Description Standard Service Level Solid Waste Removal Premise based removal (Residential Frequency) Once a week 3 times a week, 5 times a week Premise based removal (Business Frequency) and twice daily Bulk Removal (Frequency) On request Removal Bags provided(Yes/No) Yes Garden refuse removal Included (Yes/No) Yes Street Cleaning Frequency in CBD Daily Street Cleaning Frequency in areas excluding CBD Daily How soon are public areas cleaned after events (24hours/48hours/longer) 24 hours Clearing of illegal dumping (24hours/48hours/longer) Longer Recycling or environmentally friendly practices(Yes/No) Yes Licenced landfill site(Yes/No) Yes Water Service Water Quality rating (Blue/Green/Brown/N0 drop) N/A Is free water available to all? (All/only to the indigent consumers) N/A Frequency of meter reading? (per month, per year) N/A Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period) N/A On average for how long does the municipality use estimates before reverting back to actual readings? (months) N/A Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions) N/A One service connection affected (number of hours) N/A Up to 5 service connection affected (number of hours) N/A Up to 20 service connection affected (number of hours) N/A Feeder pipe larger than 800mm (number of hours) N/A What is the average minimum water flow in your municipality? N/A Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) N/A How long does it take to replace faulty water meters? (days) N/A Do you have a cathodic protection system in place that is operational at this stage? (Yes/No) N/A

KwaZulu Natal: Ray Nkonyeni Municipality(KZN216) - Schedule of Service Delivery Standards Table 2022_23

What is your electricity availability percentage on average per month? No Do your municipality have a tipple control in place that is operational? (Yes/No) No What is the frequency of meters being read? (per month, per year) Por Month Are estimated consumption calculated at consumption over (two month's/three month's/onger period) Too Months Do your practice wailability of electricity is restored in cases of breakages (immediately/one day/how days/onger) Too Months Do you practice availability of electricity is restored in cases of breakages (immediately/one day/how days/onger) No Do you practice availability of electricity is restored in cases of breakages (immediately/one day/how days/onger) No How long does it take to replace faulty meters? (days) No No How long does it take to replace faulty meters? (days) No No How soon does the municipality takes to grow delectricity service where existing infrastructure can be used? (working days) No No How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) No No How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) No No Severe forcked pipes: Small pipes? (Ho	Electricity Service	
How much do you estimate is the cost saving in utilizing the ripple control system? NA What is the frequency of meters being read? (per monh, per year) Fer Monh Are estimated consumption calculated at consumption over (two month's/three month's/longer period) Two Months Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer) Immediately Are accounts normally calculated on actual readings? (Yes/No) Kes Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) No How long does it take to replace faulty meters? (days) 30 days Do you practice any environmental per scarce protection activities as part of your operations? (Yes/No) No How long does it take to replace faulty meters? (days) 30 days Do you have a plan to prevent illegal connections and prevention of electricity service where existing infrastructure can be used? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) 30 working days How long does it take to restore severage breakages on average NA NA Severage Service NA NA NA To wher deted do you subsidire your indigent consu	What is your electricity availability percentage on average per month?	
