



MMID OPERATIONS REPORT - Gary Bower

PROGRAMME 1: MANAGEMENT & OPERATIONS

- Ongoing management of the MMID operations by
 - Gary Bower - Operations Manager
 - Lianne Lippert - Administrative Manager
 - Alda van Niekerk - Projects Coordinator

The month to month tasks under this portfolio is as follows;

- Networking within the MMID and neighbouring areas - 39 Members visited
- Networking with other CID managers
- Providing monthly reports to MMID directors
- Holding monthly board meetings
- Promoting MMID membership -
 - 2018 = 73 members
 - 2019 = 114 members
 - Of the 114, in terms of the CCT's new regulations, 91 members are fully compliant
- Submitting input to the City's capital budgets & Integrated Development Plan
- Input to Council via Ward Committee seat, which Gary holds
- Mediating matters/issues arising among property owners
- Holding Annual General Meetings
- Networking with CCT offices and departments that deliver services - 59 Officials visited

PROGRAMME 2: PUBLIC SAFETY

We have not made any changes to our structure in terms of how the MMID Public Safety Officers are deployed as we have found through the decrease in most categories of crime, the deployment has been successful.

Where there has been an increase in street contact crime, e.g. robberies, the MMID Public Safety Officers are deployed to conduct visible stand downs with their vehicles at these hotspots.

Just to refresh: The MMID area is divided into 3 manageable sectors and the MMID Security Service Provider deploys three (3) vehicles 24/7.

In the event of a vehicle becoming mechanically un-sound or being involved in a collision, it is immediately replaced, irrespective how long the mechanical / damaged vehicle is out of service.

Through the MMID Security WhatsApp group, all activities / incidents that are executed by the MMID Public Safety Officers are recorded and later captured for record purposes and quarterly evaluations held with the MMID Security Service Provider.

MMID Public Safety Officers have made arrests ranging from:

- Robbery
- Possession of dangerous weapons
- Assault
- Intimidation
- Theft
- Burglary
- Possession of presumably stolen property
- Theft out of motor vehicle
- Possession/dealing in illegal substances

The recycling businesses in the area have been working with the MMID to improve their operations. They have made a commitment to only buy from recognised / legal items, i.e. not burnt copper or recognisable metal items such as path railings, drain covers, etc. This has not only resulted in a cleaner property, but also the common areas in and around the recycling businesses

Another commitment they have made is to immediately contact us if they notice suspicious behaviour or if suspicious items are attempted to be sold to them.

We have noticed an increase in card fraud and / or card swopping within the MMID and the trend appears to be around ATM's at fuel stations.

Although fuel stations are private property, we are networking with them simply as a reporting tool as the suspects are either on foot or by vehicle. When suspects leave the property and enter common areas, our PSO's are then able to alert the necessary authorities to address the situation.

We will be embarking on a campaign from January 2020 to visit all businesses within the MMID with the aim to set up the Business Directory, but also equally importantly to increase membership.

Our ability to obtain information around crime via WhatsApp chat groups is proving highly effective. Street committees, proven to be effective in other areas, will also be started early in the new calendar year.

INFORMAL TRADERS

The current position is that there are only two legal trading sites in Montague Gardens

- Montague Drive and Link Road (Opposite John Montague Square)
- Montague Drive and Marconi Road (Outside Peter Park)

Since the MMID started up, we became aware of concerns around the Informal Traders within the MMID.

- There were suspicions of them selling drugs and or similar as it is inconceivable that one would sit there a whole day and find it financially viable to keep doing so 5 days a week making a sustainable living from selling chips, cigarettes, fruit and sweets.

This suspicion was tested on a few occasions and what was found was that there would apparently be an individual (s) from the nearby Joe Slovo Park who would on an irregular basis go around and use the location of the Informal Trader to ply his own trade.

Our Law Enforcement Officer was utilized to conduct searched of them and their locations and this did not turn up any drugs.

- That they all did not have the necessary permits to be allowed to trade within the area of the MMID or anywhere.

They were however being granted concession letters which, after communicating with the Office of Economic Development, got these stopped as they were not allowed to issue them.

- That their residency status is questionable.

A survey was done and what we found was that there seems to be a few Informal Traders that are currently being managed by an individual. This concern has been reported to the Office of Economic Development.

Since the intervention by the MMID, the Office of Economic Development has had to relook at the currently Informal Trading Plan and has since informed that they are busy revising it, not only for the MMID but for the whole of Ward 4. It is not at the stage for public participation yet.

Till then, they are being addressed by the Law Enforcement Officer for the MMID in terms of them not trading with a valid permit.

