



Welcome



AGM 2018



# Agenda

- Welcome
- Committee
- Chairman's Report
- Connector Groups
- Security Service Provider
- Finance
- Question Time
- Election of Committee
- Closure



# Committee 2018

- John Parker – Chairman
- Patrick Wright - Vice Chairman
- Ollie Wright - Cameras and K9 (Resigned)
- Craig Botha – Rapid Response and Radios
- Karen MacIntire – Membership, Rapid Response and Radios, NCC
- Rob Mousley – Communications and Incidents
- Erik Meijer– ADT Liaison
- Tessa Oliver - Chapman's Peak Volunteer Fire Unit
- Sue Montgomery – CPF Liaison
- Lynn Hogan – Community Connectors
- Megan Clausen – Treasurer (Resigned)
- Jeanette Beukes – Secretary



# Chairman's Report

- Crime Trends and Stats
- K9 Unit
- Cameras
- Radios
- Rapid Response
- Chapman's Peak Volunteer Fire Unit
- Noordhoek Community Centre
- Communications
- CPF Membership Requirements
- Registration as NPC



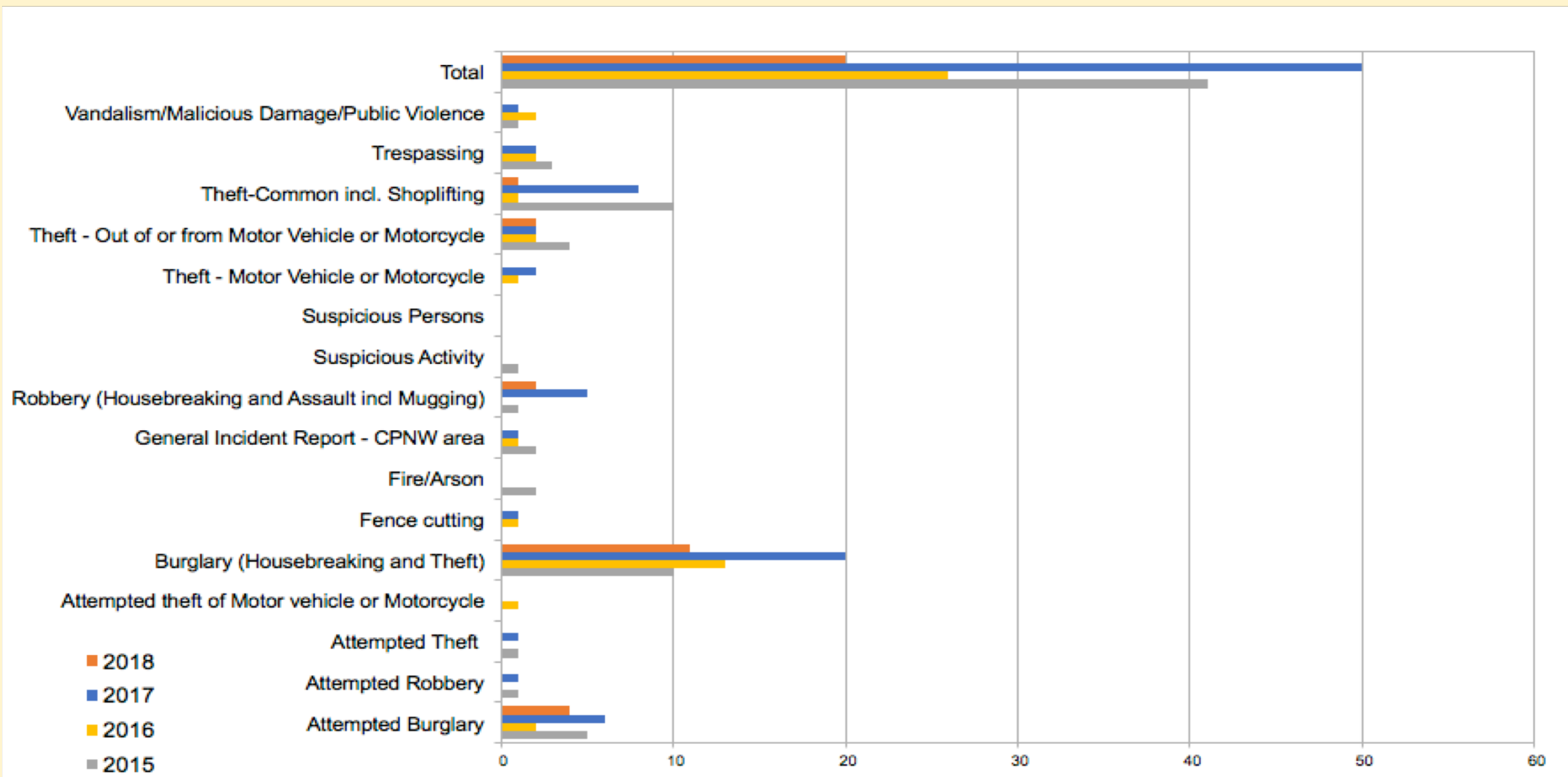


# Crime Report

- Lowest crime statistics since 2009
- Average 1.5 incidents per month
- Could be due to:
  - arrests made last year
  - employment of Fidelity security services last year
  - combination of “layers”
- Starting to climb with lead-up to Christmas Period
- Outbuildings!
- Vehicles!
- Visitor season: OPPORTUNITIES!!

