



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

WCSIF

SMART CITIES

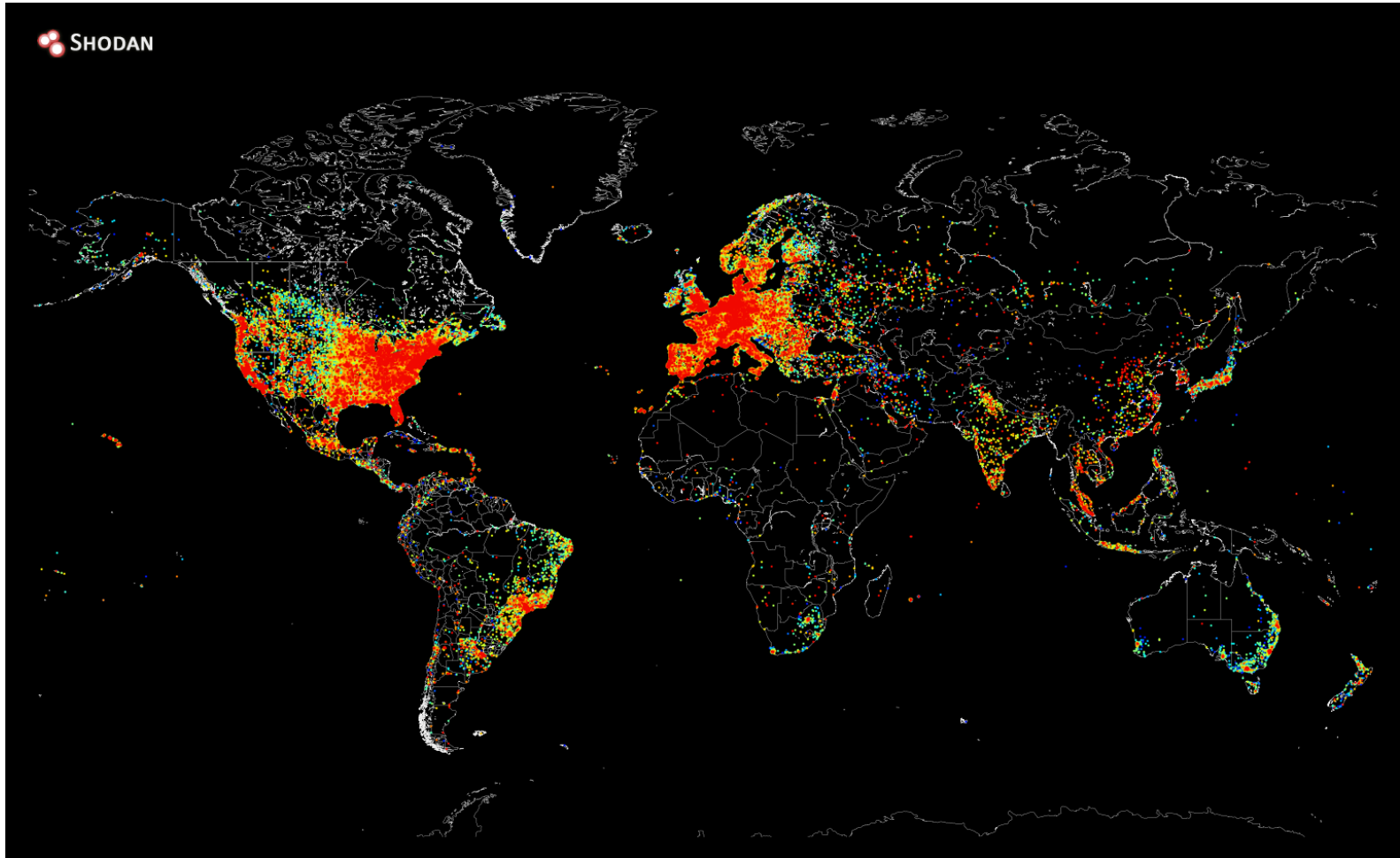
Making progress possible. **Together.**

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# WHAT IS A SMART CITY?

