

CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT



2016
ANNUAL REPORT

MISSION

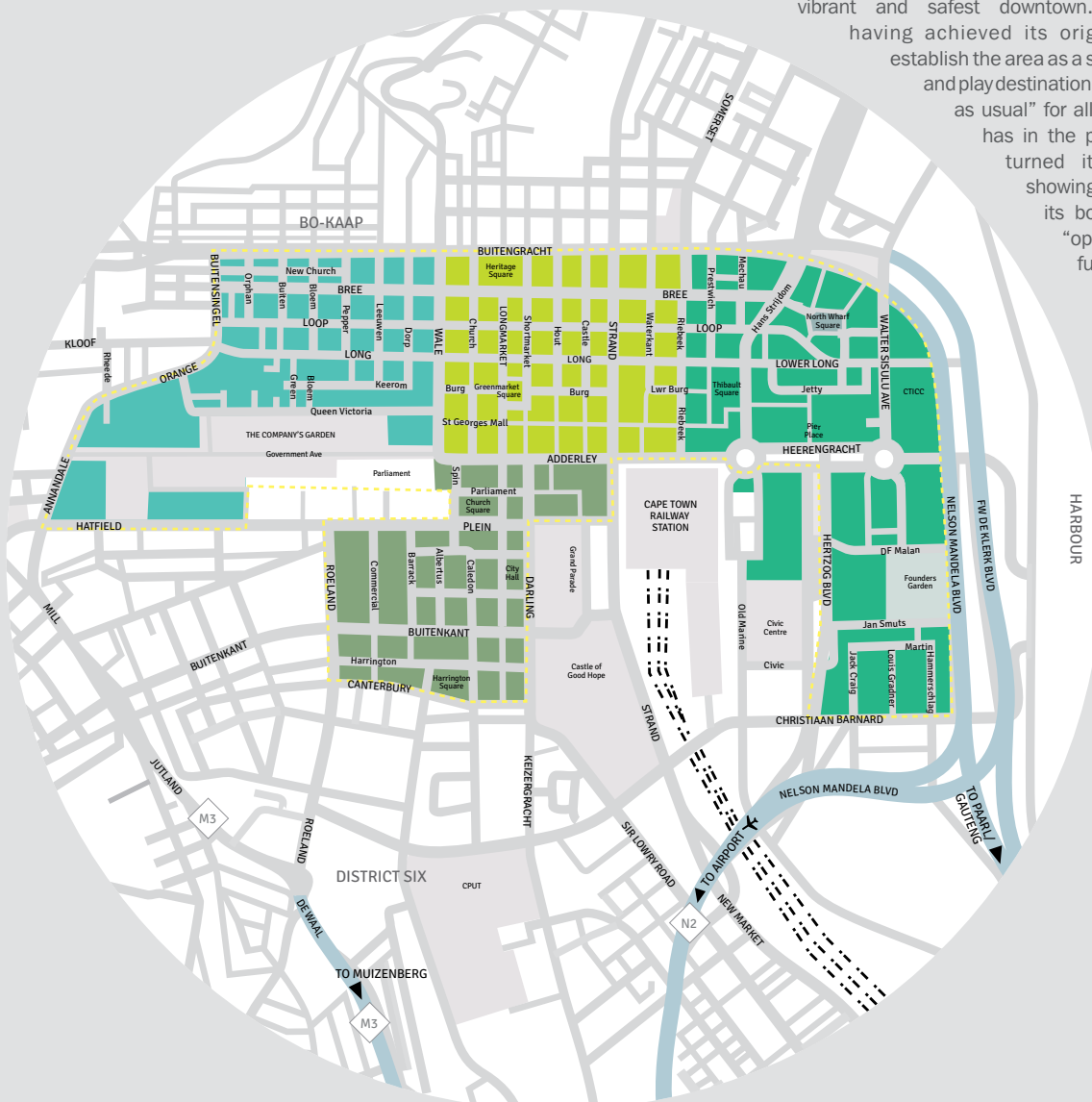
STRIVING FOR A CENTRAL CITY DISTRICT THAT IS SAFE, CLEAN, CARING, OPEN FOR BUSINESS AND A CENTRE FOR ALL

VISION A public-private partnership, the Cape Town Central City Improvement District (CCID) was established in November 2000 by local property owners with a vision for the Cape Town CBD to rise from the crime and grime scenario it had fallen into, to once again become a safe, clean and caring urban environment.

The term "City Improvement District" (CID) refers to a specific geographical area – approved by the City Council in terms of the municipal Property Rates Act, Section 22 (Special Rates Area [SRA]), and the SRA bylaw – in which complementary top-up services are provided. In the case of the CCID, these top-up services are provided in addition to those rendered by its primary partners in the CBD – the City of Cape Town and the South African Police Service (SAPS).

Operating with its own board of directors, the CCID liaises across both the public and private sectors, working together with each to develop, promote and manage the Cape Town Central City.

The Central City is considered to be South Africa's most vibrant and safest downtown. With the CCID having achieved its original mandate to establish the area as a successful work, live and play destination where it is "business as usual" for all its stakeholders, it has in the past few years also turned its sights towards showing the world beyond its boundaries that it is "open for business" and further investment.



- Precinct 1
- Precinct 2
- Precinct 3
- Precinct 4



ANNUAL REPORT

FOR THE YEAR ENDED 30 JUNE 2016

CHAIRPERSON'S REVIEW	02
CHIEF OPERATING OFFICER'S MESSAGE	04
COLLABORATION FOR A BETTER CENTRAL CITY	08
SAFETY & SECURITY	10
URBAN MANAGEMENT	12
SOCIAL DEVELOPMENT	14
COMMUNICATIONS	16
CCID SURVEYS AND RESEARCH	18
 ANNUAL FINANCIAL STATEMENTS	 20
▶ Directors' Responsibility Statement	21
▶ Directors' Report	22
▶ Independent Auditor's Report	23
▶ Statement of Comprehensive Income	24
▶ Statement of Financial Position	25
▶ Statement of Changes in Equity	26
▶ Statement of Cash Flows	27
▶ Notes to the Financial Statements	28
▶ Detailed Income Statement	38
 THE CCID STAFF AND BOARD	 40
ACKNOWLEDGEMENTS	41

CONNECTIVITY IS KEY



As a Cape Town CBD stakeholder and a board member, I take great pride in the Cape Town Central City Improvement District (CCID). In keeping with the City of Cape Town's goal to become a Smart City – the CCID employs smart strategies to ensure our area is safe, clean, caring and open for business.

Cape Town's CBD is the city's engine. Despite the relative prevalence of decentralised office nodes, this 1.62m² traditional downtown generates 25% of the metropole's entire economy and employs 30% of its workforce. Meanwhile, the latest edition of *The State of Cape Town Central City Report*, produced by the CCID's Communications department, notes that property values in the area increased from R6.127 billion in 2005-06 to R23.725bn by 2014-15. We conservatively expect an additional R8bn of investment here over the next five years as the new Netcare Christian Barnard Memorial Hospital, CTICC expansion and several other developments reach completion.

Along with this rise of investment has been the re-establishment of the Central City as a residential draw. In 2005, the population stood at only around 750; today this is around 7 000. A report published in May 2016 by Stats SA outlines Cape Town's as being the most inclusive

of all South African CBDs. Of its residents, 49.5% are Black African, 12.6% are Coloured, 4% are Indian/Asian and 28% are White.

We've said for some years now that the CBD's residential population would soon reach the anticipated critical mass of 8 000 needed to sustain a healthy afterhours economy that includes a range of retail and entertainment options. Already we are seeing more and more retailers staying open beyond their traditional 18h00 closing time and new areas, such as Bree Street, growing towards becoming 24/7 attractions.

In line with its growth, the Central City has long been on the receiving end of pioneering infrastructure. The City of Cape Town introduced the MyCiTi bus rapid transit network in 2010 via a CBD-based main station, and is now piloting a project in the CBD, on all buses that run through our area, to roll out free Wi-Fi to all its passengers across the city. It is

piloting a more esoteric form of connectivity here also, as it works towards leveraging its already robust Municipal Broadband Network for use as well by the private sector.

All these things are hallmarks of a Smart City. Both the public and private sectors in the Central City have played a huge collaborative role in "upskilling" Cape Town to this point. I'm proud to say that the CCID, with its strong focus on basic service delivery, has created a platform for success in the CBD. Additionally, much of the work it is now getting involved with will unlock further opportunities across the entire metropole. The organisation's COO, Tasso Evangelinos, will enlighten you about new linkages in the following pages.

THE CENTRAL CITY AND THE SEA

Speaking of linkages: as the CBD has developed, it has grown ever closer to the harbour. This gradual reconnection with the

sea has also seen the CCID forge closer ties with the neighbouring V&A Waterfront.

The latter is developing on Dock Road along the canal that originates at the CTICC, as well as in the nearby Silo District. The Central City is, in turn, experiencing more footfall on the Foreshore than ever before, as a result of huge investment in the area. The CCID and the V&A Waterfront are, therefore, working on a strategy to improve their pedestrian connections for mutual benefit.

The eventual outcome of the City's Foreshore Freeway Precinct project, which could transform the lower CBD, will have a direct impact on this relationship. These are exciting times!

GOOD GOVERNANCE

In May this year, Moody's noted the City's "good budgetary performance, strong liquidity position and moderate debt levels". The international ratings agency gave the City a long- and short-term Global Scale Rating of Baa2 and Prime -2 respectively, as well as a long- and short-term national scale rating of Aaa.za and Prime -1.za, making it the municipality with the highest possible level of credit quality within the national context.

The CCID has much to live up to in this regard, and its administrative department has been more than up to the task. In 2015-16, it again took up the gauntlet, delivering the

organisation's 16th clean audit in a row, and drawing comment from our auditors, KMPG, on how well organised the accountability and administration of our financial affairs continues to be. Turn to page 20 to read the CCID's financial statements, signed off in record time.

The CCID's four operational departments have all also performed exceptionally well this year. The outcomes of their work are outlined throughout this annual report. It's a showcase for the 22 individuals working on the 13th floor of 1 Thibault Square who have given so much of their passion and energy to the ongoing improvement of the Central City. Their results, in the numbers I mentioned on the previous page, are proof to me that the CCID is greater than the sum of its parts. Thank you to every one of you, ably led as you are by Tasso Evangelinos.

Thanks also to my fellow board members for playing their role in achieving the CCID's mandate. This year, we bade farewell to Abu Varacchia of Spearhead Property Holdings and welcomed Theminkosi Siganda, Director of Economic Development at the City.