What is the frequency of meters being read? (per month, per year) Per Month Are estimated consumption calculated at consumption over (two month's/three month's/inger period) Two Months On average for how long does the municipality use estimates before revering back to acual readings? (months) Two Months Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer) We Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) No Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) No How long does the municipality takes to provide a pleation to a customer upon a written request? (days) No wording days Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No) NA How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) 30 working days How long does it take to restore severage breakages on average NA NA Are your purification system effective enough to put water back in to the system after purification? NA NA	Do your municipality have a ripple control in place that is operational? (Yes/No)	No
Are estimated consumption calculated at commuption over (two month's/three month's/nonger period) Two Months On average for how long does the municipality use estimates before revering back to actual readings? (months) Two Months Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer) Immediately Re accounts romably calculated on actual readings? (Yes/No) Yes Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) No How long does the taktor periods faulty meters? (days) So greenton and prevent illegal connections and prevention of electricity theft? (Yes/No) No How soon does the municipality provide a quotation to a customer upon a written request? (days) 30 adving days 30 adving days How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) 30 adving days How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) NA Severage Service NA NA NA Ke your purification system effective enough to put water back in to the system after purification? NA NA Severa overflow? (hours) Severe overflow? (hours) NA <t< td=""><td>How much do you estimate is the cost saving in utilizing the ripple control system?</td><td>N/A</td></t<>	How much do you estimate is the cost saving in utilizing the ripple control system?	N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months) Tow Months Duration before availability of electricity is restored in cases of breakages (immediately/one daytwo days/longer) Immediately Are accounts normally calculated on actual readings? (Yes/No) Yes Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) No How long does it take to replace faulty meters? (days) 30 days Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No) NA How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) 30 working days How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) NA Severage Service NA NA Are your purification system effective enough to put water back in to the system after purification? NA Severage Service NA NA Kew your purification system effective enough to put water back in to the system after purification? NA	What is the frequency of meters being read? (per month, per year)	Per Month
Duration before availability of electricity is restored in cases of breakages (immediately/one day/bwo days/longer) Immediately/one days/longer) Are accounts normally calculated on actual readings? (Yes/no) Yes Do you practice any environmental or scaree resource protection activities as part of your operations? (Yes/No) No How long does it take to replace faulty meters? (days) 30 days Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No) NA How sond does the municipality provide a quotation to a customer upon a written request? (days) 30 woring days How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) 30 woring days How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) 30 woring days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) NA To what extend do you subsidize your indigent consumers? NA NA Are your purification system effective enough to put water back in to the system after purification? NA NA Severage Service NA NA NA NA Sever blocked pipes: Large pipes? (Hours)	Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Two Months
Are accounts normally calculated on actual readings? (Yes/No) Yes Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) No How long does it take to replace faulty meters? (days) 30 days Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No) No How soon does the municipality provide a quotation to a customer upon a written request? (days) 10 working days How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) 30 working days Sewerage Service NA Are your purification system effective enough to put water back in to the system after purification? NA To what extend do you subsidize your indigent consumers? NA How long does it take to restore sewerage breakages on average NA Sewerage Service NA Sewer blocked pipes: Large pipes? (Hours) NA Sewer blocked pipes: Small pipes? (Hours) NA Sewer blocked pipes: Small pipes? (Hours) NA Sewer blocked pipes: Smal	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Two Months
