Data-driven, predictive urban and public safety management

Downtown Achievement Awards
Public Space Management & Operations
Innovation

- Behavioural analytics inform and support predictive policing
- Harnessing technology to streamline monitoring and management.
- Data analysis ensures more accurate resource deployment on the ground.
Centralized reporting
Control centre receives all urban management, social and security reports, collated to a centralized database

Fast response
Teams on the ground are sent to investigate faster and more accurately

Execution

Increased surveillance
72 cameras
15 licence-place recognition cameras

Analyze and deploy
Analyse trends to predict needs; deploy teams accordingly
Outcome

- Real reporting increased statistics by 100%
- Human error and inaccurate reports dramatically reduced
- Tech-enabled monitoring and reporting led to more arrests
- Improved partner relationships
Outcome

- More proactive responses
- More comprehensive report follow-up
- Public has a direct reporting channel
- Better interactions with primary responders (police and law enforcement)
- More effective resource deployment
247 VRCID assisted arrests
283 Graffiti signage removed
146,520 Kg MES litter collected
2721 Traffic fines issued R 1,509,800.00
103,825 VRCID litter collected - bags
36 Value of traffic fines
36 People assisted with recycling project
417,336,532 Vehicles through UPP's as from 10 Feb 2019
483 Motor vehicle accidents attended
11 People assisted with wheelchair/beds
130 MES workers - Job creation
7983 Vacancy issues attended to
1,438 Substance abuse call outs
3,520 CI notifications
1,221 MES staffs paid for by VRCID
1,022 Storm water drains cleaned
Representation

- Joint approach with partners:
  - VRCID
  - Securitas
  - City of Cape Town
  - South African Police Service
  - Law Enforcement Agencies
  - Job creation NGOs
  - Commercial property owners
Replication

- Centralized control room, with monitors and radio connectivity
- Trained shift managers and surveillance staff
- Digitized incident data capturing with centralized database
- 24/7/365 emergency phone number and WhatsApp reporting
- Higher grade officers
- Visible, fast, fully equipped rapid response vehicles
Complexity

- Fear of change -> extensive consultation
- Global research -> demonstrating precedent
- Unreliable power security -> alternative power sources