

SAFETY & SECURITY



The CCID's Safety & Security department works around the clock to provide top-up services to those of its primary law enforcement partners at the City of Cape Town and the South African Police Service (SAPS). Along with a fulltime team overseeing all operations, there are 270 public safety officers deployed on a 24/7, 365 days-a-year rotational shift basis. There are also five vehicles on patrol and a four-person bicycle squad. The CCID also funds 20 City of Cape Town Law Enforcement Officers as well as six traffic wardens, dedicated to the CCID footprint.

FIND ME

The CCID's public safety officers are easily identified by their black uniforms, green CCID bibs with bib number and caps. If you need assistance in any way while on the streets of our Central City, find one of our officers or call/WhatsApp 082 415 7127. **We're here to help you stay safe.**



TOP TIPS TO STAY SAFE ON THE STREETS OF THE CENTRAL CITY

- **Stash it, don't flash it:** hide valuables such as jewellery, cameras, wallets and mobile devices. This applies to your car too – put valuables in the boot and out of sight.
- **Avoid remote jamming:** make sure your car is locked properly (try the doors manually yourself) before you walk away.
- **Don't be a victim of ATM fraud:** Con artists are clever and will try anything to get you to an ATM to steal from you. Never accept help from strangers, only use ATMs in well-lit places, and do not believe anyone who says you need a "permit" to walk in the CBD.
- **Begging is not a crime in Cape Town,** but *aggressive* begging (in which a person feels intimidated or is followed persistently) is a crime. Should you feel threatened in any way, find a CCID public safety officer on the street, or find a safe venue and call or WhatsApp our 24-hour control centre for assistance (082 415 7127), when you are in the CCID's footprint (see overleaf for map).



Introducing the

CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT (CCID)

Striving for a Central City district that is safe, clean, caring, open for business and a centre for all

www.capetownccid.org

E: info@capetownccid.org
T: +27 (0)21 286 0830

24-HOUR CCID CONTROL CENTRE: Call or WhatsApp 082 415 7127

f CapeTownCCID
@CapeTownCCID
@ CapeTownCCID

INTRODUCING THE CCID



A public-private partnership and NPO, the CCID was established in 2000 by property owners with a vision for Cape Town's traditional CBD to rise from the crime and grime scenario it had fallen into, to once again become a safe, clean and caring urban environment that is open for business.

Working within a 1.62km² radius (see map overleaf), the CCID is one of the City of Cape Town's Special Rates Areas, and provides top-up services in addition to those rendered by its primary partners in the CBD – namely, the City of Cape Town and the South African Police Service (SAPS).

The CCID works across four departments: **Safety & Security, Urban Management, Social Development and Communications**, to develop, promote and manage the Central City area.

This booklet introduces you to each of our departments in terms of the top-up services they provide, as well as important contact numbers for the primary service providers at the City of Cape Town and the South African Police Service (SAPS).

COMMUNICATIONS



With the primary function of promoting the work of the CCID as well as the Cape Town Central City as a downtown for all, this team handles all the publications and campaigning produced by the CCID, as well as all media and general public enquiries received. Publications include: *The State of Cape Town Central City Report*, a quarterly newspaper called *City Views*, and the popular annual *Best of Cape Town Central City* guide for places at which to shop, eat, play in, stay at or visit.

Along with the CCID website (where all publications, campaigns and news on the CCID can be found) there are also a number of social media channels through which the public can speak to the CCID. Please see the opening page of this brochure for a list of these.



SOCIAL DEVELOPMENT



Along with a Social Development manager who is a registered social worker, the CCID deploys four field workers to work with the CBD's streetpeople community and liaise between them and the NGO partners with whom the CCID works, as well as the primary social development departments at the City of Cape Town and Western Cape Government.

