



CITY OF JOHANNESBURG

Metropolitan Centre, 158 Loveday Street. Braamfontein

P O Box 1049, Johannesburg, 2000

Tel: +27 11 407 7558 Fax: +27 11 339 5704

To : Anne Steffny, Director: Johannesburg Inner City Partnership
Subject : Inner City Presentations Feedback
Date : 23 August 2018

Dear Anne

Following the meeting held on 16 July, please find below responses to a number of the issues raised by members of the Johannesburg Inner City Partnership (JICP) compiled on behalf of the Executive Mayor.

I have attempted to structure the responses by theme as a number of members raised issues of a similar nature.

I have not included feedback on the presentations by the Urban Agriculture Incubator and Johannesburg Homeless Network. I have rather asked the Department of Social Development to provide feedback directly to these entities.

Improvements in Visible Service Delivery

During the 2018/19 budget planning process the City introduced the *Diphetogo Project* – a word that means “real changes.” In practical terms, this meant a shift in the City’s approach to the budget to make for a greater focus on the most important needs of our residents – visible service delivery and infrastructure.

Noting the issues raised regarding the state of public open spaces, roads, pavements and streetlights, it is worth highlighting the following interventions made in the 2018/19 budget:

- In 2018/19 we are increasing the budget for the installation of new public lighting (capex) to R45 million. This is enough to install between 2000 and 2300 new lights. We have also increasing the budget for public lighting maintenance from R1 million to R21 million.
- The budget for horticultural services, including grass cutting and tree pruning, has increased from R107 million to R207 million. This will allow Johannesburg City Parks and Zoo to cut an additional 25,000 hectares of grass in the City which will have a meaningful impact on the state of parks.
- In terms of road markings and the maintenance of our pavements, an additional R70 million has also been set aside in JRA in 2018/19 to address this problem.



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Infrastructure Investment

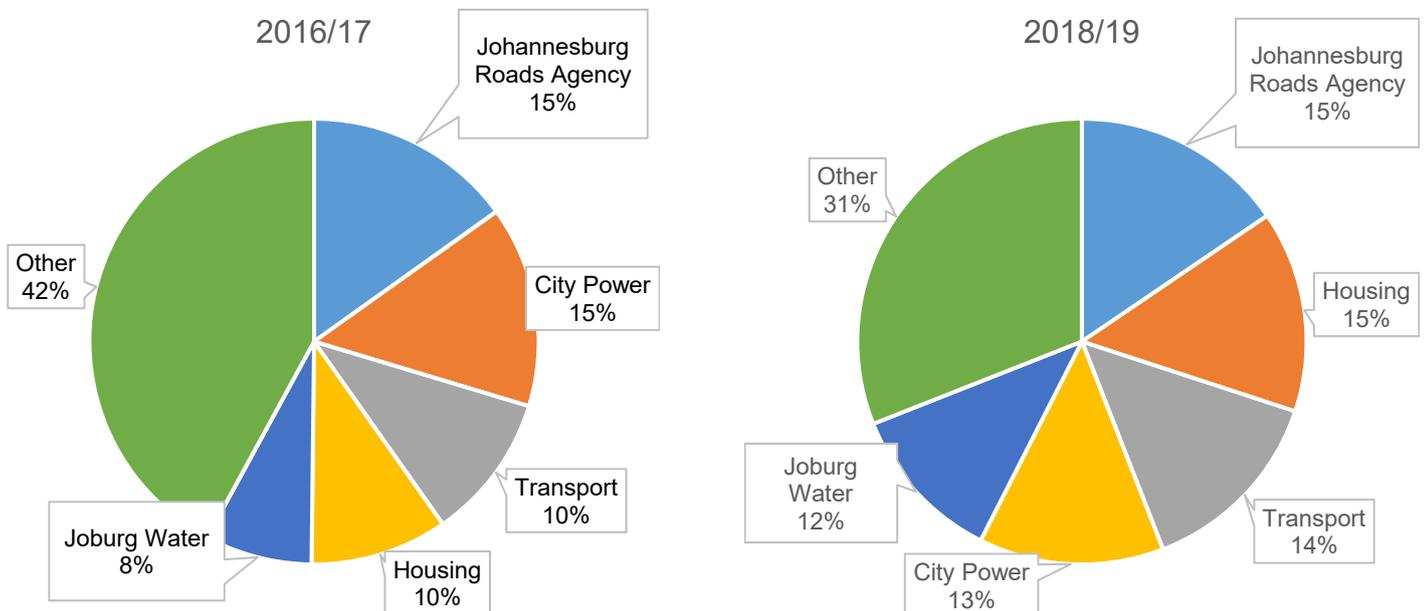
In terms of the City's capital budget, the Diphetogo approach saw the City directing a larger share of the available budget to engineering services and basic infrastructure.

Stemming from this process, the percentage of the capital budget to be spent on transport, water, electricity and housing increased from 58% in 2016/17 to 69% in 2018/19.

By way of example, in the 2016/17 financial year, Joburg Water was allocated R623 million for capital expenditure. This marked the low point of a yearly decrease in their capital allocation for the 4 years prior to that.

In 2018/19 Joburg Water will receive R900 million – the highest allocation it has received in years. This is expected to reduce the number of pipe bursts by 6,000 in 2018/19.

2016/17 vs 2018/19 Capex Allocation Breakdown





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City cleanliness

Pikitup is currently insourcing approximately 1,600 former contract workers and will be employing them on a permanent basis. The entity is also in the process of capacitating its structure by filling an additional 1,400 vacancies.

The result of this will see Pikitup better placed to deliver consistent, quality services and a clean environment that is conducive to growth and development.

By-law enforcement, safety and security

The issue of by-law enforcement is central to the Executive Mayor's programme to take back the rule of law in the City. This led to the launch of Operation *Buya Mthetho* – which means “take back the law” – in February this year.

A number of actions are being taken to improve by-law enforcement over the coming months

- The recruitment of an additional 1,500 JMPD officers was concluded in October last year. They are currently undergoing training and will be deployed by year-end. This will assist not only with by-law enforcement, but will also increase visible policing in the Inner City.
- The new JMPD Chief, Mr David Tembe, has launched a by-law enforcement training programme within JMPD. This will serve to educate JMPD officers on the City's by-laws and improve the quality of the citations they issue.
- The capacitation of the Municipal Courts will allow for the more efficient processing of by-law violations with the effect of increasing accountability.

Capacitation of Development Planning

We have noted and share the concerns regarding delays in Planning and Land Use Management.

The new Executive Director (ED) for Development Planning, Ms Amolemo Mothoagae, started at the City on 1 May 2018. This has brought much-needed stability to the Department.

We are working with the new ED to identify and fill critical vacancies in the Department in order to improve service standards.



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Billing issues

When the multi-party government took office in August 2016, the City had approximately 100,000 open billing queries. This figure has subsequently been reduced to approximately 15,000 open queries.

Further to this, the number of queries received on a monthly basis has declined from an average of approximately 8,000 to an average of 6,000.

The progress in this regard is largely attributed to efforts to capacitate the City's Revenue Department and Billing Back Office, as well as improved transversal management of the billing value chain between Group Finance and the revenue generating departments and entities.

Finally, the appointment of a new Head of the Billing Back Office in May 2018 has brought stability to the Unit resulting in significant improvements in query resolution time.

Having said that, the City acknowledges that customer care leaves much to be desired. Improving the service experienced by our residents remains a central focus of the Executive Mayor.

Development Incentives

The City is committed to incentivising development in the Inner City, and in fact throughout the City at large.

To this end, the City is in the process of developing a number of policies that will govern the relationship between the City and the private sector. These include:

- *Special Ratings Areas Policy*, which seeks to provide preferential rates and tariffs in targeted areas. This will be released for public comment before the end of September.
- *Bulk Contributions Policy*, which seeks to regulate the payment of bulk contributions and how they are applied geographically.

The Department of Economic Development is also working on a broader set of incentives for developers to offset the increases in rates and tariffs.

Through these various initiatives, we aim to reduce the financial burden on developers with the hope that these savings will result in reduced rentals for tenants.



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Access to a pipeline of City-owned properties

As you are aware, the City released the first 13 properties for mixed-use development in October 2017. The second release consisted of 71 properties and was approved by Council in June 2018.

The City is currently preparing a third batch for release before the end of the current calendar year. The next batch will consist predominantly of properties located along the Transit Oriented Development (ToD) Corridors.

The Executive Mayor has set a target of releasing 500 properties to the private sector before the end of his term of office in June 2021.

The City welcomes any input on how we can improve the specifications of the Requests for Proposal that will result in bids that are more responsive to the criteria set by the City.

Inner City Sub-Mayoral Committee and Development & Investment Facilitation Committee

The City has re-established the Inner City Sub-Mayoral Committee. The Committee, chaired by the MMC: Development Planning, is a multi-departmental committee that meets on a monthly basis to provide transversal management and oversight over the Inner City Project.

The Committee will also serve to remove blockages and address issues identified through structures such as the Inner City Partnership Forum.

While the Committee is an internal City structure, the Executive Mayor has requested that a feedback loop be created with external stakeholders via the MMC: Development Planning.

The City, through the Department of Economic Development, is also revising the terms of reference of the Fast-track Committee. This Committee will be reconstituted to deal more broadly with Development & Investment Facilitation in order to provide red-carpet service for qualifying projects.

Conclusion

I would like to thank you and the members of the JICP, on behalf of the Executive Mayor, for your constructive engagement with the City and their shared commitment to reclaiming the Inner City.



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I trust the above feedback goes some way to address the issues raised by the JICP members. If there are any issues specific to a particular member that have not been addressed, please feel free to put them in contact with me so that I can engage them directly.

On a final note, I would like to emphasise that going forward the City will attempt to provide feedback of this nature on a more regular basis, particularly in light of the reconstitution of the Inner City Sub-Mayoral Committee.

Kind regards

A handwritten signature in black ink, appearing to be "A. Coetzee", written over a horizontal line.

André Coetzee

Director: Policy & Research