# CONNECTIVITY:

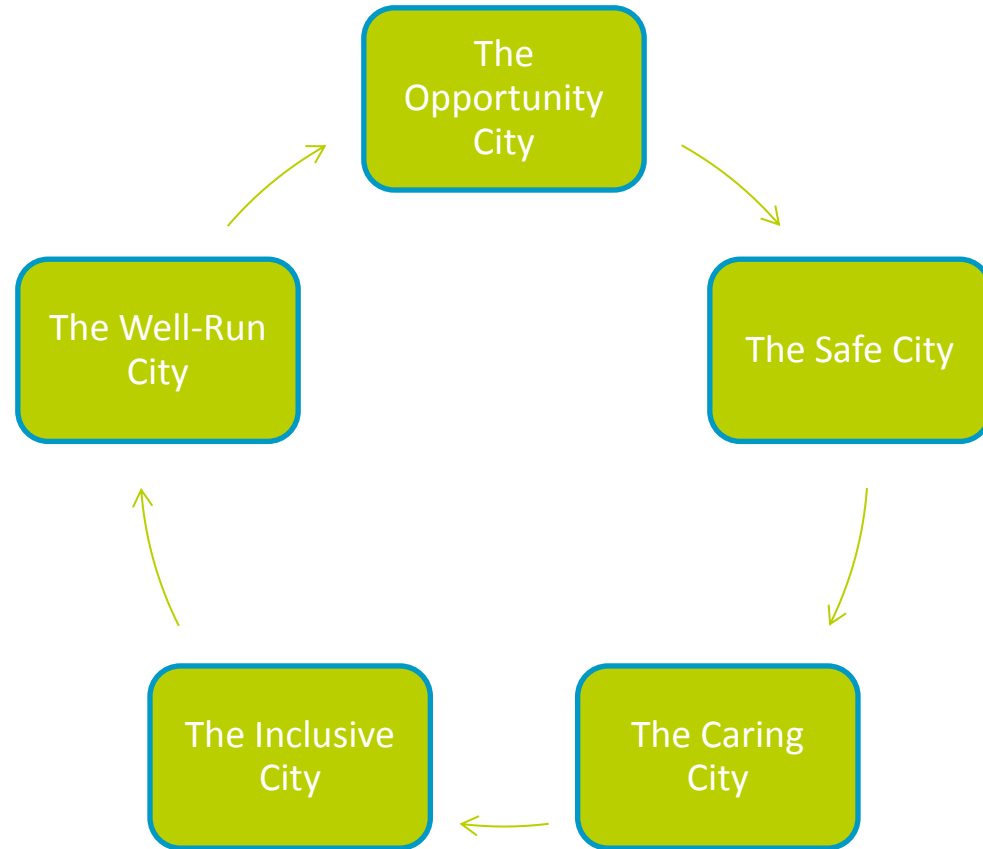
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# The City of Cape Town's Vision is based on Five Pillars

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# Content:

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## Smart City Offerings:

- Universal Broadband Access Programme
- Smart Cape
- WiFi Public Access Point Programme
- Open Data Portal
- Mobile eServices Application
- SAP C3 Notification System

# City's Broadband Project

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# Connecting The City of Cape Town



- Existing Routes
- Routes to be built 2014/15
- Future Routes (2015-2020)

The **Broadband Project** has adopted a '**Universal Plan**' which will expand the municipality's optic fibre infrastructure throughout the Cape Town Metro Area

Total 1 042km of core cable

And use this infrastructure to expand the Metro Area Network, provide services to other government entities, and develop new revenue streams for the City

To do this we need to become a 'carrier of carriers', which means we must have multiple switching facilities, and be reliable and cost-effective

