

Appendix E - Overview of new and revised indicators for metropolitan municipalities

New indicators for MFMA Circular No. 88: 2

Removed or retired indicators: 7

Revisions to MFMA Circular No. 88 indicators to note (Tier 1 or Tier 2 only):..... 9

New indicators for MFMA Circular No. 88:

The following is a list of all the new indicators at Outcome, Output and Compliance level based on the 2020 consultations.

New Outcome and Output indicators
EE1.13 Percentage of valid customer applications for new electricity connections processed in terms of municipal service standards
EE2.3 Average electricity subsidy per residential municipal customer
EE4.13 Percentage of municipal buildings utilising electricity from renewable electricity
ENV4.31 Hectares of rehabilitated and maintained wetlands within the municipal area
ENV5.11 Percentage of coastline with protection measures in place
ENV5.12 Number of coastal water samples taken for monitoring purposes
ENV5.2 Recreational water quality (inland)
ENV5.21 Number of inland water samples tested for monitoring purposes
ENV7.1 Incidence of gastroenteritis in an institution per 100 000 of the population
ENV7.11 Percentage of all registered food premises inspected for compliance to relevant legislation
GG1.22 Percentage of vacant posts filled within 3 months
GG2.3 Protest incidents reported per 10 000 population
GG2.31 Percentage of official complaints responded to through the municipal complaint management system
HS1.13 Hectares of land acquired for human settlements in Priority Housing Development Areas
HS1.22 Number of title deeds registered to beneficiaries
HS2.11 Number of FLISP opportunities in the affordable gap market
HS3.11 Percentage of expenditure on the operations and maintenance of neighbourhood parks and public outdoor spaces in poor and lower-middle income neighbourhoods
HS3.7 Percentage of municipal cemetery plots available
TR2.11 Cost per passenger KM of municipal public transport
TR6.13 KMs of new municipal road lanes built
TR 6.2 Number of potholes reported per 10kms of municipal road network
TR 6.21 Percentage of reported pothole complaints resolved within standard municipal response time
WS3.4 Percentage of customers satisfied with water and sanitation services
WS4.11 Percentage of water treatment capacity unused
WS4.3 Percentage of wastewater effluent volume complying with license conditions (weighted by flows by plant)
WS4.31 Percentage of wastewater treatment capacity unused
WS4.4 Green drop score
WS4.5 Blue drop score
WS5.21 Infrastructure leakage index
LED1.1 Gross Value Added (GVA) by the municipality per capita
LED1.11 Percentage of total municipal operating expenditure spent on contracted services physically residing within the municipal area
LED1.2 Employment rate in the municipal area
LED1.3 Percentage of the labour force classified as unskilled or low-skilled
LED1.31 Number of Individuals connected to apprenticeships and learnerships through municipal interventions
LED1.4 Income per capita within the municipal area
LED2.1 Rates revenue as a percentage of the total revenue of the municipality

LED2.11 Percentage of budgeted rates revenue collected
LED2.2 Rateable value of commercial and industrial property per capita
LED2.3 Percentage of economic nodes in the municipality experiencing year on year growth
LED2.31 Percentage of economic nodes within the municipality with urban management arrangements in place
LED2.32 Percentage of economic nodes within the municipality with transversal nodal development plans in place
LED3.1 Average cost to a business to apply for a construction permit with a municipality
LED3.11 Average time taken to finalise business license applications
LED3.12 Average time taken to finalise informal trading permits
LED3.13 Average number of days taken to process building applications of 500 square meters or more
LED3.2 Average cost to transfer a property as a percentage of total property value
LED3.21 Percentage of revenue clearance certificates issued within 10 working days from time of completed application received
LED3.3 R-value of investment inflows
LED3.31 Average number of days from the point of advertising to the letter of award per 80/20 procurement process
LED3.32 Percentage of municipal payments made to service providers who submitted complete forms within 30-days of invoice submission
LED3.4 Average change in the R-value of Commercial Property within the municipality

Increase in 51 additional indicators at the Outcome and Output level.