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No) No How long does it take to replace faulty meters? (days) 30 days Do you have a plan to prevent illegal connections and prevention of electricity thetf? (Yes/No) No How effective is the action plan in curbing line losses? (Good/Bad) NA How soon does the municipality provide a quotation to a customer upon a written request? (days) 10 working days How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) 30 working days How long does the municipality takes to provide electricity service for how voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) NA Are your punification system effective enough to put water back in to the system after punification? NA To what extend do you subsidize your indigent consumers? NA How long does it lake to restore sewerage breakages on average NA Severe overflow? (hours) NA Severe overflow? (hours) NA Severe overflow? (hours) NA Sever blocked pipes: Large pipes? (Hours)	Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Immediately
How long does it take to replace faulty meters? (days) 30 days Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No) No prevention plan How effective is the action plan in cutting line losses? (Good/Bad) NA How soon does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) 30 working days How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) NA How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) NA Sewerage Service NA NA To what extend do you subsidize your indigent consumers? NA How long does it take to restore sewerage breakages on average NA Severe overflow? (hours) NA Severe overflow? (hours) NA Severe overflow? (hours) NA Spillage clean-up? (hours) NA Replacement of manhole covers? (Hours) NA Replacement of manhole covers? (Hours) NA Time taken to repair a single pothole on a major road? (Hours) 1hr Time taken to repair a single pothole on a major road	Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No) No prevention plan How effective is the action plan in curbing line losses? (Good/Bad) NIA How soon does the municipality provide a quotation to a customer upon a written request? (days) 10 working days How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) NIA Sewerage Service NIA Are your purification system effective enough to put water back in to the system after purification? NIA To what extend do you subsidize your indigent consumers? NIA How long does it take to restore sewerage breakages on average NIA Severe overflow? (hours) NIA Severe overflow? (hours) NIA Severe overflow? (hours) NIA Severe blocked pipes: Small pipes? (Hours) NIA Replacement of manhole covers? (Hours) NIA Replacement of manhole covers? (Hours) NIA Time taken to repair a single pothole on a major road? (Hours) 1 hr Time taken to repair a single pothole on a minor road? (Hours)	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How effective is the action plan in curbing line losses? (Good/Bad) NA How soon does the municipality provide a quotation to a customer upon a written request? (days) 10 working days How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) 30 working days How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) 30 working days NA NA NA NA To what extend do you subsidize your indigent consumers? NA NA How long does it take to restore sewerage breakages on	How long does it take to replace faulty meters? (days)	30 days
How soon does the municipality provide a quotation to a customer upon a written request? (days) 10 working days How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) 30 working days How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) N/A Sewerage Service N/A Are your purification system effective enough to put water back in to the system after purification? N/A To what extend do you subsidize your indigent consumers? N/A How long does it take to restore sewerage breakages on average N/A Severe overflow? (hours) N/A Severe overflow? (hours) N/A Severe locked pipes: Small pipes? (Hours) N/A Splilage clean-up? (hours) N/A Replacement of manhole covers? (Hours) N/A Time taken to repair a single pothole on a major road? (Hours) 1hr Time taken to repair a single pothole on a mior road? (Hours) 30minutes Time taken to repair a cod following an open trench service crossing? (Hours) 30minutes	Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	No prevention plan
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days) 30 working days How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) N/A Sewerage Service N/A Are your purification system effective enough to put water back in to the system after purification? N/A To what extend do you subsidize your indigent consumers? N/A How long does it take to restore severage breakages on average N/A Severe overflow? (hours) N/A Severe locked pipes: Large pipes? (Hours) N/A Sever blocked pipes: Large pipes? (Hours) N/A Spillage clean-up? (hours) N/A Replacement of manhole covers? (Hours) N/A Time taken to repair a single pothole on a major road? (Hours) 1hr Time taken to repair a single pothole on a minor road? (Hours) 30minutes Time taken to repair a road following an open trench service crossing? (Hours) 2hrs	How effective is the action plan in curbing line losses? (Good/Bad)	N/A
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days) 30 working days How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) NA Sewerage Service NA Are your purification system effective enough to put water back in to the system after purification? NA To what extend do you subsidize your indigent consumers? NA How long does it take to restore sewerage breakages on average NA Severe overflow? (hours) NA Severe overflow? (hours) NA Sever blocked pipes: Large pipes? (Hours) NA speare to manhole covers? (Hours) NA Replacement of manhole covers? (Hours) NA Time taken to repair a single pothole on a major road? (Hours) 1 hr Time taken to repair a coad following an open trench service crossing? (Hours) 2 hrs	How soon does the municipality provide a quotation to a customer upon a written request? (days)	10 working days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days) N/A Sewerage Service N/A Are your purification system effective enough to put water back in to the system after purification? N/A To what extend do you subsidize your indigent consumers? N/A How long does it take to restore sewerage breakages on average N/A Severe overflow? (hours) N/A Severe overflow? (hours) N/A Severe overflow? (hours) N/A Severe locked pipes: Large pipes? (Hours) N/A Severe locked pipes: Small pipes? (Hours) N/A Spillage clean-up? (hours) N/A Replacement of manhole covers? (Hours) N/A Time taken to repair a single pothole on a major road? (Hours) 1 hr Time taken to repair a road following an open trench service crossing? (Hours) 2 hrs	How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	30 working days
Sewerage Service N/A Are your purification system effective enough to put water back in to the system after purification? N/A To what extend do you subsidize your indigent consumers? N/A How long does it take to restore sewerage breakages on average N/A Severe overflow? (hours) N/A Sewer blocked pipes: Large pipes? (Hours) N/A Sewer blocked pipes: Small pipes? (Hours) N/A Spillage clean-up? (hours) N/A Replacement of manhole covers? (Hours) N/A Time taken to repair a single pothole on a major road? (Hours) 1 hr Time taken to repair a single pothole on a minor road? (Hours) 30minutes Time taken to repair a single pothole on a minor road? (Hours) 2 hrs	How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	30 working days
Are your purification system effective enough to put water back in to the system after purification? N/A To what extend do you subsidize your indigent consumers? N/A How long does it take to restore sewerage breakages on average N/A Severe overflow? (hours) N/A Severe overflow? (hours) N/A Sewer blocked pipes: Large pipes? (Hours) N/A Severe overflow? (hours) N/A Severe proverflow? (hours) N/A Replacement of manhole covers? (Hours) N/A Time taken to repair a single pothole on a major road? (Hours) 1 hr Time taken to repair a single pothole on a minor road? (Hours) 30minutes Time taken to repair a road following an open trench service crossing? (Hours) 2 hrs	How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	N/A
To what extend do you subsidize your indigent consumers? N/A How long does it take to restore sewerage breakages on average N/A Severe overflow? (hours) N/A Sewer blocked pipes: Large pipes? (Hours) N/A Sewer blocked pipes: Small pipes? (Hours) N/A Severe overflow? (hours) N/A Severe blocked pipes: Small pipes? (Hours) N/A Spillage clean-up? (hours) N/A Replacement of manhole covers? (Hours) N/A Time taken to repair a single pothole on a major road? (Hours) 1 hr Time taken to repair a single pothole on a minor road? (Hours) 30minutes Time taken to repair a road following an open trench service crossing? (Hours) 2 hrs	Sewerage Service	
How long does it take to restore sewerage breakages on average N/A Severe overflow? (hours) N/A Sewer blocked pipes: Large pipes? (Hours) N/A Sewer blocked pipes: Small pipes? (Hours) N/A Sewer blocked pipes: Small pipes? (Hours) N/A Spillage clean-up? (hours) N/A Replacement of manhole covers? (Hours) N/A Time taken to repair a single pothole on a major road? (Hours) 1 hr Time taken to repair a single pothole on a minor road? (Hours) 30minutes Time taken to repair a coad following an open trench service crossing? (Hours) 2 hrs	Are your purification system effective enough to put water back in to the system after purification?	N/A
Severe overflow? (hours) N/A Sewer blocked pipes: Large pipes? (Hours) N/A Sewer blocked pipes: Small pipes? (Hours) N/A Spillage clean-up? (hours) N/A Replacement of manhole covers? (Hours) N/A Road Infrastructure Services N/A Time taken to repair a single pothole on a major road? (Hours) 1 hr Time taken to repair a single pothole on a minor road? (Hours) 30minutes Time taken to repair a road following an open trench service crossing? (Hours) 2 hrs	To what extend do you subsidize your indigent consumers?	N/A