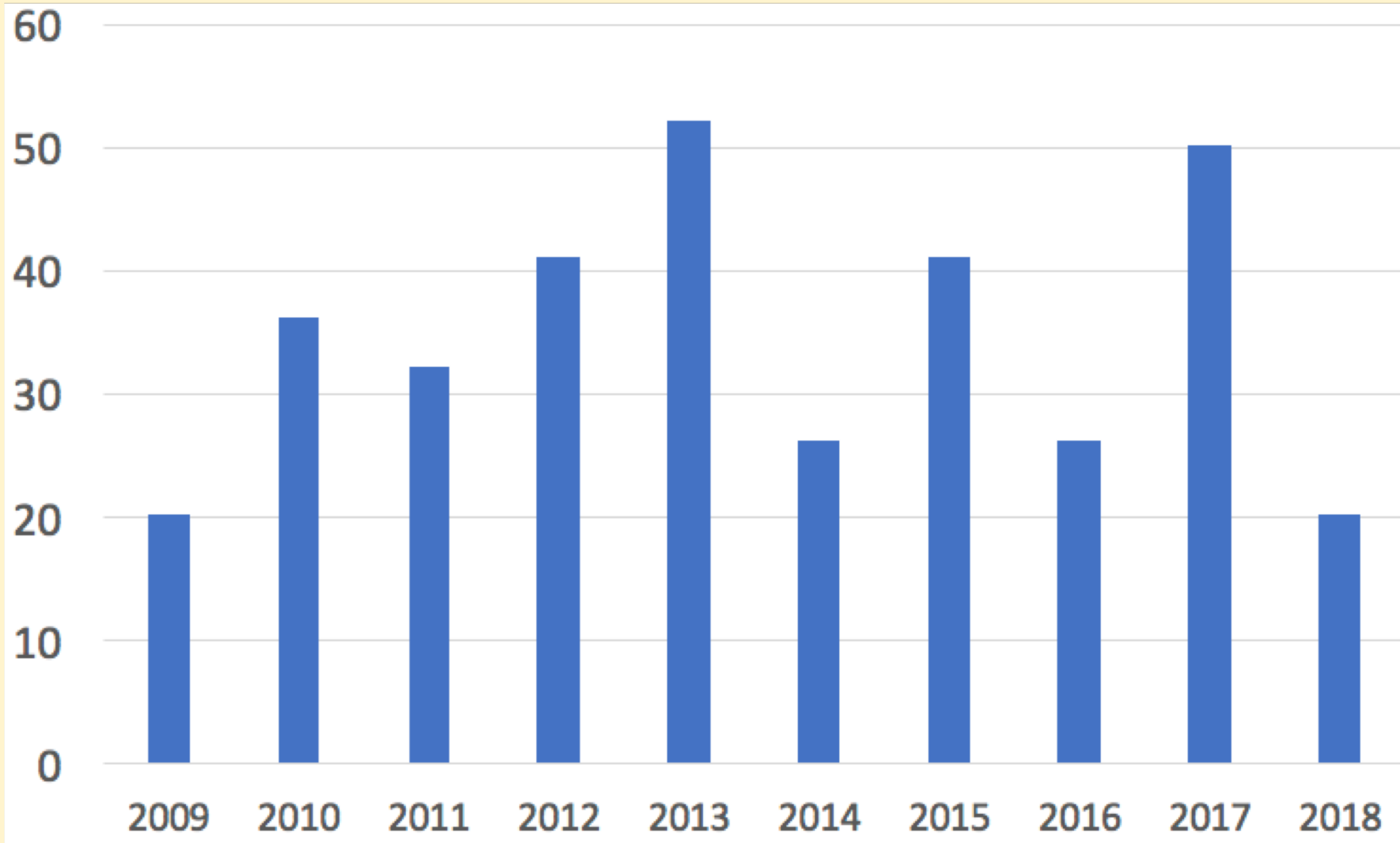


# Incidents by Type



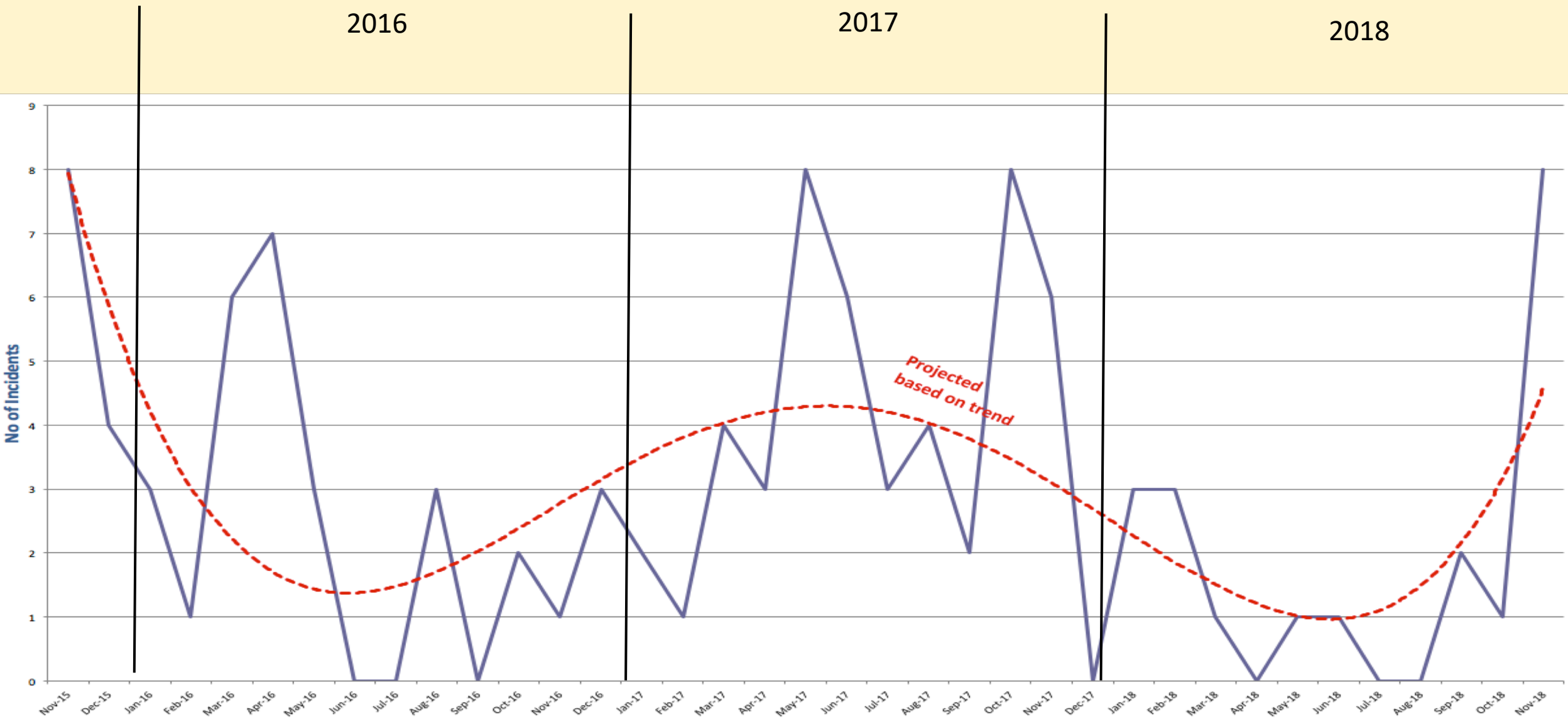


# Total Incidents by Year





# Incidents per month Projected





# Incident locations 2018





## CPNW K9 unit

- Successful arrest!
- Please remember the dog unit and tell your neighbours about it!
- To be of any use: goods and tracks must remain untouched until dog unit has arrived.



# CPNW Cameras - LPR

We currently have 10 LPR and overview cameras reporting wirelessly to a secure control room server.

