



a world class African city

PERFORMANCE AGREEMENT

Made and entered into by and between

THE CITY OF JOHANNESBURG METROPOLITAN MUNICIPALITY

("the City")

(Represented by Trevor Fowler, City Manager, duly authorised by
Municipal Council Resolution)

and

Blake Mosley-Lefatola

("the Group Head ")

for the financial year: 1 July 2016 to 30 June 2017


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1. INTRODUCTION

- 1.1 The City has entered into a contract of employment with the Group Head for a period of 5 years in terms of Section 57(1)(a) of the Local Government: Municipal Systems Act 32 of 2000 ("the Systems Act").
- 1.2 Section 57(1)(b) of the Systems Act, read with the contract of employment concluded between the parties, requires the parties to conclude an annual performance agreement.
- 1.3 The parties wish to ensure that they are clear about the goals to be achieved, and secure the commitment of the Group Head reporting to the City Manager, to a set of actions that will secure local government policy goals.

2. PURPOSE OF THIS AGREEMENT

- 2.1 The parties agree that the purpose of this Agreement is to:
- 2.1.1 comply with the provisions of Section 57(1)(b), 4(A), (4B) and (5) of the Systems act; and the employment contract entered into between the parties;
- 2.1.2 specify objectives and targets established for the Group Head;
- 2.1.3 specify accountabilities as set out in the performance plan (scorecard) attached as Annexure 'A';
- 2.1.4 monitor and measure performance against set targeted outputs;
- 2.1.5 use the performance agreement and scorecard as the basis for assessing whether the employee has met the performance expectations applicable to his or her job;
- 2.1.6 in the event of outstanding performance, to appropriately reward the employee in accordance with the City's performance management policy; and
- 2.1.7 give effect to the City's commitment to a performance-orientated relationship with the Group Head in attaining equitable and improved service delivery.

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3. COMMENCEMENT AND DURATION

- 3.1 Notwithstanding the date of signature hereof, this Agreement will commence on the date of appointment of the Group Head, and, subject to paragraph 3.3, will continue in force until a new performance agreement is concluded between the parties as contemplated in paragraph 3.2.
- 3.2 The parties will review the provisions of this Agreement during June each year. The parties will conclude a new performance agreement that replaces this Agreement at least once a year by not later than July each year.
- 3.3 This Agreement will terminate on the termination of the City Manager's contract of employment regardless of the reason for such termination.
- 3.4 The content of this agreement may be revised at any time during the abovementioned period to determine the applicability of the matters agreed upon.
- 3.5 If at any time during the validity of this agreement the work environment alters (whether as a result of government or council decisions or otherwise) to the extent that the contents of this agreement are no longer appropriate, the contents shall be revised.

4. PERFORMANCE OBJECTIVES

- 4.1 The scorecard in Annexure "A" sets out:
- 4.1.1 the performance objectives and targets that must be met by the Group Head; and
- 4.1.2 the time frames within which those performance objectives and targets must be met.
- 4.2 The performance objectives and targets reflected in Annexure "A" (scorecard) are set by the City Manager and the Group Performance Audit Committee after consultation with the Group Head and are based on the Growth and Development

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Strategy, Integrated Development Plan, Mayoral Priorities Service Delivery and Budget Implementation Plan (SDBIP) and Budget of the City, and include key objectives; key performance indicators; target dates and weightings.

4.3 The key objectives describe the main tasks that need to be done. The key performance indicators provide the details of the evidence that must be provided to show that a key objective has been achieved. The target dates describe the timeframe in which the work must be achieved. The weightings show the relative importance of the key objectives to each other.

4.4 The Group Head's performance will, in addition, be measured in terms of contributions to the goals and strategies set out in the City's Integrated Development Plan.

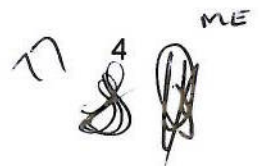
5. PERFORMANCE MANAGEMENT POLICY

5.1 The Parties record that the City has a Performance Management Policy, which may be amended from time to time. It describes the systems and procedures of performance management in the City in which the Group Head will be required to engage in performing his job.

5.2 The Group Head agrees to participate in the performance management system that the City adopts or introduces.

5.3 The Group Head accepts that the purpose of the performance management policy and system is to provide a comprehensive system with specific performance standards to assist the City, City Manager and Group Head to perform to the standards required.

