

At the media briefing on the 2007 Customer Satisfaction Survey

21 November 2007

STATEMENT BY THE EXECUTIVE MAYOR OF JOHANNESBURG, CLR AMOS MASONDO, AT THE MEDIA BRIEFING ON THE 2007 CUSTOMER SATISFACTION SURVEY, METROPOLITAN CENTRE, MAYORAL PARLOUR, BRAAMFONTEIN - JOHANNESBURG

Programme Director

Members of the Mayoral Committee

Fellow Councillors

City Manager: Mavela Dlamini

The Media The Customer Satisfaction Survey of 2007 that was conducted amongst 3 000 residents and 750 business persons in Johannesburg by the Bureau of Market Research of the University of South Africa (UNISA).

The results of this study indicate that perceptions about service delivery in the City of Johannesburg are stabilising. According to Professor Deon Tustin of the Bureau of Market Research this survey was conducted at a time when a number of external factors had an influence on the perceptions about service delivery. These factors included the problems experienced on electricity, the release of national crime statistics and the public sector strike. According to him, the international experience shows that there is a lag period between improvement in service delivery and the impact it has on public perceptions.

Despite, the above, the results show that there is still a broad feeling among participants in the poll that Johannesburg delivers services of a good quality and that life in the City is improving. The City of Johannesburg keeps on lifting the bar on service delivery as it uses scientific data to measure public perceptions and use this to determine priorities and to further clarify its programmes.

This Customer Satisfaction survey shows that public perception about service delivery in Johannesburg will improve in the coming 12 to 18 months as a number of important infrastructure projects come into operation. Some of the projects include the following:

- The Bus Rapid Transit Transport system (BRT) which is expected to revolutionise public transport in Johannesburg. The new system will deliver a safe, cheap and reliable transport.
- The replacement of aging electricity infrastructure is being accelerated. In the financial year 2006/2007 and 2007/2008 the City shall have spent more than R800 million.
- Initiatives to clean up the Inner City are paying dividends. We have stepped up our enforcement of City by-laws against serial polluters and we have also recently introduced the underground bins for the disposal of waste especially in busy areas such as taxi ranks and bus facilities.
- More than 200 000 new trees will be planted by 2010 and a comprehensive environmental project is being undertaken to rehabilitate the Klipriver.
- The City's 2010 Legacy Projects will become even more visible within the next 12 to 18 months. This includes the introduction of new street furniture in the CBD, the

greening of soccer fields and open spaces across the City, the establishment of an Olympic size swimming pool and building of a theatre in Soweto.

- Ellis Park Precinct and the adjacent Berea and Hillbrow will undergo a dramatic rejuvenation process in the run-up to 2010.

Among the key findings in this year's survey are:

Service / priority	Measure	Households		Business	
		2006	2007	2006	2007
Current service delivery performance	% good and very good	45.7	43.6	40.5	49.6
Confidence in CoJ as City	% fairly and very confident	60.4	53	50.8	52.3
Satisfaction with electricity	Rating out of 10	6.25	5.96	6.57	6.89
Refuse collection	Rating out of 10	6.97	7.4	7.03	7.81
Neighbourhood streets	Rating out of 10	5.65	5.28	5.73	6.4
Water provision	Rating out of 10	7.5	7.05	7.56	8.1
Grass cutting	Rating out of 10	4.86	5.95		
Parks	Rating out of 10	6.36	6.87		
Road Maintenance	Rating out of 10	6.01	6.4	5.62	6.35
Street sweeping and litter control	Rating out of 10	5.50	6.22	5.68	6.12
Traffic lights	Rating out of 10	6.91	6.99	5.93	6.58
Control of illegal squatting	Rating out of 10	6.18	6.87	5.94	6.87
Control of illegal dumping	Rating out of 10	6.56	6.26	6.17	7.00
Metro Police	Rating out of 10	6.92	6.11	6.49	5.69
Correctness of municipal accounts	Rating out of 10	6.69	7.17	6.84	7.59
Attitude of staff at payment points	% good and very good	65,9	72,8		

Both households and businesses have identified Unemployment, Crime and HIV/Aids as the top three priorities to be addressed. Households still perceive the City as an unsafe place to work in although they expressed feeling safe in their own neighbourhoods.

We are aware of the concerns expressed about crime from business, residents and individual citizens. There are, however, those who want to perpetuate the stereotype and the notion that Johannesburg in particular is a place ridden with crime - the crime capital of the world. This is being economic with the truth. We are committed to building safe and secure communities and safety remains a priority in our work. We have a Safety Strategy in place and we continue to work closely with the South African Police Service.

We are also committed to work with all the stakeholders including business, civil society organisations as well as communities in the fight against crime. By the year 2010 the total figure of trained and employed metro police would have increased to 4 000 officers. The

fight against the HIV and AIDS epidemic is a mayoral priority in the City of Johannesburg. Our approach is informed by the need for Openness, Prevention and Care for the affected and infected. We continue to work with organisations of civil society.

These surveys are very important in the work that we do in the City and help us to gauge public perceptions and to identify areas where service delivery should be improved. These studies add an important scientific dimension to a process of self evaluation and monitoring.

Thank you