Regular and on-going operations have been conducted over the past year by:

- Informal Trading Unit - Bellville South
- Law Enforcement - Big Bay

Meetings have been held by the MMID with Mrs Alexander from the Office of Economic Development to address the non-compliance of the Informal Traders operating within the MMID and the issuing / re-issuing of concession letters. The following was decided:

- No new concession letters will be issued.
- Informal Traders who do not comply with the current by-law will be dealt with accordingly by Law Enforcement.
- Traders will be referred to Mrs Alexander's office for the legal application process.

Also discussed:

- The system being manipulated / abused. This after the Informal Trader at the intersection of Omuramba Road and Kunene Crescent was approached following a complaint received. He showed Law Enforcement a Concession Letter which was for a site in Montague Drive and BP Road. This clearly showed a lack of integrity by the Trader for the privilege given to advance in some entrepreneurial way as an up and coming entrepreneur.
- Possible financial abuse by those who they work for after the point was raised as to how much could they possibly earn selling the products that they do.
- Another point that was raised was what else could they be selling to supplement their daily income to make it more viable, e.g. Illegal substances
- The research done indicated that they are all Foreign Nationals which raises the point of their residency status.

Suggestions from the MMID to be considered when the Informal Trading Plan is amended:

- May not be in or near businesses that are selling the same products.
- Stall / facility must not be unsightly, e.g. gazebo or similar structure.

- Access to toilet facilities
- Installations of green litter bins
- Before any permits are issued, the residency status of the applicant and his appointed assistant is investigated and confirmed and to be stated on the permit.

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With the above said, the Informal Traders will be dealt with on a one on one complaint basis and should he be removed from a site, that site must remain vacant.

We will be informed of the commencement date for the public participation which will run for 30 days and comments must be made in writing. Her office will hold 3 information meetings (dates to be advised) with the public at Milnerton Library, Joe Slovo Park Community Hall and Summer Greens Community Hall.

The process that will follow the public participation;

- Report will be submitted to sub-council
- Discussed at sub-council
- If approved, it will go to Mayco and Council

She will also send us an electronic version of the draft plan and comment sheet for distribution to the property owners in the area.

The MMID is currently awaiting the Draft Informal Trading Plan in order to have input into the legal trading locations proposed.

OPERATIONS

Law Enforcement Displaced Persons Unit (DPU)

These operations are on-going to address the current situation of homeless people in the area who currently can be found at the intersection of Railway Road and Link Road where illegal structures are erected. The operations are held at least twice a month which involves those structures being removed at which time the dumping and littering by the homeless is also addressed. Should anyone of them require assistance, contact is then made with Street Peoples Programme to intervene.

Law Enforcement Informal Trading

These operations are on-going in terms of them being addressed daily by the MMID Law Enforcement Officer who will, at his / her discretion, either fine or fine and confiscate. Regrettably, they are not compliant to the actions of Law Enforcement and I believe that this will be remedied when a formal Trading Plan has been approved and implemented.

Traffic

These operations are also on-going, mainly at the discretion of the Milnerton Traffic Head, P.I. Liebenberg, however, should the MMID have or receive complaints, these are forwarded to her office and included in their operational plan for execution.

PROGRAMME 3: CLEANING

It is just a little over two years down the line since our humble beginnings in July 2017 and we, as the MMID, believe we have gotten a hold of the daily dirt and grime within the MMID.

Through the endeavours and management of the MMID Cleaning Service Provider, I believe that we have made a notable difference in the appearance of the MMID.

Again, to refresh those that are in attendance, the area has been divided into 5 cleaning zones - each zone is representative of the day of the week.

This was adopted after we initially went through the area collecting what then seemed a mountain of litter and dumping that was left outside, not only by the homeless leaving a mess after rummaging through the bins left outside the night before by tenants / business owners.

This sight is vastly different - not where we would like it but a noticeable improvement in terms of when the refuse bins are put out and the contents thereof, mostly the night before refuse removal.

The cleaning team is deployed Monday to Friday and is tasked with;

- Cleaning public areas
- Cleaning verges (weed removal)
- Sweeping/clearing of gutters
- Removal of illegally dumped rubbish
- Removal of illegal advertising posters
- Reporting of C3's to MMID office
- Removing alien vegetation

GOING GREEN

During December 2018, the recycling plant in Killarney was explored and found to be user friendly, well managed and since then, we have encouraged our Cleansing Service Provider to within the means, separate recyclable waste from non-recyclable waste in order to minimize too much going to the landfills.

DUMPING

This has always been a contentious issue even before the MMID.

Still being experienced is the following still be found:

- Household waste
- Rubble
- Pallets
- Cardboard boxes
- Bottles

Unfortunately, in most instances, the offender cannot be traced due to a lack of evidence pointing to his / her identity nor were they caught in the act of dumping. With that said, one can't leave the item(s) lying about as bags would be torn open to pillage through or the wooden items used to make fires or erect structures.

Where the offender (s) can be identified, we give a supporting statement to Law Enforcement - Solid Waste for them to investigate.

DUMPING SUCCESSES

2019-06-20 Director of Cleansing reported oil containers being dumped in Station Road. As a result of the information that was followed up, the offender was handed a Compliance Notice by MMID LEO Banzana

2019-06-11 MMID Public Safety Officer Gurchwill reported dumping in Warbler Crescent. As a result of the information that was followed up, the offender was given a R5 000.00 fine for illegal dumping by MMID LEO Banzana.

2019-04-23 The supervisor at the Port Jackson Project in Railway Road observed how an employee of a nearby company was pouring a substance down the stormwater drain. He notified the MMID office and in turn LEO Banzana was despatched to the address and the complaint was issued with a fine of R2 500.00 for dumping.

2019-03-21 A Culprit was caught dumping rubble in Station Road. The culprit was fined R5000.00 and R1 000.00 for being an unlicensed driver and the culprit's vehicle was confiscated. This entails a release fee of R9 000.00. Before a vehicle is released, the total fine, which in this case is R15 000.00, must be settled.

2019-03-15 A Culprit was caught dumping bumpers in Station Road. Culprit was fined R5000.00 for illegal dumping and R500.00 for driving an unlicensed vehicle.

2019-03-18 The sand and grass at the intersection of Station Road and Track Crescent after a company had removed the grass from the verge to lay bricks. The company was approached by Law Enforcement and a Compliance Notice was issued to them.

March 2019 Rubble was left in an unsecured area after renovations had been done at the old Telkom building at the intersection of Koeberg Road and School Street. The owners / managing agents were issued with a Compliance Notice and instructed to securely fence off the area in question which they have done.

March 2019 Plastic and cardboard boxes were dumped. The details of the business were printed on the packaging, indicating that the business is in Warbler Crescent. The owner of the company was approached by Law Enforcement and was given a verbal warning after the owner explained that the homeless removed it after he left it for them and they must have left it to be collected at a later stage at said intersection.

COMPLIANCE NOTICES

During March 2019 after receiving complaints from business owners / tenants, the following received Compliance Notices:

- A business in School Street (Unsecured site / unsightly rubble)
- A business in 5th Street for dumping (cardboard boxes)
- A business in 5th Street for skip and contents not secured
- A business in Stella Road for dumping (cardboard boxes)
- A business in Marconi Road / 2nd Street for skip and contents not secured

VERBAL WARNINGS

During March 2019 verbal warnings were issued as follows:

- A contractor doing work in Station Road (Removed grass left on the verge)
- March 2019 - MMID Public Safety Officer reported plastic and cardboard boxes had been dumped in Longclaw Road. The details of the business were printed on the packaging, indicating that the business is in Warbler Crescent.
The owner of the company was issued a verbal warning after furnishing an explanation.

PROGRAMME 4: URBAN MANAGEMENT

In identifying problems which CCT is responsible for, and reported through their C3 reporting systems, such as

- Street lighting
- Missing / damaged drain covers
- Road markings / traffic signs
- Refuse removal
- Waterworks
- Sewerage
- Road repairs

679 incidents were reported of which only 59 were still outstanding by the end of June 2019.

SEWERAGE LEAK - OMURAMBA ROAD

The sewerage in Omuramba Road outside Sinenjongo High School was as a result of a leak at the My Citi Bus Station which, since the unrest, has left it demolished and the leak has also come to an end. The matter of the hose from a “Honey Sucker” that is lodged in the system will still be addressed.

PROJECTS COMPLETED BY CCT - MMID INTERVENTION

- Jersey barriers installed - Station Road (Footbridge)
- Resurfaced of pavement - Link Road Bridge - Western side
- Installation of street lighting
 - BP Road
 - Alternator Road
 - Bolt Road
 - Chain Avenue
 - Drill Avenue
 - Engine Avenue
 - Ferrule Avenue
 - Graph Avenue
 - Hoist Avenue
 - Jig Avenue

We are just awaiting that the lights get turned on and have been informed that the holdup is with Eskom.

- Repainting of all street names on curbs
- Repainting of all road markings
- Cleaning of all stormwater drains

PROJECTS COMPLETED BY MMID

- Station Road - Dumping barriers
- Removal of alien vegetation (Port Jackson trees)
- Repairs to Omuramba Wall (Damage)
- Painting of Omuramba Wall (Graffiti)
- Repair / Replacement of the Bosmansdam Road fence
- Station Road - Spring Clean
- Station Road (Footbridge) - Resurfaced
- Omuramba Road and Montague Drive - Pavement upgrade

BEAUTIFICATION / UPGRADES OF INTERSECTIONS

- MONTAGUE DRIVE AND KOEBERG ROAD
We amended the previous year's project in terms of planting Vygies to break the image of it just being a rockery.
- MONTAGUE DRIVE (BUCCO VERGE)
To coincide with Arbour Day in September 2019 we cleaned up and planted 10 indigenous trees as well as Vygies.
- MONTAGUE DRIVE AND LINK ROAD
Here we neaten up and placed some RipRap rocks and resurfaced the area with gravel and planted some plants for decorative purposes.

PROGRAMME 5: SOCIAL DEVELOPMENT

HOMELESS PERSONS

Regular interventions by Lorraine Frost and Peter Cookson from the Street Peoples Programme have been done.

During such interventions, those homeless are offered alternative accommodation but not only limited to the Winter Readiness Programme that COCT.

However, through these interventions, the majority have not made use of these avenues of assistance and indicated that they wish to remain on the streets.

I truly believe that if there were facilities such as a shelter (s) closer by that could offer more sustainable interventions / options for those on the street to link up with and seeing others

moving in a positive direction, then the homelessness could be better addressed. Currently the closest shelter is in Kensington.

CHALLENGES

- Engaging with the homeless in securing employment for them.
- Homeless not wanting to be relocated, either to a shelter and or being re-united with family.
- Connecting with service providers who specialise in the particular problems associated with homelessness.
- Substance abuse and the associated social problems.

JOB CREATION

Through the Urban Management Portfolio during the past year, although not permanent, 305 opportunities were created.

We have also continued our efforts, through Vizual, by contracting two unemployed members from Joe Slovo in terms of the MMID Cleansing and Social Portfolio.

They clean up the litter, sweep the gutter and neaten the edges of the footpath along Omuramba Road between Bosmansdam Road and Freedom Way, before joining the rest of the MMID Cleaning team for the rest of the day.

Samantha Schwenk from EMC Training approached the MMID to assist in getting unemployed persons from Joe Slovo Park to take part in a Learnership Programme that has been funded by a sponsor who EMC work with. 16 Persons - 5 men and 11 women - were successfully recruited for the programme.

The Learnership Programme entailed the following:

- Basic First Aid
- Basic Fire Fighting
- Cleaning and Sanitation

12 of the 16 members successfully completed the training programme. The initial donation for them to complete a 12-month Learnership Programme, was unfortunately retracted by the donor.

UNIFICATION OF HOMELESS

During August 2018 with the assistance of Social Development (Street Peoples Programme), a couple were reunited with the family of the boyfriend, in Delft.

On the 5th September 2018 a mother and her adult son was reunified with the assistance of Social Development (Street Peoples Program) with family in Langebaan. They later sent a message thanking the MMID together with Social Development (Street Peoples Program) for making it possible to be reunited with her family after so long.

A more notable and moving moment was when this office was alerted by a MMID PSO about an adult male that was reported to him as being "lost" in Hoist Avenue.

With the assistance of Mr Kruger of Milnerton SAPS, his family was located and we learnt that he had been admitted to Tygerberg Hospital the previous morning and simply walked out of their facility.

He was then reported as missing at SAPS Parow.

He was reunited with his daughters and local Pastor at John Montague Square.

- Liaise with local NGOs, CCT & social welfare organisations and support them where possible to work with homeless people;
- Engage with NGO's - with the lack of organisations in the area, it has been difficult to link up with any within the area;
- Recycling initiatives;
- Working with surrounding communities such as Joe Slovo Park;
- Member of the Milnerton Community Police Forum

CHILD SAFETY PROJECT

A Child Safety Project was held on the 29th August 2018 at Marconi Beam Primary School which was hosted by Traffic Officer Simon Voortou who spoke addressed learners from Grade R - Grade 3 about the following:

- Road safety
- Traffic awareness
- Helping others who are not aware of traffic rules

PROGRAMME 6: MARKETING, STAKEHOLDER RELATIONS & PUBLIC RELATIONS

- Regular newsletters and newsflashes
- Promote the MMID through contact with the media
- Establish the MMID Business Directory, with link to website
- Build relationships with property owners & businesses
- The MMID website includes advertising space, a business directory and all documentation
- The MMID Facebook page is regularly updated
- Engaging with property owners, businesses and other role players
- Installation of MMID Signboards