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**FEASIBILITY STUDY – PROPOSED TYGERVALLEY  
SPECIAL RATING AREA**

**PERCEPTION SURVEY REPORT**

**FEBRUARY 2015**

This report was prepared for the Tygervalley SRA Steering Committee in support of the feasibility study for the proposed Tygervalley Special Rating Area by Gene Lohrentz of Geocentric Information Systems.

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## INTRODUCTION

Property owners, business owners and the community in the Tygervalley Central Business District (CBD) area are well aware of problems in the area including incidents of crime, homelessness, begging, informal car guards and urban degradation in some instances. These problems are of great concern.

As part of evaluating the feasibility and need for a Special Ratings Area in the Tygervalley CBD and in support of the development of the business plan, the SRA Steering Committee commissioned a perception survey amongst property owners, businesses and people working or visiting the area of the proposed SRA. This report summarises the survey results.

The establishment of an SRA will enable the formation of a statutory body in terms the City of Cape Town SRA By-law. If the SRA application is successful SRA levies will be collected by the local authority from ratepayers in the area and paid over to the SRA management board. Funds raised will be dedicated to supplement municipal services such as security, cleansing and urban management.

### Questionnaire and methodology

The perception survey is designed to provide feedback from property owners, businesses 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.

Geocentric collaborates closely with a research agency in respect to questionnaire and sample design and applies internationally accepted best practice in both instances. Each question is reviewed for its suitability before the questionnaires are used in the field. This supports the application of the results to the rest of the SRA establishment process.

Two target group-specific questionnaires were developed. The first group consists of business and property owners while the second group consist of shoppers and visitors using the Tygervalley CBD. Similar themes were addressed in each questionnaire, but the angle of questioning was adapted to be appropriate for the identified target group.

Broadly speaking, the following themes were covered in each questionnaire:

- Perceptions about the levels of safety and security
- Perceptions about the cleanliness of the area
- Whether social issues such as vagrancy is a problem in the area
- What are the expectations of both business owner/tenant and shopper (user)
- Predisposition towards the establishment of an Improvement Area

The property owner and/or business owner or tenant survey as well as the shopper or user surveys were conducted by Geocentric. In both instances, a structured questionnaire was used. A combination of face-to-face interviews and self-completion was applied in the data collection phase. A cover letter drafted by the Steering Committee explained the purpose of the survey and a copy of the letter was distributed to every survey respondent. Participants were also asked to rank the importance of the above listed issues at the end of the questionnaire and were also given the opportunity to express general comments and concerns in writing. The survey was conducted by contacting and interviewing property owners and businesses on an individual basis over a period of two weeks in January and February 2015.

# Survey results and analysis

## Survey participants

Fifty-three (53) participants completed the full perception survey and 20 respondents completed the user survey. Sixty-seven percent (67%) of the participants that completed the full survey are business owners renting the properties they operate and only 13% are business owners owning the property they operate (See Figure 1 and 2). Figure 3 shows the general geographic location of where the surveys were conducted.

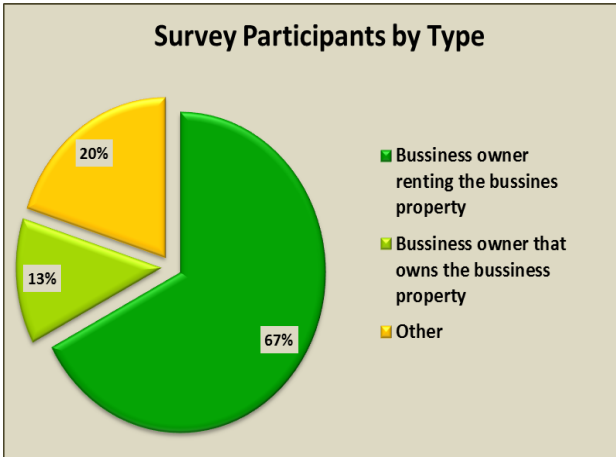


Figure 1 Survey participants by type

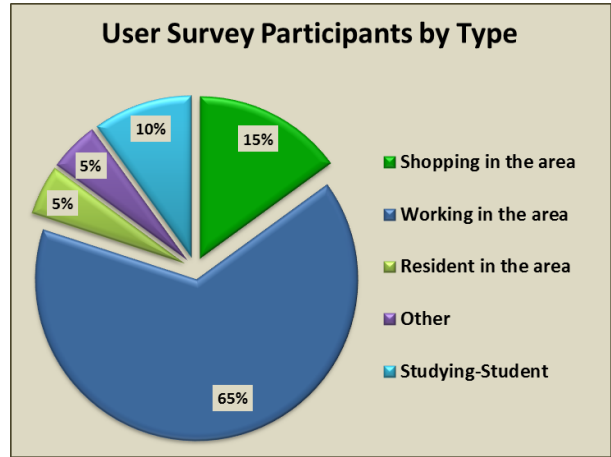


Figure 2 User Survey participants by type



Figure 3 Indicative survey Locations

A significant number of survey respondents have been in the area as business and/or property owners for more than 10 years and therefore their opinion of the area and its current status is quite valuable. As shown in Figure 4, 25% of the participants have been in the Tygervalley CBD for more than 10 years while another 36% have been there for more than 4 years..

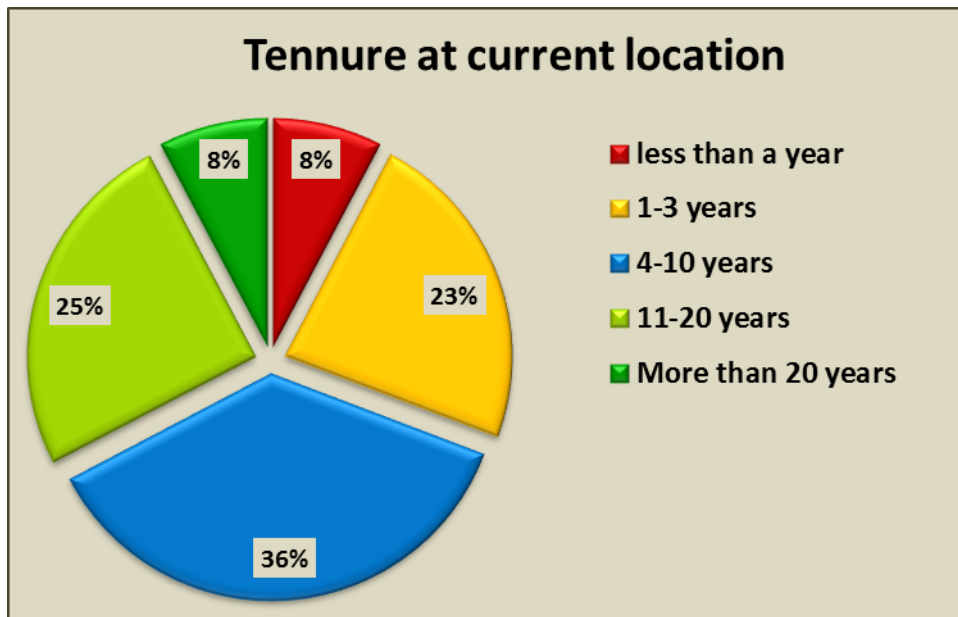


Figure 4 Tenure of respondents in Tygervalley CBD

The shopper survey showed that 65% of the participants were working in the area whilst 15% were shoppers. Although user survey respondents were not asked to provide any details of their income or financial status general observations on income and Lifestyle Measurements were recorded. Most participants could be categorised in the middle and higher income groups.