When a vehicle passes the camera the system operates as follows:

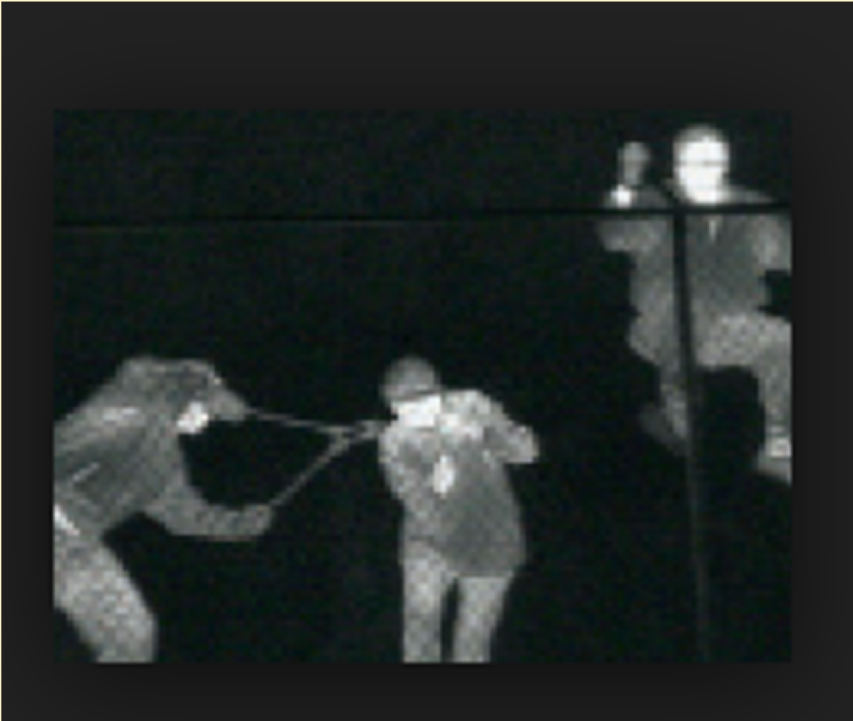
- An image of the car is transmitted to the control server
- The server decodes the number plate
- The number plate is compared to a list of stolen, suspect or known cars used in criminal activity
- If a hit to a known car is generated an alert is triggered.
- A SMS is sent to the User Group
- An email is also sent to the User Group, enabling cross checking to see if the colour and make matches.
- ADT is notified but also CPNW and SAPS in the case of Level 1 alerts
- The CPNW server does approximately 125 000 reads a month, 250 000 during December.
- Access to the system is secure and only permitted to a few vetted individuals.
- The system operates automatically, only the known suspect list is updated manually. The database of number plates is kept confidential and not distributed to anyone.

System recently updated.

Recent arrest of FV suspects proof of its effectiveness.



