

MAKING PROGRESS POSSIBLE. **TOGETHER.**

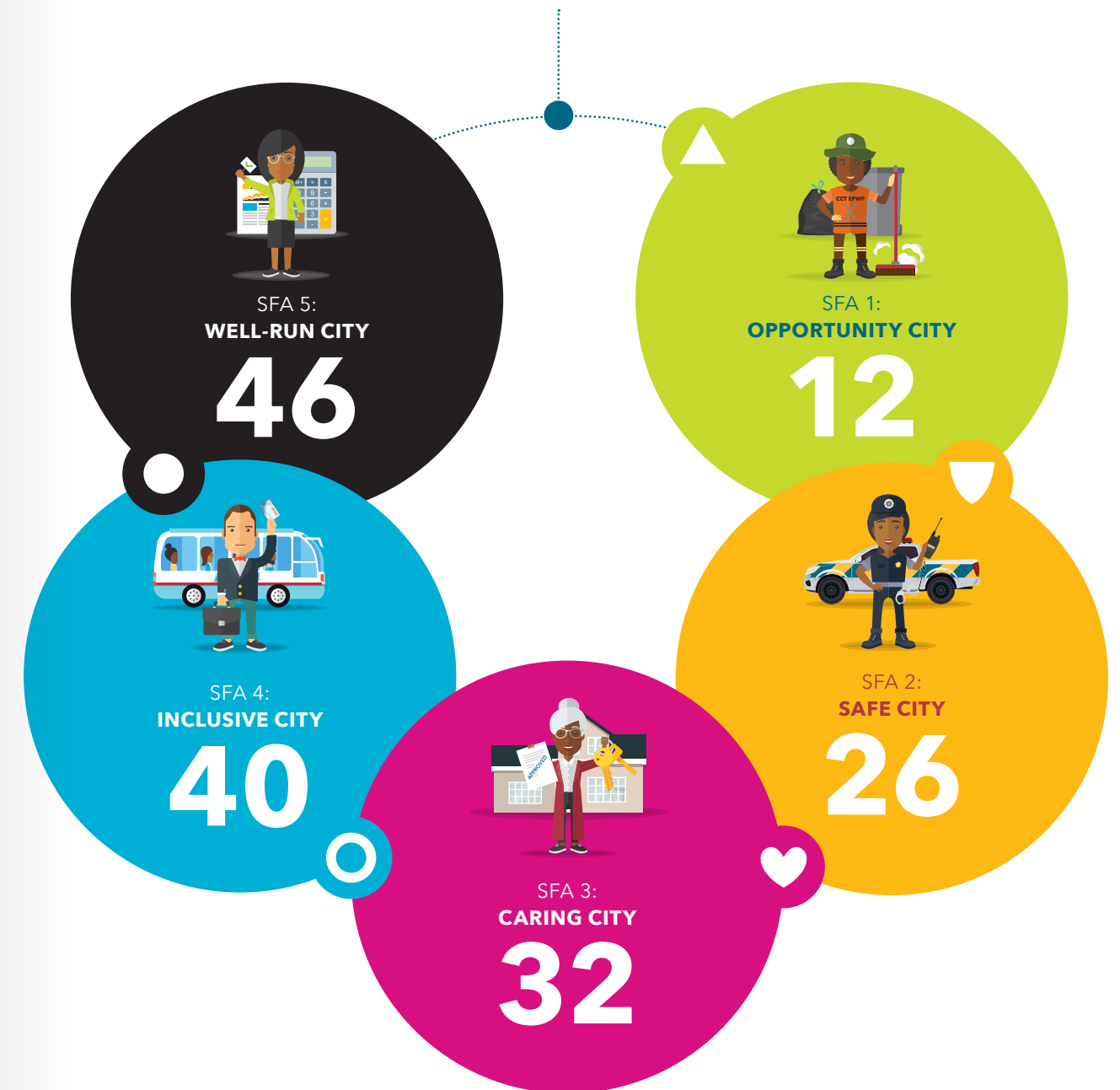


CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD



INTEGRATED ANNUAL REPORT 2019/20 **INFOGRAPHICS SUMMARY**

CONTENTS



VISION AND MISSION OF THE CITY OF CAPE TOWN

THE CITY OF CAPE TOWN'S VISION IS THREEFOLD:



IN STRIVING TO ACHIEVE THIS VISION, THE CITY'S MISSION IS TO:

- ✓ **CONTRIBUTE ACTIVELY** to the development of its environmental, human and social capital;
- ✓ offer **HIGH-QUALITY SERVICES** to all who live in, do business in or visit Cape Town as tourists; and
- ✓ be known for its **EFFICIENT, EFFECTIVE** and **CARING** government.

Spearheading this resolve is a focus on infrastructure investment and maintenance to provide a sustainable drive for economic growth and development, greater economic freedom, and increased opportunities for investment and job creation.

In pursuit of its vision and mission, the City is building on the strategic focus areas (SFAs) it has identified as the cornerstones of a successful and thriving city, which also form the foundation of its five-year Integrated Development Plan.

THE FIVE STRATEGIC FOCUS AREAS ARE AS FOLLOWS:



THESE FIVE FOCUS AREAS INFORM ALL THE CITY'S PLANS AND POLICIES.

ABOUT CAPE TOWN

Cape Town has the second-largest population of all cities in South Africa and, in 2019 (pre-Covid-19), it was one of the most-visited tourist destinations in Africa. It is a vital economic, political and business hub for South Africa, and a driver of growth and development in the country, and the southern African region.

The city has seen steady population growth in recent years. This trend is expected to continue, with any possible changes or effects on population growth post-Covid-19 to be monitored. According to current estimates, the total population of Cape Town will reach approximately 5,1 million by 2030.

POPULATION



Source: 2019 mid-year estimates, Stats SA.

4 488 546
estimated **population** in 2018

69,3%
of population in **economically active** age
bracket (aged 15 to 64)

24,2%
children aged 0 to 14

6,5%
senior citizens (aged 65 and up)

HEALTH



68 YEARS
average **life expectancy** in the Western Cape
(highest in South Africa)

23,6
infant mortality rate per 1 000 live births
(down from 25,2 in 2003)

Source: 2019 mid-year population estimates (provincial level).

Consistent decrease
in number of **tuberculosis** cases since 2010

Source: City of Cape Town Health Department.

HOUSING



1 402 671
households (2018)

3,3
members in average household

Source: Estimated by Policy and Strategy Department using Stats SA 2016 Community Survey and 2019 mid-year estimates.

EDUCATION



5,0%
illiteracy rate (15 years and older) in 2018
(down from 5,4% in 2016)

0,8%
of adult population (20 years and older) with
no schooling in 2018 (up from 0,5% in 2016)

28,7%
of adult population with **matric** as highest
level of education

779
ordinary **public** schools

201
ordinary **independent** schools

Source: 2016 and 2018 General Household Surveys, Stats SA; Western Cape Department of Education website.

CRIME



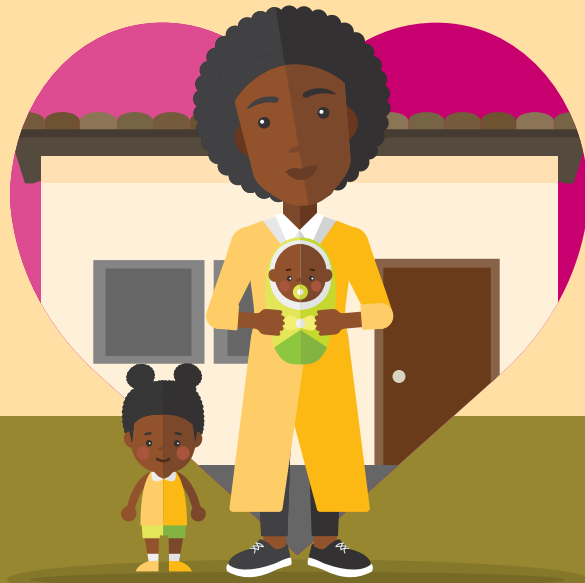
6 636
per 100 000 population **overall crime**

2 702
per 100 000 **property-related** crime

1 488
per 100 000 **drug-related** crime

Source: SAPS, 2019.

POVERTY AND FOOD SECURITY



R3 500

household income per month - Cape Town poverty line (2018)

187 027

households below poverty line

Source: 2018 General Household Survey.

197 224

indigent households in 2018

0,75

Human Development Index (HDI) score.

This is higher than the national average of 0,66. Cape Town's HDI is classified as "high human development", and South Africa's as "medium human development".