Finally, last year I left you with a question: "What can be brought to add even more colour to our CBD?" As our community grows stronger, the opportunity to collaborate towards not only a better downtown but a better city as a whole gets even

bigger. We encourage every one of our stakeholders to embrace the connectivity that makes the Central City a great place to work, live, play or stay.



ROB KANE
Chairperson of the CCID



FROM LEFT
OPPOSITE: Rob Kane; the Foreshore continues to grow with new developments and redevelopments; the main MyCiTi station is in the CBD; pedestrian-oriented development is increasing footfall on the Foreshore.

CAPE TOWN AS A SMART CITY

A city is universally deemed to be smart in terms of the emphasis it places on human capital, social cohesion, economic development, public management, good governance, environmental performance, mobility and transportation, urban planning, international outreach, and technology.



BUILDING BRIDGES

COLLABORATION
FOR A BETTER
CENTRAL CITY



At the Cape Town Central City Improvement District (CCID), we've spent a great deal of time recently considering the nature of collaboration and connectivity. In this annual report, we highlight the interlinkages within the organisation and with our external partners that drive innovative service delivery.

The CCID has four departments, each with its own mandate and set of skills that contribute to the renewal of the Central City. This is why we are now paying more attention to rolling out our departmental "sub brands" alongside the CCID logo. We are emphasising the depth of each team's contribution to the work we do.

But Safety & Security, Urban Management, Social Development and Communications do not operate in isolation. They work with their equivalent and associated departments at the City of Cape Town, and with SAPS and other stakeholders in both the public and private sectors. And they work with each other.

In fact, after 16 years in the business of urban regeneration,

the inner workings of the CCID resemble a well-oiled machine. You could attribute this to the way each component communicates – in operational meetings and other forums, internal and external, and on the ground. We share a common goal and we share our strengths to achieve it.

Today, the Central City is the most inviting CBD in the country, due largely to strong relationships and partnerships that take tangible action. In the pages that follow, we break down the CCID's role.

You will discover that our Safety & Security contribution is so much more than just "bobbies on the beat". Besides the visible presence of our public safety officers (PSOs), the department supports our CBD stakeholders in other ways. For example, it provides assistance with broken-down vehicles, and it is the voice of the Central City in community safety meetings. You will find out about Urban Management's beautification work over and above its maintenance plan. You will learn that Social Development was instrumental in forming a Chronic Medicines Dispensing Unit for the street people it already helps in other ways. And you will see the many ways in which Communications promotes CBD stakeholders as well as the CCID's work and the value of the Central City as a whole.

As we've developed, our services have diversified, and each pillar of the organisation has grown stronger for it. Of course, our departments' individual strengths really come together in the joint projects we pursue. I

will give you a brief introduction to some of these here, as well as an update on a few I mentioned in last year's annual report.

MEETING IN THE MIDDLE

Last year, I alluded to a project involving the optimisation of public space in the CBD. At the time, the City was looking to start a process that would guide proposals towards the best-practice management and revitalisation of St Georges Mall and Greenmarket Square.

As a result, the CCID has now partnered with the City's Department of Economic Development on a pilot to drive this process forward. We signed a memorandum of agreement in March 2016, received funding for the first phase shortly thereafter, and already the pilot is proving to be a new era for the way our organisation works with the City, ultimately for the benefit not

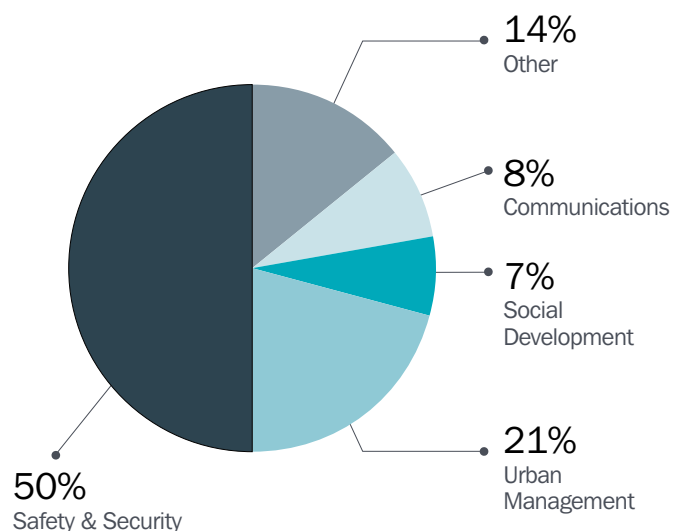
only of the CBD but the entire metropole.

The first phase of the project was scheduled for May to August 2016, and the details of the CCID's involvement are on page 8 of this report. The second phase, which will deal with the development of a long-term public space management model, will run from 2017 to 2019. I'm sure we will have plenty more to report on in time.

Using the Central City for another pilot project, the City is also introducing a game changer for connectivity that will lead to further innovation within the Cape Town CBD and – again, ultimately – the city as a whole.

Its R1.7 billion Municipal Broadband Network, built to connect its own facilities across the metropole, is now robust and extensive enough for leveraging by the private sector. With the City's Telecommunications Branch

The CCID received R47 035 300 via CBD ratepayers in the financial year 2015-16, with expenditure divided as follows:



**Stay
SAFE**

**Keep it
CLEAN**

**Show you
CARE**

**Making the
PLACE**

Each department at the CCID has its own unique logo and slogan. Developed some time ago and in recognising we truly are a multifaceted company, we have now begun to punt these with renewed zeal. Look out for the logos, depicted above, on all future departmental collateral.

having designed the infrastructure as “open access”, the pilot project will see the City installing a cable into every building in the CBD. The project will enable a broad range of commercial service providers to deliver choice, cost-effective, high-speed broadband to tenants, encouraging competition, the improvement of services and the driving down of prices.

In other words, the City has chosen the Central City to be the first municipal “fibrehood” in the metropole. The CCID will be assisting by providing its own “connectivity” in terms of the relationships we have with property owners.

This broadband rollout allows a C-grade building access to the same infrastructure as a P-grade building, enabling a one-person startup in a coworking space to have equal footing with a large commercial operation in regards to speed, price and choice. This is enormously exciting for us, as it can only be of benefit for our whole area in promoting inclusivity

and access to the CBD’s thriving economy. Find out more about this project on page 8.

The CCID has also begun to engage on a provincial level. A new partnership between us, the Western Cape Government (WCG) and the City has resulted in better security and ambassadorial services in The Company’s Garden. It involves the use of upskilled youth from Chrysalis Academy.

Sponsored by the WCG’s Department of Community Safety, Chrysalis Academy is a youth leadership development organisation and social crime prevention initiative that empowers young people to take responsibility for their personal growth. The academy provides them with the necessary life skills and tools to become self-confident, productive in the economy and positive role models within their communities. To find out more about what The Company’s Garden project entails, turn to page 9.

I would say that 2015-16 has been the year of Social

Development at the CCID. Ever mindful of the increasing difficulty of life on the streets, especially in these tough economic times, we have worked with our NGO partners to look for solutions to complex challenges.

Khulisa Social Solutions is one of these partners. The organisation provides personal development courses and work opportunities for street people. Its 2015 StreetScapes pilot, working predominantly with the City’s EPWP programme but also supported in part with funding from the CCID, demonstrated that “work works”, according to Manager of Strategic Partnerships Jesse Laitinen. After six months in the programme, 77% of the beneficiaries chose to move off the streets.

The CCID’s fieldworkers were also involved in referring the majority of candidates to the programme, which uses dormant public assets to create work opportunities. An example of this is the plot of land next to Fruit & Veg City in Roeland Street, now





PREVIOUS SPREAD: Tasso Evangelinos. THIS SPREAD FROM LEFT OPPOSITE: PSOs on Greenmarket Square; First Thursdays; the CCID's annual Business Breakfast; Tasso with Amsterdam's Night Mayor, Mirik Milan; CCID road maintenance; CCID fieldworker Headman Sirlarala interacts with a social client.

an urban garden planted and harvested by members of the street community. Doppio Zero Mandela Rhodes Place and the chopchop salad bar at 75 Harrington have bought its produce. The urban garden is also open to the public every Saturday morning.

The CCID has continued to assist with the garden, as detailed on page 9. We have also contributed to the expansion of Youth Solutions Africa's Woodstock shelter. Our donation of R249 700 towards new dormitories and fixtures is one of the ways the CCID is working with its partners towards ensuring there are enough beds for its street clients. Learn more about this Social Development project on page 14.

INTO THE NIGHT

A 24-hour economy is the mark of a thriving CBD, yet municipalities worldwide have been slow to pay attention to the needs of businesses that run at night and the public life they generate on the streets. Cape Town is no different, and this presents challenges for all CCID departments.

On a trip to the Netherlands in May, I met the city's inaugural "Night Mayor", Mirik Milan. He has helped legitimise Amsterdam's afterhours scene by providing constant liaison between all its stakeholders. This reminded me of the CCID's strategic role in the Central City.

So how do we begin to do the same here for our ever-growing nighttime economy when we face challenges such as limited municipal resources and law enforcement, and a lack of public transport? I think the CCID can share some knowledge here.

First, local government has to be the driver. There must be a commitment to provide services at night that will in turn inspire confidence in stakeholders.

On the private sector side, there needs to be a willingness to work both with authorities and each other. Nighttime businesses should be prepared to establish protocols for working together and present a united front. Residents, in turn, could engage with both authorities and business owners via their body corporates. If they can find compromise on noise

pollution, for example, then other issues will become more palatable. It's all about finding common ground and dealing with challenges with the buy-in of all stakeholders.

This has been Mirik's biggest success. Unlike the CCID, he doesn't get involved in operational issues. Rather, the business and residential associations come to him with problems and he advises them. It's then up to those parties to come up with a solution themselves. He told me it took him three years to gain the trust of the local authorities. Today he has a hotline straight into the mayor's office.



Cape Town CBD's nighttime economy is something the CCID has been grappling with for some time. In the past two years we have run an annual First Thursdays survey to gauge the opinions of its patrons. We monitor post-twilight trade in other ways too and align our services with the movement on the ground. In 2015, we engaged with businesses on upper Long Street and advised they form an association.

It's time now that all stakeholders come together to optimise the nighttime economy for all. With our own vast experience gained with public-private partnerships, this is something we will be pursuing in earnest.





COLLABORATION FOR A BETTER CENTRAL CITY

Public-private partnerships have been at the heart of the CCID's work since day one. Here we look at how the organisation is building on this expertise and pioneering new ways forward for other SRAs.