# NEW Infrared Thermal Detection Cameras

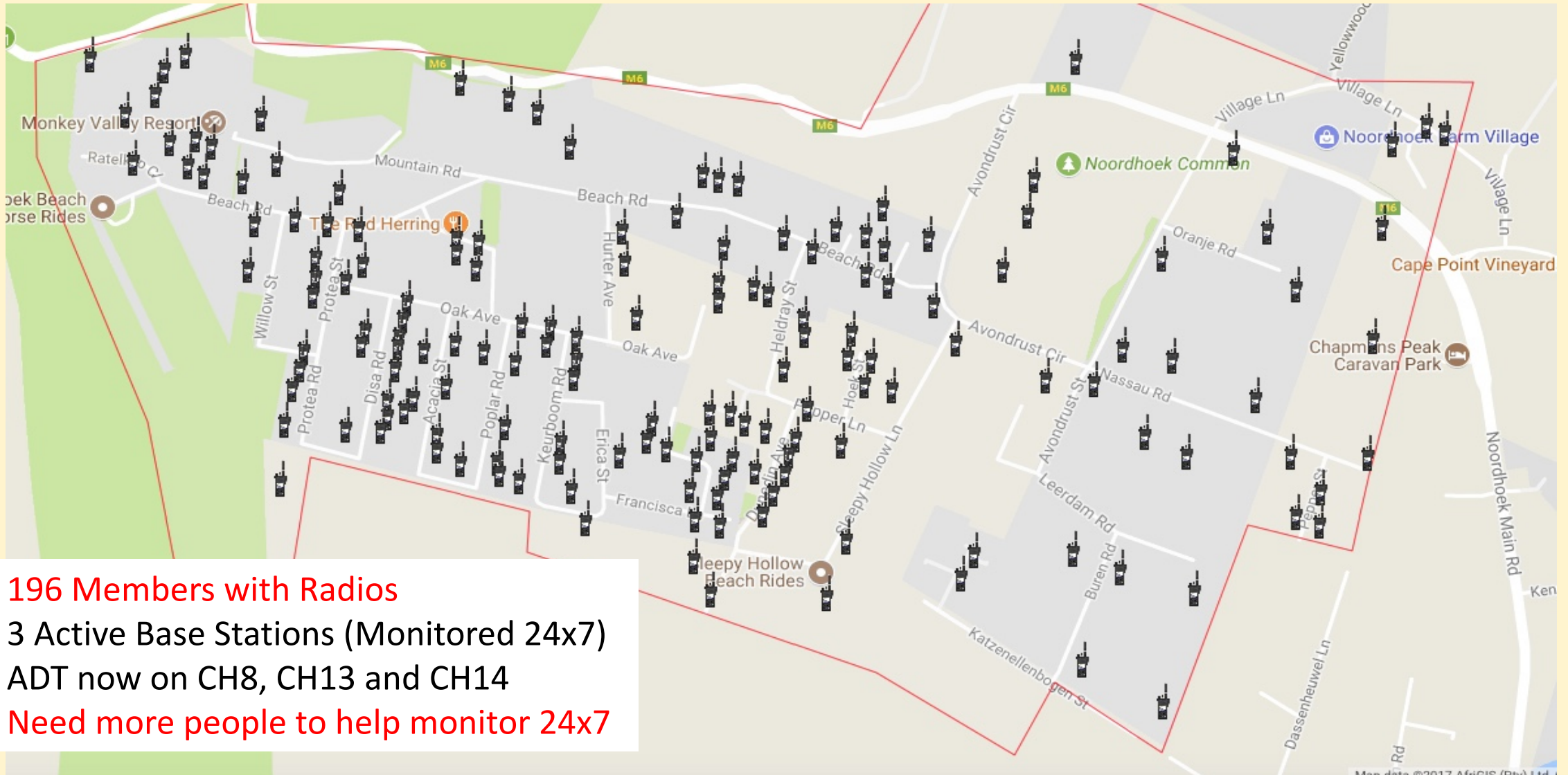


- 4 hi tech, Bosch, Infrared thermal imaging cameras recently donated to CPNW
- State of the art, high-tech surveillance cameras
- Will enable early detection and display of irregularities over areas with bad visibility or in complete darkness.
- Dense smoke or bad weather will not affect the quality of images.
- Now being rolled out.
  
- Thank you to Michael Caffery and Jake's for this unsolicited donation!!





# CPNW Radio Users





# CPNW Response Team

- CPRT
- 20 to 30 members
- Keep radios on, Ch8
- Deploy to 7 Muster Points strategically located
- Additional mobile members deploy to incident site
- Thereafter deployed by incident coordinator, radio (Ch8 then 14) and WhatsApp comms
- SAPS notified
- Coordination with neighbouring NW's as required
- All available at night, daytime availability sporadic



# Chapman's Peak Voluntary Fire Unit

1. Currently 23 members part of the group
2. Equipment housed in container behind NCC
3. Fire drill to take place on 2 Dec
4. Refresher training to take place in next 3 weeks by Enviro Wildfire Services
5. Risk reduction measures in terms of alien clearing taking place on De Goede Hoop property along Chapman's Peak Drive



