

2010 Customer Satisfaction Survey

06 October 2010

Statement by the Executive Mayor of Johannesburg, Cllr Amos Masondo, on the occasion of the media briefing on the 2010 Customer Satisfaction Survey results, Metropolitan Centre, Mayoral Parlour, Braamfontein – Johannesburg

Programme Director

Members of the Mayoral Committee

City Manager: Mr Mavela Dlamini

Managers and Officials

The Media

Ladies and Gentlemen

The customer satisfaction status on the delivery of services in the City of Johannesburg has stabilised in the past two years – with some improvements in key areas.

The City commissioned the Bureau for Market Research (BMR) at the University of South Africa to conduct the Annual Customer Satisfaction Survey amongst the residents and the business community [in Johannesburg].

A total of 3 000 residents in all seven of Joburg's administrative regions and a total of 750 businesses represented by role-players, ranging from SMMEs to large formal corporations, participated in this important process and exercise.

The City of Johannesburg considers the results of the survey a critical tool to use in determining the perceptions of customers about the quality of service delivery. In part, (very important) together with other data and mechanisms, the City has sought to use this information to determine key needs and priorities for the future.

In order to enhance their work, the different departments and entities in the City have been provided with details of this report and advised to consider, discuss and effect corrective actions to address identified weaknesses.

An analysis of the results show that customer perceptions of the City reached a relatively low point in 2005 but has subsequently been turned with steady improvements in the ensuing years. The 2010 survey confirms this upward trend and stabilisation in positive perceptions.

The Bureau for Market Research Survey concludes as follows: "Overall it seems that no deterioration in core municipal service delivery occurred from 2009 to 2010."

The service performance of four collective municipal service areas (street sweeping and litter control; fire and ambulance services; municipal clinics; and informal trading facilities) as well the control of urinating in public, Walk-in Centres and formalisation and regularisation of informal settlements has, however, deteriorated since the 2009 Customer Satisfaction Survey.

The researchers stated that the results of the survey should be evaluated against a number of external factors such as the slowdown in international economic performance resulting in lower consumer and business confidence.

The study was also conducted in the period after the national and provincial elections in April 2009 and during the build-up for the 2010 Soccer World Cup. In this period the Bus Rapid Transit (BRT) system was launched accompanied by reports of tensions with taxi operators, service delivery protests across the country were on the increase and Eskom announced significantly higher tariff increases of 35%. Many of the perceptions resulting from a successful hosting of the World Cup and the growth in public support for Rea Vaya have not yet been factored into the survey.

Core Household Services Satisfaction Results

The overall trend shows an increase in the core services satisfaction climate from an index of 58 in 2005 to 65 in 2010. Compared to the previous year, 2009, the City saw an increase of 1 percentage point in satisfaction, which shows our continued commitment towards improved access to basic services for all. In this regard, core services include provision of electricity, sanitation, refuse collection, storm water, neighbourhood streets, water and streetlights.

The following are specific findings about the core services mentioned above:

Electricity

In 2009, electricity recorded a score of 6.66, which improved slightly to 6.86 in 2010. Compared to 2009, the 2010 satisfaction levels for electricity provision showed increases in region C (Roodepoort), Region D (Greater Soweto) and Region E (Sandton/Alexandra).

However, 16.1% of households in the City were dissatisfied with electricity in 2010. Within this ratio, 47.6 % of households claimed service interruptions as their major concern and 32 % cited unaffordability and high tariffs.

Refuse collection

Refuse collection recorded the highest satisfaction rating in 2010 compared to all other core services. Only 4.7 % of the households were dissatisfied with refuse collection.

Amongst the dissatisfied, 44.6 % indicated that refuse is seldom collected. Approximately 29.5 % of the dissatisfied cited that uncollected refuse poses serious health risks.

Neighbourhood Roads

Neighbourhood roads recorded the second lowest satisfaction in 2010. Since 2006, the rating score has fallen amongst the bottom three.

About 19.7% of the households were dissatisfied with neighbourhood streets in 2010. Amongst the dissatisfied, 53.4 % indicated poor maintenance as a major reason. Poor maintenance also topped the list of dissatisfaction in 2008 and 2009. A further 29.6 % claimed that roads are not tarred or are dusty or muddy.

Water provision

The provision for water was listed amongst the top three in 2010. About 11.2 % of the households showed dissatisfaction with water provision. 38.5 % of those dissatisfied cited water cuts as the main source of their dissatisfaction.

Stormwater

The satisfaction score of stormwater improved significantly since 2007. Only 8.1 % of the households showed dissatisfaction with stormwater systems citing blocked systems and lack of maintenance as the major reasons.

Street/public lights

Street lights recorded the lowest score of all core services, despite marginal improvements since 2007. About 20.9 % of the households indicated that they are dissatisfied with street/public lights, with the highest levels of dissatisfaction recorded in Region G (Ennerdale/Orange Farm).

Amongst the dissatisfied, 76.9 % cited poor maintenance as the major reason and 14.1 % indicated that there are no or not enough street lights in their area.

Sanitation and waste water

The satisfaction rating regarding sanitation and wastewater fell amongst the lowest three in 2010. However, its ratings show consistent increase in satisfaction since 2007. Region G, (Ennerdale/Orange Farm) reflects the lowest satisfaction with sanitation and waste water. 14.4 % of the households showed dissatisfaction with sanitation and wastewater.

Of those dissatisfied, 52.4 % cited no proper sanitation or flush toilets as major concern and 27.6 % listed toilet blockages or bursts pipes.

Other Results

Community services

The overall trend shows a gradual improvement in the satisfaction with community services between 2005 and 2009 followed by a decrease of 4 percentage points in 2010. Once again, the utilisation of pedestrian walkways, clinics, cemeteries, taxi ranks and informal trading were rated high. However, the City recognises a need to increase utilisation of museums, theatres and garden refuse sites.

Public Safety and By – Law Enforcement

The trend with regard to public safety shows a gradual decline in satisfaction from 2005 to 2010. A drop in satisfaction of 7 percentage points was noted between 2009 and 2010. Results also indicate that there is a perception amongst some residents that Johannesburg is an unsafe place after dark.

Residents from all regions, except residents of Region F (the Inner City), have expressed concerns about safety in Johannesburg.

The trend with regard to by-law enforcement shows a slight increase in satisfaction between 2006 and 2009 with a considerable drop of 4 index points in 2010 to levels seen in 2007.

Traffic control

Perceptions of households about traffic control increased fairly consistently from 2006 to 2009 but dropped to a lower level in 2010. Regions B, C, E, and G reported the lowest rating.

31% that expressed dissatisfaction with traffic control cited insufficient officers, police visibility and limited traffic policing as the major reasons.

Crime Prevention

Household perceptions of crime prevention were generally low in 2010, especially in regions B and C.

Billing & Payment

There was a noted increase in the satisfaction with billing and payments from 2007 to 2010. However serious concerns about the City's ability to deal with incorrect accounts were once again cited in 2010. Four (4) out of the seven (7) regions recorded average satisfaction ratings of below 6 for this item.

Customer Care

Customer care has significantly deteriorated since 2009 by a 15 percentage points.

Participation and Communication

The satisfaction index for communication efficiency shows a consistent increase since 2006. However the results are founded on very low levels of participation and low awareness of the City's communication modes.

Corruption

Approximately 22% of households indicated that they were aware of corruption in the City. Bribery, fraud and abuse of power were mentioned as key forms of corruption. A significant number of citizens (about 14.1%) are not aware of the corruption hotline and very few (about 11.4%) are reporting corruption to the City's authorities.

It must be noted that since the survey was conducted in November 2009, the City has taken a number of initiatives that should have a positive impact on the quality of service delivery in Johannesburg as well as the public's perceptions.

The launch of a "one city; one number" call-centre system to record customer complaints about service delivery and to speed up the City's response times;

The final stages of Operation Phakama to clean up the billing systems and ensure that customers receive accurate information on their accounts;

Growing public support for the Rea Vaya BRT with an increasing number of commuters making use of the system and commenting positively about quality and efficiency. Agreements reached with the taxi industry have also lessened the tension in this sector;

A decline in crime statistics during and following the World Cup resulting from the introduction of more technology systems (including CCTV cameras) and an increase in the number of members in uniform and the

Global positive reactions to the successful hosting of the 2010 World Cup which should also reflect in positive perceptions about the City among residents.

These surveys are helpful for the City to gauge public perceptions and to identify areas where service delivery must be improved. Overall, these results indicate that perceptions about service delivery in the City of Johannesburg are stabilising.

Thank you

Tribute by the Executive Mayor of the City of Johannesburg, Councillor Amos Masondo, on the occasion of the memorial and unveiling of a tombstone in honour of the late mayor of the Southern Metropolitan Local Council (SMLC), Comrade Sophie Masite, ST Paul's Anglican Church, Ipelegeng Centre, White City - Soweto - Johannesburg