Source: City of Cape Town Finance Department; IHS Markit Regional eXplorer, accessed 13 July 2020.

ECONOMIC OUTPUT



1,2%

average economic growth rate between 2015 and 2019 (compared to 0,8% nationally)

80,0%

in the tertiary sector

19,0%

in the secondary sector

115 739

more jobs created between 2014 and 2019

Second-highest

contributor to total employment in South Africa in 2019

Source: 2019-2020 Labour Force Surveys, Stats SA.

ENVIRONMENTAL CHALLENGES

PROLONGED DROUGHT

and related environmental changes

CLIMATE CHANGE

and the risk of rising sea levels

CHANGING RAINFALL PATTERNS

and temperature extremes negatively affecting water resources, biodiversity and food security

More frequent and intense

EXTREME WEATHER EVENTS

CONTINUED RELIANCE

on fossil fuels, with electricity still 95% coal-derived

Watercourses, beaches, agricultural areas, cultural landscapes and scenic views being

DEGRADED BY URBANISATION

Loss of globally important and critically **ENDANGERED BIODIVERSITY**

INVASIVE

biological species

RAPID URBANISATION AND URBAN GROWTH,

including both population growth and growth of the urban footprint as household size decreases and demand for housing rises, placing pressure on both land for development and on finite natural resources

LIMITED, AND INCREASINGLY SCARCE, RESOURCES

in terms of energy and water and the capacity to manage solid and liquid waste

POLLUTION

of the city's air, open spaces, freshwater bodies and oceans

EXPOSURE TO RISK

from natural hazards and climate change, including resource shortages, fires, and extreme weather events

A UNIQUE CULTURAL HERITAGE

and sense of place, and the associated challenge of conserving heritage and landscapes in a rapidly growing city



Source: IHS Markit Regional eXplorer, 2018.

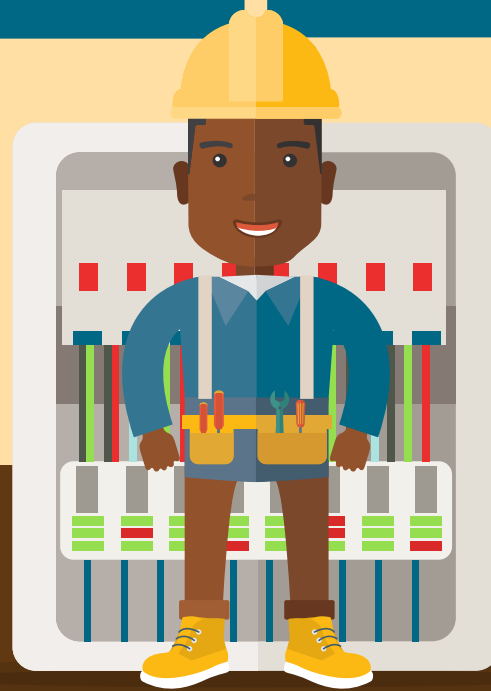


Source: City of Cape Town Environmental Strategy.

ENERGY

165 132
million gigajoules **total**
annual energy use in 2018*

5,1
tonnes CO₂ emissions per capita in 2018**



SMALLER CO₂ FOOTPRINT
than the **national average**

ABSOLUTE DECLINE
in **electricity intensity** since 2007 – consistently
20% below the business-as-usual baseline

*Based on the confirmed data updates for the new Cape Town State of Energy report to be published in 2021.
**BASIC emissions¹ – latest available data as reported to the Carbon Disclosure Project.

Source: City of Cape Town Sustainable Energy Markets Department.

¹ BASIC emissions is a reporting standard of the Global Protocol for Community-Scale Greenhouse Gas Emission Inventories (GPC). It includes electricity imported into the city, but excludes regional and international aviation, and regional and international marine bunkers.

WATER



Over 99%
compliance with prescribed national water
quality standards

Dramatic increase
in water-use efficiency

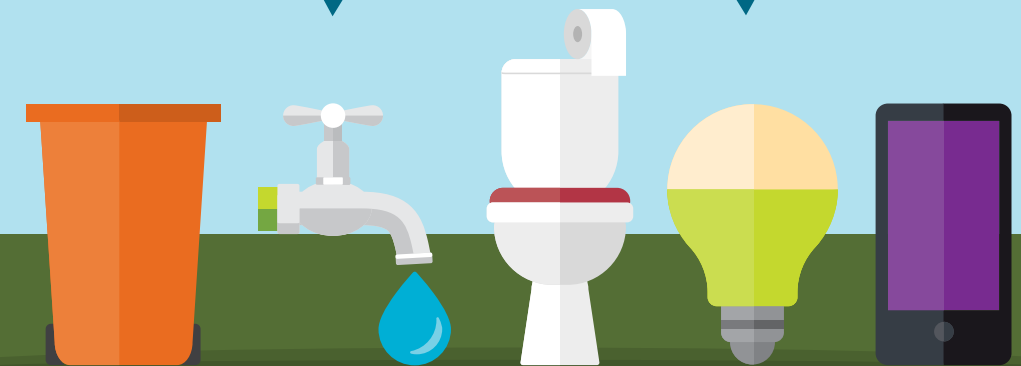
Source: City of Cape Town Water and Sanitation Department.

ACCESS TO SERVICES

(growth from 2016 to 2018, as reported by all households)

Access to **piped water** up from 87,6% to
88,8%
(on property or less than 200 m)

Access to **electricity** (for lighting)
up from 91,7% to
93,5%



Access to **refuse** removal
down from 99,4% to
99,2%
(at least once a week)

Access to adequate
sanitation up from 91,2% to
91,8%
(flush, chemical
or pit toilet with ventilation)

Access to **telephony**
down from 97,2% to
97,1%
(landlines and/
or cellphones)

Source: 2016 and 2018 General Household Surveys, Stats SA.

HIV/AIDS



13,0%
HIV prevalence rate in **SA**

5,9%
HIV prevalence rate in **Western**
Cape (down from 17,3% in 2010)

Source: Mid-year population estimates, 2019.