5.4 The Group Head undertakes to actively focus towards the promotion and implementation of the Key Performance Areas (KPAs) (including special projects relevant to the employee's responsibilities) within the local government framework.

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5.5 The Group Head's assessment will be based on his or her performance in terms of the outputs/outcomes (performance indicators) identified as per the performance plan which are linked to the KPAs.

6. EVALUATING PERFORMANCE

6.1 It is recorded that in terms of the City's performance management policy and system, for purposes of evaluation of the performance of the Group Head, a Group Performance Audit Committee / Performance Evaluation Panel has been established to assist the City Manager and in the process of evaluating the Performance of the Group Head.

6.2 The performance of the Group Head in relation to his or her performance agreement shall be reviewed on a quarterly basis as follows:

First quarter : July – September

Second quarter : October – December



Third quarter : January – March

Fourth quarter : April - June

6.3 The City Manager shall ensure that the Group Performance Audit Committee be convened to conduct review sessions on the performance of the Group Head at least twice a year.

6.4 The City Manager shall ensure that a record is kept of the mid-year review and final review sessions.

6.5 Performance feedback shall be based on the assessment of the Group Head's performance by the City Manager and Group Performance Audit Committee / Performance Evaluation Panel and may include recommendations for corrective steps to be taken to improve performance.


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- 6.6 The City will be entitled to review and make reasonable changes to the provisions of the performance plan (scorecard) from time to time for operational reasons. The Group Head will be consulted before any such change is made.
- 6.7 Despite the establishment of agreed intervals for evaluation, the City Manager may, in addition, review the Group Head performance at any stage while the contract of employment remains in force.
- 6.8 Personal growth and development needs identified during any performance review discussion must be documented and, where possible, actions agreed.
- 6.9 The annual performance appraisal will involve assessment of the achievement of results as outlined in the performance plan and each KPA and CCR should be assessed according to the extent to which the specified standards or performance indicators have been met.

7. OBLIGATIONS OF EMPLOYER

The City must -

- 7.1 Create an enabling environment to facilitate effective performance by the employee;
- 7.2 Provide access to skills development and capacity building opportunities;
- 7.3 Work collaboratively with the Group Head to solve problems and generate solutions to common problems that may impact on the performance of the employee;
- 7.4 On the request of the Group Head delegate such powers reasonably required by the Group Head to enable him or her to meet the performance objectives and targets established in terms of the agreement; and

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7.5 Make available to the Group Head such resources as the Group Head may reasonably require from time to time to assist him or her to meet the performance objectives and targets established in terms of the agreement.

8. CONSULTATION

The City Manager agrees to consult the Group Head timeously in respect of decisions which will have a significant impact on the performance of the duties of the Group Head.

9. MANAGEMENT OF OUTCOMES

- 9.1 The evaluation of the Group Head's performance will form the basis for rewarding performance or correcting unacceptable performance.
- 9.2 A performance bonus not exceeding 14% may be paid to the Group Head in recognition of outstanding performance, in accordance with the City's policy and system referred to in this agreement.
- 9.3 An increase may be awarded to the Group Head in accordance with the City's policy and system referred to in this agreement.
- 9.4 Should the Group Head be entitled to a performance bonus referred to in paragraph 9.2, this will be paid out after the tabling of the annual report.
- 9.5 In the case of unacceptable performance, the City Manager shall provide systematic remedial or developmental support to assist the Group Head to improve his or her performance.
- 9.6 Where the City Manager is, at any time during the Group Head's employment, not satisfied with the Group Head's performance with respect to any matter dealt with in this Agreement, the City Manager will give notice to the Group Head to attend a meeting with the City Manager.

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9.7 The Group Head will have the opportunity at the meeting to satisfy the City Manager of the measures being taken to ensure that the Group Head's performance becomes satisfactory and any programme, including any dates, for implementing these measures.



9.8 Where there is a dispute or difference as to the performance of the Group Head under this Agreement, the parties will confer with a view to resolving the dispute or difference.

10. DISPUTES

10.1 Any dispute arising out of this Agreement, shall be submitted to and determined by arbitration in accordance with the arbitration rules of an accredited private dispute resolution agency, as amended. The arbitrator shall be mutually agreed upon, and shall be selected from a list of arbitrators supplied by an accredited private dispute resolution agency.

10.2 The parties shall, prior to the arbitration date, be required to meet with the arbitrator in order to determine the appropriate terms of reference for the arbitrator, and his powers, and to submit an agreement in writing to the arbitrator.

10.3 Should the parties fail to agree on the identity of the arbitrator within a period of 14 days after the date of the submission of the dispute to the City Manager, either of the parties shall be entitled to request a private dispute resolution agency, to appoint the arbitrator. The accredited private dispute resolution agency, in making the appointment, shall have regard to the nature of the dispute, and shall have regard to the parties' requirement of speedy arbitration in the selection of arbitrators. If the appointment is to be made in this manner, preference shall be given to the attorneys or advocates on the Panel of arbitrators of the accredited private dispute resolution agency.

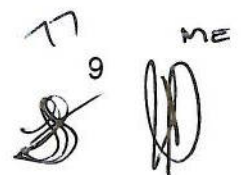
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- 10.4 The arbitrator shall be entitled further to determine the procedure to be followed in the arbitration, but to ensure that each party has the right to be heard, lead appropriate witnesses, submit documentation, and to argue in respect of the appropriate outcome and remedy. The arbitrator shall, in determining the procedures to be followed, be guided by the parties intention to have the dispute finally adjudicated upon within as short as possible a period from the date of the dismissal, or of the dispute, arising.
- 10.5 The parties shall be entitled to be represented by a representative of choice at the arbitration, and the outcome of the arbitration shall be final and binding. The Group Head shall be bound to the dispute resolution procedures contained herein.
- 10.6 The fact that any dispute has been referred to, or is the subject of an arbitration, as well as any information submitted or furnished to the arbitrator, or in any other matter forming part of the record of any arbitration proceeding, shall be kept confidential by the parties to such proceeding.

11. GENERAL

- 11.1 The contents of the Agreement and the outcome of any review conducted in terms of Annexure "A" (scorecard) will not be confidential, and may be made available to the public by the City, where appropriate.
- 11.2 Nothing in this Agreement diminishes the obligations, duties or accountabilities of the Group Head in terms of his contract or employment, or the effects of existing or new regulations, circulars, policies, directives or other instruments.

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Handwritten signatures and initials. On the left, there is a signature that appears to be 'S' with a flourish. To its right is the number '9'. Further right is another signature that appears to be 'ME' with a flourish.

SIGNED at Braamfontein on this the 30th day of June 2016

For: **THE CITY OF JOHANNESBURG**
METROPOLITAN MUNICIPALITY



City Manager

Witness: 

Witness: 

SIGNED at Braamfontein on this the 28th day of July 2016



Group Head

Witness: 

Witness: 

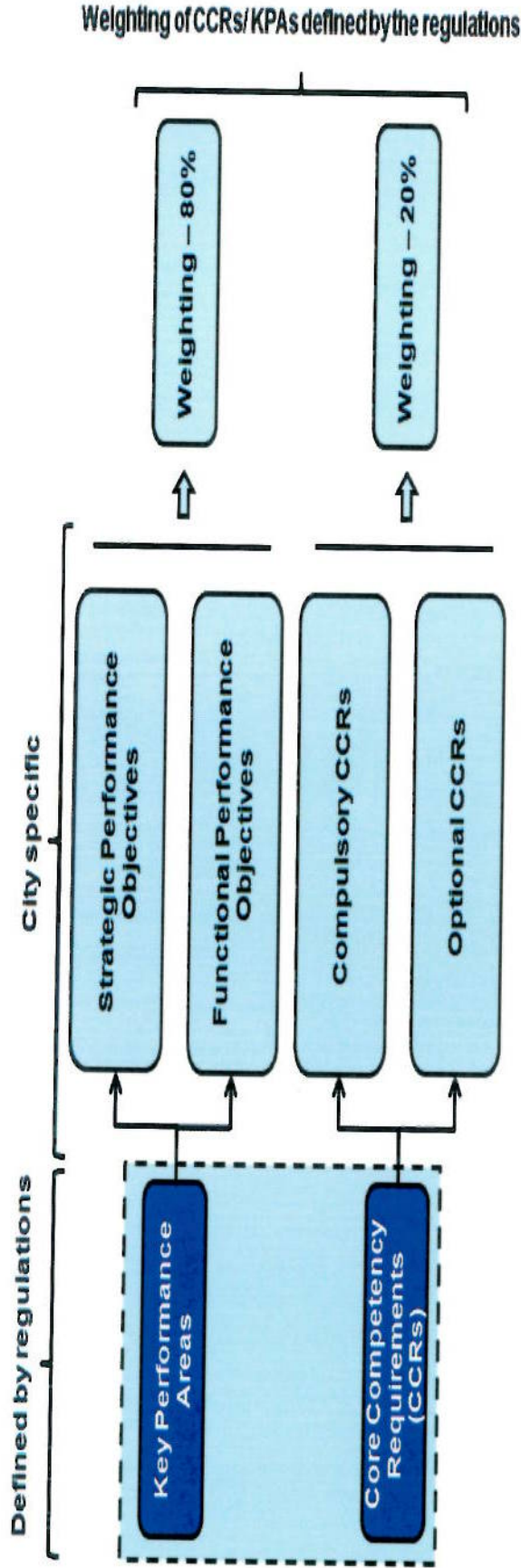
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PERFORMANCE SCORECARD – SECTION 57 EMPLOYEE

Employee	Blake Mosley Lefatola: Group Head
Manager	Trevor Fowler: City Manager
Department	Group Strategy Policy Coordination and Relations (GSPCR)
Responsibilities	<p>To optimise efficiencies towards the attainment of a functional organizational performance and improved delivery of services for the City of Johannesburg. Whilst doing so comply with legislative prescripts and generally accepted legal requirements towards the attainment of an Integrated Development Planning (IDP) system and its implementation through the Service Delivery and Budget Implementation Plan (SDBIP) and budgetary processes.</p> <p>Creation of intellectual capacity to respond to changing environmental trends that would ensure provision of responsive overarching innovative strategies and policy frameworks to fulfil the mandate of a developmental local government for the benefit of the citizens of Johannesburg.</p> <p>The functional responsibilities for the Group Strategy Policy Coordination and Relations (GSPCR) include the following:</p> <ul style="list-style-type: none"> • Integrated Community Based Planning; • Strategic Research and Policy Coordination; • International and Intergovernmental Relations; • Organizational Performance Monitoring , Reporting & Evaluation; and • Innovation and Knowledge Management
GDS Outcome	Outcome 4: "A high performing metropolitan government that pro-actively contributes to and builds a sustainable, socially inclusive, locally integrated and globally competitive Gauteng City Region".
The period of this Performance Plan is from 01 July 2016 to 30 June 2017	



The individual performance scorecards shall be made up of Key Performance Areas (KPA) {divided into Functional Performance Objectives (FPO) and Strategic Performance Objectives (SPO)} and Core Competency Requirements (CCR). Therefore, the scorecard is separated into three sections, namely, Functional Performance Objectives, Strategic Performance Objectives and Core Competency Requirements.



Strategic Performance Objectives (SPOs) are those KPAs which are derived from key citywide and sector based objectives and strategies. Of the total 80% KPA weighting, the relative weighting for SPOs should not be less than 50%. The SPOs are developed to reflect the City's strategic priorities within the individual employee scorecard.

Functional Performance Objectives (FPOs) relate to the employee's functional areas, objectives and responsibilities. Of the total 80% KPA weighting, the relative weighting for FPOs should not exceed 30%. All KPIs must be Clear Relevant Economic Adequate Monitorable (CREAM) and targets Simple Measurable Achievable Realistic Timed (SMART).

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SECTION 1: STRATEGIC PERFORMANCE OBJECTIVES (SPO)

STRATEGIC PERFORMANCE OBJECTIVES (SPO)

(TOTAL WEIGHT SHOULD NOT BE LESS THAN 50%)

KPA No	Key Performance Area	KPI No.	Key Performance Indicators (KPIs)	Baseline	Target	Means of Verification
1	Strengthen intergovernmental relations to ensure alignment to municipal, provincial and national strategic priorities and plans	1.1	% Attainment of the intergovernmental Relations (IGR) Strategy ¹	Draft IGR Strategy 2012/13	1=20% attainment of the Intergovernmental Relations (IGR) Strategy 2=50% attainment of the Intergovernmental Relations (IGR) Strategy 3=90% attainment of the Intergovernmental Relations (IGR) Strategy 4=95% attainment of the Intergovernmental Relations (IGR) Strategy 5=100% attainment of the Intergovernmental Relations (IGR) Strategy	IGR Strategy IGR Strategy Implementation Plan Bi-annual progress report
2	To ensure continuous improvement in service delivery to the residents of the City of Joburg	2.1	Enhanced service delivery to communities through percentage implementation of 2016/17 IDP ²	67% of City's deliverables attained%	= <50% of 2016/17 IDP deliverables attained 2=60% or more of 2016/17 IDP deliverables attained 3=75% or more of 2016/17 IDP deliverables attained 4=85% or more of 2016/17 IDP deliverables attained 5=90% or more of 2016/17 IDP deliverables attained	Quarterly performance report GRAS Assurance Report Performance dashboard Escalation report

¹ The computation of the targets is detailed in the IGR Strategy Implementation Plan as attached

² GSPCR to ensure inclusion of this deliverable on all Group Heads/MDs/EDs scorecards for 2016/17

STRATEGIC PERFORMANCE OBJECTIVES (SPO)

(TOTAL WEIGHT SHOULD NOT BE LESS THAN 50%)

KPA No	Key Performance Area	KPI No.	Key Performance Indicators (KPIs)	Baseline	Target	Means of Verification
3	Evidence based decision making	3.1	%Implementation of data systems to support evidence based decision making in City departments and entities	New	1=<15% of all core departments and municipal entities having data systems and data reservoir that support evidence based decision making 2=15% and below of all core departments and municipal entities having data systems and data reservoir that support evidence based decision making 3=20% and above of all core departments and municipal entities having data systems and data reservoir that support evidence based decision making 4=>25% and above of all core departments and municipal entities having data systems and data reservoir that support evidence based decision making 5=>30% of all core departments and municipal entities having data systems and data reservoir that support evidence based decision making	Quarterly progress reports
4	To leverage opportunities from key city-to-city engagements for deriving mutual benefits to ensure that Joburg retains its global, regional and local competitive advantage inequalities	4.1	% Attainment of IR Implementation Plan outcomes in line with approved 2016 IR Strategy	International Strategy Impact Assessment	1= IR implementation Plan 2=70% or more attainment of International Relations outcomes 3=30% or more attainment of International Relations outcomes 4=35% or more attainment of International Relations outcomes 5=40% attainment of International Relations outcomes	Index report IR Implementation Plan Bi-annual progress report

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STRATEGIC PERFORMANCE OBJECTIVES (SPO)

(TOTAL WEIGHT SHOULD NOT BE LESS THAN 50%)

KPA No	Key Performance Area	KPI No.	Key Performance Indicators (KPIs)	Baseline	Target	Means of Verification
5	To ensure responsiveness of the City of Johannesburg to meet developmental and economic growth goals	5.1	% GDS outcome indicators achieved annually	Comprehensive GDS review document	1= Workshop with relevant forums on draft WCCD ISO 37120 indicators 2= Final implementation framework with outcomes targets 3 =80% GDS outcome indicators achieved annually 4=85% or more GDS outcome indicators achieved annually 5 =90% or more GDS outcome indicators achieved annually	2016/17 WCCD ISO 37120 indicator assessment report incorporated into M&E Framework Quarterly progress report Updated 2040 GDS Strategy
6	Bridging digital divide through automation of systems and enhanced interfacing for improved service delivery	6.1	% Implementation of 4 Smart City programmes	New identification	1=>80% implementation of 4 Smart City programmes 2=>80% implementation of 4 Smart City programmes 3=80% implementation of 4 Smart City programmes 4=80% or more implementation of 4 Smart City programmes 5=85% or more implementation of 4 Smart City programmes	Smart City quarterly progress report
7	To oversee the deployment and management of the City's central knowledge repository to promote effective knowledge management, sharing and learning practices	7.1	% Utilization of the knowledge management system to harness global knowledge, lessons learned and good practices	50% utilization of the knowledge management system	1=<50% utilization of knowledge management system 2=>65% utilization of knowledge management system 3=>80% utilization of knowledge management system ³ 4 =>90% utilization of knowledge management system ⁴ 5 =100% utilization of knowledge management system	Quarterly implementation report Approved Implementation Plan

³ Hosting 4 thought leadership sessions on topical service delivery topics for institutional knowledge generation purposes
⁴ Case Studies Publication

STRATEGIC PERFORMANCE OBJECTIVES (SPO)

(TOTAL WEIGHT SHOULD NOT BE LESS THAN 50%)

KPA No	Key Performance Area	KPI No.	Key Performance Indicators (KPIs)	Baseline	Target	Means of Verification
8	To ensure a financial prudent City with clean audits by the Auditor General	8.1.	Attainment of Clean Audit Report ⁵	Unqualified Audit Report	1= Adverse Audit report 2= Qualified Audit Report 3= Unqualified Audit Report 4= Unqualified report without material other matters 5=Unqualified audit report without other matters	AG Report
		8.2	% Resolution of internal and external (AGSA) audit findings		1=85% resolution 2=90% resolution 3=95% resolution 4=97% resolution 5=100% resolution	Internal Audit Report on Findings Management Letter Annual/Quarterly Dashboard
		8.3	Consolidated Integrated Annual report 2015/16	2014/15 Annual Report	1=2015/16 Annual Report content and process plan developed 2= 2015/16 CoJ Annual Report Approved by Council for Public Consultation 3=Final 2015/16 CoJ Annual Report Adoption by Council 4=Summary integrated annual report 5=Improved independent rating of integrated annual report by external agency (2014/15)	Council Approved consolidated Integrated Annual Report

⁵ The internal audit findings will include findings related to financial management, governance, compliance and performance information

SECTION 2: FUNCTIONAL PERFORMANCE OBJECTIVES

FUNCTIONAL PERFORMANCE OBJECTIVES (TOTAL WEIGHT MUST NOT EXCEED 30%)					
KPA No	Key Performance Area	KPI No.	Key Performance Indicators (KPIs)	Means of Verification	
			Baseline	Target	
1	To ensure sound Procurement Management and control	1.1	% Compliance to the acquisition plan ⁶	90%	1=50% ⁷ 2=65% ⁸ 3=80% ⁹ 4=90% ¹⁰ 5=100% ¹¹
		1.2	% Reduction of SCM ratification and deviations submitted by the department	0%	1 = 0% (and less) of money recovered 2 = Disciplinary action for non-compliant employees to SCM regulation 36(a) (i to v) ¹² 3= All submitted SCM regulation 36(a) (i to v) approved by EAC ¹³ 4= Compliant ratification and deviation submitted 5 = 0% SCM ratification and deviation submitted

6 departmental procurements of goods & services within specified timeframes and budgeted value approved on the departmental Acquisition Plan (procurements compliance with the approved departmental Acquisition Plan)
 7 % (and less) of departmental goods & services procured within specified timeframes and budgeted value approved on the departmental Acquisition Plan.
 8 Departmental goods & services procured within specified timeframes and budgeted value approved on the departmental Acquisition Plan.
 9 Departmental goods & services procured within specified timeframes and budgeted value approved on the departmental Acquisition Plan.
 10 Departmental goods & services procured within specified timeframes and budgeted value approved on the departmental Acquisition Plan.
 11 Departmental goods & services procured within specified timeframes and budgeted value approved on the departmental Acquisition Plan.
 12 Target level 2 will also include 100% compliance of deviation reports to the provisions of Regulation 36 (1)(a)(i to v) without any failure by the official to execute his or her duties accordingly.
 13 Target level 2 will also include 100% compliance of deviation reports to the provisions of Regulation 36 (1)(a)(i to v) without any failure by the official to execute his or her duties accordingly.

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FUNCTIONAL PERFORMANCE OBJECTIVES (TOTAL WEIGHT MUST NOT EXCEED 30%)						
KPA No	Key Performance Area	KPI No.	Key Performance Indicators (KPIs)	Baseline	Target	Means of Verification
2	To managed the departmental, project and contract risk to acceptable tolerance levels.	2.1	% Of departmental strategic risks managed to acceptable levels ¹⁴	90%	<ul style="list-style-type: none"> 1 = Approved risk registers 2 = Risk mitigations updates 3 = 65% of key strategic risks improved 4 = 75% of key strategic risks improved 5 = 85% of key strategic risks improved 	<ul style="list-style-type: none"> • Departmental Quarter 4 report and Mayoral Committee minutes; • GRGC Annual Risk analysis report and Minutes
		2.2	% Of departmental key contract managed to acceptable levels ¹⁵	90%	<ul style="list-style-type: none"> 1 = Approved risk registers 2 = Risk mitigations updates 3 = 65% of key strategic risks improved 4 = 75% of key strategic risks improved 5 = 85% of key strategic risks improved 	<ul style="list-style-type: none"> • Departmental Quarter 4 report and Mayoral Committee minutes; • GRGC Annual Risk analysis report and Minutes
3	To promote accountability of employees and organizations in using resources and ensuring that implementation objectives are met	3.1	% Achievement of departmental SDBIP set performance measures.	83%	<ul style="list-style-type: none"> 1 = 70% of departmental SDBIP set performance measures achieved. 2 = 80% of departmental SDBIP set performance measures achieved. 3 = 85% of departmental SDBIP set performance measures achieved. 4 = 90% of departmental SDBIP set performance measures achieved. 5 = +95% of departmental SDBIP set performance measures achieved 	<ul style="list-style-type: none"> • Sub Mayoral Cluster Quarter 4 assessment report; • Minutes of Sub-Mayoral Cluster Committee

¹⁴ This requires that each Department with the help of Group Risk Services (as a specialist in the field) to identified and determine the desired residual risks level where the risk will be managed towards. This desired residual risks level will become a target to manage the risk towards.

¹⁵ This KPI refers to contracts the department is implementing. The department should including risk management from planning to final completion of the project. Project risks will be identified by department (assisted by Group Risk Services) for each project, desired tolerable levels determined and agreed. These project risks will be managed by the department to an agreed desired tolerable level on a continuous basis.

SECTION 3: CORE COMPETENCY REQUIREMENTS

CORE MANAGERIAL COMPETENCIES

(TOTAL WEIGHT MUST BE 20%)



No	Core Competence	KPI No	Competency Indicator's	Baseline	Target	Means of Verification
1	Financially and administratively sustainable and resilient city To ensure sound Financial Management and control	1.1	% Spent of allocated departmental Capex	Financial Competence (Compulsory) 28%		Annual financial expenditure report by Group Finance
		1.2	% Spent of allocated departmental Opex budget	88%		
People Management and Empowerment (Compulsory)						
2	Knowledge of Performance Management and Reporting	2.1	% Of employees receiving performance coaching and review as per the policy	90%	1=Less than 100% of employees with signed performance scorecards (including ILPs) 2 =100% of employees with signed performance scorecards (including signed ILPs) 3 =100% of employees received performance coaching and review as per the policy 4 =50% of employees achieved 90% achievements of their scorecards set targets 5 =+60% of employees achieved 90% achievements of their scorecards set targets	Database of signed scorecards, ILPs and review session dates Final review report and signed spreadsheet with final scores signed by HCM
Customer Orientation and Customer Focus						
3	Improve perception	3.1	% Improvement in the customer	59	1=Action Plan	Customer Satisfaction Survey rating

¹⁶ The Capital expenditure will be implemented in line with the SDBIP budget expenditure projections
¹⁷ The Operational expenditure will be implemented in line with the SDBIP budget expenditure projections

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CORE MANAGERIAL COMPETENCIES
(TOTAL WEIGHT MUST BE 20%)

No	Core Competence	KPI No	Competency Indicator's	Baseline	Target	Means of Verification
	of the City's performance and service offering		perception as per the Customer Service Survey for the City of Johannesburg		2=CSI <59 3=CSI >59 4=CSI >60 5=CSI >62	results
<p>By signing this performance scorecard the manager and employee hereby indicate their full understanding of, and agreement with the contents of the scorecard. The manager and the employee both acknowledge that this is in full compliance with the City's Performance Management Policy.</p>						
<p>Signed:  Blake Mosley-Lefatola Group Head: Group Strategy, Policy Coordination and Relations</p>		<p>Signed: Trevor Fowler City Manager City of Johannesburg</p>		<p></p>		<p>Date: 30.06.2016</p>

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