadium, whilst HM Pitje will be a second training venue for the 2010 FIFA World Cup (FWC). The HM Pitje Stadium upgrade is a Gauteng Provincial Government project and it is due for completion, in time for the FWC.

Both these two venues have hosted a number of international events, albeit Pilditch Stadium hosting athletic competition. Pilditch required minor upgrades, whilst Super Stadium had undergone major upgrades, in the recent past. Roads leading to the FWC training venues are also upgraded to ensure that fans and residents enjoy better quality roads.

CoT is delivering on a promise that it made at the beginning of the term, i.e. establishing world class facilities in the previously marginalized communities. In June 2009, for instance, communities in our townships will have the rare experience of seeing players like Ronaldinho and Kaka of Brazil, Cannavaro and Zambrotta of Italy in their backyards.

iii.) Transport

The CoT has already started with the preparations for the implementation of the Bus Rapid Transit (BRT) system that will run from Soshanguve to Mamelodi via the city centre and Loftus Versfeld Stadium. The CoT is spending over R1,5bn on this project that will see a substantially reduced travel time of commuters coming in and leaving the city centre. This will be supported by Atteridgeville to Mamelodi Corridor that will complement the BRT system. We are engaging the taxi industry to ensure that our plans have the support and buy-in of all important stakeholders.

The City has also introduced a new fleet of buses. By 2010 100 new buses will be operational in the City and this will allow for commuters to travel with dignity to their respective destinations.

Table 71: Transportation projects associated with 2010 FWC and their completion dates

Listed below are the Transportation Projects and their expected completion dates	
Upgrading of Roads around Loftus Versfeld	30 September 2009
○ Charles street upgrade will only be completed on	28 April 2010
Upgrading of Roads around the Training Venues	
○ HM Pitje Stadium	31 March 2010
○ Super Stadium	31 March 2010
Public Transport Facilities around Loftus Versfeld	
○ New Pedestrian Walkway	30 April 2009
○ Other projects including park and rides	30 May 2009
Upgrading of Access to Airports	
○ Wonderboom (K97 and Lintveldt)	30 April 2010
○ Waterkloof Air force Base (K69)	Project transferred to SANRAL
Public Transport Support / ITS	28 February 2010
○ Public Transport Operations	
○ OPS Plan For FCC	Complete
○ OPS Plan update for World Cup™	15 December 2009

The following Public Transport solutions will be in place for the FCC:

- Air Transport (from airports to City of Tshwane): Services supplied by DoT and GPG.

- Long Distance Transport: Bus Services supplied by DoT (84 buses).
- Inter City (Gauteng) Transport: Bus services supplied by GPG (102 busses from six destinations).
- Inner City Transport: Rail Services (6 upgraded train sets) supported by municipal buses (100 new busses), mini bus taxis & metered taxis that will run on dedicated routes for FCC.
- Main Transport Hub at Pretoria Station and Rissik Station to service Loftus Precinct.

New City Buses will be used as follows:

- Park and Ride at LC De Villiers 20 Buses
- Park and Ride from Pretoria Sports Union 10 Buses
- Balance of the buses will be used on enhanced services from the following main centre's:
 - Main Station
 - Menlyn Park Shopping Centre
 - The Kolonade Shopping Centre
 - Centurion business district

iv.) Skills Development

- 25 SMME businesses trained on 7 modules of TEP Toolkits Programme, process ongoing, 20 SMMEs businesses trained on SA Host Programme.
- Service provider to conduct skill audit appointed.
- TEP Toolkit, Business Skills and SA Host Training halted due to TEP being re-tendered. Trainings to resume after June 2009.
- 30 SMMEs (Tshwane Tourism Award Winners) are being trained on exhibition training during in preparation for Tourism Indaba 2009.
- 100 bus drivers to be trained on Basic Tour Guiding, service provider appointed. Training to be delayed till end May 09 due to potential protestations by bus drivers.

v.) SMMEs

- 5 SMME workshops were hosted successfully during March and April 09. ± 500 SMMEs attended the workshops.
- We identified 81 accommodation establishments for grading and 32 accommodation facilities were graded as at Dec 2008.
- A total of 6838 graded rooms are available in Tshwane and surrounds as at April 2009.
- A total of 1999 rooms have been contracted by MATCH. 379 non hotel and 1620 hotel rooms
- University of Pretoria were appointed to conduct an accommodation audit. The audit started in April 09 and will be completed by June 09. Phase 1 of the audit is covering accommodation in the Loftus Precinct.

vi.) The legacy and sustainability programme

In addition to the Capital investment done by the City we have embarked on a leaving lasting legacy. The following programmes are benefiting our youth:

- Diale Ntombazana football for girls in partnership with SAFA, 4021 girls were trained, one participant was awarded a scholarship to play soccer in an International women's club in Ireland.
- Korea football development programme, 1582 football players were participating and 25 were selected to represent the City in Korea. One participant was selected to play for the University of Pretoria soccer club.

vii.) IT and CCTV

- There are currently 68 cameras in the CoT CBD, which are leased. The current service provider will be in place for FCC, with additional personnel deployed in hotspots.
- The objective is to have surveillance at the following areas :
 - Venue Specific Hotels
 - Public Viewing Areas
 - Loftus Precinct
 - 2 Training Venues
 - Regional Transportation Hub
 - Transportation Routes and Gateways
- We are busy with procurement process for a new service provider that will take over the current 68
- There is a need for 84 additional cameras for 2010.

viii.) Health services

- CoT Health together with Gauteng Dept. of Health have identified hospitals that will serve the match venue as well as the training venues
- Emergency Medical Services (EMS)

- Local clinics will remain health care centres
- 50 Additional ambulance have been procured by province for Gauteng
- Equipped Mobile Health Posts (Human, Technical, equipment) will be provided in FCC and 2010 precincts
- The following programmes will be rolled out
 - Disaster management plans for each identified hospital linked to a venue
 - Health Volunteer Programme (reservists) in response to shortages
 - Health operational plans for each precinct.

ix.) Disaster Management

- An Audit was conducted of all Tshwane FCC and 2010 precincts.
- Operational plans are finalized.

x.) 2010 Preparations from an Environmental Health perspective:

Accreditation of Accommodation Establishments

All 2009 Confederation Cup / 2010 FIFA World Cup – Team Base Camp Hotels in Tshwane which appear on the list were visited, inspected and finally accredited. These included among others Velmore Hotel, The Villas Luxury Hotel, Irene Country Lodge, Leriba Lodge, etc.

Guest Houses and Bed & Breakfast Operators Training

So far approximately 95 B&B and Guest Houses operators have been trained on good hygiene practices and safe food handling. These were trained by the Environmental Health section in conjunction with Local Economic Development and CoT Tourism Division.

Training and Accreditation of Informal Food Traders

Informal Food Traders have been formally trained and accredited by the section working in conjunction with LED and other relevant stakeholder departments. These trainees were provided with equipment such as cooler boxes and aprons which are CoT branded to assist them maintain a good standard of hygiene as recommended during the training. 68% of the informal food premises (selling points) inspected was found to be compliant.

Issuing of Certificates of Acceptability for Formal Food Premises

Approximately 89% of all formal food premises in the CoT have been issued with the Certificate of Acceptability (R918) in line with the regulations promulgated. The City further monitors the progress made in terms of Tobacco Control Monitoring and Compliance in line with the relevant legislation. The programme further includes checking food and water samples to ensure compliance.

xi.) City beautification

City beautification is a critical component in preparation for the Confederations Cup and 2010 World Cup.

The following are the key areas and elements of the city's beautification programme:

Priority Precincts

- Loftus Stadium;
- HM Pitje Stadium, Mamelodi;
- Super Stadium, Atteridgeville.

Priority Routes and sites:

- Gateways and landmarks, which include:
- Fountains Circle – identified site at the main entrance into the city from OR Tambo International.
- N4/Pretorius Street entrance – identified for upgraded landscaping and display of flags/banners and decorative lighting.
- Wonderboompoort – identified for upgraded landscaping and display of flags/banners and decorative lighting.
- Potgieter Street– identified for display of flags, banners and decorative lighting.
- Church Street West/Quagga Road intersection – identified for landscaping and display of flags/banners and decorative lighting.
- Charles Street/Atterbury Road intersection (west of the N1) – Charles St identified as one of main access routes to the Loftus Stadium from the N1. Site identified for landscaping and display of flags/banners and decorative lighting.
- Entrances to Soshanguve, Mamelodi, Atteridgeville, and Hammanskraal.

The following transport routes which have been identified as main access and service routes to Loftus stadium, are receiving focussed attention so far as decoration, neatness, maintenance and cleansing are concerned:

Protocol Routes:

- Pretorius from N4 to Wessels – protocol route (road widening in progress);
- Schoeman from Wessels to N4 – protocol route (road widening in progress).

Other Main Routes:

- Duncan from Brooklyn Circle to Church (road widening in progress).
- George Storrar from Fountains Circle to Queen Wilhelmina.
- Totius from George Storrar to Queen Wilhelmina.
- Queen Wilhelmina from George Storrar to Magnolia Dell.
- University from Magnolia Dell to Walter Jameson/Jorissen.
- Church Street (Quagga to End).

Pedestrian routes:

- Streetscaping pedestrian walkways are underway along the following streets:
 - Park from Wessels to Rissik Station.
 - Kirkness from Park to Lynnwood/Jorissen.
 - Eastwood from Park to Pretorius.
 - Lynnwood from Kirkness to University.
 - Jorissen from Kirkness to Walton Jameson.
 - University from Magnolia Dell to Burnett (subject to Gautrain construction).
 - Burnett from Park to Duncan.
 - Maphalla from Shabangu Circle to Kubone/ HM Pitje Stadium.
 - Kubone from HM Pitje to Ntsieng.
 - Komane/Moroe from Super Stadium to Seeiso.

Landscaping designs have been prepared, or are in process, for the following sites:

- Public park at the intersection of Park and Kirkness Streets (Loftus precinct).
- Open space at the intersection of Hill, Park and Burnett Streets (Loftus precinct).
- Traffic circle at the intersection of Kirkness, Lynnwood and Jorissen Streets (Loftus precinct).
- N4/Pretorius St/Schoeman St gateway.
- Intersection of Charles St and Atterbury Rd (Menlo Park).
- Forecourt of HM Pitje Stadium.

The pedestrian walkways are being provided with standardized street furniture in order to present a coordinated and aesthetically pleasing streetscape image to visitors to the city during the competition. The requisite items of street furniture will be installed simultaneously with the paving/upgrading of walkways.

Effective directional signage, both for pedestrians and motor vehicles, is an essential component of a practical and user friendly streetscape, particularly for visitors to the country. This forms part of the street furniture suite envisaged for the prioritized streets. This is being managed by the Public Works Department.

Wonderboom Airport, being a municipal airport, experienced further growth in aircraft movements and according to Air Traffic and Navigational Services (ATNS) statistics recorded a record number of 136 400 movements for the 2007 year. It is said to be the third busiest airport in Gauteng after the OR Tambo and Lanseria airports. It annually accommodates 43 000 aircraft landings.

Progress is continuing to revamp Wonderboom Airport for 2010. Various achievements underway include:

- the lengthening of the runway by approximately 750 m.
- the development of taxiways, hangars and covered parking bays for vehicles and aircraft.
- The 24m high air traffic control tower has been completed.

Progress on key economic development projects for the 2008/2009 financial year include:

Project description	Project Number	Delivery Performance			Milestones to be achieved in Q4	Wards	
		Milestones achieved in Q2 (e.g. pre planning, design, construction)	Product/Deliverable name and or type	Actual Performance against target		Primary Ward where project is implemented	Affected
Upgrading of Market Agent Barriers	710274	Complete Phase 1 priorities	Upgraded barriers	Planning for Phase 2 in process	Complete project	3	3

Project description	Project Number	Delivery Performance			Milestones to be achieved in Q4	Wards	
		Milestones achieved in Q2 (e.g. pre planning, design, construction)	Product/ Deliverable name and or type	Actual Performance against target		Primary Ward where project is implemented	Affected
Upgrading and Extension of Facilities	710276	Complete Phase priorities 1	Upgraded facilities	In process to get approval to transfer funds from 712615 to this project to address additional needs	Complete project	3	3
Upgrading of Existing Processing Facilities	710277	Complete Phase priorities 1	Upgraded facilities	In process to appoint consultant; tender to serve before Bid Evaluation Committee	Complete project	3	3
Reparation to & Resurfacing of Roads	710420	Complete Phase priorities 1	Upgraded roads	Additional areas already identified for resurfacing	Complete project	3	3
Upgrading of Cold rooms	711561	Complete Phase priorities 1	Upgraded cold rooms	Advisors in process with the survey	Complete project	3	3
Upgrading of Platforms	711570	Complete Phase priorities 1	Upgraded platforms	Additional areas already identified for resurfacing	Complete project	3	3
Relocation: Watermelon Sheds	712029	Construction	New sheds	In process to address final stages of the project	Complete project	3	3
Late Delivery Canopy	712459	Complete Phase priorities 1	New canopy	In process to appoint consultant for design	Complete project	3	3
Upgrading & Extension of Office Blocks	712585	Construction: Phase 1	Upgraded office block	In final stages to finalise second floor; last planning in process for changes to ground floor	Complete project	3	3
Establishment of outlet(s) in the north	712615	Completed adjudication process for appointment of a consultant to execute viability study	Approved tender	Report to appoint a consultant was approved on 9 February 2009. Project handover to consultant.	Complete study	Wards 9, 12, 19, 20, 21, 22, 24, 25, 26, 27, 29, 33, 34, 35, 36, 37 & 39 within Soshanguve, Winterveldt and Mabopane will form part of the investigatio	Wards 9, 12, 19, 20, 21, 22, 24, 25, 26, 27, 29, 33, 34, 35, 36, 37 & 39 within Soshanguve, Winterveldt

Project description	Project Number	Delivery Performance			Milestones to be achieved in Q4	Wards	
		Milestones achieved in Q2 (e.g. pre planning, design, construction)	Product/ Deliverable name and or type	Actual Performance against target		Primary Ward where project is implemented	Affected
						n	and Mabopane will form part of the investigation
Establish Inf. Trade Markets: Inner City, Mabopane	710488	Construction of main roof structure, stalls and ablution facilities completed in Marabastad; pre-planning for Mabopane has commenced	Market stalls	Building of fence and pavement	Final completion of Marabastad Informal Traders stalls project by 30 June 2009	60	3
Marketing & Trading Stalls - Ga-Rankuwa	712298	Pre-planning	Good quality Informal traders' market stalls, ablution facilities	None	Completion of detailed designs; building of the ablution facilities and the erection of a fence by 30 June 2009	31	30 & 32
Baralak Building	712531	Renovation of existing building	Business Incubation Units	The paving and the fencing are completed	Operational phase: Adjudication and placement of SMMEs to be incubated by 30 June 2009; completion of the eating area and storage facility by 30 June 2009	3	60
Mamelodi Rondavels	710582	Fences and gates, treatment of thatch roofs against fire and installation of lightning poles, electrical work, plumbing, paint work, wall tiles and variation orders, landscaping, paved areas and braai	A heritage site and a tourism attraction	Done	The project has been transferred to the Sports, Recreation, Arts and Culture Department, however, the landscaping must be completed.	6	6, 10, 15, 16, 17, 18, 23, 28, 38, 43 & 67

Project description	Project Number	Delivery Performance			Milestones to be achieved in Q4	Wards	
		Milestones achieved in Q2 (e.g. pre planning, design, construction)	Product/Deliverable name and or type	Actual Performance against target		Primary Ward where project is implemented	Affected
		area					
Tourism Signage	710579	Designs and implementation of 83 signs	Tourism signage (white and brown signs)	The installed signage for all the facilities which received signage the past four years were surveyed. Photos were taken of the signs, ID numbers were stuck to the back of these existing signs and a GPS point was taken of each sign. The database for the audit is 90% complete and the final audit of these signs are in process. In March 2009, a total of 152 signs were erected.	Implementation of remaining signage for 2008/09	1 to 76	1 to 76
Hop on Hop off Bus	710580	Bus shelters have been designed and will be erected at the following places: National zoo, Art Museum, Freedom Park, City Hall and Church square.	Hop-on hop-off tourist bus	A consultant to conduct the feasibility study has been appointed; it is planned that one bus will be piloted on the route in late April 2009 while the feasibility study is conducted	Target to be achieved by 30 June 2009	3, 57, 58, 59 & 60	3, 57, 58, 59 & 60

Project description	Project Number	Delivery Performance			Milestones to be achieved in Q4	Wards	
		Milestones achieved in Q2 (e.g. pre planning, design, construction)	Product/ Deliverable name and or type	Actual Performance against target		Primary Ward where project is implemented	Affected
Tourism Information Office	710586	None	Tourism information office	Landscape plans submitted to the Tourism Division by the surveyor	Target (complete fully operational information office) to be achieved by 1 June 2009	56	56
Arts & Craft Exhibition Stalls	710587	Project plans have been designed	Arts and Craft stalls	Plans completed, clearing of site done, quantity surveyors appointed	The project has been transferred to the Sports, Recreation, Arts and Culture Department	32	30, 31, 32

Progress on the Informal trade infrastructure programme

Table 72: New Stalls Created in the 2007/2008 Financial Year

Area/ location	New	Ward	Region
Rissik station	2	58	Central
Denneboom (Intermodal facility)	193	38	East
Total	195		

Table 73: New Stalls Created in the 2008/2009 Financial Year

Area/ location	New	Ward	Region
Kopanong (Intermodal facility)	80	37	North west
Sunnyside	15	58/59	Central
Inner City (R-BLOCK=1, Van der walt=29 ,Church =03, Scheding=01) Museum =03	37	& 03	Central
Centurion	2	57	South
Montana & Waverly area	4		North East
Laudium	5		Central
Pretoria North	1	02	North west
Pretoria west	1		North West
Total	145		

Progress on current projects (2008/2009 Financial Year)

Table 74: Progress on current projects (2008/2009 Financial Year)

Area/ location	Target	Ward	Region	Progress report (status)	Completion date
Marabastad	99	3	Central	In progress	May 2009
Baralak		60	Central	In progress	May 2009
Ga-Rankuwa	200	30	North west	In progress	June 2010
Mabopane	4000	19 & 20	North west		June 2011

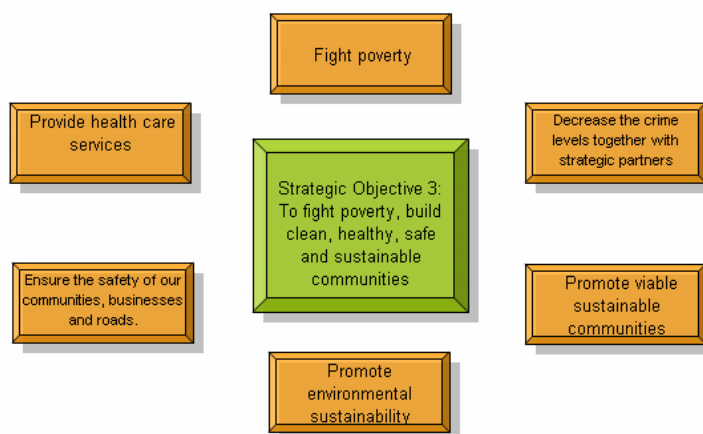
The Department Economic Development has presently 19 projects in various levels of progress and has spent 39% of Budgeted funding to-date.

c) Strategic Objective 3: To fight poverty, build clean, healthy, safe and sustainable communities

Over the past few years, the CoT has implemented many initiatives to enhance the dignity and sustainability of communities.

The following important activities have made an impact on the lives of ordinary people:

- Opening clinics for longer hours;
- Managing the libraries;
- Responding to emergencies such as fires and medical emergencies;
- Working with partners such as SAPS, parents and schools to fight crime in our neighbourhoods;
- Maintaining, delivering and operating sports facilities, museums and cultural facilities;
- Engaging with stakeholder groupings such as the women, elderly and youth;
- Providing disaster management services;
- Supporting pre-school facilities.



Achievements to date:⁸⁴

Health and Social Development

- The annual target of 65 000 registered indigent is at risk with only 54 183 registered to date. The quarter 3 target of 60 000 was not achieved. These people have access to free basic services.
- The number of indigents on an exit programme of 1 523 has exceeded the annual target of 1 320.
- The number of poor children with access to Edu-care stands at 5 816 year to-date against an annual target of 7 300.
- Year to date 932 965 patients have visited the clinics against an annual target of 1 033 861.
- 97,2% of EDL medicine are made available at the PHC facilities at all times.
- 177 310 emergency medical incidents were responded to as opposed to a quarter 3 target of 41 625 and a target of 55 000 annually and a five year target of 222 000.
- To date:
 - 1 936 women benefited from women's development programmes versus the annual target of 120.
 - 420 aged benefited from programmes for the elderly versus the annual target of 150.
 - 1 344 youth benefited from programmes for the youth versus the annual target for this year of 150.
 - 118 disabled people benefited from programmes for the disabled versus the annual target of 50.
- 59 community and home-stead food gardens were supported by the City year to date against an annual target of 750. Since July 2006 approximately 1 332 community and home-stead food gardens were supported by the CoT.

i.) Social Development

The Indigent Registration: Operation Reathusa

The Indigent Policy was approved in May 2008, to ensure that all indigent households have access to free basic services. The target is for 90 000 indigent households to be registered. A service provider was appointed in December 2007 to assist the CoT to reach the target of 90 000. 54 183 Indigent households have been registered and linked to free basic services to date.

Registrations have been done according to the 5 regions, with 3 registration points per region, and based on pockets of poverty and indebted areas. The target has been households with a joint income less and equal to two state pensions (R0 - R2 020), as well as child headed families.

The Reathusa communication strategy includes:

⁸⁴ All figures referred to in this section for 2007/2008 are from the Annual Report 2007/2008 and all figures referred to as 2008/2009 are from the 3rd QTR 2008/2009 (and its Annexures).

- Jingle advert: various radio stations
- Radio news
- Banners and posters : city wide
- Press conference/ release
- Radio interviews
- Advertorials
- T- shirt & caps

Key stakeholders include:

- CoT departments
- External departments of Home Affairs, Social Development, Housing, and entities such as ESKOM, ODI and Magalies water.
- Community based structures including:
 - Ward committees
 - Ward councillors
 - Civic structures
 - Churches
 - Schools
 - Police stations

The programme will be intensified and re-launched in May 2009 as operation Reathusa. This will include site registrations and door-to-door registrations in the various regions, in order to register the balance of approximately 40 000 indigent households to reach the 90 000 target.

Indigent Exit Strategy

In November 2008, the CoT developed a Draft Indigent Exit Strategy to provide a framework guiding all initiatives and stakeholders towards making a positive impact in the lives of the poor; especially those who are indigents registered on the CoT Indigent Register.

This moves from a principle that the CoT should be able to provide a “basket” of initiatives which will enable indigent households to be self-sustained. Indigent Exit Initiatives that are being explored include: Expanded Public Works Programme (EPWP); Skills Development & Training; Employment & Job Opportunities; Public-Private Partnerships (PPP); Cooperatives sector development; SMME development; Basic Indigents Grant or Coupon System (proposed) and Food Security Alleviating Income Poverty (also proposed).

With the envisaged establishment of the Poverty Reduction Advisory Committee (PORAC) which will provide expertise on integrated poverty reduction and the assistance of Human Science Research Council (HSRC) which will avail research output on poverty-reduction related areas, the CoT will this year conclude the strategy for immediate and long-term implementation.

The implementation of the Exit Strategy will benefit primarily the poor households registered on the CoT Indigent Register/Database and secondarily, the poorest of the poor communities in Tshwane. The initiatives outlined above will be the means used to reach these beneficiaries.

ii.) Health Services

The City managed to build two clinics in the past years namely Ga-Rankuwa View and KT Motubatse. The cholera incidences in the city are fully under control. The few incidences in the city are imported cases, whereby all cases are from cholera outbreak areas or have visited those affected areas. An on going cholera monitoring programme is in place currently which involves water sampling from related such as streams, rivers, pipes and sewage systems. Malaria patients are also imported cases from malaria endemic areas and are not necessarily a threat in the City's area of jurisdiction.

Primary Health Care services package has been introduced in 99% of the clinic facilities with the introduction of amongst others chronic diseases which were not the case previously. Currently the clinics are having waiting period of 131 minutes which will gradually improve in the near future. Extended service hours have been introduced in 13 clinics to include Saturdays 8h00 to 13h00.

The Council has approved the establishment of a District Health Authority (DHA) to be chaired by the responsible MMC, and which will be operational in consultation with the MEC for Health. The said District Health Council was established on 14 February 2008 and is fully functional.

The TB programme

The CoT has endorsed a TB crisis plan jointly with the Gauteng Health Department to strengthen efforts to combat the TB epidemic. The objectives include:

- Prevention and early detection of TB
- Early treatment and continuum of care
- Increasing awareness through advocacy and social mobilisation
- Strengthening TB/HIV collaboration to improve the outcomes of TB control
- Monitoring and evaluation of the program.

The TB cure rate is monitored as a proxy for the performance of the TB program. It has improved from 65.2% to 78% since implementation of the TB crisis plan.

Health Promotion

The focus of the health promotion programme was on promoting a healthy lifestyle among communities. The priority was on addressing diseases of the lifestyles (diabetes and hypertension), teenage pregnancy and drug abuse including Tuberculosis (TB). 'Move for health' activities were done in 2007 and 2008 to encourage senior citizens to do physical activities in order to improve chronic health conditions. Schools and libraries were also visited to educate the youth on teenage pregnancy and substance abuse. TB door to door campaigns, workshops and information sessions were executed to encourage and involve communities to participate in the fight against TB.

Municipal Health Services (Environmental Health Services)

World Environment day:

The International Theme for 2008, which was celebrated by the City July 2008, was: "Kick the habit!" Towards a Low Carbon Economy. The City decided to focus on energy saving in order to create awareness regarding this burning issue in our Country.

World Environment Day is one of the principal vehicles through which Municipal Health Services stimulates awareness throughout the boundaries of CoT. The agenda is to give a human face to environmental issues, empower people to become active agents of sustainable and equitable development, promote an understanding that communities are pivotal to changing attitudes towards environmental issues and advocate partnership which will ensure all nations and peoples enjoy a safer and more prosperous future.

Other departments and stakeholders involved in this project include: PPC, EXXARO, Kollonade Retail Park, House of Paint, Ice rink in Kollonade Centre, DEAT, Gauteng Education Department, Talking Health, Electricity Department, Nature Conservation and the Marketing Department of CoT. National World Environment Day was celebrated in CoT on 17 July 2008 the Rietvlei Nature Reserve Lapa with different participating schools of CoT area of jurisdiction.

The celebrations entailed a science project where the schools were requested to take part in the construction of a solar powered model racing car in order to create awareness regarding the international theme: "Kick the habit!" Towards a Low Carbon Economy.

Arbour Day is celebrated on an annual basis by the City in conjunction with several other role players. Each year, the Department of Water Affairs and Forestry together with various levels of government embark on a campaign to create public awareness regarding the importance of trees, and the role they play in the environment. This year the focus was on poverty alleviation with the planting of various fruit trees.

Arbour Day 2008 was celebrated by the City under the theme: "Plant Trees – Save our Planet". Various schools and institutions were the target for Arbour Week 2008. During the festivities of 8 to 23 September 2008, over 315 fruit trees, as well as 800 vegetable plants were distributed and planted.

The two trees of the year for 2008 indicated below were highlighted during the festivities, by means of the distribution of pamphlets supplied by the Department of Water Affairs and Forestry

Water Week Awareness Programme:

National Water Week 2009 was held at Vukosi primary school on the 26th March 2009. National Water Week is celebrated nationally and is lead by the department of water affairs and forestry. Municipal Health together with Environmental resource policy management division embarked on an awareness and education campaign to the community. The 'theme' is "Water is life: Saving the nations needs across generations.

Vukosi primary school was chosen as the school to involve in the celebration: This was done in terms of specific objectives which are in the City of Tshwane strategy no.3: To alleviate poverty and build a clean, healthy, safe and sustainable communities.

There were 1 160 learners involved from all grades: The following schools were invited to participate in the event, namely:

- Lesedi Potlana Funekile Junior Secondary School
- Kgotlelelang Primary
- Dimakatso Primary schools
- Kgadime Matsepe High School
- Lesedi la Ditjhaba Christian School

1 160 learners were reached and the event was a success.

World Food Day:

World Food Day is commemorated, internationally each year during the month of October. South Africa is involved on a National, Provincial and Local Government level. World Food Day was celebrated in the City of Tshwane during October and November 2008 with different participating informal food vendors, identified by the City.

The aim was to promote awareness regarding safe food handling and to empower the informal food handlers. The target group for these education sessions was Informal Food Traders at the Major Sport Stadiums where the Confederations Cup, as well as the 2010 Soccer will be hosted.

The celebrations entailed training sessions for the informal food traders. 114 Informal food traders received training. During the training sessions the ten golden rules for safe food preparation were outlined, i.e.:

- Cook food well
- Eat/serve cooked food immediately
- Store cooked foods carefully
- Reheat cooked food well or keep cold
- Protect food from contact with insects, rats, animals, etc
- Wash hands carefully repeatedly
- Avoid contact between raw and cooked foods
- Keep all surfaces and utensils clean
- Use pure water

Information was provided on the licensing requirements in the CoT. During a certificate ceremony which was held on 28 November 2008 at the Sammy Marks Library Hall, the food traders were awarded a certificate of participation, a cooler box with two ice packs and an apron, printed with pictures of some of the principles mentioned for safe food preparation.

Initiation Schools

59 Initiation schools were registered in 2008 and were being monitored. Furthermore, the establishment of an initiation school advisory committee was initiated in August 2008.

Quality control and adherence

There was a review of all Municipal Health Services By-laws incorporating public participation.

Cholera monitoring of rivers and streams as well as melamine sampling of which one was negative out of the 40 samples taken.

Meat blitz inspections were carried out throughout City of Tshwane in partnership with veterinary services and SAMIC aimed at ensuring compliance.

Furthermore, 76 688 kg of unsound foodstuffs have been condemned.

In collaboration with the Dairy Standard Agency, special sampling runs were done and enabled more light to be shed on problem areas regarding milk products.

The contract between the CoT and the SPCA has once again been renewed in order to ensure that animal by-law compliance is adhered to.

Achievements:

- Municipal Health Services had the opportunity to partake in the Alfred Nzo Awards, to recognise outstanding achievements in environmental health practices, two of the qualifying Environmental Health Practitioners were nominated to take part in the National qualifier.
- Successful clean-up campaigns were initiated at various schools within the Temba area.
- The ongoing partnership between the CoT and the Maasmechelen Municipality in Belgium was once again forged in February 2008.

Pharmaceutical Services

At the end of 2008, one of the HSD Pharmacists' Assistant was chosen joint winner of the Best Pharmacist Assistant of the Year Award in SA for 2008 for her achievements and commitment to her job and the community. This is an annual competition run by the SA Pharmacy Council together with a Pharmaceutical Manufacturer and it is aimed at encouraging innovation and commitment to the pharmacy profession.

Melamine Special Run

During October 2008 the Department of Health requested Municipal Health Services of CoT to take part in a special sample run to determine the presence of Melamine in foodstuffs in CoT.

A list of products was supplied by Department of Health to be sampled, as well as a list of products that have already been submitted to Cape Town Laboratory by other Local Authorities. They requested Municipal Health Services not to duplicate products already submitted. It was recommended that the focus must be products such as:

- Soya milk liquid/powder
- UHT milk
- Milk powder-skim, full cream and blends

A list of products from China was also attached. The Environmental Health Practitioners from the City looked out for these products, and a total of forty samples were taken and delivered the laboratory.

The final analyses report of results was received on 5 December 2008. Only one product out of the forty samples submitted did not comply with Section 2(1)(b)(ii) of Act 54 of 1972 in that it contains or have been treated with a substance which is harmful or injurious to human health. It contained melamine in the excess of 1mg/kg.

Joint Operations with By-Law Enforcement Centre (BEC) Unit / Including 100 Days City Programme

The City monitors strict compliance with the City By-Laws relating to Good Hygiene Practices. The officials from the Department have been seconded to the By Law Enforcement Unit and are actively involved with the issuing of notices and where necessary, prosecutions to ensure that compliance is attained. So far from July 2008 331 Section 56 Notices have been issued.

Inspections

The City has embarked on intensifying the inspections in the City despite the personnel challenges. The CoT currently have 44 Functional Environmental Health Practitioners involved daily in the investigations and Monitoring of the health conditions.

Funeral Undertakers Compliance

Thus far 78% of all funeral undertakers have been accredited in the CoT and issued with the Certificate of Competence in line with the relevant legislation.

Prevention and Control of communicable diseases remains a priority in the CoT. These diseases commonly spread rapidly within the country and across country borders. During the period 1 July 2008 to 31 March 2009 there were more notifications in CoT for Cholera, Meningococcal Meningitis, Measles and Malaria.

The role of Municipal Health Services (MHS) is mainly to prevent the spread of these diseases. This is done by regular sampling of water and food, as well as to create awareness in the community. All confirmed cases that is notified, are investigated and contacts traced in collaboration with the CDC of CoT.

All the water samples results that were specifically tested for Cholera of samples taken from streams, dams and rivers, tested negative for Vibrio Cholera.

A total of 51 suspected cases were reported of which 24 were laboratory confirmed cases. These Cholera cases all had a travel history from Zimbabwe, Mozambique or one of our neighboring countries. Only 2 of these patients passed away.

During the period 1 January to 31 March 2009 the following number of notifications were received and investigated:

Disease	Number of Notifications
Malaria	71
Meningococcal Meningitis	5
Measles	5
Cholera	16
Food poisoning	119

HIV and AIDS

The Tshwane Multisectoral AIDS Strategy was approved by Council in 2007. The call for involvement and community participation by all stakeholders has been honoured by most sectors at local community level.

The City's main objectives are:

- To reduce the infection rates by 50%, by the end of 2011.
- Reduce the impact of HIV and AIDS on the local communities
- Address the needs of children, women and the poor.
- In pursuing these objectives, the City has realigned its Multisectoral intervention to the Integrated Development Programme by decentralising the accessibility of the programme at local level.

Achievements thus far

The Multisectoral AIDS management implementation strategy is aligned to the City's Integrated Development Processes of the City as follows:

1. Local Forums Established
 - Established satellite Multisectoral AIDS management units and resource centre in the five administrative regions of the City to increase accessibility to the local communities.
 - Each regional unit has a dedicated coordinator responsible for Multisectoral response which ranges from social mobilisation of all stakeholders for participation
 - Ward based intervention strategy implemented on pilot basis in two wards per region except for the North Western Region and the Eastern region which are massive and have more wards. The total wards for the outreach programme is 19 for this financial year. They each will pilot in 3 wards per region. The roll out will be implemented in the next financial year depending on the availability of resources both in person power or monetary.
 - Each ward has 25 volunteers who will conduct door to door ongoing education programme targeting the previously marginalised, unreached and vulnerable communities such as the informal settlement and single sex hostels.
 - A total of 400 volunteers have been recruited involving the local structures such as Community Development workers, Ward Committees, Youth and Women led structures, NGO's and FBOs who are part of the local forums at each region.

2. Prevention Intervention

Taverners Project

Prevention sites have been mapped for partnerships with local taverns and shebeens to be utilised as community based condom distribution sites at facilities that engage in activities that renders people vulnerable to infection and fuelling the spread.

Commercial Sex Workers Project (Partnership Project)

Prevention programme targeting people engaging in high risk behaviour such as commercial sex work. Mapping of all high transmission areas completed and the outcome of the situational analysis and the implementation strategy will be done jointly through the City's partnership with institutions/organisations such as (HSRC) Human Science Research Council and Foundation for Professional Development.

Youth Development Programme on HIV and AIDS

Pilot sites were identified and the capacity building process in progress. Implementation is done in partnership with the Delft twinning City of Netherlands and the areas for implementation are in Hammanskraal and Mamelodi

3. Support Programmes

PLWHA Support Groups

Support groups for the infected and affected families and individuals have been established in all the regions and are currently in the process of linking them to the local clinics. Stigma remains a serious challenge for realising the expected outcomes ± 120

Members Supported

- Indigent Burials
- Support for families who loose their loved ones due to AIDS related illnesses is provided through the grants from DLG

Capacity Building

Activities for building capacity for all role players in the City are ongoing and the set targets have been exceeded since all stakeholders are coming on board and requesting training ranging from youth, women, PLWHA, school teachers, religious sector.

4. Establishment of The Mayoral AIDS Council

The advisory has been established, nominees listed and inauguration of the structure set to be done on the 28

May 2009. The City through its partnership with the Foundation for Professional Development has a secretariat for coordinating the activities and meetings of the Council in liaison with the Multisectoral AIDS unit.

Early Childhood Development

R15 million has been set aside annually for Early Childhood Development. Since 2006 to date 262 ECD Centres have benefited. R90 000 has been set aside to provide training/skills development for NGO's and CBO's. R1 million was set aside annually to fund NGO's, CBO's and Faith Based Organisation's that are rendering Social Development Programmes for Vulnerable Groups (i.e Youth, Women, Older Persons and People Living with Disabilities). Since 2006 to date, 30 NGO's, CBO's and FBO's have benefited.

iii.) Community Development

The objective is to ensure the implementation of programmes meant to ensure the mainstream inclusion into society of the youth, women and people living with disabilities and the elderly, with the express purpose of decreasing their vulnerability. This focuses on the development of vulnerable groups by implementation of targeted projects:

- 60 Projects for Women were implemented
- 50 Projects for Youth were implemented
- 60 Projects for Elderly were implemented
- 30 Projects for Children were implemented
- 45 Projects for People Living with Disability were implemented
- 10 NGO's focusing on older persons were funded by City of Tshwane
- 10 NGO's were funded focusing on people with disabilities

The Youth Development Programme

Working with the Interim Youth Advisory Council (IYAC), a By-Law on the establishment of Tshwane Youth Development Unit (YDU) was approved by Council and an Operational Framework was completed with a start up budget of R1, 7 million for the next financial year. The CoT was awarded for the 1st Gauteng Golden Circle Award for Best Municipality on Youth Development.

The CoT completed the establishment of the Youth Development Unit (YDU) in terms of the approved Youth Development Unit By-law.

On 2 April 2009, Seven (7) Inaugural Members of the Youth Development Unit were appointed. The members are appointed for a period of three years. The YDU will henceforth deal with the following primary and strategic tasks:

- The co-ordination, facilitation, advise and monitoring of youth development policies and programmes of the CoT;
- Recommend policy interventions, strategies and programmes for youth development across the all CoT departments and structures;
- Drive strategic research and policy development on youth development, capacity building and resource mobilisation initiatives;
- Liaise with the provincial, national and other local spheres of government on youth issues; and other youth organisations and non-government organisations in the municipality, nationally and internationally;
- Advocate and lobby for an enabling environment for youth participation in all private and public institutions; and
- Build relations with other youth organisations and non-government organisations in the Municipality on youth issues.

The Health and Social Development Department will be responsible for the institutional capacity building and mainstreaming of youth development policy decisions to be pronounced by the YDU from time to time. It will make available necessary support associated with the implementation machinery for youth development within the institution guided by policy decisions.

The CoT succeeded in formalising an international relations (IR) initiative in the form of a Youth Development Memorandum of Understanding (MoU) and Cooperation Agreement between CoT and Maasmechelen Municipality in Belgium for the next 5 years (2008 – 2012) signed by the City Managers of the partner municipalities. Through this MoU, a total of R2.2 million will be spent by Belgians in Tshwane which will benefit the youth in the form of establishment of Youth Information Centres, capacity building for youth officials and volunteer youth workers and schools twinning projects. This year, the Department will facilitate that the Members of the YDU undergo leadership and organisational development training in Belgium as part of the capacity building programme in this partnership.

Gender Mainstreaming and Women Development Programme

The CoT has completed a draft Framework on Gender Mainstreaming guiding and building on the Gender and Women Development Programme adopted by Council. Through this Framework, the CoT will build an institutional capacity to realise various programmes aimed improving the quality of life of women and fostering gender equity. Key issues addressed to benefit the women sector and residents in general includes; communications packages that will give information on opportunities and services, gender and women empowerment workshops as well as institutional structures created for women's participation in decision-making especially concerning their own affairs.

The CoT is enhancing a partnership with the newly-launched Tshwane-based Progressive Women's Movement of South Africa (PWMSA) to create collaborations on joint programmes that are aimed at strengthening the CoT gender machinery and realising the implementation of programmes that are for women empowerment. The CoT provided the PWMSA an office for their operations; accessibility and servicing of their clients and member organisations. The Secretary to the Tshwane-PWMSA, Ms Dineo Monamorwa, has now being offered resources as part of capacity building to realise activities of the PWMSA.

High-level Gender and Women Empowerment Programmes were implemented by various departments from 2008 and many of them go beyond this year under review:

- Women cooperatives support programme – assist women to form cooperatives for income and sustainable business. We encourage women to form tourism and agriculture cooperatives. A budget has been set aside to assist in this purpose, including training and certification (Economic Development Dept).
- Incubator for women in the Health and Beauty industry – provide training and support for women in this industry (Economic Development Dept).
- Supplier Development Programme – to expose women to Tshwane's tendering/procurement system and increase their chances of winning tenders (Corporate and Shared Services Dept).
- Early Childhood Development Programme – to develop and capacitate women involved in ECD centres (HSD, ICD: Community Empowerment Section).
- Dlala Ntombazana Ladies Soccer – encourage the development and establishment of women's soccer, a 4year programme (Sport, Recreation, Arts & Culture Dept).
- Employment Equity targeting 50% women representation in all levels of employment in the City (Corporate & Shared Services Dept).
- The Annual Women's Month Commemoration Campaign Programmes – to conduct key thematic activities aimed at highlighting/profiling women achievements and challenges lying ahead in terms of women empowerment and gender equity
- Communicate the 2010 World Cup Soccer programmes that women can benefit from (2010 Office).

The CoT executed a successful 2008 16 Days of Activism on Violence Against Women and Children. Main activities included: Metro Police Outreach Programme on awareness against women and children abuse; Door-To-Door Campaign by Multi-Sectoral Aids Management Unit (Health Services) giving educational information on HIV & AIDS targeting especially sectors such taxi industry, commercial sex workers & informal settlements and a Men's Dialogue by ICD engaging men as partners in the eradication of gender-based violence; substance abuse, HIV/AIDS and behavioural change.

A Poverty Reduction and Community Development Conference were convened attracting a participation of more than 300 delegates from government, agencies, private sector, and civil society and research institutions.

The aim was to develop a strategy and an implementation plan towards alleviation of poverty in the City, to make an impact on indigent exit programme and establish an advisory structure to input on the realisation of the objectives contained in the Strategy and Plan.

A Declaration was adopted that commits all stakeholders to play a role in the war against poverty.

Emergency Relief

In emergencies the CoT provided emergency relief by transporting the sick & injured, medical treatment primary health care & social relief in the form of:

- Counselling and social assistance
- blankets
- food and food parcels
- Stationary for school going children for affected families.

The social workers have rendered case work, group work and community development services. Several referrals were made to relevant stake holder departments, internal and external. Orphans will receive RDP houses based on the reports and assistance by the social workers.

The 5-Year target for the number of patients treated and transported from emergency situations is 222 000. To date, emergency medical services has treated and transported 110 945 patients from emergency situations.

Community Safety

The capacity of the Metro Police has been increased as promised. There has been a 56% increase from 2006 to date as follows:

2006	2007	2008	2009	IN TRAINING TO BE APPOINTED AS CONSTABLES ON 1 JULY 2009	IN PROCESS OF APPOINTMENT AS STUDENT CONSTABLES ON 1 JULY 2009
924	1270	1495	1499	106	350
TOTAL				1 605	1 955
INCREASE (year on year)	346 (27, 24%)	225 (15%)		6,42%	17,9%
Total increase from July 2006 up to July 2009				56%	

This has resulted in:

- Increase in operational capacity;
- Increase in Community/Metro Police Ratio (more police officers per number of community members);
- Increase in terms of visibility;
- Increased focus on addressing social and other factors contributing to crime ;
- Increased focus on general lawlessness through road policing and by-law policing; and
- Increased readiness for 2010 and beyond.
- 460 internal policing operations and 374 joint policing operations have been achieved in the current year, in the pursuit of ensuring safety in the municipal area. Since July 2006 1 640 internal policing operations have been executed in a bid to reduce crime, against a 5 year target of 2 000 operations.
- 1 694 joint operations with key role players such as SAPS have taken place versus a 5 year target of 2 000.
- There has been a steady increase in the conviction rate of cases on the court roll, with a current achievement of 90%.
- 3 222 fire incidents (a success rate of 100% despite our limited resources) have been responded to since July 2008, with 443 being in the 3rd quarter.

Sports, Recreation, Arts and Culture

- 33 199 people visited the cultural facilities in the municipal areas of which 6 982 were attributable to March, due to new exhibition openings. The annual target is 33 797, and since July 2006 the City has had 109 616 visitors to its cultural facilities versus a 5 year target of 175 000.
- 21 sports development programmes have been delivered since July 2008.

- 38 238 persons have reserved the Municipality's sports facilities in the 2008/2009 financial year; 10 759 in the 3rd quarter, which exceeds the target of 27 500 for 2009.
- The number of recreational programmes offered in 2009 year amounts to 60, of which 29 were arranged in the 3rd quarter.
- 2 cultural programmes have been delivered year to date against an annual target of 5 and a quarter 3 target of 4. The 2 programmes were delivered in quarter 2.
- The city currently manages 16 000 Ha of conservational facilities.

The CoT won the coveted best performing Metro Prize (R200 000) at the provincial *Bontle ke Botho* (BkB) 2007 campaign. This prize was also won by the City during 2006. Ward 68 again won the prize for the Most Sustainable Category (R50 000) with 12 Wards winning prizes in the Best Performing Category and four in the Most Sustainable Category. The prize monies amounted to R670 000.

The City won a Silver Award at the *Garden World Spring Festival* in August 2007. Another Silver Award was won at the annual Sunday Tribune Garden and Leisure Show in Pietermaritzburg in October 2007. The CoT also won a gold award at the Sunday Tribune Garden and Leisure Show in October 2008. 12 000 Street trees were planted on road reserves during the 2007/2008 Financial Year alone. A total 10 015 trees were planted on road reserves and 2 847 trees in parks and on traffic islands during the current 2008/2009 financial year.

During the completion of the Top 20 projects an amount of R5 262 336.00 was spent on projects in previously disadvantaged areas as follows:

Description of Application	Cost of Project
Saulsville Township Tree Planting	R 857 800
Atteridgeville Rotary Forest	R 350 000
Atteridgeville: Erf 4468 Serote	R 200 000
Atteridgeville: Township Entrance Church & Tlou	R 350 000
Atteridgeville: Ga-Mothakga Resort	R 888 151
Atteridgeville Rehabilitation of Watercourse areas between Saulsville Cemetery	R 200 000
Mamelodi Townships Tree Planting	R 130 320
Mamelodi: Nelson Mandela Park	R 150 000
Mamelodi: Moretele Resort	R 930 000
Mamelodi: Rehabilitation of Watercourse & Soutpans Spruit	R 40 000
Soshanguve Township Tree Planting	R 206 065
Soshanguve: Park Erf 217	R 200 000
Soshanguve: Park Erf 720	R 200 000
Soshanguve: Park Erf 926	R 200 000
Soshanguve: Rehabilitation of Watercourse Soutpans Spruit	R 400 000
TOTAL	R5 262 336

Public swimming pools provide facilities to encourage the community in safe, social and healthy leisure activities. Neighbouring schools benefit from this resource by utilising the facilities to encourage swimming as a national sport. A new swimming pool facility for Temba is currently under construction and the second phase of development has been completed. The project comprises of a new swimming pool complex consisting of a children's paddling pool, bathing pool, water slide, refreshment kiosk, ablution facilities and offices for personnel.

Gauteng Province approved R930 000 on the Top 20 projects for the erection of a new entrance building at the Moretele Park Resort, which was completed. The upgrading of the community hall into a Jazz restaurant is in progress. An amount R888 555 was approved on the Top 20 projects to erect three more Kamikaze water slides at the Ga-Mothakga resort. The Waterslides were erected and the water pipe work and paving have been completed. The storm water flow was also addressed.

Overnight accommodation has been identified as a need especially in the self catering market. The already approved master terrain development plan for the Rietvlei Nature Reserve made provision for 30 chalets (sleeping four to six visitors at a time). Completion times are in time for 2010. An amount of R5 767 047 was spent to build seven new self-catering chalets fully equipped and ready for visitors. The upgrading of the road and the two parking areas for the current chalets were also completed. An amount of R7 000 000 was made available in the 2008/2009 Financial year for the establishment of a new Recreation Resort in Soshanguve Resort (Klipkruisfontein) is currently underway. Five new swimming pools and a waterslide are currently in progress.

Friends are groups of concerned residents who have banded together to work for the conservation of a specific area of their choice. They are conservationists with a deep concern for nature. They normally join to participate in nature related activities. There are currently 20 friends groups registered with the City of Tshwane who are involved in activities related to various nature reserves, river systems, wetlands, ridges and mountain areas, bird sanctuaries etc.

Job creation and skills development within the community is a major area of focus and eradicating crime will remain a key message in the coming year.

Cultural Tourism in Hammanskraal

The Economic Development Department has amongst others:

- Refurbished arts and craft stalls (ward 49) inherited from the erstwhile/former Eastern Services Council.
- Established a Tourism Information Office to cater for tourism products in the north.
- Disseminated and collated tourism information, encouraged SMMEs (arts and crafts, traditional dancers, healers, poets, B&Bs, tour guides, etc.) in the Hammanskraal area to participate in exhibitions (local, national and in future at international platforms).
- Hosted tourism awareness campaigns during September 2005 and September 2006 (Tourism month in ward 49 catering for wards 8, 13, 14, 49, 73, 74, 75 and 76).
- Conducted a feasibility study in 2006 for the establishment of a cultural village (in ward 75) to preserve, showcase and unlock tourism potential in terms of cultural tourism for the Ama-Ndebele Ale Belo (Kekana) tribe situated in the Majaneng tribal area.

Sports and recreation

From 2006/2007 to 2008/2009 financial years the following new Sport and Recreational facilities were completed and are currently operational:

- K T Motubatse Centre in Klipkruisfontein;
- Super Stadium in Atteridgeville
- K - Tennis facility in Soshanguve block
- Mokgoba Sebothoma Community Centre in Temba, Hammanskraal

New Library facilities to be opened

- Ga-Rankuwa Library
The naming of this library has been finalised, and it is in process to be opened for the community.
- Nelmapius Community Library
The erection of this library has been finalized and will be opened to the community in 2009/10 financial year.

Events and programmes

The following programmes were presented during the period 2006/2007 to 2008/2009:

- Two additional ABET centres were established at Olievenhoutbosch and Stanza Bopape; 65 learners were taught skills on entrepreneurship, cooking, catering and pottery;
- Reading Awards competition (annual); the aim of this program is to cultivate a culture of reading amongst young people.
- Computer training was extended to Mamelodi West, Stanza Bopape and Wes Park libraries. 80 learners benefited from this programme.
- Olievenhoutbosch visual arts programme
- This programme was presented to develop local artists in their work and to teach them to regard art as business.

People with disability and the elderly

The Pretoria Art Museum presented a 2 weeks visual arts display focusing to needs of the visually impaired. This exhibition looks at decoding systems with which the night sky can be explained to the blind.

Sports days for the disabled are held to promote active participation by the disabled and the elderly. 220 People with disabilities participated in Tshwane Sport Day held in Soshanguve and Mamelodi and 540 senior citizens of Tshwane participated in this programme held in Soshanguve, Eersterus, Hammanskraal and the City Centre.

Launch of the Children's Gallery

In contribution to childhood development the City launched the CHILDREN Gallery primarily geared to expose young children to artistic skills and support education curriculum. The gallery is located inside the Pretoria Art Museum to interest children in art.

The Health and Social Development Department has 14 projects 8 of which do not have funding for 2008/2009. Community Safety Department has 15 projects with approved funding for 2008/2009. The Sports, Recreation, Arts & Culture Department has 17 projects of which only 10 projects have approved funding for 2008/2009.

d) Strategic Objective 4: Foster participatory democracy and Batho Pele principles through a caring, accessible and accountable service

In this strategic objective the CoT has focused on encouraging participation of communities in the affairs of local government. Service standards were identified and the City has reported regularly on how well we are doing on the achievement of service standards. The customer care function has evolved over the past few years, and will continue to improve as the City roll out its CRM blueprint. The establishment of five administrative regions for the City has also assisted the CoT in being more accessible to communities.

Strategic Objective 4:
Foster participatory
democracy and Batho
Pele principles through
a caring, accessible and
accountable service

NRS standards are critical standards that measure the CoT's ability to provide electricity. The City runs the risk of losing its licence should it not comply or meet these standards. The CoT is achieving 100% of compliance to NRS 048 and 76% success in terms of NRS 047.

Optimise effective
participation in the ward
committee system

It is important that the administration is responsive to the queries of the community regarding services. Currently, the Municipality responds to 84% of water queries (target 75%) and 75% of sanitation within 48 hours (target 80%). 96% of complaints due to dangerous road situations are addressed within 2 days (target is 90% for 2008/2009). 99,7% of complaints about traffic signals are responded to within 1 day.

The customer front offices are now responding to 97% of complaints within 48 hours compared to 90% a year ago. Ward committee support has improved over the years, and so has the functioning of ward committees. The response to petitions has also improved, even though there is still room for further improvement.

The CoT has also engaged the community on the draft Third Revised IDP and MTREF. Together with the Izimbizo, and other outreach programmes, including separate engagements with different stakeholders such as the business community, NGO's and CBO's, the youth and City Developers it has been able to improve communication and consultation processes.

A major step forward in public participation in line with legislative requirements and the principles of Batho Pele was achieved with the finalisation of the Stakeholder Management Framework, which will deepen participatory democracy in Tshwane Metropolitan area.

The Call centre in the North

The objective of the call centre in the North was to improve service levels to the entire city whilst investing in the north. Customer Relations Management division, with the assistance of Information and communication technology management (IMD) and corporate and auxiliary divisions are busy with the call centre project. Consultants have already been appointed during April 2009 with regards to the structure, mechanical aspects and project management of the proposed call centre in the north. Work on the project will commence during July 2009 in which financial year funds have been provided for the said project. This initiative is planned create 140 new job opportunities.

Monitoring and evaluation of Customer Care Walk in Centres

The Customer Relations Management (CRM) Division is deployed in the five regions of the CoT and comprises of 25 Customer Care Walk-In Centres located at strategic points. One of our key performance areas is to entrench a customer-focused approach to citizenry and business by setting standards to be achieved that are guided by the Batho Pele Principles. Top Management committed themselves to the above mentioned principles by signing a pledge to this effect on 28 May 2008.

A revised Norms and Standards document was approved by the Mayoral Council on the 27 February 2008, which compliments the Batho Pele Principles. In addition thereto a training manual for advanced customer care has been compiled and is in the process of being offered at the Tshwane Training Academy. Furthermore all departments within the Municipality are in the process of compiling departmental service charters. The

Customer Relations Management Division is in the process of procuring a CRM monitoring tool which will enhance service delivery and encourage the use of service level agreements

The total number of complaints and enquiries received at each Customer Relations Management walk in centre are compiled on a monthly basis by means of a statistical report drawn from the SAP system. This makes it possible to determine problem areas or areas for development with regards to our services. Individual input on problem areas and ways to improve in the different areas are provided by Deputy Directors in the regions, also on a monthly basis.

All contacts with customers are logged onto the SAP system which makes it possible to determine how many of all enquiries and complaints are resolved on first contact and how many have to be logged on the system for resolution by the back office of the responsible department.

A complaints procedure for all walk in centres (and eventual implementation by all front offices in the CoT) is being finalised. This will provide the customer with clear guidelines on how to contact the CoT to lodge a complaint and enquiry. It also guides all walk in centres with regards to a standardised operational procedure.

Customer Relations Management has initiated a formal Batho Pele forum represented by internal stakeholders. This forum provides guidance or identifies needs with regards to Batho Pele initiatives e.g. surveys, training, service charters with the aim to enhance our service delivery and implement Batho Pele principles throughout the CoT.

A Batho Pele implementation evaluation template has been developed by CRM. This monitoring tool will be used to measure adherence to all principles of Business Processing. The monitoring tool is available to all departments in the CoT to assist them in identifying areas where they are not complying or where they can improve.

An external survey is being conducted by the City to determine customer perceptions on the service delivery of the CoT. Internal mirror surveys by councillors and employees form part of the survey project and results will be available end May 2009. The aim is to determine needs of the customer, identify problem areas based on their perceptions and to guide the CoT service delivery improvement plans.