# Noordhoek Community Centre

- 10 year Lease held by CPNW – *Noordhoek Control Room and Community Centre*
- *CPNW, SMNW, DASCRO, Daniëldale NW, NRPA, Noordhoek Tourism, On the Verge, NEAG* have all been involved in project to renovate
- Volunteer Wildfire Services took responsibility for completing the bulk of the remaining renovations, including rebuilding the toilets and transforming this room into its current shape and state, now use it regularly as a base station
- ADT use it for shift changes
- Noordhoek Tourism Office
- Available for hire, all proceeds cover costs of cleaning and maintenance.
- Community organisations given preferential rate.
- Remaining work: floor; outside area; window frames etc etc
- **Karen MacIntyre to manage**



# CPNW Social Media

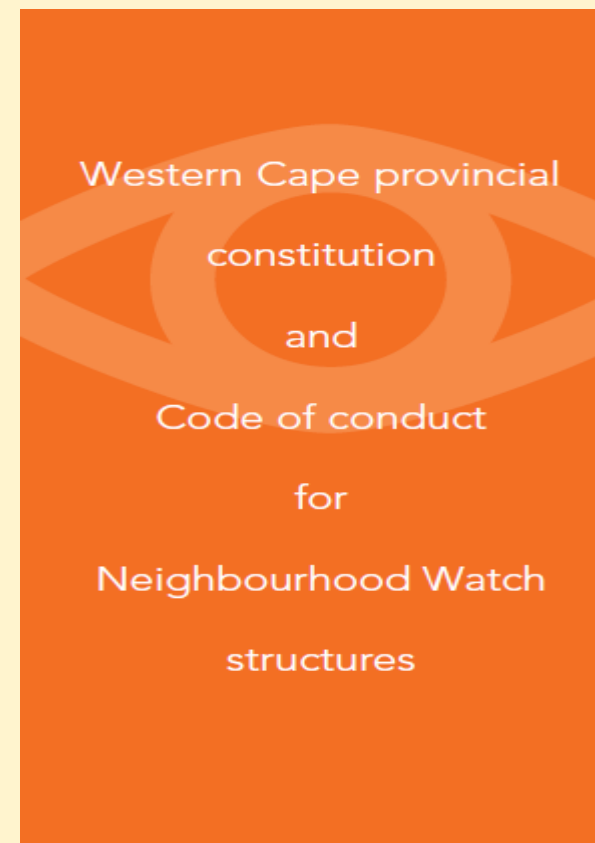
- Mainstay remains Website and emails
- Driven primarily by what people use: currently WhatsApp and FB
- Policies WRT appropriate use of group; respect for group users; **legal considerations – doctrine of common purpose!!**; reputation
- Ideally we should be able to keep security groups UN-muted!
- TIME CONSUMING
- Connector (small neighbour groups) less formal, governed by needs of the group, 1 Connector linked to CPNW Committee Member