CCID + CITY OF CAPE TOWN = MORE EFFICIENT ENGAGEMENT WITH CENTRAL CITY STAKEHOLDERS

Public space management

The goal of this pilot is to develop an operational business plan in partnership with the City's Department of Economic Development for the management of St Georges Mall and Greenmarket Square. The first phase of this project, which began in May 2016 and will run until August, incorporates five elements from the CCID's side.

1. Appointment of a project

manager: Through its service provider Geocentric Information Systems, the CCID appointed a project manager accountable to the public space management steering committee.

2. St Georges Mall pedestrian

count: Undertaken by engineering consulting firm Gibb, this included bidirectional counts at various sections of the mall.

3. CCID Urban Management

services: The department created a multipurpose unit to provide a daily dedicated service to both spaces during a three-month pilot period. This included general cleaning, graffiti removal, cigarette bin maintenance and gardening services. All made a significant impact on the look and feel of the area, and feedback from stakeholders was extremely positive.

4. Design development

project: The CCID appointed a landscape architect to prepare a report documenting the

state and challenges of the spaces, and possible opportunities for their improvement based on local and international best practises.

5. Stakeholder survey:

Complementing research already undertaken by the CSIR among informal traders, this survey is to gauge stakeholder sentiment from formal businesses, kiosk owners and users of the spaces.

Broadband rollout pilot project

By late 2015, the City of Cape Town's rollout of its fibre-optic Municipal Broadband Network to its own facilities had reached a stage where it was becoming extensive and robust enough for leveraging by the private sector. As a result, the City began to look towards the provision of "last-kilometre" cables from its network to private buildings in business areas across the metropole.

In selecting the CBD for a pilot project, it looks to install a cable to

every building in the area so that a request for a fibre pair allocation can immediately be provided. This will reduce the fulfilment time for a new service and give tenants/owners a choice of service providers, as well as access to the City's connection speed of 1Gbps.

The CCID's role in the project at this stage is facilitating between the City's Telecommunications Branch and private property owners.

CCID + WESTERN CAPE GOVERNMENT + CITY OF CAPE TOWN = SAFER PUBLIC SPACES

The Company's Garden & Chrysalis Academy ambassadorial programme

The first quarter of this three-way partnership project (May to July 2016) is being seen as a period of experimentation and assessment, with the CCID using its findings to make recommendations to the Western Cape Government on the way forward for this and other possible projects.

Working in conjunction with the City to use The Company's Garden for the pilot, the provincial Department of Community Safety (DOCS) funded two kiosks, one placed at the intersection of Wale Street and Government Avenue, and the other at the Delville Wood Memorial. It is also paying for the stipends of upskilled students from Chrysalis Academy.

These youth, trained by the CCID, act as ambassadors in the space for three months at a time, gaining them work experience. To manage the students on a day-to-day basis, the CCID contracted a manager with the appropriate service record and experience,

and who is conversant with DOCS departmental procedures.

The duties of the students include:

- Assisting tourists and locals;
- Addressing social issues;
- Building relationship with surrounding stakeholders;
- Identifying illegal dumping;
- Identifying hazardous situations;
- Providing a visible security presence.

CCID + NGOS = A MORE CARING CBD StreetScapes garden

CCID Urban Management assisted in the early days by sponsoring a clean-up of this site off Roeland Street. It tasked a team with clearing litter and weeds, and levelling the ground for cultivation. The department also called upon its partners at City Roads to assist with the removal of large boulders. Finally, it constructed a base to support water tanks and arranged for the City's Solid Waste water truck to fill them.

Safety & Security then came on board, donating an unused kiosk for conversion into a tool shed and daytime shelter for the gardeners. Communications has, meanwhile, promoted the garden (open to the public for the purchase of fresh produce every Saturday) in *City Views* and on social media. The StreetScapes garden became a passion project for the CCID,

and one that has showcased its spirit of collaboration. It also ties in with another CCID project, first mooted in last year's annual report: the CCID is currently engaging with the City and Khulisa on the possibility of a community vegetable garden on the periphery of the CBD. This would be a joint Urban Management and Social Development project involving upskilling and job creation among the CBD's street people community.

FROM LEFT OPPOSITE: The Central City's most iconic pedestrianised areas are part of the public space management pilot; Cllr Dave Bryant (left) and the Minister for Community Safety in the Western Cape, Dan Plato, at the launch of the Chrysalis Academy ambassadorial programme; Jesse Laitinen of Khulisa Social Solutions was instrumental in the formation of the StreetScapes garden; the provincial Department of Community Safety funded two kiosks for use in The Company's Garden (Dan Plato is pictured with CCID Safety & Security manager Mo Hendricks).



ONGOING PROJECTS

WAYFINDING

The CCID has been researching and investigating ways to deliver wayfinding solutions throughout the CBD that will brand it and assist the public. Members of Urban Management and Communications are now liaising with the COO to establish a project to drive the initiative over the next year.

RESEARCH AND SURVEYS

From the work done by its own data-capturing and research teams to the partnerships it has developed over the years with the public and private sectors, the CCID continues to explore new ways to build on its vast database of knowledge and information, including regular surveying of its own stakeholders. This is a vital resource in our day-to-day management of the Central City, and for promoting investment into the area. For the results of some of the surveys conducted over the past year, see pages 18 and 19.



The work of the CCID's Safety & Security department is a key reason the South African Police Service in Cape Town regards the CBD as the safest in SA.

2016 HIGHLIGHTS	
During the past 12 months, the Safety & Security department:	
 Made 1 196 arrests together with the CCID's law enforcement partners	 Assisted at the scene of 745 motor-vehicle accidents
 Issued 12 993 parking-related fines amounting to a total value of R8 368 100	 Assisted with medical and rescue callouts 553 times
 Issued 39 524 warnings	 Dealt with 262 illegal trading offences
 Conducted 110 108 crime prevention initiatives	 Rendered public assistance 883 times

SPOTLIGHT ON 2016 PROJECTS

Body-worn video (BWV) cameras

Following a nine-officer trial during the 2015 festive season, the CCID purchased 75 BWVs for its public safety officers (PSOs) – enough to cover a full shift rotation. These BWVs have infrared recording capabilities for after dark. They come equipped with laser guides and the ability to record video, sound and rapid stills. Safety & Security has noted two outcomes: public behaviour has changed for the better and PSOs are more accountable.

Long Street Association (LSA) and extra Law Enforcement pilot project

Through a joint initiative proposed by the LSA and the CCID, the City of Cape Town deployed 10 additional Law Enforcement officers via its EPWP programme to Long Street every Wednesday to Saturday from 1 December till 9 April. The LSA and the CCID secured funding in negotiation with the City, and Safety & Security managed the process directly. The CCID is now exploring ways to continue the project with the City on a more sustainable basis.

Window stickers

Safety & Security has attended to many incidents involving retail venues after hours, from damaged shop front windows to doors left open by accident. If the department has no access to a business owner's afterhours contact number in such a case, it necessitates the deployment of a dedicated PSO to guard the site. This depletes the CCID's overall deployment during the shift concerned. The creative solution: produce CCID-branded window stickers displaying afterhours business contact numbers. Urban Management assisted with the distribution of the stickers, which also enhance the CCID's profile.

Safety talks

To raise awareness among stakeholders about personal safety, the Safety & Security department continues to give talks across the Central City. During the year under review, employees and learners at the following institutions benefited from these presentations: CityVarsity, Road Accident Fund, Shell, SMEC, Southern Sun Cape Sun, Southern Sun Waterfront, Student & Life, Student at Home, takealot.com and Townhouse Hotel.



STASH IT, DON'T FLASH IT

The Communications team worked side by side with Safety & Security to roll out the latter's annual campaign.

Duration: 1 December 2015 till 31 March 2016

Elements:

- "Stash it, don't flash it" street-pole posters;
- Pamphlet distribution to key venues and the public;
- Several press releases, including:
 - Seasonal "Safety Tips", an educational release dealing with aggressive begging;
 - An outline of the CCID's festive rollout (including all its departments);
 - A release on the Long Street Law Enforcement project;
 - A reveal of the new mobile CCTV unit that had excellent traction with the media.
- A "Know your public safety officer" social media campaign, with interviews conducted across the range of Safety & Security personnel shot on video and edited in house, and run on the CCID's YouTube channel.

PARTNERS AND SERVICE PROVIDERS

Four fulltime team members (a manager, an assistant manager and two night managers) oversee a team of around **230** public safety officers. These PSOs are deployed via service provider Iliso Protection Services in order for the department to provide top-up services to those delivered by SAPS and City Law Enforcement. **Three** PSOs manage the control room and **24** work on the vehicular response team.

The CCID also employs **seven** dedicated City of Cape Town Law Enforcement officers. These "rent-a-cops" provide powers of arrest and are able to issue fines, giving the CCID the full reach of the law.

Safety & Security also works alongside partners in the Community Police Forum, and in partnership with the Western Cape Government's Department of Community Safety on an innovative new public safety programme (see projects on page 9). In addition, it maintains good relationships with other city improvement districts and neighbourhood watches that operate near the Central City.

FROM TOP TO BOTTOM: The rollout of the CCID's body-worn cameras has been a huge success – (left to right) Mzuvukile Siyazi, Brendon Booysen, Msimelelo Mgolombane and Zipho Ngata; Safety & Security partners regularly with the South African Police Service and the City's Law Enforcement department to conduct joint operations; PSOs provide assistance to the public in many different ways.



Safety & Security played a major role in the Chrysalis Academy ambassadorial programme, and assisted in the development of the Khulisa StreetScapes garden project.

See page 9 for details.

Keep it
CLEAN

URBAN MANAGEMENT



FROM LEFT TO RIGHT
OPPOSITE: A J&M cleaner; Urban Management is responsible for much of the road maintenance in the Central City; The Company's Garden manager, Rory Phelan, provided space for a CCID compost heap; new cleaning staff are inducted at the CCID's offices; Communications and Urban Management partnered with the Rainbow Academy and director Mandisi Sindo to put on innovative street performances.

The CCID's Urban Management department works to provide a clean, attractive and risk-reduced urban environment in the Central City.

SPOTLIGHT ON 2016 PROJECTS

Staff training

In July 2015, Urban Management introduced an induction programme for all sweeping staff. Once a month, the team's members present welcome sessions themselves, so that new staff don't have to wait too long for a comprehensive introduction to the CCID, its services and its other departments. There has been positive feedback from the sweepers as they also now have the opportunity to voice their concerns and questions.

Event assistance

During the past year, the precinct managers liaised with businesses and residents within the footprints of two major events: the annual community jazz concert on Greenmarket Square and Open Streets. The latter, which occurred for the second time in the CBD, on 17 January, has Bree Street open to pedestrians but closed to vehicles.

