



## FEASIBILITY STUDY

# PROPOSED PARK ISLAND CITY IMPROVEMENT DISTRICT

# URBAN MANAGEMENT SURVEY REPORT AUGUST 2022

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# Introduction

Park Island is a residential area within the Marina da Gama, centred on one of the islands within the Marina. There are about 200 homes in a well-defined area, surrounded by canals. There is only 1 vehicular entrance (from Prince George Drive), and 2 pedestrian entrances (by bridge from adjoining islands to the north and south). There are no commercial buildings in the area.

Park Island has an abundance of Public Open Spaces - large parks, water access areas, lanes between the houses and wide verges. Council maintenance of these areas has steadily reduced over the years, and the gap has been filled on an ad hoc basis by volunteers and funding donations.

The majority of residents of Park Island contribute to a public security program, Park Island Guarding. Park Island Guarding has grown informally over the last 2 decades. With the recent merger of Combat Force and National Guarding, the Park Island Guarding Committee decided that it was an appropriate time to review the operations. In particular, whether a CID (City Improvement District) would be a better vehicle for the future. A CID would provide better governance, more transparency, simplified administration and more robust continuity.

A CID steering committee was formed to manage the process.

Note that Park Island Way, the vehicular entrance, is the only access to Park Island Nature Reserve (part of the Zandvlei Estuary Nature Reserve). The popularity of the Nature Reserve, which is not part of the proposed CID, is bringing more outside traffic through the area.

Map of Proposed CID



# Questionnaire and methodology

The Urban Management Survey is designed to provide feedback from property owners, and people working or visiting the area on safety and security, social problems and urban management issues of the area.

The survey is not intended to provide quantitative statistics but rather indicative trends upon which the needs in the area can be evaluated.

A specific questionnaire was developed to evaluate the perception of business and property owners in the Park Island area. Broadly speaking, the following themes were covered in each questionnaire:

- Perceptions about the levels of safety and security
- Perceptions about the cleanliness and the environment of the area
- Perceptions about the streets and safety
- Whether social issues such as drug use are a problem in the area
- Perceptions about community activities.

A questionnaire was developed using SurveyMonkey. A cover letter drafted by the Steering Committee explained the purpose of the survey. Participants were also asked to rank the importance of the above-listed issues at the end of the questionnaire and were also allowed to express general comments and concerns in writing.

207 invitations to complete the questionnaire were sent by email and a link to the survey was available on the Park Island CID website (<https://parkislandcid.co.za/>). The survey was promoted by a hard copy letterbox drop to 200 homes in the area.

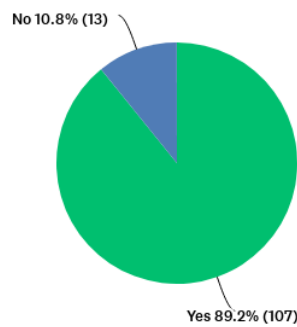
The survey was open to respondents from 8 August to 17 August 2022.

# Survey Results and Analysis

Survey Monkey collected 120 responses, 98 from the email invitation and 22 from the weblink, with a response rate of 57.9%. The City requires a minimum response rate of 20%.

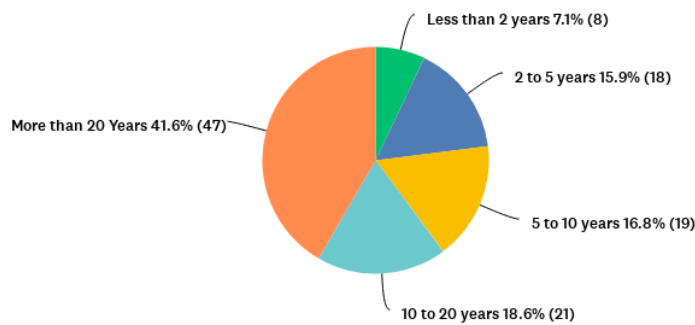
## Section 1: Responder Profile

Q1 Are you the owner of the property in Park Island residential area



107 of the respondents are homeowners and 13 are tenants or people familiar with the area.

Q4 How many years have you owned/rented your property in the Park Island area?



The responses showed an extremely stable group of residents - 60% have lived on Park Island for more than 10 years, and 40% for over 20 years.

## Individual Questions: Average Analysis

Survey Choice	Value
Not at all interested	1
Not so interested	2
Somewhat interested	3
Very interested	4
A must-have	5

The responses to each question were graded on a scale from 1 to 5,

Each question received an average score, based on the selections of all respondents.

This approach facilitates detailed and comprehensive analysis:

- Easily rank community support for each question asked in the survey
- Clearly identify those areas that are of highest interest to the community and also those that have little support

The results on the following pages are displayed as shown in the chart below.

Value Range	
1 to 3	Very little interest within the Park Island community
3 to 4	Areas worth consideration in the future or if diversity in areas of community improvement are required
4 to 5	Significant interest within the Park Island community

## Section 2 Public Safety and Security

Question	Average Score
How important is it to maintain and improve Park Island's overall public safety situation?	4.61
How important is it to improve the monitoring and detection of crime in Park Island?	4.49
How important is it to improve the overall quality of the response to crime incidents in Park Island (response time and resolution)?	4.54
Is it important for you to be alerted to threats and incidents in your immediate area, as they occur?	4.31
Is it important to see a permanent ARV (armed response vehicle) in the Park Island area from a recognised security company?	4.32
How important is the monitoring of public open spaces (POS) in Park Island	4.20
Would it be important to you to feel safer walking in our area in the early morning or late evening?	4.26
Would it be important to you that your children are able to walk/play/cycle more safely in all areas within Park Island?	4.31

The results indicated a strong preference for the maintenance and improvement of the current public safety system. Of particular interest is the importance of a permanent armed response vehicle in the area - this has only become a feature of the existing security service in the last five years.

The following questions were designed to receive feedback on future directions for the existing public security.

Question	Average Score
How willing are you to participate as a patroller in the Park Island area?	2.22
How interested would you be in stationing private safety officers at key points within Park Island?	3.96
How interested are you in having more CCTV cameras to achieve as much coverage as feasible?	3.84

The results clearly indicate that there is little interest in moving towards a neighbourhood watch model, with residents taking an active role in patrolling. The opinions on whether to increase guards or cameras show an equal weighting.

## Section 3: Cleaning, Beautifying & Environment

Question	Average Score
Would you like to see physical improvements in the parks and open spaces on Park Island (for example: trees, indigenous plants)?	3.91
Would you like to see a beautification of the entrance to Park Island (corner of Park Island Way and Prince George Drive)?	3.96
Would you like to see an improvement in the removal of litter in public spaces within Park Island?	4.20
Would you like to see improvements in cleanliness along our canals?	4.58
Would you be interested in more play facilities for children in our community?	3.10
Would you like to see improvements in the recreational facilities in our area, e.g. trim park?	3.19
Would you like to see an improvement in the reporting, tracking and maintenance of stormwater drains, burst mains and street gutters?	4.10

The most significant result is the very high score (4.58) regarding cleanliness in the canals. Zandvlei has had significant water quality problems for some time.

- Sewage spills into the vlei have been frequent, and the water body has been closed for extended periods
- Cladophora algae growth has covered large parts of the vlei, particularly in dead-end canals, making the water body unsightly and causing unpleasant odours, as well as preventing boating.
- The Sand River and Langevlei canals are used for dumping litter in areas north of the Marina. The litter enters the vlei during rain events when the litter traps are unable to cope with the volumes, resulting in unsightly litter along shorelines and in the water.

Water quality has a significant effect on the enjoyment of our environment as well as house prices, and this is clearly reflected in residents' concerns.



## Section 4: Street Condition and Safety

Question	Average Score
Would you like to see an improvement in the reporting, tracking and resolution of the maintenance of roads in our area? e.g. Potholes and surfaces	3.97
Are you interested in seeing improvements in the standard of traffic and road signage, street names and road markings?	3.50
Are you interested in seeing more street and pavement lighting to increase road safety and security?	3.51
Would you like to see a plan to address trees that may be encroaching onto road users' space and obstructing sight to traffic?	3.35
Would you like to see improvements in the maintenance of verges, edges, borders and pavements in our area?	3.69

The greatest concern is the reporting and resolution of issues reported to the Council.

## Section 5: Social Responsibility

Question	Average Score
Is drug dealing and using a problem that concerns you in our area? Do we need to deal with this?	2.6
Would you be interested in supporting new charitable activities in our area to support the disadvantaged communities of Capricorn/Vrygrond? E.g. Soup kitchens, monthly canned food drives, etc.	3.21

Many of the comments suggested that there are many existing charitable causes in our area and that it would make more sense to support existing initiatives, rather than beginning anything new.

## Section 6: Community

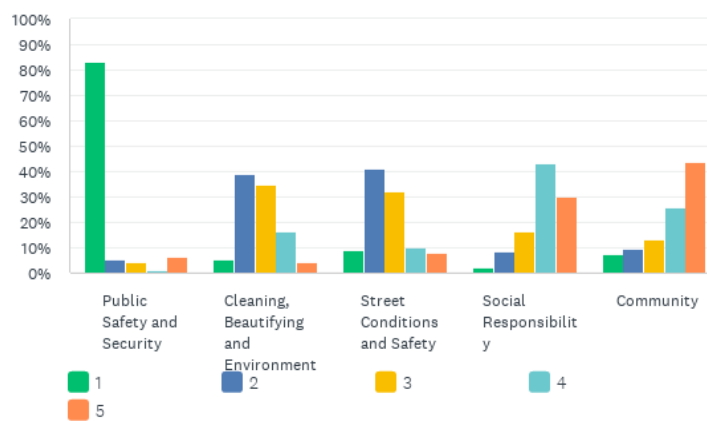
One of the major areas of improvement enjoyed by other communities that have implemented a CID is a significant improvement in a sense of community spirit, pride and social uplifting. Please indicate your preferences below and add any new options in the comments.

Question	Average Score
Fresh Food Markets	3.16
Cultural/Art Events	2.96
Concerts	2.82
Carnivals	2.18
Sports Events	2.53
Business Promotions	2.36
Dinners / Lunches / Informal Get-togethers	2.53
Formal Meetings	2.36

## Section 7: Priorities

This survey element of the questionnaire concluded with an opportunity for participants to rank each of the five general themes of the survey in terms of its importance. As shown in the table below, 83% of the respondents ranked public safety and security as the most important issue. Street conditions and Cleaning and the environment were very close in selection as the second and third priorities. Social responsibility and Community were very close in the fourth and the fifth positions.

**Q19 YOUR PRIORITIES:** Please rank the following in order of priority from 1 to 5, where 1 is the highest and 5 is the lowest



A weighted view of the data follows

Ranking	Average Score
1. Public Safety	4.58
2. Streets Condition and Safety	3.33
3. Cleaning, Beautifying, and Environment	3.25
4. Community	2.11
5. Social Responsibility	2.10

## Section 8 - Personal awareness of the CID structure

<b>Were you aware that:</b>	<b>% YES*</b>	<b>% NO*</b>
There are 46 approved and functioning CIDs in the City of Cape Town (CCT) and that they have been rated highly successful by their ratepayers?	27	73
The CCT is involved in overseeing the development of the CID with strict processes and that requirements are met in terms of the establishment and management of every CID?	47	53
Everyone on the steering committee is a resident of Park Island and is receiving no compensation? They also have no special influence over decisions made for funding priorities. This is very strictly enforced by the CCT	58	42
If the CID were to be supported by 60% of property owners and be approved by the council, a non-profit company (NPC) managed by a non-remunerated Board of Directors, elected by property owners (The Members), will be established.	35	65
The additional rate will be calculated in proportion to your municipal property valuation, will be collected by the CCT and paid over to the NPC, which will be subject to an annual audit?	41	59
The CCT & MDGA is obliged to continue providing its existing levels of services and the additional rates will be used to enhance the Public Safety, Cleaning, and Social and Environmental aspects of Park Island, as per the business plan?	44	56
If & when the Park Island CID is implemented, you will no longer be required to pay your contribution to Park Island Guarding.	59	41

## Section 9 - Key Takeaways

### Survey Results – TOP 8 RESPONSES

Question	Average Score
How important is it to maintain and improve Park Island's overall public safety situation?	4.61
Would you like to see improvements in cleanliness along our canals?	4.58
How important is it to improve the overall quality of the response to crime incidents in Park Island (response time and resolution)?	4.54
How important is it to improve the monitoring and detection of crime in Park Island?	4.49
Is it important to see a permanent ARV (armed response vehicle) in the Park Island area from a recognised security company?	4.32
Is it important for you to be alerted to threats and incidents in your immediate area, as they occur?	4.31
Would it be important to you that your children are able to walk/play/cycle more safely in all areas within Park Island?	4.31
Would it be important to you to feel safer walking in our area in the early morning or late evening?	4.26

Whilst public safety dominates the top concerns, water quality is rated second, marginally lower than maintaining and improving public safety.

## Survey Results – TOP 7 RESPONSES NOT INCLUDING THE PUBLIC SAFETY SECTION

Question	Average Score
Would you like to see improvements in cleanliness along our canals?	4.58
Would you like to see an improvement in the removal of litter in public spaces within Park Island?	4.20
Would you like to see an improvement in the reporting, tracking and maintenance of stormwater drains, burst mains and street gutters?	4.10
Would you like to see an improvement in the reporting, tracking and resolution of the maintenance of roads in our area? e.g. Potholes and surfaces	3.97
Would you like to see a beautification of the entrance to Park Island (corner of Park Island Way and Prince George Drive)?	3.96
Would you like to see physical improvements in the parks and open spaces in Park Island (for example: trees, indigenous plants)?	3.91
Would you like to see improvements in the maintenance of verges, edges, borders and pavements in our area?	3.69

The main issues outside public safety are

- Water quality of the waterways
- reporting and responses to Council responsibilities, and
- the quality of the public open spaces

Prepared by the Park Island CID Steering Committee

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