Sewer blocked pipes: Large pipes? (Hours) Sewer blocked pipes: Small pipes? (Hours) Sewer blocked pipes: Small pipes? (Hours) N/A Spillage clean-up? (hours) Replacement of manhole covers? (Hours) N/A Road Infrastructure Services Time taken to repair a single pothole on a major road? (Hours) Time taken to repair a single pothole on a minor road? (Hours) Time taken to repair a road following an open trench service crossing? (Hours) Time taken to repair a road following an open trench service crossing? (Hours) Time taken to repair a road following an open trench service crossing? (Hours)	How long does it take to restore sewerage breakages on average	N/A
Sewer blocked pipes: Small pipes? (Hours) N/A Spillage clean-up? (hours) N/A Replacement of manhole covers? (Hours) N/A Road Infrastructure Services N/A Time taken to repair a single pothole on a major road? (Hours) 1 hr Time taken to repair a single pothole on a minor road? (Hours) 30minutes Time taken to repair a road following an open trench service crossing? (Hours) 2 hrs	Severe overflow? (hours)	N/A
Spillage clean-up? (hours) N/A Replacement of manhole covers? (Hours) N/A Road Infrastructure Services N/A Time taken to repair a single pothole on a major road? (Hours) 1 hr Time taken to repair a single pothole on a minor road? (Hours) 30minutes Time taken to repair a road following an open trench service crossing? (Hours) 2 hrs	Sewer blocked pipes: Large pipes? (Hours)	N/A
Replacement of manhole covers? (Hours) N/A Road Infrastructure Services N/A Time taken to repair a single pothole on a major road? (Hours) 1 hr Time taken to repair a single pothole on a minor road? (Hours) 30minutes Time taken to repair a road following an open trench service crossing? (Hours) 2 hrs	Sewer blocked pipes: Small pipes? (Hours)	N/A
N/A Road Infrastructure Services Time taken to repair a single pothole on a major road? (Hours) Time taken to repair a single pothole on a minor road? (Hours) Time taken to repair a road following an open trench service crossing? (Hours) 2 hrs	Spillage clean-up? (hours)	N/A
Road Infrastructure ServicesITime taken to repair a single pothole on a major road? (Hours)1 hrTime taken to repair a single pothole on a minor road? (Hours)30minutesTime taken to repair a road following an open trench service crossing? (Hours)2 hrs	Replacement of manhole covers? (Hours)	N/A
Time taken to repair a single pothole on a major road? (Hours) 1 hr Time taken to repair a single pothole on a minor road? (Hours) 30minutes Time taken to repair a road following an open trench service crossing? (Hours) 2 hrs		N/A
Time taken to repair a single pothole on a minor road? (Hours) 30minutes Time taken to repair a road following an open trench service crossing? (Hours) 2 hrs	Road Infrastructure Services	
Time taken to repair a road following an open trench service crossing? (Hours)	Time taken to repair a single pothole on a major road? (Hours)	1 hr
	Time taken to repair a single pothole on a minor road? (Hours)	30minutes
Time taken to repair walkways? (Hours) 4 hrs	Time taken to repair a road following an open trench service crossing? (Hours)	2 hrs
	Time taken to repair walkways? (Hours)	4 hrs

	1
Property valuations	
low long does it take on average from completion to the first account being issued? (one month/three months or longer)	Longor
by you have any special rating properties? (Yes/No)	Longer Yes
	res
inancial Management	
s there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
re the financial statement outsources? (Yes/No)	Yes
re there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial BalaInce?	Yes
low long does it take for an Tax/Invoice to be paid from the date it has been received?	30 Days
s there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	Yes
Administration	
Reaction time on enquiries and requests?	48 Hours
ime to respond to a verbal customer enquiry or request? (working days)	2 Working days
ime to respond to a written customer enquiry or request? (working days)	2 Working days
ime to resolve a customer enquiry or request? (working days)	20 Working Days
Vhat percentage of calls are not answered? (5%,10% or more)	
low long does it take to respond to voice mails? (hours)	N/A
Does the municipality have control over locked enquiries? (Yes/No)	Yes
s there a reduction in the number of complaints or not? (Yes/No)	No
low long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 Day
low many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Once in three months
Community safety and licensing services	
low long does it take to register a vehicle? (minutes)	10 Minutes
low long does it take to renew a vehicle license? (minutes)	5 Minutes
low long does it take to issue a duplicate registration certificate vehicle? (minutes)	10 Minutes
low long does it take to de-register a vehicle? (minutes)	10 Minutes
low long does it take to renew a drivers license? (minutes)	15 Munites
Vhat is the average reaction time of the fire service to an incident? (minutes)	15 Munites
Vhat is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A
Vhat is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A

Economic development	
How many economic development projects does the municipality drive?	10
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	
Nhat percentage of the projects have created sustainable job security?	Data unavailable
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes
Other Service delivery and communication	
s a information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes