BBID
Brackenfell Business Improvement District

BRACKENFELL BUSINESS IMPROVEMENT DISTRICT
5 YEAR IMPLEMENTATION PLAN
1st July 2014 to 30th June 2019

PROGRAM 1 - BBID MANAGEMENT & OPERATIONS

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Appointment of staff	BBID Manager / BBID Board	Ongoing	➜	➜	➜	➜	➜		Staff appointment will be done as required
2. Continued operation of the BBID Management Office	BBID Manager / BBID Board	Ongoing	➜	➜	➜	➜	➜	Operation BBID Office	
3. Appointment of relevant service providers	BBID Manager / BBID Board	1	1Y		1Y			Appointment of appropriately qualified service providers	Service providers to be reappointed or new providers to be appointed at end of initial contracts (3 Years)
4. Board meetings	BBID Manager / BBID Board	12	12	12	12	12	12	Monthly Board meetings	
5. Financial reports to CoCT	BBID Manager	12	12	12	12	12	12	Submit reports timeously	Refer to Financial Agreement
6. Audited Financial Statements	BBID Manager	1	1Y	1Y	1Y	1Y	1Y	Unqualified Financial Audits	
7. Communicate BBID Arrears List	BBID Manager	12	12	12	12	12	12	Observe and report concern over outstanding amounts	
8. Feedback to Members and Annual General Meeting	BBID Manager / BBID Board	1	1Y	1Y	1Y	1Y	1Y	Host successful AGM	
9. Submit Management Report and Annual Financial Statements to Sub-council(s)	BBID Manager / BBID Board	1	1Y	1Y	1Y	1Y	1Y	Unqualified Financial Audits and comprehensive management reports	

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			Y1	**Y2**	**Y3**	**Y4**	**Y5**		
10. Successful day-to-day management and operations of the BBID	BBID Manager	Ongoing	➔	➔	➔	➔	➔	Monthly feedback to BBID Board at Directors present at every meeting	
11. Monthly Reports to the SRA Directors	BBID Manager	12	12	12	12	12	12	Report back on all CID related business to be measured and signed off	Provide monthly reports to the SRA Directors
12. Manage and monitor the C3 notification Process	BBID Manager	12	12	12	12	12	12	Complete daily reports of C3 notifications and monitor existing issues	
13. Submit input to the Integrated Development Plan	BBID Manager	1Y	1Y	1Y	1Y	1Y	1Y	Annual submissions to Sub-Council Manager	October to February of every year
14. Submit input to the Capital Budgets	BBID Manager	1Y	1Y	1Y	1Y	1Y	1Y	Annual submissions to Sub-Council Manager	
15. Communicate with property owners	BBID Manager	Ongoing	➔	➔	➔	➔	➔	Keep property owners informed through monthly newsletter	
16. Mediate issues with or between property owners	BBID Manager & City of Cape Town Departmental Managers and Law Enforcement	Ongoing	➔	➔	➔	➔	➔	Provide an informed opinion on unresolved issues and assist where possible	
17. Visit BBID members	BBID Manager	Ongoing	➔	➔	➔	➔	➔	Communicate and visit BBID members	
18. Promote and develop BBID NPC membership	BBID Manager / BBID Board	Ongoing	➔	➔	➔	➔	➔	Have a NPC membership that represents the BBID community	
19. Build working relationships with Sub-Council Management and relevant CoCT officials and departments that deliver services in the BBID	BBID Manager	Ongoing	➔	➔	➔	➔	➔	Successful and professional relationships with sub-council management and officials resulting in enhance communication, cooperation and service delivery	
20. Compile the SRA renewal application.	BBID Manager / BBID Board	In year 4				1Y		Submit a comprehensive renewal application for approval by the members and the City of Cape Town.	