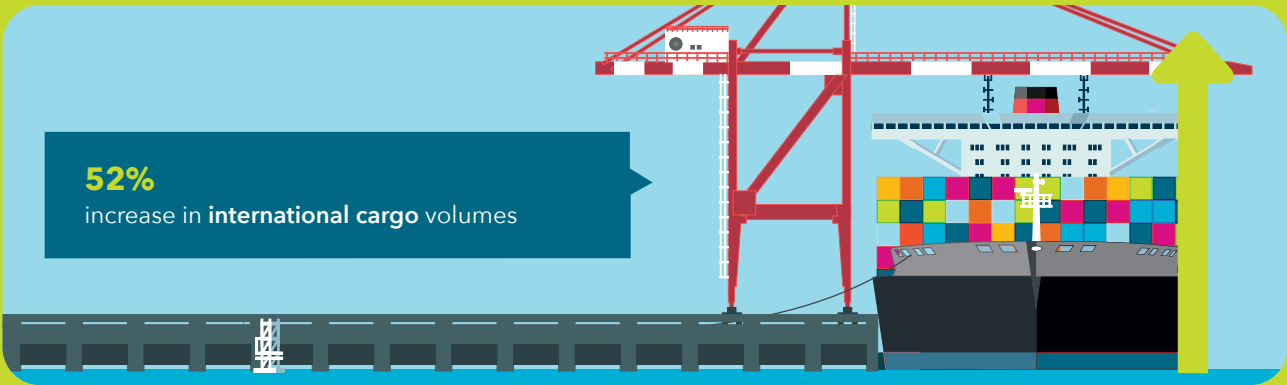
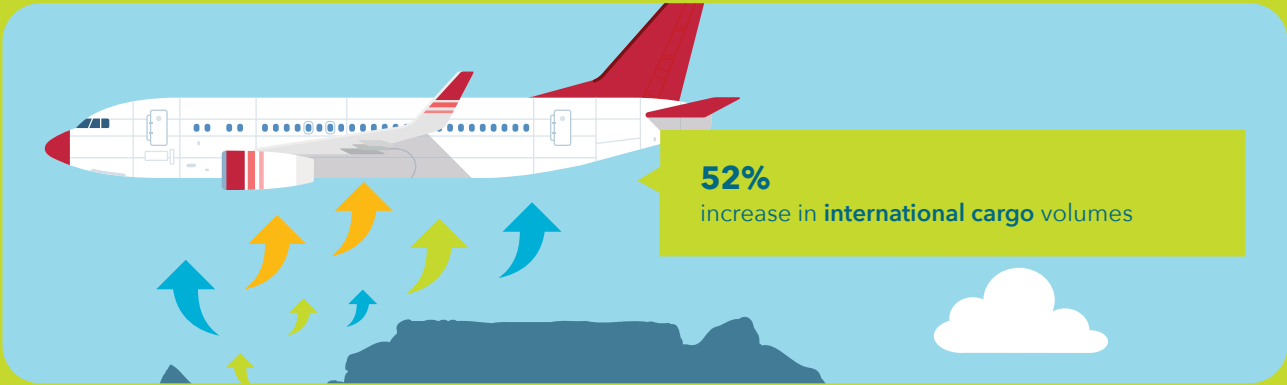
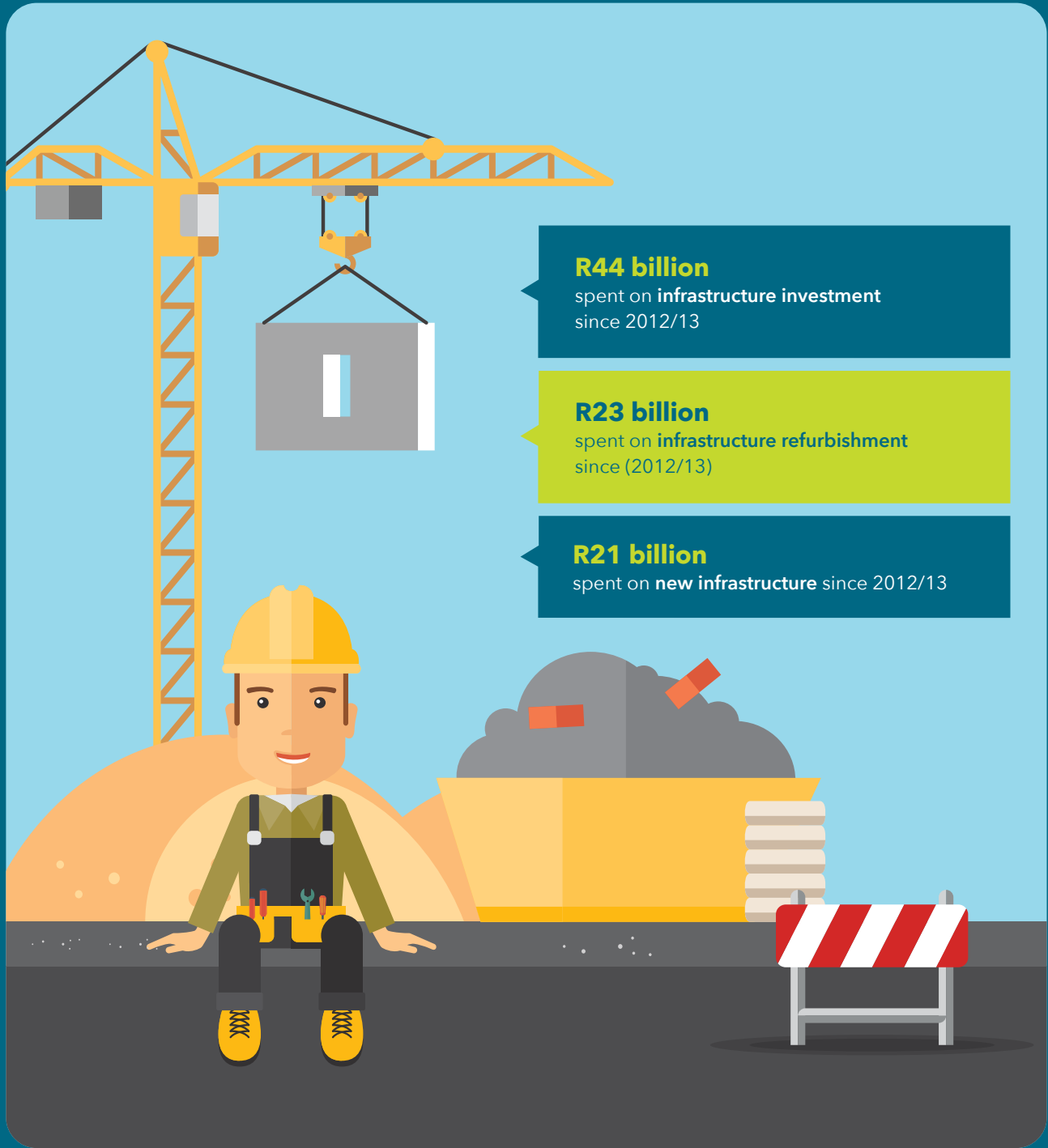


SFA 1: OPPORTUNITY CITY

SFA 1 FOCUSES ON:

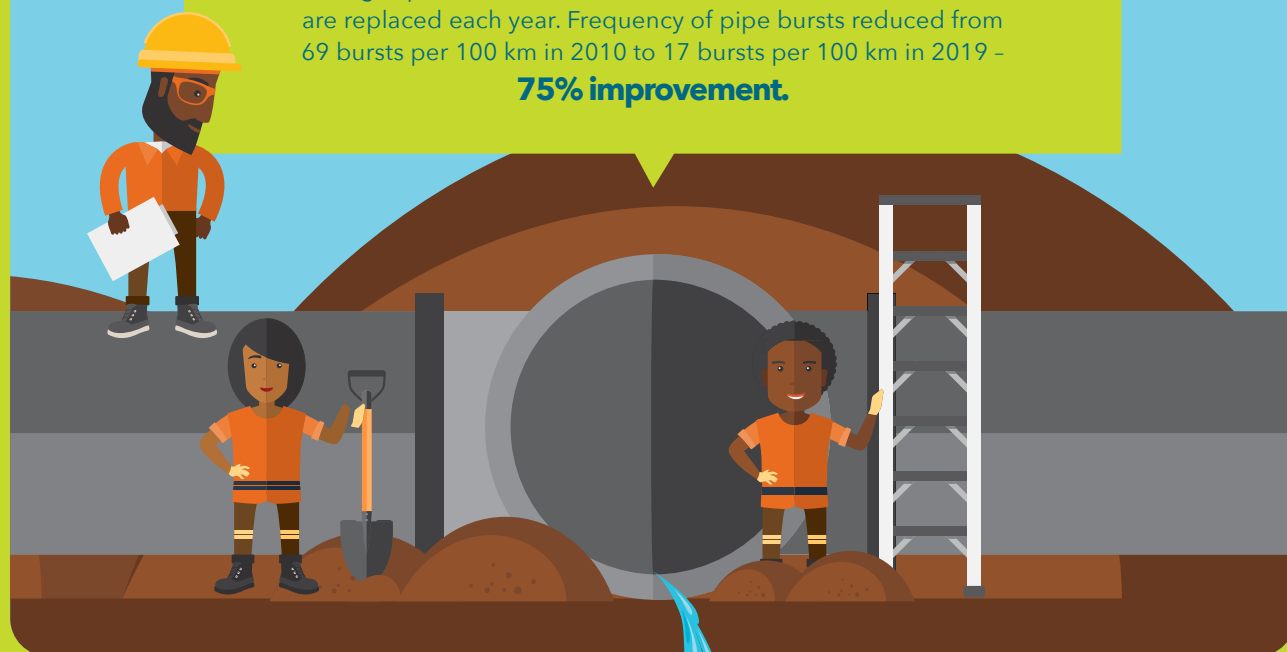
- ✓ improving Cape Town's business climate;
- ✓ establishing Cape Town globally as an attractive investment destination with positive economic growth;
- ✓ encouraging business opportunities; and
- ✓ investing in and maintaining infrastructure.

