Eastern Cape: Buffalo City Metropolitan Municipality(BUF) - Schedule of Service Delivery Standards Table   ANNEXURE W

Description	
Standard	**Service Level**
Solid Waste Removal	
Premise based removal (Residential Frequency)	Once a week
Premise based removal (Business Frequency)	Once a week/ as per request by the Business
Bulk Removal (Frequency)	Once a week/ as per request
Removal Bags provided(Yes/No)	Yes for residential areas only
Garden refuse removal Included (Yes/No)	Yes by provision of garden transfer stations.
Street Cleaning Frequency in CBD	Daily
Street Cleaning Frequency in areas excluding CBD	One a week & as and when required
How soon are public areas cleaned after events (24hours/48hours/longer)	Immediately after the event ends to atleast 12 hours after the event.
Clearing of illegal dumping (24hours/48hours/longer)	Daily informed by Supervisor inspections.
Recycling or environmentally friendly practices(Yes/No)	Yes (although not in all areas of BCMM)
Licenced landfill site(Yes/No)	Yes
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	95%
Is free water available to all? (All/only to the indigent consumers)	Only to Consumers deemed as Indigents
Frequency of meter reading? (per month, per year)	Once a month, 12 times a year
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Based on historical actual consumptions
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 months max
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	1-2 hours
Up to 5 service connection affected (number of hours)	2-4 hours
Up to 20 service connection affected (number of hours)	4-8 hours
Feeder pipe larger than 800mm (number of hours)	12-24 hours
What is the average minimum water flow in your municipality?	600l per erf/day
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty water meters? (days)	24-48 hours
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
Electricity Service	
What is your electricity availability percentage on average per month?	95%
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes
How much do you estimate is the cost saving in utilizing the ripple control system?	esimated at R25 Million
What is the frequency of meters being read? (per month, per year)	month

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Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	3 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	3 months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	12-24 Hours on average
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	
How long does it take to replace faulty meters? (days)	24-48 hours
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	Bad
How soon does the municipality provide a quotation to a customer upon a written request? (days)	30 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	30 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	30 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	60 days
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Yes, partially
To what extend do you subsidize your indigent consumers?	Free Service to all registered Indigents
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	up to 24 hrs depending on severity, location
Sewer blocked pipes: Large pipes? (Hours)	up to 9 hrs depending on accessabilty and depth
Sewer blocked pipes: Small pipes? (Hours)	1 - 3 hrs depending on accessabilty and depth
Spillage clean-up? (hours)	1 - 6 hrs dependant on severity of spillage
Replacement of manhole covers? (Hours)	1 - 4 hrs dependant on location, resources
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	8hrs
Time taken to repair a single pothole on a minor road? (Hours)	24hrs
Time taken to repair a road following an open trench service crossing? (Hours)	24hrs (Working hrs)
Time taken to repair walkways? (Hours)	48hrs (Concrete), Aphalt (24hrs)
Property valuations	

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How long does it take on average from completion to the first account being issued? (one month/three months or longer)	On completion of a General Valuation (GV), the first account based on that GV will be issued in 6 months time. However for monthly supplementary valuations the first adjusted account will be issued in one month.
Do you have any special rating properties? (Yes/No)	No
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	
Are the financial statement outsources? (Yes/No)	No - However ad hoc support is used to assist with Caseware.
Are there Council adopted business process structing the flow and managemet of documentation feeding to Trial Balalnce?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 Days
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	Yes, business plans are linked to the IDP and budget and indicate milestones per period of budgeting
Administration	
Reaction time on enquiries and requests?	Attended to immediately, but may need to wait for a response from other departments
Time to respond to a verbal customer enquiry or request? (working days)	Immediate response, but may need to wait for a response from other departments
Time to respond to a written customer enquiry or request? (working days)	Up to 5 working days, but may need to wait for a resonse from other departments
Time to resolve a customer enquiry or request? (working days)	Can take up to 70 working days depending on the nature of the query
What percentage of calls are not answered? (5%,10% or more)	Less than 2%
How long does it take to respond to voice mails? (hours)	n/a
Does the municipality have control over locked enquiries? (Yes/No)	n/a
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	
Other Service delivery and communication	
Is an information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes, ocasionally
Are customers treated in a professional and humanly manner? (Yes/No)	Yes
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	Aprox +/-20 min to conclude the transaction dependant if all documentation is correct and the Natis system is online.
How long does it take to renew a vehicle license? (minutes)	Aprox 10-12 mins conclude the transaction dependant if all documentation is correct and the Natis system is online.

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How long does it take to issue a duplicate registration certificate vehicle? (minutes)	The request for a duplicate registration certificate is submitted to PDOT for authorisation which can take up to +/-21 days to be authorised. Once the application is authorised by PDOT, the applicant is then contacted to pay the applicable fee to collect the document this process can take up to +/-10 minutes to issue the duplicate registration certificate at the registration and licencing office.
How long does it take to de-register a vehicle? (minutes)	Aprox 15mins to conclude the transaction dependant if all documentation is correct and the Natis system is online.
How long does it take to renew a drivers license/ learners/PDP's/ applications? (minutes)	**Driving Licence Renewal/ PRDP**- the applicant must apply online for a booking of which the system will provide them with an appointment which includes a date and time for the test. However,Traffic Services does welcome walk- ins it must be noted that the walk-ins waiting time will vary depending on the amount of public on that particular day and the number of public who arrive for their appointmnets . Time taken at the department will be approx 30 min from start to finish. **NB - It must be noted that delays can be expected due to THE DOT GETID- ENROLLMENT SYSTEM being online as well equipment malfunction that requires technicians from DOT to repair them these can cause further delays, LEARNERS & DRIVERS LICENCE -** An applicant has to apply online and once a date is received the applicant who has applied for the drivers or learners test online must within 7 days come into the deparmtent to make payment to secure the appointment. this process will also take about 30 minutes. However, this again depends on the amount of public members at the Traffic department on a particular day The waitng time frame also depends on staff shortages and staff availability.Time taken to complete the learners licence test on the Computerised Learners Licence Test system (CLLT) is 1hr &20min dependant on the outcome. Time taken to complete a drivers licence test is 1hr 20mins and finalise the transacton dependant on the outcome. **NB - It must be noted that delays can be expected due to THE DOT GETID- ENROLLMENT SYSTEM being online as well equipment malfunction that requires technicians from DOT to repair them these can cause further delays,**
How long does it take for online bookings?	When an applicant applies online, the applicant will follow the prompts on the website and the actual online process takes less than 5minutes dependant on the following; connectivity, whether the website is online (as as well can cause delays) and availablity of dates (which is opened by this department regulary and in advance) and released by the RTMC (Road Traffic Management Corporation) through an automated system which releases dates for Learners and Drivers Tests everyday at the following times : 09h00, 13h00 and 18h00. Drivers Licence Renewals and PrDP Appointments are released by the automated system everday at 12h00 and 16h00.
What is the average reaction time of the fire service to an incident? (minutes)	20 minutes average reaction time to structural fires.
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	Service not rendered by BCMM
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	Service not rendered by BCMM

Standard	Description	
	Service Level	
How many economic development projects does the municipality drive?	- Revitalisation of Dimbaza Industrial Area - Kiwane Resort and Campsite - Extension of Mdantsane Arts Centre - Hydroponics and Packhouse project (Agricultural Infrastructure, Agri- Village) - Informal Trade Hawker Stalls / Infrastructure - Sekunjalo Skills Training Centre -Improve Access Road to Kiwane - Film Studio development - SMME incubator - Court Crecent Glen B, Park -Export Development , Hub, - SMME Development and Support - Agric Support Programmes Food Gardens (Public Employment Programms, training, material, inputs) Training	- Marina - Water World Fun - Sleeper Site, - Tourism -Upgrade of Market Hall - Skills
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	- Tourism Infrastructure Development Revitalization of Industrial Areas (infrastruture development) - SMME Infrastructure processing Access Access Programme Development Programmes (Digital Skills, Apprenticeships, Learnerships, etc.)	- - Agriculture & Agro- -Export Development and Market - Public Employment - Skills
What percentage of the projects have created sustainable job security?	72% (although the number of jobs is not massive at this stage)	
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	There is no comprehensive package - except for rebates on property rates and support for key events that increases the number of visitors to the City. An Investment Incentives Strategy is being developed.	