



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

FESTIVE SEASON PREPAREDNESS PLAN

FOR 2022/23

INTRODUCTION

The Festive Season brings increased risk of incidents that could affect public safety as well as the delivery of services by the City 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.

Implementation of the Plan will be done by means of a transversal management structure that includes the following:

- a) Establishment of the Festive Season Coordination Committee which is a City-wide coordination structure
- b) The establishment of 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:

1. SAFETY AND SECURITY

Integrated Festive Season Policing Plan

4 600 operational members from the Metro Police, Traffic Services and Law Enforcement will be deployed in accordance with the combined Festive Season preparedness plan of the three policing departments.

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

Joint operational focus areas will include the prevention of land invasions, safety at beaches and other recreational destinations as well as the management of protest actions.

Fire & 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 190 and 230 of these firefighters will be on duty per shift and available on a 24-hour basis at the 32 fire stations across the city. This year 120 seasonal firefighters (specially trained wildland firefighting crews) will be deployed at designated fire stations as from 1 December 2022 to the end of April 2023 to assist the full-time firefighting staff with veld fires and veld-fire management and prevention methods. In addition, 21 learner firefighters will be undergoing their basic training and can be called upon to assist at wildland fires.

The Department will have access to the services of helicopters which will be at its disposal from 1 December for a period of five months. Rescue Diving units have undergone training, and four rescue rubber ducks and jet skis with diving crews are available if required.

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.

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 need be the Disaster Co-ordinating Team (DCT) comprising of multiple role players, can be activated to assemble (or utilize Skype) in the Disaster Operations Centre (DOC) in Goodwood at short notice, to oversee and manage the emergency incident/disaster at hand.

On high risk days, DRMC personnel, volunteers and resources will be deployed across the metropolitan area at beaches, swimming pools and tourist destinations to assist with crowd management and first aid assistance.

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

Public Emergency Communication Centre

As the first port of call for any emergency the PECC provides a 24-hour call taking service for all life-and/or-property threatening incidents.

As always, the 67 call takers will be on duty in a four shift system. Depending on the situation or event, additional staff will be brought in to cover the influx of calls. The call centre is supported by various teams that include administration, finance, technical and service quality.

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 campaigns as requested. The PECC will also form part of the Festive Season Committee.

For any emergency: 021- 480 7700 from a cell phone and 107 from a Telkom landline

Neighbourhood watch support

The Directorate will ensure the 24-hour availability of a community safety liaison officer throughout the Festive Season who can assist neighbourhood watches with additional equipment in the event of emergencies e.g. an extended community search for a missing person, assisting with the mitigation of a disaster or other serious event. For this purpose, the Directorate will ensure the availability of selected items which can be delivered to the scene of an emergency on short notice. This will include: hand-held spotlights, flood lights, fire extinguishers, reflective safety bibs, limited reach radio communications equipment, spades etc.

Film and Events Permitting 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. These are:

- a) film and event co-ordination processes which will be undertaken through, inter alia, multi-disciplinary Events Operational Co-ordination Committee meetings, film co-ordination meetings; planning meetings, etc.
- b) the permitting of events and film-related activities across the city;
- c) engagement with various internal and external role-players and stakeholders regarding the hosting of safe and compliant events and filming across the city; and

- d) co-operation with relevant departments, role-players and SAPS regarding the facilitation, coordination and monitoring of events and film activities across the city.

2. COMMUNITY SERVICES AND HEALTH

City Health Plan

During the period 1 November 2022 to 31 March 2023, 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,
- events and festive season food markets if operational,
- enforcement of tobacco legislation
- monitoring of premises where activities that may contribute to the spread of infectious diseases

Personal Primary Health Care Facility Clients are encouraged to utilise the Appointment System to avoid queuing. However, sick children and those needing emergency care do not require appointments and all children presenting with diarrheal disease are fast tracked at all facilities.

All routine care will be provided to walk in patients.

Health Education & Promotion

During the summer season the number of educational initiatives aimed at addressing diseases which increase in the summer season are intensified. Educational outreaches will focus on proper hand-washing, the promotion of breast and cup feeding and safe sexual practices. City Health continues to spread the messages related to the "Bin It, don't block it" campaign.

Chronic Medication

The Chronic Dispensing Unit (CDU) will issue Patient Medicine Parcels (PMP's) for four (4) months to all patients in Anti-Retroviral Therapy (ART) Adherence Clubs within the Metro for collection dates from 26 September to 18 November 2022 to cover the Festive season, provided there is a valid prescription, which covers this period. Prescriptions must be submitted to the CDU 42 days prior to the next collection date and have three (3) months or more repeats left. PMPs not collected during the nominated period to be taken as stock into the facility.

Surge Season 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 previous festive seasons experience.

From November each sub 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 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 diarrhea at primary health care facilities and take the appropriate action.

Outbreak Response

City Health staff will maintain the current level of vigilance with respect to the COVID 19 pandemic and other communicable diseases like Monkeypox and Measles, etc.

The current processes will remain in the relevant areas with support from the District & Provincial Communicable Diseases Control (CDC) coordinators and teams, specialists and the National Institute for Communicable Diseases (NICD). Communication will occur as required.

Substance Abuse Treatment/Matrix Services

Substance abuse counselling and treatment continues uninterrupted at the eight Matrix sites as the festive season presents various challenges for recovering substance abusers and their families.

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 emergencies that do arrive at City Health facilities will be stabilised & referred to the appropriate centres.

Recreation and Parks: Festive Season Preparedness Plan

The City provides services at beaches along its 307 km coastline. It also offers 35 swimming pools and 13 holiday resorts. Safety at the City's beaches will remain a top priority with the deployment of lifeguards throughout the Festive Season.

Safety remains the department's top priority. This Season Preparedness Plan seeks to highlight the strategies in place for drowning prevention at swimming pools and beaches during the upcoming 2022/23 summer season. The plan also provides details on Blue Flag beaches, events and filming on beaches as well recreational programmes, trading on beaches, sewage response protocol and shark spotters.

Social Development and Early Childhood Development

Street People Programme

The Social Development and Early Childhood Development Department's Street People Unit has put the following in place for street people in terms of the Festive Season Plan:

- Contact the City's 107 emergency call centre from a land line for all street people related complaints/requests for support.
- Contact 021 480 7700 from a cellphone or landline for street people assistance
- The Street People team will be on stand-by to assist with any Street People related matters.
- The standby team will make arrangements for placement of homeless persons in shelters and at the Culemborg Safe Space OR the Paint City Safe Space for Street People, for those who agree to be placed.
- All complaint/requests for assistance related to children would be referred to the relevant contact persons at the Provincial Department of Social Development.

Identikit Project

The Department will support the promotion of child safety by providing linkages to organisations to assist with interventions in the event of neglected or lost children on beaches as identified by Disaster Risk Management. To this end, it will once again implement its Identikit Project which proved to be highly successful in recent years.

3. URBAN WASTE MANAGEMENT

Festive Season Beaches, Scenic Routes and Central Business Areas Cleansing Plan

This programme is designed to implement extra top up cleaning services covering all central business areas, scenic routes and beaches throughout the Metro in order to effectively deal with the increased demand on services during this period.

Provision has been made for the appointment of temporary staff on EPWP contracts to compliment the permanent staff especially over the peak period of the high season. A total of 2 588 temporary staff members (workers, supervisors and foremen) will be deployed in the identified areas and will provide the required additional capacity during this period.

4 URBAN MOBILITY

MyCiTi Festive Season Plan

Adjustments will be introduced to the MyCiTi services during December 2022 and January 2023 to accommodate changes in passenger travel patterns. This includes the availability of additional busses and the extension of operating hours.

5 ECONOMIC GROWTH

Cape Town Summer Market Festive Season Plan

The Cape Town Summer Market (CTSM) is hosted at the Company Gardens, annually by the City of Cape Town, between 16 – 23 December 2022. The market will operate between 5pm – 10pm.

The summer market is characterized by entertainment, various types of food stalls that produce food with a local flavour on site, the sale of locally manufactured goods, as well as textile based goods imported and locally made. It has evolved and improved over the years to meet various public safety requirements. According to a study commissioned by the City, and done by CSIR Enterprise Creation for Development, the market attracts the following figures:

- 150 traders participate in the event
- 321 work opportunities are created
- ± 93 000 visitors frequent the market over an 8-day period
- 77% of attendees are locals

The City has appointed an event organiser to provide and implement operational plans & logistical arrangements to ensure successful implementation of the event.

Cleaning of Economic Development Spaces Festive Season Plan

This programme focuses on informal trading spaces such as the Green Market Square and St. George's Mall. It is aimed at appointing EPWP cleaners that will provide additional and complementary cleaning services to those provided by Solid Waste. It aims to create attractive and clean informal trading spaces that will be beneficial to both the business owners and the customers/clients who visit Cape Town CBD and these trading spaces. The programme will focus on litter picking, sweeping of streets, replacing of refuse bags, and disposal of waste, including ensuring that the refuse is collected during collection days. This programme is approved from July 2022 to June 2023, and will be intensified during the festive season.

Green Market Square Security Festive Season Plan

This programme involves the employment of two day and two night securities to safeguard and promote safety in the Green Market Square area. The securities are available to conduct regular patrolling, and identify suspicious behaviour. Any abnormality is to be immediately communicated to the Security Control Room who will notify the City of Cape Town, Facilities Security Management.

Security to be alert and permanently on the lookout for:

- Fire and safety hazards
- Evidence of sabotage
- Materials wastage
- Theft of property
- Proper badges, identification and materials-release documentation
- Carrying or use of intoxicants or drugs
- Unauthorized firearms or other dangerous weapons

Compliance officer Festive Season Plan

The programme caters for 10 EPWP workers (Compliance Officers). This programme is aimed at reinforcing informal trading management resources, to monitor and regulate By-Law compliance.

Compliance Officers have been trained and are actively assisting the staff in undertaking the following activities:

- (i) Ensuring that traders understand the conditions under which they are allowed to trade within and outside of approved trading plan areas;
- (ii) Develop a data base of informal traders; and
- (iii) Develop an understanding of where illegal trading is taking place through the identification of hotspots in Area North.

These compliance officers are a valuable resource to enhance the work of the Area Economic Development Branch during the festive season.