KEY OPPORTUNITY CITY ACHIEVEMENTS AND HIGHLIGHTS IN 2019/20



WATER INFRASTRUCTURE UPGRADE PROGRAMME

Ageing pipelines replaced to limit pipe bursts, water leaks and sewage spills. About 30 km of sewer and 40 km of water mains are replaced each year. Frequency of pipe bursts reduced from 69 bursts per 100 km in 2010 to 17 bursts per 100 km in 2019 – **75% improvement.**



Over R4,7 billion investment generated in Cape Town over the past five years with the **Business Process Outsourcing (BPO)**



59 000

people currently employed in the BPO sector



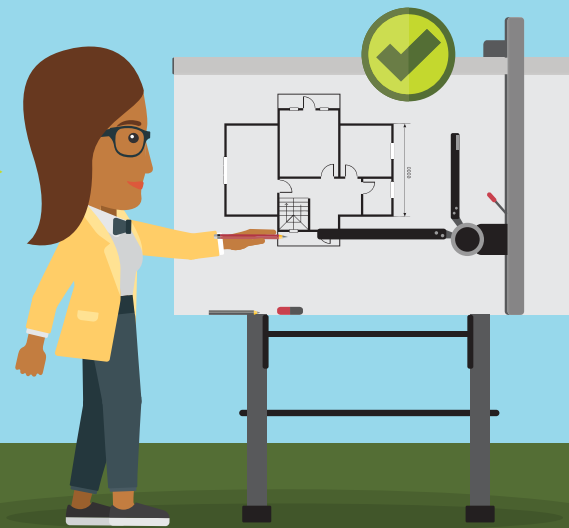
CITY'S INVESTMENT IN ICT IS PAYING DIVIDENDS

The City's Strategic Business Partner (SBP), the Cape Innovation Technology Initiative (CiTi), facilitated the training of **1 217** people, hosted **210** industry events attended by 4 868 people and facilitated **581** direct jobs and **602** internships.



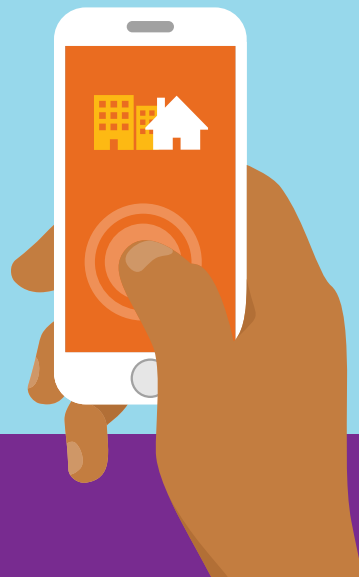
209 405

building plans approved since 2012/13, with a total value of approximately **R169,3 billion**



City launches
**online portal for
built professionals**

The resource provides clarity and guidance on the **requirements for submitting building plans** to the City, and intends to keep professionals informed on the latest trends.



13 500

people (mainly from disadvantaged areas) received **enhanced skills** through **training collectives** between 2014 and March 2020



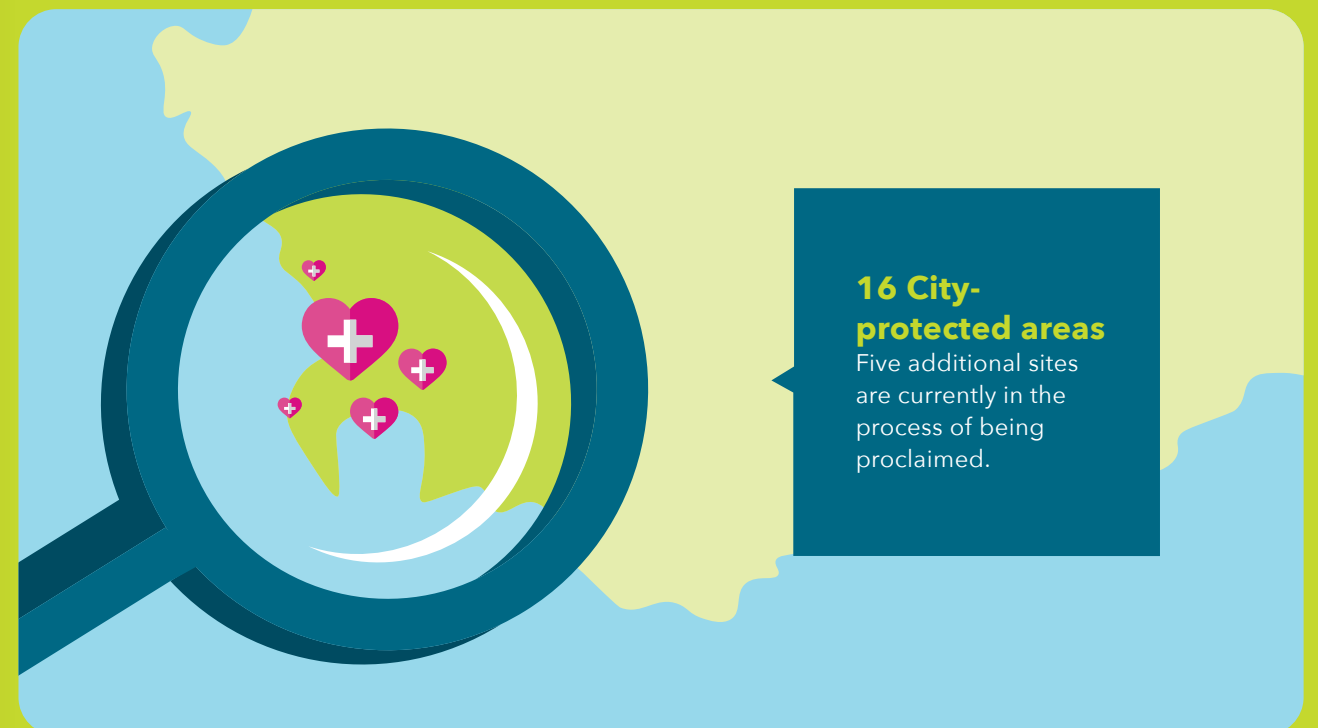
**65,21%
(55 425.81 ha)**

of the BioNet protected to date



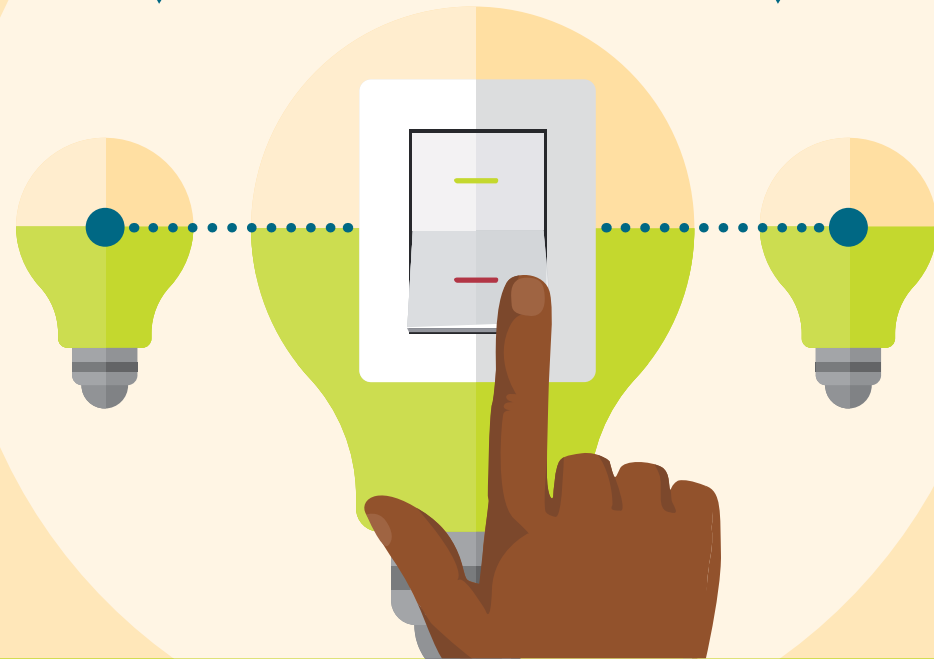
**16 City-
protected areas**

Five additional sites are currently in the process of being proclaimed.



231 GWh
of electricity saved through municipal energy-use improvements over the last 11 years

229 035 tonnes
of carbon dioxide (CO₂) emissions avoided through saving electricity



CONNECTED SMARTCAPE COMPUTERS AT OUR LIBRARIES



If you would like to work on one of our computers, all the public computers in all our libraries are connected to the internet using our SmartCape service. Our librarians are available to assist you with getting online and finding what you need.

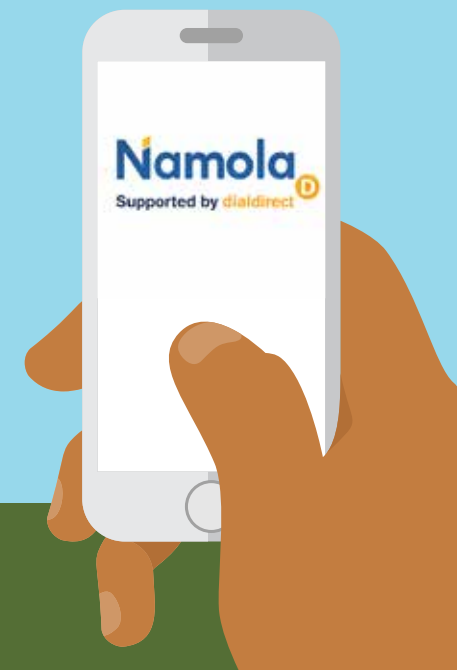
The City provides public Wi-Fi zones in **over 100 public buildings across Cape Town** so you can connect while you're waiting your turn to be serviced. We also provide Wi-Fi hotspots in several public spaces such as the Company's Garden.

The public Wi-Fi services provide you with 50 MB of free data per day.

Look out for Wi-Fi signs at clinics, administration buildings, traffic departments, cash offices and public transport interchanges.

Since 2011, the City has invested over **R250 million** in Wesgro and the SPVs, while they have facilitated over **R22,8 billion** worth of investment in Cape Town and created more than **36 000 direct jobs** in return.

31 871
Mayoral Job Creation Programme opportunities created, bringing the total to 352 263 since 2012/13



New travel-safety app (NAMOLA) launched with Cape Town Tourism

The app is free and available for download, provides quick access to an **emergency operator** and provides visitors with educational information on **health and safety**, with a particular focus on responsible travel.

1 140 km

of **fibre-optic cable** across the metro, connecting City buildings, bus stations, cameras and other infrastructure vital for service delivery

407

City buildings connected to **fibre-optic infrastructure**



34%

of Cape Town's streetlights have been retrofitted with **energy-efficient lamps** (16% of which are LED streetlights)

12:34:56



847

approximate number of **smart electricity meters installed** in 557 municipal facilities (41% of the 1 300 facilities listed for metering)

44

Municipal buildings that have been retrofitted with **energy-saving mechanisms** by the SEM Department

Over 650

smart electricity meters have been installed to help reduce costs

Over 231 GWh

electricity saved by the **energy efficiency in municipal operations initiative** during the last 11 years, which translates to avoided emissions of 229 035 tCO₂e (metric tonnes of carbon dioxide equivalent)



Cape Town Air Access has helped secure **19 new routes** and **23 route expansions**

Cape Town International Airport reaching the **2,6 million** international passenger mark in 2019, with year-on-year passenger movement growth of 1%



Cape Town recognised as Africa's
Leading Festival and Event Destination 2019
 for the third consecutive year. As a premier events destination, Cape Town was
 also a finalist for the World's Leading Festival and Event Destination 2019.



24 234
 tonnes of **recyclables** diverted from
 landfill sites by the Think Twice kerbside
 recycling programme. It is now offered
 to over 190 000 households.



INVESTOR INTEREST IN THE ATLANTIS SPECIAL ECONOMIC ZONE HAS STEADILY INCREASED.

Firms in the waste recycling, green building,
 renewable energy, energy efficiency and water
 subsectors have secured approximately
R721 250 000
 worth of investment and facilitated the creation of
 approximately **300 jobs**.



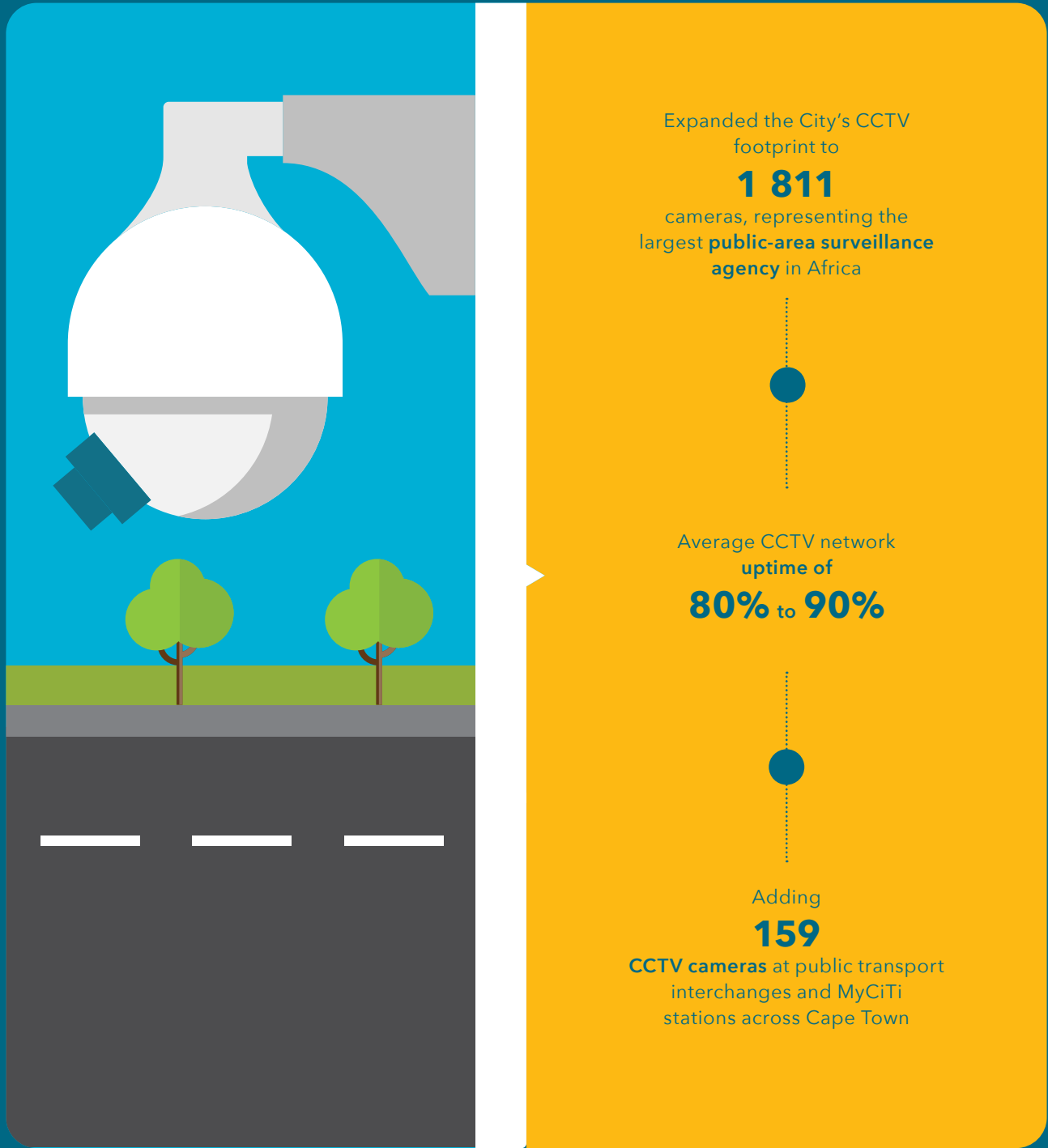


SFA 2: SAFE CITY

SFA 2 FOCUSES ON:

- ✓ helping citizens feel safe;
- ✓ law enforcement;
- ✓ addressing social factors that cause disorder and crime;
- ✓ managing and preventing disasters; and
- ✓ firefighting and rescue services.

KEY SAFE CITY ACHIEVEMENTS AND HIGHLIGHTS IN 2019/20



Dedicated
RAIL ENFORCEMENT UNIT (REU)
continued to make a positive impact



1 700
radios, radio repeaters and
base stations now available
for **neighbourhood watches**

19
additional **traffic officers**
deployed

198
additional **law enforcement**
officers deployed

136
school resource officers deployed to date
as part of the Safe Schools project



LAW ENFORCEMENT ADVANCEMENT PROJECT

The City, in collaboration with the Western Cape Government, has embarked on an ambitious process involving the **recruitment, training and deployment of an additional 1 000 law enforcement officers** during 2020.

Phase 1 of this R3 billion partnership saw the first **500 law enforcement officers** and **69 inspectors** recruited, trained and deployed during the year under review.



22 497

incidents **firefighters** responded to, including fires and special service calls like motor vehicle accidents, trauma and hazmat incidents



SFA 3: CARING CITY

SFA 3 FOCUSES ON:

- ✓ looking after the people of Cape Town, especially the vulnerable;
- ✓ ensuring that the city is welcoming to all people; and
- ✓ making residents feel at home.


KEY CARING CITY ACHIEVEMENTS AND HIGHLIGHTS IN 2019/20



Created

58 602


housing opportunities
since 2012/13



Installed

1 996

subsidised
electricity connections,
bringing the total to
23 052 since 2012/13



8 200


taps were installed in informal
settlements since 2012/13

428

toilets and taps with hand basins
for backyarders to date

30 428

toilets were installed in informal
settlements since 2012/13



Spent almost

R1 BILLION

on rental flats,
worked on

854

staircases

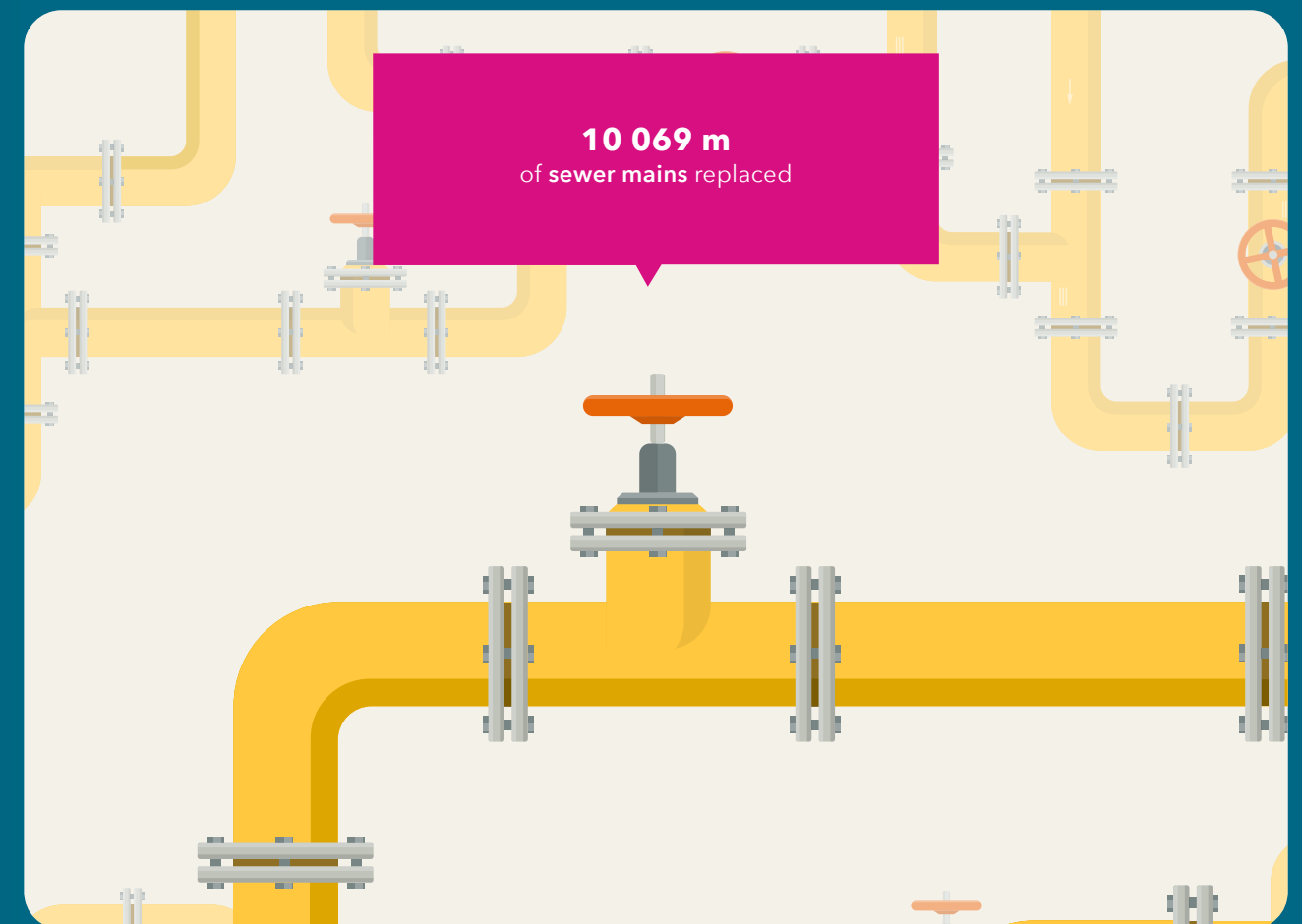
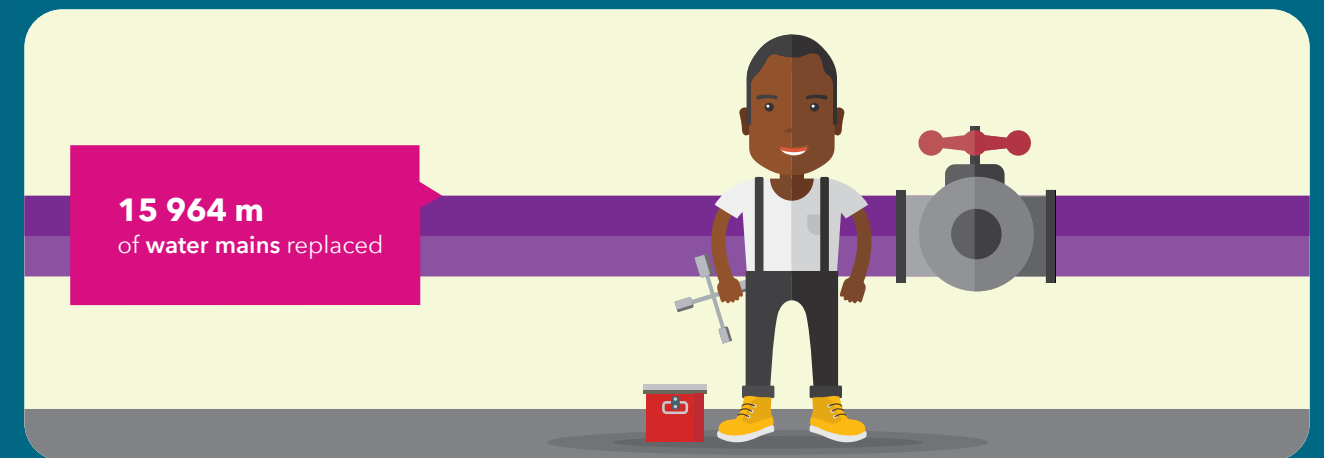
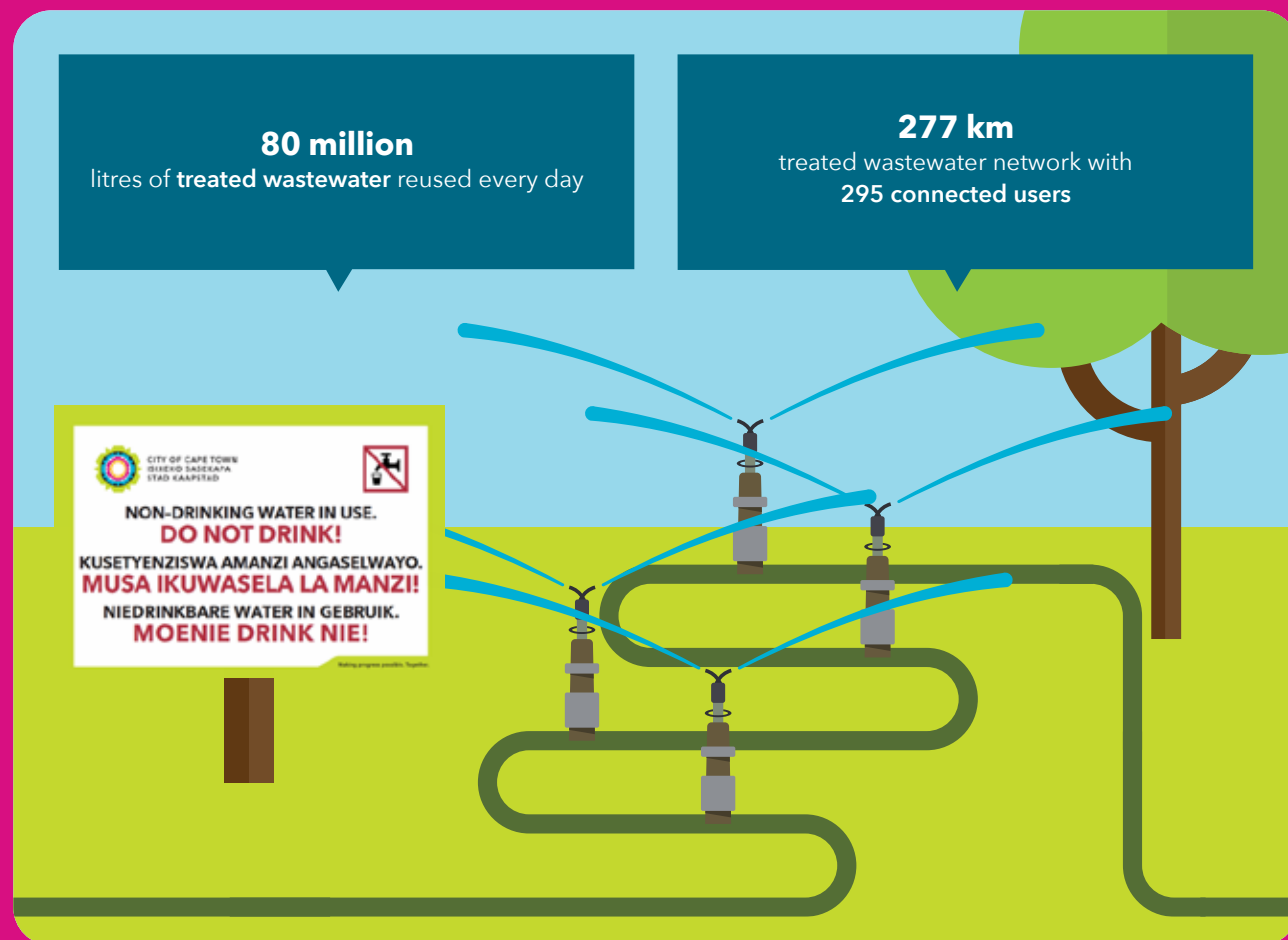
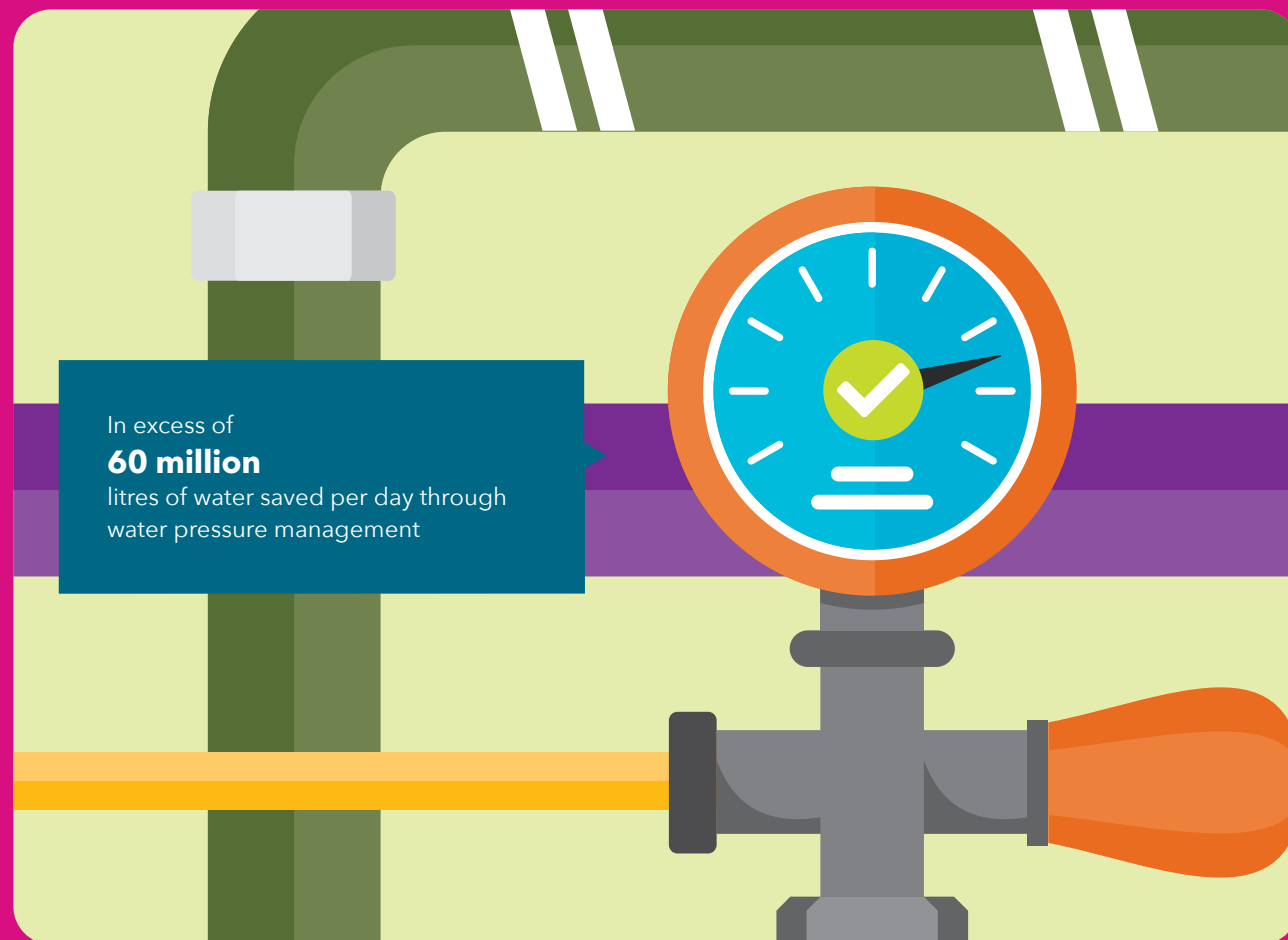
For the 2019/20 financial year, the City's Public Housing Department successfully carried out more than