**STOP! – THINK! - SEND?**

# CPF

- Requirement that for Annual Registration we must submit a list of names and addresses of all members

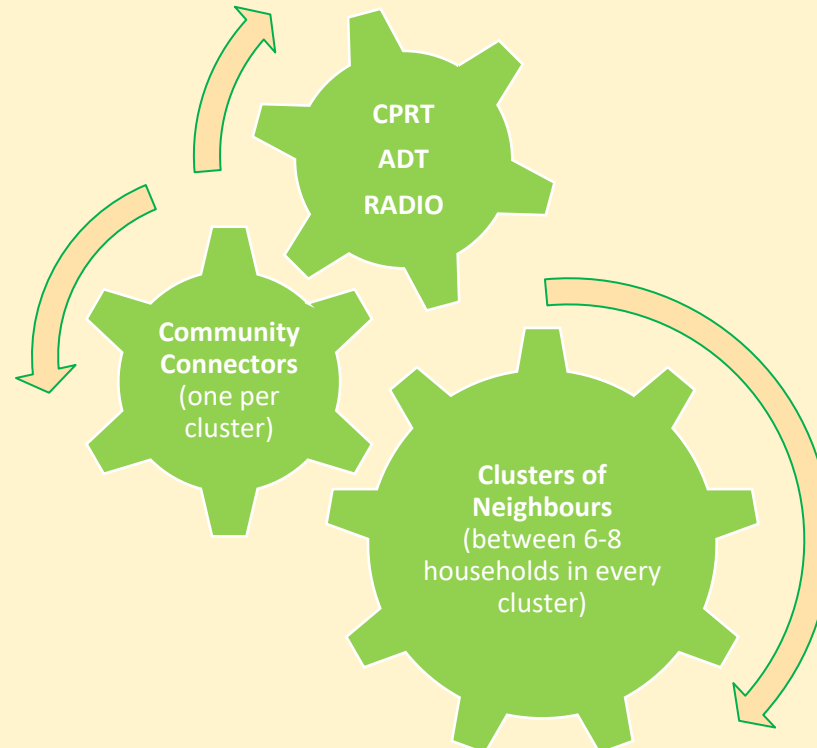
|                                                                                                                                                                              |                                                                                                    |                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
|  <p><b>Western Cape Government • Wes-Kaapse Regering • URhulumente weNtshona Koloni</b></p> |                                                                                                    |                                                                                                                       |
| PROVINCE OF THE WESTERN CAPE                                                                                                                                                 | PROVINSIE WES-KAAP                                                                                 | IPHONDO LENTSHONA KOLONI                                                                                              |
| <b>Provincial Gazette<br/>Extraordinary</b>                                                                                                                                  | <b>Buitengewone<br/>Provinsiale Koerant</b>                                                        | <b>Tsongezelelo<br/>kwiGazethi yePhondo</b>                                                                           |
| 7671                                                                                                                                                                         | 7671                                                                                               | 7671                                                                                                                  |
| Friday, 2 September 2016                                                                                                                                                     | Vrydag, 2 September 2016                                                                           | uLwesihlanu, 2 kweyoMsinsi 2016                                                                                       |
| Registered at the Post Office as a Newspaper                                                                                                                                 | As 'n Nuusblad by die Poskantoor Geregreter                                                        | Ibhalizwe ePosini njengePhephandaba                                                                                   |
| <b>CONTENTS</b>                                                                                                                                                              | <b>INHOUD</b>                                                                                      | <b>IZIQUATHO</b>                                                                                                      |
| (*Reprints are obtainable at Room M21, Provincial Legislature Building, 7 Wale Street, Cape Town 8001.)                                                                      | (*Afskrifte is verkrygbaar by Kamer M21, Provinsiale Wetgewer-gebou, Waalstraat 7, Kaapstad 8001.) | (*Ushicilelo oLutsha lufumaneka kwigumbi M21, kwiSakhiwo sePhondo seNdlu yoWiso-Mithetho, 7 Wale Street, eKapa 8001.) |
| <b>Proclamation</b>                                                                                                                                                          | <b>Proklamasie</b>                                                                                 | <b>Umpeposho</b>                                                                                                      |
| 19 Commencement of the Western Cape Community Safety Act, 2013 (Act 3 of 2013)..... 2                                                                                        | 19 Inwerkingtreding van die Wes-Kaapse Wet op Gemeenskapsveiligheid, 2013 (Wet 3 van 2013)..... 2  | 19 UkuQalisa kokusebenza koMithetho weNtshona Koloni woKhuseleko loLuntu, 2013..... 2                                 |
| <b>Provincial Notices</b>                                                                                                                                                    | <b>Provinsiale Kennisgewings</b>                                                                   | <b>IZaziso sePhondo</b>                                                                                               |
| The following Provincial Notices are published for general information:                                                                                                      | Die volgende Provinsiale Kennisgewings word vir algemene inligting gepubliseer:                    | Ezi zaziso zilandelayo zipapashelwe ukunika ulwazi ngokubanzi:                                                        |
| 347 Department of Community Safety: Community Safety Regulations, 2016..... 3                                                                                                | 347 Departement van Gemeenskapsveiligheid: Regulasies op Gemeenskapsveiligheid, 2016..... 75       | 347 ISebe loKhuseleko loLuntu: Imigago yezoKhuseleko loLuntu, 2016..... 148                                           |
| 348 Code of conduct for neighbourhood watches in the Western Cape..... 220                                                                                                   | 348 Gedragskode vir buurtwagte in die Wes-Kaap..... 225                                            | 348 UMgago wokuziphatha woSolomzi eNtshona Koloni..... 230                                                            |