## Survey results

### Overall perception

The initial section of the survey tested the perception of the overall image of the Tygervalley CBD, especially the areas where the surveys were conducted. Figure 5 illustrates how most respondents view the area as welcoming, attractive, clean but less safe.



Figure 5 Overall impression of Tygervalley Area

The question on the overall impression of the Tygervalley CBD area was followed by a measurement of the overall impression of municipal service delivery. Respondents were given a choice to select a range of answers from Excellent to Very Good, Good, Fair and Poor. **When these answers are analysed further, responses of Excellent and Very Good illustrates satisfaction, Good represents “middle of the road” acceptable while Fair and Poor represents dissatisfaction.** On this basis it is evident that 64% of the respondents are satisfied with municipal service delivery. Only 8% are clearly dissatisfied (refer to Figure 6).



Figure 6 Impression of municipal service delivery

### Section 1 - Safety and security

Section 1 focussed on safety and security. Participants were initially asked to rate the overall security situation in the Tygervalley CBD. Overall, 40% rated the overall security situation as good to very good. 17% rated it as fair and 43% rated it as poor (see Figure 7). The analysis illustrates a high level of dissatisfaction with the level of safety and security in the area. The user survey illustrated much lower levels of dissatisfaction with the overall safety of the area.

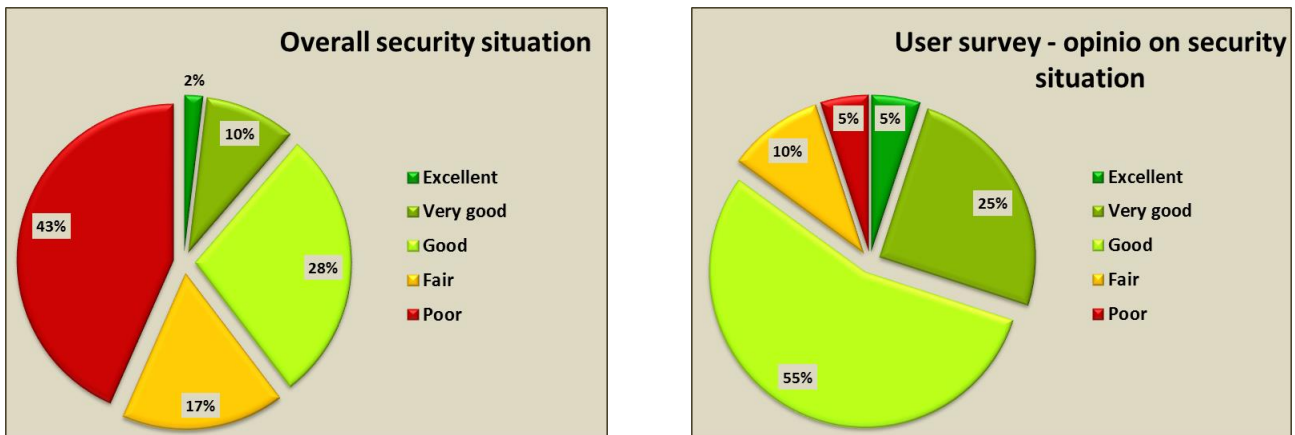
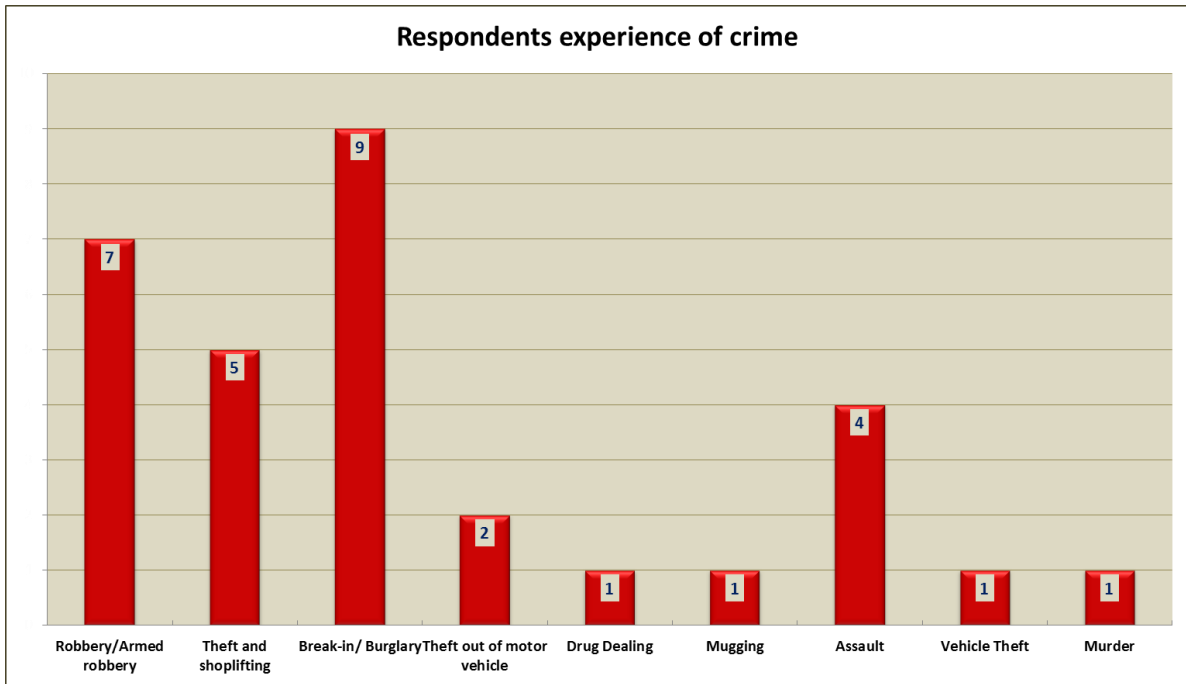


Figure 7 Overall security situation

The next set of questions focussed on respondents’ experience of crime in the Tygervalley CBD. Respondents were asked if they or someone close to them have been a victim of crime. Participants were given the opportunity to answer Yes or No. Fifty-two (52) respondents answered the question. 30 Participants or 57% answered “Yes”. None of the user survey participants answered “Yes”.

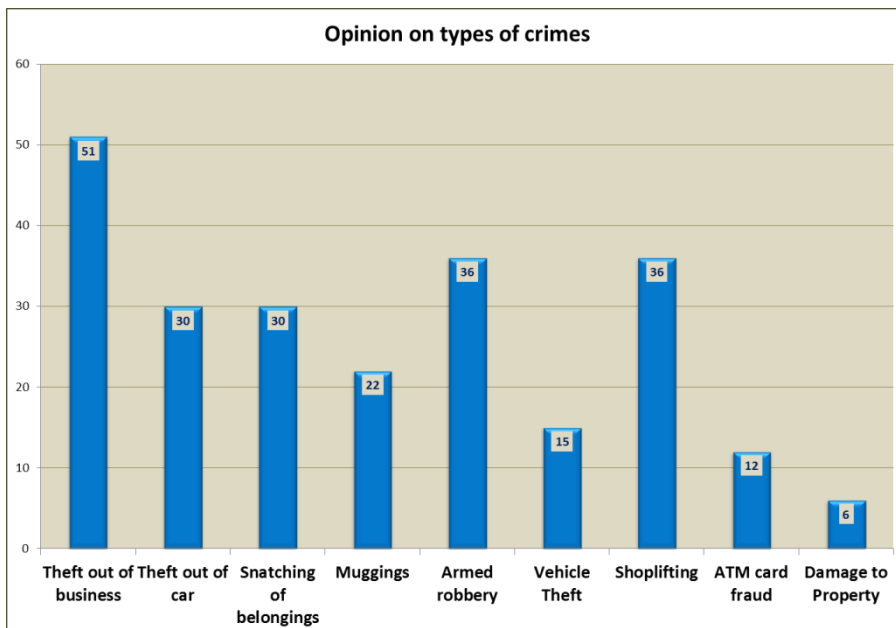


**Figure 8 Experience of crime**

Figure 8 illustrates the responses of the participants who answered “Yes”. Theft, robbery and burglaries are mentioned more often and indicate that contact crimes and property related crime occur most frequently. 50% of the respondents indicated that the crimes took place between 08:00 and 16:00, and 25% indicated between 16:00 and 24:00 illustrating a tendency for crimes to be committed during the day and/or early evening.

Beyond their personal experiences participants were asked to identify the types of crime that occur most frequently in their area and were provided with a list of typical criminal activities. Participants were also given the opportunity to specify any activity not listed.

Figure 9 illustrates the various criminal activities highlighted in the questionnaire and the frequency that each activity was listed by the participants. Although these figures cannot be regarded as accurate crime statistics or empirical evidence of crime, it illustrates that theft from property, theft from motor vehicles, shoplifting and snatching of belongings occurs most often in the area.



**Figure 9 - Number of times that participants listed typical criminal activities**

Participants were also asked to identify the location where most crimes occur. Table 1 lists the various locations and the frequency these were listed as locations of criminal activity.

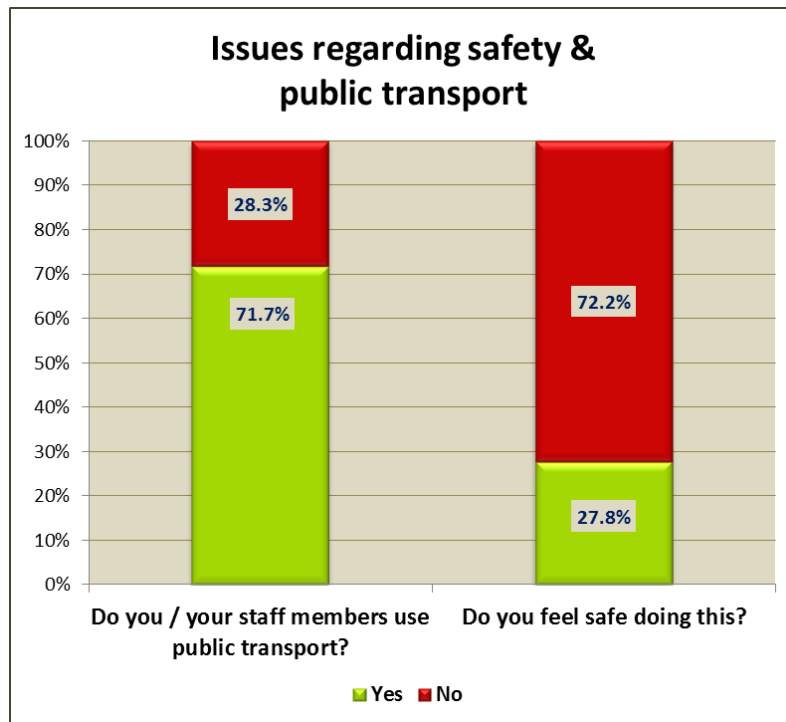


**Table 1 Listed criminal activity locations**

Location	Frequency
Edward Street	21
Tygervalley	4
Parking areas/in glacier place	3
Tyger Manor	3
All Over	2
At business premises	2
Durban Road	2
Behind McDonalds	1
Bill Bezuidenhout	1
Bloemhof Street	1
High volume public access areas	1
KFC	1
Parking areas/in glacier place	1
Tygervalley Sportsman's Warehouse	1
Willie Van Schoor	1

Participants further indicated that crimes take place at various hours of the day but most indicated that they perceive crime to take place during the day and early evenings from 08:00 until 24:00.

Questions 11 focussed on the use of public transport.



**Figure 10 Perception of safety of public transport**

It is accepted that not all the respondents utilise public transport. Respondents who do utilise public transport were asked to indicate whether they feel that the taxis and busses are safe to use. A number of participants indicated that they have to walk between their place of work and available public transport. 72% of these participants did not feel safe doing so (See Figure 10).

In the user survey respondents were asked to indicate whether they make use of public transport. 45% indicated that they use public transport. Most of the participants indicated that they feel safe using public transport. It would seem that in general public transport seems safe to some and unsafe to others but most participants indicated that the area between their point of work and the public transport nodes is perceived to be less safe. This underlines the perception of a less-than-safe public environment.

Participants were asked to express their opinion regarding the effectiveness of current policing efforts. 32% indicated that current efforts are poor. Only 36% has the opinion that the local SAPS service is good. This is illustrated in the graph shown in Figure 11.

Some of the comments listed regarding the opinion on SAPS effectiveness (ineffectiveness) include:

- Hamstrung by the rules
- Hardly see a police van in the area
- Never on patrol in the day
- Police seem to ignore the on-goings which is very visible to everyone
- Refuse to take action against vagrants
- Response is good, however no follow ups and then same vagrants would appear

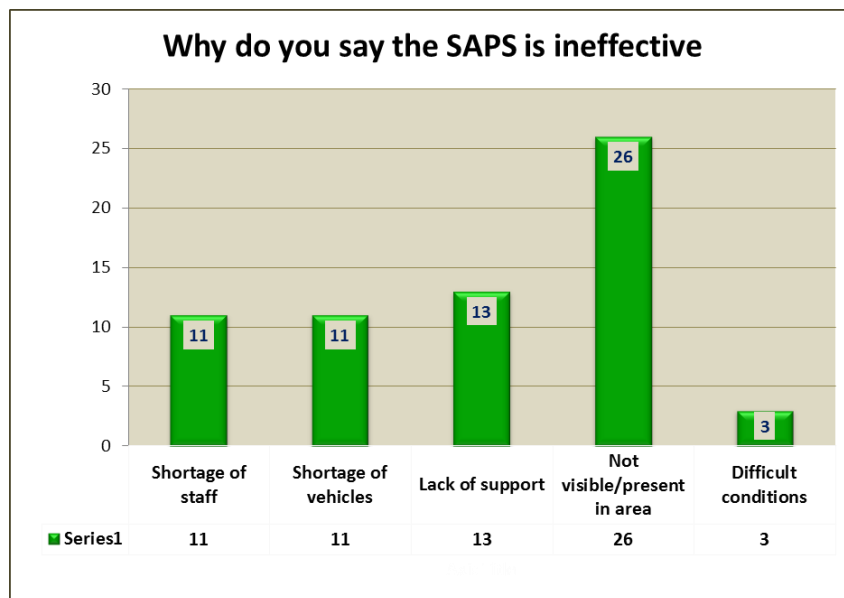
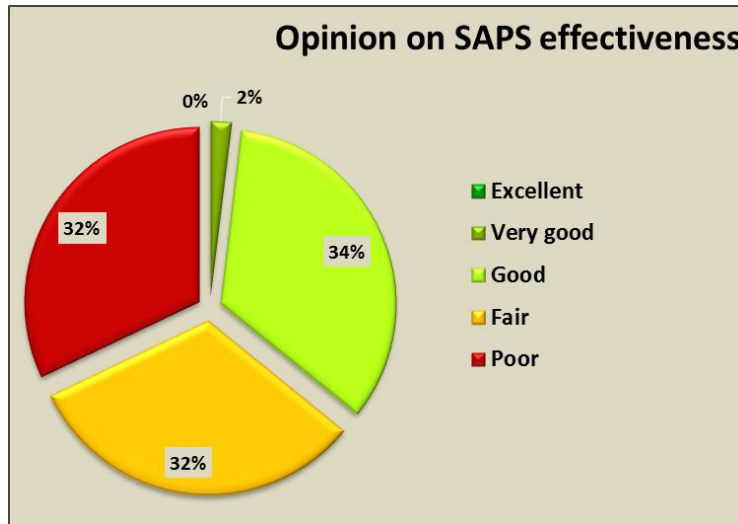


Figure 11 Opinion on SAPS effectiveness

As illustrated in Figure 11 participants indicated that the lack of visibility and presence of the SAPS in the area is the single biggest factor for their perception of SAPS ineffectiveness.

The last part of the section on safety and security dealt with the actions by property owners or businesses to ensure their own security. Participants were asked to indicate if they have private security such as a personal alarm system and/or armed response.

98% of the participants indicated that they have some form of safety and security in place (See Figure 12). 85% of respondents indicated that they would prefer any additional security services to be 24 hours per day

while 15% indicated that they would prefer additional security services from 07:00 in the morning until 19:00 at night.

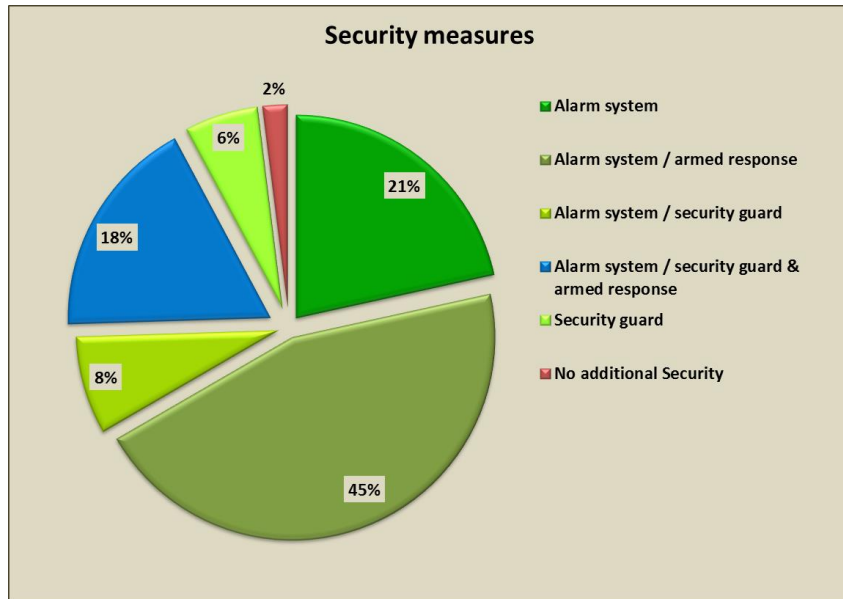


Figure 12 Personal security measures

It would seem that the overall security in the Tygervalley area is dominated by property related and personal crime and that many of the problems occur during the day and early evening. The retailers and businesses are more vulnerable to crime related to robbery, shoplifting and snatching of handbags etc. which coincides with activities during business hours.

## Section 2 - Litter and cleanliness

Section two of the survey asked participants for their opinion on litter and cleanliness. The opinion of people regarding litter and cleanliness can be very subjective and difficult to measure. The responses should be regarded as observations by the participants although it can be argued that the responses are based on people's desire for their area compared to the current situation. Overall, most participants regard the general state of cleanliness as good (43%) to very good (37%) while only 8% regarded it as poor. This illustrates a substantial measure of satisfaction with current circumstances. Survey respondents participating in the user survey was even more satisfied with the overall cleanliness (See Figure 13).

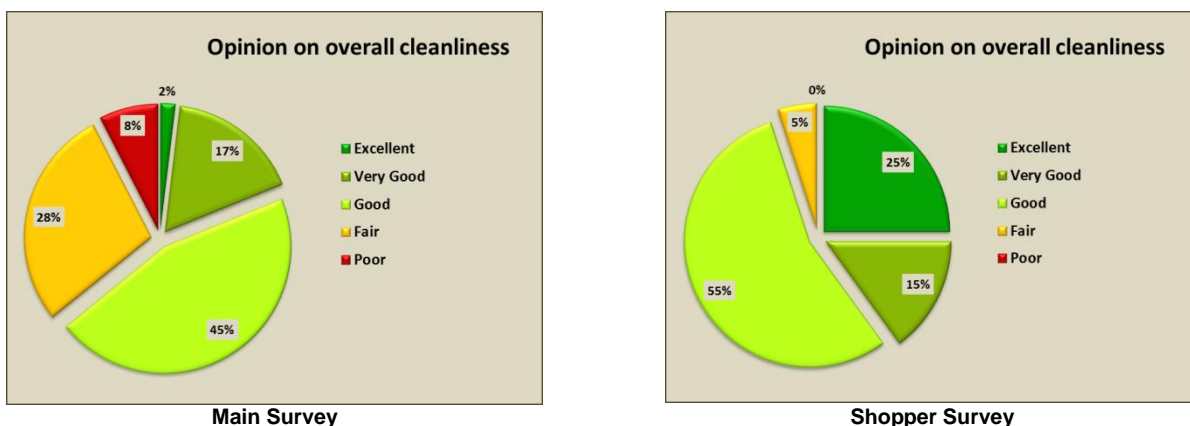


Figure 13 Overall opinion of cleanliness of the area

Figures 14 and 15 illustrate a summary of the opinions regarding litter and cleanliness. Litter in the public areas seem to be a general problem according to the survey participants. There seem to be sufficient public litter bins and it would seem that general refuse removal does not present a problem in the area.

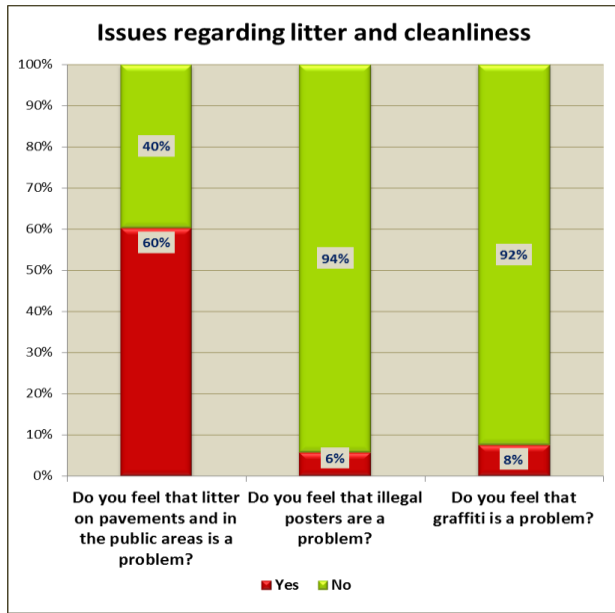


Figure 14 Opinion on litter and cleanliness

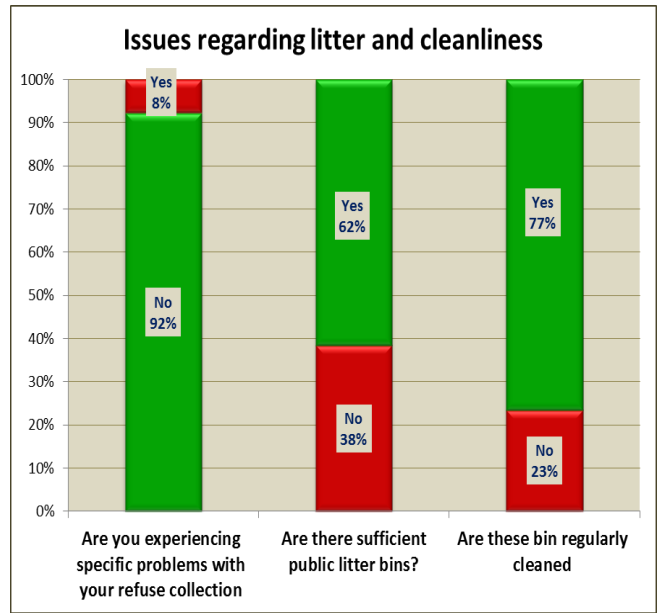


Figure 15 Opinion on litter and cleanliness

Figures 16 to 21 illustrate issues of littering in the public areas which seems to occur infrequently in the area. 60% of the survey respondents indicated that litter on pavements and in public places is a problem and it seems to be problematic in some areas. The photographic survey found litter to occur less frequently and it was bound to specific areas and not generally a problem.



Figure 16 Litter on sidewalks and in street



Figure 17 Litter on sidewalk



Figure 18 Litter next to green bins



Figure 19 Litter in a parking area



Figure 20 Full litter bins



Figure 21 Full litter bins

Only 6% of survey participants indicated that there is a problem with graffiti in the Tygervalley CBD area and only 8% regarded illegal posters and advertising as a problem. The photographic survey found some incidents of graffiti and very little illegal public posters in the area as illustrated in Figures 22 to 25. Most of the graffiti can be categorised as “tagging” and most often it defaces public infrastructure.



Figure 22 Graffiti on a building



Figure 23 Graffiti



Figure 24 Graffiti



Figure 25 Illegal Posters on public infrastructure

Table 2 lists the places and the frequency that they were mentioned as locations of littering.

Table 2 Where is litter a problem

Location	Count
Edward Street	8
Open fields and vacant land	5
Parking area	3
Park on Bloemhof Street	3

Location	Count
Behind Veladrome	2
Around & on business site	2
Durban Road	1
Bloemhof Street	1
C/O Oakdale & Edward Streets	1
KFC	1
Behind Virgin Active	1

Two specific cleaning issues were surveyed separately. This relates to illegal dumping and bin picking.

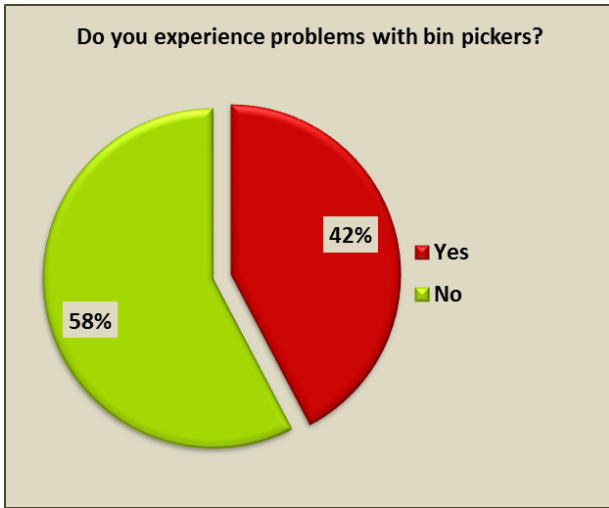


Figure 26 Problems with bin picking?

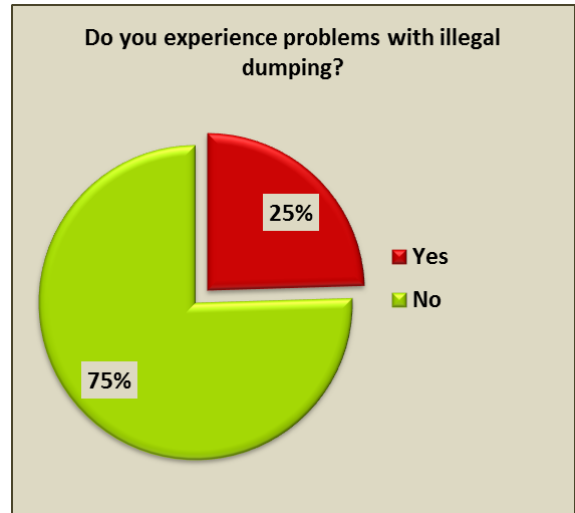


Figure 27 Perception on illegal dumping

Only 25% of respondents highlighted illegal dumping as an issue (Figure 27). Most of the participants that indicated that this is a problem also indicated where the most illegal dumping takes place. Vacant land areas, side streets and open fields are frequently mentioned as locations for illegal dumping. General household waste and packaging material are the most common types of waste illegally dumped. The photographic survey found extensive evidence of illegal dumping, especially on vacant and undeveloped land and in green areas in-between buildings. Figures 28 to 31 illustrates issues with illegal dumping.



Figure 28 Illegal dumping of building rubble



Figure 29 Illegal dumping of large amount of plastic containers



**Figure 30 dumping of cardboard**



**Figure 31 Dumping of computer and printer components**

Bin picking is mostly associated with the presence of homeless and unemployed people that frequent the area, especially on refuse collection days, to find food and recyclable materials from refuse bins. Sadly, this practice also results in additional littering when bin pickers sort the waste on sidewalks leaving the area littered and dirty. A number of homeless people were found in the area during the photographic survey and support the claim of 42% of the respondents who indicated problems associated with bin picking.



**Figure 32 Bin pickers open litter bins to sort waste on sidewalks**

The need for waste recycling clearly exists in the area. 71% of all participants indicated that there is a need for recycling. Figure 33 illustrates the types of recycling that respondents indicated as important and the frequency that it was listed.

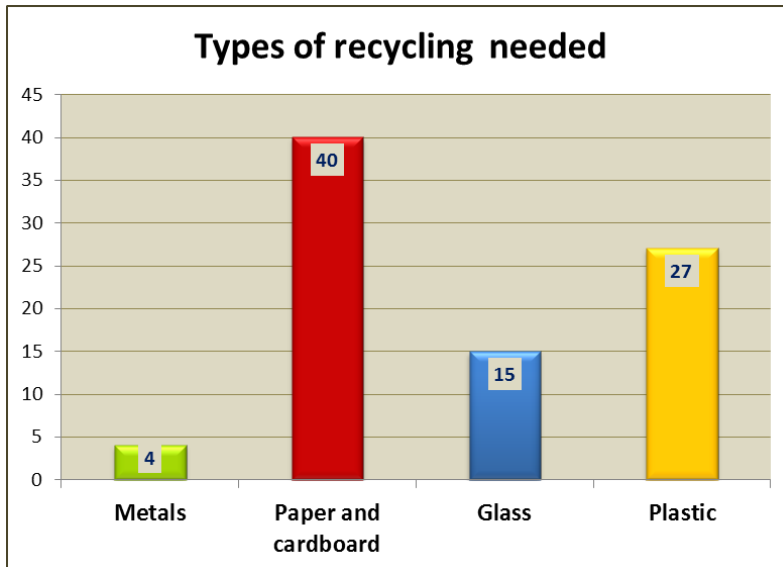


Figure 33 Types of recycling listed

### Section 3 - Lighting and traffic

The third section of the survey sought the opinion of participants regarding the lighting of streets and pavements and the standards of traffic signs and road markings. Eighty-four percent (84%) of the participants regarded the street lighting as sufficient.

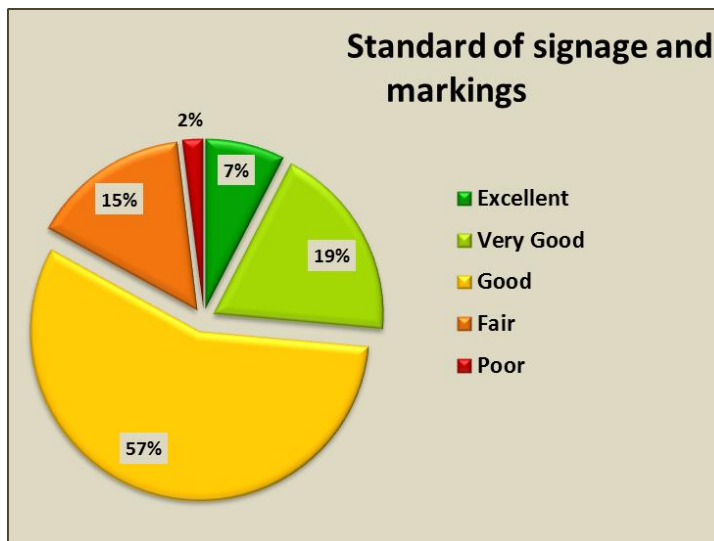


Figure 34 Standard of signage and markings

Eighty-three percent (83%) of the participants regarded the standard of street signage and markings as good to excellent while only 17% regarded it as of a fair to poor standard (See Figure 34). The photographic survey found some examples of poor public signage and poorly maintained signage infrastructure as shown in Figures 35-37.





Figure 35 Bent and disorientated signage



Figure 36 Bent and disorientated signage



Figure 37 Bent and disorientated signage

## Section 4 - The public environment

The fourth section of the survey collected opinions regarding the public environment, especially the participants' opinion regarding the maintenance and safety of pavements and the general state of public spaces and other public amenities. Participants were asked to provide an overall rating of the public environment. As illustrated in Figure 38, 66% of the participants rated the overall quality of the public environment as good to excellent.

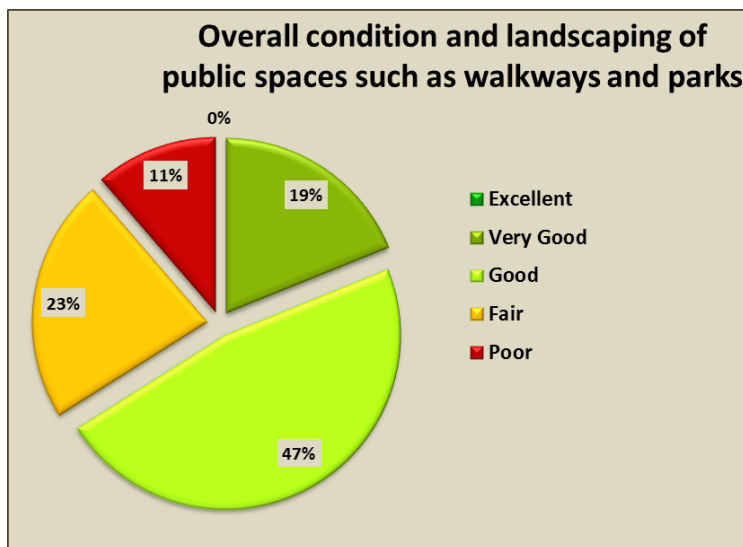


Figure 38 Rating of the overall public environment

In general the public areas in the Tygervalley CBD are well maintained and fairly clean. However general disrepair of landscaping and sidewalks is visible in some areas. There are many public areas that offer attractive locations for the workers and visitors of the area but some signs of degradation are visible in some

areas. This includes bent bollards, unplanted tree wells, lack of public seating and sidewalks with unpaved sections. Figures 39 to 44 illustrate the findings of the photographic survey. The photo results support the perception of some of the respondents. It can be noted that the sidewalks and other areas are considered very good in terms of surface and safety.



**Figure 39 Poor sidewalks in isolated locations**



**Figure 40 Poor sidewalk surface**



**Figure 41 Damaged public infrastructure**



**Figure 42 Street light poles with no electrical covers**



**Figure 43 Open manhole on sidewalk**



**Figure 44 Damaged public infrastructure**

In general, some isolated parts of the public environment can be described as “unmaintained” with some elements suffering from neglect and general deterioration but in general the area is in a good state except for the vacant land areas.

Participants were also questioned about informal trade activities. Only 15% indicated that informal trade activities takes place in the areas and only one instance of such activity was found during the photographic survey



Figure 45 Informal traders on the side walk in an area that does not permit trading.

## Section 5 - Social environment

### Social issues

The fifth section of the detailed survey focussed on the social environment. Most areas experience a level of homelessness with vagrants using the opportunities to beg for food and money. Homeless people often utilise **public areas** such as parks and alleyways for shelter and congregate on areas of potential income such as parking areas, traffic signals and shopping malls. Homelessness seems to be a problem everywhere in the area. This becomes more evident in the fact that 85% of participants perceive homelessness as a problem. If this is considered along with the fact that the Tygervalley CBD has many public open areas and places where homeless people can congregate and more opportunities for begging, this perception is quite valid. Figure 46 illustrates this difference in opinion clearly.

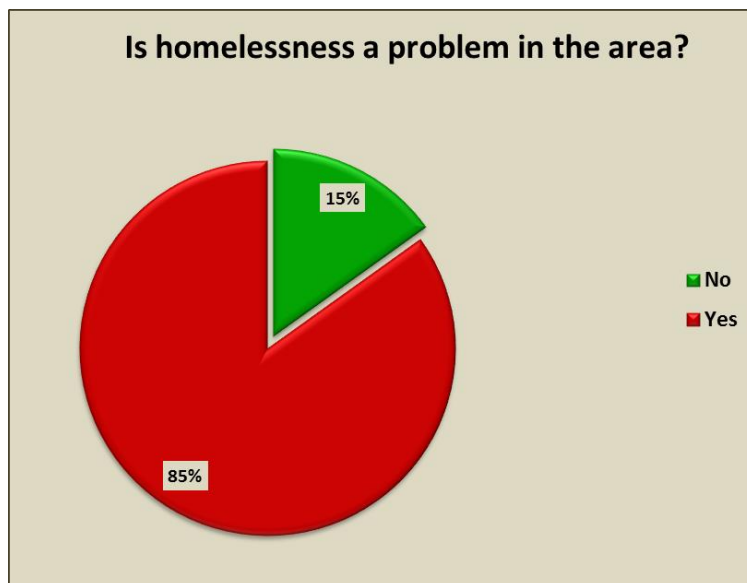


Figure 46 Perception of homelessness in the Somerset West area

Participants were asked to identify the issues associated with homeless people in the area. The most frequently identified issues in the area in order or priority is sleeping in the area, begging, bin picking, alcohol and drug abuse, and theft as shown in Figure 47 below.

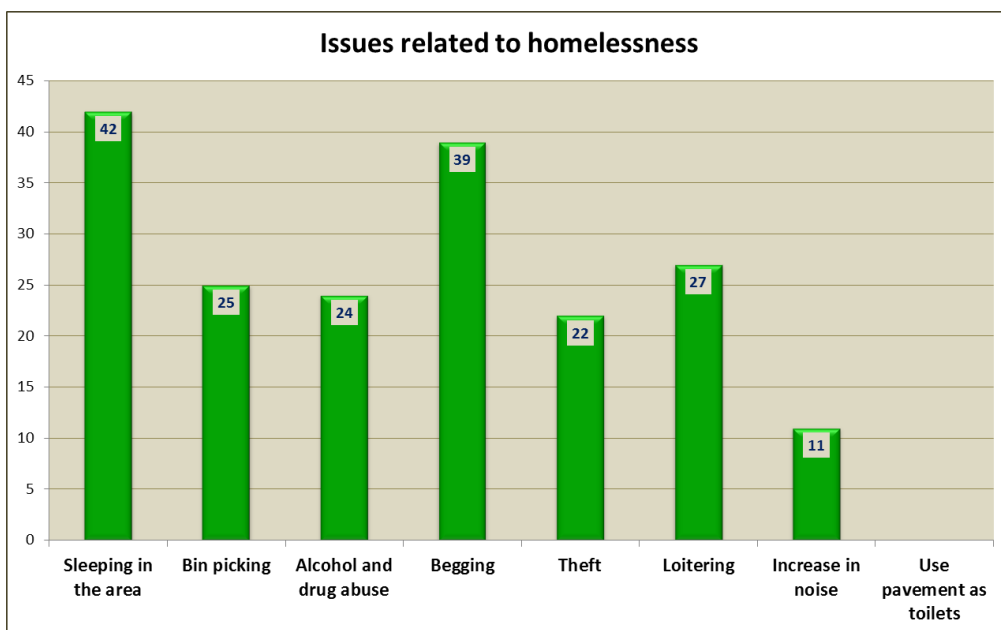


Figure 47 Issues related to homelessness and the social environment

Participants to the survey indicated various locations and public areas, especially around the shops as locations frequently used by homeless people. Table 4 lists the locations frequented by homeless people. Figures 48 to 53 illustrate the typical activities of homeless people in the area.

Table 3 Location frequented by homeless people

Location	Count	Location	Count
Edward Street	10	Bill Bezuidenhout	2
Everywhere	7	Around the Valedrome	2
Open fields	7	Durban Road	2
Beggars at robot lights	6	McDonalds, Standard Bank area and around	2
Around Tygervalley Mall	4	Willie Van Schoor	1
Bloemhof Street	3	Tygervalley chambers	1



Figure 48 Homeless people in the area



Figure 49 Homeless person making fire on vacant land



Figure 50 Homeless person in green belt area



Figure 51 Homeless people sleeping in make shift structure behind Veladrome



Figure 52 Homeless people sleeping in make shift structure behind Veladrome



Figure 53 Begging from shoppers at Tyger Manor

## Section 6 - Marketing of Tygervalley

Survey participants were asked if it would be useful to have events in order to improve business opportunities in the Tygervalley CBD. 65% of respondents answered yes and supported the idea. Participants were asked to indicate what type of events they would prefer and support and most supported the idea of promoting business in the area or having a fresh food market. Respondents indicated that week-ends and month-end would be the best time for these events.

### Ranking the priorities for Tygervalley

This survey element of the questionnaire concluded with an opportunity for participants to rank each of the seven general themes of the survey in terms of its importance (See Table 5). As shown in Table 5, 89% of the respondents that responded ranked safety and security as the most important issue. Litter and cleanliness was selected as the second highest priority in the Tygervalley CBD. Social issues such as vagrancy and begging were ranked as the third highest priority in the area.

Table 4 Ranking of priorities for Somerset West

Service delivery category	Most important	2nd most important	3rd most important
Safety and security (including lighting)	89% selected		
Litter and cleanliness		45% selected	
Road and street signage			
Maintenance of public spaces			
Social issues such as vagrancy and begging			28% selected
Marketing of the area			

Respondents' predisposition towards the establishment of an SRA was tested by asking participants if they would be prepared to pay a top-up levy on their rates bill for more and improved municipal services and public

security in the area. Overall, 47 respondents answered the question. Only 19% answered in support of the idea (See Figure 54).

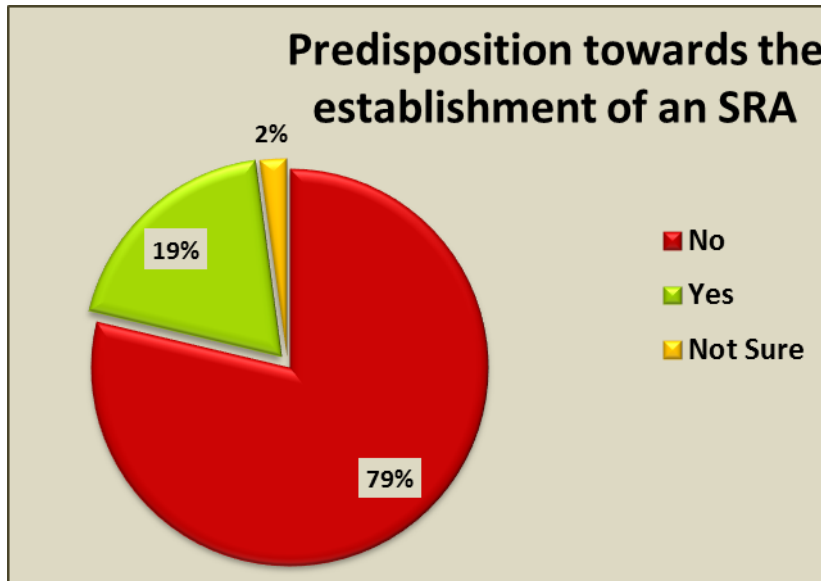


Figure 54 Predisposition towards the establishment of an SRA

Both the main survey participants as well as the shopper and user survey respondents were asked to indicate their opinion on the change in the status of the area over the last five years. 40% of the respondents of the main opinion survey indicated that the area has deteriorated. Only 8% indicated that it has improved. The user survey was mainly conducted amongst workers in the business area. Only 17% indicated that the area has deteriorated. 50% of respondents were of the opinion that the area has remained the same and 33% was of the opinion that it has improved. See Figures 55 and 56.

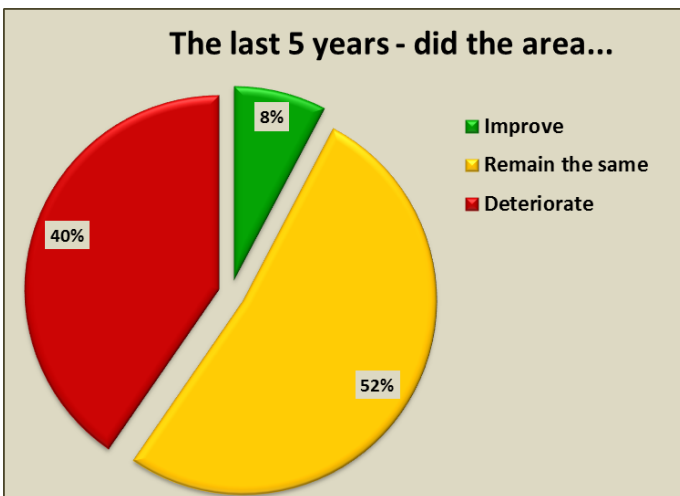


Figure 55 Status of the area over last 5 years

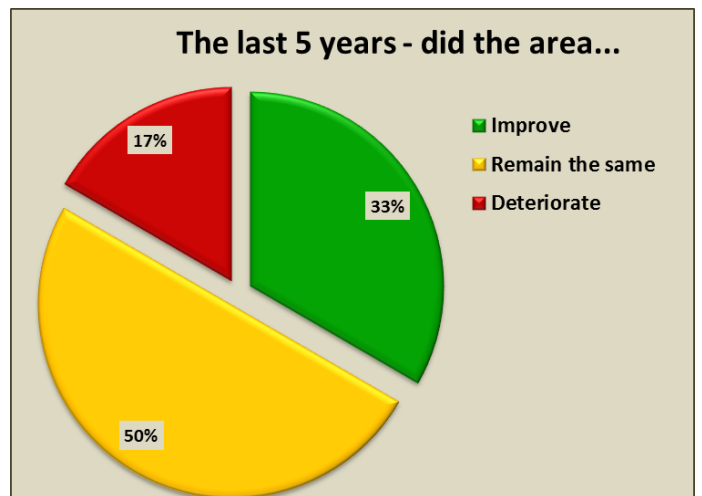


Figure 56 Status of area over last 5 years according to shoppers

### General Comments

All participants were given the opportunity to express their concerns by providing specific comments at the end of the survey form. These comments were as far as possible captured directly as they were provided with due consideration of grammar and spelling where possible. However, details of the comments were not changed in any manner and in **most cases captured with obvious errors**. Table 6 lists some of the responses received.

**Table 5 Comments and responses received**

<b>General Comments &amp; Suggestions</b>
Definitely need more visible policing -24 Hrs
Drugs is still a massive issue or problem in Edward Street - police must do their job!!
I really feel security cameras for Edward Street will solve the theft, begging, loiters problems.
Still Waiting for Council to respond for a fence to be erected. Law enforcement still coming since last year, No response from Helen Zille's office after numerous emails. Staff robbed of cell phone near Valedrome
The main problem is to sort out the homeless that keep asking for money.
Beggars, littering, theft, "car guards" - big issue.
Conditions are the same
Drug abuse increase, so the theft, muggings, loitering, begging ext
Due to vagrancy and drug trafficking
Increase of burglary
Increased crime & drugs.
Just overall condition
Lack of municipal integrity in terms of maintenance
More drug dealings, Less Maintenance ect
More vagrants - more theft
No support from police- Law Enforcement
Not enough visible security
Our hedges are not being trimmed and we have to employ someone to attend to it and keep the area clean
Police are no help. I call for assistance & they don't assist when they say they will.
Public drug sales
Safety in the area deteriorated.
To many people on the street and begging and theft
Vagrancy is increased
Beggars, littering, theft, "car guards" - big issue.

## **Conclusion**

The survey was conducted over a period of two weeks in January and February 2015. From the responses received it would seem that some participants are aware of crime, concerned about crime or have been directly affected by crime. Crime seems to be focussed on property related crimes and it is perceived that most crimes are committed during the day and early evenings.

Clearly, the management of the public environment is important to those who own property or businesses in the area. The only issue of common concern is the general improvement of safety and security in the area as this seems a high priority to most survey respondents. The area also has an elevated level of social problems which are highlighted frequently.

A proper level of intervention through coordinated management of the area will no doubt maintain and improve the existing infrastructure. The problems and issues of the area can be addressed through a number of formal and/or civic mechanisms which may include the formation of an SRA although the support for the formation of such an entity is low.