PROGRAM 2 - BBID SECURITY / LAW ENFORCEMENT INITIATIVES									
ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN WEEKS, MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**
			Y1	Y2	Y3	Y4	Y5		
1. Identify the root causes of crime in conjunction with the SAPS, Local Authority and existing security service using their experience as well as available crime statistics	BBID Manager/ Security Service Provider	Ongoing	3M	➜	➜	➜	➜	Incorporate in Security Management Strategy Plan	This is done comprehensively at the beginning of term and then modified continuously
2. Determine the Crime Threat Analysis of the CID area in conjunction with the SAPS	BBID Manager/ Security Service Provider	Ongoing	3M	➜	➜	➜	➜	Incorporate in Security Management Strategy Plan	
3. Determine strategies by means of an integrated approach to address / decrease crime	BBID Manager/ Security Service Provider	Ongoing	3M	➜	➜	➜	➜	Incorporate in Security Management Strategy Plan	
4. In liaison with other security role players and the South African Police Service, identify current security and policing shortcomings and develop and implement effective crime prevention strategy	BBID Manager/ Security Service Provider	Ongoing	➜	➜	➜	➜	➜	Incorporate in Security Management Strategy Plan	
5. Develop a Security Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.	BBID Manager/ Security Service Provider	Revise as often as required but at least annually	3M	1Y	1Y	1Y	1Y	Documented Security Management Strategy with clear deliverables and defined performance indicators to guide safety services by the appointed service provider and evaluate levels of service provided.	This is done comprehensively at the implementation of the CID and then modified continuously
6. Maintain a manned centrally located office(s) open to the members and residents of the CID to request security assistance or report information	BBID Manager/ Security Service Provider	Ongoing	➜	➜	➜	➜	➜	Appropriately manned and equipped control room with skilled staff	
7. Deploy security resources accordingly and effectively on visible patrols. Security personnel	BBID Manager/ Security Service Provider	Ongoing	➜	➜	➜	➜	➜	Effective safety and security patrols in the BBID	

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ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN WEEKS, MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**
			Y1	Y2	Y3	Y4	Y5		
and patrol vehicles to be easily identifiable									
8. Utilise the "eyes and ears" of all security and gardening/street cleaning staff, as well as own staff, to identify any breaches	BBID Manager/ Security Service Provider	Ongoing	→	→	→	→	→	Incorporate feedback and information in security and safety initiatives of the BBID	
9. Assist the police through participation by BBID in the local Police sector crime forum	BBID Manager/ Security Service Provider	Monthly	12	12	12	12	12	Incorporate feedback and information in security and safety initiatives of the BBID Report on any security information of the BBID to the CPF	
10. Monitor and evaluate the security strategy and performance of all service delivery on a quarterly basis	BBID Manager/ Security Service Provider/ SAPS Crime Intelligence Officer	Quarterly	4	4	4	4	4	Report findings to the BBID Board with recommendations where applicable	
11. On-site inspection of Security Patrol officers	BBID Manager/ Security Service Provider	Daily	→	→	→	→	→	Report findings to the BBID Board with recommendations where applicable	
12. Weekly Security Reports from Contract Security Company	Security Service Provider	Weekly	52	52	52	52	52	Report findings to the BBID Board with recommendations where applicable Provide feedback to forum meeting	Incorporate into monthly management report to BBID Board
13. Monitor the objectives of the BBID employed Law Enforcement	BBID Manager/ CoCT Safe and Security Directorate	Monthly	12	12	12	12	12	Provide effective Law Enforcement in the BBID and adjust where applicable	

PROGRAM 3 - BBID CLEANSING INITIATIVES									
ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN WEEKS, MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**
			Y1	Y2	Y3	Y4	Y5		
1. Develop a cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery from the appointed service provider.	BBID Manager/ Cleansing Service Provider	annually	1Y	1Y	1Y	1Y	1Y	Cleansing strategy document with clear deliverables and defined performance indicators to guide cleansing and delivery. Revise as often as required but at least annually	This is done comprehensively at the term renewal and then modified continuously
2. Monitor and evaluate the cleansing strategy and performance of all service delivery on a quarterly basis	BBID Manager/ Cleansing Service Provider	Quarterly	4	4	4	4	4	Modify Cleansing Strategy to guide cleansing and delivery	
3. Co-ordinate the provision of additional litter bins and emptying of litter bins service providers and the relevant City of Cape Town departments.	BBID Manager/ Solid Waste Department	Quarterly	4	4	4	4	4	Quarterly status reports to Local Authority regarding progress of identified shortcomings	
4. Cleansing each of the streets within the CID Boundary at least once within every two month period	BBID Manager/ Cleansing Service Provider	Bi annually	6	6	6	6	6	Provide clean streets and sidewalks in the BBID	
5. Identifying Health and safety issues within the area and reporting to Council with C3 notification reference no's	BBID Manager	Ongoing	➔	➔	➔	➔	➔	Monthly evaluations and inspections Provide an improved healthy urban environment in the BBID	
6. Monitor and combat Illegal Dumping	BBID Manager/ Cleansing Service Provider/ Law Enforcement Officers	Ongoing	➔	➔	➔	➔	➔	Removal of illegal dumping as required and applying applicable penalties through law enforcement against transgressors	
7. Identify environmental design contributing to grime such as wind tunnels	BBID Manager/ Cleansing Service Provider	Quarterly	4	4	4	4	4	Quarterly evaluation of the causes of waste Quarterly evaluation of measures implemented and identification of remedial actions	