List Of Customer Care Walk-In Centres

- Akasia Customer Care Centre
16 Dale Avenue, Karenpark
- Atteridgeville Customer Care Centre
Office block E, 1 – 12, Atteridgeville Municipal Office (Mini- Municipality)
Komane Street (between Mngadi and Radebe streets)
- Beirut Customer Care Centre
Stand 1864, Beirut, 0198
- BKS Customer Care Centre
373 Pretorius Street, Counter 1 and Counter 7
- Centurion Customer Care Centre
Cnr Clifton Avenue and Rabie Street
Lyttelton
- Eersterust Customer Care Centre
Cnr P.S. Fourie and Hans Coverdale West Road
Eersterust Recreation Centre
- Fortsig Customer Care Centre
Van der Hoff Road, Extension 20, Boekenhoutkloof
- Ga-Rankuwa Customer Care Centre
Stand 9111, Setlogelo Street, Zone 5
Ga- Rankuwa
- Hammanskraal Customer Care Centre

532 Lovelane Street
Mandela Village
0040

- HB Phillips Customer Care Centre
Ground floor
Cnr Bosman and Schoeman Streets
- Laudium Customer Care Centre
Cnr Tangerine Street and 6th Avenue
- Mabopane Customer Care Centre
Block X, Stand 1653, Mabopane, 0190
- Mamelodi Customer Care Centre
Mini-Munitoria Makhubela Street
- Munitoria Customer Care Centre
Ground floor Munitoria G14
Vermeulen Street
Munitoria
- Nelmapius Customer Care Centre
200 Love Drive
Nelmapius
- Olievenhoutbosch Customer Care Centre
Olievenhoutbosch Community Centre
Cnr Retlhabile and Lebogang Streets
Olievenhoutbosch Ext 13
- Rosslyn Customer Care Centre
Cnr Van Niekerk and Doreen Streets
Rosslyn
- Soshanguve Customer Care Centre
Cnr Commissioner and Tlhantlhagane streets,
Stand 2275 block F West, Soshanguve
- Temba Customer Care Centre
Stand 4424 Unit 2, Temba/ Kudube
- Winterveldt Customer Care Centre
Stand 1864 (Beirut offices)
Winterveldt

Access of municipal facilities to the disabled⁸⁵

We are continuously working on making our facilities accessible to the disabled. Some examples include:

The 'Ou Raadsaal' building is wheel chair accessible/friendly.

All the facilities/buildings at the Fresh Produce Market are accessible to people with disabilities, except the first floor of the market management building which has no lift. Provision has been made to install a lift in that building early in the new (2009/10) financial year.

The Tourism Information Office at the 'Ou Nederlandsche Bank' building is wheel chair accessible/friendly.

The ticket office/customer care office of the Tshwane Bus Services at Church Square is wheel chair friendly.

The assessment of buildings for accessibility purposes in annexure A of this document was provided by the Employment Equity Section.⁸⁶

⁸⁵ As reported by economic development- corporate and shared serviced did not report

⁸⁶ Information as per May-July 2008.

How we have improved communication with stakeholders

Before 1994, English and Afrikaans were the only official languages in local government in the areas that now form part of Tshwane. The new political dispensation established in 1994 brought about the MSA, which places emphasis on community participation in local government activities. The latter challenges the Municipality to effectively communicate with its clients from diverse cultural and linguistic backgrounds and make communication accessible to various stakeholders. By implication, it means that for the Municipality to achieve optimal community participation, it will have to serve its residents in the languages they understand best and through the mediums that they can access. One of the ways to improve communication with stakeholders was the adoption of the Language Policy by the CoT in August 2007.

Telephone Interpreting Service

The Language Policy of the CoT explicitly states: that the Telephone Interpreting Service (TISSA) project will be undertaken as a way of facilitating communication in clinics and some other customer care centres in the Municipality.

The plan for this service has been completed and implementation in this financial year is focusing on training of telephone interpreters at call centres. This is a mode of interpreting which eliminates geographical distance by accessing an interpreter through a Call Centre. A three-way conversation between a customer, a municipal official and an interpreter takes place using a specially installed telephone instrument with two earpieces. Where language facilitation services may be required at short notice, for example, in emergencies and at service points such as clinics, libraries and customer care centres, this mechanism is of invaluable use.

Site for the Deaf

The main aim of this project is to facilitate communication in the 11 official languages. However, it is apparent that the needs of the Deaf and foreign-language speakers warrant attention. The City being the capital city has proven to be one of the most diverse municipalities, if not the most. This project has proposed that at least three (3) foreign languages be included in the project, depending on the demand; especially for clinics in the City Centre.

It is thus proposed that while foreign languages can be accommodated alongside the official languages, an additional site for South African Sign Language will have to be identified, possibly at the Munitoria Customer Care Centre, which is central for most people

To facilitate communication and access to information and services for the Deaf community, the Telephone Interpreting project will provide SASL interpreting service via a videophone. This system makes it possible for a customer to be connected to an interpreter at the touch of a button. The videophone system is easy to use because it is activated in the same way as any other telephone by dialing the number on the videophone. As soon as the telephone on the other side is answered, both sides are connected, showing the picture on the screen and transmitting sound at the same time.

The use of telephone interpreting at paypoints is crucial, because cashiers find themselves in situations where customers approach them to make payments across a counter for services rendered. Communication problems usually occur when a customer wants to make an enquiry about the account and the employee at the paypoint does not understand the language used by the customer. The public sometimes express dissatisfaction with the service because of language barriers. In some cases, a customer cannot express the problem in the language that the employee at a paypoint can understand and this creates frustration for both parties. Frontline employees at the CoT should be equipped to accommodate this right of their clients. In this case, the telephone interpreting service becomes crucial for service delivery.

Interpreting for Council Meetings

Provision is made in all Council meeting to have interpreting services available in the languages requested.

Translation of documents

The translation of documents in other languages has increased. This allows for communities to get documents in the language of their choice.

Internal Communication

Use of electronic newsletters and electronic medium. Next week in Tshwane is an electronic publication that informs all internal stakeholders of the municipality about important happenings in the City the coming week. The internal newsletter Tshwane Brief is another mechanism that was employed to give in depth information about various activities in different departments and city wide. The intranet is uploaded with various documents and information that is relevant for staff. The intranet is used as a tool to mobilize staff for various activities. Through

this the message travels faster and is disseminated immediately even to those without computers through the word of mouth.

External Communication

Izimbizo and budget hearing marketing and communication

The public was able to know about these activities through various mediums, such as radio, newspapers, flyers, posters, internet, intranet and loud hailing announcing. At the izimbizo translation services were provided making the messages more understandable to the targeted audience.

Media as a stakeholder

The granting of media interviews as well as organizing media briefings with the top leadership has gone towards improving relations with the media. Information is availed by the institution to the media for the benefit of our communities. The hosting of press club is one way of improving communication relationship with all media stakeholders where issues are discussed informally.

Media enquiries are handled in the spirit of proving that the City is transparent in the handling of its issues. By being able to do media monitoring the institution is able to track both positive and negative stories that are covered by the media.

Participation in the Gauteng Intergovernmental Communication Forum

The forum enables government institutions to use resources optimally by not duplicating messages unnecessarily. The City has been in a position to utilize GCIS resources in recording for radio station messages at government rates instead of high private costs. The Randshow has afforded the City free exhibition space under DPLG thus improving our reach as CoT.

Use of Branding in Publications and Events

By branding all our publications and events the city is ensured that the messages are not confused with that belonging elsewhere. Branding events communicates on behalf of the city in the manner that it is done. Schools, associations, private businesses and other government institutions want to be associated with the City as they have seen the brand in other events like the partnership with metro FM.

Exhibitions

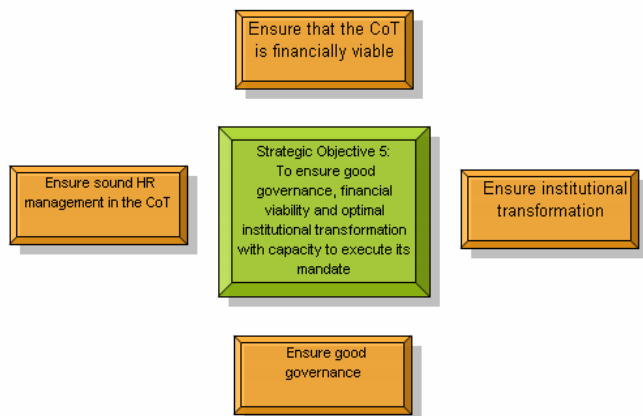
Local and international exhibitions afforded the city expose. Exhibitions like Durban Indaba, the Pretoria Show and World travel market have assisted the City in selling the 2010 world cup state of readiness messages.

e) Strategic Objective 5: To ensure good governance, financial viability and optimal institutional transformation with capacity to execute its mandate

This area of focus has attempted to develop firm foundations for service delivery. It is also a key component of the CDS (City Development Strategy).

Core components of our initiatives in this area have included:

- Development of an efficient administrative component to deliver services to the community;
- Development and provisioning of information technology to enable internal operations centred around service delivery;
- Human resource management initiatives that keep the work-force safe and motivated to deliver services;
- Ensuring and measuring compliance to legislation;
- Improving the financial sustainability of the municipality;
- Maintenance and development of municipal offices, including those in the newly established regions;
- Fleet management; and
- Risk management.



The Municipal Public Accounts Committee was established, as well as a single audit committee for entities. Qualifications by the Auditor General were reduced from 6 in 2006/2007 to 2 in 2007/2008. The historical

problems found in the CoT in 2006 are slowly been eroded away with more efficient management and greater risk management.

The establishment of the Programme Management Office has greatly enhanced organisational performance management, through the tracking and monitoring of projects. Further resourcing of this unit together with enabling IT systems, which are currently in progress, will provide even greater monitoring capability.

Achievements 2007/2008:

The principles of the Municipal Finance Management Act (MFMA) are incorporated into the Revenue Enhancement Strategy. This strategy will deliver R2 billion in savings or new income over three years.

Achievements 2008/2009:

- % of total rateable properties billed was 96,3% compared to a target at 95%.
- The outstanding debtors to revenue financial ratio, is also encouraging reporting an achievement of 29,96% compared to a target of 33,4%. It should be noted that the target set is annual and does not reflect seasonal fluctuations that could influence this ratio.

Establishment of the five administrative regions of the CoT

A. Progress with the Establishment of the Central Region

The CoT developed detailed Precinct Plans and Urban Design Frameworks for each of the 5 ASD Regions based on the Regional Spatial Design Frameworks approved for the 5 Regions. Emanating from said Precinct Plan for the Central Region, the offices on the corner of Vermeulen and Prinsloo Streets in the Sammy Marks Building were identified as the most suitable position for the Central Regional Head Office and its related duties in the Region.

This Region occupied the premises on 1 November 2008 and is well established and functioning within the financial constraints currently experienced by the CoT. The Regional Executive Director took office on 1 March 2008. Staffing of the Region commenced on 1 June 2008 with the appointment of the first Regional Director. Currently a total of 16 of the positions in the Region are filled. Another 20 positions are still vacant. These vacancies include those in regard of the One Stop Corporate Business Service Centre that will be opened during June 2009. The Department and the Region is currently negotiating for the filling of these positions.

The Region established various committees to enhance communication and service delivery in its area of responsibility. The first of these committees is the Ward Councillor Committee that meets monthly. The purpose of these meetings is to identify ward specific problems for the Region to investigate and address. The meeting is further utilized to give continuous feedback to Ward Councillors on the addressing of problems in their wards.

The Region further established a Service Delivery Committee where all CoT departments are represented. The purpose of this committee is to enhance functional service delivery matters as identified by the Region via amongst others the Ward Councillor Committee. This Committee further feeds into the Service Delivery Strategic Operational Committee at Departmental level regarding service delivery matters.

1. The One Stop Corporate Business Service Centre:

The establishment of a One Stop Corporate Business Service Centre was approved by the Mayoral Committee. The Executive Mayor in the State of the City Speech on 14 March 2008 again re-iterated the establishment of the OSCBSC and its importance to the City. As the Inner City as well as the majority of foreign embassies is located with its area of responsibility, the proposed OSCBSC will be established and serviced by the Central Region.

The purpose of the OSCBSC is to provide a high quality service to primarily high profile customers such as Corporate Government (including parastatals), Business and the Embassies. A need to expedite service requests by business as the primary drivers of development in the City was identified. In discussions with business and it also became clear that special attention must be given to the City's business partners to ensure retaining them in the Inner City and in the City in the wider context. Currently business has invested in excess of R 22 billion in the Inner City alone.

It is also a well known fact that Central Government will be investing in excess of R20.6 billion in the City in terms of the Tshwane Inner City Regeneration Program known as the ReKgabisa Program over the next 5 years which will place an additional demand on services by the City to this very important customer. A further need for special attention was identified for foreign embassies in the City. Further Tshwane is the World Capital (after Washington DC) with the most foreign embassies within its borders. In offering special services to the embassies

the Region will also be serving the country at National Level. This is unique opportunity for Tshwane to elevate its status as a World Class Capital of Excellence.

External assistance has been sourced to develop a policy and implementation strategy for the OSCBSC. The document shall be finalized by mid May 2009 and be available to assist the Region in successfully implementing and communicating a dedicated and efficient service delivery model to the identified client base. The following will be addressed in the strategy proposals:

- Desired service standards/levels and the delivery of efficient services to all the identified clients
- Review on a continuous basis processes and procedures in line with the needs of the client base.
- To resolve problems and/or customer complaints which may arise, from time to time, from the non-compliance of service delivery standards.
- To identify problem areas and determine pre-operation requirements for a multi-disciplinary approach to the solving of such problem areas
- To initiate and consider such duties, programmes and projects that will enhance service delivery efficiency to the identified client base in the Region.
- To improve service delivery and ensure service excellence in the Region.
- To improve customer satisfaction and interface with the client base to enhance the City's image as a World Capital of Excellence
- To encourage revenue enhancement initiatives in the Region.

B. Progress with the implementation of North West Region

The Regional Office is functioning with seven (7) staff members already appointed:

- Regional Executive Director,
- Director: Social Development (01 March 2009)
- Director: Infrastructure (20 April),
- Deputy Director: Research and Spatial Development (01 April 2009),
- Senior Administration Officer,
- Administration Office; and
- Secretary.

One of the key performance areas of the region is to entrench the culture of public participation within the City. The Regional Office's objective is to ensure that all stakeholders have a platform to participate in the activities of the City.

To date the following strategic partnerships have been established.

1. Rosslyn Strategic Development Forum and Northern Choice Chamber of Commerce and Industry (NCCCI)

The regional office is a member of the RSDF, whose vision is to make Rosslyn an area that investors would want to invest in. This is in line with the city's investment promotion strategy. The aim of the forum is to create an environment where existing businesses can expand while new ones are attracted.

This partnership has resulted in a conference that was held in March 2009, whose aim was to strengthen and create a platform for the business sector to talk to the city. The long term plan is to establish a CID for the Rosslyn area as this area is of economic importance to both the city, province and nationally.

The City and the NCCCI have established a strategic partnership in line with the objective of supporting developments in the zone of choice. A joint strategic session was held between the two institutions. This was followed by joint sessions to focus on sector specific issues. This cooperation has further given momentum to the establishment of the Ga-Rankuwa Business Forum. The establishment of this forum will assist the city to speedily respond to issues and engage the industrialists in the city's activities.

A partnership established between the region and Legae Medi-Clinic has resulted in the donation of various equipments like blankets and beds to social institutions in areas like Winterveldt.

The following challenges were identified and are being addressed by the regional office:

- Ensuring approved service standards for various services to monitor the performance of departments.
- Ensuring budgets are fully aligned to some CDS lead programs and strategic areas, e.g. the bulk electricity upgrade for zone of choice.
- More effective management of strategic interdepartmental programmes and projects, to ensure integration e.g. on the Mabopane Station upgrade where other affected parties such as Intersite should

be involved. The aim is to ensure that other critical departments become part of the team and to develop a masterplan (model) for the entire precinct.

- Monitoring the implementation of council approved service e.g. in areas like Winterveldt.
- Ensuring management of various service points to ensure a quality customer care function where this is currently absent.

C. *Progress with the establishment of the Eastern Region*

Arising from the Precinct Plan for the Eastern Region the head offices for the Region have been established at Mini Munitoria in Mamelodi. A satellite office has also been established in the Eersterust Recreation Centre. The satellite office in Eersterust has been operational since early 2007 whilst the head office in Mini Munitoria has been operational since the second half of 2008.

Although the head office and the satellite office in Mamelodi and Eersterust respectively have been effectively established, operational requirements such as furniture, IT equipment and communications are still lacking. A number of staff have been appointed in the interim but staff vacancies due to budget constraints still persist and will remain a challenge in the short term.

The Eastern Region held a Development Summit with representatives of the business sector, community leaders and relevant Councillors on Friday, 3 April 2009. The aim of the Summit was to create awareness of the importance of public-private partnerships for the development and maintenance of the Region.

The summit was attended by a number of business stakeholders, Councillors and the media, as well as senior officials of the Municipality. In essence the summit was an attempt to enhance the operational functioning of the Eastern Region and to build a sound, lasting relationship with representatives of its business sector.

The objectives were to optimise service delivery to the various communities and the business sectors, to establish public-private partnerships with stakeholders and to facilitate interaction with the residents and the business communities.

1. Strategic initiatives of the Eastern Region

The following Strategic Initiatives are currently being pursued by the Eastern Region:

- Facilitating the establishment and expansion of a competitive industrial sector in the Region;
- Visiting individual organizations, industries, Chambers of Commerce and institutions with a view to gaining the support and co-operation of the role players concerned ;
- Actively promoting inward investment to facilitate economic growth and employment creation in the Region ;
- Consulting with local organized business, labour, Government Departments, individual companies and specialists with regard to the afore going ; and
- Assisting with the introduction of a "One stop" facility within the CoT tasked with the efficient and fast processing of zoning applications, leasing of CoT property, assistance with investment incentives and building occupation, among other activities.

The Regional Spatial Development Framework for the Eastern Region identifies the following issues:

- The Region enjoys good accessibility via the N4, N1 and R21 routes ;
- The North Western section of this Region is close to the CBD with good accessibility to the CBD ;
- The Region offers good quality residential opportunities ;
- The Region accommodates a number of well developed nodes ;
- The Region has access to private sector investment ;
- Good rail infrastructure in the northern portion of the Region ;
- The Region has a strong industrial sector with employment opportunities at Waltloo, Silverton, East Lynn and Koedoespoort ;

Further:

- The Region is popular in terms of retail as well as office establishments as many of the higher category retail and office functions of the City have relocated to this Region over the past few years ;
- The South-Eastern section of this Region has the highest income per capita and could be considered the fuel injection of the City ; and
- Suburban areas are mostly low density in nature and the Region accommodates a number of Golf and Life Style Estates.

D. *Establishment of the North East Region*

Two satellite offices have been identified namely the Rooiwal satellite office that will be situated at the Rooiwal recreation Hall as well as the Sinoville satellite office that will be accommodated in the Kudu Building in Sinoville. This satellite office will be fully operational in early May 2009. The head office at Temba is operational since early 2007.

The Regional Executive Director was appointed in early 2007. The Director: Infrastructure Implementation was appointed in August 2008. Two other Directors will take office on 1 May 2009.

Highlights and Projects of this Region:

1. The Zone of Choice

Service providers were appointed to draft a Precinct Plan for the Zone of Choice. The purpose of this precinct plan would be to provide a detailed spatial development framework for all physical development within this high-priority development zone of the City, which would not only guide the nature and extent of all development projects in this area, but would also facilitate the land use management in this area.

Once the precinct plan has been completed, it can be used as a basis to actively promote the planning, financing and implementation of individual development projects which will give visible form and economic content to the conceptual vision of the Zone of Choice; namely to be :

- To integrate the objectives of a compact city,
- Densified and varied housing opportunities,
- Mixed land use localities, and economic development hub,
- Quality public open spaces, and
- An effective and efficient intermodal public transport system.

This precinct plan will, amongst others, include the spatial planning aspects for strategic development projects like:

- The Tshwane International Freight Logistics Hub (TIFA),
- Rainbow Junction,
- The Pretoria-North Intermodal Public Transport Facility,
- An Industrial Park supporting the airport development ; and
- A range of housing and recreation facilities around the Bon Accord Dam and further north.

It is expected that this precinct plan will be completed by 30 June 2009.

2. Rainbow Junction

The Rainbow Junction Project is one of the flagship projects of the Zone of Choice initiative of the City Development Strategy. This is a private sector driven development initiative which consists of strategically located mixed use housing and commercial venture comprising of seven townships spanning an area of 140 hectares.

The developers, Rainbow Junction Development Company, have submitted their township establishment applications to the Municipality. The consideration and approval of these applications are being addressed despite capacity constraints on the part of the Municipality in the following areas:

- The EIA Scoping Report (No ROD issued to date),
- The Apies River Rehabilitation Project (to contain stormwater by means of berms = no funding committed yet)
- The Road Network Improvement Plan (no approved funding yet); and
- Inadequate bulk electricity supply (which necessitates phased roll-out approach).

Currently representatives of the City and the developers meet on a monthly basis under the Chairmanship of MMC Subesh Pillay in order to discuss progress on the above issues. The Regional Executive Director: North East Region attends all technical/operations meetings in this regard and facilitates this process, if and when required to do so.

3. Tshwane International Freight Logistics Hub (TIFA)

This is also one of the flagship projects of the Zone of Choice initiative of the City Development Strategy. This project envisages the development of an international freight logistics hub which will include a freight airport, a container storage depot, a trucking facility and bulk warehouse facilities near the intersection of the N1 North and the N4 Platinum Highway. A pre-feasibility study of this project was already completed in October 2007 and it found that this project could be a viable option. a Team of consultants was recently appointed by the Public Works and Infrastructure Development Department to conduct a full and detailed feasibility study of this project.

4. The regional ward committee co-ordinating forum for Northern Zone

One of the Key Performance Areas (KPA's) of the Regions is to "promote Councillor interaction with the CoT Administration at Regional level and to provide government that is accountable to communities". In order to promote this objective and to foster a sustainable relationship with all the Ward Committees in the Region, the RED initiated the establishment of a Regional Ward Committee Co-ordinating Forum for the North East Region on 04 March 2009.

The purpose of this Regional Councillor & Ward Committee Co-ordinating Forum is:

- To create a Regional platform where Councillors can interact with the City of Tshwane Administration on a regular basis;
- To provide a regular platform where representatives of the Ward Committees in the Region can interact with the City of Tshwane Administration on a regular basis;
- To provide a regular platform where Councillors and Ward Committee representatives can discuss issues relating to the Regional IDP's which would eventually inform the City's annual budget processes.
- To provide a regular platform where Councillors and Ward Committee representatives can make inputs regarding the planning, integration, co-ordination and monitoring of service delivery in the Region via the Regional Interdepartmental Service Delivery Committee.
- This forum consists of the RED, the Ward Councillor of each of the seven Wards in the Northern Zone of the Region, two Ward Committee members from each of the aforementioned Wards and the PR Councillors in that area.

The RSDF (Regional Spatial Development Framework) for the North East Region was approved by the Mayoral Committee during July 2008. This RSDF is now used as a planning tool to manage and guide all land use applications in this region.

The Local Spatial Development Framework For Hammanskraal-Temba_New Eersterus zone was approved by the Mayoral Committee during October 2008. This LSDF is now used as a planning tool to manage and guide all land use applications in this region.

This LSDF will also guide and inform the two Tsosoloso/ Neighbourhood Development Projects in this area, namely the detailed Precinct Plans for the Hammanskraal CBD & Intermodal Transport Facility and the Temba Station Intermodal Transport Facility which is in the process of planning by the appointed service provider.

5. Ventsope Cultural Village

Although this is a private development project, the CoT's Economic Development and Sports, Recreation, Arts & Culture Departments (being the City's internal Joint Facilitators of this Project) are keenly interested in this project because of its strategic cultural and tourism potential in this Region.

The objective of this initiative is to position the Hammanskraal-area as a tourism destination of choice and to contribute to the economic development of the City of Tshwane as a whole. In terms of its conceptual planning, the Ventsope Cultural Village, which is situated in the Stinkwater Area, will be a tourism destination which will showcase the cultures and traditions of the Venda and Tswana Tribes to tourists and also serve as a tourist destination along similar lines as the Moshate Cultural Village. This project is, at this point in time, still in the conceptual planning stage.

E. Progress on the Establishment of the Southern Region

The Regional Executive Director of the Southern Region was employed from outside the CoT during the 2nd quarter of 2008 and she was initially based at Munitoria. Two directors were subsequently appointed from within Council namely the Director: Strategic Implementation and Monitoring and the Director: Social Development. The RED and her staff moved into offices at the Lyttleton Library and the Centurion Municipal Building. There is currently a process underway to obtain suitable offices that will house all the staff that have subsequently been employed.

To date 10 positions in the region have been filled with 5 positions still vacant including the post of Director Infrastructure implementation. The Department and the Region is currently negotiating for the filling of these positions.

The Region established various committees to enhance communication and service delivery in its area of responsibility. The first of these committees is the Ward Councillor Committee that meets monthly. The purpose of these meetings is to identify ward specific problems for the Region to investigate and address. The meeting is further utilized to give continuous feedback to Ward Councillors on the addressing of problems in their wards.

The Region is further establishing a Service Delivery Committee where all CoT departments will be represented. The purpose of this committee is to enhance functional service delivery matters as identified by the Region via amongst others the Ward Councillor Committee. This Committee further feeds into the Service Delivery Strategic Operational Committee at Departmental level regarding service delivery matters.

Salient Features of the Region:

The region has an indigent component mostly prevalent in Olievenhoutbosh and the remainder of the region is made up of households in middle to higher income brackets and businesses.

Geographically it is the biggest region with the eastern part being well developed whilst the western part consisting of rural smallholdings, yet it is the region with the most development applications.

Very little Capital is earmarked for the region and it has a high maintenance expenditure requirement.

Some of the challenges the region has to deal with are bad geological conditions due the occurrence of dolomite and sinkholes. The Centurion Lake which is the major attraction at Centurion shopping centre has also become a serious challenge in that it has silted up and from time to time emits a bad odour.

1. Some Future developments
 - Partnerships with the business community need to be established. Of note here is the Centurion Aerospace Village adjacent to the Waterkloof Airforce Base. High value manufacturing industries are being established complete with air freight handling and easy access to major freeways
 - Partnerships with national and provincial road construction agencies will be established to cater for connecting roads linking the rest of the CoT with the important economies of the rest of Gauteng
 - Continue to build on relationships with various Departments to ensure adequate budget allocation to the region and premium service delivery to the region

Status of the billing system

The City bills 812 477 accounts per month and this comprise of property rates accounts, tenants accounts (water & electricity), government accounts, sundry accounts (ambulances; emergency etc) and sectional title units. In 2004 the CoT implemented the SAP Financial System with billing modules as part of a strategy of addressing billing problems. As part of a process of improving and controlling the billing system, the city has developed billing parameters within the SAP billing system. These parameters are configured to detect any meter readings that are out of sink with previous consumption.

These billing parameters are configured to report any out of sink meter readings or monetary values as billing errors. In 2006 SAP billing system through its billing parameters reported 15 582 billing errors. In 2007 the city witnessed a steady increase in billing errors to 15 992. In June 2008 the number dropped to 3 296 and as at 31 March 2009 the number of billing errors reported by system are 596. The drastic decrease in billing errors reported by SAP System shows that the City's billing system has stabilised. However the City does get billing related queries from consumers and in the past years we have seen a drop in the number of billing queries reported.

The City has 580 619 total number meters on the ground and this total includes both water and electricity meters. As at 30 March 2009 the City read 509 408 of the total meters and that constitute 86.25% of meters read. The City's target is 84% of total meters read per month. The City has implemented an automated process of flagging all the water and electricity meters that are estimated for more than 3 months. This process is aimed at reducing the number of meters estimated and address the accuracy of the account billed.

In the past the city experienced problems regarding municipal accounts that don't reach the customer. In October 2008 as part of the initiative to address the problem, the City has automated the returned mail process. A special section has been created with revenue management to manage the return mail.

In March 2008 as part of a continuous improvement initiative, the city implemented an SMS Program and Email Program as another mode of sending invoices. On a monthly basis the City sends over 73 000 invoices via SMS and 30 676 customer are receiving their invoices via Email.

The challenge regarding the SMS program is that citizens whose cell phones are prepaid continuously change their numbers. The challenge regarding the Email is that a small percentage of Tshwane residents have access to email. Citizens are encouraged to update their contact details in any of the municipal centres in order to get access to these two new programs.

Policies and Strategies approved by the CoT

The CoT has approved a number of policies and strategies since 2006, including the following:

- Land invasion and informal settlement management plan
- Proposed provisional restructuring zones in Tshwane for Social Housing Development (not sure about this one)
- Social Housing Policy for the City of Tshwane
- Tshwane Inner City Housing Strategy, 2006
- MHDP
- Densification Strategy
- Municipal Property Rates Policy(May 2008)
- Review of Supply Chain Management Policy (May 2009)
- Review of Municipal Rates Policy (May 2009)
- Credit Control and Debt Collection Policy(approved October 2007)

CoT has also received a certificate from the VUNA awards for outstanding work in Financial Viability.

Computer literacy of employees

Training is continuing and at this stage approximately 5 500 employees are now computer literate.

The following exciting and enriching programmes have been implemented by the Corporate and Shared Services Department:

- Establishment of the Tshwane Leadership and Management Academy in partnership with the University of Pretoria.
- Presentation of Strategic focused programmes: an Economics course and a MFMA course has been presented by the University of Pretoria.
- Good progress has been made with the implementation of the DPLG skills audit project as mandated by Cabinet and the information of all employees are being captured by utilizing the Web based tool.
- QPR (Automated Performance Management System) is currently being implemented by the department on behalf of the CoT.

Corporate and Shared Services Department has a total of 18 projects all of which have approved funding in 2008/2009. Financial Services Department has 6 projects 2 of which are insurance replacements. All the projects have funding for 2008/2009.

2.8 NEEDS ANALYSIS / WARD NEEDS

Chapter 4 of the MSA states that municipalities must develop a culture of municipal governance that complements formal representative government with a system of participatory governance, and must encourage, and create conditions for the local community to participate in the affairs of the municipality including in the preparation, implementation and review of its integrated development plan, budget and performance management system. Resources and expenditure of the Municipality must be aligned with community needs.

It furthermore states that participation by the local community must take place through political structures, Ward Committees and councillors.

The TIDP process utilises Ward Committees and Ward Councillors as one of the key mechanisms for participation. The participation programme is also conducted under the supervision of the Office of the Speaker.

Key to the participation process is a database managed by the Tshwane IDP Office which comprises an inventory of development issues and needs recorded in each of the wards in the CoT over a number of years. (Attached hereto as Annexure B)

This Needs Database serves as the basis for community consultation and participation in the City.

During each annual IDP Review process, communities are given an opportunity through the Ward Committees and Ward Councillors to update the priority issues and needs for their specific ward areas. This process takes place at the beginning of the IDP Review process.

The updated Needs Database informs the Business Plan formulation process conducted by the various line function departments of the municipality.

In the 2009/2010 IDP Review process this Ward Based Needs Assessment took place during the period September and October 2008.

In addition the Executive Mayor held Izimbizo in various wards, where community development issues were raised and discussed.

2.8.1 CoT Community Needs Assessment⁸⁷

There are 66 different types and 23 categories of needs provided for in the Needs Database.

Table 75 below provides a high level overview on the number of new issues registered per need category in each of the five ASD regions in the CoT during September and October 2008.

For ease of reference, the table below indicates the wards included in each ASD region. The figures thereafter provide more detail regarding the type of needs registered per region.

Table 75: ASD Regions

ASD Regions	Wards included per ASD regions	Total number of wards per ASD region
North West	24, 9, 11, 25, 27, 26, 29, 33, 34, 36, 37, 4, 2, 31, 30, 32, 39, 20, 22, 12, 19, 21, 35	23
North East	49, 13, 14, 76, 8, 75, 73, 74, 5, 50	10
Central	7, 55, 1, 3, 60, 58, 59, 56, 68, 63, 62, 51, 72, 71	14
Eastern	54, 53, 52, 43, 41, 46, 42, 44, 40, 45, 47, 67, 38, 28, 18, 23, 6, 17, 16, 15, 10	21
Southern	61, 48, 66, 70, 69, 57, 64, 65,	8
Total:		76 wards

Table 76, as well as the regional (ASD regions) analysis (the pie charts) were derived from the baseline data.

Table 76: High level overview of number of new needs registered per Region

Needs Categories	Administrative ASD Regions					Total
	Central	Eastern	North East	North West	Southern	
Environment	6	2	9	10	2	29
Economic	8	12	8	10	0	38
Health	5	6	14	17	7	49
Welfare	2	4	5	10	3	24
Skills development	7	2	5	12	1	27
Community Centre	10	10	8	11	1	40
Sport	4	3	5	19	2	33
Emergency	0	0	1	8	1	10
Security	7	8	7	9	4	35
Housing	7	11	3	11	2	34
Land use	21	11	10	24	4	70
Marketing	0	4	0	3	1	8

⁸⁷ Information used in this section was sourced from the community needs submitted by the Ward Councillors and Ward Committees during September/October 2008

Needs Categories	Administrative ASD Regions					Total
	Central	Eastern	North East	North West	Southern	
Cemetries	1	0	1	2	0	4
Waste	3	8	1	11	1	24
Parks/Pavement	22	17	4	21	5	69
Water	3	0	3	2	0	8
Sanitation	4	3	2	6	2	17
Roads	22	24	10	23	10	89
Storm water	8	5	4	3	2	22
Traffic	1	5	2	2	3	13
Transport	4	8	2	6	3	23
Electricity	7	5	7	17	5	41
Institutional	2	4	2	2	0	10
	154	152	113	239	59	717

From Table 76 the following is evident:

- The highest number of new needs/issues registered relates to roads infrastructure and maintenance with all the regions except the Southern and North Eastern Region scoring high.
- The second highest scores relates to pavements, sidewalks, and pedestrian movement and land use issues. The Central and North West Regions scored the highest on both of the issues.
- Land use issues that were mentioned the most related to illegal businesses and activities.
- This is followed by health, electricity, the provision of community centres and economic development.
- Water and sanitation scored relatively low compared to the other technical services like roads and electricity.
- The highest number of new needs was registered in the North West Region, followed by the Central and Eastern Regions. The lowest number of needs was registered in the Southern Region.

Diagram 15: High level overview of number of new needs registered

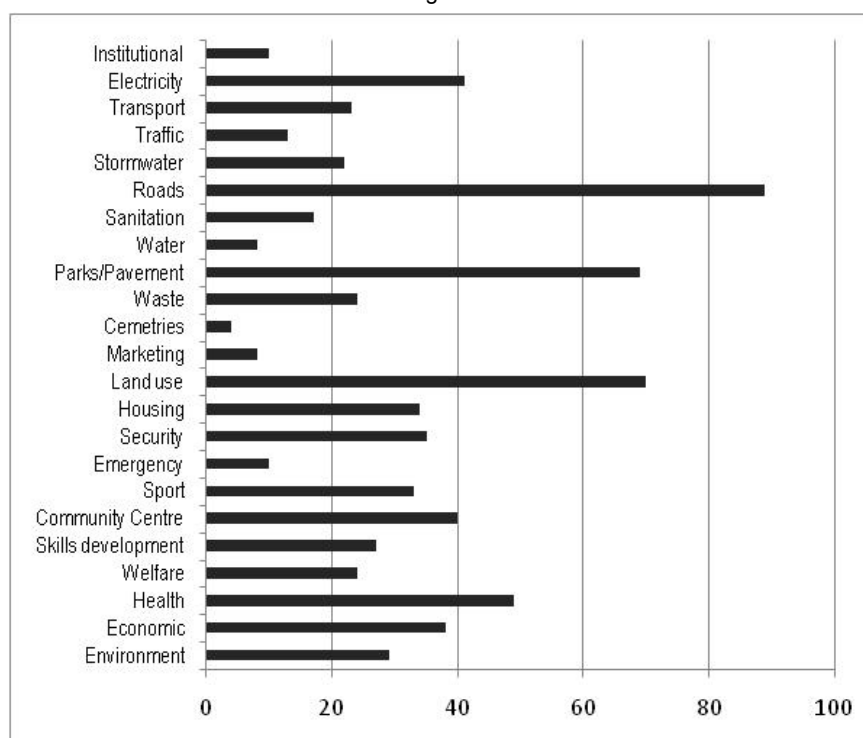
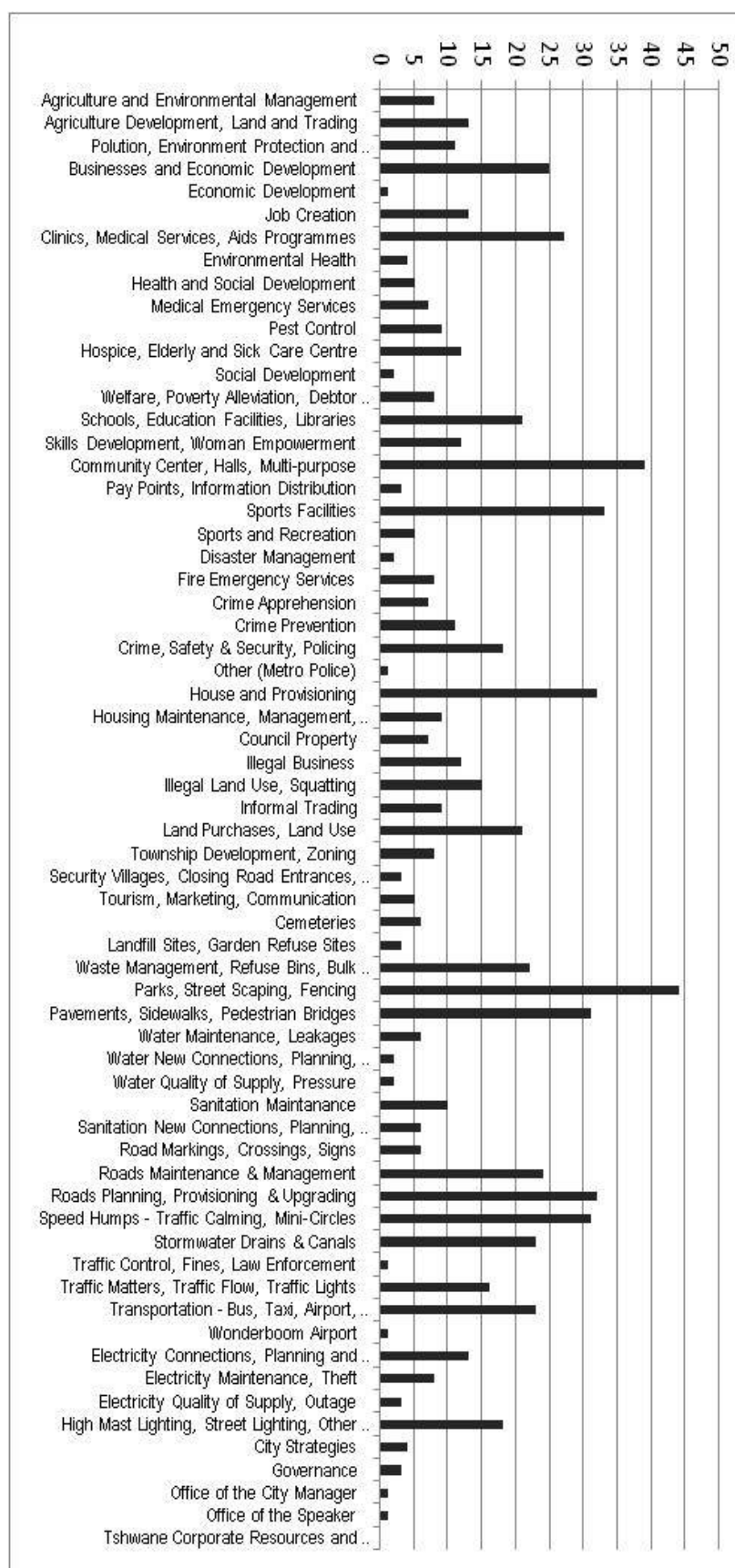


Diagram 16 illustrates the above categories in more detail.

Diagram 16: Detailed summary of types of registered needs



At a more detailed and type specific level, parks, streetscaping and fencing scored the highest followed by the provision of community centres, halls and multi purpose centres.

Following from the above are sport facilities, housing provision, pavements and sidewalks, roads upgrading and traffic calming which scored all approximately the same.

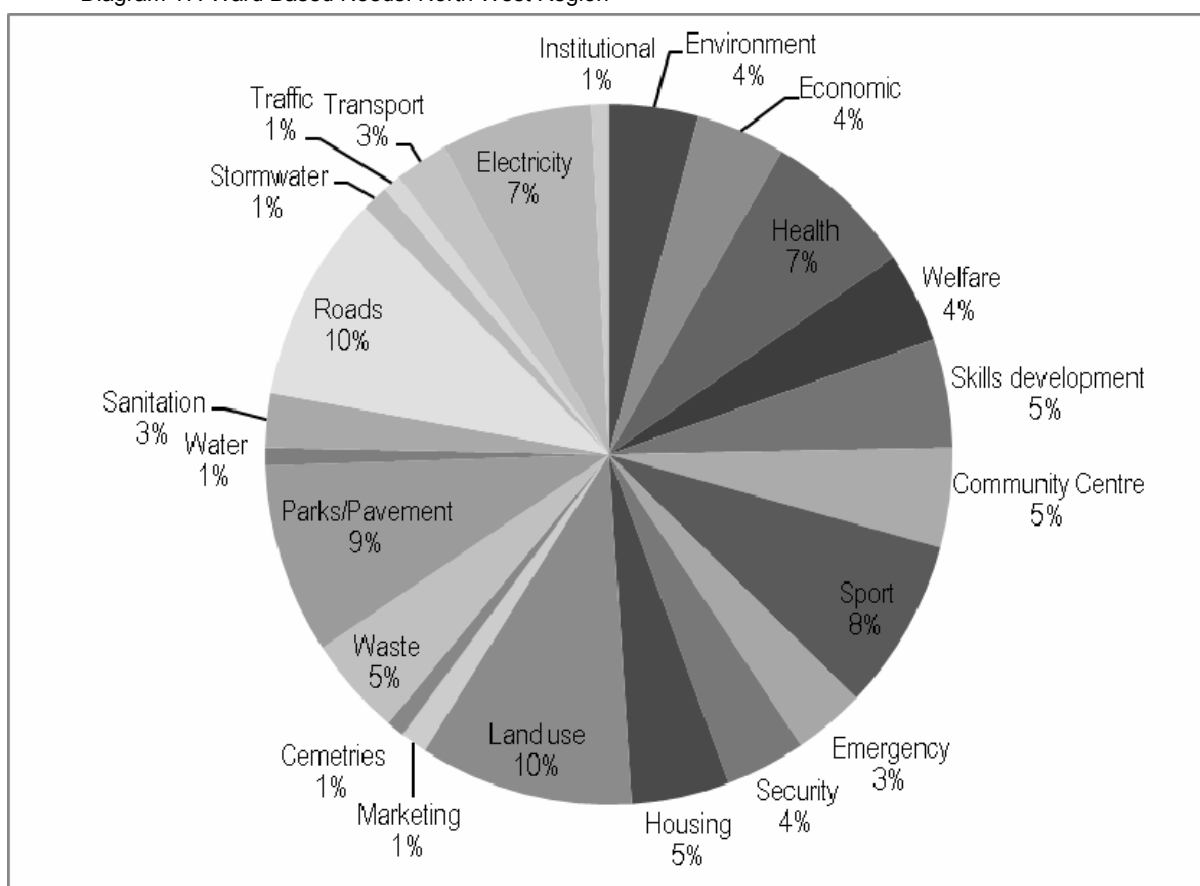
Issues that scored very low include pay points and information distribution, disaster management, traffic control, security villages and city strategy. Water and sanitation scored the lowest of the infrastructure and public works types.

The following sections will address each of the regions individually.

a) North West

- In the North West Region, roads, parks and pavements and land use scored the highest followed by electricity, health and sport facilities.
- Other significant scores were registered under skills development, the provision of community centers, housing provision and waste management.
- Together with water and sanitation, security issues also scored low.

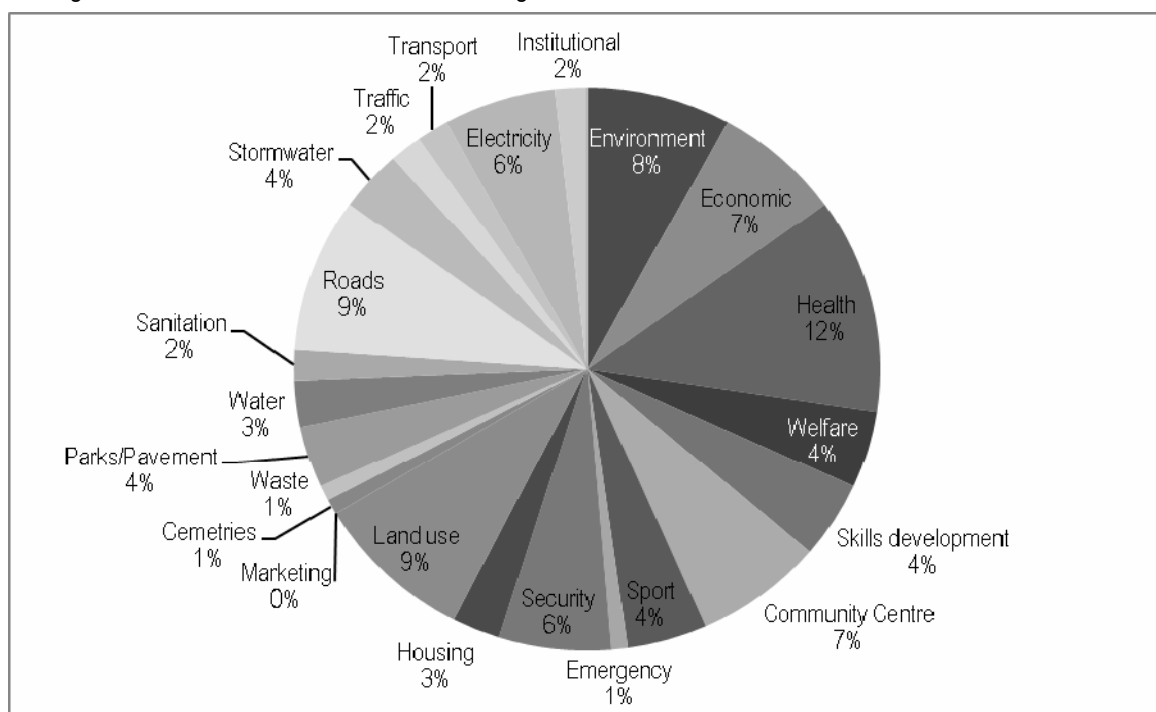
Diagram 17: Ward Based Needs: North West Region



b) North East

- In the North East Region, health scored the highest, followed by roads maintenance, environment and land use.
- Electricity, community centres, economic development and security also scored significantly. Security issues were also scored high while sanitation and water again scored low.

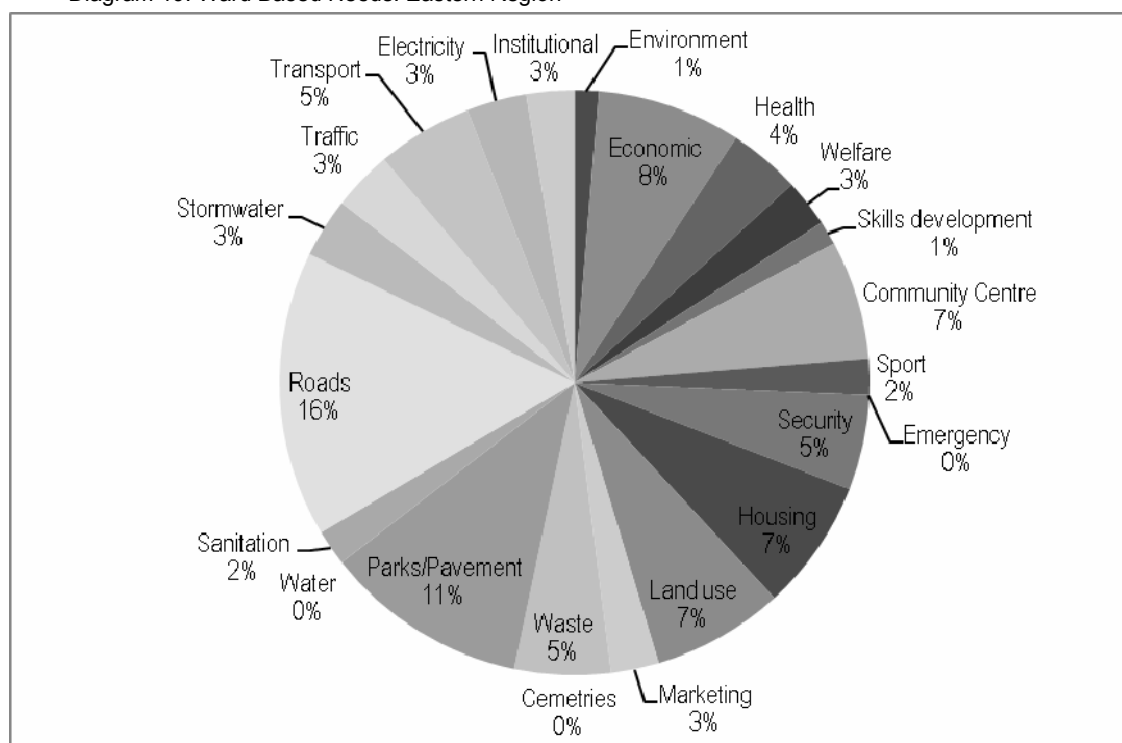
Diagram 18: Ward Based Needs: North East Region



c) Eastern Region

- In the Eastern Region the highest score registered is roads. The score is significantly higher than any other issue and relates to maintenance and traffic calming issues. Related to the roads issues are pavements and sidewalks which scored the next highest percentage.
- Other sectors featuring relatively strong in this region are land use, housing and economic development.
- The infrastructure types including electricity, water and sanitation scored relatively low.

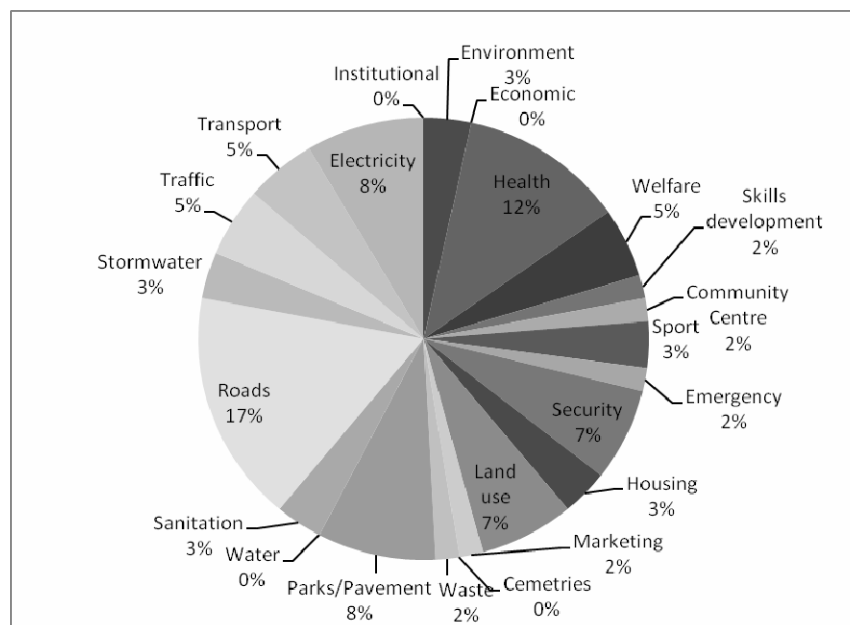
Diagram 19: Ward Based Needs: Eastern Region



d) Southern Region

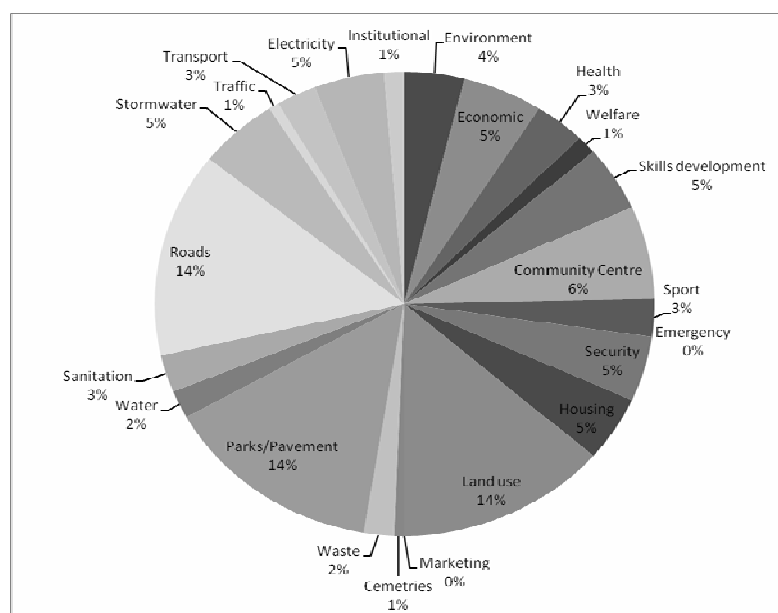
- In the Southern Region it is again roads that outscore other issues. Other than most regions, the type registered mainly includes traffic calming and not maintenance issues. Health is the next significant score with specific reference to the provision of clinics.
- Other relatively high scores in this region include electricity, pavements and parks, land use and security.

Diagram 20: Ward Based Needs: North West Region

**e) Central**

- Roads, parks and pavements and land use scored significant scores in this region. Under the roads category maintenance, upgrading and traffic calming was mentioned the most. Land purchases are highlighted in the land use category.
- Housing, community centres, security, electricity and skills development scored the next highest scores.
- The infrastructure types including water and sanitation scored relatively low.

Diagram 21: Ward Based Needs: Central Region



2.8.2 Dealing with Community Inputs

As was mentioned in Chapter 1, legislation specifically requires from Municipalities to include participation from the community in the drafting of the IDP.

In order to comply with this requirement, the community consultation process took place from 4 March 2009 with the last date for comments on 9 April 2009.

The following issues were either noted during the public participation meetings or received as part of the comment process:

Table 77: Summary of issues raised during public participation process

ISSUE/ QUESTION	RESPONSE BY COT
Zone A: Temba Council Offices	
The IDP is high a level process and needs to talk to the people	Many projects could not be differentiated between regions, due to departments not submitting the required information on their projects plans. Departments were requested to correct this, and we are currently updating information received.
Can you improve combating littering	Yes, through education and awareness campaign.
Improve on pay point accessibility.	Accessibility in terms of ability to enter the pay point: A ramp has been constructed to enable people with disability to reach the cashier with relative ease. Accessibility in terms of availability of other pay point: The nearest pay point is approximately 8 kilometres away however the public should be informed that payment can also be done in the post office, banks, garages and most supermarkets.
The waste management in the area leaves much to be desired	The Department is in the process of rolling out 240l bins in areas currently utilising 85l. Un-proclaimed areas are serviced through minimum service in a form of plastic bags or skip containers.
Need priorities when it comes to skills – level of skills development is low	Noted and given through to officials.
Need for more labour intensive projects	Noted and given through to officials.
Social facilities are needed area	Sufficient provision of facilities. Sport projects in progress: Hammanskraal multi-purpose Sport & Recreation Centre, Temba Sport Complex and Suurman Community Centre. Library projects in progress: Extension of the existing Temba Library. Future Library projects: Suurman Library (2011/12). New Eersterust Library prioritised but dependent on approval of future funds. Existing Sport facilities: Hammanskraal Community Hall, Temba Community Hall, several informal scraped fields. Future Sport projects: Majaneng Community hall (ward 8) to be constructed as part of the Ward Based projects. (2009/10 – 2010/11). Existing library facilities: Hammanskraal Library, Temba Library.
Roads are a problem in the area	Noted and given through to officials.
Zone B: Montana Secondary School	
Development of a North South link into the City	Roads are planned but no timeframes can be allocated.
13 % increase in tariffs is not affordable in current	Noted and given through to officials.

ISSUE/ QUESTION	RESPONSE BY COT
economic climate	
Community already set up a Disaster Management Centre and asked if the City could assist with assets.	According to the DMA no 57 of 2002, section 43, only a municipality can establish and set up a disaster management centre for its area of jurisdiction. The CoT DMC has been established at the Pieter Delpont building with two satellite offices. The satellite office in Klerksoord currently renders a service to the Montana area. More info is therefore needed on the issue raised by the community.
Need clarification on the outstanding debts	New credit policy will be strictly applied. Indigent registration targets are set. Financial control is executed on a daily base as well as long term sustainability planning.
Current state of the M20 and M21 as well as maintenance thereof and informal traders in Hammanskraal	The department will investigate and send the maintenance team to address the problem
Request for a clinic for the Domestic Workers. Petition was submitted. Applicable property were only fenced.	IDP Project 710075: new Clinic Doornpoort in ward 5 is registered on the IDP.
Bus Services not up to standard – children are often late for school.	The Transport Development Division is currently commissioning a bus monitoring study to identify the causes why buses are late and not up to standard (to be completed by September 2009).
Budgeting for Ambulance Services. Is this a municipal or provincial and national financial responsibility?	The Provincial services are responsible for buying new ambulances, but the process is slow and Tshwane has it on the IDP. Project nr 710075 on IDP is for buying new ambulances
Debt collection – what is progress and what will municipality do to address it? Poorest of the poor does not receive full attention and commitment Financial control of the City's finances not sufficient	New credit policy will be strictly applied. Indigent registration targets are set. Financial control is executed on a daily base as well as long term sustainability planning.
Zone C and D1 : Winterveldt Multi Purpose Community Centre and Mabopane Skills Centre	
The main complain is lack of water, sanitation (no toilet, roads are also in bad condition.	Noted and given through to officials.
Streets in Ward 21 are badly affected when it rains; they get flooded.	The allocated funds in the current MTEF for Internal roads, Mabopane red soils and flooding backlogs Mabopane will address the roads and stormwater in ward 21
There are no sport grounds in the area and libraries for the children to use.	Only Informal existing sport facilities available. Existing formal indoor centre and library. Future prioritisation of projects depended on availability of funding.
In ward 22 next to the Hospital a Turn Key project was running and promise was made that they will invest in the area the traffic humps, school but nothing was ever realize. Instead accidents in the area are the order of the day.	The speed humps are done in accordance to the pedestrian safety master plan which is implemented annually
Mabopane problems are storm water especially in Boekenhout there are no tarred roads.	The allocated funds in the current MTEF for Internal roads, Mabopane red soils and flooding backlogs Mabopane will address the roads and stormwater in Mabopane
Merging of schools has become a problem .It had displaced many learners and also hit the pockets of the parents in terms of transport cost.	Core function of provincial government
Itsoseng had been in existence for 13 years but still has no services in the area	Noted and given through to officials.
There is a need for busses to transport kids to and from schools in Mabopane.	Northwest is currently rendering a service to certain areas in Mabopane. Additional comments can be

ISSUE/ QUESTION	RESPONSE BY COT
	provided once it is known which part and which schools are not covered.
When CoT cut and suspend water supply, it must not be selective.	Noted and given through to officials.
There are no access roads to schools in the area due to the condition of the roads. Roads are a general problem in Mabopane. This is the 4 th year that this complain is registered with authorities.	The allocated funds in the current MTEF for Internal roads, Mabopane red soils and flooding backlogs Mabopane will address the roads and stormwater in Mabopane
There are empty sites in the area and some are vacant for as long as 20 years. It seems there are no owners and these sites had become areas of high crime incidents. There are criminal activities in the vicinity and criminals hide their loot in those sites.	Tshwane Metro Police do visible foot patrols in the open areas and stop and search persons sitting in the open areas. We put out open fires as they occur, confiscate alcohol if available and charge arrest persons drinking in public and people making fire.
Open spaces need to be maintained such as grass cutting.	Currently grass cutting is being done on developed open space areas. Other sectoral areas as well as undeveloped open spaces are done once specific complaints have been received and registered. Specific reference points must be provided in order for the Department to follow-up. Specific plans are also in process that will enable grass cutting in hotspot areas in the Eastern region.
Improve on pay point accessibility.	The matter is looked into.
How do people register for indigent?	Mrs Mokwape 3584843 is the contact person. Or alternatively registration can be done at counter 115 in the BKS building in Pretorius street 373.
Indigent registration takes as long as 2 years to register and approval. This is too long as circumstances might have change when the approval finally gets granted.	The processes are now streamlined and are quicker now.
There people living in informal settlements for 15 years with no services because the areas are not yet proclaimed. Eskom refuse to provide electricity because of this problem (not being formalised and proclaimed).	Housing responds as follows. All informal settlements which are not proclaimed receive a basic package, which includes, water tankers/ communal tap, chemical toilets and grading of roads
The waste management in the area is below standard.	Department will investigate and improve where possible.
Budget for environmental management need to be increased by at least 6%.	A 6% increase in the budget was requested but was however refuted by the Finance Department. Finance Department to be requested to respond.
Economic development must include Agriculture.	Agriculture in Zone C and D1 is provided through the food security level.
Zone D2 : Ga Rankuwa YMCA	
Priorities when it comes to skills are low. What about the renewal of skills centres.	Community empowered centres project nr 710316 is on the IDP Staff from the Local Economic Development (LED) Division is currently working with the North West Development Cooperation and Automotive Industry Development Centre (AIDC) on the BBBEE opportunities in Ga-Rankuwa industrial estates. This is linked to training where potential SMMEs would be incubated. LED is also working in partnership with SEDA to re-establish the Ga-Rankuwa Skills and Enterprise Centre. There is also a Skills Centre in Rosslyn, adjacent to Ga-Rankuwa, providing a number of programmes such as electrical, welding and automotive. The Division is also at the conceptual phase for the reconfiguration of the Ga-Rankuwa Skills and

ISSUE/ QUESTION	RESPONSE BY COT
Other priorities like skills development and LED promotion are lacking.	Enterprise Centre, which is currently very small. LED has signed an MOA with the University of Pretoria to provide training and development for SMMEs. The training programmes will be communicated to all communities in Tshwane once the roll-out has been finalised with the University of Pretoria.
Poor waste collection in Soshanguve	The community-based tender in Soshanguve expired in October 2008. The Waste Management Division is rendering the service in-house which led to the change of schedules for collection. Communities were consulted with regards to the change in schedules which have been moved to Saturdays and Sundays. The normal schedule will be implemented as soon as the new tender is in place.
Zone E1 and F: Bodibeng library – Soshanguve	
The residents want to know if Councillors are getting paid or are they working in other organisations, because they are not taking care of the community.	Noted and given through to officials.
Problem with service delivery in ward 26 and they don't get feedback from Councillors.	Noted and given through to officials.
No progress provided on the Giant Stadium.	Noted and given through to officials.
Senior citizens don't understand the water and lights Statement (billing).	Noted and given through to officials.
There is no electricity in some areas.	Noted and given through to officials.
The clinic must be upgraded in ward 19.	Noted and given through to officials.
Potholes and streams must be monitored in order for the safety of our kids.	Noted and given through to officials.
Request was made to be more labour intensive. Most contractors still use machines.	Noted and given through to officials.
The centralization of services has made it difficult to respond timorously for faults reported.	Noted and given through to officials.
Storm water pipes are full of soil washed by rain. There is no proper maintenance.	Specific details is needed so that maintenance management can respond
The rate at which people get paid through the P.O.P (Indigent Policy) is not enough.	A service provider is appointed and this process is speeded up. It is according to the policy and the grant received by the CoT.
A request was made that social workers to work hand in hand with the local councillors in determining the indigent candidates because they know the people better.	Local Councillors is welcome to inform ICD on people for indigent registration
The presentation says we are tarring roads but the implementation of these projects is not visible on the ground.	The current road upgrading program is been implemented in ward 33,34,35 as per the available funds and the programme will cover the rest of Soshanguve in the following financial years
There is a need for high mast light s in this area.	Noted and given through to officials.
P.O.P must be processed quickly please.	The process is quicker now with the appointment of a service provider for registration
Why we are not allowed to buy electricity if we owe water.	It is important to pay for services.
What is the municipality policy regarding apartheid debt which was the result of the rent and service boycotts.	No policy for apartheid debt exists.
Storm water is the problem in section BB. When it rain water flow into the houses.	Section BB will be addressed in the next round of the turnkeys project once the current project is finished
There is a need for public education especially old people about free services.	Noted and given through to officials. All information is announced and made public in

ISSUE/ QUESTION	RESPONSE BY COT
	every possible way.
In ward 26 a request was made since 2001 for a primary school.	Core function of Provincial government
Can municipal bus services be extended to this part of town?	A study is currently underway to restructure the Tshwane Bus Services to include all areas within the City of Tshwane.
A request is made to remove the scrap yard at the SS section.	Noted and given through to officials.
Zone E2: Akasia Town Hall	
Portion 67 in ward 36- there are rudimentary service- why do we have to pay for services	Noted and given through to officials.
IDP is not coming to the people. There is to transport for people living far from the venue	Noted and given through to officials.
Need data base of issues raised in the public meetings. How do you respond to these issues?	Noted and given through to officials.
Housing prioritisation of formalising informal settlements in the City	Noted and given through to officials.
Water and Sanitation- why do they take long to fix leaking pipes	Noted and given through to officials.
Tariff increase from ESKOM vs Tariff increase from City 13%- who will subsidise the shortfall	Noted and given through to officials.
Affordability of electricity in City. Can people afford it?	Noted and given through to officials.
Need to change the City's vision and Mission- it is not implemented	Noted and given through to officials.
13% increase – 90% goes to UMS and consultants	Noted and given through to officials.
Electricity machines need capacity	Noted and given through to officials.
Informal settlements upgrading should be linked to existing settlements	Noted and given through to officials.
Indigent- there is no plan to get people benefiting the community	Noted and given through to officials.
Issuing of title deed is very slow	Noted and given through to officials.
Social package registration need to be speed up	Noted and given through to officials.
Care should be taken on the tariff increase due to the World economic meltdown	Noted and given through to officials.
Poor waste collection in Soshanguve	Noted and given through to officials.
22% salaries to staff- are they the right people for the job?	Noted and given through to officials.
To stop unemployment the city need to stop using service providers and appoint people directly to work for the city	Noted and given through to officials.
One toilet use by 30 people and only cleaned once	Noted and given through to officials.
Roads and Storm water-no access road to the informal settlements	Noted and given through to officials.
Credit control- meter readers are not reading the meters	Noted and given through to officials.
UMS officials do not have Batho Pele principles	Noted and given through to officials.
Need to reduce the grand's beneficiary years to 50 years as they are heading the house holds	Noted and given through to officials.
The roads budget need to be monitored as the contractors do not build quality roads	Noted and given through to officials.
There are no sport grounds for children to play on	Noted and given through to officials.
How do you monitor the implementation of projects vs the budget	Noted and given through to officials.
Contractors are foreigners	Noted and given through to officials.
Is there a budget for ward	Noted and given through to officials.
The IDP is complicated and need to be made user friendly for the people	Noted and given through to officials.

ISSUE/ QUESTION	RESPONSE BY COT
The tariff increase does not consider the poor	Noted and given through to officials.
Need for a traffic testing area in Soshanguve	Noted and given through to officials.
Need internet in Libraries	Noted and given through to officials.
Need for urban agriculture	Noted and given through to officials.
Open drains for storm water are very dangerous – there is a need to have proper storm water drainage systems	Noted and given through to officials.
Why do other people built their own houses- the process is too slow and the quality is bad	Noted and given through to officials.
Zone G : Danville Hall – PTA West	
According to a member of the community the future of Salvokop (Ward 60) is uncertain and needs to get urgent attention	MMC Pillay indicated that this matter is to be discussed with the National Department who is the owner of the land. Fani Pityane responded as well
It was indicated that the Inner City does not have sufficient clinic facilities available as the Skinner Street Clinic has been closed down and people (especially old people) has to walk far distances to Pretoria Academic Hospital	MMC Pillay indicated that the Skinner Street clinic was a provincial clinic and not a municipal facility. He also indicated there are currently two facilities in the Inner City at Sammy Marks and at DF Malan Drive and people can attend these facilities.
Housing in general but student accommodation in particular in the Inner City is problematic and needs to be addressed by the Council	MMC Pillay acknowledge that student accommodation is currently a challenge and that alternatives such as student villages are under investigation. Fani Pityane responded as well
Closure of parks without consultation with the community was indicated as an issue. Crime in the parks is a concern and should be address.	MMC Pillay indicated that the CoT is implementing the Safer City Policy and every person should contribute to a safe city.
Area of Golf course is not safe and crime is very high. The parks and open spaces in that area should be maintained	The area is already being developed and the parks and open spaces in the area are being maintained on a weekly basis by Environmental Management.
A member of the community indicated that he received a notice that he is to be evicted. He is concerned that his child will not be able to attend school if they are evicted.	MMC Pillay indicated that this issue is so serious that it should be address in another forum. Fani Pityane responded as well
Shortage of housing and eviction orders were also raised as problematic	An official responded in the meeting. However further response is required from the housing department.
<ul style="list-style-type: none"> - Unemployment and selfhelp projects to assist the unemployed - Batho Pele principles ineffective - Customer care service is not good enough - Safe street crossing at Quagga Centre is problematic - Street lighting is poor after Quagga Centre - Area of Golf course is not safe and crime is very high. The parks and open spaces in that area should be maintained 	Noted and given through to officials.
Ward 55 indicated that they have a water shortage and water is transported to the area by truck. The truck tends to break down frequently. The CoT is requested to assist the community to buy their own water truck	Noted and given through to officials.
Zone I : Olievenhoutbosch Community Centre	
Need shopping facilities with banks and other commercial facilities	The Department as part of Tsosoloso programme is in the process of developing nodal programmes around the City, and Olievenhoutbosch is one of the identified areas.
Roads in Extension 19,22,25 and 27 are in a bad condition	At the moment the focus on upgrading is on the older areas of Attridgeville. Maintenance can be done to keep the roads in a good condition

ISSUE/ QUESTION	RESPONSE BY COT
The women cooperatives are not supported	<p>This issue refers to the land that was used for a project run by people with disabilities to produce toilet paper and juice.</p> <p>However, it was established that the machines are not being used, as the focus of the group is on farming.</p> <p>The women co-operative wanted to have access to these machines so that they could utilise them to make income. In the meeting held on Tuesday, 31 March 2009, it was resolved that some of the co-operative women will be allowed to use the machinery, whilst the other group will continue with their farming activities.</p>
Schools not enough- there is high pressure on the	Noted and given through to officials.
There is a need to educate people on electricity payment	Noted and given through to officials.
Free water is not visible in Olievenhoutbosch- it is not prioritised by the City	Noted and given through to officials.
The housing allocation process is not transparent- the community should be part of the housing allocation process	Noted and given through to officials.
POP's (Indigent Policy) does not work- beneficiaries were registers in 2002 and still do not benefit from the scheme	<p>Housing allocation is an administrative function, but communities can through their ward councillors be allowed to view list of allocated beneficiaries</p> <p>The process is speeded up and will be quicker. People registered in 2002 should make sure that they are registered on the indigent register. Mrs Mokwape 3584843 is the contact person. Or alternatively enquiries can be done at counter 115 in the BKS building in Pretorius street 373.</p>
The storm water during rainy season destroys people houses due to poor roads and stormwater management facilities	At the moment the focus on upgrading is on the older areas of Atteridgeville. Maintenance can be done to keep the roads in a good condition
Electricity vending machines do not have the capacity to service Olievenhoutbosch- need to increase the capacity	Noted and given through to officials.
There is a need for business sites – businesses are currently operating in road reserves making it difficult for pedestrian to walk and are crime areas	The Development Control Unit is developing a plan to deal with all contraventions throughout the City.
The quality and standards of roads need to be like those in the suburbs	Noted and given through to officials.
The development of Olievenhoutbosch need to cover the whole area and not only Extension 13	<p>Housing provision has extended to ext 37, 36 and we are currently planning extension 27.</p> <p>Although the training sessions and workshops might be held in extension 13, all residents of Olievenhoutbosch are invited to participate.</p> <p>The co-operatives workshops included men and women from various areas in Olievenhoutbosch.</p>
The Clinics are overcrowded	Noted and given through to officials.
Poverty projects do not get to people- need to have urban agriculture	<p>Economic Development: LED is working with the Tourism Division to make their piece of land available to the Agricultural Co-operative in Olievenhoutbosch.</p> <p>It must also be mentioned that the issue of land for co-operatives is a challenge and LED finds itself in a situation that is beyond its control.</p> <p>A&EM: The City has established a new Division with a mandate to facilitate Urban Agricultural development. Currently, the division has been working closely with GDACE to support food</p>

ISSUE/ QUESTION	RESPONSE BY COT
	gardens, poultry projects and piggery. In 2007/08 financial year we have distributed more than 1365 agricultural starter packs to poor families around Tshwane. We have collaborated with GDACE to provide farm infrastructure through the CASP grant funding.
The needs register of ward 48 (Olivenhoutbosch area/ Southern Region) is not the true reflection of the problems in the area – more needs have to be registered. The ward councillors and community have to participate more actively in the CoT's processes.	All needs submitted by the ward councillor were captured. The presentation reflected the top 5 priorities for the area.
The CoT does not report back to the community regarding the progress with the implementation of projects	The Economic Development Department proposes that there be a joint effort between the Office of the Speaker and Integrated Communication, Marketing and Information Services to address this issue
Need to involve communities in the prioritisation of projects	Departments prioritise projects. Many factors are considered in the prioritisation process, amongst others, community needs, the achievement of the 5-yr targets as in the 5Yr Plan and the achievement of National Key Performance Indicators.
Educate communities on IDP and Budget	It is done annually according legislation.
Establish development agencies at ward level which should link up with the Tshwane Development Agency	It would be very expensive to establish another development agency, however, Contact Centres could be a better alternative. LED had discussions with Umsobomvu Youth Fund (UYF) to establish Youth Advisory Centres and Olivenhoutbosch has been identified as one of these centres. LED will follow up with UYF to ensure that a centre is established in Olivenhoutbosch.
Complete every project before moving to other areas	Noted and given through to officials.
There are no services in the Mooiplaats area (close to Laudium). Housing in this area is problematic – people is living in extremely bad conditions. Illegal dumping is done close to area where people is living. Only 35 toilets for 14 000 people. Water provided in tankers is contaminated – people got seriously ill of the water provided by tankers.	Mooiplaats is one of the informal areas to be relocated to ext 27. 500 families have already been relocated to ext 36. The housing department will together with water and sanitation do water test to check the quality of water. Budget constraints are hindering the allocation of more toilets in this area.
The businesses in extension 20 are run by foreigners	Carry out an audit of all traders. Demarcate and allocate stalls.
Police do not respond to emergencies	The first line function on the scene evaluates the situation and will notify the DM official on stand-by if response from the DMC is needed. Upon receiving the call, the relevant DM official will immediately respond to the scene. Members are sent out to complaint/emergencies when and where needed and as soon as possible on a daily basis.
Need church sites in Olivenhoutbosch area	Noted and given through to officials.
There is a huge housing backlog in ward 48 (Olivenhoutbosch area)	This area has benefited from housing development. In the past three years we have allocated more than 5000 houses in this area alone. The outstanding areas are Mooiplaats and Itireleng
Social facilities are needed to alleviate crime in the area	Multi-purpose sport and recreation project already identified and scheduled for the 2010/11 – 2011/12 financial years.
Zone J : Centurion Council Chambers	
A representative from Ward 48 indicated that public participation does not work	The MMC discussed the planning process of the IDP and the community needs process

ISSUE/ QUESTION	RESPONSE BY COT
A comment was made by Cllr Napier that the IDP document is only compliance to legislation and contains nothing new. He sought clarity with regards to the submission of comments or inputs.	<p>The MMC discussed the community needs process. BPME indicated that no new needs will be accommodated and indicated that only comments should be submitted. It was also indicated that an opportunity will be given for the submission of new needs during September/October 2009.</p> <p>The Cllr indicated that usually not sufficient time is provided to gather needs from his community members. The chairperson, Cllr MacDonald then suggested that the various Ward Cllrs should start to gather needs from July in order to involve as many people as possible.</p>
A community member requested that the needs identification process be explained.	<p>The Chairperson, Cllr MacDonald discussed the community needs process.</p> <p>BPME explained the needs register and the process followed to populate the register.</p>
Clarity was sought with regards to the alignment of the TIDP with the Gauteng Growth and Development Strategy	It was indicated that the Gauteng Growth and Development Strategy is one of many documents utilised to compile the TIDP
A question was asked with regards to the existence of a Local Economic Development Strategy.	<p>It was indicated that the CoT has a LED Strategy in place.</p> <p>Yes, there is an LED Strategy, however, this strategy is being reviewed with the help of UNISA (BMR).</p>
A community member requested that an indication must be given of the elements of the TIDP that makes it a credible IDP and that makes the community members proud	The MMC discussed the planning process of the IDP and the fact that the drafting is regulated by legislation.
The same community member remarked that an indication should be given of the % of the budget allocated to economic development	The MMC indicated that all projects to a certain extent contribute to economic development and therefore the % indicated in the budget may not reflect the true influence on economic development.
A question was asked whether new community consultation meetings would be convened after amendments have been made to the TIDP in order to provide feedback and to determine if the comments were included sufficiently.	The MMC indicated that the compilation of the TIDP is determined by pre-determined timeframes and that legislation does not make provision to reconvene to discuss the amended document.
The overall feeling of the meeting was that feedback should be provided on the comments received and how the comments were dealt with.	This report is in response to this. It is also recommended that reports sent to Council regarding the IDP should be communicated to communities via ward councillors.
A request was made with regards to the priority of needs and where it fit in the bigger picture	The MMC indicated that CoT have a municipal wide IDP that does not reflect on wards.
A question was raised with regards to municipal (bus) transport in Centurion	<p>The MMC requested that this issue be discussed on a higher level.</p> <p>A study is currently underway to restructure the Tshwane Bus Services to include all areas within the City of Tshwane.</p>
A question was raised with regards to urban agriculture and how it is addressed in the TIDP	The MMC indicated that the CoT has a Department dealing with agricultural issues including urban agriculture.
Zone L : Erasmuskloof Fire Station	
A representative from Ward 44 indicated that the past 4 years they have been giving comments on the Draft IDP and Budget but never receive feedback on their comments	BPME indicated that this was a concern raised in all the community participation meetings. It was also indicated that all comments will be taken up in the IDP as far as possible.
Cllr Danie Theron of Ward 45 indicated that the IDP is aimed at the residents but currently it is too broad.	BPME indicated that CoT have a municipal wide IDP that does not reflect on wards. It was further

ISSUE/ QUESTION	RESPONSE BY COT
He proposed that it should be ward based in order to understand it better. The way the needs are addressed is a big issue as the little things raised by the communities disappear in the process.	indicated that needs are captured in a Needs Register that is submitted to all Departments to be dealt with as part of their business planning process.
<p>Cllr Karin Meyer of Ward 44 made the following remarks:</p> <ol style="list-style-type: none"> 1. No provision is made for crime prevention in the East of Pretoria 2. There are not sufficient cemeteries in the East of Pretoria 3. Only 5% of the budget is allocated to security 4. The existence of the Needs Register is disputed 5. In the light of 2010 why does the Office of the Mayor receives so much money whilst issues such as transport and security get so little 	<p>Regular operations are scheduled together with SAPS Garsfontein as well as a S/Supt is allocated to that specific precinct who only deals with problems of that specific area</p> <p>Hatherly Cemetery - 96ha in size has been developed and will absorb the pressure from the Pretoria East (Garsfontein) Cemetery. In terms of affordability only 5% capital budget was allocated for upgrading of infrastructure and acquisition of vehicles and equipment.</p> <p>BPME explained the needs register and the process followed to populate the register. It was indicated that the Needs Register could be made available on request.</p> <p>The Cllr requested that those parts of the Needs Register applicable to the East of Pretoria be made available to all Cllrs within that area.</p>
Cllr Douwlien vd Merwe Snyman of Ward 42 indicated that although needs are submitted no letter of acknowledgement of receipt is issued as proof that the needs have been received. Communities lose motivation if no feedback is received.	Noted and given through to officials.
A representative from Ward 44 enquired with regards to roads. He wanted to know if the reference to roads in the needs register and budget refers to the building of new roads or only to maintenance.	BPME indicated that it refers to both. New roads will be built in the north whilst existing roads in CoT will be maintained.
Zone M: Eastlynn Community Centre	
Speed humps in the Eersterust area	Noted and given through to officials.
a. Nantes community residential units in Eersterust	Noted and given through to officials.
<ul style="list-style-type: none"> • No new housing in Eersterust for the past 25 years 	
<ul style="list-style-type: none"> • CoT should monitor the littering and illegal dumping • No grass cutting 	Noted and given through to officials.
<ul style="list-style-type: none"> • Need equipment and maintenance of all parks • Revamp the old Eersterust community hall • Upgrade Eersterust community centre lift/lights and general maintenance 	Noted and given through to officials.
<ul style="list-style-type: none"> • Combat crime • Combat road traffic offences 	Noted and given through to officials.
<ul style="list-style-type: none"> • Need representivity on TMM Eersterust • Need job creation projects 	Noted and given through to officials.
What is the progress in terms of youth development programmes regarding job creation	Noted and given through to officials.
What is linked to job creation in terms of SO2	Noted and given through to officials.
<ul style="list-style-type: none"> • Can new needs still be submitted • Eersterust community centre should also be used for public participation. The East Lynn is 5KM away from the Eersterust community hence their absence 	<p>New needs will only be updated for the 2010/11 review process.</p> <p>No response from Speakers office.</p>
The community questioned the integrity of the statistics on page 19 of the Executive Summary	We will double check for typo-errors, however, we cannot account for official Stats SA info.

ISSUE/ QUESTION	RESPONSE BY COT
(socio-economic data from the StatsSA 2007 Community Survey which states that 1 116 297 households in Tshwane lived on R3000 or less per annum.)	
Zone N: Mamelodi West Community Hall	
There is a need to capacitate the community on IDP process	The MMC discussed the planning process of the IDP and the community needs process
How the local community is benefiting from the 2010 WC, especially the B+B (bed and breakfast), Tour guides and tour operators	There are currently programs running to include the community on the 2010 WC projects. These included the capacity building of SMME. There is also a program to upgrade the B+B in the City. The SMME need to register their businesses on the City's database to benefit. For more information people can contact 012 358 1430
There is a need to build a bridge linking the Solomon Mahlangu square, the shopping centre and the taxi rank	There is an initiative to raise awareness of the Solomon Mahlangu legacy. This is through the planned marathon. There is also an initiative to declare the Solomon Mahlangu square into a heritage site.
There is a need for a drug rehabilitation centre as the drug problem in Mamelodi is too high	People with problems can go to their local clinics and will be referred to appropriate centres. There are social workers in the mini Munitoria building in Mamelodi. There are Scholl programs to educate pupils of drug use dangers
There is a vacant site in Sun Valley zoned for Education. However this site is a breeding ground for crime. The community proposed that this site be rezoned for housing.	The stand numbers of all vacant and crime breeding ground should be forwarded to the City. There is a tender /alienation strategy/ policy/process that is put in place for those needing to purchase the vacant site
Denneboom is the gateway to Mamelodi, but is neglected in terms of management and control.	There will be a task team established to address this
The Putco Stalls next to the Denneboom station are a breeding grounds for criminals and need to be demolished if not used	The Local Economic Development (LED) Division is currently re-allocating the stalls to traders.
Demolish the Solomon Mahlangu Arena. It is a breeding ground for crime	Project already conceptualised and implementation scheduled over 2 years (2009/10 to 2010/11). Initial phase will include demolition of the existing arena.
Need youth programs.	Youth programs are at clinics. Health promotion and the HIV/AIDS divisions have youth programs in the community
The police are part of the criminal actions relating to drug	The community safety department embarks on joint initiatives to weed out drug distributors.
Projects in Mamelodi should be awarded to the people in Mamelodi	It is an open tender for any South African. Sub-contractors could be appointed to the people in Mamelodi
What is the criteria of appointing contractors	There is a procurement policy in place in the City that guides the appointment of contractors.
Schools that are not used should be used as business training centres	Refer to LED Department - not a competency of SRAC. LED has already initiated discussions with Msezane High School to look at the possibility of accommodating some of the co-operatives at the school. A formal letter has been sent to the principal.
Need to address the illegal taxis (small) as they stop anywhere and they are not road worthy. The Metro police and SAPS need to be very harsh on them.	Noted and given through to officials.

ISSUE/ QUESTION	RESPONSE BY COT
The SAPS need to work with the Community Policing Forums in combating crime. The CPF is always in danger as the criminals have weapons.	Regions do invite CPF leaders to participate in operations from time to time Jenny Malan
There are no playing grounds (parks) in Mamelodi. They are used as dumping grounds. There is a need to develop the sporting facilities	Mamelodi West has sufficient existing facilities in comparison to the rest of the city. 7 formal soccer fields, 1 rugby ground, 1 athletics track, 1 stadium (H.M. Pitje), 6 netball courts, 3 basketball courts, 6 tennis courts, 1 cricket oval, 2 volley ball courts, 1 small golf driving range, 1 community centre, 1 indoor sport centre and various activity halls.
Street Lights in Mamelodi are not functional	Noted and given through to officials.
Why are the water and sanitation costs separate?	The water is charged as per consumption. The sanitation is charged for the Treatment works and the infrastructure development thereof.
Zone O: Stanza Bopape Community Hall	
Sevcon (appointed by municipality) conducted a research and promised to build houses and so far nothing has been done.	The information that we have at our disposal is that Servcon was appointed by GDoH to normalisation, regularisation and rectification. In addition, their other mandate was to conduct a survey on the quality of the houses We are still waiting for the final report of their findings and what are they going to do going forward
Some individuals do have 4 title deeds in their possessions	Qualifying beneficiaries are entitled to one subsidised property only. However, should prove be submitted to the effect that some beneficiaries received more than one subsidised property directly from the state / municipality such cases would be investigated and corrected without delay.
The road conditions are not good enough	Noted and given through to officials.
Need a community hall	Existing facilities: Ward 16 - Stanza Bopape Community Centre Ward 15 - Ekageng Community Centre Ward 23 - Rethabile Hall
Need s sports ground	Existing facilities: Ward 23 – 2 netball fields, 2 basketball, 4 tennis courts. Ward 16 – 3 soccer fields, 1 cricket oval, 4 basketball, 1 volley ball courts, 2 soccer fields, 2 tennis courts, 2 netball, Stanza Bopape Sport complex. Ward 17 – 3 informal soccer fields. Ward 10 – 3 informal scraped fields. Ward 18 – 1 softball field, 1 soccer field, and 1 scraped soccer field.
Need a proper sewerage system	Noted and given through to officials.
Poor Electricity system	Noted and given through to officials.
There is no communication between the councillor and community	Noted and given through to officials.
There is need for a primary school	Schools not competency of SRAC – refer to Gauteng Department of Education.
There is a general feeling that Mini Munitoria is not effective and fails community	The community did not refer to Mini Munitoria in that manner, what they referred to was the services delivered at Mini Munitoria where each time they have to be sent to town to do payment arrangements, sort housing issues, seeking

ISSUE/ QUESTION	RESPONSE BY COT
	<p>economic information etc, therefore, the existence of this departments in the region without authority to take decisions on certain matters make it ineffective and irrelevant.</p> <p>Suggested solution from the office of the RED is to built efficient and effective capacities at the regional service delivery offices and delegate authority for the staff there by departments to make decisions.</p> <p>The RED will continue to engage with top management on this issues to make the regional offices relevant</p>
General service delivery is poor	Noted and given through to officials.
Environment is affected negatively because of lack waste removal.	Noted and given through to officials.
There is a lack of recreational facilities in the area	<p>Existing facilities:</p> <p>Ward 16 - Stanza Bopape Community Centre</p> <p>Ward 15 - Ekageng Community Centre Ward 23 - Rethabile Hall</p>
Available parks are not clean and not taken care of, as a result they pose danger to the community	<p>Refer to Agriculture and Environmental Management Department.</p> <p>The parks and open spaces in the area are being maintained on a weekly basis by Environmental Management.</p>
Old houses need to be renovated	Council is not responsible for renovating old stock houses unless the new houses build post 1994 and quality of such houses was questionable
The schools and its surroundings are dirty	Schools not competency of SRAC – refer to Gauteng Department of Education.
What's next after getting public comments	The comments will be circulated to departments for a response, whereafter the draft document will be updated and submitted to Council via various sub-committees.
Refuse collection is not satisfactory since 2006	Noted and given through to officials.
Electrification is unsatisfactory e.g. 1 circuit breaker for all switches. The quality electricity supplied in Western region should be supplied in the Eastern region as well	Noted and given through to officials.
Some of the installed meter readings are not captured in the municipal systems	Noted and given through to officials.
Housing Delivery is slow	<p>Housing Delivery is dependant on a number of factors, i.e. subsidy approvals, stand ownership (stand audits), availability of funding, etc.</p> <p>The contractors in the Mamelodi area is appointed by GDoH and most of the areas are infill sites, which slows down the normal delivery of houses.</p>
Contractors uses less cement bags on houses	The ratio of sand to cement must be monitored by the various inspectors and should the contractor/s not comply, this will result in poor quality houses and houses will not be approved by the inspectors.
No grass cutting	<p>Currently grass cutting is being done on developed open space areas. Other sectoral areas as well as undeveloped open spaces are done once specific complaints have been received and registered. Specific reference points must be provided in order for the Department to follow-up.</p> <p>Specific plans are also in process that will enable grass cutting in hotspot areas in the Eastern region.</p>

ISSUE/ QUESTION	RESPONSE BY COT
There is no communication between the councillor and community	Noted and given through to officials.
Time to notify community about public participation meetings is not adequate	Noted and given through to officials.
No execute quality assurance (follow up on build houses)	Various inspectors from both the CoT and GDoH inspect the houses during the construction phase and should the contractor/s not comply with the set standards for construction, this will result in poor quality houses and houses will not be approved by the inspectors. The contractor/s will be instructed to rectify the situation.
The time taken to process submitted applications with documentation at housing board take too much time	We have experienced challenges with regard to the approval turn-around times from GDoH in many projects within the city and we have written a letter to the HoD in Gauteng to fast-track the process.
People forfeit houses due to lack of occupancy	There is a council resolution to the effect that all approved beneficiaries who are untraceable will be given 60 days to resurface failing which they will be replaced by qualifying beneficiaries on the demand data-base.
How do council determine the value of old houses and the rebates on services	The valuation was done by using various approved valuation techniques by both registered internal valuers and external contractors. No additional service rebates are applicable on old houses.
Too many potholes	Noted and given through to officials.
The council should consider taking 5% from the capital budget and injected it into roads construction and maintenance	Noted and given through to officials.
The council decision to cease this service impacted on the indigents	Noted and given through to officials.
Waited too long for a library	Stanza Bopape Library project scheduled for 2009/10 – 2010/11.
Have been waiting for a metro police academy	A new Architect were recently allocated to this project – Mr Paul Thiede – A Meeting were held with Mr Thiede as well as all the role players – including EMS – on 11 March 2009 where all the information regarding the building of the Academy were given to him. Further individual meetings were also held for detailed discussions on specific needs. Mr Thiede will start with the design of the building – awaiting feedback.
Youth is engaged too much on drug abuse	Noted and given through to officials.
Contractors should stop fix tarred roads in the area and focus in areas where there is a great need	Noted and given through to officials.
Please supply pensioners with gas stoves to counter load shedding. This was done in Atteridgeville and can also be done in this region	Noted and given through to officials.
Free basic electricity was discontinued without informing community	Noted and given through to officials.
Local river stream is dirty and not taken care of. It poses danger as kids' plays in there.	Although river clean up is not a specific function of the Department, an integrated approach involving other role players would be required, e.g. Clean up campaigns and signage. This will require involvement of both provincial and national departments since rivers are trans-boundary fluvial systems.
There is a dumping site which is a health hazard to the community	A Mamelodi landfill site is the only legal dumping site serving this area. Otherwise minor illegal dumping is

ISSUE/ QUESTION	RESPONSE BY COT
	created by the public through illegal dumping and is cleaned on frequent basis.
Need speed humps for safety of children	Noted and given through to officials.
Need robots. This is applicable in Extension 6 as well	Noted and given through to officials.
Lack of electricity delivery deprive kids to access educational programmes on national TV	Noted and given through to officials.
Street lights are not working	Noted and given through to officials.
Local communities do not benefit on community projects. What criterion is used by the municipality to award these projects?	Noted and given through to officials.
Lack of cutting of trees	Trees cannot be cut randomly. It is the Department's mandate to even plant more trees. Only problematic trees can be attended to as per request, the merits of which will be investigated first.
People are building illegally on K54 road as a result of delays to implement the road construction project	Noted and given through to officials.
What happens to the budget surplus	According to legislation, no budget surplus may exist. All income is stated in the budget, and the surplus is transferred to reserves from where it is utilised for capital expenditure.
Illegal immigrants without proper legal documentation occupy houses	We only allocate houses to approved beneficiaries with green bar-coded identity documents as per the policy. Non South Africans who are allocated houses are in possession of a permanent residential permit and they therefore qualify according to the Housing Act. We are challenging community members with information to the contrary to come forward so that those individual cases can be investigated.
Locals do not have title deeds	The transfer of properties throughout Tshwane is an on-going process. Upon receiving title deeds from the respective conveyances, title deeds are issued to qualifying beneficiaries on a regular basis.
Death rate in the area is alarming due to crime	High visible vehicle patrols Stop and search pedestrians and vehicles for dangers weapons and as well for housebreaking and vehicle breaking equipment.
Time to notify community about public participation meetings is not adequate	Noted and given through to officials.
The draft budget do not cater for skills development	Noted and given through to officials.
What happens to the budget surpluses? These could be used to improve old houses	According to legislation, no budget surplus may exist. All income is stated in the budget, and the surplus is transferred to reserves from where it is utilised for capital expenditure.

In summary, it is clear from the above that there are very specific new needs that were submitted through the registration process including roads infrastructure and maintenance, pavements, sidewalks, and pedestrian movement and land use issues.

The detailed needs register has been forwarded to departments to consider in terms of the relevant business planning processes.

2.9 SWOT ANALYSIS

A high level SWOT analysis was compiled for the CoT.

DOES THE CITY HAVE IT?	NO	ACHIEVE (Opportunities) <ul style="list-style-type: none"> • Large scale public investment • Residential densification around nodes and along activity streets. • Re-development and urban re-generation projects. • The proposed development of a Gautrain • The accessibility of strategic partners such as Provincial Government, National Treasury, tertiary institutions and the business sector • The location of core industrial sectors in relation to the City. • International relations that provide so many opportunities to partner on multi-billion rand developments that have strategic impact on the City. 	AVOID (Threats) <ul style="list-style-type: none"> • Lack in finances and commitment to implement strategic interventions • Uncontrolled and uncoordinated development outside the boundaries of the municipality • Western growth could threaten ecologically sensitive environments. • Rapid population growth with the provision of bulk services lacking behind. • Upgrading of Provincial Roads lagging behind development growth. • Current global economic recession • High interest rates in an environment of escalating prices • The impact of growing poverty on the ability of citizens to pay for services • Shortage and quality in resources e.g. electricity supply from ESKOM
		PRESERVE (Strengths) <ul style="list-style-type: none"> • Landmarks and historic buildings providing tourist attractions and opportunities • The Innovation Hub which will have positive economic results • Well established residential areas and effective supporting social infrastructure. • A number of well developed nodes. • Access to private sector investment. • Industrial areas including the automotive cluster. • Significant natural resources. • The Waterkloof Airport is a gateway for VIP travel. • Most of the ward committees are functioning effectively. • A Mayoral Committee system that enables decision making. • Availability of a clearly defined delegations framework. • Dedicated and highly skilled pools of technical officials in core disciplines • The Location of the City vis-à-vis the Gauteng City Region and the Country. • The availability of strategies and policies that frame service delivery and enable decision making • A Council that encourages healthy debate and ensures that decisions that are taken ultimately benefit the citizens of the City. 	REMOVE (Weaknesses) <ul style="list-style-type: none"> • Urban decay in the high density residential areas and older nodes. • Some roads facilitating movement are inadequate in terms of capacity. • There is a lack of private sector investment in under developed areas • Poverty levels are relatively high in under developed areas • There is a lack of suitable land for expansion of certain low income areas e.g. Atteridgeville • The provision of social services is inadequate in the low income areas. • Underlying dolomite dictates the intensity of development as well as typologies. • Poorly developed public transport facilities in certain regions • Need for formal housing in informal settlements. • There are very little job opportunities for unskilled labourers. • Inadequate bulk infrastructure capacity in e.g the west • Insufficient integration of IT systems and workflow processes • Time management can be significantly improved in all areas • Greater improvements can be made with regard to skills of management to be more multi-dimensional. • Capacity constraints to spend the allocated budget
	YES	YES	NO