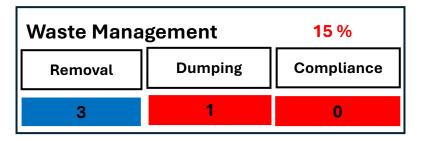
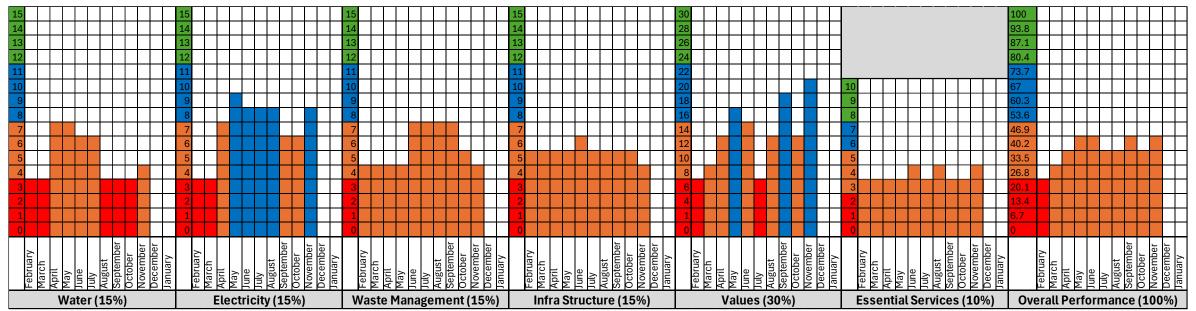
Services
Rated by Swartruggens Town Residents



# **Total 4/15 = 27 % Achieved**





03

Waste Management
We offer comprehensive waste
management solutions, including
collection, recycling, and
disposal services, to maintain a
clean and safe environment for
our residents.

New Measurement Criteria derived from KLM Vision Statement



#### Reliable

Definition: Being dependable and consistent in delivering services to the community, ensuring that commitments are met on time and with the expected quality

### **People-Centered**

Definition: Prioritizing the needs, participation, and well-being of the community in all decision-making and service delivery processes.

### **Performance-Driven Deliverer**

Definition: Focused on efficiency, accountability, and continuous improvement in providing municipal services.

### **Sustainable Services**

Definition: Providing services that are environmentally, socially, and economically viable for the long term without compromising future generations' needs.

3. Waste Management

Removal

This needed to service the truck – that's exceptable but the fact that there is no fuel to run on schedule is not good – Management Issue that the team got penalised!!

Always on Time
On Schedule
Friendly
Warn Residents that they on their way

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3. Waste Management

**Dumping** 

Municipal workers are not trained well –
Burn waste in middle of town not
considering safety as bottles and Cans
explode !!!!

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3. Waste Management

Compliance







No Fences – No Collection Bays – No road (Rain trucks can't enter dump on national road)

National Environmental Management Act (Act 107 of 1998) 15 | Page

KLM Management did not Kept their word – None of promises been honoured