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CITY OF CAPE TOWN

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MEDIA RELEASE

City's festive season operational plan

Below is a detailed outline of the City of Cape Town's festive season preparedness plan for both residents and visitors. The plan includes a number of departments and covers aspects like safety and security, cleansing, social development and community services.

The plan, by Directorate, is outlined below:

SAFETY AND SECURITY

A total of 1 139 operational members from the Metro Police, Traffic Services and Law Enforcement Departments will be deployed in accordance with the festive season policing plan.

The plan stipulates the joint arrangements for the City's three policing departments and identifies the operational focus areas, priority deployment areas, agreement of Joint Operational Centres, staff resources, media liaison, special instructions and other important objectives that these three departments will share during this period.

National policing programmes including the Arrive Alive campaign and the SAPS' festive season plan will be fully supported.

The main focus areas of the Metro Police Department

- Visible policing (vehicle patrols, foot patrols, equestrian patrols, motorcycle patrols) with focus on CBD areas and informal settlements; Section 13 roadblocks and vehicle control points
- Visits to libraries, clinics, resorts and swimming pools in identified areas
- Support other role players on critical days with regard to access control at identified priority beaches

- Addressing disorder through enforcement of the City's by-laws and dealing with other minor offences
- Regular beach patrols and enforcement of by-laws relating to beach management
- Crimes against women and children: Enforcement of Domestic Violence Act, targeted street patrols
- Proactive patrols linked to high accident, traffic offence and hijacking locations
- Enforcement and combating of violence related to public transport
- Patrols at tourist destinations, including Table Mountain
- Joint operations with the SAPS to combat identified crimes
- Policing of alcohol, firearms and drug related crimes
- In addition, the Department's Neighbourhood Safety Officers will be maintained which include the following concepts:
 - Know their community and are known
 - Take care of safety, liveability and peace
 - Police and City officials tasked to promote open communication and cooperation amongst all stakeholders in a particular area (neighbourhood)
- Harnessing the collective resources of both state and non-state players towards a problem that could escalate into crime and disorder related problems.

The main focus areas of the Traffic Services

- Implementation of the traffic management plan for respective areas
- Traffic calming, point duty, road closures
- Policing of public interchanges
- Speed enforcement
- High visibility patrols on major routes
- Attending to all road related incidents and accidents
- Vehicle control points at identified locations leading to beaches
- Proactive patrols executed in high accident and high traffic offence locations, as well as high-risk carjacking locations
- Highway patrols, with focus on identified routes
- Enforcement of public transport legislation
- Patrols at interchanges and taxi ranks

The main focus areas of the Law Enforcement Services

- Access control at identified locations and employment of temporary Law Enforcement officers

- Enforcement of the City's by-laws with particular emphasis on the By-Law relating to Streets, Public Spaces and Prevention of Noise Nuisances as well as the regulations relating to the Seashore Act and the Marine Living Resources Act
- High visibility foot and vehicle patrols on beaches
- Traffic violations as per Traffic by-law and National Road Traffic Act
- Preventative and reactive lifesaving to complement lifeguards
- Liquor compliance
- Metal theft & illegal scrap yards
- Domestic violence
- Malicious damage to council property
- Water abuse or wastage
- Anti-social behaviour
- Response to incidents of land invasions on council property across the Metropolitan area
- Drug enforcement operations in conjunction with the Metro Police's Tactical Response Unit and the SAPS
- Focused problem solving operations in respect of displaced people in conjunction with the Social Development Department and other relevant role players

FIRE AND RESCUE SERVICE:

The City's 850 professional firefighters can be called upon for major incidents. A minimum of between 200 and 260 of these firefighters will be on duty per shift and available on a 24-hour basis at the 30 fire stations across the city. 120 seasonal firefighters will be deployed at designated fire stations as from mid November 2017 to the end of April 2018 to assist the full-time firefighting staff with veld fires and veld-fire management and prevention methods. In addition, 33 learner firefighters recently graduated and will be available to assist with fires and other incidents.

The Department will have access to the services of two helicopters and a spotter aircraft from 1 December for the duration of the festive season. The Department will also strive to increase its inspections and awareness campaigns at organized festive season events and venues to ensure compliance with fire safety regulations. As always, the Department will work closely with Table Mountain National Park and their volunteer wildfire services, Working on Fire and qualified Disaster Risk Management volunteers during this time.

The current drought will be a constant consideration in service delivery and the department will implement specific arrangements to this effect.

