

FISH HOEK VALLEY RATEPAYERS & RESIDENTS ASSOCIATION

(Incorporating Fish Hoek, Clovelly and Sun Valley)

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TO: CITY OF CAPE TOWN <http://www.capetown.gov.za/City-Connect/Have-your-say/requests-for-information/submit-technology-and-data-ideas-for-a-digital-smart-city>

SUBJECT: TECHNOLOGY AND DATA IDEAS FOR A DIGITAL SMART CITY

DUE: 16 FEBRUARY 2018

1. DISCUSSION

As a ratepayers association, we support the idea of the City wanting to improve the City's performance, especially regarding service delivery, and enabling residents to engage more effectively with the City. We have several areas of interest that align with your suggested list which would improve the quality of life for residents.

Infrastructure monitoring: Detection and monitoring of the City's critical infrastructure such as roads, bridges, airports, water and power systems.

We believe that the SAPS Help Desk is not functioning properly. When a phone call is logged, it is often categorised incorrectly and incompletely. We have first-hand knowledge and experience of this. When there are missed rubbish collections, electricity and street light outages, potholes, cracked beach promenade pavement pavers, broken water mains, sewerage and storm-water pipes, we would like to see if this has already been reported. A map, number of reports date stamped and progress should be shown. You should also include a rating scale for residents when a reported incident is completed (timeously, good quality). There is much talk about the City's performance monitoring and management via SAP (KPAs and KPIs). However, we would like to see stats on the average closure time of complaints or requests for services by category. We would like the opportunity for our feedback on the quality and completeness of jobs performed to be fed into this monitoring system.

Open data: The City's Open Data Portal aims to make City data available to the public in order to improve access to information and promote open and transparent government while possibly stimulating economic activity. Therefore, the development of applications or analytical tools using the City's data may lead to efficiencies, cost savings, income generation or positive service delivery benefits.

The Promotion of Access to Information Act #2 of 2000 was promulgated "to give effect to the constitutional right of access to information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and to provide matters connected therewith." Please see Section 46 Mandatory disclosure in public interest. When information is collected electronically by the City, it should be made available to the public. By way of example, Amdec and Marin & East have both been requested by the

City's Environmental Health to prepare a dust management plan from both construction sites and to report monthly dust figures. These figures should be made available on your website. As another example, the City's Biological Sciences performs bi-weekly lab counts of bacteria sampled from culverts and coastal waters. These are captured electronically. These figures should also be published on your website.

Public engagement / participation: Systems for facilitating dynamic public input in order to develop consensus and creative opportunities for enhancing service delivery.

Public participation should be about listening to one another. When we as a named organisation representing the interests of the community object to a property owner not following the City's Municipal Planning By-Law of 2015 as amended, we would like the City to follow its own By-Law instead of rubber-stamping all plans for approval by the Tribunal. This is not listening to the public. Why bother with having a By-Law?

We know that "Having your say", doesn't mean "having your way". However, we have elected the officials of this City. Councillors should be accountable to their voters. When there are over 61,000 comments to the Drought Charge, the City should take notice. We would like to see by name how each Councillor voted when the ratification of this charge was taken to the full Council. The electronic voting system in the Chamber can cater for this, possibly needing integration with the City's access control system.

From the experience with the Draft Water Amendment By-Law "Have your say", categorised comment fields should be made available to the public. There were some excellent ideas proposed, but needed a place for insertion of raw data. We would like to see City officials actioned to respond to each comment.

Public safety surveillance: Additional video surveillance points and cameras, used exclusively for public safety purposes, which police could monitor, especially in high crime areas.

Although we would love to see a single integrated point for recording criminal incidents as normal residents may not know whether something should be reported to SAPS, Metro Police, City Inspectors or Forensic Audit, we may have to settle for growing the City's system organically starting with nuisance calls such as loud noise after hours and dogs barking being recorded by area, date stamped, public categorised with public feedback after officials have closed the complaint. See infrastructure monitoring above.

Sensor technology: Combined monitoring with sensor technology that collects data in real time. For example, the City would know when a traffic signal is out of service.

See our comments under Transportation analytics.

Social transformation through information and communications technology / digital skills: Enhancing the lives of our citizens and communities by creating sustainable solutions that drive digital access and improve ICT skills (i.e. Hackathons).

Street lighting controls: Dynamic lighting systems that can be controlled remotely, react to citizens, provide valuable data, and/or reduce energy costs.

The City has several “green corridors” for timing of lights. However, these antiquated systems are not very intelligent. For instance, Main Road has preference over Recreation Road, Fish Hoek even on Sunday when there is no Main Road rush hour traffic.

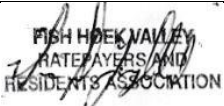
Transportation analytics: Technologies that can detect changes in traffic flows, pedestrian and cyclist activity, and parking availability.

We have seen various statistics for traffic volumes on Ou Kaapse Weg. If live data results were available to the public, we could see the trends and request more urgency to the dualling as suggested in the Draft Far South Transport Plan. Then Roads could argue and prove or not that other roads deserve higher priority. That is, there could be meaningful engagement based on facts and not skewed perceptions. A truly smart city showing this live data and fed into local traffic apps and GPS would greatly improve traffic flows. Too often there are accidents on Ou Kaapse Weg requiring traffic to re-route. Knowing of a traffic blockage well before time could allow the public more time to choose alternative routes to provide a more balanced work around.

2. RECOMMENDATIONS

It is recommended that, for the reasons set out in this report:

- Direct public access to complaints logging system including categories with entry field explanations linked to City employee performance monitoring and management system. The time stamped category and number of complaint are then shown on a map. When the City employee closes the call, it is time stamped on the map. The public can then comment on the closed call (time, quality). Statistics would show the number of complaints per area and average resolution time per category;
- City collected data should be made available to the public (environmental monitoring, such as dust and bacteria found in water);
- Voting results per Councillor in chambers to specific issues;
- “Have your say” comments actioned by officials and their responses recorded for viewing;
- Green corridors to be smarter by using live data; and
- Live traffic volumes fed into apps.

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