



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

FESTIVE SEASON PREPAREDNESS PLAN

FOR 2018/19

INTRODUCTION

The festive season period, commencing in November 2018 and running well into the New Year, brings increased risk of incidents that could affect public safety as well as the delivery of services by the City of Cape Town. This is due to increased visitors, increased internal movement of residents for leisure purposes, and increased leisure activities such as events and festivities during this period.

The purpose of the Festive Season Preparedness Plan is to identify possible public safety and service delivery risks, and to mitigate against these risks through appropriate operational and resource planning. Measures that will be instituted include the establishment of a City-wide coordination structure (Festive Season Coordination Committee) as well as temporary local coordination structures (Joint Operations Centres) for purposes of promoting and ensuring safety on beaches, providing adequate emergency service resources, dissemination of public safety information and sustained cleanliness of public amenities.

This strategy is supported by the festive season plans of various line functions which includes the following specific interventions and arrangements:

SAFETY AND SECURITY

Festive Season Policing Plan

1 343 operational members from Metro Police, Traffic Services and Law Enforcement will be deployed in accordance to the combined Festive Season Preparedness Plan of the three policing departments.

The plan identifies the operational focus areas, priority deployment areas, agreement in respect of Joint Operational Centres, staff resources, media liaison, special instructions and other important objectives that these three departments will share during this period.

Their joint operational focus areas will include the prevention of crime relating to railroad infrastructure, shopping malls and tourist destinations as well as the management of protest actions and land invasions.

The main focus areas of the Metro Police Department will be:

- 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 (VCP)
- Visits to libraries, clinics, resorts and swimming pools in identified areas
- Support for other-role players on critical days with regard to access control at identified priority beaches

- Addressing disorder through enforcement of the City's by-yaws 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
- Pro-active patrols linked to high accident, traffic offence and hijacking locations
- Enforcement and combating of violence related to public transport
- Patrols at tourist destinations, inclusive of 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 Department will be:

- Submission and management of 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

- Pro-active patrols executed in high accident and high traffic offence locations, as well as high-risk car-jacking 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 will be:

- Access control at identified locations and employment of temporary Law Enforcement officers.
- Enforcement of City's by-laws with particular emphasis on the By-Law Relating to Streets, Public Spaces and Nuisances; and the regulations relating to the Sea Shore Act
- High-visibility foot and vehicle patrols on beaches
- Security at allocated Blue Flag beaches
- Enforcing the Marine Living Resources Act
- Traffic violations as per the Traffic By-law
- Parking offences as per the National Road Traffic Act and Parking By-law
- Preventative and reactive lifesaving to complement lifeguards
- Marine, coastal and inshore water patrols by vessels (jet skis and boats)
- Fisheries permits and inspections
- Animal and dog registration and control
- Seizure and impoundment of vessels, vehicles and diving equipment used in poaching
- Lost children
- Reacting to drownings and near drownings
- Reacting to dumping and environmental degradation
- Land use, noise contraventions
- Liquor compliance
- Metal theft and 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 Department's Tactical Response Unit and the SAPS
- Focused problem-solving operations in respect of displaced people. These will be conducted jointly with Social Development and other relevant role-players.

Fire and Rescue Service: Festive and Summer Season Contingency Plan

The City's 900 professional firefighters can be called upon for major incidents. A minimum of between 200 and 240 of these firefighters will be on duty per shift and available on a 24-hour basis at the 30 fire stations across the city. The City's 120 seasonal firefighters (specially trained wildland firefighting crews) will be deployed at designated fire stations as from late November 2018 to the end of April 2019 to assist the full-time firefighting staff with veld fires and veld fire management and prevention methods. In addition, 51 learner firefighters are expected to commence training in December 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 which will be at its disposal from 1 December for a period of five months. 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 (VWS) and other contracted agencies, and qualified Disaster Risk Management volunteers during this time.

Water saving will be a constant consideration in service delivery and the Department will implement specific arrangements to this effect.

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. If needed, the Disaster Coordinating Team, (DCT) comprising multiple role-players, can be activated to assemble in the Disaster Operations Centre (DOC) in Goodwood at short notice to oversee and manage the emergency incident/disaster at hand.

The recent water crisis experienced in the Cape Town metropolitan area and the greater Western Cape region has resulted in essential steps being taken and the relevancy of these steps are being reviewed on a regular basis in view of the recent rainfall.

Further information on the water situation can be obtained at the following website:
<http://www.capetown.gov.za/Departments/Water%20and%20Sanitation%20Department>

In addition, on high risk days, 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 in the City of Cape Town implement a Family Preparedness Plan to assist in the event of having to deal with a disaster or emergency situation. The Disaster Risk Management Centre has prepared the format for such a plan that considers three important aspects, including the provision of a disaster supply kit. Further information on this Family Preparedness Plan can be obtained at the following website:

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

Public Emergency Communication Centre

As the first port of call for any emergency, the Public Emergency Communication Centre (PECC) provides a 24-hour emergency communication centre.

As always, the communication centre will be adequately staffed to ensure that all incidents received are logged and dispatched to the relevant service providers. Depending on the situation or event, additional staff will be brought in to cover the influx of calls.

Education and awareness activities will continue as per the centre's annual plan. In addition, the PECC will also form part of the summer campaign and any other ad hoc campaign as requested.

For any emergency, call 021 480 7700 from a cellphone or 107 from a landline.

Conduct and discipline

The Directorate's Internal Inspectorate will be at full strength during this period to ensure that any complaints received from the public are dealt with swiftly and decisively. The Directorate expects from its members that their conduct at all times be above question and it will therefore endeavor to ensure that a high level of discipline is maintained in all its departments. Members of the public can submit complaints via the City's toll-free 24/7 fraud hotline: 0800 323 130.

Film and Events Permit Office Festive Season Plan

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

- film and event coordination processes which will be undertaken through, inter alia, multi-disciplinary Events Operational Coordination Committee meetings, film coordination meetings, planning meetings, etc.
- the permitting of events and film-related activities across the city, and
- cooperation with relevant departments, role-players and SAPS regarding the facilitation, coordination and monitoring of events and film activities across the city.

SOCIAL SERVICES

City Health

During the period 1 November 2018 to 31 March 2019 the City Health Department will sustain its routine operational functions with an increased focus on the monitoring of:

- drinking and recreational water activities in conjunction with Scientific Services,
- food, accommodation and entertainment premises,
- public ablution facilities,
- large events,
- festive season food markets.

Staffing

Existing staffing resources will be managed to ensure that service delivery as per the City Health Business Plan continues over the festive season. Should emergency conditions warrant the deployment of staff outside of normal working hours, City Health requirements as it relates to the granting of TOIL and overtime will be complied with. All facilities will remain operational with the exception of weekends and public holidays as staff leave is planned to ensure continued operation.

Clients are encouraged to utilise the appointment system to avoid queuing.

All routine care will be given to walk-in patients. This includes, among others:

- Acute ailments
- Family planning
- Immunisation
- Sick children care
- Treatment of non-communicable diseases (NCD), including chronic diseases of lifestyle
- TB/HIV care (including ART)

Health, education and promotion

During the summer season, the number of educational initiatives aimed at addressing diseases which increase in the summer season are intensified. Outreaches around hand-washing, personal hygiene, and the promotion of breast and cup feeding increases. Across the city, large initiatives are held in the run-up to

World Aids Day which focuses on HIV/Aids education. This links with the general increase in alcohol use during the festive period which may exacerbate unsafe sexual practices.

Chronic medication

Some service providers close during the festive season and City Health therefore pre-orders sufficient medication to cover the closure period, ordering an 8-week supply of medication and nutritional products to ensure that there is no shortage of medication during the festive season.

Clients using chronic medication prescribed by City Health are encouraged in November to collect up to three months' supply of medication to ensure that they have adequate supply over the festive season. This is especially important for clients who are travelling to other parts of the country over this period.

Diarrheal diseases plan

The festive season coincides with the diarrheal diseases season where increases in diarrheal cases are seen during January/February and peaks 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,
- develop a framework within the community-based activities to ensure that they are cohesively marshalled, regulated and reported on,
- adhere to Standard Operating Procedures for facilities and referral mechanisms between different level 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 diarrheal symptoms at primary healthcare facilities and take the appropriate action.

Outbreak response

City Health staff will maintain a heightened level of vigilance with respect to potential communicable disease outbreaks. Staff members are primed to prevent, treat and control any such outbreaks with existing policies, protocols and referral pathways.

Any local outbreaks will be managed in the relevant areas with support from the District and Provincial Communicable Diseases Control (CDC) coordinators and teams, local specialists and National Institute for Infectious Diseases (NICD) staff as required. Widespread outbreaks and epidemics will trigger a broader response with the involvement of a number of stakeholders including Provincial and City Disaster Risk Management (DRM) and CDC coordinators and teams, NICD staff, academics, hospital staff and communication specialists, among others, as required.

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. Any emergency patients who do arrive at City Health facilities will be stabilised and referred to the appropriate healthcare centres.

Recreation and Parks: Summer Preparedness Plan

The City services 47 beaches along its 307 km coastline, along with 22 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.

The Department is committed to conserving water and is therefore striving towards becoming independent from using potable water. It is working on innovative ways of conserving water while still being able to provide quality amenities to help residents cool off during the summer heat. In view of the current water restrictions, it was decided that only 17 of the 35 municipal swimming pools will be operational during the peak summer season. These are Blue Downs, Long Street, Retreat, Strand, Sea Point, Kensington, Wesfleur (Atlantis), Khayelitsha, Bellville South, Bonteheuwel, Goodwood, Hanover Park, Manenberg, Vulindlela, Eastridge, Mhandi and Muizenberg.

Safety at the City's beaches will remain the main priority with 334 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 focusing 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.

Social Development and Early Childhood Development

Street People Programme

The Social Development and Early Childhood Development Department's Street People Reintegration Unit 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 during the festive season with a dedicated 107 toll-free line.
- Contact the 107 emergency call centre for all street people-related complaints/queries.
- The Street People Reintegration teams will be on stand-by to assist with any street people-related matters.
- The Reintegration Unit will make arrangements for placement of homeless persons in shelters and at the recently launched Culemborg Safe Space for Street People, for those who agree to be placed.

- The Directorate is also expanding the Give Responsibly campaign in order to educate the public, tourists and business people not to give money and food directly to street people but to channel their generosity to organisations that provide services to street people.
- This festive season, the reintegration team will focus on the hotspots where street people migrate to and actively target business and hospitality venues.

Identikidz Project

The Social Development and Early Childhood Development Department will support the promotion of child safety, provide linkages to organisations to assist with interventions in the event of neglected or lost children on certain priority beaches.

Staff will register all children arriving at the beaches and issue them with an identification tag/armband. In the event that the child is separated from their caregiver/parent, staff will work with other role-players to ensure the reunification of lost children.

The project will run over a period of 13 days, namely:

- 14, 15, 16, 17, 22, 23, 25, 26, 29, 30 and 31 December
- 1 and 2 January

Staff will be deployed at 14 beaches:

Muizenberg, Fish Hoek, Strandfontein, Gordon's Bay, Strand, Monwabisi, Harmony Park, Mnandi, Big Bay, Sea Point and surrounding area, Silwerstroom, Camps Bay, Lagoon Beach, Melkbosstrand

INFORMAL SETTLEMENTS, WATER AND WASTE SERVICES

Festive Season Beach, Scenic Routes and Business Areas Cleansing Programme

'The City's solid waste management and cleansing departments are geared to implement extra top-up cleansing services during the high season. These services focus on main business areas, scenic routes and beaches throughout the metro. Some R27,5 million has been set aside for this and it is foreseen that 1 888 temporary positions will be created to cater for the seasonal demand, including over weekends and on public holidays.

'The beach programme includes litter picking on all beaches, rocks and grassed areas and the removal of shells and kelp on the main recreational beaches where appropriate; the provision and servicing of litter bins; the sweeping of parking areas and adjacent beach roads as well as cleaning areas/facilities where human waste occurs.

'In business areas, the programme provides for street and pavement sweeping, the provision and servicing of litter bins and the removal of any dumped waste in those

areas. This includes cleaning areas that are mistreated by some people as substitutes for toilets.

‘All scenic routes will be mechanically swept and, while this operation is under way, the verges will be litter picked and all illegal dumping adjacent to those routes will be removed. Litter bins are also serviced where applicable.

‘Importantly, these are top-up services alongside what we already offer. National Government statistics, as communicated recently by the Financial and Fiscal Commission, indicate that Cape Town provides the highest percentage of full-flush toilets and weekly refuse removal in the country.

‘Around 93,8% of households in the city, including informal settlement households have access to a flush toilet, the highest level in the country; and 87,8% of households receive weekly refuse removal services,’ said the City’s Mayoral Committee Member for Informal Settlements, Water and Waste Services; and Energy, Councillor Xanthea Limberg.

TRANSPORT AND URBAN DEVELOPMENT

‘The City will, once again, extend the operating hours of the MyCiTi bus service during the festive season to make it more convenient for visitors and local fun seekers to enjoy all that Cape Town has to offer.

‘Additional trips will be added to the MyCiTi routes to popular beaches along the Atlantic Seaboard and Melkbosstrand on 16 and 26 December 2018, as well as on 1 and 2 January 2019. And on New Year’s Eve, 31 December 2018, the scheduled services will be extended to approximately 02:00 for those commuting to and from the V&A Waterfront, Camps Bay, and Melkbosstrand,’ said the City’s Mayoral Committee Member for Transport and Urban Development, Alderman Felicity Purchase.