

NATIONAL ASSEMBLY

FOR WRITTEN REPLY**QUESTION 4355**

DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 18 NOVEMBER 2022
(INTERNAL QUESTION PAPER NO 49-2022)

4355. Mr A G Whitfield (DA) to ask the Minister of Police:

- (1) What number of personnel (a) should be and (b) are actually employed at each 10111 centre in each province (i) in the (aa) 2020-21 and (bb) 2021-22 financial years and (ii) since 1 April 2022;
- (2) what number of dropped calls have been recorded in respect of each call centre in each province in each of the specified periods?

NW5479E

REPLY:

(1)(a)(b)(i)(aa)(bb)(ii) The number of personnel that should be and are actually employed at each 10111 centre¹ in each province in 2020/2021, 2021/2022 and since 1 April 2022, is reflected in the tables below:

Provinces and 10111 Centres	(i)(aa) 2020/2021					
	(a) Ideal number of personnel that should be deployed at 10111 Centres, per Province			(b) Actual number of personnel deployed at 10111 Centres, per Province		
	Police Act Personnel (PA)	Public Service Act Personnel (PSA)	Total	PA	PSA	Total
Eastern Cape	322	306	628	200	56	256
East London						
Queenstown						
Mount Road						
Mthatha	154	174	328	64	17	81
Free State						
Phuthaditjhaba						
Park Road						
Welkom	358	272	630	322	44	366
Gauteng						
Midrand	287	264	551	175	60	235
KwaZulu-Natal						

¹ Sharing information on the availability, utilisation and deployment of human and physical resources may compromise policing activities and the safety of South African Police Service (SAPS) employees and can, therefore, not be provided. The totals per Province are, however, provided.

(i)(aa) 2020/2021						
Provinces and 10111 Centres	(a) Ideal number of personnel that should be deployed at 10111 Centres, per Province			(b) Actual number of personnel deployed at 10111 Centres, per Province		
	Police Act Personnel (PA)	Public Service Act Personnel (PSA)	Total	PA	PSA	Total
Richards Bay						
Hilton						
Durban Central						
Port Shepstone						
Limpopo						
Polokwane	126	111	237	85	9	94
Mahwelereng						
Mpumalanga						
Middelburg	189	216	405	85	8	93
Witriver						
Secunda						
Northern Cape						
Kimberley	28	30	58	35	11	46
North West						
Stilfontein	154	174	328	29	9	38
Mahikeng						
Phokeng						
Western Cape						
Maitland	98	81	179	133	50	183
Total	1 716	1 628	3 344	1 128	264	1 392

(i)(bb) 2021/2022						
Provinces and 10111 Centres	(a) Ideal number of personnel that should be deployed at 10111 Centres, per Province			(b) Actual number of personnel deployed at 10111 Centres, per Province		
	PA	PSA	Total	PA	PSA	Total
Eastern Cape						
East London						
Queenstown	322	306	628	201	46	247
Mount Road						
Mthatha						
Free State						
Phuthadijhaba	154	174	328	65	17	82
Park Road						
Welkom						
Gauteng						
Midrand	358	272	630	310	42	352
KwaZulu-Natal						
Richards Bay						
Hilton	287	264	551	175	60	235
Durban Central						
Port Shepstone						
Limpopo						
Polokwane	126	111	237	84	7	91
Mahwelereng						
Mpumalanga						
	189	216	405	85	7	92

(i)(bb) 2021/2022						
Provinces and 10111 Centres	(a) Ideal number of personnel that should be deployed at 10111 Centres, per Province			(b) Actual number of personnel deployed at 10111 Centres, per Province		
	PA	PSA	Total	PA	PSA	Total
Middelburg						
Witriver						
Secunda						
Northern Cape	28	30	58	33	9	42
Kimberley						
North West	154	174	328	30	9	39
Stilfontein						
Mahikeng						
Phokeng						
Western Cape	98	81	179	129	45	174
Maitland						
Total	1 716	1 628	3 344	1 112	242	1 354