The CCID encourages concerned members of the public to support its "Show you Care" campaign by helping the NGOs that help the homeless. Please access this website for ways in which you can assist, as well as for ways in which you can donate via SnapScan, SMS or EFT. Visit www.showyoucare.co.za

To assist an adult:
Call the City of Cape Town Social Development Department: 0800 872 201

To assist a child:
Call the Western Cape Department of Social Development: 0800 220 250

Or call the CCID's Social Development team on 021 286 0830

The following 24-hour hotlines are also available:

DID YOU KNOW it is illegal to:

- Dump your waste in someone else's bin or on street corners.
- Have any outdoor signage or seating without a permit from the City.
- To trade on any public area without a permit from the City.
- Post any stickers, posters or paint without a permit from the City.

Call the City of Cape Town's toll-free number **0860 103 090**

BYLAWS

The City of Cape Town has numerous bylaws which govern urban matters in the CBD. For info on these, visit www.capetown.gov.za/bylaws



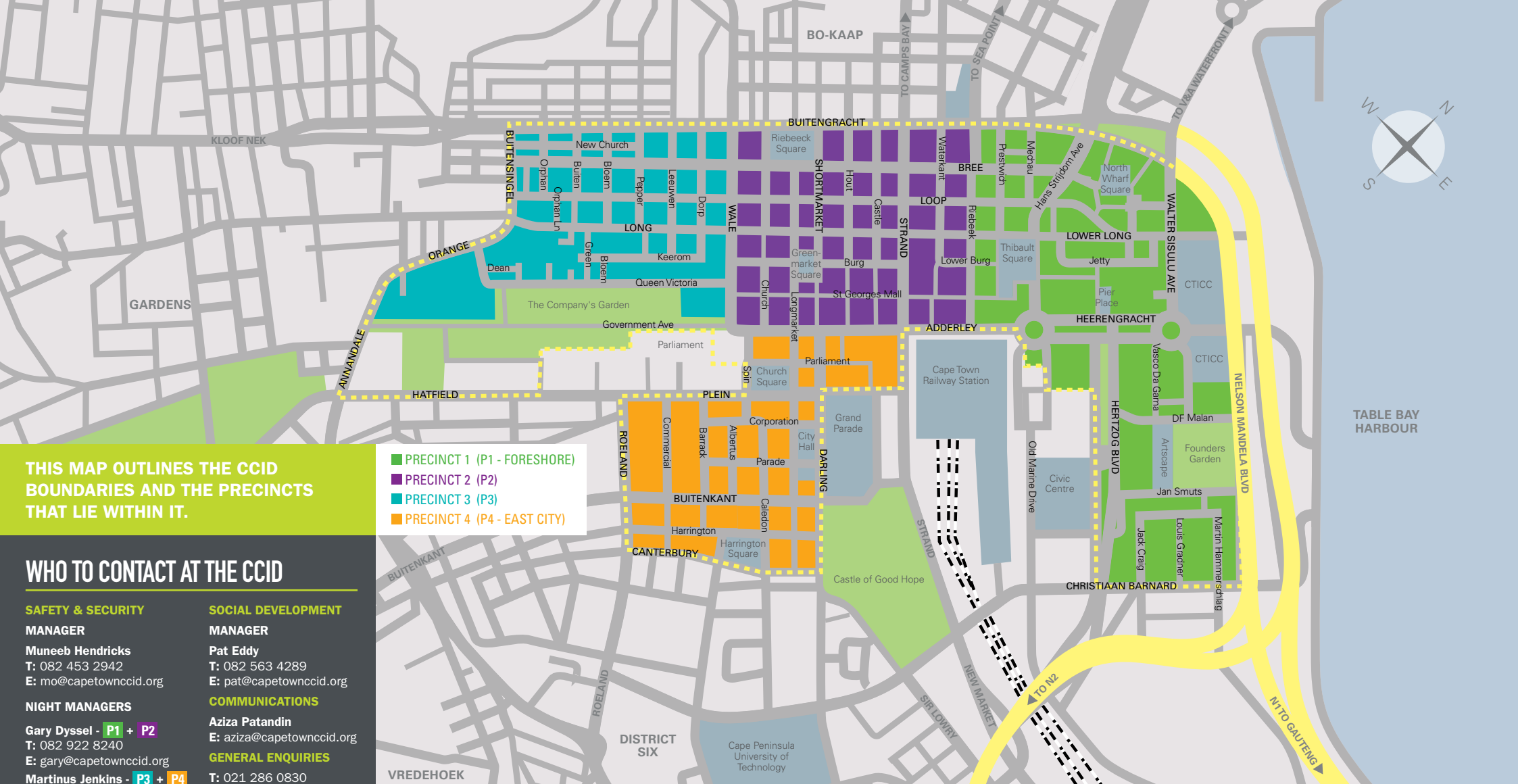
URBAN MANAGEMENT



This department provides the following top-up services in addition to those of the primary service provider, important City contact numbers).

- Professional street sweeping, provided via **55 J&M CLEANING** staff members deployed within the CCID's footprint. Present both day and night, and easily identified by their yellow uniforms and green CCID bibs. This team operates in two nine-hour shifts, from 08:00 until 17:00, and from 20:00 until 05:00.
- Via NGO partner **Stratwerk**, 300 work opportunities have been created, for disadvantaged individuals, many of whom are upskilled to become permanent employees. Identifiable by their green overalls, this team provides:

- Minor road maintenance and paving repairs
- Beautification, including gardening services, street furniture repairs and waste removal
- Graffiti tagging removal
- Maintenance of the CCID's 270 cigarette bins
- Litter picking and hotspot sanitisation
- Rodent baiting (with City of Cape Town's Environmental Health Department)



THIS MAP OUTLINES THE CCID BOUNDARIES AND THE PRECINCTS THAT LIE WITHIN IT.

- PRECINCT 1 (P1 - FORESHORE)
- PRECINCT 2 (P2)
- PRECINCT 3 (P3)
- PRECINCT 4 (P4 - EAST CITY)

WHO TO CONTACT AT THE CCID

SAFETY & SECURITY

MANAGER
Muneeb Hendricks
 T: 082 453 2942
 E: mo@capetownccid.org

NIGHT MANAGERS

Gary Dyssel - P1 + P2
 T: 082 922 8240
 E: gary@capetownccid.org

Martinus Jenkins - P3 + P4
 T: 082 387 6876
 E: martinus@capetownccid.org

URBAN MANAGEMENT

MANAGER
Richard Beesley
 T: 083 300 8328
 E: richard@capetownccid.org

PRECINCT MANAGERS

Mmiselo Ntsime - P1 + P4
 T: 079 886 0663
 E: mmiselo@capetownccid.org

Carlisle Marankey - P2 + P3
 T: 082 922 8288
 E: carlisle@capetownccid.org

SOCIAL DEVELOPMENT

MANAGER
Pat Eddy
 T: 082 563 4289
 E: pat@capetownccid.org

COMMUNICATIONS

Aziza Patandin
 E: aziza@capetownccid.org

GENERAL ENQUIRIES

T: 021 286 0830
 E: info@capetownccid.org

IMPORTANT CONTACTS

While the CCID provides many top-up services (including a 24-hour CCID control centre 082 415 7127), major services are still provided by the City of Cape Town and SAPS. Here's a list of numbers to keep at hand:

EMERGENCY NUMBERS

- **SAPS Cape Town Central:** 021 467 8002
- **SAPS Flying Squad:** 10111
- **City of Cape Town Metro Police:** 021 596 1999
- **Fire Department:** 021 535 1100
- **Ambulance:** 10177
- **All emergencies:** 107 (landline only) or 112 (cellphones only)
- **Netcare 911 & NSRI:** 082 911

CITY OF CAPE TOWN SERVICE DEPARTMENTS

For any of the following, call the City of Cape Town's toll-free number 0860 103 089

- Water & sewerage faults
- Cleaning & waste management
- Electricity enquiries
- Streetlights

For faulty traffic signals, call 0860 001 948

For any of the following, call the City of Cape Town's toll-free number 0860 103 090

- Applications & permits
- Roads & stormwater drainage
- Illegal posters & signage
- Tree trimming & beautification

For health & noise queries, call 107 on landlines or 021 480 7700 all hours