20 974

service requests. This averages to about 1 700 service requests per month. The City has more than

45 000

rental units in its housing stock portfolio, primarily to assist its indigent residents.



First groundwater into Steenbras Dam

from the Table Mountain Group (TMG) aquifer. It will contribute up to about 30 million litres per day to our source water system from the first phase.

17 000
title deeds transferred

6 000

tenants assisted (during the past two years) to become **home owners** through the City's rental sales programme

More than 4 000
informal traders equipped with CPT+U COVID-19 toolkits. A total of **10 000** informal traders will receive these toolkits in the immediate future.

City Health achieves near 100% Ideal Clinic status

The City of Cape Town's Health Department attained a special milestone when 79 out of 80 clinics achieved Ideal Clinic status. The Ideal Clinic programme is an initiative by the National Department of Health, aimed at systematically correcting deficiencies and improving the quality of primary healthcare at public sector clinics.

SFA 4: INCLUSIVE CITY

SFA 4 FOCUSES ON:

- ✓ achieving true inclusivity for all the people of Cape Town;
- ✓ creating access to economic opportunities;
- ✓ ensuring that citizens feel cared for; and
- ✓ facilitating fully integrated communities.

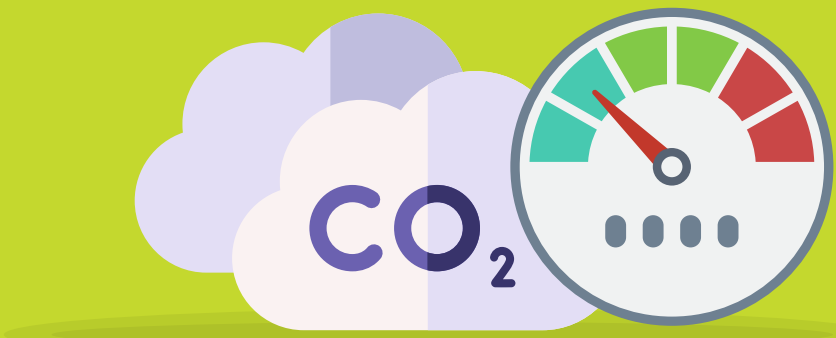


KEY INCLUSIVE CITY ACHIEVEMENTS AND HIGHLIGHTS IN 2019/20



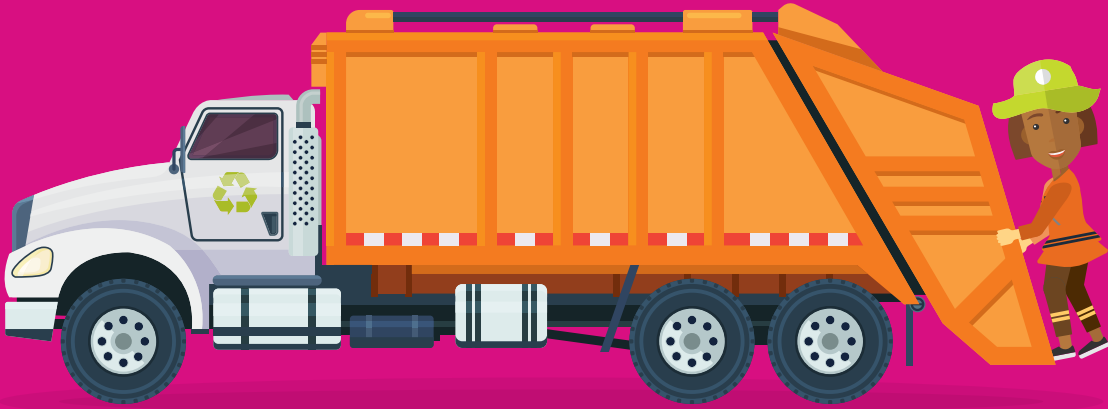
Answered approximately
**2,45
MILLION CALLS**
in the corporate call centre,
assisting customers in their
preferred language

City of Cape Town’s Public
Emergency Communication
Centre has received more than
8 MILLION CALLS
for help during the last 20 years,
an average of just over
400 000 per annum.



Limited days when **air pollution** did not
meet South African **ambient air quality**
standards to
ONLY 14,
which is significantly less than the
accepted maximum of 40 days

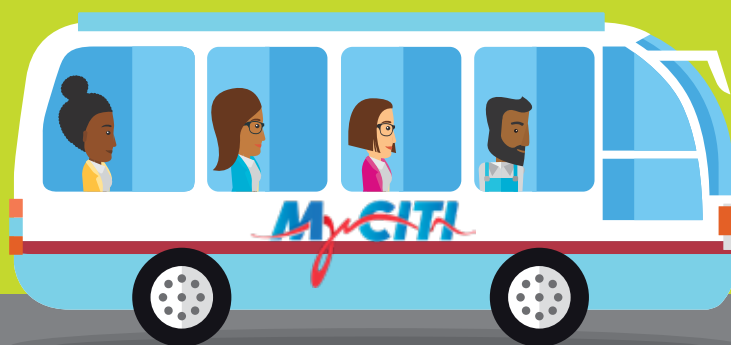
Most comprehensive
**AMBIENT AIR
QUALITY MONITORING
NETWORK**
of all local authorities



Diesel vehicle testing teams tested
6 268
vehicles to help curb
transport-related emissions

Most comprehensive
**DIESEL VEHICLE
EMISSIONS TESTING
PROGRAMME**
in the country

13,2 million
passenger journeys
on MyCiti



119
people successfully reintegrated
with their families and/or
communities of origin



7 061
social care interventions



2 003
clients assisted through the Matrix
programme for alcohol and drug
treatment – achieving a rate of 82% clean
drug tests for those in the programme



488
people provided with
shelter as part of the
Safe Spaces initiative



**City landscaping project
wins overall award at
SALI Awards 2020**

The Hout Bay Dune Project,
managed by Vula Environmental
Services, a contractor appointed
by the City's Environment
Department, has won the
country's top award for excellence
in landscaping.



SFA 5: WELL-RUN CITY

SFA 5 FOCUSES ON:

- ✓ ensuring the City's financial and operational sustainability;
- ✓ human resources development; and
- ✓ organisational restructuring.



KEY WELL-RUN CITY ACHIEVEMENTS AND HIGHLIGHTS IN 2019/20



Recorded capital expenditure of
R6,12 BILLION
(2018/19: R5,39 billion),
which amounts to an
89% CAPITAL SPEND
(2018/19: 80,11%)

90%
of USDG funding spent despite
severe Covid-19 impact



Named
**MOST
SUSTAINABLE METRO
IN SOUTH AFRICA**
according to a **Ratings Afrika** report

Named
**MOST TRUSTED IN
SOUTH AFRICA,**
7th time in a row
City of Cape Town is the most trusted metro in
South Africa according to Consulta's latest Citizen
Satisfaction Index, which measures trust and
satisfaction by residents in their municipalities.



**DIGITAL PLATFORM
FOR IDEA MANAGEMENT**
provided a channel for **collaboration** with internal and external
stakeholders and enabled the sourcing of **innovative** ideas

Greater Tygerberg Partnership receives top International Downtown Association Award

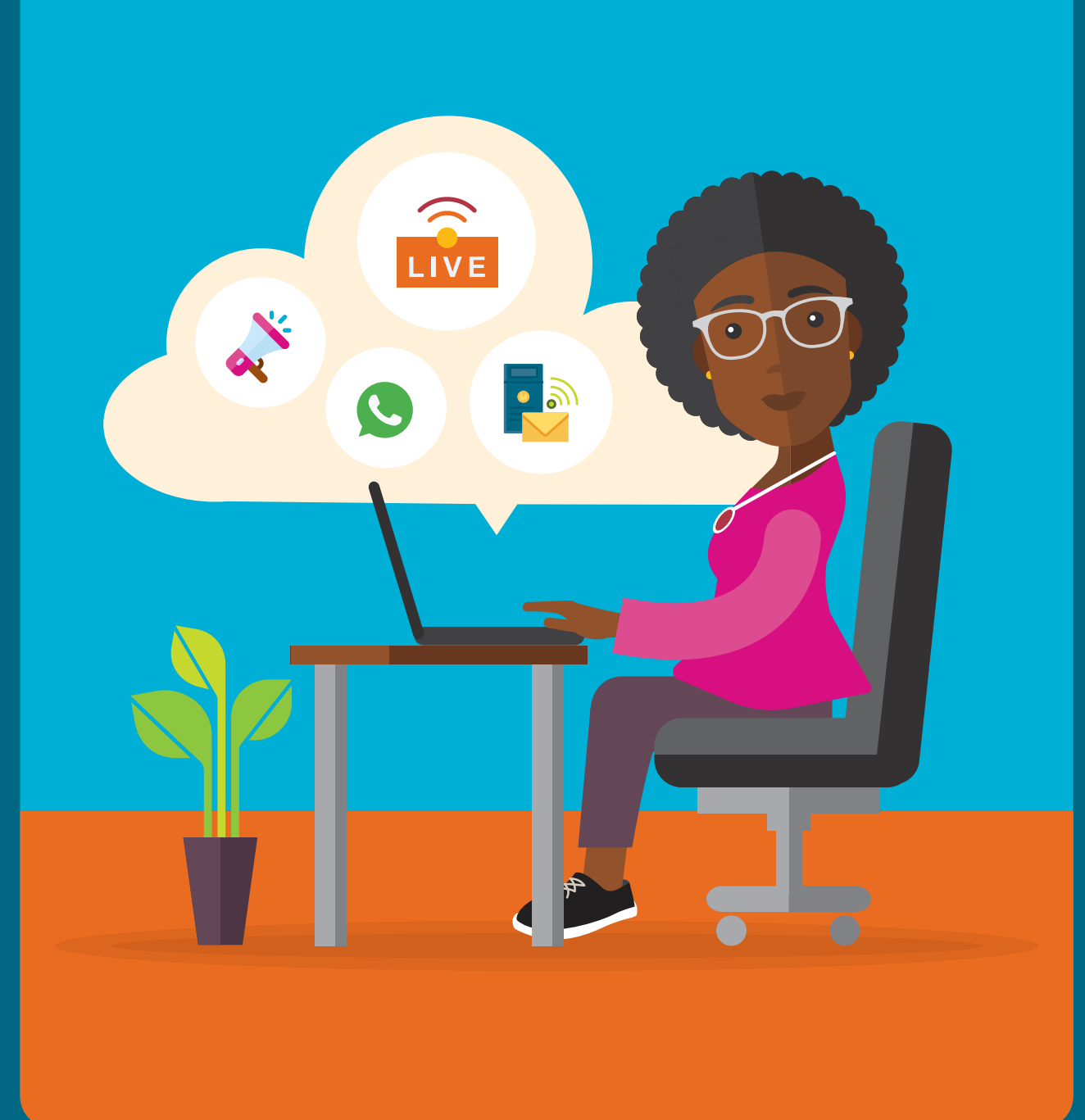
The Greater Tygerberg Partnership (GTP), a not-for-profit company, which was established in 2012 as a public-private partnership between the City of Cape Town, business, civil society and academia, has been awarded the International Downtown Association (IDA), Downtown Achievement Pinnacle Award for its work and initiatives related to the Sha'p Left Nursing Hub in Bellville.

The Pinnacle Award is the industry's highest recognition, and represents the most creative and inspiring innovations in urban place management.



Women in Business programme to train more young women

The City's flagship training programme, Women in Business, will be training more young female entrepreneurs to gain an in-depth, hands-on experience of the tech tools available to aid in the growth and development of their businesses. The training started in June 2020 and will continue up until March 2021.







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Making progress possible. Together.