

City of Johannesburg Service Standards

CITY POWER

No	Core Service	Service Level Std
1	Average time taken to repair logged streetlight queries (Motorways)	3 days
2	Average time taken to repair logged streetlight queries (Secondary Roads, Main Arterials and Area lighting)	6 days
3	Percentage resolution of logged queries within 30 days.	95%
4	Percentage of Large Power Users (LPU) meters read as per the download file.	98%
5	Percentage of Domestic meters read as per the download file.	95%
6	Average time take to communicate logged service interruption - Planned interruption.	7 days
7	Average time take to communicate logged service interruption - Unplanned interruption.	5 hours

JOHANNESBURG WATER

8	Percentage of water supply interruptions concluded within 12 hours of notification.	95%
9	Percentage of fire hydrants repaired within 48 hours of notification.	85%
10	Percentage of stolen meters replaced within 24 hours of notification.	95%
11	Percentage of defective meters repaired within 3 days of notification.	90%
12	Percentage of leaking valves repaired within 48 hours of notification	95%
13	Percentage of missing manhole covers replaced within 24 hours of notification.	95%
14	Percentage repair of water pipe burst within 48 hours of notification.	85%
15	Percentage sewer blockages cleared within 24 hours of notification.	92%
16	Percentage of new water connections completed within 15 days of receiving request from customer.	75%
17	Percentage of actual accounts billed on actual meter readings	88%
18	Percentage of planned service interruption communiqués send within 7 days.	95%
19	Percentage unplanned interruption communiqués send immediately.	95%
20	Percentage coverage of households with access to basic sanitation in informal settlements	44.95%
21	Percentage coverage of households with access to basic water in informal settlements	99.74%
22	Percentage coverage of households with access to water	99.89%
22	Percentage coverage of households with access to sanitation city-wide	93.14%
23	Ratio of households per chemical toilet	10:1

PIKITUP

24	Collecting refuse bags on the kerbside -within 48 hrs	90%
25	Cleaning of illegal dumping spot Within 10 days - Number of spots identified/reported	85%
26	Delivery of new or replacement wheelie bins (240l) ordered by customer within 7 days	85%
27	Households in informal settlements including backyard shacks (bag/bin/skip) /hostels (skips) receiving refuse removal services within 7 days	90%
28	Removal of animal carcasses within 48 hours	100%
29	Resolution of complaints within 7 working days of logged call	85%

JOBURG ROADS AGENCY

30	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.
31	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.
32	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.
33	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.
34	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.
35	Reported faulty traffic signals repaired from the time of genuine fault recorded by JRA from all sources.	40% within 24 hours. 60% within 48 hours. 80% within 7 days.

JOHANNESBURG CITY PARKS & ZOO		
36	Maintenance of Flagship Parks	12 maintenance cycles per quarter
37	Maintenance of Developed Parks	3 maintenance cycles per quarter
38	Maintenance of Undeveloped Parks	1 maintenance cycle per quarter
39	Maintenance of Main Arterials	3 maintenance cycles per quarter
40	Maintenance of Landscaped Islands and Town Entrances	71 6 maintenance cycles per quarter
41	Maintenance of Flagship/Active cemeteries	6 maintenance cycles per quarter
42	Maintenance of passive cemeteries	1 maintenance cycle per quarter
43	Response to calls logged for removal of emergency fallen trees	80% of emergency calls attended to
44	Response to calls logged for emergency damaged infrastructure	80% of emergency calls attended to
45	Compliance to the PAAZA (Pan-African Association of Zoos and Aquaria) standards	100%
PUBLIC SAFETY		
46	Vehicle registration	Process complete in under 1 hour from point of service.
47	Bulk vehicle registration	Process complete in within 24hrs from point of service.
48	Fire and rescue calls response time	Fire and rescue calls dispatched in 3 minutes
49	Fire and rescue calls response time	Emergency responded to in 15 minutes (be at the scene within this time)
50	By-law enforcement	Response to infringements: within 24 hours 100%
51	Accident reports:	Available within 48 hours of accident log 100%
52	Traffic control	90% response to all logged calls for traffic control within 30 minutes
DEVELOPMENT PLANNING		
53	Building Inspections	85% within 48 hours of request
54	Planning Law Enforcement Inspection	85% First Inspection ³ of the complaint conducted within 3 working days ⁴ from the date of allocation of the matter to the Senior Law Enforcement Officer by Operational Manager