Number	New Compliance Indicators
C18 (GG)	Number of approved demonstrations in the municipal area
C19 (GG)	Number of recognised traditional and Khoi-San leaders in attendance (sum of) at all council meetings
C20 (ENV)	Number of permanent environmental health practitioners employed by the municipality
C21 (ENV)	Number of approved environmental health practitioner posts in the municipality
C22 (GG)	Number of Council meetings held
C23 (GG)	Number of disciplinary cases for misconduct relating to fraud and corruption
C24 (GG)	Number of council meetings disrupted
C25 (GG)	Number of protests reported
C26 (GG)	R-value of all tenders awarded
C27 (GG)	Number of all awards made in terms of Section 36 of the MFMA Municipal Supply Chain Management Regulations
C28 (GG)	R-value of all awards made in terms of Section 36 of the MFMA Municipal Supply Chain Management Regulations:
C29 (GG)	Number of approved applications for rezoning a property for commercial purposes
C30 (GG)	Number of business licenses approved
C31 (GG)	Number of approved posts in the municipality with regard to municipal infrastructure:
C32 (GG)	Number of positions filled with regard to municipal infrastructure
C33 (GG)	Number of tenders over R200 000 awarded
C34 (GG)	Number of months the Municipal Managers' position has been filled (not Acting)
C35 (GG)	Number of months the Chief Financial Officers' position has been filled (not Acting)
C36 (GG)	Number of vacant posts of senior managers
C37 (GG)	Number of approved posts in the treasury and budget office
C38 (GG)	Number of filled posts in the treasury and budget office
C39 (GG)	Number of approved posts in the development and planning department
C40 (GG)	Number of filled posts in the development and planning department
C41 (GG)	Number of approved engineer posts in the municipality
C42 (GG)	Number of registered engineers employed in approved posts
C43 (GG)	Number of engineers employed in approved posts
C44 (GG)	Number of disciplinary cases in the municipality
C45 (GG)	Number of finalised disciplinary cases
C46 (ENV)	Number of approved waste management posts in the municipality
C47 (ENV)	Number of waste management posts filled
C48 (EE)	Number of approved electrician posts in the municipality
C49 (EE)	Number of electricians employed in approved posts
C50 (WS)	Number of approved water and wastewater management posts in the municipality
C51 (WS)	Number of filled water and wastewater management posts
C52 (HS)	Number of maintained sports fields and facilities
C53 (HS)	Square meters of maintained public outdoor recreation space
C54 (HS)	Number of municipality-owned community halls
C55(HS)	Number of housing recipients issued with title deeds
C56 (EE)	Number of customers provided with an alternative energy supply (e.g. LPG or paraffin or biogel according to supply level standards)

Number	New Compliance Indicators
C57 (EE)	Number of registered electricity consumers with a mini grid-based system in the municipal service area
C58 (EE)	Total non-technical electricity losses in MWh (estimate)
C59 (EE)	Number of municipal buildings that consume renewable energy
C60(WS)	Total number of sewer connections
C61 (WS)	Total number of chemical toilets in operation
C62 (WS)	Total number of Ventilation Improved Pit Toilets (VIPs)
C63 (WS)	Total volume of water delivered by water trucks
C64 (TR)	R-value of all direct municipal vehicle operational costs for public transport
C65 (TR)	Total number of scheduled public transport access points
C66 (TR)	Number of weekday passenger trips on scheduled municipal bus services
C67 (FD)	Number of paid full-time firefighters employed by the municipality
C68 (FD)	Number of part-time and firefighter reservists in the service of the municipality
C69 (FD)	Number of 'displaced persons' to whom the municipality delivered assistance
C70 (FD)	Number of volunteer responders in the service of the municipality
C71 (LED)	Number of procurement processes where disputes were raised
C72 (FD)	Date of the last municipal Disaster Management Plan tabled at Council
C73 (FD)	Number of structural fires occurring in informal settlements
C74 (FD)	Number of dwellings in informal settlements affected by structural fires (estimate)
75 (FD)	Number of people displaced within the municipal area
C76 (LED)	Number of SMMEs and informal businesses benefitting from municipal digitisation support programmes rolled out directly or in partnership with other stakeholders
C77 (LED)	B-BBEE Procurement Spend on Empowering Suppliers that are at least 51% black owned based
C78 (LED)	B-BBEE Procurement Spend on Empowering Suppliers that are at least 30% black women owned
C79 (LED)	B-BBEE Procurement Spend from all Empowering Suppliers based on the B-BBEE Procurement
C80 (LED)	Date of the last Council adopted Development Charges policy
C81 (LED)	Number of new business license applications
C82 (LED)	Value of Commercial Projects Constructed by adding all of the estimated costs of construction values on building permits
C83 (LED)	Number of building plans approved after first review
C84(LED)	Number of building plans submitted for review
C85(LED)	Number of business licenses renewed
C86 (LED)	Number of households in the municipal area registered as indigent
C87 (LED)	Number of firms in the formal sector split across 1-digit SIC codes
C88 (LED)	Number of businesses registered with the South African Revenue Service within the municipal area
C89 (GG)	Number of meetings of the Executive or Mayoral Committee postponed due to lack of quorum
C90 (ENV)	Date of the last Climate Change Needs and Response Assessment tabled at Council
C91 (ENV)	Date of the last Climate Change Response Implementation Plan tabled at Council

There is an increase in 74 additional indicators at Compliance level.

There is a total increase of 125 indicators overall.

Number	New compliance questions
Q5.	How many public meetings were held in the last quarter at which the Mayor or members of the Mayoral/Executive committee provided a report back to the public?
Q6.	When was the last scientifically representative community feedback survey undertaken in the municipality?
Q7.	What are the biggest causes of complaints or dissatisfaction from the community feedback survey? Indicate the top four issues in order of priority.
Q8.	Please list the locality, date and cause of each incident of protest within the municipal area during the reporting period:
Q9.	Does the municipality have an Internal Audit Unit?
Q10.	Is there a dedicated position responsible for internal audits?
Q11.	Is the internal audit position filled or vacant?
Q12.	Has an Audit Committee been established? If so, is it functional?
Q13.	Has the internal audit plan been approved by the Audit Committee?
Q14.	Has an Internal Audit Charter and Audit Committee charter been approved and adopted?
Q15.	Does the internal audit plan set monthly targets?
Q16.	How many monthly targets in the internal audit plan were not achieved?
Q17.	Does the Municipality have a dedicated SMME support unit or facility in place either directly or in partnership with a relevant roleplayer?
Q18.	What economic incentive policies adopted by Council does the municipality have by date of adoption?
Q19.	Is the municipal supplier database aligned with the Central Supplier Database?
Q20.	What is the number of steps a business must comply with when applying for a construction permit before final document is received?
Q21.	What is the organisational location of the disaster risk management function within your municipality? (Specify the placement and highest level filled post within it).
Q22.	Please list the name of the structure and date of every meeting of an official IGR structure that the municipality participated in this quarter:
Q23.	Where is the organisational responsibility for the IGR support function located within the municipality (inclusive of the reporting line)?
Q24.	Is the MPAC functional? List the reasons why if the answer is not 'Yes'.
Q25.	Has a report by the Executive Committee on all decisions it has taken been submitted to Council this financial year?

There is an increase of 21 compliance questions.

Removed or retired indicators:

The following are indicators that have been removed or retired from the MFMA Circular No. 88 indicator set on the basis of consultations, pending further indicator development. The reason for the removal or retiring in this iteration is provided.

Removed indicators	Reason
ENV 1.2 Number of days where PM2.5 levels exceeded guideline levels	Indicator was integrated into a revised ENV1.1
ENV6.1 GHG emissions per capita	Indicator was elevated to integrated outcome level. Consultations on integrated outcome indicators on-going.
FE 1.12 Number of full-time firefighters per 1000 population	Data element was retained at compliance indicator level as an alternative.
FE 1.21 Number of reservists and volunteer responders per 1000 population	Data element was retained at compliance indicator level as an alternative.
HS 3.2 Number of community halls per 100 000 population	Data element was retained at compliance indicator level as an alternative.
HS 3.3 Number of public libraries per 100 000 population	Data element was retained at compliance indicator level as an alternative.
TR1.11 Non-residential development approved within 500m of scheduled public transport service, by internal floor space	Indicator was elevated for consideration at the integrated outcome level. Consultations on integrated outcome indicators on-going.
TR1.3 Percentage of commuters (city-wide) using private motorised transport	Indicator was elevated for consideration at the integrated outcome level. Consultations on integrated outcome indicators on-going.
TR 3.1 Average public transport commuting time	Indicator was elevated for consideration at the integrated outcome level. Consultations on integrated outcome indicators on-going.
TR3.2 Average private transport commuting time	Indicator was elevated for consideration at the integrated outcome level. Consultations on integrated outcome indicators on-going.
TR3.11 Number of weekday scheduled municipal bus passenger trips	Data element was retained at compliance indicator level as an alternative.
WG13. Percentage change in the value of properties in Integration Zones	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
CC2. Percentage of land use applications finalised in integration zones in relation to applications city-wide	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
CC3. Percentage of building plan applications approved in integration zones in relation to applications city-wide	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
PC4. Percentage of commercial and industrial rateable value within integration zones of the metro	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
CC1. Percentage of hectares approved for future development outside the 2015 urban edge	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
IC1. Percentage of new subsidised units finalised in Brownfields developments city-wide	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.

IC2. Gross residential unit density per hectare within integration zones	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
IC3. Ratio of housing types in integration zones	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
IC4. Ratio of housing tenure status in integration zones	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
IC5. Ratio of land use types (residential, commercial, retail, industrial) in integration zones	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
IC6. Percentage households accessing subsidy units in integration zones that come from informal settlements	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
IC7. Percentage of dwelling units within Integration Zones within 800 metres of access points to the integrated public transport system	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
IC8. Percentage share of household income spent on transport costs for different household income quintiles city-wide	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
IC9. Percentage of municipal capital expenditure on integrated public transport networks	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
IC11a. Percentage of learners travelling for longer than 30 minutes to an education institution	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.
IC11b. Percentage of workers travelling for longer than 30 minutes to their place of work	All 'City Transformation' indicators at integrated outcome level subject to on-going consultations.

Total decrease of 27 indicators.

Considered with the total increase in indicators this results in a net gain of 98 indicators.

Revisions to MFMA Circular No. 88 indicators to note (Tier 1 or Tier 2 only):

REVISIONS TO MFMA CIRCULAR NO. 88 INDICATORS TO NOTE (TIER 1 OR 2)		
Outcome	Indicators (Outcome and output)	Comments
Energy and Electricity		
EE2. Improved affordability of electricity	EE2.11 Percentage of total residential electricity provision allocated as Free Basic Electricity (FBE)	Nominal and definitional refinement to elevate indicator to Tier 2(M).
EE3. Improved reliability of electricity service	EE3.1 System Average Interruption Duration Index	Substantial changes to the definition, formula, and data elements.
	EE3.2 Customer Average Interruption Duration Index	Substantial changes to the definition, formula, and data elements.
	EE3.3 System Average Interruption Frequency Index	Substantial changes to the definition, formula, and data elements.
	EE3.4 Customer Average Interruption Frequency Index	Substantial changes to the definition, formula, and data elements.
EE4. Improved energy sustainability	EE4.12 Installed capacity of approved embedded generators on the municipal distribution network	Clarifications to the definition.
Environment and Waste		
ENV1. Improved air quality	ENV1.1 Annual number of days with GOOD air quality	Substantial changes to the indicator formulation and TID.
	ENV1.12 Percentage of AQ monitoring stations providing adequate data over a reporting year	Changes to the indicator definition and data elements.
ENV3. Increased access to refuse removal	ENV3.11 Percentage of known informal settlements receiving basic refuse removal services	Changes to the indicator name and definition in the TID.
	ENV3.2 Percentage of scheduled waste collection service users reporting non-collection	Changes to the indicator name and definition to elevate indicator to Tier 2(M).
Housing and Community Facilities		
HS1. Improved access to adequate housing (incl. security of tenure)	HS1.11 Number of subsidised housing units constructed using various Human Settlements Programmes	Substantial changes to the indicator formulation and TID. Note this is now a National reporting responsibility.
	HS1.12 Number of serviced sites	Nominal and definitional clarifications to the TID based on consultations.
	HS1.3 Percentage of informal settlements upgraded to Phase 3	Substantial changes to the indicator title and TID.
	HS1.31 Number of informal settlements assessed (enumerated and classified)	Nominal change with definitional refinement.
	HS1.32 Number of informal settlements upgraded to Phase 2	Substantial changes to the indicator title and TID.