# COMMUNITY CONNECTOR GROUPS:

- What are Community Connector Groups?
- We have 24 Connector WhatsApp groups at present.
- Ideally we need 40-50 groups so that groups are not too large
  - Contact Lynne Hogan to join a group or start one





# Overview CPNW - Fidelity ADT

- Overall Performance 2018
- Summary of Agreements
- Pricing Overview
- CPNW Member Feedback
- CPNW Liaison Feedback
- Conclusion





# Overall Performance

- Number of responses handled in past 12 months:
  - 4897 Arrivals (5044 in previous period)
  - 11 Positive Arrivals
- Average Response Times
  - Overall 6:45
  - Excluding meet & greet 5:18
  - Positive Arrivals 3:41

In summary: the CPNW & FADT team has had a huge positive impact on security in the area and we wish to acknowledge and thank everyone for their contribution to this.



# Summary of Agreements

- CPNW – FADT General Services Agreement
  - Based on minimum requirement number of members with ADT.
  - Standardized fees for services.
  - Dedicated patrol vehicle and extra night patrol.
  - Patrol logs to be provided on a regular basis to CPNW Liaison
- Patrol Arrangement
  - 1 vehicle at daytime, 2 vehicles at night time (18:00 – 06:00).
  - Dedicated patrollers, roster communicated with CPNW Liaison
  - Patrolling done according schedule
    - 2 hrs. patrolling, 20 min rest, 2 hrs. patrolling, 30 min rest.....
    - Resting done in visible, dedicated places. (standoff points)
- NCC (Noordhoek Community Centre) – FADT Memorandum
  - ADT uses parking space and dedicated ablution facility at NCC.
  - Currently 12 FADT patrol vehicles, for Chapmans Peak and other areas are having the shift changes coordinated from this point.



# Pricing Overview

- New Pricing is effective as of December 2018
  - 5% Increase
  - The CPNW fee of R30/month remains unchanged and is not part of any annual increases applied by ADT.
- Note:
  - 7% increase was erroneously applied in September to some accounts. For those affected by this, corrections & refunds will be made in December 2018.
  - Increases in 2019 will be applied in November 2019.
  - All CPNW FADT clients will receive a letter about any increases, or changes in rates.
  - Discount is given for annual payments as opposed to monthly payments, members are free to arrange this directly with FADT.



# Pricing Overview

- New Base Pricing Overview

| Service                                         | Nov-17   | Dec-18   |
|-------------------------------------------------|----------|----------|
| Monitoring only, via telephone line             | R 187.60 | R 196.98 |
| Monitoring only, via radio or radio & telephone | R 201.39 | R 211.46 |
| Response only                                   | R 392.83 | R 412.47 |
| CPNW donation                                   | R 30.00  | R 30.00  |
|                                                 |          |          |
| Radio Monitoring + Response                     | R 594.22 | R 623.93 |
| Radio Monitoring + Response + CPNW              | R 624.22 | R 653.93 |
| Monitoring via Telephone + Response             | R 580.43 | R 609.45 |
| Telephone Monitoring + Response + CPNW          | R 610.43 | R 639.45 |



# CPNW Member Feedback

- Invoices are not clear or reconcilable:
  - Too little detail on the invoice
  - Pricing inconsistent across members.
  - Bank statement shows debit order for FADT – but value differs from that on the FADT statement.
  - Latest increase done at wrong time.
  - Price increase includes the CPNW R30 contribution – this error happens every year.
- Great letter of thanks to Mervyn du Toit
  - For all that ‘extra mile’ you went to, I thank you sincerely.  
It is people like you that make the difference in this world.

*Regrettably, many of the gripes are administrative. In general feedback about the patrollers is very good. We are fortunate to have a good team of guys whom we feel are there for us whenever we need them.*



# CPNW Liaison Feedback

- Patrol Observations
  - Patrolling is not always done according to schedule.
  - Rest times of 1-2 hours are not uncommon.
  - Resting not always done in dedicated / visible locations as agreed.
  - Vehicles often out CPNW area, reasons being:
    - Daily refueling, to avoid theft of fuel
    - Agreement with Engen resulted in refueling in Fish Hoek – this has now changed back to Sun Valley.
    - Unexplained visits to Sun Valley and Masiphumelele
- NCC Facilities
  - Complaints by other users of NCC with regards to the amount of litter left by the patrollers.
  - In accordance with the memorandum FADT is required to keep these facilities clean. Bins have been provided.
- Administrative Observations
  - Often need to chase up on vehicle tracking logs, it has been agreed to receive this weekly.
  - Often need to chase up on receipt of monthly patrol roster as per agreement.
  - Disappointing that after good negotiations regarding the prices and services, so many errors occur with members invoices.



# Conclusion

| SERVICE                       | SATISFACTION                                                                        | COMMENT                                                              |
|-------------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| Monitoring and armed response |  | Great team of patrollers.                                            |
| Invoicing                     |  | Too many inconsistencies and incorrect calculations.                 |
| Management reporting          |  | There should be no need to regularly chase up on the agreed reports. |
| NCC litter and toilet         |  | FADT will have to manage their staff                                 |

We appreciate that the goal is security and this scores high in our area, but accurate information and administration is equally important to our CPNW members.



# CPNW Financial Report

## **INCOME STATEMENT FOR THE PERIOD 1/11/17 TO 31/10/18**

BALANCE BROUGHT FORWARD (1/11/17) **R 30 258.22**

### **TOTAL INCOME**

|                        |           |                          |
|------------------------|-----------|--------------------------|
| ADT Member Donations   | 95 360.00 |                          |
| Beach Donations        | 92 170.93 |                          |
| NCC Contributions      | 2 480.00  |                          |
| Other Member Donations | 16 520.00 |                          |
| Radios                 | 36 730.00 | <b><u>243 260.93</u></b> |
|                        |           | <b>R273 519.15</b>       |





# CPNW Financial Report

## INCOME STATEMENT FOR THE PERIOD 1/11/17 TO 31/10/18

### **TOTAL EXPENDITURE**

|                         |                   |
|-------------------------|-------------------|
| Accountancy Fees        | 675.00            |
| Administration Salary   | 11 011.00         |
| ADT Bonus               | 7 819.57          |
| AGM                     | 5 470.00          |
| Airtime                 | 250.00            |
| Bank Charges            | 1 856.94          |
| Beach Safety Initiative | 87 780.00         |
| Cameras                 | 29 386.62         |
| Clickatel (SMS)         | 511.08            |
| Computer Expenses       | 10 384.50         |
| NCC Expenses            | 18 246.43         |
| Printing/Photocopying   | 534.00            |
| Radios                  | 46 753.00         |
| Roboguards              | 223.00            |
| Shark Spotters          | 722.98            |
|                         | <u>221 624.12</u> |

BALANCE CARRIED FORWARD (31/10/18)

R51 895.03



CPNW AGM 2018

Question Time



# Committee 2018

- John Parker – Chairman
- Patrick Wright - Vice Chairman
- Craig Botha – Rapid Response and Radios
- Karen MacIntyre – NCC, Membership, Rapid Response and Radios
- Rob Mousley – Communications and Incidents
- Erik Meijer– ADT Liaison
- Tessa Oliver - Chapman's Peak Volunteer Fire Unit
- Sue Montgomery – CPF Liaison
- Lynne Hogan – Community Connectors
- Jeanette Beukes – Secretary
- Treasurer:
- Cameras: