

## NATIONAL ASSEMBLY

FOR WRITTEN REPLYQUESTION 779

DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 22 MARCH 2024  
(INTERNAL QUESTION PAPER NO 12-2024)

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

- (1) What total number of staff are actually employed versus the ideal number that should be employed at each 10111 call centre in each province in the period 1 March 2023 to 1 March 2024;
- (2) what total number of dropped calls have been recorded in respect of each call centre in each province (a) in the past five financial years and (b) from 1 March 2023 to 1 March 2024?

NW957E

**REPLY:**

- (1) The South African Police Service (SAPS) is not able to provide the actual number of deployed personnel, as this may compromise the operational effectiveness of the SAPS and undermine the safety and security of deployed personnel. The staffing levels at the various 10111 Centres, per province, are included in the table below:

Province and 10111 Centre	% of Actual posts filled vs Ideal posts
<b>Eastern Cape</b>	<b>35.51%</b>
Mount Road	46.37%
Mthatha	41,48%
Queenstown	8,15%
East London	40,78%
<b>Free State</b>	<b>34.15%</b>
Welkom	27,41%
Phuthaditjhaba	37,93%
Park Road	39,26%
<b>Gauteng</b>	<b>51.43%</b>
Midrand	51,43%
<b>Kwazulu-Natal</b>	<b>36.84%</b>
Richards Bay	17,04%
Hilton	25,70%

Province and 10111 Centre	% of Actual posts filled vs Ideal posts
Durban Central	65,92%
Port Shepstone	27,59%
<b>Limpopo</b>	<b>64.95%</b>
Polokwane	64,95%
<b>Mpumalanga</b>	<b>33.33%</b>
Middleburg	24,44%
White River	28,15%
Secunda	14,07%
<b>North West</b>	<b>63.79%</b>
Mahikeng	63,79%
<b>Northern Cape</b>	<b>68.97%</b>
Kimberley	68,97%
<b>Western Cape</b>	<b>86.03%</b>
Maitland	86.03%
<b>TOTAL</b>	<b>41,31%</b>

Note: In determining the organisational structure of the service, which incorporate business units like the 10111 Call Centres, Organisational Development (OD) will perform a work study investigation to determine theoretically the 'Ideal number of posts' required to perform a specific function. The 'Ideal number of posts' does not constitute the fixed establishment of the service. The **ideal situation** refers to the number of resources which the SAPS should ideally have to perform a specific function/responsibility.

A "**fixed establishment**" means the system designed to determine the requirements regarding post establishments and physical resources and compares the actual situation with the funded situation in a specific financial year in order to identify shortages or surpluses (It further refers to the Medium Term Expenditure Framework (MTEF) that determines the number of funded posts allocated to the Service within a specific time frame. In other words, it means the resources which the Service should allocate to a particular component, for specific functions or responsibilities, for a specific period). "**Funded posts**" means the number of posts funded in terms of the current budget and Medium Term Expenditure Framework (MTEF) for a specific year.

The SAPS is in the process of concluding on a revised Fixed Establishment (FE) for the 2024/2025 financial year in line with the adjusted budget apportioning. The revised fixed establishment will absorb a total of 535 additional new entry level constables who have been allocated to the 10111 call centres.

(2)(a)(b) The total number of dropped calls have been recorded in respect of each call centre in each province in the past five financial years and from 1 March 2023 to 1 March 2024 is as follows;

<b>CISCO CALL CENTRE REPORT</b>				
<b>Province</b>	<b>10111 Command Centre and Dates</b>	<b>Calls Presented</b>	<b>Calls Handled</b>	<b>Calls Abandoned</b>
<b>Eastern Cape</b>	<b>PORT ELIZABETH</b>			
	2018/2019	497 812	419 128	78 684
	2019/2020	474 792	410 022	64 770
	2020/2021	523 904	411 419	113 882
	2021/2022	527 312	416 786	110 526
	2022/2023	451 242	351 529	99 713
	2023/2024	409 845	347 780	62 065
	<b>EAST LONDON</b>			
	2018/2019	183 845	165 266	18 579
	2019/2020	166 666	149 047	17 619
	2020/2021	230 218	182 632	47 587
	2021/2022	1 227 839	827 717	400 122
	2022/2023	249 907	222 152	27 755
	2023/2024	309 936	284 721	25 224
	<b>MTHATHA</b>			
	CISCO telephone management system not functioning			
	<b>QUEENSTOWN</b>			
	CISCO telephone management system not functioning			

CISCO CALL CENTRE REPORT				
Province	10111 Command Centre and Dates	Calls Presented	Calls Handled	Calls Abandoned
Free State	<b>WELKOM</b>			
	2018/2019	4 420	754	3 666
	2019/2020	4 983	1 342	3 641
	2020/2021	1 779	452	1 327
	2021/2022	12 755	806	11 949
	2022/2023	37 535	18 240	19 295
	2023/2024	15 735	5 759	9 976
	<b>MANGAUNG</b>			
	Could not log on CISCO Unified Intelligence Centre; call manager functionality outdated			
	<b>PHUTHADITJHABA</b>			
The call manager functionality cannot retrieve statistics. Short comings to be addressed through Operation Vulindlela project plan				
Gauteng	<b>MIDRAND</b>			
	2018/2019	4 529 828	3 495 334	1 034 494
	2019/2020	4 529 749	3 434 848	1 094 901
	2020/2021	4 821 081	3 122 239	1 698 842
	2021/2022	4 455 104	2 605 074	1 850 030
	2022/2023	4 264 542	3 115 754	1 148 788
	2023/2024	4 197 125	3 064 445	1 132 680
KwaZulu-Natal	<b>DURBAN</b>			
	2018/2019	1 315 568	1 184 034	131 534
	2019/2020	1 357 042	1 161 578	195 464
	2020/2021	1 475 156	1 180 245	294 911
	2021/2022	1 292 293	878 799	413 494
	2022/2023	1 182 076	859 557	322 519
	2023/2024	1 137 467	887 766	249 701
	<b>HILTON</b>			
	2018/2019	396 195	333 297	62 898
	2019/2020	348 276	287 046	61 230
	2020/2021	294 807	224 618	70 189
	2021/2022	289 995	194 490	95 505
	2022/2023	240 745	157 556	83 189
2023/2024	310 932	212 361	98 571	

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CISCO CALL CENTRE REPORT				
Province	10111 Command Centre and Dates	Calls Presented	Calls Handled	Calls Abandoned
KwaZulu-Natal	<b>PORT SHEPSTONE</b>			
	2018/2019	51 770	43 617	8 153
	2019/2020	56 100	44 784	11 316
	2020/2021	57 946	44 953	12 993
	2021/2022	71 866	47 061	24 825
	2022/2023	79 822	47 644	32 178
	2023/2024	142 629	63 838	78 791
	<b>RICHARD BAY</b>			
	No telephone management system or call functionality at the site			
	<b>LIMPOPO</b>			
CISCO telephone management system newly installed however not fully operational				
Mpumalanga	<b>NELSPRUIT</b>			
	2018/2019	672 609	564 069	108 540
	2019/2020	678 845	575 010	103 835
	2020/2021	821 201	684 217	136 984
	2021/2022	764 420	612 570	167 273
	2022/2023	644 274	524 307	119 967
	2023/2024	720 146	597 001	123 145
	<b>MIDDLEBURG</b>			
	2018/2019	309 060	265 824	43 236
	2019/2020	286 962	243 771	43 191
	2020/2021	340 728	253 543	87 185
	2021/2022	264 633	194 082	70 551
	2022/2023	218 652	148 838	69 814
	2023/2024	257 613	178 368	79 245
	<b>SECUNDA</b>			
	The CISCO telephone management system was only installed during September 2023. No statistical performance information retrievable prior to September 2023			

CISCO CALL CENTRE REPORT				
Province	10111 Command Centre and Dates	Calls Presented	Calls Handled	Calls Abandoned
North West	<b>MAHIKENG</b>			
	2018/2019	99 094	60 570	38 524
	2019/2020	86 934	50 863	36 071
	2020/2021	97 920	46 571	51 349
	2021/2022	99 744	20 355	79 389
	2022/2023	62 458	30 264	32 194
	2023/2024	86 742	46 068	40 674
Northern Cape	<b>PHOKENG</b>			
	Command centre not yet open and operational			
Northern Cape	<b>KIMBERLEY</b>			
	The new telephone management system was only installed on 7 March 2023, prior to this, the telephone management system was defective and no statistical performance information could be retrieved.			
Western Cape	<b>MAITLAND</b>			
	2018/2019	1 479 635	1 201 416	278 219
	2019/2020	1 499 561	1 177 355	322 206
	2020/2021	1 397 668	1 004 375	393 293
	2021/2022	1 227 839	827 717	400 122
	2022/2023	1 343 936	952 998	390 938
	2023/2024	1 303 820	936 830	366 990

### **Abandoned Call:**

In terms of the CISCO manual, an abandoned call is considered abandoned if it is not answered by an agent or the caller hangs up before being connected to an agent or the call is disconnected. This includes situations where the caller hangs up while queued and waiting. A high number of abandoned calls might be an indication that callers are waiting in the queue due to reasons further explained below. Abandoned calls can also include silent voice calls, a false report, a prank call, misdialled calls, misrouted calls, alternate routed calls, medical and other emergencies and crime related emergencies.

**Calls abandoned in 10 seconds:**

These calls are all the calls that 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 calls are all the calls that 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 indicate all the calls that are terminated by the caller and which have already been transferred to a call taker to answer.

Reply to question 779 recommended/~~not recommended~~

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

Date: 2024/04/30

Reply to question 779 approved/~~not approved~~

  
GENERAL BH CELE, MP  
MINISTER OF POLICE

Date: 30/04/2024