Time frame: five to seven years from 2012

Capital cost: R1.3 billion for project

**Budget: R213.7million 2014/2015  
financial year**

# 1.2(a): Fibre-optic network programme

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- The City's initial focus in rolling out this network has been to both reduce telecommunication costs and improve high speed converged services such as data, voice and video to municipal facilities.
- Capital expenditure to June 2015, including phase 1= **R463 million**.
- The City's broadband project has total of over 700 km of fibre-optic cable installed in the City's own duct network.
- Significant milestones of phase 1 included:
  - **328** buildings connected via broadband fibre, with an additional 164 buildings to be connected by June 2016.
  - A total of **25** City clinics connected by self-provisioned high-speed telecommunications services
  - **24** switching rooms constructed and operational; and 13 new switching facilities and aggregation nodes to be constructed by June 2016.
- To date, the City has saved over **R120 million** on internal telecommunications charges, with an additional **R 252 million** of costs that have been avoided. There is also a revenue of **R23.6 million** that has been generated through the leasing of spare capacity. These savings are being reinvested to fund the further expansion of the network.
- The next phase of the project will see the fibre-optic infrastructure extended throughout the Cape Town metropolitan area, connecting more than **700** public buildings, including clinics, libraries and administrative centres.
- A total of **1275** buildings both public and private buildings to be connected by 2021.





# 3. Wireless Public Access: Digital Inclusion Project

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# Why is digital inclusion important?

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## Access

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Expand the **availability** of **affordable high-speed** internet access in the City and the Province

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## Readiness

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Support **education** to enable residents to successfully leverage technology

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Support the development of the **skills** required for industries focussed on technology-enabled services and products

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## Industry

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Promote the production of tech-enabled **services** and knowledge-enhanced **products**

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Encourage **productivity-enhancing** use of technology in the business sector

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## Engagement/ Usage

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Increase the digital **presence** of the City and the Province

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Drive broadband **usage** by making more citizen-facing **services** available on **digital platforms**

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Use digital channels to improve or **enhance service delivery**

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Make **government data** available for the development engagement platforms and tech-enabled products

