

City Power

| Core Service | Service Level Standard |
|---|---|
| 1. Average repair time for logged electricity supply failures to Traffic Signal | <24 hours |
| 2. Average time taken to repair logged motorway streetlight queries | <6 Days |
| 3. Average time taken to repair logged streetlight queries (Main Arterials, Secondary Roads and Area lighting) | <10 Days |
| 4. Percentage resolution on - of damaged electricity meters | 95% of logged call |
| 5. Restoration of power supply after logged forced interruption | 30% within 1.5 hours |
| | 60% within 3.5 hours |
| | 90% within 7.5 hours |
| | 98% within 24 hours |
| | 100% within 7 days |
| 6. Restoration of power supply after planned interruption | Within 8 hours |
| 7. Percentage resolution of investigation of illegal connections | 95% resolution within 24 hours of logged call |
| | 95% resolution within 21 days of logged call |
| 8. Read all meters as per CoJ download file ¹ and accurately read meters for billing by CoJ | 98% accurate automated meter reading for LPU ² |
| | 95% accurate manual meter reading for domestic |
| 9. Average days taken for prepaid conversion on Smart Meters | Within 15 days of receipt of complete application and payment |
| 10. Communication of service interruption | Planned: 7 days before interruption |
| | Unplanned: Immediately |
| 11. Response time for walk in queries | All queries acknowledged within 1 hour |

¹ City Power receives a file with meters to be read for billing purposes which is called a Download file. Upon receiving this file, City Power sends it to the meter reading contractors to physically read meters in the field for conventional meters. The readings for the automated meters are extracted from the Meter Data Management (MDM) system and sent to CoJ for billing purposes.

² Large Power User (commercial buildings, large hotels, factories etc.)

Johannesburg Water

| Core Service | Service Level Standard |
|---|---|
| 1. Planned water supply interruptions | 95% of water supply interruptions concluded within 12 hours |
| 2. Repair of fire hydrants | 95% of fire hydrants repaired within 48 hours of notification |
| 3. Replace stolen meters | 95% of stolen meters replaced within 24 hours of notification |
| 4. Repair defective water meters | 95% of defective meters repaired within 3 days of notification |
| 5. Repair water pipe bursts | 95% of water pipe bursts repaired within 48 hours of notification |
| 6. Repair leaking valves on main lines | 95% of leaking valves on main lines repaired within 48 hours of notification |
| 7. Sewerage blockages cleared | 95% of sewer blockages cleared within 24 hours of notification |
| 8. Replacement of missing manhole covers | 95% of missing manhole covers replaced within 24 hours of notification |
| 9. Water Meter readings | 95% of accounts billed on actual readings monthly |
| 10. New Water connections | 95% of new water connection completed within 15 days of receiving request from customer |
| 11. Communication of service interruption | 95% of planned service interruption communiqués sent within 7 days |
| | 95% of unplanned interruption communiqués sent immediately |

PIKITUP

| Core Service | Service Level Standard |
|---|---|
| 1. Collection of domestic waste | Within 7 days |
| 2. Collection of general business waste | Within 7 days |
| 3. Collection of putrescible waste (wet waste, dailies) | Daily and 6 times per week |
| 4. Collecting refuse bags on the kerbside | Within 48 hours |
| 5. Cleaning of illegal dumping spot | Within 10 days |
| 6. Delivery of new skip bins ordered by customer | Within 7 days |
| 7. Delivery of new or replacement wheelie bins (240l) ordered by customer | Within 7 days |
| 8. Households in informal settlements including backyard shacks (bag/bin/skip) /hostels (skips) receiving refuse removal services (RCR) ³ | Within 7 days |
| 9. Removal of animal carcasses | Within 48 hours |
| 10. Bulky waste collection (on call) | Once a month |
| 11. Resolution of complaints | Acknowledge and respond within 72 hours of complaint being logged |
| | Resolution within 5 working days of logged call |