Urban Management kept the relevant stakeholders informed and, in the case of the concert, assisted the event organisers in obtaining signatures for noise

exemption certifications. It also sponsored cleaning services for both events.

Additional cleaning

Urban Management launched its festive season cleaning programme on 11 December. It added extra services via Straatwerk to areas of high footfall, and implemented a "Dawn Patrol" to operate from 03h00 till 07h00 every Friday to Monday till 15 January. This additional cleaning ended in mid-March.

Turning leaves into compost

At the beginning of autumn, Urban Management saw an opportunity to "recycle" the leaves its teams gathered from gutters. The Company's Garden manager provided a spot for a compost heap and all collected leaves are now turned into compost for gardening projects.

Beautification undertaken

- The revitalisation of the Spin Street island garden, started by the CCID seven years ago;
- The revitalisation of the Waterkant Street planters, installed by the CCID in 2014;



2016 HIGHLIGHTS

During the past 12 months, the Urban Management department:



Cleaned
19 045
municipal drains



Undertook
1 621
road maintenance repairs

Cleaned
6 912
storm water drains
and channels and replaced
210
drain covers



Emptied the CCID's
279 cigarette bins of
1 722kg
of cigarette butts



Identified
4 647
illegal posters



Removed
15 896kg
of waste to landfill



Removed
32 573
strings & stickers



Painted
1 580
road markings



Removed
3 196
incidents of graffiti



Trimmed 42 trees
and maintained
1 399
tree wells

- The installation of bollards in upper Long Street and of planter boxes on the corner of Loop and Shortmarket streets to prevent illegal parking;
- Extra greenery in precinct 3;
- Tree well maintenance, and freshening up of pot plans and hanging baskets in St Georges Mall.

#KEEPTCLEAN

In April-May 2016 Communications ran the #KeptItClean campaign in collaboration with Urban Management. In keeping with a new communications strategy for the CCID, for the first time the focus was on the promotion of a department's sub-brand.

Duration:

1 April till 31 May 2016

Elements:

- A "disruption" poster campaign focussing on littering, tagging and the sticking up of illegal posters;
- "Hotspot" posters placed for 24 hours by Straatwerk in areas where illegal dumping occurs;
- Outdoor theatre performances using Rainbow Academy students;
- Filmed interviews with the department's manager and precinct managers, produced in

house and uploaded every week to the CCID's YouTube channel.

PARTNERS AND SERVICE PROVIDERS

The CCID Urban Management department's function is to provide top-up services to those provided by the City of Cape Town. Its **five** full-time staff members (a manager and assistant manager who work as a supervisory team, and three precinct managers) achieve this by collaborating with service provider J&M Cleaning Services and the NGO Straatwerk.

J&M Cleaning Services deploys **60** professionally skilled cleaners on the streets of the Cape Town CBD. Through sponsorship to Straatwerk, Urban Management is able to provide daily work opportunities via its maintenance programme.

Urban Management played a significant role in the CCID's joint public space management pilot project with the City. It also assisted in the development of the Khulisa StreetScapes garden project. See pages 8 & 9 for details.

Show you
CARE



SOCIAL DEVELOPMENT

The CCID's Social Development department engages with the CBD's most vulnerable on a daily basis, assisting street people towards the services they need.

2016 HIGHLIGHTS

During the past 12 months, the Social Development department:

Interacted with 614 clients on the streets Assisted 383 adults to shelters  Assisted 53 people to healthcare facilities	Transported 70 people home for potential family reunification Referred 20 adults to Straatwerk for a work opportunity Assisted 68 youth and children
 Assisted 20 mothers with children	 Donated 365 pairs of shoes
 Organised the donation and distribution of 2 400 care bags	 Donated 300 festive season gifts

SPOTLIGHT ON 2016 PROJECTS

Youth Solutions Africa (YSA) expansion

Until recently, YSA in Woodstock provided temporary shelter and two meals a day for up to 60 men and women, many of them the CCID's own street clients.

During the past year, it became clear that its ablution and dormitory facilities were inadequate. So in early in 2016, the CCID approached YSA with an offer to upgrade the facility.

The CCID has been able to fund this to a value of just under R250 000 from a budget dedicated to special projects. It has also brought on board corporate sponsors to donate in-kind project management fees (R50 000, via CCID board member Martin Rippon and Eris Properties), as well as a new stove, a microwave and linens (R10 000).

The extension is now complete and the CCID's contribution has facilitated:

- The building of four extra dormitories that nightly accommodate 24 (in addition to the 60 accommodated before);
- The upgrading of existing ablution facilities (including more toilets and showers);

- The provision of furniture and fittings for the new dormitories;
- The building of 14 extra lockers.

The Carpenter's Shop Chronic Dispensing Unit and upgrade

In 2015, as a result of discussions initiated by the CCID with the Western Cape Government's Department of Health, the Chronic Medicines Dispensing Unit was established at The Carpenter's Shop.

Managed by St John Ambulance, it assists up to 70 homeless and destitute people each week with the management of chronic conditions. It also runs awareness workshops on basic hygiene, HIV/AIDS, TB, substance abuse and the importance of managing medication.

In the 2015-16 financial year, the CCID contributed just under R40 000 to The Carpenter's Shop. This went towards the upgrading of its ablution facilities, 20 postbox-style lockers for street people for the safe storage of documentation and other valuables, and the provision of an examination bed and lamp for the clinic.

Holiday season project

There are few services for the Central City's street people during the festive season, as most



FROM TOP TO BOTTOM:
Fieldworker Mark Williams picks up Winter Drive donations from Boston City Campus and Business College; Social Development distributes GIVE RESPONSIBLY donations to its partners around the metropole (here, fieldworker Headman Siralarala makes a drop-off at St Anne's Home in Woodstock); the Chronic Dispensing Unit helps street people manage their medication; the CCID funded the upgrade and expansion of Youth Solutions Africa's Woodstock facility – pictured here is one of the new dorms.

NGOs close. To counter this in 2015, the CCID partnered with The Carpenter's Shop to keep its ablution facilities open. Irish humanitarian Ross Duffy ran this project and gathered volunteers to prepare 3 000 meals from 15 December till 8 January.

Strengthening partnerships

Department of Social Development (DSD): A closer relationship with the provincial social workers has helped reduce the number of children living on the street.
South African Police Service (SAPS): Dedicated officers from the SAPS social crime department assist with mentally challenged individuals.

GIVE RESPONSIBLY WINTER DRIVE

The Communications team collaborated with Social Development on the latter's annual campaign. In 2015, they promoted the new GIVE RESPONSIBLY SnapScan code for the first time.

Duration:

1 July till 31 August 2015

Elements:

- 800 posters across the CBD;

- 20 donation bins placed with corporate partners in both private and public spaces;
- A four-page special supplement produced for the June/July 2015 issue of *City Views*;
- Ads promoting the campaign in *Die Burger* and the *Weekend Argus*.

PARTNERS AND SERVICE PROVIDERS

During the year under review, the CCID's full-time Social Development team comprised **three** fieldworkers – each of whom received level-three first aid training – and a manager, who is also a registered social worker.

Social Development works with several NGOs. Its primary partners are:

- The Homestead, a shelter offering accommodation, family reunification and reintegration services to male street children;
- Ons Plek, a shelter offering accommodation, food, family reunification and reintegration services to female street children;
- The Carpenter's Shop, which engages in rehabilitation through skills training;
- Salesian Institute Youth Projects, an education, skills training

and rehabilitation institute for vulnerable youth;

- Straatwerk, which focuses on rehabilitating street people through structured work opportunities;
- The Haven, a night shelter for homeless adults.

The CCID also has strong ties with:

- Youth Solutions Africa, a shelter offering skills training;
- Khulisa Social Solutions, which coordinates diversion projects for first-time offenders;
- U-turn Homeless Ministries, which works to uplift street people through shelter, training and rehabilitation.



Social Development played a role in the development of the Khulisa StreetScapes garden project.

See page 9 for details.



COMMUNICATIONS



FROM LEFT TO RIGHT OPPOSITE: Dion Chang, a respected trend analyst, was the guest speaker at the 2016 Business Breakfast – Communications staged the event to launch the latest edition of its annual investment guide, *The State of Cape Town Central City Report*; *City Views* was revamped in late 2015; media consultant to the department, Samantha Bartlett, with a member of the press; the CCID's new website; the CCID's activity at Open Streets Bree proved popular with attendees and an excellent gauge of their feelings towards the Central City.

The CCID's Communications department informs the public about the organisation's work and promotes the Central City as a destination for all.

SPOTLIGHT ON 2016 PROJECTS

"BUSINESS AS USUAL" PROJECTS

- The redesign and relaunch of a more CBD/stakeholder-focused CCID website, done in collaboration with all departments and with Greenbox Designs, launched in time for the November AGM celebrating the CCID's 15th birthday;
- The revamp and relaunch of the CCID's newspaper, *City Views*, with Design Infestation;
- The 15th birthday edition of the CCID's annual report;
- The *Best of Cape Town Central City* guide (2016 edition), with New Media Publishing;
- An increased focus on social media;
- The development of a comprehensive database of all CCID stakeholders, those based in

the CBD and those from across SA and beyond interested in its development;

- The annual 2015 Online Residential Survey, conducted in house by Communications and rolled out in September 2015.

"OPEN FOR BUSINESS" PROJECTS

- *The State of Cape Town Central City Report: 2015 – A year in review*;
- The Business Breakfast, in which the CCID provides an investment update to those who have already invested in the area as well as those looking to invest.

CAMPAIGNS

The Communications department runs all the CCID's campaigns. For a full description of each, see the

individual departments featured elsewhere in this publication.

SPONSORSHIP STRATEGY

The development of a sponsorship strategy has begun. The first part will be a submission to the National Lotteries Commission in respect of funding towards six possible Social Development and Urban Management projects.

OPEN STREETS SURVEY

To promote the work of the CCID as something that exists beyond safety and security, Communications suggested that the organisation begin to exhibit more of a presence at public events. To this end, the Communications team, with three volunteers from other departments, ran an activity as an experiment at Open Streets Bree on 17 January. The lure: one idea for what you want to see in the CBD = one cream soda (CCID green) Fizzer. We received close to 200 ideas.



PARTNERS AND SERVICE PROVIDERS

The **four**-person, full-time team comprises a manager, project coordinator, online coordinator and staff writer.

Bartlett Communications plans the CCID's media strategy. The company has assisted Communications in generating media coverage of an average of 58 clips per month with ad value equivalency (AVE) of R2 046 250 per month.

The State of Cape Town Central City Report: 2015 – A year in review included contributions from Alex Jongens (research) and Sean Robertson (art direction).

In producing this publication over the past four years, the Communications team has forged relationships with Artscape; Business Process Enabling South Africa (BPESA); Cape Craft & Design Institute (CCDI); Cape Town International Convention Centre; Cape Town International Jazz Festival; Cape Town Tourism; City of Cape Town (Mayor's Office); Planning & Building Development Management; Spatial Planning & Urban Design; Strategic Development Information & GIS; Telecommunications Branch; Trade & Investment and Transport for Cape

Town); Metrorail; Open Streets Cape Town; South African Property Owners Association (SAPOA); The Thursdays; Wesgro; Western Cape Government (Green Cape, Ministry of Economic Opportunities).

New Media Publishing produces the *Best of Cape Town Central City* guide on behalf of the CCID. Design Infestation, designer of this report, is also the guardian of the CCID's brand, and it designs the lion's share of the organisation's marketing material and campaign collateral.

THE CCID ONLINE

The CCID's online presence is growing through these channels:

- CCID Facebook page: www.facebook.com/CapeTownCCID
- *City Views* Facebook page: www.facebook.com/CityViewsCapeTown
- GIVE RESPONSIBLY Facebook page: www.facebook.com/GiveResponsibly
- CCID Twitter account: @CapeTownCCID
- CCID Instagram account: @CapeTownCCID
- CCID YouTube channel: Cape Town CCID
- CCID LinkedIn company page: www.linkedin.com/company/cape-town-central-city-improvement-district

2016 HIGHLIGHTS

During the past 12 months, the Communications department:



Distributed
200 000
copies of its bi-monthly
newspaper, *City Views*



Distributed
62 300
copies of its
other publications



Distributed
60 000
items of collateral
associated with the CCID's
many campaigns



Generated a
total of **694** clips
across broadcast (108), print
(286) and online (300),
with total media exposure
to the value of

R24 555 445

– an increase
over the previous financial
year, during which it
generated 666 clips
to the value
of R21 million



Distributed
35 000
Smart Smoker pouches
during the Urban
Management
#KeepItClean campaign

Communications
played a significant role
in the CCID's joint public
space management pilot
project with the City. It
has also promoted the
Khulisa StreetScapes
garden project.
See pages 8 & 9 for details.

CCID SURVEYS AND RESEARCH

The CCID's vast database of knowledge and information is a vital resource in its day-to-day management of the Central City, and for promoting investment into the area.

The CCID researches information for the compilation of databases via:

- Retail Opinion Surveys, conducted twice a year;
- Annual Online Residential Surveys;
- Annual Online Business Surveys;
- Annual First Thursdays Surveys;
- CBD User Perception Surveys, conducted in the field once every three years.

It also takes stock of the CBD via:

- Ongoing updates of street names and signage;
- An ongoing update of its contact and property investment databases;
- Ongoing retail store updates and vacancy reports per precinct;
- An annual CCID membership property verification;
- An annual government/public sector update;
- An annual nighttime economy analysis;
- An annual public and private parking update;
- An annual update of above-ground floor activity;
- An annual update of educational institutions;
- Specific sector research (ie financial/legal/media etc), conducted in preparation for the CCID's annual investment publication, *The State of Cape Town Central City Report*.

Results from the Retail Opinion Survey

Since 2009, the CCID has conducted biannual Retail Opinion Surveys with a core group of around 240 businesses. It uses the results to determine the economic climate of retail and whether business owners are happy with being in the CBD. The most recent results, from 2015, revealed the following.

Growth in business: 24%

Business as usual: 47%

Decline in business: 29%

Level of satisfaction in having chosen the CBD as a base for business: 86%

Results from the annual Online Business Survey

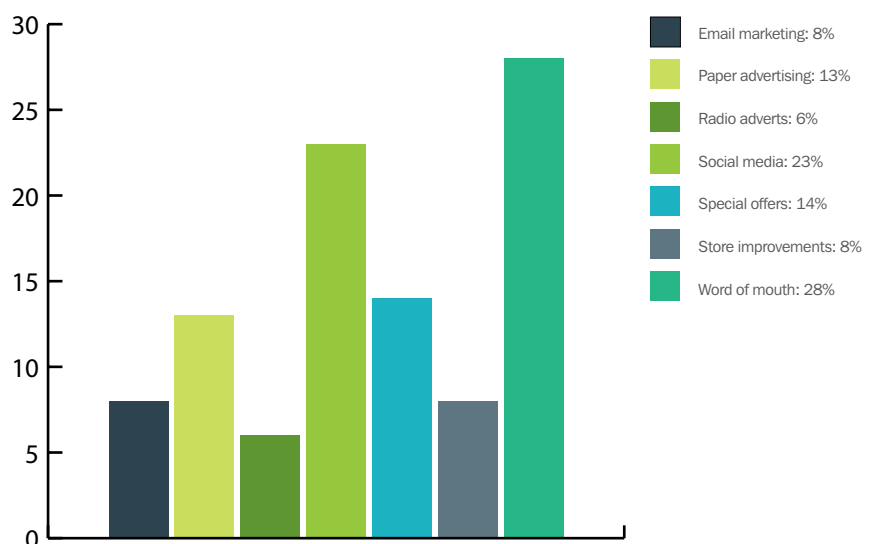
Since 2012, the CCID has conducted surveys with its business community. It uses these to determine perceptions around the economy, the Central City as a location, and the CCID as a service provider. This year, the sentiment towards doing business in the CBD remained buoyant.

Likelihood of remaining in the CBD: 86%

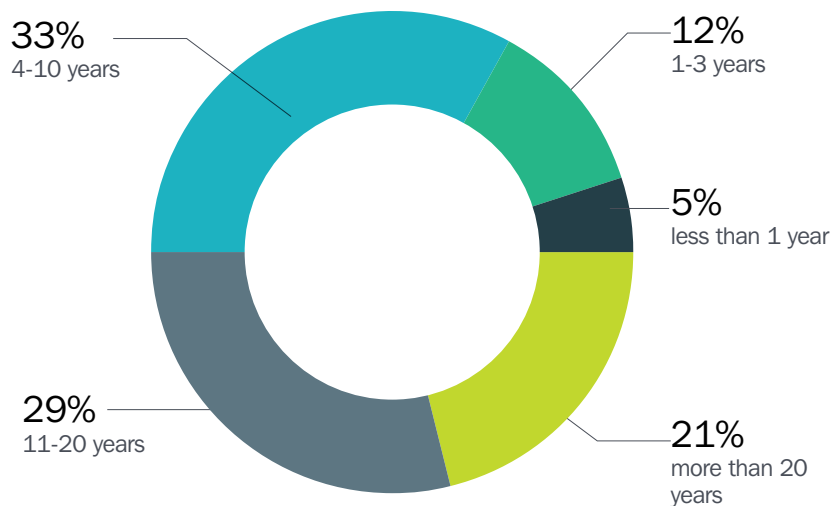
Likelihood of expanding business operations in the CBD: 30%

Agree with the statement: "Compared to other CBDs, Cape Town offers a safe place for people": 83%

Actions taken by retailers to sustain or grow business



Number of years doing business in the CBD



Results from the annual First Thursdays Survey*

To better understand how First Thursdays is impacting people, businesses, galleries and restaurants in the CBD, the CCID works with the event coordinators to run an annual dipstick survey. The following outlines the responses of 178 participants surveyed in December 2015, and is useful to help drive and improve the CBD's nighttime economy.

What is your age?

Under 18: 5%
 18-24: 50%
 25-34: 30%
 35-44: 7%
 44 and above: 8%

Where do you live?

CBD or City Bowl: 22%
 Atlantic Seaboard: 9%
 Southern Suburbs and South Peninsula: 40%
 Northern Suburbs: 17%
 Other: 12%

Is this your first time at First Thursdays?

Yes: 42%
 No: 47%
 I come sometimes: 8%
 I come every month: 3%

Have you visited galleries in the CBD before coming to a First Thursdays event?

Yes: 60%
 No: 40%

Do you plan on eating or drinking at a restaurant or buying street food (vendors/ food trucks)?

Yes: 76%
 No: 24%

Do you buy anything from retailers during a First Thursdays (ie art/accessories etc)?

Yes: 45%
 No: 55%

How do you rate your experience at First Thursdays?

Not bad: 1%
 Good: 17%
 Great: 44%
 Really great: 39%

The state of cleanliness of the CBD: 78% rated it as between good and excellent.

The availability of public transport in the CBD: 82% rated it as between good and excellent.

Results from the annual Residential Survey

To find out more about the CBD's residential community, the CCID ran its annual Online Residential Survey in September 2015. A total of 283 people responded, providing insights into who lives in the area, what they like about it and the things they'd like improved.

Age spread of respondents

18-24: 7%
 25-34: 37%
 35-44: 31%
 45-54: 15%
 55-64: 9%
 65+: 1%

How long respondents have lived in the Central City

0-6 months: 5%
 6 months – 1 year: 9%
 1-2 years: 16%
 2-3 years: 17%
 3-5 years: 13%
 5-10 years: 24%
 10 or more years: 16%

Top four reasons for living in the CBD (in order of popularity)

1. The CBD is close to my place of work
2. I like the idea of a "downtown" lifestyle
3. Easy access to other neighbourhoods in Cape Town
4. Safe environment

Rent vs own (respondents could choose multiple options)

Rent: 46%
 Own: 52%
 Own but let out: 3%

90% of respondents reported being happy living in the CBD.

50% of respondents use MyCiTi to move around the CBD.

97% of respondents eat out.

80% of those who eat out visit a CBD restaurant at least once a week.

86% of respondents visit a CBD coffee shop at least once a week.

Results of all surveys originally appeared in *The State of Cape Town Central City Report – 2015: A year in review*, produced and published by the CCID.

* First Thursdays and Museum Night are part of The Thursdays, an organisation led by Gareth Pearson and Michael Tymbyos.

CAPE TOWN
CENTRAL CITY
IMPROVEMENT
DISTRICT

ANNUAL FINANCIAL STATEMENTS

FOR THE
YEAR ENDED
30 JUNE 2016
AUDITED

CONTENTS //

DIRECTORS' RESPONSIBILITY
STATEMENT **21** / DIRECTORS' REPORT
22 / INDEPENDENT AUDITOR'S
REPORT **23** / STATEMENT OF
COMPREHENSIVE INCOME **24** /
STATEMENT OF FINANCIAL POSITION
25 / STATEMENT OF CHANGES IN
EQUITY **26** / STATEMENT OF CASH
FLOWS **27** / NOTES TO THE FINANCIAL
STATEMENTS **28** / DETAILED INCOME
STATEMENT (SUPPLEMENTARY
INFORMATION NOT COVERED BY THE
AUDIT OPINION) **38** //

Prepared under the supervision
of **Nazeer Rawoot** (Business Manager)

DIRECTORS' RESPONSIBILITY STATEMENT

The directors are responsible for the preparation and fair presentation of the annual financial statements of Cape Town Central City Improvement District NPC comprising the statement of financial position at 30 June 2016, and the statements of comprehensive income, changes in equity and cash flows for the year then ended, and the notes to the financial statements, which include a summary of significant accounting policies and other explanatory notes, in accordance with International Financial Reporting Standards and the requirements of the Companies Act of South Africa. In addition, the directors are responsible for preparing the directors' report.

The directors are also responsible for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error, and for maintaining adequate accounting records and an effective system of risk management, as well as the preparation of the supplementary schedules included in these annual financial statements.

The directors have made an assessment of the company's ability to continue as a going concern and have no reason to believe the business will not be a going concern in the year ahead.

The auditor is responsible for reporting on whether the financial statements are fairly presented in accordance with the applicable financial reporting framework.

APPROVAL OF THE ANNUAL FINANCIAL STATEMENTS

The annual financial statements of Cape Town Central City Improvement District, as identified in the first paragraph, were approved by board of directors on 30 August 2016 and signed by:



R Kane

Chairman (Authorised Director)

30 August 2016

Date



JM Rippon

Authorised Director

DIRECTORS' REPORT

FOR THE YEAR ENDED 30 JUNE 2016

The directors have pleasure in presenting their report for the year ended 30 June 2016.

BUSINESS ACTIVITIES

The Company provides additional security, cleansing, maintenance services, marketing and social development in the Cape Town Central City area.

GENERAL REVIEW OF OPERATIONS

During the year under review the company operated independently of any shared services.

The main business and operations of the company during the year under review has continued as in the past year and we have nothing further to report thereon.

The financial statements adequately reflect the results of the operations of the company for the year under review and no further explanations are considered necessary.

DIRECTORS

The following directors held office during the year and at the date of this report:

Name

R Kane (Chairperson)	J van Rooyen (Appointed on 27 July 2015)
D Stoll	L Robinson (Appointed on 27 July 2015)
F Jacobs	A Varachhia (Resigned on 11 April 2016)
CEP Keefer	G Elliot
RN Harris	JD Leibman
R van Wyk	JM Rippon
T Capstick-Dale	HC Truter
N Ramasar	

BUSINESS ADDRESS:

13th Floor
1 Thibault Square
Cnr Long St & Hans Strijdom Ave
Cape Town
8001

POSTAL ADDRESS:

PO Box 7517
Roggebaai
South Africa
8012

SUBSEQUENT EVENTS

There have been no facts or circumstances of a material nature that have occurred between the accounting date and the date of this report, which would have a material impact on the statement of financial position at the reporting date.

AUDITORS

KPMG Inc. will continue in office in accordance with section 90 of the Companies Act of South Africa.

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CAPE TOWN CENTRAL CITY IMPROVEMENT DISTRICT NPC

We have audited the financial statements of Cape Town Central City Improvement District NPC, which comprise the statement of financial position at 30 June 2016 and the statements of comprehensive income, changes in equity and cash flows for the year then ended, and the notes to the financial statements, which include a summary of significant accounting policies and other explanatory notes, as set out on pages 24 to 37.

DIRECTORS' RESPONSIBILITY FOR THE FINANCIAL STATEMENTS

The company's directors are responsible for the preparation and fair presentation of these financial in accordance with International Financial Reporting Standards and the requirements of the Companies Act of South Africa, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

AUDITOR'S RESPONSIBILITY

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

OPINION

In our opinion, the financial statements present fairly, in all material respects, the financial position of Cape Town Central City Improvement District NPC at 30 June 2016, and its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards and the requirements of the Companies Act of South Africa.

OTHER MATTERS

We draw attention to the fact that supplementary information set out on pages 38 and 39 does not form part of the financial statements and is presented as additional information. We have not audited these schedules and accordingly we do not express an opinion thereon.

OTHER REPORTS REQUIRED BY THE COMPANIES ACT

As part of our audit of the financial statements for the year ended 30 June 2016 we have read the Directors' report for the purpose of identifying whether there are material inconsistencies between this report and the audited financial statements. The Directors' report is the responsibility of the directors. Based on reading the Directors' report we have not identified material inconsistencies between this report and the audited financial statements. However, we have not audited the Directors' report and accordingly do not express an opinion thereon.



30 August 2016

Per: I Engels
Chartered Accountant (SA)
Registered Auditor
Director

Date

KPMG Inc.

MSC House
1 Mediterranean St
Foreshore
Cape Town
8001

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016	2015
		R	R
Revenue		50 715 242	45 876 144
Other income	2	27 000	421 824
Expenditure		(46 663 858)	(43 345 255)
Surplus from operations	3	4 078 384	2 952 713
Finance income	4	1 020 077	691 305
Net surplus for the year		5 098 461	3 644 018
Other comprehensive income for the year		-	-
Total comprehensive income for the year		5 098 461	3 644 018

STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 R	2015 R
ASSETS			
Non-current assets			
Plant and equipment	6	1 739 311	1 932 290
Current assets			
Trade and other receivables	7	99 744	56 328
Cash and cash equivalents	8	17 130 799	12 274 706
Total assets		18 969 854	14 263 324
RESERVES AND LIABILITIES			
Reserves			
Accumulated surplus		17 454 740	12 356 279
Current liabilities			
Trade and other payables	9	1 400 995	1 831 411
Operating lease obligation		114 119	75 634
Total reserves and liabilities		18 969 854	14 263 324

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2016

Accumulated surplus

R

Balance at 1 July 2014	8 712 261
Total comprehensive income for the year	3 644 018
Balance at 30 June 2015	12 356 279
Balance at 1 July 2015	12 356 279
Total comprehensive income for the year	5 098 461
Balance at 30 June 2016	17 454 740

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2016

	Note	2016 R	2015 R
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash generated by operations	10	4 224 574	4 563 374
Finance income	4	1 020 077	691 305
Net cash inflow from operating activities		5 244 651	5 254 679
CASH FLOWS FROM INVESTING ACTIVITIES			
Acquisition of plant and equipment	6	(388 558)	(1 583 876)
Proceeds from disposals of plant and equipment	6	-	5 268
Net cash outflow from investing activities		(388 558)	(1 578 608)
Net increase in cash and cash equivalents		4 856 093	3 676 071
Cash and cash equivalents at beginning of year	8	12 274 706	8 598 635
Cash and cash equivalents at end of year		17 130 799	12 274 706

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2016

1. REPORTING ENTITY

Cape Town Central City Improvement District NPC (the "Company") is a company domiciled in South Africa. The address of the Company's registered office is 1 Thibault Square, Cnr Long and Hans Strydom Streets, Cape Town.

1.1 BASIS OF PREPARATION

1.1.1 Statement of compliance

The financial statements have been prepared in accordance with International Financial Reporting Standards (IFRS) and the requirements of the Companies Act of South Africa.

1.1.2 Basis of measurement

The financial statements are presented in South African rand, which is the company's functional currency. These financial statements have been prepared on the historical cost basis unless otherwise indicated, and on the going concern principle.

1.1.3 Use of estimates and judgements

The preparation of financial statements requires management to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in any future periods affected.

1.2 SIGNIFICANT ACCOUNTING POLICIES

1.2.1 PLANT AND EQUIPMENT

Plant and equipment are stated historical cost less accumulated depreciation and accumulated impairment losses.

When parts of an item of plant and equipment have different useful lives, they are accounted for as separate items of plant and equipment.

Subsequent costs

The company recognises in the carrying amount of an item of plant and equipment the cost of replacing part of such an item when that cost is incurred if it is probable that the future economic benefits embodied with the item will flow to the Company and the cost of the item can be measured reliably. All other costs are recognised in profit or loss as an expense when incurred.

NOTES TO THE FINANCIAL STATEMENTS [CONT]

FOR THE YEAR ENDED 30 JUNE 2016

1.2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

1.2.1 PLANT AND EQUIPMENT (CONTINUED)

Depreciation

Depreciation is charged to profit or loss on a straight-line basis over the estimated useful lives of each part of an item of plant and equipment.

THE ESTIMATED USEFUL LIVES FOR THE CURRENT AND COMPARATIVE PERIODS ARE AS FOLLOWS:

Motor vehicle	5 years
Furniture	6 years
Fittings	3 years
Office equipment	6 years
Computer hardware	3 years
Computer software	2 years
Leasehold improvements	shorter of lease term and useful life
Residual values, if significant, are reassessed annually.	

1.2.2 IMPAIRMENT

The carrying amounts of the company's assets are reviewed at each reporting date to determine whether there is any indication of impairment. If any such indication exists, the asset's recoverable amount is estimated.

An impairment loss is recognised whenever the carrying amount of an asset or its cash-generating unit exceeds its recoverable amount. Impairment losses are recognised in the statement of comprehensive income.

(i) Calculation of recoverable amount

The recoverable amount of other assets is the greater of their net selling price and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset. For an asset that does not generate largely independent cash inflows, the recoverable amount is determined for the cash-generating unit to which the asset belongs.

(ii) Reversals of impairments

An impairment loss is reversed if there has been a change in the estimates used to determine the recoverable amount.

An impairment loss is reversed only to the extent that the asset's carrying amount does not exceed the carrying amount that would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised.

NOTES TO THE FINANCIAL STATEMENTS [CONT]

FOR THE YEAR ENDED 30 JUNE 2016

1.2 SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

1.2.3 FINANCIAL INSTRUMENTS

Measurement

Non-derivative financial instruments

Non-derivative financial instruments comprise receivables, cash and cash equivalents and payables.

Non-derivative financial instruments are recognised initially at fair value plus any directly attributable transaction costs. Subsequent to initial recognition non-derivative financial instruments are measured as described below.

A financial instrument is recognised if the company becomes party to the contractual provisions of the instrument. Financial assets are derecognised if the company's contractual rights to the cash flows from the financial assets expire or if the company transfers the financial asset to another party without retaining control or substantially all risks and rewards of the asset. Financial liabilities are derecognised if the company's obligations specified in the contract expire or are discharged or cancelled.

Non-derivative financial instruments are measured at amortised cost using the effective interest method, less any impairment losses. Subsequent to initial recognition these instruments are measured as set out below.

Trade and other receivables

Receivables originated by the Company are stated at cost less allowance for doubtful debts.

Cash and cash equivalents

For the purpose of the statement of cash flows, cash and cash equivalents comprise cash on hand which are available for use by the company unless otherwise stated. Subsequent to initial recognition cash and cash equivalents are measured at amortised cost.

Trade and other payables

Payables are recognised at amortised cost.

1.2.4 REVENUE

Revenue comprises levy income from ratepayers which is collected by the City of Cape Town on the entity's behalf, net of retention levy retained.

1.2.5 FINANCE INCOME

Finance income comprises interest income on funds invested. Interest income is recognised as it accrues, using the effective interest method.

1.2.6 OTHER INCOME

Other income includes management fee income and sundry income. Management fee income consists of various dedicated projects funded externally.

1.2.7 LEASE PAYMENTS

Payments made under operating leases are recognised in profit or loss on a straight-line basis over the term of the lease. Lease incentives received are recognised as an integral part of the total lease expense, over the term of the lease.

1.2.8 COMPARATIVE FIGURES

Where material, comparative figures are reclassified to conform with the current year presentation.

NOTES TO THE FINANCIAL STATEMENTS [CONT]

FOR THE YEAR ENDED 30 JUNE 2016

	2016	2015
	R	R
2. OTHER INCOME		
Law enforcement management fee	-	388 867
Sundry income	27 000	32 957
	27 000	421 824

3. SURPLUS FROM OPERATIONS

is arrived at after taking into account:

Operating lease payments	114 119	75 634
Security expense	22 470 670	20 728 343
Social services	3 614 936	2 721 091
Salaries	8 774 597	8 442 026
Cleaning	6 702 180	6 073 329
Marketing expense	2 525 445	2 580 203
Management fees - Cape Town City Partnership	-	900 000

3.1 OPERATING LEASE COMMITMENTS

The company leases premises under operating leases. The lease agreements for the majority of the premises utilised are for the minimum annual payments under non-cancellable operating leases.

Not later than 1 year	283 490	263 712
Between 1 and 5 years	984 540	1 268 030
More than 5 years	-	-
	1 268 030	1 531 742

The rentals escalation is at 7.5% per annum.

4. FINANCE INCOME

Interest received on bank balance	1 020 077	691 305
-----------------------------------	-----------	---------

NOTES TO THE FINANCIAL STATEMENTS [CONT]

FOR THE YEAR ENDED 30 JUNE 2016

INCOME TAX EXPENSE

Provision has not been made for current taxation, or deferred taxation as the Company is an approved Public Benefit Organisation in terms of Section 30 of the Income Tax Act and is exempt from income tax in terms of section 10(1)(cN) of the Income Tax Act.

6. PLANT AND EQUIPMENT

	Cost R	Accumulated depreciation R	Carrying amount R
2016			
Motor vehicles	1 100 658	(605 377)	495 281
Furniture	326 881	(62 918)	263 963
Fittings	54 759	(53 427)	1 332
Office equipment	101 095	(24 429)	76 666
Computer hardware	499 227	(188 308)	310 919
Leasehold improvements	780 658	(191 674)	588 984
Computer software	48 100	(45 934)	2 166
	2 911 378	(1 172 067)	1 739 311

2015

Motor vehicles	962 067	(435 224)	526 843
Furniture	292 949	(12 037)	280 912
Fittings	54 759	(51 609)	3 150
Office equipment	113 038	(23 241)	89 797
Computer hardware	585 736	(287 111)	298 625
Leasehold improvements	751 498	(36 028)	715 470
Computer software	51 374	(33 881)	17 493
	2 811 421	(879 131)	1 932 290

NOTES TO THE FINANCIAL STATEMENTS [CONT]

FOR THE YEAR ENDED 30 JUNE 2016

PLANT AND EQUIPMENT

	Carrying amount at beginning of year	Additions	Disposals	Depreciation	Carrying amount at end of year
	R	R	R	R	R
2016					
Motor vehicles	526 843	138 593	-	(170 155)	495 281
Furniture	280 912	36 781	(238)	(53 492)	263 963
Fittings	3 150	-	-	(1 818)	1 332
Office equipment	89 797	4 680	(1 141)	(16 670)	76 666
Computer hardware	298 625	175 346	(19 569)	(143 483)	310 919
Leasehold improvements	715 470	29 160	-	(155 646)	588 984
Computer software	17 493	3 998	-	(19 325)	2 166
	1 932 290	388 558	(20 948)	(560 589)	1 739 311

2015

Motor vehicles	482 942	203 860	-	(159 959)	526 843
Furniture	3 297	290 099	(2 386)	(10 098)	280 912
Fittings	-	3 544	-	(394)	3 150
Office equipment	11 469	84 430	-	(6 102)	89 797
Computer hardware	120 992	250 445	(3 686)	(69 126)	298 625
Leasehold improvements	-	751 498	-	(36 028)	715 470
Computer software	64 525	-	(24 068)	(22 964)	17 493
	683 225	1 583 876	(30 140)	(304 671)	1 932 290

NOTES TO THE FINANCIAL STATEMENTS [CONT]

FOR THE YEAR ENDED 30 JUNE 2016

7. TRADE AND OTHER RECEIVABLES

	2016 R	2015 R
Trade receivables	10 153 892	10 634 730
Other receivables	99 744	56 328
	10 253 636	10 691 058
Less: Allowance for doubtful debts	(10 153 892)	(10 634 730)
	99 744	56 328

The Company receives levy income from the City of Cape Town ("the City"), which the City collects from ratepayers. In terms of the agreement, the City of Cape Town retains a reserve of 3% of all payments due to the CID. This reserve covers any short fall which may be suffered by the City of Cape Town as a result of non-payment or short payment of the CID levy by property owners.

RECONCILIATION OF ALLOWANCE FOR DOUBTFUL DEBTS

Opening balance	(10 634 730)	(10 564 719)
Movement for the year	(2 494 604)	(2 780 991)
Retention levy refunded	2 975 442	2 710 980
Closing balance	(10 153 892)	(10 634 730)

8. CASH AND CASH EQUIVALENTS

Bank balances	17 130 799	12 274 706
---------------	------------	------------

9. TRADE AND OTHER PAYABLES

Accruals	43 643	430 215
Other payables	621 688	928 343
Project income received in advance	313 454	-
Tenant inducement allowance	319 901	391 566
Value Added Tax (VAT) payable	102 309	81 287
	1 400 995	1 831 411

NOTES TO THE FINANCIAL STATEMENTS [CONT]

FOR THE YEAR ENDED 30 JUNE 2016

10. CASH GENERATED BY OPERATIONS

	2016 R	2015 R
Surplus from operations	4 078 384	2 952 713
Adjustment for:		
Loss on sale of plant and equipment	20 948	24 872
Depreciation	560 589	304 671
Movement in straight-lining lease obligation	38 485	75 634
Cash generated by operations before working capital changes	4 698 406	3 357 890
Changes in working capital		
(Increase) in trade and other receivables	(43 416)	(20 493)
(Decrease/Increase) in trade and other payables	(430 416)	1 225 977
	4 224 574	4 563 374

11. RELATED PARTIES

11.1 IDENTITY OF RELATED PARTIES

The company's income is received in the form of levy income paid to the company by the City of Cape Town on behalf of the rate payers. The company received a retention levy refund from the City of Cape Town (refer to note 7).

11.2 MATERIAL RELATED PARTY TRANSACTIONS

Amounts received from the City of Cape Town	2016	2015
Levy Income	47 035 300	43 165 164
Retention levy refunded	2 975 442	2 710 980

12. FINANCIAL RISK MANAGEMENT

The Company has exposure to the following risks from its use of financial instruments:

- credit risk
- liquidity risk

This note presents information about the company's exposure to each of the above risks, the company's objectives, policies and processes for measuring and managing risk. Further quantitative disclosures are included throughout these financial statements.

The directors have overall responsibility for the establishment and monitoring of the company's risk management policies and procedures which have been established to identify and analyse the risks faced by the company, to set appropriate risk limits and controls and to monitor risks and adherence to limits. Risk management policies and procedures are reviewed regularly to reflect changes in market conditions and the company's activities.

NOTES TO THE FINANCIAL STATEMENTS [CONT]

FOR THE YEAR ENDED 30 JUNE 2016

12. FINANCIAL RISK MANAGEMENT (CONTINUED)

Credit risk

Credit risk is the risk of financial loss to the company if a counterparty to a financial instrument fails to meet its contractual obligations, and arises principally from the company's receivables and cash and cash equivalents.

An allowance for impairment is established based on managements' estimate of identified incurred losses in respect of specific trade and other receivables. Bad debts identified are written off as they occur.

Reputable financial institutions are used for investing and cash handling purposes. Concentration of credit risk exists as R13 184 056 (2015: R11 781 411) is invested with a single financial institution.

Liquidity risk

Liquidity risk is the risk that the company will not be able to meet its financial obligations as they fall due. The company's approach to managing liquidity is to ensure, as far as possible, that it will always have sufficient liquidity to meet its liabilities when due, under normal and stressed conditions, without incurring unacceptable losses or risking damage to the company's reputation.

Fair value of financial instruments

The company's financial instruments consist mainly of cash at the bank and cash equivalents, trade and other receivables and trade and other payables.

The estimated net fair value at which financial instruments are carried on the statement of financial position at 30 June 2016 have been determined using available market information and is considered to approximate its carrying values.

12.1 CREDIT RISK

At reporting date there were no significant concentrations of credit risk.

The maximum exposure to credit risk is represented by the carrying amount of each financial asset in the statement of financial position.

The maximum exposure to credit risk at the reporting date is:

The Company receives levy income from the City of Cape Town ("the City"), which the City collects from ratepayers. In terms of the agreement, the City of Cape Town retains a reserve of 3% of all payments due to the CID. This reserve covers any short fall which may be suffered by the City of Cape Town as a result of non-payment or short payment of the CID levy by property owners.

	Note	2016 R	2015 R
Trade and other receivables	7	99 744	56 328
Cash and cash equivalents	8	17 130 799	12 274 706
		17 230 543	12 331 034

NOTES TO THE FINANCIAL STATEMENTS [CONT]

FOR THE YEAR ENDED 30 JUNE 2016

12. FINANCIAL RISK MANAGEMENT (CONTINUED)

12.2 LIQUIDITY RISK

The following are contractual maturities of financial liabilities, including interest payments and excluding the impact of netting agreements:

	Carrying amount	Contractual cash flows	Less than 1 year	1 – 5 years	Over 5 years
30 June 2016					
Non-derivative financial liabilities					
Trade and other payables*	(43 643)	(43 643)	(43 643)	-	-
30 June 2015					
Non-derivative financial liabilities					
Trade and other payables*	(430 215)	(430 215)	(430 215)	-	-

* Includes other payables, accruals, contract creditors and other financial liabilities as defined in IAS 32: Financial Instruments.

13. STANDARDS AND INTERPRETATIONS NOT YET EFFECTIVE

There are new or revised Accounting Standards and Interpretations in issue that are not yet effective. These include the following Standards and Interpretations that are applicable to the business of the entity and may have an impact on future financial statements:

Standard/Interpretation		Effective date
IFRS 15	<i>Revenue from contracts with customers</i>	Periods beginning on or after 1 January 2018
IFRS 9	<i>Financial Instruments</i>	Periods beginning on or after 1 January 2018
IFRS 16	<i>Leases</i>	Periods beginning on or after 1 January 2019

Management is of the opinion that the adoption of these amendments will not have a significant impact on the financial statements.

14. SUBSEQUENT EVENTS TO THE REPORTING DATE

There have been no facts or circumstances of a material nature that have occurred between the reporting date and the date of this report that have a material impact on the financial position of the company at the reporting date.

15. GOING CONCERN

As at 30 June 2016 and up to the date of signing these financials no events or conditions have occurred that would impact the entity's ability to continue to as a going concern.

DETAILED STATEMENT OF INCOME AND EXPENSES

FOR THE YEAR ENDED 30 JUNE 2016

	2016 R	2015 R
REVENUE		
Levy income	47 035 300	43 165 164
Retention levy refunded	2 975 442	2 710 980
Safe spaces project	276 000	-
Public space management project	428 500	-
	50 715 242	45 876 144
OTHER INCOME	1 047 077	691 305
Finance income	1 020 077	1 113 129
Other income	27 000	421 824
	51 762 319	46 989 273
Expenditure	(46 663 858)	(43 345 255)
Surplus for the year	5 098 461	3 644 018

EXPENDITURE

(46 663 858)

(43 345 255)

Auditor's remuneration	80 425	91 022
Bank charges	25 639	12 111
Cellphone costs	177 381	151 309
Cleaning	6 702 180	6 073 329
Computer expenses	330 679	165 477
Courier	4 112	1 672

DETAILED STATEMENT OF INCOME AND EXPENSES [CONT]

FOR THE YEAR ENDED 30 JUNE 2016

	2016 R	2015 R
Depreciation	560 589	304 671
Entertainment	67 949	45 591
General expenses	26 530	34 053
Insurance	94 970	59 756
Legal fees	-	9 960
Loss on sale of plant and equipment	20 948	24 872
Motor vehicle expenses	-	208
Management fees	-	900 000
Marketing	2 526 345	2 580 203
Printing and stationary	108 450	106 086
Project expenditure	141 448	-
- Safe Spaces Project	58 032	-
- Public Space Management Project	83 416	-
Rent expense	687 656	645 338
Relocation expenses	-	17 965
Salaries	8 689 544	8 348 233
Social services	3 614 936	2 721 091
Staff costs	85 053	93 793
Subscriptions	50 501	38 434
Security expense	22 470 670	20 728 343
Telephone and fax	12 237	42 035
Travel	185 616	149 703

CCID STAFF AND BOARD

OFFICE OF THE COO ↓ | SAFETY & SECURITY ↓ | URBAN MANAGEMENT ↓ | URBAN MANAGEMENT (CONT) ↓ | COMMUNICATIONS ↓ |



Tasso Evangelinos
Chief Operating Officer



Muneeb Hendricks
Manager



Richard Beesley
Manager



Carlisle Marankey
Precinct 3 Manager



Carola Koblitz
Manager

| SOCIAL DEVELOPMENT ↓ |



Nazeer Rawoot
Business Manager



Alec Van De Rheede
Assistant Manager



Lynn Oliver
Assistant Manager



Pat Eddy
Manager



Aziza Patandin
Project Coordinator



Bianca Phillips
Front of House & Database
Administrator



Martinus Jenkins
Night Manager



Mmiselo Ntsime
Precinct 1 & 4 Manager



Headman Siralalala
Fieldworker



Scott Arendse
Online Coordinator



Shandré Mail
Finance & HR Assistant



Gary Dysse
Night Manager



Paul Lotter
Precinct 2 Manager



Mark Williams
Fieldworker



Brent Smith
Staff Writer



Rob Kane
(Chairperson)



Tamra Capstick-Dale
Corporate Image*‡



Grant Elliot
Redefine Properties@



Richard Harris
Woodheads§



Faieda Jacobs
Old Mutual Property



Charles Keefer
Property Exponents



Julian Leibman
Investec



Nawal Ramasar
Active Blue Valuations*



Martin Rippon
Eris Property Group
‡\$@



Laura Robinson
Cape Town Heritage
Trust



David Stoll
Growthpoint
Properties



Henry Truter
Rennie Property



Riaan van Wyk
Woolworths@



John van Rooyen
Tsogo Sun



Abu Varacchia
Spearhead Property
Holdings



Subcommittees: * Communications ‡ FinCom § Social Development @ Broadband



Another financial year has come and gone, and the CCID has continued to grow in exciting directions. We are the vanguard of SRAs in South Africa, contributing to the confidence the City of Cape Town has shown in our area. This has manifested in the CCID rolling out pilot projects such as the public space management programme, and the leveraging of the City's Municipal Broadband Network by the private sector (see page 8).

There are many thanks to make. The first go to Eddie Scott, Joepie Joubert and the team at the City's Inter-Service Liaison department, and to outgoing subcouncil 16 (Good Hope) chair, Demetri Qually. The City seconded Alderman Qually to the CCID board, and we will miss his proactivity in establishing lines of communication between our organisation and many of the municipal departments mentioned on this page.

We would also like to thank Theminkosi Siganda, Director of Economic Development at the City, and welcome him to the CCID board. He joins his colleagues Paul Williamson of Business Areas Management and Dave Bryant, our ward councillor.

As of 2016, we will find ourselves in a new ward. The Municipal Demarcation Board incorporated the Central City with Mouille Point, Paarden Eiland, the V&A Waterfront, Woodstock and Zonnebloem. We look forward to continuing working with Cllr Bryant in his capacity as inaugural ward 115 councillor and wish him luck in this new endeavour.

I am, as always, grateful to the CCID board members for their ongoing support and guidance. Thank you Rob Kane, Tamra Capstick-Dale, Grant Elliott, Richard Harris, Faieda Jacobs, Charles Keefer, Julian Leibman, Nawal Ramasar, Laura Robinson, Martin Rippon, David Stoll, Henry Truter, John van Rooyen and Riaan van Wyk. As a group, we bid farewell to Abu Varacchia, present at our table since 2014.

Though its daily work isn't detailed in this annual report, my administration team plays a huge role in keeping the good ship CCID on course. To this end, I thank our Business Manager Nazeer Rawoot, Front of House & Database Administrator Bianca Phillips, and Finance & HR Assistant Shandr  Mall. I would also like to express my gratitude to KPMG, our auditors.

Then a big thanks to my "CCID Ops" management team and all the dedicated staff who fall into the departments they run. On behalf of Mo Hendricks (Safety & Security), Richard Beesley and Lynn Oliver (Urban Management), Pat Eddy (Social Development), Carola Koblitz (Communications) and Nazeer Rawoot, I share appreciation for the following partners and service providers, and of course the incredible teams with whom they work.

Safety & Security: South African Police Service, City of Cape Town (Law Enforcement, Metro Police and Traffic), Iliso Protection Services and Cape Town Central Community Police Forum.

Urban Management: City of Cape Town (City Parks, Electricity Services, Environmental Health, Facilities Management, Outdoor Advertising, Public Lighting, Roads & Stormwater, Solid Waste Cleansing, Traffic Signals and Water & Sanitation), J&M Cleaning and Straatwerk.

Social Development: The Carpenter's Shop, The Haven, The Homestead, Ons Plek, Salesian Institute Youth Projects, Straatwerk, Western Cape Street Children's Forum, Street

People's Forum, ACVV, The Ark City of Refuge, Booth Memorial Hospital, Cape Town Drug Counselling Centre, Carehaven, Happy Valley Shelter, Heaven Shelter House, Khulisa Social Solutions, the Saartjie Baartman Centre for Women and Children, the Scalabrini Centre, Service Dining Rooms, St Anne's Home, TB/HIV Care Association, U-turn Homeless Ministries and Youth Solutions Africa.

Communications: Bartlett Communications, Alex Jongens, Design Infestation, New Media Publishing and Sean Robertson. We also acknowledge Geocentric Information Systems for the huge contribution it makes towards our research.

And finally, thanks most of all to the ratepayers and those who work, live and play in the Central City for making it so vibrant and so worthwhile of TLC. And so, once again around the sun we go: with some exciting projects now kicking off, I am confident that 2016-17 will be one of our brightest years to date.

TASSO EVANGELINOS
COO of the CCID

CREDITS

COPYRIGHT:

No part of this publication may be reproduced without prior permission of the publisher (the CCID) and the reference "Cape Town Central City Improvement District" as photo and text source. No liability is assumed for unsolicited photos and text. Printed in the Republic of South Africa.

EDITORIAL (CCID)

Editor: Brent Smith

Managing editor: Aziza Patandin

Copy editor: Carola Koblitz

www.capetownccid.org | 021 286 0830

DESIGN (INFESTATION)

Account manager: Melissa Sherwin

Art director: Sam Bainbridge

Designer: Karmen van Rensburg

www.infestation.co.za | 021 461 8601

Photographics: Ed Suter, Lisa Burnell, Anita Reed, Carola Koblitz, Scott Arendse, Brent Smith, Mo Hendricks, Lynn Oliver, Richard Boxford
Printer: Fairstep Graphic Design & Printing

Research, data and surveys: Gene Lohrentz (Geocentric Information Systems), Anneke Greyling (Sentinel Consulting)



“CITIES HAVE THE CAPABILITY OF PROVIDING SOMETHING FOR EVERYBODY, ONLY BECAUSE, AND ONLY WHEN, THEY ARE CREATED BY EVERYBODY.”

Jane Jacobs, urban theorist

13th floor
1 Thibault Square
Cnr Long St & Hans Strijdom Ave
Cape Town 8001
Tel: +27 21 286 0830
Email: info@capetownccid.org
[@CapeTownCCID](https://twitter.com/CapeTownCCID)
www.facebook.com/CapeTownCCID
www.capetownccid.org