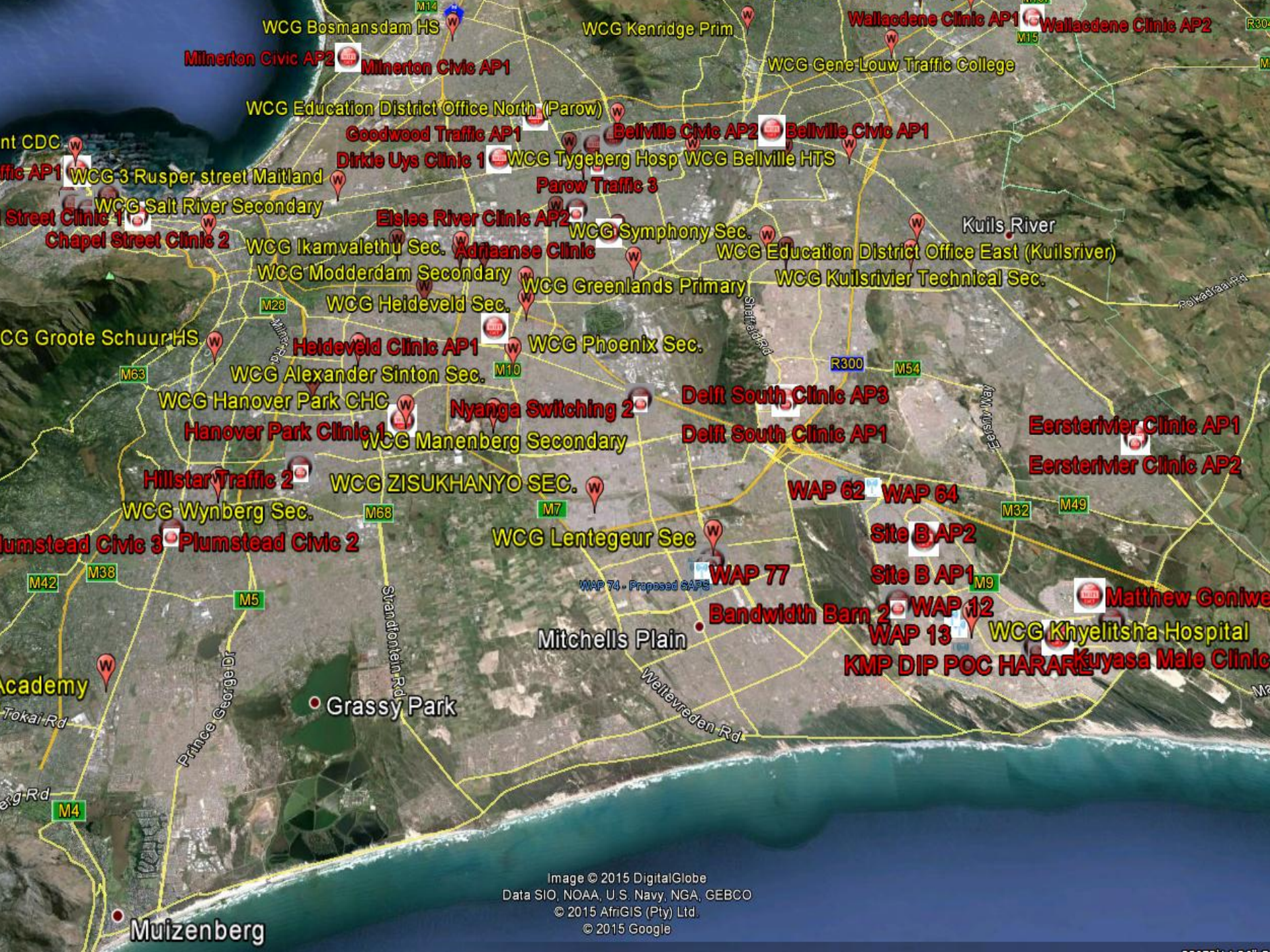
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# 1.2(a): Fibre-optic network programme : Digital Inclusion Project (Wi-Fi Hotspot Roll-out)

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- The proof of concept funded by the USTDA in the Khayelitsha and Mitchells Plain area provided access to free public Wi-Fi through commercial service providers:
  - Mweb : Uncapped
  - Orange: 3 GB per day
  - Always on: 50 MB per day
- During January 2015 these service providers recorded the following number of patrons who made use of this service: Orange = 9872, Mweb = 3530 and Always On = 235.
- This goes to prove that the progressive business model of the City, which means that the service (with a very large amount of free internet access) is being provided at minimal direct costs to the City, is working very well.
- Construction continues with the following digital inclusion projects:
  - **201** Wi-Fi access points at over **80** City facilities, which includes IRT bus stations, clinics and libraries to be provided with public Wi-Fi
- As the number of Wi-Fi access points increase the service provided by the 3 service providers is automatically made available from these new facilities. The proof of concept is drawing to close, and the project is to be formalised and a tender process is underway in this regard.





WCG Bosmansdam HS, WCG Kenridge Prim, Wallacedene Clinic AP1, Wallacedene Clinic AP2, Milnerton Civic AP2, Milnerton Civic AP1, WCG Gene-Louw Traffic College, WCG Education District Office North (Parow), Goodwood Traffic AP1, Bellville Civic AP2, Bellville Civic AP1, Dirkie Uys Clinic 1, WCG Tygeberg Hosp, WCG Bellville HTS, Parow Traffic 3, WCG 3 Rusper street Maitland, WCG Salt River Secondary, Street Clinic 1, Chapel Street Clinic 2, Elsies River Clinic AP2, WCG Symphony Sec., WCG Education District Office East (Kuilsriver), WCG Ikamvaethu Sec., Adriaanse Clinic, WCG Modderdam Secondary, WCG Greenlands Primary, WCG Kuilsrivier Technical Sec., WCG Heideveld Sec., WCG Groote Schuur HS, Heideveld Clinic AP1, WCG Phoenix Sec., WCG Alexander Sinton Sec., Nyanga Switching 2, Delft South Clinic AP3, Delft South Clinic AP1, Hanover Park CHC, Hanover Park Clinic 1, WCG Manenberg Secondary, Eersterivier Clinic AP1, Eersterivier Clinic AP2, Hillstar Traffic 2, WCG ZISUKHANYO SEC., WAP 62, WAP 64, WCG Wynberg Sec., WCG Lentegeur Sec., Site B AP2, Site B AP1, Plumstead Civic 3, Plumstead Civic 2, WAP 77, Bandwidth Barn 2, WAP 12, WAP 13, Matthew Goniwe, WCG Khyelitsha Hospital, Kuyasa Male Clinic, KMP DIP POC HARARE, Grassy Park, Mitchells Plain, Muizenberg

# Cont.

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- **Wi-Fi on MyCiti busses**

- Following the initial unsolicited bid received the City has been approached by other companies too.
- A formal SCM process which involves a RFQ etc. has been identified as being necessary.
- The specification for this service has been drafted and circulated to both SCM and TCT for comment.
- A final draft is now being prepared before the tender for the service on MyCiti busses will be issued

- **Mobile data spectrum application**

- The application has been approved for both an ECNS license
- Awaiting appropriate spectrum approval to address immediate and future City needs.

- **To support a new mobile wireless network for:**

Safety and security usage including law enforcement, emergency services and disaster management

- Pictures and files
- Video streams
- Messaging

Connectivity for critical infrastructure management, utility services management, smart meters, SCADA systems, remote monitors and sensors, building management, etc

# 5. eServices Mobile Application for Citizens

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# eServices: Online & Mobile Interactive Platform

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- Our Information Systems and Technology and E-Communication Departments have developed a dedicated eServices website site that was launched in 2013. Citizens can now transact with the City online and perform numerous functions that used to have to be done via the Call Centre.
- These services include:
  - Purchasing electricity
  - Pet finder
  - Accounts and Billing Management
  - Fault reporting (Creating C3 notifications)
  - Job applications.
- *Should residents opt to use the internet:*
  - E-mail: [Contact.Us@capetown.gov.za](mailto:Contact.Us@capetown.gov.za)
  - The City of Cape Town website: [www.capetown.gov.za](http://www.capetown.gov.za), or via: eServices
  - Twitter
  - Facebook
  - LinkedIn
- *The Call Centre can be contacted on:*
  - Tel: 0860 103 089 (24 hours a day for Utilities)
  - SMS: 31220 (electricity), 31373 (water)
  - 107 Emergency Line
  - 100 Free Call Lines
- The City also launched a Transport for Cape Town Mobile Application in 2014



## e-Services

[City of Cape Town](#) > [English](#) > [EServices](#)

### Welcome to the City of Cape Town's e-Services website.

Use this site to access the City of Cape Town's services online, 24 hours a day, 7 days a week. Please note that registration is required for most of these; others are gateways to approved third party sites. More services will be added as they are developed.

Home

Accounts

Buy prepaid electricity

Careers

CityPetFinder

ECAMP

Electronic invoices

Film permit bookings

Meter readings

Conveyancing

Municipal accounts

Registration

Service Requests

Traffic fines

Vehicle licence renewal

FAQs

How do I buy prepaid

Reprinting a previous

Collecting Free Basic

Tariffs

Security

Prepaid electricity help

Third party vending sites

#### Service Requests

##### Report infrastructural defects

- ▶ Street lights
- ▶ Meter queries
- ▶ Road repairs
- ▶ Flooding
- ▶ Tree removals



#### Municipal accounts

- ▶ Register
- ▶ Login
- ▶ Pay
- ▶ View
- ▶ Meter readings
- ▶ Conveyancers



#### Careers

##### Latest jobs

- ▶ View vacancies
- ▶ Register
- ▶ Apply online



#### Pet registration

- ▶ Register
- ▶ All pets
- ▶ Animal Bylaw 2010





# 8. SAP C3 Notification System

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# What is a C3 Notification?

