

Strategic Objective 4

Foster participatory democracy and Batho Pele principles through a caring, accessible and accountable service

Key Performance Area (KPA)	Departmental KPA	Departmental KPI	Department Owner	5-year target	Baseline March 2009	2009/10 Targets				Annual Target	Nr of indicators
						Quarter 1	Quarter 2	Quarter 3	Quarter 4		
						Sep-09	Dec-09	Mar-10	Jun-10		
4.1 Optimise effective community participation in the ward committee system	4.1.4 Stakeholder management	4.1.4.1 Number of meetings scheduled to take place with essential stakeholder forums per annum per forum:									
		Communities (zimbizo)	EMCM (Governance)	2 per annum	07/08: 4 08/09 Q3: 2	0	1	0	1	2pa	1
		Public Hearings	EMCM(Speakers Office)	4 per annum	07/08: 4 08/09 Q3: 2	1	1	1	1	4	2
		Business Community	Economic Development	4 per annum	07/08: 1 08/09Q3: 21	0	2	0	4	6 pa	3
		Labour	CSS	4 per annum	07/08: 4 08/09 Q3:4	1	1	1	1	4	4
		City Developers	City Planning and Regions	4 per annum	07/08: 4pa 08/09 Q3 1	1	0	1	0	2	5
	EIA meetings	A&M	10 per annum	07/08: 10	3	2	3	2	10	6	
4.2 Batho Pele	4.2.1 Respond to customer complaints	4.2.1.1 % decrease in Nr of customer complaints received per function	CSS	decrease by 1% per annum per function	07/08: 1,029,180 08/09: 861,978	252,149	252,149	252,149	252,149	1,008,596	7
		4.2.1.2 % of customer requests/complaints referred immediately and resolved within 48 hours of receipt at customer front offices	CSS	minimum of 90% complaints /requests resolved within 48 hours	07/08 90% 08/09 Q3 97% customer complaints dealt with. Baseline for 48hr resolution to be determined.	90%	90%	90%	90%	90%	8
4.2 Batho Pele	4.2.1 Respond to customer complaints	4.2.1.3 Nr of customers visiting customer front offices	CSS	73,000	07/08: 635,288 08/09 Q3 460,670	163320	163320	163320	163328	653,288	9
	4.2.1 Respond to customer complaints	4.2.1.4 Nr of calls received by call centers (related to complaints)	CSS	Decrease customer complaints per function by 1% p.a.	TOTAL CALLS: 07/08: 180,000 08/09: 367,248	93975	93975	93975	93975	375,900	10
	4.2.2 Ensure courtesy	4.2.2.1 Nr of customer service front offices with Batho pele operating procedures	CSS	All (50) service points have introduced Batho Pele operating procedures	07/08: 23 08/09 Q3: 25	25	25	25	25	25	11
4.2 Batho Pele	4.2.2 Ensure courtesy	4.2.3.1 Nr of Electricity NRS 048 service standards met as % of total nr of service standards. Compliance to quality of service standards	PW&ID: energy and electricity	adherence to minimum agreed to (NERstds per function) NRS,etc	07/08: 75% 08/09q3: 100%	90%	90%	90%	90%	90%	12
	4.2.2 Ensure courtesy	4.2.3.2 Nr of Electricity NRS 047 service standards met as % of total nr of service standards	PW&ID: energy and electricity	adherence to minimum agreed to (NERstds per function) NRS,etc	07/08: 77% 08/09Q3: 76%	80%	80%	80%	80%	80%	13

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4.2 Batho Pele	4.2.3 Implement service standards	4.2.3.3 (a) Reaction time to customer queries on water service disruptions	PW&ID: Water & Sanitation	75% within 48 hours	07/08: 80% in 48 hours 08/09 Q3:80%	75% within 48 hours	75% within 48 hours	75% within 48 hours	75% within 48 hours	75% within 48 hours	14
	4.2.3 Implement service standards	4.2.3.3 (b) Reaction time to customer queries on sewerage blockages	PW&ID: Water & Sanitation	80% within 8 hours	08/09Q3: 75%	80% within 8 hours	80% within 8 hours	80% within 8 hours	80% within 8 hours	80% within 8 hours	15
	4.2.3 Implement service standards	4.2.3.4 Water quality to SANS 241	PW&ID: Water & Sanitation	Maintain or improve baseline	07/08: 99.24% 08/09: 99%	100%	100%	100%	100%	100%	16
	4.2.3 Implement service standards	4.2.3.5 Number of tests performed per period (month/quarter/annum) for water quality	PW&ID: Water & Sanitation	Maintain or improve baseline	07/08: 6,074 tests per month 08/09Q3: 6,630	6,000	6,000	6,000	6,000	6,000 tests/month	17
4.2 Batho Pele	4.2.3 Implement service standards	4.2.3.6 % of Complaints reacted to within target reaction time of two days due to dangerous road user situations	PW&ID: R&SW	maintain or improve baseline	07/08: 78% 08/09: 95.8%	95%	95%	95%	95%	95%	18
	4.2.3 Implement service standards	4.2.3.7 % of complaints related to dangerous traffic signal problems reacted to within 1 day	PW&ID: R&SW	maintain or improve baseline	07/08: 98% 08/09: 99.7%	99%	99%	99%	99%	99%	19