



TOKAI NEIGHBOURHOOD  
CRIME WATCH

• NEIGHBOURLINESS • AWARENESS • COMMUNICATION

## MINUTES – ANNUAL GENERAL MEETING – TNCW

2024

Tokai Community Church, Tokai Road

19 March 2024

Meeting opened by Ed Bain (Chairman) at 19h00  
67 attendees (We have quorum)

### Welcome

#### Guests:

- Carolynn Franklin – Ward Councillor
- Pam Gorre (TRA)
- Nicky Schmit (Parkscapes)
- Premier
- ADT

### Apologies

Errol Wood (CPF and Tokai Estate), Diane Craythorne (Parkscapes and KCW), Sandy Graham (CPF), Geoff Bettison (CPF), Sergeant L Muller (SAPS), Wayne Montgomery (ProSec), Terry Simon (TRA), Liz Johnson (TRA), Don Kourie (TRA), Yvonne Wood, Sue Lambrecht, Nicole Boucher, Anne Pargiter, Wendy Grey, Wendy Maxwell, Louise Muuren, Garth Venter, Michelle Richards, Pat Cremona, Diana Salisbury, Wendy Robinson, Jane Calmeyer, Jennie Osterloh, Jacque Willig, Sharyn Dabbs, Odette Ward, Gill van der Veen, Paula de Jager, Tony Henfrey, Julie Dullier, Seelan Naidoo, Heather Collen, Vicky Gosling, Claudia Wohlenberg, Una Christopher, Linda Stringer, Jane Holdcroft, Elsabe Viviers, Sarah Walden, Susan Gasperl, Mike Findlay, Lyndsay Gassert, David Jenkins, Brenda Jenkins, Ian Taylor, Aileen Taylor

### Approval of Minutes of 2023

- Peter Marais
- Sue Frew

### Financials (presented by the Treasurer - Liz Newdigate):

#### **Profit and Loss Report**

#### **TOKAI NEIGHBOURHOOD CRIME WATCH (TNCW)**

	<b>Jan 22-Dec 22</b>	<b>Jan 23-Dec 23</b>
<b>INCOME</b>	<b>183,712</b>	<b>215,906</b>
TNCW SUBS 2023	171,100	195,907
Excess Subs paid	5,558	6,875
Donations received	905	5,200
Adverts	2,250	0
Interest Received	3,899	7,924



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<b>EXPENSES</b>	<b>110,662</b>	<b>160,103</b>
Advertising & Promotions	0	9,110
Bank Charges	207	634
Website Expenses	0	810
Gifts & Donations	12,846	6,732
Refreshments for functions	0	3,135
Camera Expenses	0	14,457
Camera Acquisitions	16,968	64,736
LPR - iTrack (LPR Solutions)	28,728	28,728
Camera monthly maintenance - JPTek	34,500	6,843
Independant Monitoring Service t/a Verifier	13,988	17,311
Patroller Kits	-150	0
Equipment - general	-185	0
Insurance	2,755	2,779
Leasing & Hire Costs	800	800
Repairs & maintenance - Radios	205	1,871
Repairs & maintenance - Other	0	2,157
<b>Surplus</b>	<b><u>73,050</u></b>	<b><u>55,803</u></b>

Total subs for 2023: 546

Cameras bought: R126,734

To note: TNCW ask members to pay subs at the beginning of the year so we can plan the years expenses properly.

Question: How many properties in the area? Answer: 1400 (approximately)

### Incident Report / Crime stats (presented by Mike Marsden):

- The TNCW area is from Forest Glade (including Chrysalis and Forest Glade) through to Vans Road, excluding the Blue Route and Tokai Estates. The area runs from the SANParks lower plantation to the Pollsmoor Prison.
- Number of incidents per year:
  - 2016 – 124
  - 2017 – 177
  - 2018 - 99
  - 2019 – 61
  - 2020 – 69
  - 2021 – 67
  - 2022 – 87 (correction from last years reported 100 incidents)
  - 2023 - 105



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- Of the 105 incidents in 2023
  - Theft Common - 39
  - Burglary Residential - 28
  - Trespassing - 12
  - Theft out of motor vehicle - 7
  - Vandalism - 7
  - Attempted Burglary Residential - 5
  - Attempted theft out of motor vehicle - 3
  - Robbery Common - 1
  - Burglary Business - 1
  - Robbery Residential - 1
  - Harassment – 1
  
- Per month in 2023
  - Jan 12
  - Feb 8
  - Mar 5
  - Apr 1
  - May 3
  - Jun 6
  - Jul 4
  - Aug 12
  - Sep 18
  - Oct 15
  - Nov 8
  - Dec 13
  
- Days of week
  - Mon 27
  - Tue 18
  - Wed 19
  - Thu 13
  - Fri 8
  - Sat 10
  - Sun 10
  
- Time of day
  - 00h00-02h00 14
  - 02h00-04h00 12
  - 04h00-06h00 8
  - 06h00-08h00 11
  - 08h00-10h00 7
  - 10h00-12h00 6
  - 12h00-14h00 12
  - 14h00-16h00 7



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**MINUTES – ANNUAL GENERAL MEETING – TNCW**

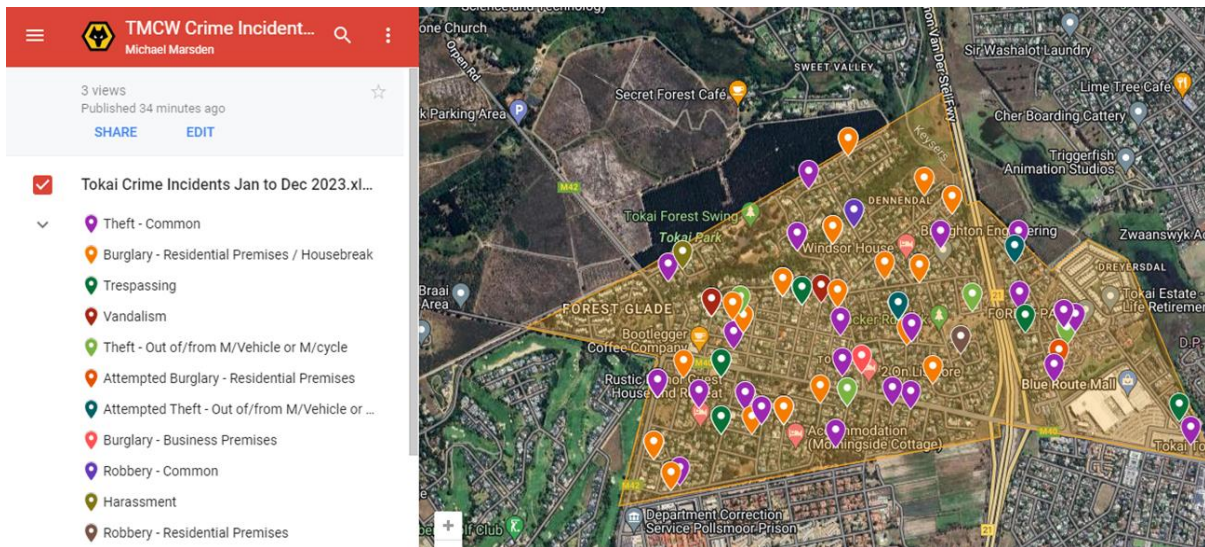
**2024**

**Tokai Community Church, Tokai Road**

**19 March 2024**

- 16h00-18h00 10
- 18h00-20h00 9
- 20h00-22h00 8
- 22h00-24h00 1

- Incident locations on a map of our area



- We note that incident locations are evenly spread with a slightly higher concentration along Tokai Road
- To note: Last year we reported 100 crimes for the year which has been revised to 87. The 13 difference were crimes in Dennendal West SANParks parking – this area we have moved out of the TNCW precinct as these crimes adversely influence the stats for zone C. We still record the crimes but they do not impact the Zone stats.

Camera Report by Ed Bain

- LPR Cameras
  - In the process of overhauling the LPR camera system
    - Moving connectivity from wifi to fibre
    - Moving to Visec from iTrack (3 of 6 cameras have moved to Visec)
    - Some of the cameras are on backup power now (weren't before)
    - Recording will be done on the camera
  - Are still effective although we don't get many alerts as most vehicles go in one side of Tokai and out the other. Not many vehicles come into the area
  - Ongoing licensing and maintenance costs
- Human Analytics Cameras
  - Installed 8 Zone perimeter cameras
  - Two cameras on Brocker field and Tokai library sponsored by the TRA



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- 37 cameras up
- Some Security Service Provider cameras, some of which the TNCW have access too (not included in the 37)
- The TNCW also rely on residents cameras
- Expect increased maintenance will start this year
- Most cameras have been upgraded to a vpn system so that they can easily be configured remotely
  
- Next Steps
  - Look into monitoring by CVIC or other association
  - Create an overview committee (technical and administration)
  - Relook at response mechanisms
  
- Questions
  - How many perpetrators are detained/arrested as a result of camera monitoring?
    - Answer – SSP will respond and question but can't detain without reason. The TNCW has had successes identifying persons and providing SAPS with evidence but we don't always get feedback on the progress of a case. The TNCW has been able to pick up registration numbers which in turn are put onto the LPR systems to track a vehicle. Suspects can be identified from the footage from the cameras and additional images and video are collected from residents cameras and supplied as evidence in cases or to help identify the suspects.
  - What is the return on investment (whether a crime was prevented or persons arrested as a result of a crime)
    - Answer – The TNCW doesn't often get feedback from SAPS with the results of the crimes we are aware of and if we do, we are asked to not make the information known to the general public. Most cameras were installed prior to the COVID lockdown and they served their purpose during that time because anything that moved was easily identified and move out where necessary. We can show the number of incidents where we have supplied footage. Camera footage is useful to determine what perpetrators were wearing, the time, the location and direction of movement. There have been many redeeming features and definitely a return on investment. Street cameras are not a cost to the TNCW, they are installed by a street and maintained through subs. One of the goals for the coming year is to find out what residents want. If the measurement and usefulness of the camera's is one of them, we can certainly do that, but need someone to do the additional admin.
  
- Comment from Telez – not knocking the cameras but it nice to measure (the effectiveness of the camera's) but it's impossible to measure. Response – we can document each of the instances where we look into something and keep track of these if it is needed.



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- Comment from Richard (Premier) – there are 150 alerts per evening from the analytical cameras. Premier attempts to respond to as many as possible.

### Chairperson report – Ed Bain

- Thank you and acknowledgements
  - The Committee (need more people)
  - Thank you to Geoff Fox for his role as CPF liaison and his involvement with the community
  - Laura Burford for her role with Social Media. Tracy Bassingthwaight has taken over this portfolio
  - Constantia Valley Watches Association and Tony Schreiber for his efforts to keep CVIC running optimally
  - The people at CVIC who take calls and communicate with SSP's and patrollers
  - Kirstenhof SAPS
  - Tokai Residents Association
  - Service Providers (mostly FADT and Premier)
  - Premier for developing the analytics camera infrastructure, the monitoring of these cameras and hosting some of our servers
  - FADT for the radio network
  - RSAWeb for sponsoring the internet line to our servers
  - Tokai residents who support the TNCW financially or patrolling
  - Tokai Community Church for the use of the hall
  - Tokai Library for the TNCW office
  - Heidi Marias for maintaining the membership and manning the TNCW office
  - Kelly Burke for assistance with the Facebook page and PR
  - SAGE for business cloud accounting
  - Barbara Stephenson and Kim Marias (Chas Everitt) for the refreshments this evening
- Goals for 2023
  - Hoping to increase membership – it has been kept stable
  - Improve and consolidate data – We have completed most of this
  - Recruit for new positions – we have filled one or two
  - LPR and analytics camera improvements – whole network is being upgraded and moved to Visec.
  - Upgrade of Human analytic cameras – 10 new installed and many moved to VPN
- Incidents for 2023 – low for the beginning of the year but mid year there was a release of prisoners from Polsmoor and after that there was a marked increase in the number of crime incidents
- WhatsApp groups have been a very effective way of communicating (Alert groups, Chat groups and Street groups). We are investigating the implementation of a WhatsApp Tokai Community and consolidating some of these groups.
- Special Operations were run in 2023. Thanks to all who participated with those. Disappointing that there are so few active patrollers. Patroller remains an effective deterrent.





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- We hope to continue the good relationship we have with our neighbouring Neighbourhood Watches (KCW and Constantia Hills). We share alerts and we respond when we can and likewise, they respond when they can.
- Load shedding has impacted the recording of video material but we are moving cameras to areas where there is a backup power supply. Reminder that these cameras are run (maintenance and licensing) on subs that are paid
- Looking for Zone Managers. Street groups are doing a lot of communication but we need Zone Managers to encourage Street groups (and possibly set them up). A lot of crime incidents are communicated from a street group
- Looking for Incident Manager. Graham Tait is standing in on this role
- We are continuing with upgrades to the website
- We are resubmitting our TNCW DOCS accreditation application
- The Committee:
  - Welcome to Tracy Bassingthwaite who is working in the PR and communications role
  - Welcome to Marc Plastow who has taken the Patrol Manager role
  - Doreen Pears in the equipment, pr, marketing and membership role
  - Liz Newdigate in Finance
  - Graham Tait in Patroller Training, Website and Incident Manager
  - Lyndsay Gassert as Secretary

Note from Graham Tait. Thank you to Ward 71 for the donation of patroller equipment. The equipment has been well received.

### Election of Committee members (delivered by Ed Bain)

- The current committee is prepared to continue for 2024. There was no objection from the meeting attendees.
- Any meeting attendees who are interested in joining.
  - Telez Augustine expressed an interest (Thank you Telez). A committee member will make contact

### TNCW and the future (delivered by Ed Bain)

- Value to community. We used to have a very aging community but now we have younger families and we need to know what they want and how the TNCW should work
- Increase Patrolling and see if there is a way we can 'virtual' patrol with all the cameras we have in the area
- Response to Alerts – how can we improve this area
- Continuous improvement in the Cameras area.
- The TNCW will be looking to fill the following positions:
  - Chairperson (Ed Bain will continue with limited capacity for the next year)
  - Incident Manager (Graham Tait will stand in as a temporary measure)
  - Camera Committee (to be established)
  - SSP/SAPS/CPF Liaison (to be established)



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### Guest speaker – Councillor Franklin of Ward 71

- Has a passion and commitment to Community
- Has a Neighbourhood Watch background (KCW Chair, Patrol Manager)
- Well done to the TNCW for the forward thinking protocols in place
- Taxi off-ramp
  - Not something the TNCW can resolve but something the Tokai Residents Association (TRA) can help with and they are. The TRA will be putting out communications about the intended taxi off-ramp. The Councillor does understand everyone's concern. The Taxi off-ramp plan for Tokai Road near the Lismore intersection has been in the running for a while and was initiated by the Public Transport Department of the City of Cape Town. After many surveys noting how taxi's stop and how people cross the road this plan has been proposed. The Ward Councillor has no power to approve or object. The plan still has to go to sub-council, it doesn't have to go out to public participation (to be confirmed). We are aware of the diagrams in circulation but the Councillor suggests residents are patient and to wait for communication from the TRA.
- There are leaflet's at the front table with information how to get hold of the City if you have Service Requests. A reminder that Councillor Franklin doesn't work for the City but she has contacts where she needs to get more information or push a point.
- Make use of the City's portal system to log C3's. Users are welcome to escalate to the Ward Councillor if the request is not resolved within the service level time frame.
- CATA vs CODETA. People wanted everyone locked up and put away. That approach isn't practical. The talks that took place were successful in providing an amicable solution between the associations. A reminder that taxi routes are given by the Province, not by the City.
- Questions
  - Peter Marias comments about the Polsmoor emergency vehicles. Answer: it's an issue that has been going on a while now. Some residents are lodging complaints and pushing a solution through the public protector and the police ombudsman. There is a public meeting in the pipe line to allow residents to put their views forward.
  - Comment from the Councillor: As a result of Tokai residents pressing the mayor to address the issues of the Glenbrae traffic (mostly prison vehicle), the Department of Correctional Services has agreed to a meeting to discuss the issue
  - Colin Schmit commented that he had pushed for prison traffic to enter via Steenberg Road as opposed to Tokai Road and Glenbrae Ave which was successful at the time.
  - Comment from Pam Gorre (TRA) – The TRA does have a Facebook page which has explained that the Tokai / Lismore road changes are going to be a taxi pull-off, not a taxi rank.
  - Comment from Pam Gorre (TRA) – Suggests that drivers pull over when they hear the prison vehicle coming. They have reason to keep moving
  - Robert Whitwam – can something be done about the Taxi and Uber fraternity using the Trelis / Tokai Road area as a toilet
  - Telez Augustine asked about the drinking water supply and the Ward Councillor reminded us that Tokai is still in the 'red' waiting list and we need to be in the 'green' waiting list before anything is done. It's going to be a while. The Ward Councillor





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expressed her concern about the Wynberg water supply. If there are problems with this particular pipe it will effect most of the Constantia valley.

- Question regarding rough sleepers – how does the City and Law Enforcement handle the homeless. Answer from the Councillor – it's not a straightforward solution to help the homeless. The Displaced Persons Unit do keep track of the homeless in the area. They visit every six weeks. Short term is to ask Security Services to have a chat to the 'rough sleepers'. Tokai is not too badly affected. Longer term solution is negotiation, understanding, new accommodation suggestion. 'Rough sleepers' can refuse assistance. Once they have refused six times, the City can evict them. There is a significant cost to the longer term solution. The Ward Councillor recommends that residents continue to log Service Requests. Residents might notice that sometimes Service Requests are closed with no solution, but this is because requests are moved to other Departments to be resolved. Let the Neighbourhood Watch know.

Closing (Ed Bain)

Ed Bain closes meeting at 20h35. Thank you Barbara Stephenson and Kim Marias from Chase Everitt for refreshments.