³ Round Collected Refuse

JOSCHO

| Core Service | Service Level Standard |
|--|--|
| 1. Billing of customers | 98% accurate bills of all active customers |
| 2. Attending to requests for maintenance | 96 % of maintenance requests attended within 7 working days of the logged call |
| 3. Routine building maintenance | Once per year and as when required |
| 4. Application of rental housing | Outcome of enquiry to be sent to applicant within 5 days |
| | Outcome of the application communicated within 7 days |
| 5. Resolution of complaints | Acknowledgement and response within 24 hours of complaint being logged |
| | Resolution within 5 working days of logged call |

Johannesburg Roads Agency

| Core Service | Service Level Standard |
|--|------------------------|
| 1. % of damaged / missing road barriers or guardrails repaired from when a valid call is logged | 40% within 14 days |
| | 60% within 20 days |
| | 80% within 30 days |
| 2. % of blocked stormwater kerb inlets (KI's) repaired from when a valid call is logged | 40% within 10 days |
| | 60% within 20 days |
| | 80% within 30 days |
| 3. % of missing JRA manhole covers made safe and replaced after a valid call is logged | 40% within 10 days |
| | 60% within 20 days |
| | 80% within 30 days |
| 4. % of reported damaged / missing regulatory road traffic signs replaced or repaired from the time when a valid call is logged. | 40% within 10 days |
| | 60% within 20 days |
| | 80% within 30 days |
| 5. % of reported potholes repaired from time of recording of a genuine pothole by the JRA from all sources | 40% within 14 days |
| | 60% within 20 days |
| | 80% within 30 days |
| 6. % of reported faulty traffic signals within 24 working hours | 40 % within 24 hours |
| | 60% within 48 hours |
| | 80% within 7 days |
| 7. % of reported damaged traffic signal poles repaired / replace from when a valid call is logged | 40 % within 14 days |
| | 60% within 20 days |
| | 80% within 30 days |

| Rea Vaya | |
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| Core Service | Service Level Standard |
| 1. Bus timetable ⁴ | 95% adherence to daily bus schedule |
| 2. Station waiting time peak(trunk route ⁵) on a working day | 10 minutes maximum |
| 3. Station waiting time off peak(trunk route) on a working day | 30 minutes maximum |
| 4. Feeder ⁶ bus peak waiting time on a working day | 15 minutes maximum |
| 5. Feeder bus off peak waiting time on a working day | 30 minutes maximum |
| 6. Safety of commuters | 100% compliance to health and safety legislation |
| | Enforcing of bus seating-standing in line with applicable regulations |

| Transport | |
|---|---|
| Core Service | Service Level Standard |
| 1. Comments on permit applications / concurrencies ⁷ | 21 days turnaround time |
| 2. Access Restriction Applications ⁸ | 90 days turnaround time from receipt of application |

⁴ Calculating cancelled/ missed trips

⁵ The main routes from one destination to another

⁶ Feeder route are routes from outer suburbs that join the trunk route at a key station.

⁷ Requests for directions in respect of applications of operating licenses

⁸ Processing of application for an area to have restricted access, application considered in terms of the policy

| METROBUS | |
|--|---|
| Core Service | Service Level Standard |
| 1. % of scheduled public bus trip arriving on time | 95% arrival times |
| 2. Bus timetable | 95 -100% adherence to daily bus schedule (<5 min headway) |
| 3. Safety of commuters | 100% compliance to health and safety legislation |
| | Enforcing of bus seating-standing in line with applicable regulations |
| 4. Response time for walk in queries | All queries acknowledged within 1 hour |

| Joburg Market | |
|---|---|
| Core Service | Service Level Standard |
| 1. Opening a new buyer account | Within 20 minutes |
| 2. Electronic Sales Processing System disruptions | Mirror/back-up 12w system to go live: within 55 minutes |
| 3. Time to resolve cashiering queries when clients are depositing money | Resolution of depositing queries within 30 minutes |
| 4. Repairs of infrastructure facilities | Commencement of repairs on reported infrastructure breakdown within 24 hours |
| 5. Repairs to ripening facilities | 95% availability of banana ripening rooms |
| 6. Cold Room facilities | Average temperature variance not greater than 10% of agreed customer requirements |
| 7. Stakeholder complaints | Response within 12 response |
| | Resolution within 48 hours |