REVISIONS TO MFMA CIRCULAR NO. 88 INDICATORS TO NOTE (TIER 1 OR 2)		
Outcome	Indicators (Outcome and output)	Comments
HS2. Improved functionality of the property market	HS2.2 Percentage of residential properties in the subsidy market	Nominal and definitional changes to the TID.
	HS2.21 Number of rateable residential properties in the subsidy housing market entering the municipal valuation roll	Definitional clarifications and revisions to the TID.
	HS2.22 Average number of days taken to process residential building plan applications of 500 square meters or less	Substantial changes to the indicator formulation and TID.
HS3. Increased access to and utilisation of social and community facilities	HS3.1 Percentage of dwellings with access to public open spaces	Significant nominal and definitional revision and demotion to Tier 3 (M).
Local Economic Development		
LED1. Growing inclusive local economies	LED1.21 Number of work opportunities created through Public Employment Programmes (incl. EPWP, CWP and other related employment programmes)	Relocation of the indicator from Governance to Economic Development. Nominal and definitional changes to the TID.
LED2. Improved levels of economic activity in municipal economic spaces	LED2.12 Percentage of the municipality's operating budget spent on indigent relief for free basic services	Relocation of the indicator from Governance to Economic Development. Nominal and definitional changes to the TID.
Transport and Roads		
TR 4. Improved satisfaction with public transport services	TR4.21 Percentage of scheduled municipal bus services 'on time'	Substantial changes to the indicator formulation and TID. See change in reporting frequency.
TR 5. Improved access to public transport (incl. NMT)	TR5.31 Percentage of scheduled municipal buses that are low entry	Repositioning and definitional changes to the indicator to be more inclusive of 'services' at data element level.
	TR5.11 Number of scheduled public transport access points added	Repositioning, nominal and minor definitional clarifications to the indicator.
TR 6. Improved quality of municipal road network	TR6.11 Percentage of unsurfaced road graded	Definitional clarifications and revisions to the TID.
	TR6.12 Percentage of surfaced municipal road lanes which has been resurfaced and resealed	Definitional clarifications and revisions to the TID.
Water and Sanitation		
WS3. Improved quality of water and sanitation services	W3.1 Frequency of sewer blockages per 100 KMs of pipeline	Change to name for greater face validity.

REVISIONS TO MFMA CIRCULAR NO. 88 INDICATORS TO NOTE (TIER 1 OR 2)		
Outcome	Indicators (Outcome and output)	Comments
(revised from continuity of services)	WS3.11 Percentage of callouts responded to within 24 hours (sanitation/wastewater)	Nominal clarification and change in reporting frequency to quarterly.
	WS3.2 Frequency of water mains failures per 100 KMs of pipeline	Change to name for greater face validity.
	WS3.21 Percentage of callouts responded to within 24 hours (water)	Nominal clarification and change in reporting frequency to quarterly.
WS4. Improved quality of water (incl. wastewater)	WS4.1 Percentage of drinking water samples complying to SANS241	Nominal and definitional revisions throughout the TID.
	WS4.2 Percentage of wastewater samples compliant to water use license conditions	Nominal and definitional revisions throughout the TID.
	WS4.21 Percentage of industries with trade effluent inspected for compliance	Definitional revisions and clarifications throughout the indicator.
WS5. Improved water sustainability	WS5.4 Percentage of water reused	Definitional revisions and clarifications throughout the indicator. See revised data elements and formula.
Fire and Disasters		
FE1. Mitigated effects of fires and disasters	FE 1.1 Number of fire related deaths per 100 000 population	Changes to the name of the indicator with definitional and formula implications.
	FE 1.2 Number of disaster and extreme weather-related deaths per 100 000 population	Changes to the name of the indicator with definitional and formula implications.
Good Governance		
GG2. Improved municipal responsiveness	GG2.12 Percentage of wards that have held at least one councillor-convened community meeting	Nominal refinement, definition remains the same.
	GG 2.2 Attendance rate of municipal council meetings by recognised traditional and Khoi-San leaders	Nominal and definitional changes to the indicator across the TID.
GG4. Improved council functionality	GG 4.1 Percentage of councillors attending council meetings	Nominal revisions to the indicator for greater face validity.

In total, 35 indicators that were previously at the Tier 1 or Tier 2 level of readiness for metropolitan reporting have been revised on the basis of consultative engagements and implementation feedback from municipalities.

Indicators that are not listed above Tier 3 for any municipal category are by their very nature subject to change and pending definitional refinement or clarification to graduate them to Tier 2. Adjustments to indicators previously classified as Tier 3 and 4 for metropolitan municipality without any application implications for any category of municipality for the 2021/22 financial year are not detailed here.