- The service has five compressed air foam system vehicles that use a foam/water concentrate mix to limit the use of potable water. Wherever possible, these vehicles are being dispatched first to contain fires
- Firefighting is becoming more labour intensive, with the use of bear beaters, rakes and other equipment to cordon off the areas around veld fires as part of containing them
- A study is under way to determine whether treated effluent could potentially be used without any detrimental effects to personnel and firefighting equipment
- For vegetation fires, the helicopters contracted for the summer season will use sea water (as far as possible) to fight flames in areas that are inaccessible to firefighters
- On the ground, greater emphasis will be placed on perimeter firefighting and monitoring
All alternative water sources (rivers, dams, vleis) have been mapped and the service is looking at access points at these sources to extract water during emergency operations
- Water storage tanks (JoJo) have been installed at all fire stations across the metropole to harvest rain water and minimise the use of potable water
- As a last resort, the service will use sea water in its vehicles for firefighting purposes, although this is not recommended as it could corrode equipment

DISASTER RISK MANAGEMENT:

The Disaster Risk Management Centre (DRMC) will coordinate major incidents or disasters in accordance with the Municipal Disaster Management Plan and applicable risk specific plans. The current drought/ water crisis prevailing in the Cape Town metropolitan area and the greater Western Cape has resulted in the formulation of an Integrated Water Emergency Disaster Management Plan that details measures to be implemented to deal with the crisis.

Further information on the water crisis can be viewed at the following website: <http://www.capetown.gov.za/Family%20and%20home/residential-utility-services/residential-water-and-sanitation-services/make-water-saving-a-way-of-life>

In addition, on high priority days over the festive season, DRMC personnel, volunteers and resources will be deployed across the metropolitan area at beaches, swimming pools and tourist destinations to offer crowd control and first aid assistance.

The Disaster Operation Centre (DOC) will monitor all scheduled activities/events and will keep the Festive Season Coordinating Committee informed.

It is important that families compile a preparedness plan to assist in the event of having to deal with a disaster or emergency situation. The City has prepared a template for such a plan and more information is available in the link here:

http://resource.capetown.gov.za/cityassets/Media%20Centre%20Assets/1718GD250_A4_DRM_Family_Disaster_preparedness_English_draft%201.pdf

FILM AND EVENTS PERMIT OFFICE

The Film and Events Permit Office will focus on the following main areas in terms of the Festive Season Readiness Plan:

- Film and event co-ordination processes which will be undertaken through, *inter alia*, multi-disciplinary Events Operational Coordination Committee meetings, film coordination meetings;
- Permitting of events and film-related activities across the city, and
- Cooperation with relevant departments, role-players and SAPS in respect of with facilitation, coordination and monitoring of events and film activities across the city.

CITY HEALTH SERVICES

During the period 1 November 2017 to 31 March 2018, the City Health Department will sustain its routine operational functions with an increased focus on the monitoring of:

- Drinking and recreational water in conjunction with Scientific Services
- Food, accommodation and entertainment premises
- Public ablution facilities
- Large events
- Festive season food markets

Education

During the summer season, City Health increases the number of educational and outreach initiatives around disease prevention, with specific focus on handwashing, personal hygiene and the promotion of breast and cup feeding for babies. There is also a focus on HIV/Aids education to coincide with World Aids Day. This links with the general increase in alcohol use during the festive period which may exacerbate unsafe sexual practices.

Chronic medication

As some service providers close over the festive season, City Health pre-orders sufficient medication to ensure uninterrupted supply to clients. Clients using chronic medication prescribed by City Health are encouraged to

collect up to three months' supply of medication in November to ensure that they have adequate supply over the festive season. This is especially important for clients who are travelling over this period.

Diarrheal Plan

The festive season coincides with the period known as diarrheal season, characterised by an increase in diarrheal cases during January/February and peaking over March/April. Each year a detailed intervention plan for the Cape Metro area is developed which permits continuous improvements based on lessons learnt from the previous festive season experience.

From November each district will:

- Produce a localised plan that addresses specific details for its context
- Adhere to standard operating procedures for facilities and referral mechanisms between different levels of facilities per geographical area
- Meet on a regular basis to discuss data on the number of children under the age of five years presenting with diarrhoea at primary health care facilities and take the appropriate action

Drought preparedness

Disaster Risk Management is busy developing an Integrated Water Emergency Mission Critical Disaster Management Plan. The availability of water may materially affect the services rendered at health facilities and City Health, in preparation, identified a number of health facilities that could potentially be considered for closure. The clients will be accommodated at either Provincial or Council facilities close by. The core package of services to be rendered was agreed upon. Certain protocols and procedures are being considered in order to further save water whilst not compromising infection control measures.

It has been agreed that when the critical level is reached and the Joint Operating Centre is activated, that City Health will be a lead stakeholder.

City Health is in contact with its provincial counterparts with regards to continued service delivery during periods where access to water may be a challenge.

Emergency curative services for adults

In accordance with legal mandates, the City is not responsible for emergency curative services for adults or the provision of ambulance services. These services are performed by the Provincial Health Authority.

RECREATION AND PARKS

The City services 47 beaches along its 307 kilometre coastline, 19 tidal pools and 14 resorts. Beach attendance reaches a peak of more than 100 000

visitors per day during the peak summer season. Ten beaches have been awarded Blue Flag status for the 2017/2018 Blue Flag season between 1 December 2017 and 31 January 2018. These beaches are Llandudno, Camps Bay, Clifton 4th, Melkbosstrand, Strandfontein, Silwerstroom, Fish Hoek, Muizenberg, Mnandi and Bikini Beach.

The Recreation and Parks Department is committed to conserving water and is working on innovative ways of achieving that goal while still being able to provide quality amenities to help residents. In view of the current water shortages, a decision was taken to open only 13 of the 35 municipal swimming pools during the peak summer season.

Safety at the City's beaches will remain the main priority with more than 270 lifeguards who will be on duty at various beaches during the peak period.

The plan also provides for repair and maintenance programmes in respect of key facilities, joint operations focussing on life saving, law enforcement, first-aid and beach cleaning as well as safety at municipal pools. It is believed that this plan will promote a safe, clean and enjoyable experience to all visitors and residents during the festive season.

Lifeguards on beaches

Our Peak Season begins on 1 December, with 10 permanent lifeguards and 270 seasonal lifeguards deployed at the various beaches between 10:00 and 18:00 or as needed during the priority period between Christmas and New Year.

The department relies on the voluntary services of the various lifesaving clubs affiliated to Lifesaving Western Province. It is envisaged that various lifesaving clubs will continue to assist the department with voluntary lifesaving duties at the various beaches throughout the peak season.

The department has partnered with the National Sea Rescue Institute to provide additional rescue services along the Cape Town coastline, with the establishment of two additional satellite bases at our traditional hotspots, namely Strand and Monwabisi.

Lifeguards at tidal pools

Due to the water crisis, most of the public swimming pools will remain closed and lifeguards will be placed at the following tidal pools: Camps Bay, Maiden's Cove, Monwabisi, Strandfontein, Kogel Bay (Sparks Bay), Harmony Park and St James.

Shark Spotters

Shark Spotters will be deployed as follows:

- Muizenberg Corner (all year round)

- Fish Hoek (all year round)
- St James/Kalk Bay (all year round)
- The Hoek, Noordhoek (all year round)
- Glencairn (December season, Easter and long weekends)
- Clovelly (December season, Easter and long weekends)
- Kogel Bay (all year round)
- Monwabisi (all year round)

The Shark Spotters have also launched their mobile application to alert users of recent sightings and beach closures where they occur.

Water Resilience plans

The department is committed to being water resilient and we urge the public to adhere to the current restrictions regime and assist in keeping their water usage to the minimum. The following measures have been implemented at all swimming pools and coastal facilities:

- No use of showers allowed
- Installation of metered/push button taps
- Installation of hand sanitizers
- Stricter control of bathing attire
- Installation of 10 000l water tanks at each swimming pool for backwashing
- Transporting of water from swimming pools that are closed to those in use
- Signage placed at all facilities to raise awareness among patrons about responsible water use

STREET PEOPLE PROGRAMME

The Social Services Directorate will focus on the following main areas regarding street people in terms of the festive season plan:

- The Street People Programme within the Directorate will operate 24/7 with a dedicated call line on 0800 827 201 for all street people related complaints/queries
- The team has four dedicated supervisors; 12 reintegration officers; 24 field officers and a team on standby to assist with any street people related problems
- The reintegration unit will make arrangements for placement of homeless persons in shelters where individuals require such assistance
- The Directorate is also expanding the 'Give Responsibly' campaign in order to educate the public, tourists and businesses about

indiscriminate handouts and instead to channel their generosity to organisations that provide services to street people

- The City has also established more than 20 Local Networks of Care to prevent people from migrating to the street by running programmes within their local communities
- This festive season the reintegration team will focus on the hotspots where street people migrate to and actively target business and hospitality venues
- 900 street people who have been reunified with family or placed in shelters will be employed on an Expanded Public Works programme to assist Solid Waste in street and beach cleaning during the festive period

IDENTIKIDZ

The Disaster Risk Management Centre and Social Development and Early Childhood Development Department have teamed up to coordinate the Identikidz programme. This means that parents and caregivers can register their children when they arrive at participating beaches. An armband is issued to the child with the contact details of their parent or caregiver, in the event that the child gets separated from his family – allowing City staff or the police to reunite them.

The project will run on the following priority days:

15 – 17; 22 – 26; 29 - 31 December 2017

1, 2, 5, 6 and 7 January 2018

The service will be available at the following beaches:

Big Bay, Blaauwberg, Camps Bay, Clovelly, Fish Hoek, Gordon's Bay, Harmony Park, Hout Bay, Macassar, Mnandi, Monwabisi, Muizenberg, Sea Point and surrounding area, Silwerstroom, Simon's Town, Strand and Strandfontein.

INFORMAL SETTLEMENTS, WATER AND WASTE SERVICES

The festive season beach, scenic routes and business areas cleansing programme is designed to implement extra top up cleaning services covering all main business areas, scenic routes and beaches throughout the metropole in order to effectively deal with the increased demand on services during this period.

Provision has been made for the appointment of contract staff to complement the permanent staff, especially over the priority period between Christmas and New Year. A total of 2 373 temporary staff members will be deployed in the identified areas and will provide the required additional capacity during this period.

The programme will include litter removal from all beaches, rocks and grassed areas. On the main recreational beaches, it will also include provision

and servicing of bins, sweeping of parking areas and adjacent beach roads as well as cleaning of staircases/steps where required.

The programme also includes the removal of dead seals that tend to wash up along the Strandfontein coast at this time of year. The cleaning of beach toilets and shower areas will remain the responsibility of the Community Services Directorate.

In business areas, the high season programme includes sweeping streets and pavements, providing and servicing bins and removing any dumped waste in those areas. This will also include hosing down and deodorizing of areas, using alternative water sources as far as possible to minimise any potential risk to public health. Some mechanical sweeping is done where feasible but the bulk of the work is undertaken manually.

All scenic routes are mechanically swept and whilst this operation is underway, litter and illegally dumped waste is removed from the verges and areas adjacent to those routes. Bins are serviced where applicable.

TRANSPORT AND URBAN DEVELOPMENT

MyCiTi Festive Season arrangements

Adjustments to the MyCiTi services during December 2017 and January 2018 to accommodate changes in passenger travel patterns will be introduced. These include:

- Extension of late night services for major shopping centres serviced by MyCiTi such as the V&A Waterfront and Canal Walk
- Extension of late night services on New Year's Eve on the trunk and Waterfront services
- Additional services on beach routes such as Camps Bay and Melkbosstrand
- Additional services on the Table Mountain route
- Reduced peak services to coincide with the reduction in demand for worker services

Road Traffic Management

The Directorate will direct its communication (including travel options) through the Transport Information Centre and through social media as it receives revised public transport time tables and notices of road closures and other traffic management interventions it is made aware of.

GENERAL SAFETY TIPS

- Report all emergencies to the 107 Public Emergency Call Centre. Dial 107 from a landline and 021 480 7700 from a cell phone

- Swim in designated bathing areas only, which will be indicated by yellow and red flags positioned by lifeguards and obey their instructions
- Pay close attention to the shark warning system of the Shark Spotters, and always follow the instructions of the lifeguards on duty
- Discard cigarette butts properly and put out braai fires or open flames to minimise the risk of runaway fires
- In/around the home, switch off all electrical appliances after use and limit children's access to matches and lighters
- In summer there's a higher incidence of diarrheal disease. Washing hands before preparing food and after toilet use, ensuring that food is prepared in hygienic conditions and kept refrigerated, as well as keeping flies away from prepared food, are some of the measures that should be taken to prevent diarrheal disease
- Residents who will be away on holiday should ensure that they visit their local health facility to obtain their vital medication. Alternatively, their appointment cards can be taken with them so that the local primary health care clinic closest to their holiday destination can be accessed

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