| Housing | |
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| Core Service | Service Level Standard |
| 1. Response to Group Legal and Contracts on new evection matters, where City is joined to provide Temporary Emergency Accommodation (TEA) | Written response to Group Legal and Contracts within 7 days of receiving a request |
| 2. Title deed registration | Within 21 days from lodgment date |
| 3. Issuing of title deeds | <6 months |

| Johannesburg City Parks & Zoo | |
|---|-----------------------------------|
| Core Service | Service Level Standard |
| 1. Maintenance of Flagship Parks ⁹ | 12 maintenance cycles per quarter |
| 2. Maintenance of Developed Parks ¹⁰ | 3 maintenance cycles per quarter |
| 3. Maintenance of Undeveloped Parks ¹¹ | 1 maintenance cycles per quarter |
| 4. Maintenance of Main Arterials ¹² | 3 maintenance cycles per quarter |
| 5. Maintenance of Landscaped Islands and Town Entrances ¹³ | 6 maintenance cycles per quarter |
| 6. Maintenance of Flagship/Active cemeteries ¹⁴ | 6 maintenance cycles per quarter |

⁹ Flagship parks are developed recreational facilities of any size, generally serving communities in a municipal ward. Due to the features and profile of the park, it may serve a wider community

¹⁰ Developed parks are located in residential areas, generally range in size from 1 – 100 hectares and serve communities within a 5 km radius of the park which have been developed and cater for passive and active recreation, including playgrounds, picnic areas and informal playfields

¹¹ Designated public open space that has no park infrastructure at all, and comprises primarily natural (veld) grassed areas, wetlands and streams, trees, bushes and shrubs

¹² JCPZ has taken on the responsibility of maintaining selected, high profile main arterials, main roads and sidewalks and comprises turf and veld grass, weeds and grass encroachments on hard surfaces and verges, new and mature trees

¹³ Landscaped road islands and town entrances within the City developed mostly during the 2010 world cup event. Maintenance is restricted to grass cutting, litter picking and flower bed maintenance

¹⁴ An institutional open space, including land and buildings actively used for burials (first and second, and exhumations) and cremations

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| 7. Maintenance of passive cemeteries ¹⁵ | 1 maintenance cycles per quarter |
| 8. Response to calls logged for removal of fallen trees | 80% of calls attended to within 30 days |
| 9. Response to calls logged for damaged park infrastructure ¹⁶ | 80% of calls attended to |
| 10. Compliance to the PAAZA (Pan-African Association of Zoos and Aquaria) standards | 100% compliance |

| Health | |
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| Core Service | Service Level Standard |
| 1. Waiting times at clinics | Under 2.5 hours |
| 2. Reported notifiable medical conditions | 100% investigated and reported within 3 days |
| 3. Request for services attended to by environmental health services ¹⁷ | 100% of requests attended to within 48 hours |
| 4. Response to complaints and requests for personal health services | 100% response to complaints and requests within 48 hours |
| 5. Availability of tracer drugs at COJ clinics | 90% availability |

| Social Development | |
|---|---|
| Core Service | Service Level Standard |
| 1. Registration of all qualifying individuals for Free Basic Services (FBS) | Immediately upon all documentation provided |

¹⁵ An institutional space as per the definition of an active cemetery where new burials are no longer undertaken, however second burials are conducted as and when requested

¹⁶This is reactive maintenance and is dependent on availability of resources, hence no commitment to turnaround time.

¹⁷ % Request for services attended to: Air Quality Management

% Request for services attended to: Noise Management

% Request for services attended to: Vector control

% Request for services attended to: Water Quality Management

% Request for services attended to: Land & Building Sanitation

| Public Safety | |
|--|---|
| Core Service | Service Level Standard |
| 1. By-Law enforcements ¹⁸ | Response to infringement: within 24 hours |
| 2. Accident reports | Available within 48 hours of accident log |
| 3. Traffic control | 90% response to all logged calls for traffic control within 30 mins |
| 4. Vehicle registration | Process complete in under 50 mins from point of service |
| 5. Driver license renewal | Process complete in under 50 mins from point of service |
| 6. Priority 1 ¹⁹ medical response times | 30% medical calls dispatched in 3 minutes |
| | 70% medical calls responded to in 15 minutes (be at the scene within this time) |
| 7. Fire and rescue calls response times | 30% fire and rescue calls dispatched in 3 minutes |
| | 70% fire calls responded to in 15 minutes (be at the scene within this time) |

| Development Planning | |
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| Core Service | Service Level Standard |
| 1. Building plan approval | 100% processing of building plans less than 500 square metres within statutory timeframes (30 days) |
| | 100% processing of building plans of 500 square metres or larger within statutory timeframes (60 days) |
| 2. Building inspections | 100% Within 48 hours of request |
| 3. Planning Law Enforcement Inspection | 85% First Inspection and issuing of notice- 15 days after registration of complaint |
| | 85% Re-inspection- 31 working days from the date of the first inspection |

¹⁸ Street trading, Waste Management, Advertising, Water and Electricity

¹⁹ P1=Immediate life threatening situations and/or injuries, as well as medical conditions that present the same risk

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| 4. GIS public information counter | 95% Within 20 minutes ²⁰ |
| 5. Online mapping website | 100% Available 24 hours ²¹ |
| 6. Rezoning application | 80% rezoning, applications within 5 months 2 weeks |
| 7. Consent use application ²² | 85% within 2.5 months (excluding post decision legal administration) |
| 8. Township Application | 85% within 5.5 months (excluding post-decision legal administration) |
| 9. Post-decision legal admin ²³ : Subdivisions/Division of land | 85% within 2.0 months |
| 10. Post-decision legal admin: Rezoning | 85% within 3.0 months |
| 11. Post-decision legal Admin: Consent | 85% within 1.5 months |
| 12. Post-decision legal Admin: Township (Excludes processes out of the City's hands e.g. lodging documents with surveyor general, opening a township register etc.) | 85% Division of township application- 28 working days |
| | 85% Extension of time application- 15 working days |
| | 85% Amendments of the conditions- 15 working days |
| | 85% Section 100 application (all pre-proclamation conditions are met)- 28 working days |
| | 85% Change of ownership before Section 82- 15 working days |
| | 85% Proclamation of township- 21 working days |

²⁰ Dependent on CoJ server availability

²¹ Dependent on CoJ server availability

²² The application for a consent use is lodged with a local authority where a proposed land use does not comprise a primary use allowed for in terms of the applicable zoning scheme regulations

²³ Once the land status has been approved from the township establishment process then the actual legal change needs to take place subject to the applicant having complied with all the township establishment conditions

Community Development

| Core Service | Service Level Standard |
|--|---|
| 1. Accessibility to people with disabilities | 80% of facilities to be PWD ²⁴ friendly for physical access |
| 2. Public Pool Lifeguard | Minimum 1 Lifeguard per 50 bathers in accordance with applicable norms and standards |
| 3. Cleanliness of all facilities | 100% of all facilities cleaned daily |
| 4. Access to Library Information Services | 100% of all libraries to be open according to individual operating hours (excluding planned closures with a two week notice period and emergency closures on a as and when basis) |

Johannesburg City Theatres

| Core Service | Service Level Standard |
|--|---|
| 1. Theatres accessible to people with disabilities | 100% accessibility |
| 2. Production start times | 100% of all shows commence within 15 mins as per schedule |
| 3. Safety of patrons | 100% compliance to health and safety legislation |

²⁴ People with disabilities

Group Forensic Investigations

| Core Service | Service Level Standard |
|--------------------------------------|--|
| 1. Reporting of Fraud and Corruption | <p>Feedback to the complainant will be provided within 5 working days for all reports of Fraud & Corruption, Theft, Maladministration as well as Hijacked Properties</p> <p>Channels of reporting:</p> <ul style="list-style-type: none"> • Walk in centre: Group Forensic and Investigation Service, 48 Ameshoff Street, East Wing, Braamfontein, 2000 • 0800 0025 87: 24hr Fraud and Corruption, tipoffs hotline • E-mail: anticorruption@tipoffs.com |

Group Finance

| Core Service | Service Level Standard |
|---|---|
| 1. Clearance certificates | 100% Clearance certificates issued within 30 days of application being received |
| 2. Billing queries logged | 85% Resolved within 30 working days |
| | 95% Resolved within 60 working days |
| | 100% Resolved within 90 working days |
| 3. New Accounts Invoicing | Within 30 days |
| 4. Valid invoices paid | 95% of valid invoices paid within 30 days of invoice date |
| 5. Turnaround time for issuing of refunds | 100% of refunds issued within 30 days |
| 6. Turnaround time for resolving customer complaints raised | 85% of customer complaints responded to within 30 days |
| | 95% of customer complaints responded to within 60 days |
| | 100% of customer complaints responded to within 90 days |
| 7. Acknowledgement of queries | Immediately if in person and on e-mail |
| | Reference number will be provided to acknowledge and track queries logged |

Customer Interface

| Core Service | Service Level Standard |
|---|-----------------------------|
| 1. Call Centre call waiting time | 80% within 60 seconds |
| 2. Customer Service Centre maximum queuing time | 30 minutes 90% of the cases |

Johannesburg Property Company

| Core Service | Service Level Standard |
|--|--|
| 1. Response in acknowledgement of requests, enquiries and complaints | Within 1 day of logged call |
| 2. Provision of answers and/or results related to the receipt of the requests and enquiries regarding properties | Within 3 days of logged call |
| 3. The performance of emergency work for JPC managed facilities | Within 1 day of logged call |
| 4. Performance of minor works on facilities managed by JPC | Within 2 days of logged call |
| 5. Performance of major works on facilities managed by JPC | Within 5 days of logged call |
| 6. Complete the sale or lease and registration of servitudes of Council owned land | Within 6 months after Council Approval in terms of Section 14(2) of the Municipal Finance Management Act |
| 7. Tender placed after Council approval and CoJ Executive Adjudication Committee | Within 4 months of CoJ Executive Adjudication Committee approval |
| 8. Internal allocation of land and buildings to City Departments and Entities (PTOB: permission to occupy and build and lease office space from third parties) | Within 60 days of application and budget confirmation |
| 9. Performance of surveys on the condition of all plant and equipment in order to allow the assessment of the required repairs and maintenance of facilities managed by JPC. | Quarterly |

| | |
|---|--------------------------------|
| 10. Response to general enquiries at client services counter | Within 24 hours of logged call |
| 11. Response to enquiries regarding transactions in pipeline | Within 24 hours of logged call |
| 12. Response to applicants/interest to lease or acquire (formal applications) land and/or buildings | Within 30 days of application |

Definitions index

| Entity/Department | Service Standard | Service Level Standards | Definition |
|-------------------|---|--|---|
| City Power | 1. Read all meters as per CoJ download file and accurately read meters for billing by CoJ | 98% accurate automated meter reading for LPUs | City Power receives a file with meters to be read for billing purposes which is called a Download file. Upon receiving this file, City Power sends it to the meter reading contractors to physically read meters in the field for conventional meters. The readings for the automated meters are extracted from the Meter Data Management (MDM) system and sent to CoJ for billing purposes |
| | | 95% accurate manual meter reading for domestic | |
| | 2. Read all meters as per CoJ download file and accurately read meters for billing by CoJ | 98% accurate automated meter reading for LPUs | |
| PIKITUP | 3. Households in informal settlements including backyard shacks (bag/bin/skip) /hostels (skips) receiving refuse removal services (RCR) | Within 7 days | Round Collected Refuse is the Round the waste collection truck travels to fill up a load |