(ii) Since 1 April 2022						
Provinces and 10111 Centres	(a) Ideal number of personnel that should be deployed at 10111 Centres, per Province			(b) Actual number of personnel deployed at 10111 Centres, per Province		
	PA	PSA	Total	PA	PSA	Total
Eastern Cape						
East London						
Queenstown	322	306	628	199	45	244
Mount Road						
Mthatha						
Free State	154	174	328	60	17	77
Phuthaditjhaba						
Park Road						
Welkom						
Gauteng	358	272	630	309	39	348
Midrand						
KwaZulu-Natal	287	264	551	164	56	220
Richards Bay						
Hilton						
Durban Central						
Port Shepstone						
Limpopo	126	111	237	81	6	87
Polokwane						
Mahwelereng						
Mpumalanga	189	216	405	84	7	91
Middleburg						
Witriver						
Secunda						
Northern Cape	28	30	58	33	8	41
Kimberley						
North West	154	174	328	30	9	39
Stilfontein						
Mahikeng						
Phokeng						
Western Cape	98	81	179	127	41	168
Maitland						
Total	1 716	1 628	3 344	1 087	228	1 315

(2) The following terms are applicable, when referring to “dropped calls”:

- **Abandoned calls:**

These are the calls, which could not be answered, e.g. callers who end the calls themselves, while in the queue, before the system could transfer the call to the call-takers.

- **Calls abandoned in 10 seconds:**

These are the calls, which are terminated by the caller within a period of 10 seconds, before the call could be transferred to a call-taker.

- **Calls abandoned in more than 10 seconds:**

These are the calls, which are terminated by the caller after a period of 10 seconds, before the call could be transferred to a call-taker.

- **Calls abandoned at agents:**

These are the calls, which are terminated by the caller and have already been transferred to a call-taker to answer.

Centre in each Province		2020/2021	2021/2022	Since 1 April 2022
		Dropped calls	Dropped calls	Dropped calls
Eastern Cape	East London	47 517	44 600	15 821
	Mthatha	The call manager functionality to retrieve the statistics is outdated. The South African Police Service (SAPS) is in the process of upgrading the software.		
	Queenstown	The call manager functionality to retrieve the statistics is outdated. The SAPS is in the process of upgrading the software.		
	Port Elizabeth	System error. The data is not available, due to a faulty CISCO Telephone Management System.	110 493	53 315
Free State	Bloemfontein	The call manager functionality to retrieve the statistics is outdated. The SAPS is in the process of upgrading the software.		
	Phuthadjithaba	The current call manager functionality does not make provision for the retrieval of the statistics. The Unit is located at the police station and is making use of the call manager in the Welkom switching centre. The SAPS is in the process of upgrading the software.		
	Welkom	The call manager functionality to retrieve the statistics is outdated. The SAPS is in the process of upgrading the software.		
	Selossha	The current call manager functionality does not make provision for the retrieval of the statistics. The Unit is located at the police station and is making use of the call manager in the Bloemfontein switching centre. The Unit is not fully established. The Unit is going to relocate to a new site. The SAPS is in the process of upgrading the software.		

Centre in each Province		2020/2021	2021/2022	Since 1 April 2022
		Dropped calls	Dropped calls	Dropped calls
Gauteng	Midrand	1 691 201	1 604 370	537 974
	Durban	195 268	41 263	195 634
KwaZulu-Natal	Hilton	58 453	41 263	51 465
	Port Shepstone	11 314	23 442	14 540
	Richards Bay	There is no voice and call manager functionality where the Unit is currently located. The Unit is going to relocate to a new site.		
Limpopo	Polokwane	The current call manager functionality does not make provision for the retrieval of the statistics. The Unit is in the process of relocating to a new site where the facilities will be available.		
	Mahwelereng	The current call manager functionality does not make provision for the retrieval of the statistics. The Unit is in the process of relocating to a new site to merge with Polokwane.		
Mpumalanga	Middelburg	87 081	70 472	35 105
	White River	136 966	151 600	176 670
	Secunda	2 258	1 656	1 080
North West	Rustenburg (Phokeng)	The Unit is not yet operational, as it is newly-established.		
	Mahikeng	16 834	7 419	5 928
Northern Cape	Kimberley	The call manager functionality to retrieve statistics is outdated. The SAPS is in the process of upgrading the software.		
Western Cape	Maitland	393 302	501 978	The call manager functionality to retrieve statistics is outdated. The SAPS is in the process of upgrading the software.

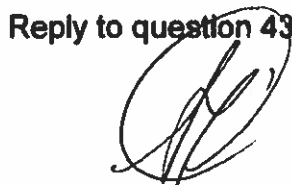
Reply to question 4355 recommended/~~not recommended~~



**GENERAL
NATIONAL COMMISSIONER: SOUTH AFRICAN POLICE SERVICE
SF MASEMOLA (SOEG)**

Date: 2022-12-29

Reply to question 4355 approved/~~not approved~~



**GENERAL BH CELE, MP
MINISTER OF POLICE**

Date: 03/01/2023