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- *This C3 notification system is based on a number of sources to input spanning the city, ranging from the City's **150** FreeCall Lines, the eServices website, the water and electricity SMS lines, the Corporate Call Centre and every council-owned computer.*
- *The system allows residents, politicians and officials to register service delivery faults onto the online system, wherein they are routed to the correct departments for action and tracked to resolution. At any time, a registered user can log on to the system and track the progress of their request.*
- *The majority of the C3 notifications reported to the City are done so through our Corporate Call Centre which was established in 2003. The contact centre provides a single point of entry to residents and businesses, for accounts, general enquiries and service related requests.*

Telephony Edit Goto Incoming calls Outgoing calls Agent System Help

**Customer Interaction Center**

End contact

Business Partner

Last/first  
 Busines...  
 PC/CTY/ERF  
 Part/C.Acc  
 ID type/No

Actions

Overview Customer Move Finance Notify Orders Rates

Environment Documents BP Hit List Clipboard Contact History

Business Partner Search - Initial

Partner	Short Text

Short text Object type

RQ1 (1) (100) r3uqapp3 INS

start Deleted Items ... Removable Dis... Windows Medi... Master Volume CREATING OF ... 2 SAP Logon ... 10:06 AM

# Benefits of C3 Notifications

## Investing in Service Delivery Processes as a responsive City

### EASE OF CONTACT

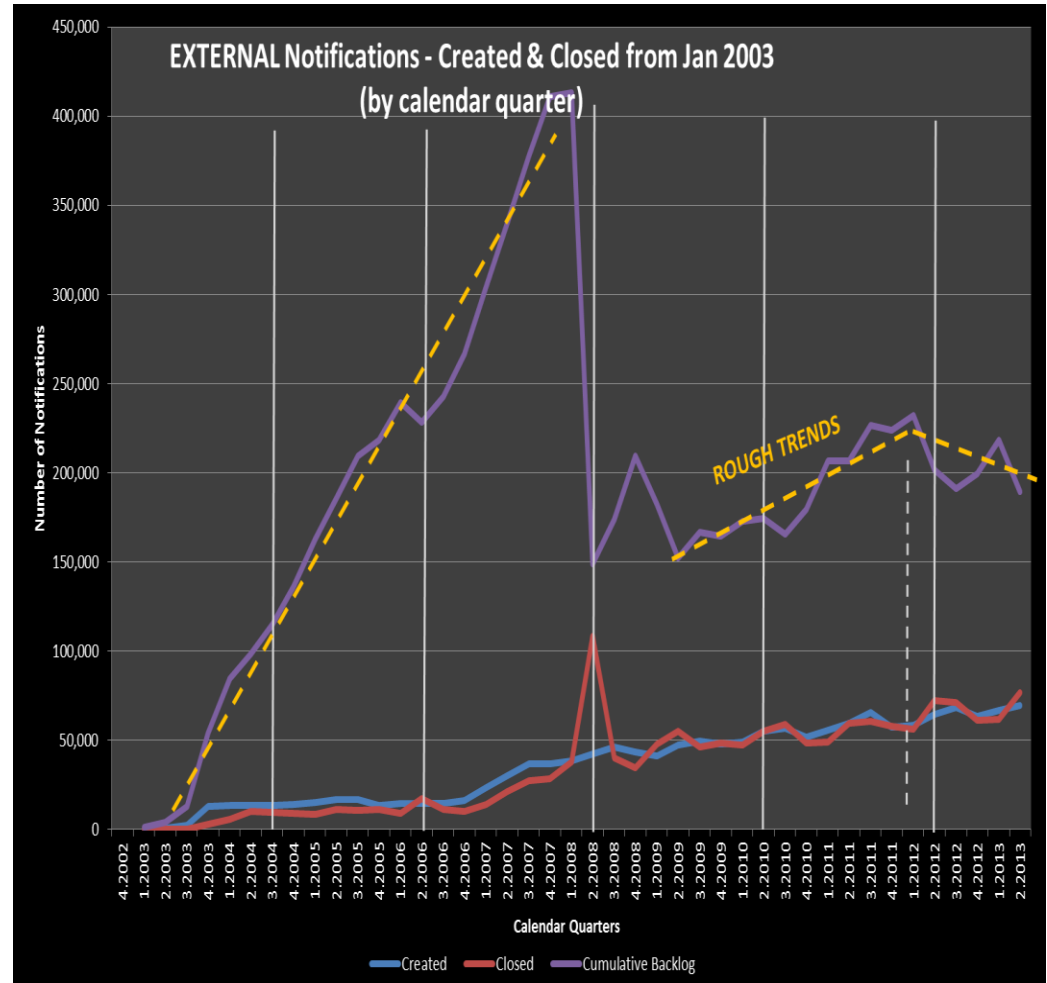
- Citizen contact strategy

### EASE OF RECORD

- Incident Management
- Work Management

### PERFORMANCE MANAGE

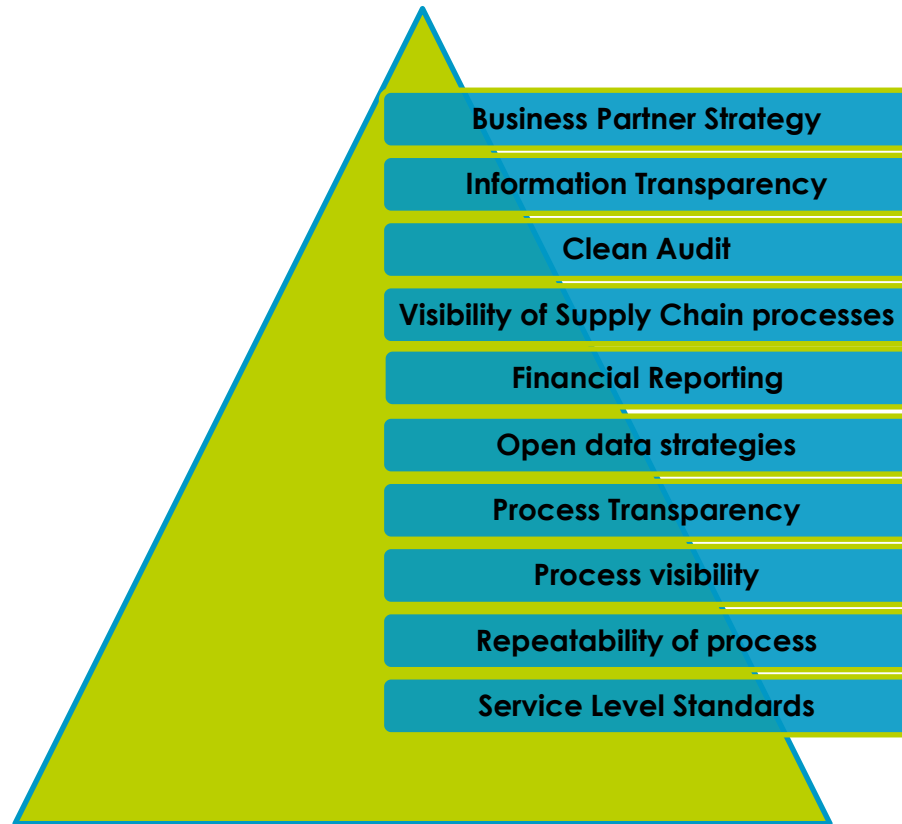
- Responsiveness
- Completeness
- Asset management



# Accountable Government

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## How do C3 notifications contribute to Cape Town as a Well Run City?





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**Thank You**

**Making progress possible. Together.**