PROGRAM 3 - BBID CLEANSING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
8. Promoting waste minimization through education and awareness on waste and water pollution	BBID Manager/ Cleansing Service Provider	Ongoing	➜	➜	➜	➜	➜	Monthly evaluations and inspections Report findings	
9. Encourage property owners to act responsibly in terms of waste management and encourage recycling initiatives	CID Manage	Ongoing	➜	➜	➜	➜	➜	Monthly evaluations and inspections Report findings	

PROGRAM 4 - BBID URBAN MANAGEMENT INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Submissions to Ward Allocation, IDP and Capital Budgets	BBID Manager	1	1Y	1Y	1Y	1Y	1Y	Report to the BBID Board with recommendations where applicable	
2. Identify problem areas with respect to: a. street lighting; b. missing drain covers / cleaning of drains c. maintenance of road surfaces; sidewalks d. cutting of grass / removal of weeds e. road markings / traffic signs Use the established service levels to design the provision of supplementary services without duplication of effort	BBID Manager	Ongoing	➜	➜	➜	➜	➜	Urban management plan with clear deliverables and defined performance indicators to guide delivery	This is done comprehensively at the implementation of the CID and then modified continuously
3. Identify and report infrastructure	BBID Manager	Daily / weekly						Monitor and evaluate. Report	

PROGRAM 4 - BBID URBAN MANAGEMENT INITIATIVES									
ACTION STEPS	**RESPONSIBLE**	**FREQUENCY per year**	**DURATION IN WEEKS, MONTHS OR YEARS**					**PERFORMANCE INDICATOR**	**COMMENTS**
			Y1	**Y2**	**Y3**	**Y4**	**Y5**		
supplementing existing Council Services: a. Street lighting b. Dumping c. Refuse Removal d. Waterworks e. Sewerage f. Roads and Storm water g. Traffic signals and line painting h. Pedestrian safety i. Road repairs		and monthly reports to the C3 notification process and daily recording of references in the register						findings to the BBID Board with recommendations where applicable	
4. Compile a list of prioritized needs to enhance the objectives of the CID and liaise with the relevant departments to correct	BBID Manager	4	4M	4M	4M	4M	4M	Monitor and evaluate the plan and performance of all service delivery on a quarterly basis. Report findings to the BBID Board with recommendations where applicable	
5. Greening campaigns - Arbor Day	BBID Manager	1	1Y	1Y	1Y	1Y	1Y	Report to the BBID Board with recommendations where applicable	
6. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary services to improve the urban environment	BBID Manager	Ongoing	➔	➔	➔	➔	➔	Development of a long term sustainable work program	This is done comprehensively at the term renewal and then modified and managed continuously
7. Illegal Poster Removal Notify and monitor the removal of illegal posters by the City of Cape Town	BBID Manager	Ongoing	➔	➔	➔	➔	➔	City of Cape Town infrastructure free from illegal posters	

PROGRAM 5 - BBID SOCIAL INTERVENTION INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Identify and determine strategies by means of an integrated approach to address / homelessness and the relief measures available, current and future.	BBID Manager/ NGOs	Ongoing	➡	➡	➡	➡	➡	Social intervention plan with clear deliverables and defined performance indicators to guide delivery	This is done comprehensively at the implementation of the CID and then modified continuously
2. Work in conjunction with local social welfare and job creation organization and develop the delivery of the supplementary services to improve the urban environment	BBID Manager/ NGOs	Ongoing	➡	➡	➡	➡	➡	Social intervention plan with clear deliverables and defined performance indicators to guide delivery	This will be a long term plan of action that will take time to develop

PROGRAM 6 - BBID MARKETING INITIATIVES

ACTION STEPS	RESPONSIBLE	FREQUENCY per year	DURATION IN WEEKS, MONTHS OR YEARS					PERFORMANCE INDICATOR	COMMENTS
			Y1	Y2	Y3	Y4	Y5		
1. Regular and monthly newsletters / Newsflashes	BBID Manager	Monthly	12	12	12	12	12	Informative newsletters	
2. Regular Press releases in local Newspapers covering: a. Local Development b. Promoting local Projects c. Social Issues	BBID Manager	Ongoing	➡	➡	➡	➡	➡	Regular media exposure	
3. Establish and maintain Website	BBID Manager	Ongoing	➡	➡	➡	➡	➡	Informative website	
4. Regular Member visits and meetings	BBID Manager	Ongoing	➡	➡	➡	➡	➡	Monthly feedback to BBID Board at Directors Meeting	
5. Establish the BBID Business Directory and link to website	BBID Manager	Every 2 months	2	2	2	2	2	Up to dates directory	