

**RONDEBOSCH-ROSEBANK-UCT**

**CITY IMPROVEMENT DISTRICT  
INITIATIVE**

**PERCEPTION SURVEY**

**Final Report**

**3 August 2007**

**KS Cattell KA Michell & PA Bowen**

## Table of Contents

<b>Executive Summary</b> .....	iii
<b>1. Introduction</b> .....	1
<b>2. Overview</b> .....	3
A. Safety And Security .....	3
B. Litter, Grime And Cleaning .....	3
C. Parking .....	4
D. Informal Trading .....	5
E. Public Transport.....	6
F. Public Environment.....	8
G. Social Issues .....	9
<b>3. Commercial Tenants</b> .....	12
A. Safety And Security .....	12
B. Street And Pavement Lighting.....	14
C. Litter, Grime And Cleaning .....	15
D. Parking .....	17
E. Informal Trading.....	18
F. Public Transport.....	19
G. Public Environment .....	22
H. Social Issues .....	25
J. Overall Ranking.....	29
K. Urban Image Of The Rondebosch/Rosebank Area.....	30
<b>4. Commercial Property Owners</b> .....	35
A. Safety And Security .....	35
B. Street And Pavement Lighting.....	37
C. Litter, Grime And Cleaning .....	38
D. Parking .....	39
E. Informal Trading.....	40
F. Public Transport.....	41
G. Public Environment .....	44
H. Social Issues .....	46
J. Overall Ranking.....	51
K. Urban Image Of The Rondebosch/Rosebank Area.....	52
<b>5. Residents Survey</b> .....	55
<b>5.1 Residents Postcards (Brief)</b> .....	55
<b>5.2 Residents (Long Questionnaire)</b> .....	59
A. Safety And Security .....	59
B. Street And Pavement Lighting.....	61
C. Litter, Grime And Cleaning .....	62
D. Parking .....	64
E. Informal Trading.....	65
F. Public Transport.....	65
G. Public Environment .....	68
H. Social Issues .....	71
J. Overall Ranking.....	74
K. Urban Image Of The Rondebosch/Rosebank Area.....	75
<b>6. Shoppers Survey</b> .....	77
A. Safety And Security .....	77
B. Street And Pavement Lighting.....	80
C. Litter, Grime And Cleaning .....	81
D. Informal Trading .....	81
E. Parking.....	82

F. Public Transport.....	83
G. Public Environment .....	84
H. Social Issues .....	86
J. Overall Ranking.....	87
<b>7. Students Survey.....</b>	<b>88</b>
<b>7.1. Students Online Survey .....</b>	<b>88</b>
General.....	88
A. Safety, Security And Lighting .....	89
B. Street And Pavement Lighting.....	91
C. Litter, Grime And Cleaning .....	91
D. Informal Trading .....	92
E. Parking.....	93
F. Public Transport.....	95
G. Public Environment .....	96
H. Social Issues .....	99
J. Urban Image And Your Experience Of The Rondebosch/Rosebank Area .....	100
K. Rondebosch/Rosebank CID initiative .....	104
L. Rental Accomodation.....	105
<b>7.2 Student Follow-Up Survey.....</b>	<b>108</b>
<b>8. Summary And Conclusions .....</b>	<b>110</b>
<b>Appendix A. Section 7.2 Student Follow-Up Survey .....</b>	<b>Appendix A page 1</b>

## Executive Summary

The study reported in this document was undertaken to gauge stakeholders' perceptions of the Rondebosch/Rosebank area with the aim of using these views to guide the design of a City Improvement District (CID) for the UCT-Rondebosch/Rosebank area. Several surveys and some follow-up structured interviews were conducted. The surveys involved commercial property owners (21), commercial tenants (50), residents (102), shoppers (101) and students (1371). The survey instrument in most cases was that used to inform the establishment of the adjacent Claremont CID, adapted as deemed necessary after the pilot studies for each stakeholder group had been conducted. The questionnaire covered the areas of safety and security, litter/grime and cleaning, parking, informal trading, public transport, the public environment and social issues.

The main finding in respect of safety and security was that it was ranked by all respondent types as the most serious problem in the area. The majority (61%) of those who were asked the question believe the area to be unsafe. Commercial property owners, tenants and residents were asked what they thought the main crimes are and 70% ventured opinions stating them to be (in order of frequency): muggings, shoplifting, theft from cars and armed robbery. Students and shoppers were asked if they had personally been victims of crime and 24% of them reported that they had experienced (in order of frequency) muggings, theft from cars and armed robbery. It follows that a common complaint is the apparent lack of visible policing in the area. The security in the area is not highly rated, and nor is the adequacy of the street or pavement lighting. Main Road, Rondebosch is generally considered to be a crime 'hotspot', but the train stations and the subways are also considered risky. Respondents want more visible policing, police patrols and security guards.

The findings regarding litter, grime and cleaning were that the cleanliness of the Rondebosch/Rosebank area appears to be acceptable (average or good) to the majority of those sampled. Only 20% rate it as 'poor'. However, graffiti is a nuisance, regarded so especially by commercial property owners, commercial tenants, and shoppers. Graffiti is not removed quickly. 'Litter, cleanliness and grime' is ranked (by commercial property owners, commercial tenants and residents) second only to crime as a problem in the area.

The availability of on-street parking is considered inadequate by 85% of the respondents and vehicles parked on the street are not considered secure. Car guards are seen as annoying or threatening by 34%. Only 20% of the respondents believe that car guards prevent the theft of cars.

The vast majority (80%) of all respondents support the concept of informal trading in principle. Although supportive of it, respondents want informal trading to be managed by the local authority in specific ways.

Public transport is underutilised and most respondents use private vehicles to get to and from the area. Walking is done predominantly by shoppers and students, although not their primary means of getting to the area. Lesser used modes of transport include the Jamie Shuttle, taxis and trains. Very few participants view mini-bus taxis positively and the majority of respondents consider taxis to have a negative impact on the image of the area. Taxi-related issues include poor management and informal/*ad hoc* formation of ranks.

The quality of the public environment is well regarded by most respondents. However, there are thought to be insufficient public amenities e.g. public toilets, information points, and public seating. It is also perceived by the majority that there are sufficient natural elements (flowers, trees, etc.) in the area, although a third of participants disagree with this assertion. The maintenance of pavements and street lighting is seen by some as a problem.

Social issues were ranked the third or fourth most serious problem, depending on type of respondent. The surveys confirmed that there are street children, vagrants, homeless people and beggars in the area. Although there is clearly considerable tolerance of street children, many residents see them as detracting from the image of the area, and report that they harass people for food and/or money. Respondents are less accommodating of vagrants and homeless people, who they believe detract from

the image of the area, display threatening behaviour, and harass people for food and/or money. It is not entirely clear if there is a drug abuse or drug dealing problem in the area, but almost half of the respondents say that there is. Similarly, over half of the respondents consider beggars to be a problem

A clear majority of those participants specifically asked whether or not a Rondebosch/Rosebank CID is warranted and, if so, would they support it, answer positively.

## 1. Introduction

### Purpose of the study

This report documents the findings emanating from an empirical study of the perceptions of a number of stakeholder groups (students; residents; commercial property owners; commercial tenants; and shoppers) in the Rosebank / Rondebosch area regarding 'crime and grime'. The purpose of the study was to provide a contextual background to establishing the extent to which the introduction of the CID (Community Improvement District) in the area would be supported by the stakeholders.

### Methodology

A qualitative methodology, employing questionnaires and interviews, was adopted for the study. Structured *interview* questionnaires were applied to the business owner, commercial tenants, and shopper groups of stakeholders. The opinions of UCT students were canvassed using a web-based online questionnaire survey. The perceptions of residents were gleaned by use of structured questionnaire surveys applied by means of a mail slot. More detailed, follow up interviews were undertaken (on a limited basis) on residents and students who agreed to provide further information.

### Questionnaire design

The design of the questionnaires was based upon questionnaires used for a similar study undertaken in the Claremont area. Changes were, however, made for reasons of location and stakeholder characteristics. Moreover, questions for the follow-up interviews of students and residents were designed specifically for that purpose. Copies of the questionnaire may be obtained from the authors, but the report is structured around the questions, so they will be evident in any event.

### Sample size

Details of the sample sizes of the participating stakeholder groups are as follows:

Table A Details of samples

Stakeholder group	Number administered	Number participating	Response rate
Commercial tenants	100	50	50%
Commercial property owners	32	21	65%
Residents (postcards)	n/a	102	n/a
Residents (interviewed)	102	14	14%
Shoppers	n/a	101	n/a
Students (online survey)	22000	1371	6%
Students (interviews)	n/a	42	n/a
<b>Totals</b>	<b>n/a</b>	<b>1701</b>	<b>n/a</b>

A total of 1701 people actively participated in the survey, which took place in May and June 2007. Given the nature of the source populations it is not possible to provide an overall response rate, suffice it to say that the number of participants is considered adequate in providing an indication of perceptions of stakeholder groups.

The data were captured on spreadsheets (manually, or automatically in the case of the online survey) and analysed using SPSS for Windows. The statistical analysis is limited to percentages and is indicative of trends. Cross tabulation analyses and tests for statistical significance were not undertaken for the purposes of this report.

The following sections deal specifically with the main findings relating to the *foci* of this empirical study, namely:

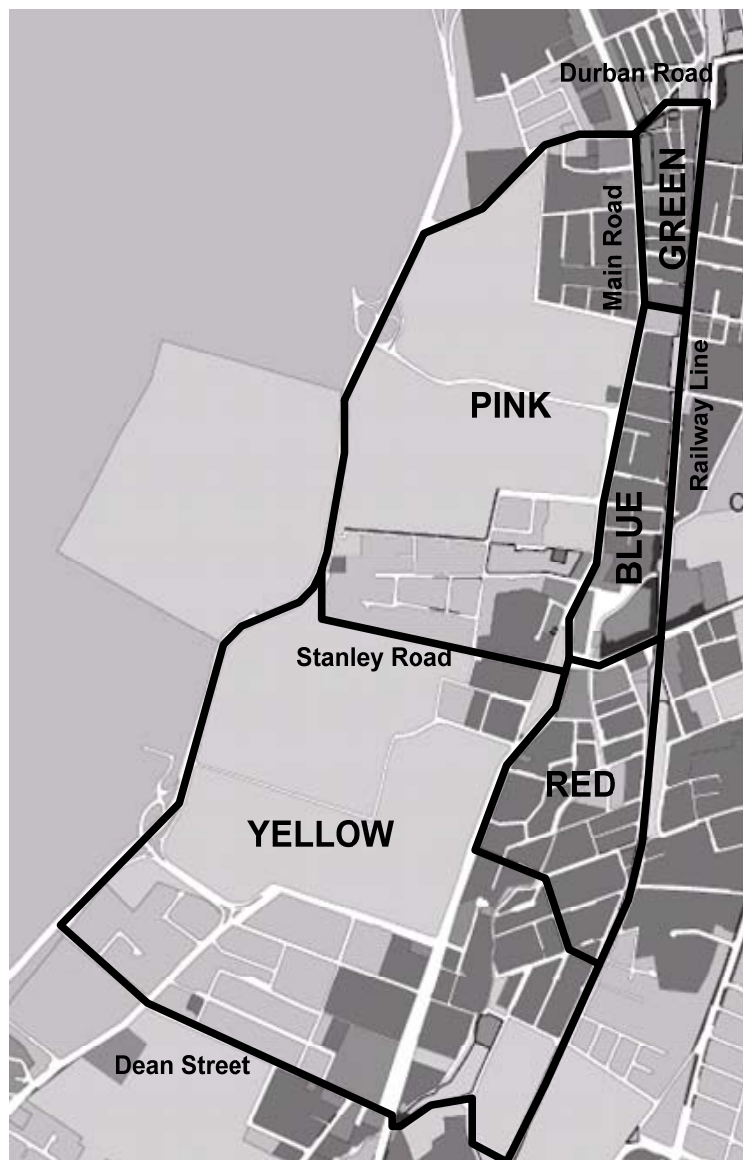
- Safety and security
- Litter, grime and cleaning
- Parking

- Informal trading
- Public transport
- Public environment
- Social issues.

Thereafter, conclusions are provided.

**Geographical boundary of the study area**

The map below depicts the extent of the survey area. All surveys were done on the western side of the railway line between Durban Road and Dean Street and included all property owners and commercial tenants, as well as members of the public (shoppers) and students. The map indicates the extent of colour coded zones within the survey area – these relate to the responses in the residential survey.



## 2. Overview

This empirical study of perceptions comprised questionnaire surveys of a number of stakeholders groups (students; residents; commercial property owners; commercial tenants; and shoppers) in the Rosebank / Rondebosch area. The purpose of the surveys was to determine participant perceptions relating to 'crime and grime' in the area, and establish the extent to which the introduction of the CID (Community Improvement District) in the area would be supported.

Whilst the questionnaires to each participating group were similar in nature, certain differences were necessary to capture the particular flavour of each group. Notwithstanding the attempt at group-specific questions, certain questions were common to all stakeholder groups. The analysis presented in this section relates only to questions posed to all groups.

The subsequent sections of the report present the full survey of each type of respondent, so the data below duplicates some of what those sections contain. The purpose of this duplication is to facilitate a quick overview of cross-cutting issues as perceived by all property owning and non-property owning stakeholders. Each issue is dealt with in turn.

It needs to be noted that the opinions of residents secured via the postcard survey are completely excluded from the analysis presented in this section (i.e. Section 2 Overview) as the questions posed to that group were largely unique. However, the analysis given below includes the data captured via the follow-up telephonic interview survey to those residents who (on the returned postcards) and provided their contact details and had expressed a willingness to be interviewed in more depth. Those particular residents were then subjected to a more detailed survey (termed '*residents long*') that corresponded to a large degree to those surveys applied to the other groups.

### A. SAFETY AND SECURITY

#### Q1. Do you feel safe in and around the public environment in the Rondebosch/Rosebank area?

The shoppers group appears to feel the safest of all participating groups, with 62% claiming to feel safe in the area. Conversely, 38% do not. All other groups display perceptions of feeling less safe in the area, with the majority of both the commercial tenants (58%) and students (55%), respectively, feeling 'unsafe'. The above figures relate to sample size. Interestingly, 61% of responses reported in the table below are from those who perceive the area to be unsafe.

Table 2.1 Perceived safety of the area

	YES	%	NO	%	BLANK	%	TOTAL
Commercial Property Owners	11	52.4	10	47.6			21
Commercial tenants	18	36.0	29	58.0	3	6.0	50
Students	603	43.9	753	54.9	15	1.0	1371
Residents Long	8	57.1	6	42.9			14
Shoppers	63	62.4	38	37.6			101
<b>Total</b>	<b>703</b>	45.2	<b>836</b>	61.0	<b>18</b>	1.2	<b>1557</b>

### B. LITTER, GRIME AND CLEANING

#### Q2. How do you rate the overall cleanliness of the area?

Most (61%) respondents describe the cleanliness of the area as 'average' and a further 15% describe it as 'good'. Thus, overall there does not appear to be a problem. However, 21% describe it as poor – this



largely reflects the views of residents. Except for the shoppers group (26%), no more than 18% of any of the other participating groups describe the overall cleanliness of the area as 'good'. Whilst a majority of each group (in terms of sample), with the exception of the residents (36%) claim that the cleanliness of the area is 'average', significant proportions of all groups but one state that it is 'poor' – commercial property owners (24%); commercial tenants (18%); students (21%); and residents (43%). The shoppers are the dissenting group with only 15% claiming it is 'poor'.

Table 2.2 Cleanliness of the area

	GOOD	%	AVE	%	POOR	%	Don't Know	%	BLANK	%	TOTAL
Commercial Property Owners	2	9.5	14	66.7	5	23.8					21
Commercial tenants	9	18.0	25	50.0	9	18.0	2	4.0	5	10.0	50
Students	197	14.4	853	62.2	294	21.4	14	1.0	13	0.9	1371
Residents Long	2	14.3	5	35.7	6	42.9			1	7.1	14
Shoppers	26	25.7	58	57.4	15	14.9			2	2.0	101
<b>Total</b>	<b>236</b>	<b>15.2</b>	<b>955</b>	<b>61.3</b>	<b>329</b>	<b>21.1</b>	<b>16</b>	<b>1.0</b>	<b>21</b>	<b>1.3</b>	<b>1557</b>

### Q3. Does graffiti occur in the Rondebosch/Rosebank area?

This question was not posed to the students via the on-line survey. A clear majority of all other types of stakeholders combined indicate that graffiti does occur in the Rondebosch/Rosebank area. As would be expected, such graffiti appears to be most noticeable to the commercial property owners and the residents, with 76% and 79% of these two groups respectively stating that graffiti is present.

Table 2.3 Occurrence of graffiti in the area

	YES	%	NO	%	BLANK	%	TOTAL
Commercial Property Owners	16	76.2	3	14.3	2	9.5	21
Commercial tenants	26	52.0	16	32.0	8	16.0	50
Residents Long	11	78.6	1	7.1	2	14.3	14
Shoppers	59	58.4	39	38.6	3	3.0	101
<b>Total</b>	<b>112</b>	<b>60.2</b>	<b>59</b>	<b>31.7</b>	<b>15</b>	<b>8.1</b>	<b>186</b>

Note: Not applicable to students

## C. PARKING

### Q4. Do you find it easy to find a parking space?

A majority of all groups responding to this question report that parking is not easy to find in the area. Most vociferous of these are the commercial property owners (81%), commercial tenants (74%), students (75%), and shoppers (82%). These quoted figures relate to respondents to this particular question. The statistics are not too dissimilar when considered in terms of sample size. A majority of residents state that parking is a problem. It is also likely that student responses reflect their own reality – i.e. that parking on campus (as opposed to Rondebosch/Rosebank in general) is a problem.

Table 2.4 Ease of finding parking in the area

	YES	%	NO	%	BLANK	%	TOTAL
Commercial Property Owners	4	19.0	17	81.0			21
Commercial tenants	5	10.0	37	74.0	8	16.0	50
Students	193	14.1	1023	74.6	155	11.3	1371
Residents Long	5	35.7	7	50.0	2	14.3	14
Shoppers	15	14.9	83	82.2	3	3.0	101
<b>Total</b>	<b>222</b>	<b>14.3</b>	<b>1167</b>	<b>85.1</b>	<b>168</b>	<b>10.8</b>	<b>1557</b>

#### Q5. What is your perception of the car guards currently working in the Rondebosch/Rosebank area?

Opinion regarding the issue of car guards in the area appears somewhat diverse. In terms of overall group sample sizes, none of the groups hold a majority view that the guards are helpful. The majority of commercial property owners see car guards as being annoying. Overall, 34% of the total sample sees the car guards as annoying

Table 2.5 Perceptions of car guards

	ANN	%	HELP	%	DON'T KNOW	%	BLANK	%	TOTAL
Commercial Property Owners	13	61.9	6	28.6	2	9.5			21
Commercial tenants	20	40.0	15	30.0	8	16.0	7	14.0	50
Students	461	33.6	247	18.0	623	45.4	40	2.9	1371
Residents Long	6	42.9	4	28.6	4	28.6			14
Shoppers	31	30.7	41	40.6	29	28.7			101
<b>Total</b>	<b>531</b>	<b>34.1</b>	<b>313</b>	<b>20.1</b>	<b>666</b>	<b>42.8</b>	<b>47</b>	<b>3.0</b>	<b>1557</b>

Note: ANN = annoying or threatening  
HELP = helpful in preventing car theft

## D. INFORMAL TRADING

#### Q6. Do you support the concept of informal trading in principle?

Interestingly, all groups appear to support in principle the concept of informal trading in the Rondebosch/Rosebank area. This is perhaps somewhat surprising with regard to commercial property owners (71%) and commercial tenants (58%) given that informal traders are arguably in competition with them for the passing trade. The local residents are also supportive (71%), as are the students (81%).

Table 2.6 Acceptance of informal trading in principle

	YES	%	NO	%	BLANK	%	TOTAL
Commercial Property Owners	15	71.4	6	28.6			21
Commercial tenants	29	58.0	13	26.0	8	16.0	50
Students	1106	80.7	248	18.1	17	1.2	1371
Residents Long	10	71.4	4	28.6		0.0	14
Shoppers	82	81.2	18	17.8	1	1.0	101
<b>Total</b>	<b>1242</b>	<b>79.8</b>	<b>289</b>	<b>18.6</b>	<b>26</b>	<b>1.7</b>	<b>1557</b>

**Q7. If your answer to Q6 was "yes", which of the following managed alternatives would you support?**

Support seems fairly evenly distributed between the use of specific trading stalls and a specific informal trading market. Both forms of informal trading management appear to be supported in principle.

Table 2.7 Management of informal trading

	STALLS	%	MARKET	%	OTHER	%	BLANK	%	TOTAL
Commercial Property Owners	7	33.3	8	38.1	6	28.6			21
Commercial tenants	14	28.0	17	34.0	1	2.0	18	36.0	50
Students	507	37.0	586	42.8	21	1.5	257	18.7	1371
Residents Long	6	42.9	3	21.4		0.0	5	35.7	14
Shoppers	35	34.7	46	45.5	1	1.0	19	18.8	101
<b>Total</b>	<b>569</b>	<b>36.5</b>	<b>660</b>	<b>42.4</b>	<b>29</b>	<b>1.9</b>	<b>299</b>	<b>19.2</b>	<b>1557</b>

Note: STALLS = on pavements but in specific trading stalls  
MARKET = in a specific informal trading market

## E. PUBLIC TRANSPORT

**Q8. What form of transport do you use to get to the Rondebosch/Rosebank area?**

Refer to Table 2.8 overleaf. All of the commercial property owner group use private vehicles to get to Rondebosch/Rosebank. A variety of transport means are used by the different groups to get to the Rondebosch/Rosebank area. The dominant means of transport of all groups appears to be that of the private vehicle; particularly the residents (71%) and the commercial tenants (56%). Walking is done predominantly by shoppers (17%) and students (29%), although not their primary means of getting to the area. The train service is utilized predominantly by commercial tenants (16%) and shoppers (17%), as are taxis (16% and 24%, respectively).

**Q9. How do you perceive the mini-bus taxis in the area, in terms of obeying by-laws, their impact on the image of the area, etc.?**

Refer to Table 2.9 overleaf. Overall, most (70%) of the survey participants view mini-bus taxis as having a negative impact on the image of the area. Most emphatic of the various groups is the commercial property owner group (86%), students (70%) and shoppers (69%).

Table 2.8 Use of public transport

	TRAIN	%	TAXI	%	BUS	%	PRIVATE VEHICLE	%	WALK	%	JAMMIE SHUTTLE	%	BLANK/ OTHER	%	TOTAL
Commercial Property Owners							21	100.0							21
Commercial tenants	8	16.0	8	16.0	1	2.0	28	56.0					5	10.0	50
Students	41	3.0	105	7.7	13	1.0	512	37.3	397	29.0	213	15.5	90	6.6	1371
Residents Long	1	7.1	1	7.1	1	7.1	10	71.4					1	7.1	14
Shoppers	17	16.8	24	23.8	3	3.0	36	35.6	17	16.8	4	4.0			101
<b>Total</b>	<b>67</b>	<b>4.3</b>	<b>138</b>	<b>8.9</b>	<b>18</b>	<b>1.2</b>	<b>607</b>	<b>39.0</b>	<b>414</b>	<b>26.6</b>	<b>217</b>	<b>13.9</b>	<b>96</b>	<b>6.2</b>	<b>1557</b>

Note: For the sake of simplicity and ease of analysis, the 66 'other' responses reported by the students have been amalgamated with their 'Blank' responses

Table 2.9 Image of mini-bus taxis

	POSITIVE	%	AVERAGE	%	NEGATIVE	%	DON'T KNOW	%	BLANK	%	TOTAL
Commercial Property Owners	1	4.8	2	9.5	18	85.7					21
Commercial tenants			11	22.0	32	64.0	1	2.0	6	12.0	50
Students	59	4.3	258	18.8	953	69.5	76	5.5	25	1.8	1371
Residents Long			1	7.1	9	64.3	2	14.3	2	14.3	14
Shoppers	2	2.0	25	24.8	70	69.3	4	4.0			101
<b>Total</b>	<b>62</b>	<b>4.0</b>	<b>297</b>	<b>19.1</b>	<b>1082</b>	<b>69.5</b>	<b>83</b>	<b>5.3</b>	<b>33</b>	<b>2.1</b>	<b>1557</b>

**Q10. How well do you feel the mini bus taxis in the designated area are managed?**

As would be expected from the responses presented above, the various respondent groups are overwhelmingly of the opinion that the mini-bus taxis are poorly managed (60% of total sample). Again, the commercial property owners appear to be most emphatic about this perception. Only 3% of the total sample feels that the taxis are well managed.

Table 2.10 Management of mini-bus taxis

	WELL	%	AVE	%	POOR	%	BLANK	%	TOTAL
Commercial Property Owners	1	4.8	2	9.5	18	85.7			21
Commercial tenants	0	0.0	16	32.0	27	54.0	7	14.0	50
Residents Long			3	21.4	9	64.3	2	14.3	14
Shoppers	4	4.0	35	34.7	59	58.4	3	3.0	101
<b>Total</b>	<b>5</b>	<b>2.7</b>	<b>56</b>	<b>30.1</b>	<b>113</b>	<b>60.8</b>	<b>12</b>	<b>6.5</b>	<b>186</b>

Note: Question not applicable to the students

WELL = Well managed

POOR = Poorly managed

AVE = Average management

**Q11. Are the train stations safe to use?**

About 43% of all respondents feel that the train stations in Rondebosch/Rosebank are safe, while 41% consider them unsafe. When considered at a group level, in all participating groups, with the exception of the shoppers and students, the majority of the respondents (in terms of total sample and in terms of respondents to the question) feel that the stations are unsafe. Interestingly, the student group sees the stations in the most positive light. However, clearly, the stations are perceived as a crime spot.

Table 2.11 Safety of train stations

	YES	%	NO	%	BLANK	%	TOTAL
Commercial Property Owners	5	23.8	11	52.4	5	23.8	21
Commercial tenants	12	24.0	26	52.0	12	24.0	50
Students	633	46.2	583	42.5	155	11.3	1371
Residents Long	4	28.6	8	57.1	2	14.3	14
Shoppers	18	17.8	15	14.9	68	67.3	101
<b>Total</b>	<b>672</b>	<b>43.2</b>	<b>643</b>	<b>41.3</b>	<b>242</b>	<b>15.5</b>	<b>1557</b>

**F. PUBLIC ENVIRONMENT****Q12. Do you feel that there are enough amenities in the Rondebosch/Rosebank area, such as information points, public toilets, parks, public seating etc?**

The majority of all groups consider there to be insufficient public amenities in the Rondebosch/Rosebank area. This was more prevalent a view among commercial property owners and tenants, with a majority of 86% and 76%, respectively, reporting this.

Table 2.12 Availability of public amenities

	YES	%	NO	%	BLANK	%	TOTAL
Commercial Property Owners	3	14.3	18	85.7			21
Commercial tenants	8	16.0	38	76.0	4	8.0	50
Students	501	36.5	831	60.6	39	2.8	1371
Residents Long	5	35.7	9	64.3			14
Shoppers	30	29.7	70	69.3	1	1.0	101
<b>Total</b>	<b>547</b>	<b>35.1</b>	<b>966</b>	<b>62.1</b>	<b>44</b>	<b>2.8</b>	<b>1557</b>

**Q13. How would you describe the quality of the public environment, e.g. streets, pavements, building quality and maintenance etc.?**

The majority of all participating groups consider the quality of the public environment in the Rondebosch/Rosebank area to be 'average' (65%) or 'good' (25%). Of these groups, the residents are the least enthusiastic with approximately 36% stating that the public environment is poor in quality.

Table 2.13 Quality of the public environment

	GOOD	%	AVERAGE	%	POOR	%	BLANK	%	TOTAL
Commercial Property Owners	3	14.3	15	71.4	3	14.3			21
Commercial tenants	9	18.0	32	64.0	5	10.0	4	8.0	50
Residents Long	2	14.3	6	42.9	5	35.7	1	7.1	14
Shoppers	33	32.7	63	62.4	5	5.0			101
<b>Total</b>	<b>47</b>	<b>25.3</b>	<b>116</b>	<b>62.4</b>	<b>18</b>	<b>9.7</b>	<b>5</b>	<b>2.7</b>	<b>186</b>

Note: Question not applicable to students

**Q14. Are there enough natural elements in the Rondebosch/Rosebank area (e.g. trees, flowers, etc)?**

A majority of 62% of all respondents are of the opinion that there is sufficient natural vegetation in the area. Commercial property owners, shoppers, and commercial tenants are the most enthusiastic about this (81%, 74%, and 72%, respectively). Students are the least supportive group (60%).

Table 2.14 Sufficiency of natural vegetation in the area

	YES	%	NO	%	BLANK	%	TOTAL
Commercial Property Owners	17	81.0	4	19.0			21
Commercial tenants	36	72.0	12	24.0	2	4.0	50
Students	824	60.1	513	37.4	34	2.5	1371
Residents Long	9	64.3	5	35.7			14
Shoppers	75	74.3	26	25.7			101
<b>Total</b>	<b>961</b>	<b>61.7</b>	<b>560</b>	<b>36.0</b>	<b>36</b>	<b>2.3</b>	<b>1557</b>

## G. SOCIAL ISSUES

**Q15. Are there street children in the Rondebosch/Rosebank area?**

Whilst, in terms of the overall sample, 87% of the respondents indicate that street children are present in the area, opinion between groups is not unanimous about the issue. More specifically, the majority of the

residents (71%) claim that street children are not in the area. This finding is surprising as one would expect that, of all the participating groups, the residents would be the most sensitive to the presence of street children. One possible explanation is that the street children are largely confined to the commercial areas; but one would still expect them to be detected by residents. Another explanation is that 14 responses from 1500 residents is too small a sample to permit any conclusion. Ninety percent (90%) of the student sample report the presence of street children – possibly biasing the analysis because of the large sample size. Except for the residents, a clear majority of all groups note the presence of street children.

Table 2.15 Presence of street children in the area

	YES	%	NO	%	DON'T KNOW	%	BLANK	%	TOTAL
Commercial Property Owners	13	61.9	2	9.5	6	28.6			21
Commercial tenants	35	70.0	8	16.0	4	8.0	3	6.0	50
Students	1238	90.3	101	7.4			32	2.3	1371
Residents Long	3	21.4	10	71.4	1	7.1			14
Shoppers	71	70.3	28	27.7		0.0	2	2.0	101
<b>Total</b>	<b>1360</b>	<b>87.3</b>	<b>149</b>	<b>9.6</b>	<b>11</b>	<b>0.71</b>	<b>36</b>	<b>2.3</b>	<b>1557</b>

**Q16. Do you see any of the following as being a problem in the Rondebosch/Rosebank area: vagrants; drug abuse / dealers; vendors and beggars?**

Tables 16 a-c refer. Overall, 88% of the sample considers vagrants to be a problem. Whilst acknowledging them as a problem, the shoppers are slightly less unequivocal in this regard (66%) – perhaps because shoppers are temporary visitors to the area. Interestingly, the vast majority (90%) of students see the vagrants as a problem.

A majority of the sample of commercial property owners, commercial tenants and residents report not being in a position to tell ('don't know') if drug abuse and drug dealing is a problem in the area. This may be a function of the nature of their interaction within Rondebosch/Rosebank. Shoppers and students seem fairly evenly divided on the issue; with 40% of sample students and 38% of sample shoppers stating that there is a problem.

With regard to vendors and beggars being a problem, a sample majority of shoppers (75%), commercial property owners (67%), and residents (57%) see a problem. Sample minorities of both students and commercial tenants (although majorities in terms of respondents to the question) do not see a problem – with opinion within these two particular groups being fairly evenly split. Overall, 57% of the respondents see vendors and beggars as a problem.

Table 2.16a Homeless people (vagrants) as a problem

	YES	%	NO	%	BLANK	%	TOTAL
Commercial Property Owners	16	76.2	4	19.0	1	4.8	21
Commercial tenants	37	74.0	6	12.0	7	14.0	50
Students	1238	90.3	101	7.4	32	2.3	1371
Residents Long	12	85.7	2	14.3			14
Shoppers	67	66.3	27	26.7	7	6.9	101
<b>Total</b>	<b>1370</b>	<b>88.0</b>	<b>140</b>	<b>9.0</b>	<b>47</b>	<b>3.0</b>	<b>1557</b>

Table 2.16b Drug abuse and drug dealing as a problem

	YES	%	NO	%	DON'T KNOW	%	BLANK	%	TOTAL
Commercial Property Owners	9	42.9	1	4.8	11	52.4			21
Commercial tenants	10	20.0	4	8.0	34	68.0	2	4.0	50
Students	596	43.5	664	48.4			111	8.1	1371
Residents Long	3	21.4			10	71.4	1	7.1	14
Shoppers	38	37.6	45	44.6			18	17.8	101
<b>Total</b>	<b>656</b>	<b>42.1</b>	<b>714</b>	<b>45.9</b>	<b>55</b>	<b>3.5</b>	<b>132</b>	<b>0.8</b>	<b>1557</b>

Table 2.16c Vendors/beggars as a problem

	YES	%	NO	%	BLANK	%	TOTAL
Commercial Property Owners	14	66.7	5	23.8	2	9.5	21
Commercial tenants	22	44.0	19	38.0	9	18.0	50
Students	654	47.7	662	48.3	55	4.0	1371
Residents Long	8	57.1	5	35.7	1	7.1	14
Shoppers	76	75.2	23	22.8	2	2.0	101
<b>Total</b>	<b>774</b>	<b>56.5</b>	<b>714</b>	<b>52.1</b>	<b>69</b>	<b>5.0</b>	<b>1557</b>



### 3. Commercial Tenants

Commercial tenants are defined as tenants in properties zoned for business in the defined area. One-hundred commercial tenants were given questionnaires, and fifty valid responses were obtained – a response rate of 50%.

#### A. SAFETY AND SECURITY

##### Q1.1 Do you feel safe in and around the public environment in the Rondebosch/Rosebank area?

A 58% majority of commercial tenants said that they do not feel safe in and around the Rondebosch/Rosebank area. This group of respondents is probably the most familiar with the environment, because as shopkeepers and commercial tenants they come to the area every working day. As was seen in Table 2.1, this respondent group was the only one where a significant majority felt unsafe, which probably reflects their greater exposure to the area than other groups.

Table 3.1 Perceived safety of the area

	Frequency	Percent
Yes	18	36.0
No	29	58.0
Blank	3	6.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

##### Q1.2 In your opinion, which type of crime occurs most frequently in the area?

The main types of crime that reportedly occur in the area are shoplifting (36%), mugging and snatching (20% and 12% respectively) and theft from cars (16%). The report that 'shoplifting' is the main type of crime in the area conceivably reflects the number of shopkeepers in the respondent group, rather than that shoplifting actually is the main type of crime committed – but it may well be the most common crime. Nevertheless, it is interesting to note that all the reported crimes are essentially theft in one form or another (presuming that the purpose of mugging is theft).

Table 3.2 Types of crime

	Frequency	Percent
Shop lifting	18	36.0
Theft from car	8	16.0
Muggings	10	20.0
Snatching	6	12.0
Armed robbery	3	6.0
Blank	5	10.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

##### Q1.3 Where do you feel most crimes occur in the Rondebosch/Rosebank area

From Table 3.3 it can be seen that "Main Road" (which could refer to any part of the Main Road in the survey area described above) was believed to be the main crime spot, by 26% of the respondents. With hindsight it would have been better to have asked respondents to indicate crime hot spots (which are what the question aimed to identify) on a map. Apart from "Main Road", shopping centres were believed to be the next most common crime locations. Again this probably reflects the type of survey group,

although it does stand to reason that shopping centres (14%), parking areas (8%) and railway stations (8%) would be the sites of more crimes than other areas.

Table 3.3 Location of crimes

	Frequency	Percent
Close to police station	1	2.0
Between Rondebosch and Newlands	1	2.0
Everywhere	3	6.0
Parking areas	4	8.0
Main Road	13	26.0
Street side and in store	1	2.0
Railway stations	4	8.0
Shopping centres	7	14.0
Business area	2	4.0
Rondebosch Village	1	2.0
Quieter areas	1	2.0
Flats	2	4.0
Belmont Road	1	2.0
Canal area	2	4.0
Liesbeeck Parkway	1	2.0
St Andrews avenue	1	2.0
Blank	8	16.0
<b>Total</b>	<b>53</b>	<b>106.0</b>

Note: Multiple responses possible

#### Q1.4 At what time do most crimes occur?

In Table 3.4 it can be seen that 36% of the respondents felt that most crimes occur at all times of the day or night. Twenty-four percent (24%) felt that crime was a daytime activity and 24 % believed it to occur outside of the normal 09h00 to 17h00 working day hours. If the responses of "24 hours" (36%) and "7am – 6pm" (24%) are combined, it is believed by 60% of the respondents that crime occurs during the daylight hours.

Table 3.4 When crimes occur

	Frequency	Percent
24 hours	18	36.0
7 am - 6 pm	12	24.0
5 pm - 9pm	9	18.0
4 am - 9am	3	6.0
Other	3	6.0
Blank	5	10.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

#### Q1.5 What would make you feel safer in the Rondebosch/Rosebank area?

An open-ended question was put to respondents soliciting responses on what would make them feel safer. From Table 3.5 we see that half of the respondents (50%) indicated that more policing by South African Police Services (26%) or security companies (24%) was necessary, while an additional 18% felt

that the existing policing either needed to be more visible, or that there needed to be more of it and it needed to be more visible.

Table 3.5 What would make respondents feel safer

	Frequency	Percent
More (or 24/7) SAPS policing	13	26.0
More visible policing	9	18.0
More security	12	24.0
Positive energy, love, respect and understanding	1	2.0
Less homeless people	1	2.0
Security on bicycles	1	2.0
Community cooperation / CID	1	2.0
More lighting and police foot patrols	1	2.0
Blank	11	22.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

Note: Multiple responses possible

#### Q1.6 How do you rate the overall security situation in the Rondebosch/Rosebank area?

Eighty-two percent (82%) of the respondents believe the overall security situation in the Rondebosch/Rosebank area to be either “average” or “poor”. Only 6% perceive it to be “good”. Significantly, the largest single response (42%) was from those who consider it to be “poor”.

Table 3.6 Perception of security

	Frequency	Percent
Good	3	6.0
Average	20	40.0
Poor	21	42.0
Don't Know	5	10.0
Blank	1	2.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

## B. STREET AND PAVEMENT LIGHTING

#### Q2.1 From a security point of view, do you feel that the street and pavement lighting in the Rondebosch/Rosebank area is adequate?

The response to this question could be seen from either perspective – i.e. that almost half (42%) of the respondents consider street and pavement lighting to be adequate, or more than half (54%) of them consider it to be inadequate. Taking the findings of the previous section into account, the latter interpretation seems more appropriate, and the conclusion should be drawn that something needs to be done to improve street lighting.

Table 3.7 Adequacy of street and pavement lighting

	Frequency	Percent
Yes	21	42.0
No	27	54.0
Blank	2	4.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q 2.2 Are there any particular areas, which are not well lit? If so, where?**

This question probed where improvements in street and pavement lighting were thought to be necessary. The findings were that the main problem areas are believed to be shopping centres (8%), parking areas (16%) and stations (8%). This finding corresponds with the crime locations identified by this group in Table 3.3, suggesting that there is a link between inadequate lighting and high crime.

Table 3.8 Poorly lit areas

	Frequency	Percent
Fountain Centre	2	4.0
Riverside Mall	1	2.0
Parking areas (Pick 'n Pay / Rondebosch Store)	6	12.0
Stations	4	8.0
Liesbeeck River	1	2.0
Sidewalks off Main Road	1	2.0
St Paul's Church and its car park, the library	1	2.0
Main road and Newlands car park	1	2.0
Tunnels	1	2.0
In some roads	1	2.0
Pick 'n Pay and Woolworths	1	2.0
Lighting could be improved	1	2.0
Newlands Car Park	1	2.0
Blank	29	58.0
<b>Total</b>	<b>51</b>	<b>102.0</b>

Note: Multiple responses possible

**C. LITTER, GRIME AND CLEANING**

This sub-section focused on the "grime" issue, which is defined as lack of cleansing, non-removal of litter, illegal posters and graffiti.

**Q3.1 Is refuse in the area collected regularly?**

The question sought to establish whether refuse is collected regularly by the party responsible for this and there clearly is no problem in this regard, with 80% of the respondents indicating that it is.

Table 3.9 Regularity of refuse removal

	Frequency	Percent
Yes	40	80.0
No	5	10.0
Blank	5	10.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q3.2 Are there sufficient refuse bins in the area?**

The finding with regard to the sufficiency of refuse bins suggests that there are not enough bins in the area. Fifty-eight percent (58%) of the respondents indicated this. However, this might have more to do with the location of the bins relative to the location of the respondent's premises, since 38% responded that there are enough bins.

Table 3.10 Sufficiency of refuse bins

	Frequency	Percent
Yes	28	56.0
No	19	38.0
Blank	3	6.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q3.3 How do you rate the overall cleanliness of the area?**

From Table 3.11 it can be seen that an equal proportion of respondents (18%) regard the overall cleanliness of the area as “good” or “poor”. Most respondents (50%) rate it as “average”. Although this is not conclusive evidence that the area is dirty, it does suggest that there is room for improvement, probably particularly in the areas where commercial tenants' premises are located.

Table 3.11 Overall cleanliness of area

	Frequency	Percent
Good	9	18.0
Average	25	50.0
Poor	9	18.0
Don't Know	2	4.0
Blank	5	10.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q3.4a Do illegal posters create an eyesore in the Rondebosch/Rosebank area?****Q3.4b Do you view them (illegal posters) as problematic?**

The response to this question suggests that the presence of illegal posters is an issue contributing to “grime” in the area. Although 50% of the respondents said that they are not an eyesore, a significantly large 38% said that they were. From Tables 3.12 and 3.13 it can be seen that fewer respondents who think illegal posters are an eyesore think that this is a problem. This finding probably indicates that “grime” is perceived by the respondents as inevitable.

Table 3.12 Illegal posters an eyesore?

	Frequency	Percent
Yes	19	38.0
No	25	50.0
Blank	6	12.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

Table 3.13 Illegal posters a problem?

	Frequency	Percent
Yes	11	22.0
No	17	34.0
Blank	22	44.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q3.5a Does graffiti occur in the Rondebosch/Rosebank area?****Q3.5b Is the graffiti quickly removed?**

The presence of graffiti is another manifestation of “grime”. Slightly over half of the respondents (52%) confirm that there is a graffiti problem in the area, although it must be noted that a significant 32% think the opposite. This finding is consistent with the perception reported in Table 3.5 that there is not enough visible policing in the area.

Thirty-eight percent (38%) of those who responded that graffiti does occur in the area feel that it is removed quickly. This finding suggests that there is scope for improvement in both the prevention and removal of graffiti.

Table 3.14 Presence of graffiti / removal of graffiti

	Is there graffiti?	Percent	Removed quickly?	Percent
Yes	26	52.0	10	20.0
No	16	32.0	17	34.0
Blank	8	16.0	23	46.0
<b>Total</b>	<b>50</b>	<b>100.0</b>	<b>50</b>	<b>100.0</b>

**D. PARKING****Q4.1 How would you rate the on-street parking facilities in the Rondebosch/Rosebank area?**

Significantly, almost no respondents (4%) rate the parking facilities as “good”. A large majority of 62% feel that they are “poor”, while 16% regard them as “average”.

Table 3.15 Rating of parking facilities

	Frequency	Percent
Good	2	4.0
Average	8	16.0
Poor	31	62.0
Don't Know	2	4.0
Blank	7	14.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q4.2 Do you find it easy to find a parking space?****Q4.3 Do you feel that your car is safely parked on the street?**

The responses to the two questions above are combined in Table 3.16. It can clearly be seen that significant majorities find it difficult to find parking (74%) and once they do, do not feel that their cars are safe (68%).

Table 3.16 Ease of finding parking / safety of car

	Easy to find parking?	Percent	Is car safe?	Percent
Yes	5	10.0	8	16.0
No	37	74.0	34	68.0
Blank	8	16.0	8	16.0
<b>Total</b>	<b>50</b>	<b>100.0</b>	<b>50</b>	<b>100.0</b>

#### Q4.4 What is your perception of the car guards currently working in the Rondebosch/Rosebank area?

A surprisingly low 30% of the respondents think that car guards help in preventing car theft. Many (40%) perceive them as intimidating and not contributing to the creation of a safe environment. A very significant number (30%) of the respondents either did not answer the question, or said they did not know how they perceive car guards.

Table 3.17 How car guards are perceived

	Frequency	Percent
Intimidating & don't contribute to a safe environment	20	40.0
They help in preventing car theft	15	30.0
Don't know	8	16.0
Blank	7	14.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

### E. INFORMAL TRADING

#### Q5.1 Informal trading is viewed at various levels of government as an economic necessity. Do you support the concept of informal trading in principle?

It seems clear from Table 3.18 that there is significant support (58%) for the concept that informal trading is necessary. Perhaps equally significantly, 1 in 4 commercial tenants do not accept informal trading as necessary.

Table 3.18 Acceptance of informal trading

	Frequency	Percent
Yes	29	58.0
No	13	26.0
Blank	8	16.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

#### Q5.2 If your answer to Q5.1 was "yes", which of the following managed alternatives would you support?

Of those who accepted it as necessary, just under half (45%) feel that the management of informal trading should involve establishing traders in specific stalls on pavements. The remainder (55%) feels that informal traders should operate from an informal trading market. This feasibility and implications of this idea need to be explored further.

Table 3.19 How informal trading should be managed

	Frequency	Percent
On pavements but in specific trading stalls	14	45.0
In a specific informal Trading Market	17	55.0
<b>Total</b>	<b>31</b>	<b>100.0</b>

Notes: - Some responses other than "yes" were captured -- frequency exceeds the 29 'yes' counts above  
 - Percentages are of the 31 responses

## F. PUBLIC TRANSPORT

### Q6.1 What form of transport do you use to get to the Rondebosch/Rosebank area?

Private vehicles are the predominant form of transport, used by 56% of the commercial tenants to get to work in the area. Trains appear to be under-utilised, with only 16% reporting this as the means of getting to the area. This finding probably mirrors the finding presented in Table 3.1, i.e. that many respondents do not feel safe in the area and therefore avoid public transport.

Table 3.20 Forms of transport used

	Frequency	Percent
Train	8	16.0
Taxi	8	16.0
Bus	1	2.0
Private Vehicle	28	56.0
Blank	5	10.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

### Q6.2 How do you perceive the public bus system in the designated area, in terms of its impact on the image of the area?

For the purposes of analysis, the term “image” is taken to be synonymous with effectiveness (reliability, safety, etc.). Twenty-two percent of commercial tenants claimed not to know; possibly because they do not use the bus service. The majority of the respondents believe that its impact is either “average” (42%) or “positive” (12%). The public bus system thus appears not to detract from the image of the area in the opinions of commercial tenants.

Table 3.21 Perceptions regarding the public bus service in the area

	Frequency	Percent
Positive	6	12.0
Average	21	42.0
Negative	6	12.0
Don't know	11	22.0
Blank	6	12.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

### Q6.3 How do you perceive the mini-bus taxis in the area, in terms of obeying bylaws, their impact on the image of the area etc?

Although there is a measure of tolerance in how the respondents perceive the behaviour of mini-bus taxis and their effect on the image of the area (22% described it as “average”, a significant majority (64%) are intolerant and describe it as “negative”. A small number (14%) either did not know, or did not answer this question.

Table 3.22 Perceptions of mini-bus taxis in the area

	Frequency	Percent
Average	11	22.0
Negative	32	64.0
Don't know	1	2.0
Blank	6	12.0
<b>Total</b>	<b>50</b>	<b>100.0</b>



**Q6.4 How well do you feel the mini-bus taxis in the designated area are managed?**

Significantly, only one respondent (2%) thinks that mini-bus taxis are well managed. Thirty-two percent (32%) of the respondents describe it as “average”, but the majority (54%) considers it to be “poorly managed”.

Table 3.23 Perceptions regarding the management of mini-bus taxis

	Frequency	Percent
Average Management	16	32.0
Poorly Managed	27	54.0
Well Managed	1	2.0
Blank	6	12.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q6.5a Do mini-bus taxis rank/operate on the street?**

The relatively high ‘no’ response (40%) to this question suggests that it was unclear. However, the majority (80%) of those who answered the question confirmed that taxis do use the streets (as opposed to designated areas) as ranks.

Table 3.24 Perceptions regarding whether or not mini-bus taxis rank on the streets

	Frequency	Percent
Yes	24	48.0
No	6	12.0
Blank	20	40.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

As could be expected, Main Road was identified as the most common area where taxis form unofficial ranks. Several other locations were listed, but mostly by an individual. The majority (56%) of the respondents did not respond to the question.

**Q6.5b If so, where do they rank?**

The problem with *ad hoc* taxi ranking appears to be largely on Main Road. Other venues are indicated, but most of them appear to be on Main Road anyway.

Table 3.25 Perceptions as to where mini-bus taxi ranks are

	Frequency	Percent
Main Road	13	26.0
Corner of Grotto and Main Roads	1	2.0
Anywhere	3	6.0
At Pick 'n Pay	1	2.0
In front of Rondebosch Centre	1	2.0
Close to Mr Price opposite Paper Weight	1	2.0
Riverside bus stop	1	2.0
Dean Street, Newlands	1	2.0
Blank	28	56.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q6.6a How do you perceive these mini-bus taxi ranks?**

The perception of mini-bus taxi ranks was largely negative, indicated as such by 30% (88% of those who responded). The majority of respondents (66%) did not respond.

Table 3.26 Perceptions of mini-bus taxi ranks

	Frequency	Percent
Positive	2	4.0
Negative	15	30.0
Blank	33	66.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q6.6b How do you perceive these mini-bus taxi ranks? (In your own words)**

Table 3.27 sheds light on what the respondents who described mini-bus taxi ranks as “negative” meant by that. The most common type of response was from those who feel threatened or disgusted by them. This reflects the view of 20% of the whole sample, or 63% of those who answered this question.

Table 3.27 Perceptions of mini-bus taxi ranks

	Frequency	Percent
Disobey traffic rules, cut cars off, speed	1	2.0
Always a lot of them, not always safe	1	2.0
Awful / dangerous / hectic etc.	10	20.0
Average	1	2.0
Ok	1	2.0
Need a rank	1	2.0
Need improvement	1	2.0
Blank	34	68.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q6.7 Are the stations safe to use?**

The significant non-response to this question (24%) probably indicates the lack of a “don’t know” alternative in the questionnaire. However, a majority of the sample (52%), or 62% of those who answered the question feel that the stations are unsafe. This finding is probably related to the high incidence of private vehicle usage reported in Table 3.20.

Table 3.28 Perceptions regarding the safety of the train stations

	Frequency	Percent
Yes	12	24.0
No	26	52.0
Blank	12	24.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q6.8 What suggestions do you have to further improve the stations?**

The answers to this question are revealing – 42% of the respondents feel that “more security” or “more police” are needed. Fifty percent (50%) of the respondents left this question blank. This finding mirrors

that of Table 3.1 (i.e. people feel unsafe), but interestingly, as seen in Table 3.3, only 4 respondents (8%) identified the stations as crime hot-spots.

Table 3.29 Suggestions for improving the train stations

	Frequency	Percent
More security	19	38.0
Upgrade it and more personnel	1	2.0
More police	2	4.0
Communication as to when trains are late	1	2.0
A legal stop for taxis	1	2.0
Open bridge instead of subways	1	2.0
Blank	25	50.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

## G. PUBLIC ENVIRONMENT

### Q7.1 Do you feel that there are enough public amenities in the Rondebosch/Rosebank area, such as information points, public toilets, bus shelters, public seating, parks etc?

A large majority (76%) of respondents perceive there to be insufficient public facilities in the area. The nature of the deficiencies they perceive are elaborated upon in Table 3.31 below.

Table 3.30 Perceptions regarding public facilities in the area

	Frequency	Percent
Yes	8	16.0
No	38	76.0
Blank	4	8.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

### Q7.2 If not, which facilities do you feel are needed in the Rondebosch/Rosebank area?

Flowing from the previous question, it appears that the main need is for public toilets, public seating and information points (30%, 28% and 26% of the sample, respectively).

Table 3.31 Perceptions of facilities required in the area

	Frequency	Percent
Information points	13	26.0
Parks	5	10.0
Public Toilets	15	30.0
Bus shelters	8	16.0
Public seating	14	28.0
Blank	17	34.0
<b>Total</b>	<b>72</b>	<b>114.0</b>

Note: Multiple responses possible

**Q7.3 How would you describe the quality of the public environment, e.g. streets, pavements, building quality and maintenance, landscaping, etc?**

The majority of respondents rate the quality of the public environment as “average” (64%), or “good” (18%) and only 10% regard it as “poor”. This finding suggests that, although respondents are generally satisfied, there is scope for improvement.

Table 3.32 Perceptions regarding the quality of the public environment

	Frequency	Percent
Good	9	18.0
Average	32	64.0
Poor	5	10.0
Blank	4	8.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q7.4 Are there enough natural elements in the Rondebosch/Rosebank area? (e.g. trees, flowers)**

A large majority (72%) of respondents feel that there are enough flowers and trees in the area. Twenty-four percent (24%) feel that there could/should be more natural elements.

Table 3.33 Perceptions regarding vegetation in the area

	Frequency	Percent
Yes	36	72.0
No	12	24.0
Blank	2	4.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q7.5 Do you feel there are enough public parks/spaces in the Rondebosch/Rosebank area?**

Based on the findings presented in Table 3.34 below, there appears to be a demand for more public spaces and parks in the area. This finding appears to contradict Table 3.31, where only 10% of the respondents cited “parks” as a need.

Table 3.34 Perceptions regarding the sufficiency of public parks /spaces in the area

	Frequency	Percent
Yes	18	36.0
No	29	58.0
Blank	3	6.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q7.6 Are the pavements well maintained?**

**Q7.7 If “no”, where are they?**

Table 3.35 below presents the perception by 64% of the respondents, that municipal pavements are well maintained. Table 3.36 identifies where, in the opinion of the respondents, the poorly maintained pavements can be found. This appears to be on Main Road (12% of the sample).

Table 3.35 Perceptions regarding the maintenance of pavements

	Frequency	Percent
Yes	32	64.0
No	14	28.0
Blank	4	8.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

Table 3.36 Perceptions regarding the location of poorly maintained pavements

	Frequency	Percent
Main Road	6	12.0
Rondebosch opposite Pick 'n Pay	1	2.0
Littered even after cleaning	1	2.0
Close to Mowbray	1	2.0
Public walkways, especially behind Pick 'n Pay	1	2.0
Rondebosch village	1	2.0
Average	1	2.0
Blank	38	76.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q7.8a Do you think that noise pollution detracts from your business operations?****Q7.8b If “yes”, how?**

The majority (58%) of respondents' business premises are clearly situated where noise pollution is not a big issue. This can be seen in Table 3.37. The follow-on question is reported in Table 3.38, where it can be seen that no pattern emerges regarding what the source of noise in the opinion of those who perceive this to be a problem.

Table 3.37 Extent to which noise pollution is perceived to detract from business operations

	Frequency	Percent
Yes	8	16.0
No	29	58.0
Don't know	9	18.0
Blank	4	8.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

Table 3.38 How noise pollution detracts from local business operations

	Frequency	Percent
Painters and builders renovating upstairs	1	2.0
Can't hear customers / phone calls	1	2.0
Vagrants fighting, delivery van hooting and screaming at each other	1	2.0
Noise and smell and petrol engine pollution	1	2.0
The arrow at the Belmont Corner robot, drivers don't see it and the others hoot like crazy. My customers then leave my shop. Also the taxis have too loud and disgusting music. The emergency sirens really don't need to be so noisy until they are closer to the crime scene. The robot is also not user friendly for the elderly with weak eyes and ear problems.	1	2.0
Blank	45	90.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

## H. SOCIAL ISSUES

**Q8.1a Are there street children in the Rondebosch/Rosebank area?**

**Q8.1b If so, where about?**

**Q8.2 What do the street children do?**

Tables 3.39 to 3.41 refer.

Although the question did not seek to estimate the size of the street child population, there appears to be no doubt that it exists, as reported by 70% of the respondents.

Table 3.39 Presence of street children in the area

	Frequency	Percent
Yes	35	70.0
No	8	16.0
Don't know	4	8.0
Blank	3	6.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

There is no specific location, perhaps other than "Main Road", where street children reportedly congregate. It seems that they are typically near shops and parking areas, but also seem to be quite widely distributed around the area, suggesting that they might typically be itinerant. A significant proportion of the sample (34%) did not answer the question, which suggests that they did not know the answer.

Table 3.40 Where street children can be found

	Frequency	Percent
Everywhere	5	10.0
Main Road	7	14.0
In front of shop (mainly food shops)	4	8.0
Parking areas	2	4.0
Around Pick 'n Pay	3	6.0
Other (a variety of specific locations, one count per location)	12	24.0
Blank	17	34.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

Predictably, the main description of street child activity is begging, reported by 42% of the respondents. Minorities of 20% and 10%, respectively, consider them to tarnish the image of the area or find them threatening.

Table 3.41 Activities of street children

	Frequency	Percent
Threaten your safety	5	10.0
Detract from the image of the area	10	20.0
Harass you for money / food	21	42.0
Blank	14	28.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

The street child issue is a pressing social concern and further research will be necessary to estimate the scale of the problem and inform the design of a solution.

**Q8.3a Are the homeless a problem in the Rondebosch/Rosebank area?****Q8.3b If so, where about?****Q8.4 What do the homeless do?****Q8.5 Where do they sleep at night?**

Tables 3.42 to 3.45 refer.

Although the question did not seek to estimate the size of the homeless population, there is no doubt that it exists, as reported by 74% of the respondents.

Table 3.42 Presence of homeless people

	Frequency	Percent
Yes	37	74.0
No	6	12.0
Don't know	1	2.0
Blank	6	12.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

As was found with street children, it seems that the homeless are typically found near shops and on Main Road. They are also found where shelter is available under bridges (there are road over river and road over rail bridges in Rondebosch), reported by 10% of the respondents. A significant proportion of the sample (28%) did not answer the question, which suggests that they did not know the answer.

Table 3.43 Where homeless people can be found

	Frequency	Percent
Main Road	7	14.0
Everywhere	7	14.0
In front of shop / outside shopping centre	11	22.0
At flower sellers / station	1	2.0
Rondebosch Village	1	2.0
Belmont Road and St Paul's church	1	2.0
Fountain Square	1	2.0
Near river / canal and under bridges	5	10.0
Near vlei	1	2.0
CBD	1	2.0
Street corners	1	2.0
Blank	14	28.0
<b>Total</b>	<b>51</b>	<b>102.0</b>

Note: Multiple responses possible

As was found with street children, the main description of homeless person activity is begging, reported by 44% of the respondents. Minorities of 26% and 12%, respectively, consider homeless people to tarnish the image of the area, or they find them threatening.

Table 3.44 Activities of homeless people

	Frequency	Percent
Threaten your safety	6	12.0
Detract from the image of the area	13	26.0
Harass you for money / food	22	44.0
Blank	9	18.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

Thirty-six percent (36%) of the respondents report that homeless people sleep under bridges and in subways, while a further 20% say that they sleep in shop entrances.

Table 3.45 Where homeless people sleep at night

	Frequency	Percent
In shop entrances / outside shopping centres	10	20.0
Under bridge / next to river / Subways	18	36.0
At station	1	2.0
Under trees in parking area	2	4.0
Anywhere	2	4.0
On street, motorways, pavements	1	2.0
Don't know	2	4.0
Blank	14	28.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q8.6 Is there a drug abuse/dealing problem in the Rondebosch/Rosebank area?**

**Q8.7 If so, where about?**

Tables 3.46 and 3.47 refer.

The majority of respondents (72%) either did not know or did not answer the question regarding whether there is a drug abuse or drug dealing problem in the area. Of the 10 respondents who say there is a problem, 8 indicated that they know where this activity occurs (see Table 3.47).

Table 3.46 Is there a drug problem?

	Frequency	Percent
Yes	10	20.0
No	4	8.0
Don't know	34	68.0
Blank	2	4.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

The findings reported in Table 3.47 are inconclusive, since there is never more than one response per specific location.

Table 3.47 Where does drug abuse/dealing occur?

	Frequency	Percent
The street kids and homeless do it often	1	2.0
Everywhere	2	4.0
Around Rondebosch	1	2.0
Main Road	1	2.0
Rondebosch Village	1	2.0
Under Bridge	1	2.0
In front of Woolworths	1	2.0
Blank	42	84.0
<b>Total</b>	<b>50</b>	<b>100.0</b>



**Q8.8a Do you feel vendors and beggars are a problem at the traffic lights in the Rondebosch/Rosebank area?****Q8.8b If so, at which traffic lights?**

Tables 3.48 and 3.49 refer.

The finding reported in Table 3.48 below indicates that approximately as many respondents regard traffic light vending/begging as a problem (44%) as do not think so (38%). Table 3.49 gives the locations of this activity. All, with the exception of the 6% reference to Campground Road, refer to various traffic lights in the central Rondebosch shopping area on Main Road.

Table 3.48 Perception of vendor/beggar problem at traffic lights

	Frequency	Percent
Yes	22	44.0
No	19	38.0
Blank	9	18.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

Table 3.49 At which traffic lights is vending/begging a problem?

	Frequency	Percent
Belmont / Main Road corner	5	10.0
Campground / Belmont corner	3	6.0
Near Woolworths	3	6.0
Near Pick 'n Pay	1	2.0
At traffic lights	1	2.0
Fountain Square / Grotto Road	1	2.0
Fountain Centre	1	2.0
Actually its better than elsewhere	1	2.0
Exit of Riverside Centre parking	1	2.0
Main Road	2	4.0
Blank	31	62.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q8.9a Do you feel that there is a prostitution problem in the Rondebosch/Rosebank area?****Q8.9b If so, where about?**

Tables 3.50 and 3.51 refer.

Very few respondents (4%) feel that there is a prostitution problem in the area, although 56% say they don't know. Similarly few respondents (10%) ventured an opinion as to where this (presumably soliciting) occurs, citing the obvious places – public toilets, Main Road and bus stops. Prostitution does not appear to be a problem in the area – according to commercial tenants.

Table 3.50 Perception that prostitution is a problem

	Frequency	Percent
Yes	4	8.0
No	10	20.0
Don't know	28	56.0
Blank	8	16.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

Table 3.51 Where is prostitution a problem?

	Frequency	Percent
Public toilets	2	4.0
Main Road	2	4.0
Bus stops	1	2.0
Blank	46	92.0
<b>Total</b>	<b>51</b>	<b>102.0</b>

Note: Multiple responses possible

**Q8.10a Do you feel that adult entertainment detracts from the appeal of the Rondebosch/Rosebank area?**

**Q8.10b If so, in what way?**

The answers presented in Tables 3.52 and 3.53 below suggest that there is not an adult entertainment shop in the area as this does not seem to be an issue.

Table 3.52 Does the presence of adult entertainment shops tarnish the image of the area?

	Frequency	Percent
Yes	2	4.0
No	15	30.0
Don't know	25	50.0
Blank	8	16.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

Table 3.53 How does the presence of adult entertainment shops tarnish the image of the area?

	Frequency	Percent
"Adult entertainment" potentially attracts people I would usually not associate with i.e. sex pests	1	2.0
Blank	49	98.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

## J. OVERALL RANKING

### Q9 Rank the listed factors in terms of importance

This section of the interview questionnaire dealt with commercial tenants' overall ranking, in order of importance to them concerning the Rondebosch/Rosebank area, of the factors listed (1 = most important; 8 = least important). The results are summarised in Table 3.54 below. The ranking is determined by calculating the weighted average for each factor.

"Safety and security" is clearly the biggest concern, followed by "litter, cleaning and grime", "social issues" (street children, beggars, homeless people, prostitution, drug abuse/dealing) and "street and pavement lighting".

The implication of this finding is that additional resources should primarily be directed at improving safety and security (which should include the improvement of street and pavement lighting and the policing of drug dealing and prostitution), cleaning up and maintaining the environment, and designing a solution that embraces the presence and addresses the plight of street children and the homeless.

Table 3.54 Ranking of perceived importance to commercial tenants of the listed factors

Factor	Weighted average	Ranking of importance
Safety and security	1.31	1
Litter, cleaning and grime	3.32	2
Social issues	3.88	3
Street and pavement lighting	3.94	4
Public environment	4.10	5
Transportation	4.47	6
Marketing	5.60	7
Street trading	5.83	8

## K. URBAN IMAGE OF THE RONDEBOSCH/ROSEBANK AREA

The questions in this section sought to characterise Rondebosch/Rosebank as an urban area, from the perspective of the respondents.

### Q10.1 What attracts people to the Rondebosch/Rosebank area?

The table below confirms what would be expected of a business tenant respondent, i.e. that people are attracted to the Rondebosch/Rosebank area because it is a commercial centre. Forty percent (40%) cited “shops”, “malls”, “restaurants” or “fast food outlets” as the draw cards. A further 12% believe “UCT” to be the attraction.

Table 3.55 Attractions of the Rondebosch/Rosebank area

	Frequency	Percent
Shops, malls, restaurants, fast food	20	40.0
"Cool" / relaxed place	2	4.0
Property	1	2.0
UCT	6	12.0
Flower sellers	1	2.0
Our proudly SA products	1	2.0
Schools	2	4.0
Central	2	4.0
Nothing	1	2.0
Business	1	2.0
Not the mall	1	2.0
Housing	1	2.0
Banks	2	4.0
Nature	1	2.0
Public parks	1	2.0
Blank	17	34.0
<b>Total</b>	<b>60</b>	<b>120.0</b>

Note: Multiple responses possible

### Q10.2 What is negative about the Rondebosch/Rosebank area that does not attract people?

The respondents made several diverse comments on what they believe deters people from visiting the Rondebosch/Rosebank area. Table 3.56 shows that twenty-two percent (22%) of these related to

homeless/street people, street children, vagrants and beggars, while a further 18% related to insufficient parking (12%) and traffic congestion in Main Road (6%).

Surprisingly, given the finding in Table 3.55 above that “safety and security” is the most cited area of concern, crime was not flagged as a major negative factor, with only 14% mentioning it.

Table 3.56 Deterrents of the Rondebosch/Rosebank area

	Frequency	Percent
Not pretty	1	2.0
Unwelcoming	1	2.0
Too little parking	6	12.0
No clothing stores	1	2.0
Wimpy is too small	1	2.0
Crime / unsafe / lack of security car theft	7	14.0
Street people / vagrants / street children / beggars	11	22.0
Night life	1	2.0
Traffic congestion (Main Road)	3	6.0
Taxis	2	4.0
Busy	1	2.0
Litter	1	2.0
Street vendors	1	2.0
High density pedestrian population	1	2.0
Not enough entertainment	2	4.0
Transport	1	2.0
Flea market	1	2.0
Traditional stalls (Coloured race)	1	2.0
Grime	1	2.0
Pick 'n Pay cuts the business by copying	1	2.0
Blank	23	46.0
<b>Total</b>	<b>68</b>	<b>136.0</b>

Note: Multiple responses possible

### Q10.3 How would you describe the street life in the Rondebosch/Rosebank area?

The street life in Rondebosch/Rosebank is described by 44% of the respondents as “average”, as “scary” by a further 14%, and as “dull or non-existent” by 8%. Only 14% consider it “vibrant”. There is obviously a consensus view here that street life is not vibrant, or even above average.

Table 3.57 Description of the street life in the Rondebosch/Rosebank area

	Frequency	Percent
Scary	7	14.0
Dull / Non - existent	4	8.0
Average	22	44.0
Vibrant	7	14.0
Blank	10	20.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q10.4 What is your overall image of this area?**

Although this question appears to duplicate much of what precedes it, it did present respondents with a chance to select only one of these short phrases to describe how they perceive the area. The finding that 26% consider the area to be “dirty and unsafe” as the most popular single view mirrors what is already reflected in Table 3.54. A surprising finding is that 34% of the respondents regard the area as attractive and welcoming (18%) or “vibrant” (16%) which seems out of line with recurring finding throughout this survey that crime and grime are problems.

Table 3.58 Description of the image of the Rondebosch/Rosebank area

	Frequency	Percent
Dirty & Unsafe	13	26.0
Clean & Safe	6	12.0
Attractive & Welcoming	9	18.0
Vibrant	8	16.0
Blank	14	28.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q10.5 How would you rate the public environment?**

This question might also appear to duplicate much of what precedes it, the purpose was to give respondents an opportunity to select only one of these short phrases to describe the quality of the public environment. The findings in Table 3.59 are generally positive, indicating that the area is regarded as clean (26%), attractive (20%), and welcoming (6%). The relatively small response for “messy and dirty” (18%) mirrors the findings of Table 3.11, where it was seen that the area is generally perceived to be clean.

Table 3.59 Description of the public environment in the Rondebosch/Rosebank area

	Frequency	Percent
Messy & Dirty	9	18.0
Clean but Bland	13	26.0
Attractive	10	20.0
Welcome & Interactive	3	6.0
Blank	15	30.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q10.6 Is there enough entertainment in the Rondebosch/Rosebank area?**

From Table 3.60, it is clear that the respondents think that there is not enough entertainment available in Rondebosch/Rosebank. This suggests that Rondebosch/Rosebank is underdeveloped in entertainment infrastructure.

Table 3.60 Availability of entertainment in the Rondebosch/Rosebank area

	Frequency	Percent
Yes	12	24.0
No	26	52.0
Blank	12	24.0
<b>Total</b>	<b>50</b>	<b>100.0</b>

**Q10.7 Are there any shops or facilities that you would like to see that aren't here now?**

Table 3.61 lists the shops and facilities desired by the respondents. This long and diverse list reinforces the notion that the area is underdeveloped. Some of the types of shops and facilities especially needed include: cinemas (12%); more clothing stores (12%); and Edgars in particular (10%).

Table 3.61 Desired shops / facilities not yet in Rondebosch/Rosebank

	Frequency	Percent
Cinema	6	12.0
Diskom	1	2.0
Jet	1	2.0
Take - aways	2	4.0
Edgars	5	10.0
Woolworths clothing	2	4.0
Ackermans	2	4.0
Arts and crafts	1	2.0
More clothing stores	6	12.0
Internet café	1	2.0
Chill out places for the young in love	1	2.0
McDonalds	4	8.0
Pep	1	2.0
CNA	1	2.0
Identity shops	1	2.0
Pick 'n Pay clothing	1	2.0
Single area for street traders (with market & café)	1	2.0
Restaurants	2	4.0
Golf shop	1	2.0
Ten-pin bowling	1	2.0
Street café	1	2.0
Pedestrian malls with open walkways and open auditorium	1	2.0
Pick 'n Pay should not duplicate my linen line	1	2.0
More parking	1	2.0
Don't know, the area is full of students and pensioners because of the neighbouring community	1	2.0
Hardware	1	2.0
No	1	2.0
Markhams	1	2.0
Musica	1	2.0
Look & Listen	1	2.0
A proper vibrant mall	1	2.0
More shopping centres	1	2.0
Blank	24	48.0
<b>Total</b>	<b>77</b>	<b>154.0</b>

Note: Multiple responses possible

**Q10.8 Do you have any suggestions for the improvement of the Rondebosch/Rosebank area?**

Perhaps the most significant finding is that 76% of the respondents did not answer the question. The remainder who did answer the question provided an array of suggestions, which are presented verbatim in Table 3.62 – without having consolidated them into categories (except in the case of parking and homeless people) – because this gives a good idea of the spread of individual suggestions. Most of these suggestions relate directly to the findings established throughout the above tables, focusing on the reduction of crime, the management of social problems and taxi/traffic issues, and the development of commercial and entertainment infrastructure.

Table 3.62 Suggested improvements for Rondebosch/Rosebank area

	Frequency	Percent
Pedestrian crossing needed at Pick 'n Pay	1	2.0
More parking areas	5	10.0
Markets	1	2.0
Extend shop trading hours	1	2.0
Night life	1	2.0
Music	1	2.0
Planting along roads	1	2.0
Colourful lights at night	1	2.0
Get rid of undesirables	1	2.0
More police	1	2.0
Security cameras	1	2.0
Get rid of beggars	1	2.0
Need more interesting shops	1	2.0
Plan for homeless people	2	4.0
Traffic policing	1	2.0
Crime prevention	1	2.0
Clamp down on taxis	1	2.0
Try to move street kids	1	2.0
Open air shopping	1	2.0
Restaurants	1	2.0
Entertainment	1	2.0
Close co-operation with UCT and shopkeepers, landlords etc. A far more visible presence and a marketing campaign to motivate and promote interest, both public as well as financial participation, e.g. is Varsity college who is keen etc	1	2.0
The robot, arrow - on going to Claremont etc. the taxi music noise to be limited. They drop off of passengers anywhere in the Main road. But the robot please. Maybe a retired traffic officer please. Think about our elderly who are impaired.	1	2.0
Regular cleaning and refuse removal	1	2.0
Security patrolling from 8am to 7pm e.g. subways towards the station and alleys	1	2.0
Blank	38	76.0
<b>Total</b>	<b>68</b>	<b>136.0</b>

Note: Multiple responses possible

## 4. Commercial Property Owners

The following section deals with the responses of Commercial Property Owners to an interview survey. A researcher visited each business owner in the Rondebosch/Rosebank area explaining the purpose of the survey and subsequently conducted a structured interview with the business owner. The survey sought to establish commercial property owners opinions regarding 'crime and grime' in the Rondebosch/Rosebank area.

Out of the 32 registered properties zoned for commercial use, 21 responses were received, representing a response rate of 65%. The non-responses were due to: 6 non-returns (premises under renovation / not possible to contact an owner), 1 non-response, 2 refusals to participate, and 1 owner answered in respect of two properties.

### A. SAFETY AND SECURITY

#### Q1.1 Do you feel safe in and around the public environment in the Rondebosch/Rosebank area?

From the results in Table 4.1 below, it can be seen that 52% of the commercial property owners do feel safe, while 48% do not.

Table 4.1 Perceived safety of the area

	Frequency	Percent
Yes	11	52.4
No	10	47.6
<b>Total</b>	<b>21</b>	<b>100.0</b>

#### Q1.2 In your opinion, which type of crime occurs most frequently in the area?

Table 4.2 depicts the respondents' comments on the frequency of the different types of crime that occur in the Rondebosch/Rosebank area. Twenty-nine percent (29%) are of the opinion that armed robbery is the most frequent type of crime, followed by muggings (24%), theft from cars (14%) and snatching (14%).

Table 4.2 Perceptions of frequency of crime by crime type

	Frequency	Percent
Shop lifting	1	4.8
Theft from car	3	14.3
ATM crimes	1	4.8
Muggings	5	23.8
Snatching	3	14.3
Armed robbery	6	28.6
Other (specify)	2	9.5
<b>Total</b>	<b>21</b>	<b>100.0</b>

#### Q1.3 Where do you feel most crimes in the Rondebosch/Rosebank area occur?

Table 4.3 below depicts the commercial property owners' responses to the location of the crimes in the Rondebosch/Rosebank area. The crime hotspots appear to be the Main Road (43%), the stations (14%), the CBD area (9.5%) and to a lesser extent around the shopping centres (9.5%).



Table 4.3 Areas perceived to be crime hotspots

	Frequency	Percent
Main Road	9	42.9
Station	3	14.3
St Andrews Avenue	1	4.8
Canal	1	4.8
CBD area	2	9.5
Lower Dean Street	1	4.8
Fountain Square	1	4.8
Around shopping centres	2	9.5
Residential Areas	1	4.8
<b>Total</b>	<b>21</b>	<b>100.0</b>

Note: Multiple responses possible

#### Q1.4 At what times do most crimes occur?

When asked to indicate at what time of the day in their opinion the majority of crimes occur, the majority of commercial property owners are of the opinion that it occurs all day (24 hours – 62%). Although from Table 4.4 it is clear some respondents (19%) feel that the majority of crimes occur between 4am and 9am in the morning.

Table 4.4 Times of the day at which crimes occur

	Frequency	Percent
24 hours	13	61.9
7 am - 6 pm	3	14.3
5 pm - 9pm	1	4.8
4 am - 9am	4	19.0
<b>Total</b>	<b>21</b>	<b>100.0</b>

#### Q1.5 What would make you feel safer in the Rondebosch/Rosebank area?

Commercial property owners were requested to indicate what would make them feel safer in the Rondebosch/Rosebank area. Table 4.5 below clearly indicates the commercial property owners (88%) believe that at an increase in security and policing would make Rondebosch/Rosebank a safer area.

Table 4.5 Perceptions of desired interventions to render the area safer

	Frequency	Percent
Increased security and policing	21	100.0
Modernising	1	4.8
Street lighting	1	4.8
Less taxis	1	4.8
<b>Total</b>	<b>24</b>	<b>114.4</b>

Note: Multiple responses possible

**Q1.6 How do you rate the overall security situation in the Rondebosch/Rosebank area?**

Commercial property owners' perceptions of the overall security situation in Rondebosch/Rosebank are shown in Table 4.6, where it can be seen that respondents generally believe it to be less than 'good' -- i.e. 'average' (43%) to 'poor' (38%).

Table 4.6 Perceptions of overall security in the area

	Frequency	Percent
Good	1	4.8
Average	9	42.9
Poor	8	38.1
Don't Know	3	14.3
<b>Total</b>	<b>21</b>	<b>100.0</b>

**B. STREET AND PAVEMENT LIGHTING****Q2.1 From a security point of view, do you feel that the street and pavement lighting in the Rondebosch/Rosebank area is adequate?**

From the commercial property owners' perspective street and pavement lighting is considered adequate (71%). However, about one-third consider it inadequate, which suggests that there is scope for improvement in certain locations.

Table 4.7 Perceptions regarding the adequacy of street and pavement lighting in the area

	Frequency	Percent
Yes	15	71.4
No	6	28.6
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q2.2 Are there any particular areas, which are not well lit? If so, where?**

In addition, respondents were asked to indicate if there were any particular areas that were not well lit. These results are depicted in Table 4.8 below. Clearly, the main problem area appears to be around the stations with 14% of the respondents indicating that this part of Rondebosch/Rosebank is not well lit.

Table 4.8 Perceptions of areas that are not well lit

	Frequency	Percent
Canal area	1	4.8
Station area	3	14.3
Main road	1	4.8
ABSA ATM - very dark	1	4.8
Poor maintenance by council	1	4.8
Side streets	2	9.5
Behind Pick 'n Pay and Woolworths	1	4.8
From Chapel Road to Rondebosch CBD	1	4.8
Blank	10	47.6
<b>Total</b>	<b>21</b>	<b>100.0</b>

Note: Multiple responses possible

### C. LITTER, GRIME AND CLEANING

#### Q3.1 Is refuse in the area collected regularly?

Refuse collection appears to be under control, with 86% of the respondents indicating that it is collected regularly.

Table 4.9 Perceptions as to whether or not refuse is regularly collected

	Frequency	Percent
Yes	18	85.7
No	3	14.3
<b>Total</b>	<b>21</b>	<b>100.0</b>

#### Q3.2 Are there sufficient refuse bins in the area?

This question is related to Q3.1 and interestingly it was found that only 62% of the respondents felt that there were sufficient refuse bins in the area and 38% the converse.

Table 4.10 Perceptions regarding the sufficiency of refuse bins in the area

	Frequency	Percent
Yes	13	61.9
No	8	38.1
<b>Total</b>	<b>21</b>	<b>100.0</b>

#### Q3.3 How do you rate the overall cleanliness of the area?

Table 4.11 reflects opinions about the perceived overall cleanliness of the Rondebosch/Rosebank area. It is noteworthy that 67% of the commercial property owners indicated that they felt this was average and a further 24% indicated poor cleanliness. The general opinion is that it is not 'good', since only 10% described it as such.

Table 4.11 Perceptions of overall cleanliness in the area

	Frequency	Percent
Good	2	9.5
Average	14	66.7
Poor	5	23.8
<b>Total</b>	<b>21</b>	<b>100.0</b>

#### Q3.4a Do illegal posters create an eyesore in the Rondebosch/Rosebank area?

Illegal posters were considered an eyesore by 52% of the respondents, although it must be noted that 38% disagree with this.

Table 4.12 Perceptions as to whether illegal posters are an eyesore

	Frequency	Percent
Yes	11	52.4
No	8	38.1
Blank	2	9.5
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q3.4b Do you view them as problematic?**

Table 4.13 below indicates that 67% of the respondents felt that illegal posters were not problematic.

Table 4.13 Perceptions as to whether illegal posters are problematic

	Frequency	Percent
Yes	4	19.0
No	14	66.7
Blank	3	14.3
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q3.5a Does graffiti occur in the Rondebosch/Rosebank area?**

**Q3.5b Is the graffiti quickly removed?**

The responses in the table below indicate that graffiti occurs in the area. This was reported by 76% of the respondents. This is clearly a problem as 62% reported that it not removed quickly.

Table 4.14 Presence of graffiti / removal of graffiti

	Is there graffiti?	Percent	Removed quickly?	Percent
Yes	16	76.2	6	28.6
No	3	14.3	13	61.9
Blank	2	9.5	2	9.5
<b>Total</b>	<b>21</b>	<b>100.0</b>	<b>21</b>	<b>100.0</b>

**D. PARKING**

**Q4.1 How would you rate the on-street parking facilities in the Rondebosch/Rosebank area?**

Commercial property owners' perceptions are clearly negative in this regard, with 95% describing parking facilities as either 'average' (33%) or 'poor' (62%).

Table 4.15 Perceptions regarding parking facilities in the area

	Frequency	Percent
Good	1	4.8
Average	7	33.3
Poor	13	61.9
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q4.2 Do you find it easy to find a parking space?****Q4.3 Do you feel that your car is safely parked on the street?**

When asked to indicate the ease with which one is able to find parking in Rondebosch/Rosebank, 81% responded that it is not easy to find parking. Further 86% of commercial property owners do not feel that their car is safely parked on the street.

Table 4.16 Ease of finding parking / safety of car

	Easy to find parking?	Percent	Is car safe?	Percent
Yes	4	19.0	3	14.3
No	17	81.0	18	85.7
<b>Total</b>	<b>21</b>	<b>100.0</b>	<b>21</b>	<b>100.0</b>

**Q4.4 What is your perception of the car guards currently working in the Rondebosch/Rosebank area?**

The majority of respondents (62%) indicated that the car guards are intimidating and, in their opinions, do not contribute to a safe environment. Significantly, less than one in three respondents believe that car guards deter car thieves.

Table 4.17 Perceptions regarding car guards in the area

	Frequency	Percent
Intimidating & don't contribute to a safe environment	13	61.9
They help in preventing car theft	6	28.6
Don't know	2	9.5
<b>Total</b>	<b>21</b>	<b>100.0</b>

**E. INFORMAL TRADING****Q5.1 Informal Trading is viewed at various levels of government as an economic necessity. Do you support the concept of Informal trading in principle?**

Table 4.18 presents an interesting result because it shows that commercial property owners are largely accepting of informal trading, with 71% saying they support it in principle.

Table 4.18 Perceptions regarding informal trading

	Frequency	Percent
Yes	15	71.4
No	6	28.6
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q5.2 If your answer to Q5.1 was "yes", which of the following managed alternatives would you support?**

The overriding conclusion here is that commercial property owners want informal trading to be managed. Seventy-one percent (71%) indicated this. It is interesting to note that commercial property owners are relatively divided over which managed alternative for informal trading they would support, with 33% supporting on pavement trading from stalls and 38% supporting the creation of a specified informal trading market.

Table 4.19 Perceptions regarding alternatives for the management of informal trading

	Frequency	Percent
On pavements but in specific trading stalls	7	33.3
In a specific informal Trading Market	8	38.1
Blank	6	28.6
<b>Total</b>	<b>21</b>	<b>100.0</b>

## F. PUBLIC TRANSPORT

### Q6.1 What form of transport do you use to get to the Rondebosch/Rosebank area?

All commercial property owners indicated that they make use of a private vehicle to get to Rondebosch/Rosebank every day.

Table 4.20 Forms of transport used

	Frequency	Percent
Private Vehicle	21	100.0

### Q6.2 How do you perceive the Public Bus system in the Rondebosch/Rosebank area, in terms of its impact on the image of the area?

Most (90%) of the respondents consider the impact of the public bus system on the area in a light other than 'positive' – 43% believe its impact is 'average' and 24% consider it 'negative'.

Table 4.21 Perceptions regarding the public bus service in the area

	Frequency	Percent
Positive	2	9.5
Average	9	42.9
Negative	5	23.8
Don't know	5	23.8
<b>Total</b>	<b>21</b>	<b>100.0</b>

### Q6.3 How do you perceive the mini-bus taxis in the area, in terms of obeying by-laws, their impact on the image of the area etc?

Even more respondents (95%) found taxis to be less than 'positive' in terms of their effect on the image of the area. By contrast with the perceptions of the public bus system discussed above, a much greater number considered taxis to be 'negative'.

Table 4.22 Perceptions of mini-bus taxis in the area

	Frequency	Percent
Positive	1	4.8
Average	2	9.5
Negative	18	85.7
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q6.4 How well do you feel the mini-bus taxis in the Rondebosch/Rosebank area are managed?**

In addition, the vast majority (86%) are of the opinion that the mini-bus taxis in the area are poorly managed.

Table 4.23 Perceptions regarding the management of mini-bus taxis

	Frequency	Percent
Well Managed	1	4.8
Average Management	2	9.5
Poorly Managed	18	85.7
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q6.5a Do mini-bus taxis rank/operate on the street?****Q6.5b If so, where?**

Sixty-seven percent (67%) of the respondents indicated that mini-bus taxis do rank/operate on the street. In addition, when asked to indicate where they operate, 43% stated that they operate on Main Road and a further 19% stated that they operate “anywhere they choose” or “randomly”.

Table 4.24 Perceptions regarding whether or not mini-bus taxis rank on the street

	Frequency	Percent
Yes	14	66.7
No	5	23.8
Blank	2	9.5
<b>Total</b>	<b>21</b>	<b>100.0</b>

Table 4.25 Perceptions as to where mini bus taxi ranks are

	Frequency	Percent
Main Road	9	42.9
Anywhere they choose / Randomly	4	19.0
Rank areas	1	4.8
In front of shopping centres	1	4.8
Blank	6	28.6
<b>Total</b>	<b>21</b>	<b>100.0</b>

Note: Multiple responses possible

There is a clear indication in these findings that the taxi situation is uncontrolled and that commercial property owners are unhappy about it.

**Q6.6a How do you perceive these mini-bus taxi ranks?****Q6.6b Describe how you perceive these mini-bus taxi ranks (in your own words)?**

Tables 4.26 and 4.27 refer.

Mini-bus taxi ranks are perceived in a negative light by 67% of the respondents. The three main impressions were that they are “uncontrolled” (10%), that the taxis are “a law unto themselves” (10%) and that the ranks are “poorly managed” (10%). A variety of other lesser complaints are listed in Table 4.27.

Table 4.26 Perceptions of mini-bus taxi ranks

	Frequency	Percent
Negative	14	66.7
Blank	7	33.3
<b>Total</b>	<b>21</b>	<b>100.0</b>

Table 4.27 Other perceptions of mini-bus taxi ranks

	Frequency	Percent
Awful	1	4.8
Shocking	1	4.8
Uncontrolled	2	9.5
Law unto themselves	2	9.5
Traffic hindrance	1	4.8
Necessary	1	4.8
Poorly managed	2	9.5
Contribute to parking issues in the area	1	4.8
Dangerous	1	4.8
Blank	9	42.9
<b>Total</b>	<b>21</b>	<b>100.0</b>

Note: Multiple responses possible

#### Q6.7 Are the stations safe to use?

Only 24% of the respondents consider the Rondebosch/Rosebank stations safe to use. The majority (52%) consider it unsafe. Notable, though, 24% of the respondents did not answer the question, from which it can probably be inferred that they don't know.

Table 4.28 Perceptions regarding the safety of the Rondebosch/Rosebank train stations

	Frequency	Percent
Yes	5	23.8
No	11	52.4
Blank	5	23.8
<b>Total</b>	<b>21</b>	<b>100.0</b>

#### Q6.8 What suggestions do you have to further improve the stations?

Thirty-three percent (33%) of the respondents indicated that the station areas could be improved by a greater security presence. Many of the other responses (one count each) referred to security issues as well, e.g. "better lighting", "subway is dark", "cameras". It can thus be said that the suggestion to improve security came from about half of the respondents.



Table 4.29 Suggestions for improving the train stations

	Frequency	Percent
Upgrade it	1	4.8
More personnel	1	4.8
Security presence	7	33.3
Car guards	1	4.8
Better lighting	1	4.8
Trees need to be neatened	1	4.8
Subway is dark	1	4.8
Cameras	1	4.8
Taxis to be regulated	1	4.8
Blanks	6	28.6
<b>Total</b>	<b>21</b>	<b>100.0</b>

Note: Multiple responses possible

## G. PUBLIC ENVIRONMENT

**Q7.1 Do you feel that there are enough amenities in the Rondebosch/Rosebank area, such as information points, public toilets, bus shelters, public seating, parks etc?**

**Q7.2 If not, which facilities do you feel are needed in the Rondebosch/Rosebank area?**

Tables 4.30 and 4.31 refer.

The overwhelming perception (86%) appears to be that there are not enough public amenities i.e. public toilets, information points, bus shelters, etc. in the Rondebosch/Rosebank area. Eighty-six percent of commercial property owners indicate that there are insufficient public amenities in Rondebosch/Rosebank. The deficiencies were mainly thought to be “public toilets” (33%), “information points” (29%) and “public seating” (19%).

Table 4.30 Perceptions regarding the public facilities in the area

	Frequency	Percent
Yes	3	14.3
No	18	85.7
<b>Total</b>	<b>21</b>	<b>100.0</b>

Table 4.31 Perceptions of facilities required in the area

	Frequency	Percent
Information points	6	28.6
Parks	2	9.5
Public toilets	7	33.3
Public seating	4	19.0
Blank	2	9.5
<b>Total</b>	<b>21</b>	<b>100.0</b>

Note: multiple responses possible

**Q7.3 How would you describe the quality of the public environment, e.g. streets, pavements, building quality and maintenance, landscaping etc?**

The quality of the environment in Rondebosch/Rosebank is thought by seventy-one percent (71%) of commercial property owners to be “average”. Equal numbers (i.e. 14%), consider it ‘good’ and ‘poor’.

Table 4.32 Perceptions regarding the quality of the public environment

	Frequency	Percent
Good	3	14.3
Average	15	71.4
Poor	3	14.3
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q7.4 Are there enough natural elements (e.g. trees and flowers) in the Rondebosch/Rosebank area?**

**Q7.5 Do you feel there are enough public parks/spaces in the Rondebosch/Rosebank area?**

Tables 4.33 and 4.34 refer.

The respondents consider both of these related questions in a favourable light – 81% believe that there are enough natural elements and 67% believe that there are enough parks

Table 4.33 Perceptions regarding vegetation in the area

	Frequency	Percent
Yes	17	81.0
No	4	19.0
<b>Total</b>	<b>21</b>	<b>100.0</b>

Table 4.34 Perceptions regarding the sufficiency of parks/spaces in the area

	Frequency	Percent
Yes	14	66.7
No	6	28.6
Blank	1	4.8
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q7.6 Are the pavements well maintained?**

**Q7.7 If “no”, where are they?**

Fifty-two percent (52%) of commercial property owners indicated that the pavements are well maintained whilst a relatively high percentage (38%) indicate that they are not. Table 4.36 below indicates that no specific area was identified as being poorly maintained, which suggests that the problem is fairly widespread and not location-specific.

Table 4.35 Perceptions regarding the maintenance of pavements

	Frequency	Percent
Yes	11	52.4
No	8	38.1
Blank	2	9.5
<b>Total</b>	<b>21</b>	<b>100.0</b>

Table 4.36 Perceptions regarding the location of poorly maintained pavements

	Frequency	Percent
Main road	1	4.8
Around the station	1	4.8
Southern Riverside	1	4.8
Church	1	4.8
Police station	1	4.8
Around CBD	1	4.8
Blank	15	71.4
<b>Total</b>	<b>21</b>	<b>100.0</b>

Note: Multiple responses possible

### Q7.8a Do you think that noise pollution detracts from your business operations?

#### Q7.8b If "yes", how?

Noise pollution is thought to detract from their business operations in the opinion of only 29% of the respondents. Table 4.38 below depicts the wide variety of responses that were raised, suggesting that there is no general reason.

Table 4.37 Extent to which noise pollution is perceived to detract from local business operations

	Frequency	Percent
Yes	6	28.6
No	12	57.1
Don't Know	3	14.3
<b>Total</b>	<b>21</b>	<b>100.0</b>

Table 4.38 Extent to which noise pollution is seen to detract from local business operations

	Frequency	Percent
Dean street is noisy	1	4.8
Lots of traffic	1	4.8
Increases stress levels	1	4.8
Outdoor restaurants	1	4.8
Vagrants are getting out of hand	1	4.8
Taxi hooters are very annoying	1	4.8
Hooting and misbehaviour of taxis	1	4.8
Blank	14	67.0
<b>Total</b>	<b>21</b>	<b>100.0</b>

Note: Multiple responses possible

## H. SOCIAL ISSUES

### Q8.1a Are there street children in the Rondebosch/Rosebank area?

#### Q8.1b If so, where about?

Sixty-two percent (62%) of the respondents indicated that there are street children in Rondebosch/Rosebank and Table 4.40 indicates that this occurs primarily on the Main Road and around shopping centres.

Table 4.39 Awareness of street children in the Rondebosch/Rosebank area

	Frequency	Percent
Yes	13	61.9
No	2	9.5
Don't Know	6	28.6
<b>Total</b>	<b>21</b>	<b>100.0</b>

Table 4.40 Locations of street children

	Frequency	Percent
Everywhere	2	9.5
Main road	6	28.6
River	2	9.5
Fountain centre	1	4.8
Shopping centres	3	14.3
Church / Cemetery	1	4.8
Blank	6	28.6
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q8.2 What do the street children do?**

The following question asked respondents to indicate to what extent the street children threaten their safety, detract from the image of the area and harass people for money and food. The majority (86%) felt that the street children do not threaten their safety. However, 33% indicate that they do harass one for money or food. In addition, only 29% of commercial property owners feel that the street children detract from the overall image of Rondebosch/Rosebank.

Table 4.41 Perception of what street children do in the area

	Frequency	Percent
Threaten your safety	3	14.3
Detract from the image of the area	6	28.6
Harass you for money / food	7	33.3
Blank	5	23.8
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q8.3a Are the homeless a problem in the Rondebosch/Rosebank area?****Q8.3b If so, where about?**

Tables 4.42 and 4.43 refer.

A majority of 76% report that there are homeless people in Rondebosch/Rosebank, mainly in the vicinity of Main Road and the Canal.

Table 4.42 Perception of homeless people as a problem in the area

	Frequency	Percent
Yes	16	76.2
No	4	19.0
Blank	1	4.8
<b>Total</b>	<b>21</b>	<b>100.0</b>

Table 4.43 Perceptions of where homeless people are located in the area

	Frequency	Percent
Flower sellers	1	4.8
Station	1	4.8
Main Road	4	19
Canal	4	19
Along Liesbeeck walkway	1	4.8
Southern Riverside	1	4.8
Wherever they are businesses	1	4.8
All over	1	4.8
Behind Pick 'n Pay	1	4.8
Blanks	6	28.6
<b>Total</b>	<b>21</b>	<b>100</b>

Note: Multiple responses possible

#### Q8.4 What do the homeless people do?

As with the street children, commercial property owners were asked to indicate whether the homeless threaten their safety, detract from the image of the area and harass people for money and food. Only 19% indicated that the homeless threaten their safety, while 33% and 38% indicated that they detract from the image of the area and harass people for food and money, respectively.

Table 4.44 Perceptions of what homeless people do in the area

	Frequency	Percent
Threaten your safety	4	19.0
Detract from the image of the area	7	33.3
Harass you for money / food	8	38.1
Blank	2	9.5
<b>Total</b>	<b>21</b>	<b>100.0</b>

#### Q8.5 Where do they sleep at night?

Locations in which homeless people are believed to sleep include "on the pavement" (14%), "under canopies and bridges" (14%) and "along the river" (14%). To a lesser extent the homeless sleep in "shop doorways", the "church yard" and "behind Pick 'n Pay".

Table 4.45 Perceptions as to where homeless people sleep at night

	Frequency	Percent
No idea	1	4.8
Building entrances	1	4.8
Under canopies and bridges	3	14.3
On the pavement	3	14.3
Shop doorways	2	9.5
Around shopping centres	1	4.8
Church yard / Cemetery	2	9.5
Any shelter	2	9.5
Behind Pick 'n Pay	2	9.5
Along river	3	14.3
Blank	1	4.8
<b>Total</b>	<b>21</b>	<b>100</b>

**Q8.6 Is there a drug abuse/dealing problem in the Rondebosch/Rosebank area?****Q8.7 If so, where about?**

Tables 4.46 and 4.47 refer.

Forty-three percent (43%) of commercial property owners indicate that there is a drug problem in Rondebosch/Rosebank, while 52% said that they did not know. Interestingly, only three respondents had an idea of where the problem occurs.

Table 4.46 Awareness of drug abuse/dealing in the area

	Frequency	Percent
Yes	9	42.9
No	1	4.8
Don't Know	11	52.4
<b>Total</b>	<b>21</b>	<b>100.0</b>

Table 4.47 Location of drug abuse/ dealing in the area

	Frequency	Percent
Main road	1	4.8
Schools	1	4.8
Around CBD	1	4.8
Blank	18	85.7
<b>Total</b>	<b>21</b>	<b>100</b>

**Q8.8a Do you feel vendors and beggars are a problem at traffic lights in the Rondebosch/Rosebank area?****Q8.8b If "yes", which traffic lights are a problem?**

Sixty-seven percent (67%) of commercial property owners indicated that they believe vendors and beggars are a problem at the traffic lights in the Rondebosch/Rosebank area, citing a number of locations (see Table 4.49).

Table 4.48 Perceptions as to whether vendors and beggars are a problem at the traffic lights in the Rondebosch/Rosebank area

	Frequency	Percent
Yes	14	66.7
No	5	23.8
Blank	2	9.5
<b>Total</b>	<b>21</b>	<b>100.0</b>

Table 4.49 Location of traffic lights where vendors and beggars in the area are a problem

	Frequency	Percent
Belmont road	1	4.8
Main road	2	9.5
Liesbeeck Parkway	1	4.8
Campground road	1	4.8
Belmont road	1	4.8
Outside Shoprite / Checkers	1	4.8
Riverside mall	1	4.8
Fountain	1	4.8
Blank	12	57.1
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q8.9a Do you feel that there is a prostitution problem in the Rondebosch/Rosebank area?****Q8.9b If so, where about?**

Tables 4.50 and 4.51 refer.

Fourteen percent (14%) of the respondents indicated that prostitution is a problem, while 33% indicated that it is not. A further 52% indicated that they do not know. Of the three respondents who indicated that this is a problem, only one specified a location – Main Road. This finding is inconclusive evidence that prostitution is a problem in the area.

Table 4.50 Perceptions regarding prostitution in the Rondebosch/Rosebank area

	Frequency	Percent
Yes	3	14.3
No	7	33.3
Don't Know	11	52.4
<b>Total</b>	<b>21</b>	<b>100.0</b>

Table 4.51 Locations where prostitutes are perceived to be a visible problem

	Frequency	Percent
Main Road	1	4.8
Blank	20	95.2
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q8.10a Do you feel that adult entertainment detracts from the appeal of the Rondebosch/Rosebank area?  
Q8.10 If so, in what way?**

Commercial property owners appear to know more about this than their tenants, since three said it is a problem. The researchers do not know of an adult shop in the area, so it is unclear what the respondents were referring to. Isolated responses to Q8.10 are listed in Table 4.53.

Table 4.52 Perceptions as to whether or not adult entertainment in the area detracts from the appeal of the Rondebosch/Rosebank area

	Frequency	Percent
Yes	3	14.3
No	7	33.3
Don't Know	8	38.1
Blank	3	14.3
<b>Total</b>	<b>21</b>	<b>100.0</b>

Table 4.53 Perceptions as to how adult entertainment in the area detracts from the image of the Rondebosch/Rosebank area

	Frequency	Percent
Attracts the wrong type of people	1	4.8
Should not be in the suburbs	1	4.8
Should be in a designated "red light" district close to Cape Town CBD	1	4.8
Attracts undesirable elements	1	4.8
Blank	17	80.9
<b>Total</b>	<b>21</b>	<b>100.0</b>

## J. OVERALL RANKING

Commercial property owners were asked to rank a variety of issues from 1 = most important to 8 = the least important. The ranking results are depicted in Table 4.54 below. It can be seen that commercial property owners rank safety and security as the issue of greatest importance, followed by litter, cleaning and grime. The factor ranked third was that of street and pavement lighting, while social issues in the Rondebosch/Rosebank area was fourth. It is interesting to note that street trading is ranked 8<sup>th</sup>. Clearly this is not an issue for the commercial property owners in the Rondebosch/Rosebank area.

Table 4.54 Ranking of perceived importance to commercial property owners of the listed factors

Factor	Weighted average	Ranking of importance
Safety and security	1.67	1
Litter, cleaning and grime	2.71	2
Street and pavement lighting	3.43	3
Social issues	4.10	4
Public environment	4.90	5
Transportation	5.14	6
Marketing	5.71	7
Street trading	6.81	8



**K. URBAN IMAGE OF THE RONDEBOSCH/ROSEBANK AREA**

**Q10.1 What attracts people to the Rondebosch/Rosebank area?**

Twenty-nine percent (29%) of the respondents indicated that proximity to amenities is the main attraction, while 24% indicated the natural environment and a further 24%, the shopping as the main attraction. Interestingly only 12% of commercial property owners believed that UCT is the main attraction of the Rondebosch/Rosebank area.

Table 4.55 Attractions in Rondebosch/Rosebank

	Frequency	Percent
Green / Natural environment	5	23.8
UCT	3	12.3
Student area	1	4.8
Schools	1	4.8
Shopping	5	23.8
Proximity to amenities	6	28.6
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q10.2 What is negative about the Rondebosch/Rosebank area that does not attract people?**

Thirty-eight percent (38%) of commercial property owners believe that crime is the main detractor, while a further 19% believe that it is parking problems.

Table 4.56 Negative aspects of the Rondebosch/Rosebank area

	Frequency	Percent
Not pretty	1	4.8
Unwelcoming	1	4.8
Crime	8	38.0
Lack of a decent mall	1	4.8
Traffic	2	9.5
Vagrants	1	4.8
Parking problems	4	19.0
Blank	3	14.3
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q10.3 How would you describe the street life in the Rondebosch/Rosebank area?**

The street life in Rondebosch/Rosebank was generally not considered vibrant. Most (57%) thought it was 'average', "dull/non-existent" (14%) and "scary" (10%).

Table 4.57 Perceptions regarding street life in the area

	Frequency	Percent
Scary	2	9.5
Dull / Non - existent	3	14.3
Average	12	57.1
Vibrant	4	19.0
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q10.4 What is your overall image of this area?**

Of the four choices given in Table 4.58 below, almost half (48%) of the respondents chose “dirty and unsafe” to describe the image they held of the area. This view was counterbalanced by a significant 29% who see it as attractive and welcoming”. However, only 14% see it as “safe and clean” and 10% see it as “vibrant”. There is clearly room for improvement.

Table 4.58 Overall perceptions of the area

	Frequency	Percent
Dirty & Unsafe	10	47.6
Clean & Safe	3	14.3
Attractive & Welcoming	6	28.6
Vibrant	2	9.5
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q10.5 How would you rate the public environment?**

The public environment is perceived as “clean but bland”, which must mean mainly bland, given the response in Table 4.58. Significant numbers see it as “messy and dirty” (24%) and “attractive” (19%).

Table 4.59 Perceptions of the public environment

	Frequency	Percent
Messy & dirty	5	23.8
Clean but bland	10	47.6
Attractive	4	19.0
Welcome & interactive	2	9.5
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q10.6 Is there enough entertainment in the Rondebosch/Rosebank area?**

The majority (62%) of commercial property owners feel that there is sufficient entertainment in the area, but a significant 38% believe there is not.

Table 4.60 Perceptions regarding the sufficiency of entertainment in the area

	Frequency	Percent
Yes	13	61.9
No	8	38.1
<b>Total</b>	<b>21</b>	<b>100.0</b>

**Q10.7 Are there any shops or other facilities that you would like to see that aren't here now?**

The responses in Table 4.61 below indicate where commercial property owners see a need for growth in shops and facilities. The main view (76%) is that national anchor stores need to be brought in or amplified.

Table 4.61 New shops and facilities

	Frequency	Percent
Movie house	1	4.8
Cleanliness	1	4.8
Taxi disciplines	1	4.8
More parking in the CBD	1	4.8
Outdoor / indoor commodities	1	4.8
National anchors	16	76.2
<b>Total</b>	<b>21</b>	<b>100.0</b>

## 5. Residents Survey

### 5.1 Residents postcards (brief)

The approach adopted to ensure an adequate response from residents in the area was as follows. Each residential address was issued with a stamped postcard containing ten questions relating to the principal areas of enquiry in the main survey instrument used in sections 3 and 4 above. The rationale was that if this is all that residents returned, at least the data for the 10 questions would be obtained. A space was provided for respondents to give a telephone number if they wished to complete the longer questionnaire.

The following section deals with the responses of residents to the postal (postcard) questionnaire survey. The survey sought to establish residents' views on the need for a Rondebosch/Rosebank CID and the reasons for holding such an opinion.

One hundred and two (102) responses were received from residents. Respondents are divided into non-flat dwellers (78%) and flat dwellers (22%) – see Table 5.1 below. For the purposes of more comprehensive analysis, the geographical area of the residences was divided into 5 zones (see Table 5.2 and the map on page 2). Cross-tabulations by zone are not reported in this analysis.

Table 5.1 Classification of dwellings

	Frequency	Percent
Non-flat	80	78.4
Flat	22	21.6
<b>Total</b>	<b>102</b>	<b>100.0</b>

Table 5.2 Geographical zones of residences

	Frequency	Percent
Red	27	26.5
Green	15	14.7
Yellow	13	12.7
Blue	5	4.9
Pink	42	41.2
<b>Total</b>	<b>102</b>	<b>100.0</b>

The questionnaire consisted of 10 questions of a 'yes/no' response nature. The survey commenced with a general (un-numbered) question to establish residents' opinions regarding whether or not they consider that Rondebosch/Rosebank needs a CID. If a respondent answered 'no' to this question, no further involvement of that respondent was required. If the response was 'yes', the respondent was requested to complete the remaining questions. As can be seen from Table 5.3, 89% of all respondents hold the opinion that Rondebosch/Rosebank needs a CID. The responses from this group form the focus of the rest of this section.

Table 5.3 Perceptions as to whether or not Rondebosch/Rosebank needs a CID

	Frequency	Percent
Yes	91	89.2
No	8	7.8
Blank	3	2.9
<b>Total</b>	<b>102</b>	<b>100.0</b>

Dealing with each question in turn.

**Q1. Is the crime level in Rondebosch/Rosebank too high?**

As can be seen from Table 5.4, approximately 86% of respondents consider the level of crime in Rondebosch/Rosebank to be too (unacceptably) high. Obviously this is a very subjective issue and one's tolerance / opinion of crime levels will vary depending on a number of factors e.g. age, gender, race.

Table 5.4 Opinions regarding levels of crime in Rondebosch/Rosebank

	Frequency	Percent
Yes	88	86.3
No	6	5.9
Blank	8	7.8
<b>Total</b>	<b>102</b>	<b>100.0</b>

**Q2. There are too many homeless people in the area and they should not be allowed to live on our streets.**

Sixty-two percent (62%) agree with the above statement, indicating both that they think there are too many, and that they should not be there.

Table 5.5 Attitudes to homeless people living on the streets of Rondebosch/Rosebank

	Frequency	Percent
Yes	63	61.8
No	23	22.5
Blank	16	15.7
<b>Total</b>	<b>102</b>	<b>100.0</b>

**Q3. There are too many beggars in the area and they should not be allowed to beg on our streets.**

Sixty percent (60%) of the respondents feel that there are too many beggars in the area – and that they should not be there.

Table 5.6 Attitudes to beggars in the area

	Frequency	Percent
Yes	61	59.8
No	21	20.6
Blank	20	19.6
<b>Total</b>	<b>102</b>	<b>100.0</b>

**Q4. There are too many vendors selling at traffic lights in the area and they should not be allowed to trade on our streets.**

Less than 30% of the sample consider there to be too many vendors selling at robots, and that such traders should not be permitted to trade on streets. Clearly the majority of the residents sampled are tolerant in this regard.

Table 5.7 Attitudes to traffic light vendors

	Frequency	Percent
Yes	28	27.5
No	54	52.9
Blank	20	19.6
<b>Total</b>	<b>102</b>	<b>100.0</b>

**Q5. There are too many informal traders in the area and they should not be allowed to trade on our streets.**

As with the response concerning vendors at traffic lights, only 20% of the sample consider the issue of informal traders in the area to be a problem. Again, a tolerant attitude is being exhibited.

Table 5.8 Attitudes to informal traders

	Frequency	Percent
Yes	20	19.6
No	60	58.8
Blank	22	21.6
<b>Total</b>	<b>102</b>	<b>100.0</b>

**Q6. Street children are a problem**

Thirty-seven percent (37%) of the respondents agree with the statement – i.e. they consider street children to be a problem. Respondents appear to be less tolerant of street children than of vendors and informal traders. However, nearly half (47%) of the respondents do not consider them a problem. Again, this is a tolerant approach.

Table 5.9 Perceptions regarding street children

	Frequency	Percent
Yes	38	37.3
No	48	47.1
Blank	16	15.7
<b>Total</b>	<b>102</b>	<b>100.0</b>

**Q7. Graffiti is a problem**

A clear majority of 60% residents see graffiti as a problem, with 60% of the sample (71% of respondents to this particular question) agreeing with the assertion. This response is expected given that graffiti on the walls of residences is considered unsightly and expensive to remove.

Table 5.10 Perceptions regarding graffiti

	Frequency	Percent
Yes	61	59.8
No	25	24.5
Blank	16	15.7
<b>Total</b>	<b>102</b>	<b>100.0</b>

**Q8. There is not enough beautification of public spaces (planters, fountains, etc)**

Sixty-eight percent (68%) of the respondents agree with the statement that there is insufficient beautification of the Rondebosch/Rosebank area. Clearly there is a perceived need for more planters, fountains, etc. in the area.

Table 5.11 Perceptions regarding beautification in the area

	Frequency	Percent
Yes	69	67.6
No	22	21.6
Blank	11	10.8
<b>Total</b>	<b>102</b>	<b>100.0</b>

**Q9. Advertising is not properly managed (e.g. posters on street lamps)**

Fifty percent (50%) of the respondents agree that advertising in the Rondebosch/Rosebank area is not properly managed. However, a significant minority of 32% consider this not to be an issue.

Table 5.12 Perceptions regarding the management of advertising in the area

	Frequency	Percent
Yes	51	50.0
No	33	32.4
Blank	18	17.6
<b>Total</b>	<b>102</b>	<b>100.0</b>

**Q10. Are you the owner of your residential property or a tenant?**

Interestingly, 65% of the sample report being the owner of the property within which they reside, with 32% reporting to be commercial tenants. There seems to be a correlation between ownership of property and the responses to the above questions; this will be explored in a more detailed analysis.

Table 5.13 Classification of property 'ownership'

	Frequency	Percent
Owner	66	64.7
Tenant	33	32.4
Blank	3	2.9
<b>Total</b>	<b>102</b>	<b>100.0</b>

Finally, in an attempt to prevent 'double-counting' of responses by students, respondents were asked to indicate whether they were a UCT student and had already taken part in the student CID survey on campus. The responses are given in Table 14. Two percent of the sample falls into this category. Consequently, the extent to which double counting has taken place may be considered minimal.

Table 5.14 Students reporting involvement in a CID survey on campus

	Frequency	Percent
Yes	2	2.0
No	36	35.3
Blank	64	62.7
<b>Total</b>	<b>102</b>	<b>100.0</b>

## 5.2 Residents (long questionnaire)

The following section deals with the responses of residents to a follow-up, telephonic questionnaire survey. These particular respondents had indicated in the short, postcard survey (reported in Section 5.1 above) that they would be willing to participate in a longer, more detailed, questionnaire study. They provided their contact details on the postcards for follow-up purposes. This more in-depth survey sought to establish residents' detailed views on the need for a Rondebosch/Rosebank CID and the reasons for holding such an opinion.

Fourteen residents took part in this follow-up survey, although a further 30 interviews remain outstanding at the time of writing because of the logistical problem of following up and finding a mutually suitable time to conduct the telephonic interview. This is significant because 14 is probably too small a sample upon which to deduce much at all. Although residents participating in the postcard survey comprised both non-flat dwellers (e.g. house) (78%) and flat dwellers (22%), only non-flat dwellers (100%) participated in the data reported in this section. Again, for the purposes of more comprehensive analysis, the geographical area of the residences was divided into 5 zones (see Table 5.15 and map on page 2). This aspect of the survey is not utilized in the analysis of this section, because of the low numbers of respondents. It is noticeable that, as in the postcard survey, over 40% of responses came from the 'Pink' zone.

Table 5.15 Geographical zones of residences

	Frequency	Percent
Red	3	21.4
Green	3	21.4
Blue	2	14.3
Pink	6	42.9
<b>Total</b>	<b>14</b>	<b>100.0</b>

### A. SAFETY AND SECURITY

#### Q1.1 Do you feel safe in and around the public environment in the Rondebosch/Rosebank area?

A 57% majority of residents said that they feel safe in and around the Rondebosch/Rosebank area. This group of respondents is probably very familiar with the environment because, as residents, they live in and travel around the area. Notwithstanding the majority optimism, a significant proportion of residents (43%) do not feel safe.

Table 5.16 Perceived safety of the area

	Frequency	Percent
Yes	8	57.1
No	6	42.9
<b>Total</b>	<b>14</b>	<b>100.0</b>

#### Q1.2 In your opinion, what type of crime occurs most frequently in the area?

As was the case with the postcard survey, the perception of residents is that muggings (50% of sample) and thefts from cars (43% of sample) are the crimes most likely to occur in the area.



Table 5.17 Perceptions of frequency of crime by crime type

	Frequency	Percent
Theft from car	6	42.9
Muggings	7	50.0
Blank	1	7.1
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q1.3 Where do you feel that most crimes in the Rondebosch/Rosebank area occur?**

This question sought to establish perceptions regarding the location of the crime in the area referred to above. It appears that the "Liesbeeck River" (14%) and "Main Road" (14%) are the primary areas for concern. Interestingly, the postcard survey respondents also flagged Main Road as a crime area. Other perceived crime risk spots include the taxi ranks, the train stations, and the Glendale Residence.

Table 5.18 Areas perceived to be crime hotspots

	Frequency	Percent
Main Road	2	14.3
Train Station	1	7.1
Victoria Road	1	7.1
Milner Road	1	7.1
Liesbeeck River	2	14.3
Taxi Ranks	1	7.1
Private Roads	1	7.1
Glen Res	1	7.1
Blank	4	28.6
<b>Total</b>	<b>14</b>	<b>100.0</b>

Note: Multiple responses possible

**Q1.4 At what time of day do crimes most frequently occur?**

Residents perceive the most prevalent times for crimes to be 5pm - 9pm (50%) and 4am - 9am (14%).

Table 5.19 Times of the day at which crimes occur

	Frequency	Percent
24 hours	1	7.1
7 am - 6 pm	1	7.1
5 pm - 9pm	7	50.0
4 am - 9am	2	14.3
Other	1	7.1
Blank	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

Note: Multiple responses possible

**Q1.5 What would make you feel safer in the Rondebosch/Rosebank area?**

Having established an indication of the perceived nature of crime in the area, this question sought to determine the type of interventions that would provide residents with a greater sense of security. The majority (64%) of those residents who answered this question feel that more visible policing would make them feel safer.

Table 5.20 Perceptions of desired interventions to render the area safer

	Frequency	Percent
Visible Policing	9	64.3
Better Surveillance	1	7.1
Blank	4	28.6
<b>Total</b>	<b>14</b>	<b>100.0</b>

Note: Multiple responses possible

### Q1.6 How do you rate the overall security situation in the Rondebosch/Rosebank area?

This question relates to Q1.1 and should be read in conjunction with that question. Whilst 64% of participants describe the security situation as 'average', a concerned 36% describe it as 'poor'.

Table 5.21 Perceptions of overall security in the area

	Frequency	Percent
Good	0	0.0
Average	9	64.3
Poor	5	35.7
<b>Total</b>	<b>14</b>	<b>100.0</b>

## B. STREET AND PAVEMENT LIGHTING

### Q2.1 From a security point of view, do you feel that the street and pavement lighting in the Rondebosch/Rosebank area is adequate?

It would seem reasonable that the perceived extent of crime and feelings of security on the part of respondents is influenced by the adequacy or otherwise of street and pavement lighting. Fifty-seven percent (57%) of the respondents feel that street lighting is adequate from a security point of view. A significant minority (36%) disagree.

Table 5.22 Perceived adequacy of street and pavement lighting in the area

	Frequency	Percent
Yes	8	57.1
No	5	35.7
Blank	1	7.1
<b>Total</b>	<b>14</b>	<b>100.0</b>

### Q2.2 Are there any particular areas which are not well lit? If so, where?

Unfortunately only 50% of the sample chose to respond to this particular question. Of those who did, no one particular area is highlighted as being in particular need of improved lighting. The responses are not altogether helpful, as areas (e.g. Mowbray) are mixed up with individual streets. Suffice it to say that participants feel that some areas require better lighting.

Table 5.23 Perceptions of areas that are not well lit

	Frequency	Percent
Mowbray	1	7.1
Church Street	1	7.1
Rustenburg Road	1	7.1
Most residential streets	1	7.1
Cecil Road	1	7.1
Barry Ave	1	7.1
Area around KFC	1	7.1
Blank	7	50.0
<b>Total</b>	<b>14</b>	<b>100.0</b>

Note: Multiple responses possible

### C. LITTER, GRIME AND CLEANING

#### Q3.1 Is the refuse in the area collected regularly?

All participants answered this question. Residents are almost unanimous (86%) that refuse in the area is collected regularly.

Table 5.24 Perceptions as to whether of not refuse is regularly collected

	Frequency	Percent
Yes	12	85.7
No	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

#### Q3.2 Are there sufficient refuse bins in the area?

Views are divided on this issue, with 64% of residents stating 'yes' and 36% disagreeing. If read in conjunction with the previous question, it could be inferred that, despite instances of an insufficiency of bins, the refuse is regularly collected.

Table 5.25 Perceptions regarding the sufficiency of refuse bins in the area.

	Frequency	Percent
Yes	9	64.3
No	5	35.7
<b>Total</b>	<b>14</b>	<b>100.0</b>

#### Q3.3 How do you rate the overall cleanliness of the area?

The majority of respondents state that the cleanliness of the area is 'poor' (43%), with 36% of sample saying it is 'average'. Only 14% of the sample residents consider it 'good'.

Table 5.26 Perceptions of overall cleanliness in the area

	Frequency	Percent
Good	2	14.3
Average	5	35.7
Poor	6	42.9
Blank	1	7.1
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q3.4a Do illegal posters create an eyesore in the Rondebosch/Rosebank area?**  
**Q3.4b Do you view them as problematic?**

The responses in Tables 5.27 and 5.28 refer. Residents appear to be quite tolerant of illegal posters, with a majority (57%) saying that the posters are not an eyesore. Conversely, 43% do find them an eyesore. Equal numbers of respondents consider illegal posters to be a problem, and not to be a problem (36% in each case).

Table 5.27 Perceptions as to whether illegal posters are an eyesore

	Frequency	Percent
Yes	6	42.9
No	8	57.1
<b>Total</b>	<b>14</b>	<b>100.0</b>

Table 5.28 Perceptions as to whether illegal posters are problematic

	Frequency	Percent
Yes	5	35.7
No	5	35.7
Blank	4	28.6
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q3.5a Does graffiti or visual pollution occur in the Rondebosch/Rosebank area?**  
**Q 3.5b Is it quickly removed?**

Table 5.29 refers. Seventy-nine percent (79%) of the respondents indicate that graffiti and other forms of visual pollution occur in the Rondebosch/Rosebank area. Having established the presence of graffiti, respondents were asked to reflect on how quickly it is removed. Sixty-four percent (64%) of the respondents report that it is not speedily removed.

Table 5.29 Presence of graffiti / removal of graffiti

	Is there graffiti?	Percent	Removed quickly?	Percent
Yes	11	78.6	3	21.4
No	1	7.1	9	64.3
Blank	2	14.3	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>	<b>14</b>	<b>100.0</b>

**D. PARKING****Q4.1 How would you rate the on-street parking facilities in the Rondebosch/Rosebank area?**

On-street parking facilities in the area are clearly perceived to be a problem, with 79% of the respondents rating them as 'poor'. Only 7% of respondents claim they are 'good', with 14% saying they are 'average'.

Table 5.30 Perceptions regarding parking facilities in the area

	Frequency	Percent
Good	1	7.1
Average	2	14.3
Poor	11	78.6
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q4.2 Do you find it easy to find a parking space?****Q4.3 Do you feel that your car is safely parked in the street?**

Fifty percent (50%) of the respondents state that finding a parking space is not easy. Thirty-six percent (36%) disagree. Nearly two thirds (64%) do not consider their cars to be safe whilst parked in the street.

Table 5.31 Ease of finding parking / safety of car

	Easy to find parking?	Percent	Is car safe?	Percent
Yes	5	35.7	5	35.7
No	7	50.0	9	64.3
Blank	2	14.3	0	0.0
<b>Total</b>	<b>14</b>	<b>100.0</b>	<b>14</b>	<b>100.0</b>

**Q4.4 What is your perception of the car guards currently working in the Rondebosch/Rosebank area?**

Insofar as 'car guards' in the area are concerned, it is interesting to note that only 29% of the respondents felt that they help in the prevention of car theft. A significant number of respondents (43%) find car guards intimidating and suggest that they don't make the environment safer.

Table 5.32 Perceptions regarding car guards in the area

	Frequency	Percent
Intimidating & don't contribute to a safe environment	6	42.9
They help in preventing car theft	4	28.6
Don't know	4	28.6
<b>Total</b>	<b>14</b>	<b>100.0</b>

## E. INFORMAL TRADING

**Q5.1 Informal trading is viewed at various levels of government as an economic necessity. Do you support the concept of informal trading in principle?**

**Q5.2 If your answer was 'yes', which of the following managed alternatives would you support?**

With reference to Table 5.33, a vast majority (71%) of residents seems to support the concept of informal trading in principle. Those who answered 'yes' to Q5.1 supported both trading on pavements, but in specific trading stalls (43%) and (less preferably) in a specific trading market (21%).

Table 5.33 Support for informal trading

	Frequency	Percent
Yes	10	71.4
No	4	28.6
<b>Total</b>	<b>14</b>	<b>100.0</b>

Table 5.34 How informal trading should be managed

	Frequency	Percent
On pavements but in specific trading stalls	6	42.9
In a specific informal Trading Market	3	21.4
Blank	5	35.7
<b>Total</b>	<b>14</b>	<b>100.0</b>

## F. PUBLIC TRANSPORT

**Q6.1 What form of transport do you use to get to Rondebosch/Rosebank?**

The majority (71%) of residents use private vehicles to get to the area. However, considering that they live there anyway, this probably refers to how those who do not work in Rondebosch/Rosebank commute to their work locations.

Table 5.35 Forms of transport used

	Frequency	Percent
Train	1	7.1
Taxi	1	7.1
Bus	1	7.1
Private Vehicle	10	71.4
Blank	1	7.1
<b>Total</b>	<b>14</b>	<b>100.0</b>

Note: Multiple responses possible

**Q6.2 How do you perceive the Public Bus system in the Rondebosch/Rosebank area, in terms of its impact on the image of the area?**

Twenty nine percent (29%) of residents said they don't know. However, 36% of the residents have negative views of the impact of the bus service on the image of Rondebosch/Rosebank, and a small minority (21%) considers it average.

Table 5.36 Perceptions regarding the public bus service in the area

	Frequency	Percent
Average	3	21.4
Negative	5	35.7
Don't know	4	28.6
Blank	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q6.3 How do you perceive the mini-bus taxis in the area, in terms of obeying bylaws, and their impact on the image of the area?**

Predictably, a significant proportion (64%) of the respondents claims that taxis in the area create a negative impression. Seven percent (7%) of the respondents are ambivalent ('average'). Significantly, perhaps, 29% of the respondents either do not know, or did not answer the question.

Table 5.37 Perceptions of mini-bus taxis in the area

	Frequency	Percent
Average	1	7.1
Negative	9	64.3
Don't know	2	14.3
Blank	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q6.4 How well do you feel the mini-bus taxis in the area in the Rondebosch/Rosebank area are managed?**

The vast majority of both the respondents (64%) feel that mini-bus taxis operating in the area are poorly managed by the local authority. Approximately 21% of the respondents view taxi management as 'average'.

Table 5.38 Perceptions regarding the management of mini-bus taxis

	Frequency	Percent
Average Management	3	21.4
Poorly Managed	9	64.3
Blank	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q6.5 Do mini-bus taxis rank/operate on the street?**

Fifty percent (50%) of the respondents state that taxis do rank or operate on the streets in the area. Forty three percent (43%) of the respondents did not answer this question.

Table 5.39 Perceptions regarding whether or not mini-bus taxis rank on the streets

	Frequency	Percent
Yes	7	50.0
No	1	7.1
Blank	6	42.9
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q6.5a If so, where do they rank?**

Thirty six percent (36%) of the respondents indicate that taxis form ranks in Main Road. Other locations, such as Mowbray Station and the Bus Station are given, but to a far lesser extent (one count each). Another respondent claims that taxis rank 'everywhere'.

Table 5.40 Perceptions as to where mini-bus taxi ranks are

	Frequency	Percent
Main Road	5	35.7
Everywhere	1	7.1
Mowbray Station	1	7.1
Bus Station	1	7.1
Taxi Rank	1	7.1
Blank	5	35.7
<b>Total</b>	<b>14</b>	<b>100.0</b>

Note: Multiple responses possible

**Q6.6 How do you perceive the mini-bus taxi ranks?**

The majority (36%) of the respondents perceive mini-bus taxis in a negative light, with relatively few (14%) taking a positive view.

Table 5.41 Perceptions of mini-bus taxi ranks

	Frequency	Percent
Positive	2	14.3
Negative	5	35.7
Blank	7	50.0
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q6.6a How do you perceive the mini-bus taxi ranks? (In your own words)**

Very few residents answered this question. Of the 36% who did, perceptions included of taxi ranks include: 'uncontrolled'; 'irritating'; 'rude'; and 'in your face'. Clearly, taxi ranks do not always make a good impression.

Table 5.42 Perceptions of mini-bus taxi ranks

	Frequency	Percent
Uncontrolled	1	7.1
Irritating	2	14.3
Rude	1	7.1
In your face	1	7.1
Blank	9	64.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

Note: Multiple responses possible

**Q6.7 Are the train stations safe to use?**

Only 29% of the respondents consider the train stations safe to use. Fifty-seven percent (57%) claim that the Rondebosch/Rosebank stations are not safe to use.



Table 5.43 Perceptions regarding the safety of the Rondebosch/Rosebank train stations

	Frequency	Percent
Yes	4	28.6
No	8	57.1
Blank	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q6.8 What suggestions do you have to further improve the stations?**

The most frequent suggestions include more “visible policing” (21%), “improved security” (14%), and the removal of graffiti (14%). Other suggestions include the removal of rats, improved access, and improve aesthetics.

Table 5.44 Suggestions for improving the train stations

	Frequency	Percent
Improved security	2	14.3
Visible Policing	3	21.4
Clean Graffiti	2	14.3
Remove rats	1	7.1
Improve access	1	7.1
Improved aesthetics	1	7.1
Blank	4	28.6
<b>Total</b>	<b>14</b>	<b>100.0</b>

Note: Multiple responses possible

**G. PUBLIC ENVIRONMENT****Q7.1 Do you feel that there are enough public facilities in the Rondebosch/Rosebank area, such as information points, public toilets, bus shelters, public seating, parks, etc.?**

A clear majority (64%) of the respondents feel that there are insufficient public facilities in the area, although a significant minority of 36% disagrees with this.

Table 5.45 Perceptions regarding public facilities in the area

	Frequency	Percent
Yes	5	35.7
No	9	64.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q7.2 If your answer was ‘no’, which facilities do you feel are needed in the area?**

Most respondents want more toilets (50%). Others (one count each) want information boards, more seating, more ‘green’ areas, and a public pool.

Table 5.46 Perceptions of facilities required in the area

	Frequency	Percent
Toilets	7	50.0
Information Boards	1	7.1
Seating	1	7.1
Green areas	1	7.1
Public Pool	1	7.1
Blank	3	21.4
<b>Total</b>	<b>14</b>	<b>100.0</b>

Note: Multiple responses possible

### Q7.3 How would you describe the quality of the public environment, e.g. streets, pavements, public buildings, landscaping, etc.?

Responding residents hold a variety of opinions regarding the quality of the public environment in the area. The most widespread feeling (43%) is that the area is 'average'. Only 14% see the quality of the public environment as 'good', with 36% viewing it as 'poor'.

Table 5.47 Perceptions regarding the quality of the public environment

	Frequency	Percent
Good	2	14.3
Average	6	42.9
Poor	5	35.7
Blank	1	7.1
<b>Total</b>	<b>14</b>	<b>100.0</b>

### Q7.4 Are there enough natural elements in the area (such as trees, grass, flowers, etc.)?

The majority of the sample (64%) consider there to be sufficient trees and flowers in the area. Whilst this is noteworthy, a significant proportion of respondents disagree (36%). Clearly room for improvement exists.

Table 5.48 Perceptions regarding vegetation in the area

	Frequency	Percent
Yes	9	64.3
No	5	35.7
<b>Total</b>	<b>14</b>	<b>100.0</b>

### Q7.5 Do you feel there are enough public parks/spaces in the Rondebosch/Rosebank area?

Respondents to this question are evenly split over the issue, with equal numbers agreeing and disagreeing on the sufficiency of public parks and spaces.

Table 5.49 Perceptions regarding the sufficiency of parks /spaces in the area

	Frequency	Percent
Yes	7	50.0
No	7	50.0
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q7.6 Are the pavements well maintained?**

A clear majority (64%) of the respondents feel that the pavements in the area are not well maintained. Clearly the perception is that the situation could be improved.

Table 5.50 Perceptions regarding the maintenance of pavements

	Frequency	Percent
Yes	5	35.7
No	9	64.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q7.7 If pavements are not well maintained, where are these located?**

The vast majority of the residents (79%) did not answer this question. Areas noted for poorly-maintained pavements include Tall Road, the area below UCT, and Main Road itself.

Table 5.51 Perceptions regarding the location of poorly maintained pavements

	Frequency	Percent
Tall Road	1	7.1
Below UCT	1	7.1
Main Road	1	7.1
Blank	11	78.6
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q7.8a Do you think that noise pollution detracts from your business operations?**

Whilst the single largest majority (43%) claim that noise pollution does not detract from local business operations, a significant proportion (36%) say that it does. Fourteen percent (14%) claim not to know.

Table 5.52 Extent to which noise pollution is perceived to detract from local business operations

	Frequency	Percent
Yes	5	35.7
No	6	42.9
Don't Know	2	14.3
Blank	1	7.1
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q7.8b If 'yes', how?**

Whilst 64% of the sample elected not to answer the question, those who did offered the following suggestions regarding the sources of noise pollution: students; UCT Flats; Taxis, SAB Trucks, and the Jammie Shuttles – 3 of the 5 sources emanating from UCT.

Table 5.53 Extent to which noise pollution is perceived to detract from local business operations

	Frequency	Percent
Students	1	7.1
UCT Flats	1	7.1
Taxis	1	7.1
SAB Trucks	1	7.1
Jammie Shuttles	1	7.1
Blank	9	64.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

## H. SOCIAL ISSUES

**Q8.1a Are there street children in the Rondebosch/Rosebank area?**

**Q8.1b If so, where about?**

**Q8.2 What do the street children do?**

Refer to Tables 4.54 to 4.56. Insofar as street children are concerned, most residents (71%) are aware of them being in the area. Areas indicated as being populated by street children include Main Road and the Rondebosch/Rosebank station areas. Residents stated that street children detract from the image of the area (14%) and harass people for food and/or money (21%).

Table 5.54 Presence of street children in the area

	Frequency	Percent
Yes	3	21.4
No	10	71.4
Don't know	1	7.1
<b>Total</b>	<b>14</b>	<b>100.0</b>

Table 5.55 Where street children can be found

	Frequency	Percent
Train Station	1	7.1
Main Road	1	7.1
Blank	12	85.7
<b>Total</b>	<b>14</b>	<b>100.0</b>

Table 5.56 Activities of street children

	Frequency	Percent
Detract from the image of the area	2	14.3
Harass you for money / food	3	21.4
Blank	9	64.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q8.3a Are the homeless a problem in the Rondebosch/Rosebank area?**

**Q8.3b If so, where about?**

Insofar as homeless people in the area are concerned, refer to Tables 4.58 to 4.61. The vast majority of residents (86%) regard homeless people as a problem in the area. Not all residents provided information

on the location of the homeless, but those who did most frequently identified the Liesbeeck River, together with Main Road, the railway bridge, Fountains, and Rosebank.

Table 5.57 Presence of homeless people

	Frequency	Percent
Yes	12	85.7
No	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

Table 5.58 Where homeless people can be found

	Frequency	Percent
Liesbeeck River	3	21.4
Everywhere	1	7.1
Main Road	1	7.1
Railway Bridge	1	7.1
Fountain Centre	1	7.1
Rosebank	1	7.1
Immediate Area	1	7.1
Blank	5	35.7
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q8.4 What do the homeless do?****Q8.5 Where do they sleep at night?**

Tables 5.59 and 5.60 refer. Fourteen percent (14%) of the respondents feel that homeless people threaten their safety, 36% feel that they detract from the image of the area and 21% say they harass people for food and/or money. Residents were also asked if they knew where the homeless sleep at night, but no responses were obtained.

Table 5.59 Activities of homeless people

	Frequency	Percent
Threaten your safety	2	14.3
Detract from the image of the area	5	35.7
Harass you for money / food	3	21.4
Blank	4	28.6
<b>Total</b>	<b>14</b>	<b>100.0</b>

Table 5.60 Where homeless people sleep at night

	Frequency	Percent
Blank	14	100.0
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q8.6 Is there a drug abuse/dealing problem in the Rondebosch/Rosebank area?****Q8.7 If so, where about?**

Refer to Tables 5.61 and 5.62. Few residents (71%) claim to be aware of drug abuse / dealing in the area. Only 21% state that they are aware of it. No respondents offered knowledge of where drug dealing / abuse occurs.

Table 5.61 Awareness of drug abuse / dealing in the area

	Frequency	Percent
Yes	3	21.4
Don't know	10	71.4
Blank	1	7.1
<b>Total</b>	<b>14</b>	<b>100.0</b>

Table 5.62 Location of drug abuse / dealing in the area

	Frequency	Percent
Blank	14	100.0
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q8.8a Do you feel vendors and beggars are a problem at the traffic lights in the Rondebosch/Rosebank area?**

**Q8.8b If so, at which traffic lights?**

With reference to Tables 5.63 and 5.64, beggars are clearly a visible presence in the area, with 57% of the respondents stating that they perceive their presence at traffic lights to be a problem.

Table 5.63 Perception of vendor/beggar problem at traffic lights

	Frequency	Percent
Yes	8	57.1
No	5	35.7
Blank	1	7.1
<b>Total</b>	<b>14</b>	<b>100.0</b>

With regard to the location of the traffic lights where vendors and beggars in the area are a problem, no responses were obtained.

Table 5.64 At which traffic lights is vending/begging a problem?

	Frequency	Percent
Blank	14	100.0
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q8.9a Do you feel that there is a prostitution problem in the Rondebosch/Rosebank area?**

**Q8.9b If so, where about?**

Refer to Tables 5.65 and 5.66. Sixty four percent (64%) of the respondents state that prostitution is not a problem in the area; 14% claim that it is and 21% report that they do not know. It appears from these responses that prostitution in the area is not such a problem as anecdotal evidence may suggest. Regarding the locations where prostitutes pose a problem, no responses were obtained.

Table 5.65 Perception that prostitution is a problem

	Frequency	Percent
Yes	2	14.3
No	9	64.3
Don't know	3	21.4
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q8.10a Do you feel that adult entertainment detracts from the appeal of the Rondebosch/Rosebank area?**  
**Q8.10b If so, in what way?**

Responses relating to whether or not adult entertainment in the area detracts from the image of the Rondebosch/Rosebank area are summarised in Tables 5.66. Fifty percent (50%) of the respondents stated that such entertainment does not detract from the image of the area, whilst 14% claimed that it does. Thirty six percent (36%) claimed not to know. No responses were obtained to the question on how adult entertainment detracts from then image of the area.

Table 5.66 Does the presence of adult entertainment shops tarnish the image of the area?

	Frequency	Percent
Yes	2	14.3
No	7	50.0
Don't know	5	35.7
<b>Total</b>	<b>14</b>	<b>100.0</b>

## J. OVERALL RANKING

### Q9.1 to Q9.8 Rank the listed factors in terms of importance

This section of the interview questionnaire dealt with residents' overall ranking, in order of importance to them concerning the Rondebosch/Rosebank area, of the factors listed (1 = most important; 8 = least important). The results are summarised in Table 5.67 below. The ranking is determined by calculating the weighted average for each factor.

It is clear from the results below that the most important factor for residents is for the area to be safe and secure, followed closely by the need for it to be clean. It also appears to be a high priority for social issues (homeless, street children, drugs and prostitution) to be dealt with. Effective transportation and a good quality public environment are also deemed important. The management of street trading, the provision of additional street lighting, and marketing of the area are regarded as less important.

Table 5.67 Ranking of perceived importance to residents of the listed factors

Factor	Weighted average	Ranking of importance
Safety and security	2.50	1
Litter, cleaning and grime	2.77	2
Social issues	3.18	3
Transportation	3.42	4
Public environment	3.54	5
Street trading	4.75	6
Street and pavement lighting	4.92	7
Marketing	5.00	8

## K. URBAN IMAGE OF THE RONDEBOSCH/ROSEBANK AREA

When asked about what attracts people to the Rondebosch/Rosebank area, and what residents see as negative about the area that acts as a disincentive for people to come to Rondebosch/Rosebank, none of the residents participating in this larger survey offered any comment in response to either question (Q10.1 and Q10.2).

### Q10.3 How would you describe the street life in the Rondebosch/Rosebank area?

The majority (57%) of the respondents view street life in the area as 'average'. Other responses see life on the streets as 'scary' (7%) and 'vibrant' (25%). It appears that, despite respondents' acknowledgement of the presence of crime in the area, relatively few find the area 'scary'.

Table 5.68 Perceptions regarding street life in the area

	Frequency	Percent
Scary	1	7.1
Average	8	57.1
Vibrant	3	21.4
Blank	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

### Q10.4 What is your overall image of this area?

Insofar as residents' overall impressions of the area are concerned, respondents reported the area as being predominantly: 'dirty and unsafe' (36%); 'clean and safe' (21); and 'attractive and welcoming' (21%).

Table 5.69 Overall perceptions of the area

	Frequency	Percent
Dirty & unsafe	5	35.7
Clean & safe	3	21.4
Attractive & welcoming	3	21.4
Vibrant	1	7.1
Blank	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

Note: Multiple responses possible



**Q10.5 How would you rate the public environment?**

An interesting cross section of opinions is given in response to this question. The predominant view (36%) of the respondents is that the area is 'clean, but bland'. Another prominent view is that the area is 'messy and dirty' (29%). Only 14% see the area as 'attractive'; and even fewer (7%) consider it to be 'welcoming and interactive'. Fourteen percent (14%) did not answer the question.

Table 5.70 erceptions of the public environment

	Frequency	Percent
Messy & dirty	4	28.6
Clean but bland	5	35.7
Attractive	2	14.3
Welcoming & interactive	1	7.1
Blank	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

**Q10.6 Is there enough entertainment in the Rondebosch/Rosebank area?**

Residents appear to be fairly satisfied that there is enough entertainment in the Rondebosch/Rosebank area, with 64% affirming that there is. However, 21% feel that there could be more entertainment in the area.

Table 5.71 Perceptions regarding the sufficiency of entertainment in the area

	Frequency	Percent
Yes	9	64.3
No	3	21.4
Blank	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

When asked if there were any shops or other facilities that they would like to see in the area (that currently are not there), none of the sample residents offered any comment.

## 6. Shoppers survey

This section of the survey deals with the opinions of shoppers active in the commercial centres in the Rondebosch/Rosebank area. The data were captured by means of a structured interview questionnaire survey conducted *in situ* with shoppers.

### Q 1. Are you a UCT Student?

This question sought to establish whether or not participating shoppers were UCT students. The aim of this question was to determine the extent to which UCT students are being 'double counted' with respect to other surveys done as part of this project. As can be seen from Table 6.1, two thirds of participants are not UCT students. The extent of participation of students in the survey of shoppers needs to be noted. It would be useful to differentiate between students' responses versus other shoppers' responses.

Table 6.1 Are you a UCT student?

	Frequency	Percent
Yes	34	33.7
No	67	66.3
<b>Total</b>	<b>101</b>	<b>100.0</b>

The following five questions deal with participants' experiences of, and feeling towards, safety and security in the area.

### A. SAFETY AND SECURITY

#### Q2a.1 Do you feel safe in and around the public environment in the Rondebosch/Rosebank area?

Sixty-three percent (63%) of the respondents feel safe in the public environment of the area. This probably reflects their experience of the area during shopping hours.

Table 6.2 Perceptions of safety in the Rondebosch/Rosebank area

	Frequency	Percent
Yes	63	62.4
No	38	37.6
<b>Total</b>	<b>101</b>	<b>100.0</b>

#### Q2a.2 If you have been a victim of crime in the Rondebosch/Rosebank area, what type of crime was it?

Nearly 80% of the respondents did not answer this question – the reason for this is unclear. Is it because they have never been victims of crime; or did these participants simply decline to answer the question? Of the participants who did respond, the two most prevalent types of crime are muggings (7%) and theft from cars (7%).

Table 6.3 Incidences of crime by crime type

	Frequency	Percent
Theft from car	7	6.9
Theft of car	1	1.0
Muggings	7	6.9
Snatching	3	3.0
Armed robbery	3	3.0
Blank	80	79.2
<b>Total</b>	<b>101</b>	<b>100.0</b>

**Q2a.3 At what time did the crime you referred to occur?**

As would be expected from the responses to the previous question (i.e. there were only 21 responses), a large proportion of respondents did not answer this question. Those who did indicate that the most prevalent times for crimes are 10pm - 4am (42%), 6pm - 10pm (29%), and 2pm - 5pm (17%). In essence, the period 4am - 2pm is the most crime-free time.

Table 6.4 Times of the day at which crimes occur

	Frequency	Percent
10pm - 4am	10	9.9
4am - 9am	2	2.0
9am - 2pm	1	1.0
2pm - 5pm	4	4.0
6pm - 10pm	7	6.9
Blank	77	76.2
<b>Total</b>	<b>101</b>	<b>100.0</b>

**Q2a.4 Where did the above crime in the Rondebosch/Rosebank area occur? Please be specific.**

This question sought to establish the location of the crimes referred to above. Main Road, Rondebosch/Rosebank, is the most troubled area, mentioned by 8% of the respondents. Other crime spots include the Rondebosch/Rosebank train stations, the Campground subway, the parking area behind Pick 'n Pay, Highstead Road, and the Riverside Mall.

Table 6.5 Areas reported to be crime hotspots

	Frequency	Percent
Main road - Past Checkers	1	0.99
Chester road	1	0.99
Campground subway	3	2.97
Riverside mall	2	1.98
Albion road	1	0.99
Roseland road	1	0.99
Road next to Rosmead Road	1	0.99
Main road - Rondebosch	8	7.92
Pine road	1	0.99
FNB ATM - Rondebosch	1	0.99
Teddington Street	1	0.99
Train station - Rondebosch	4	3.96
Highstead Road	2	1.98
Lovers Walk	1	0.99
Parking area behind Pick 'n Pay	2	1.98
Campground subway	2	1.98
Blank	69	68.32
<b>Total</b>	<b>101</b>	<b>100.0</b>

#### Q2a.5 What would make you feel safer in the Rondebosch/Rosebank area?

Having established an indication of the nature and extent of crime in the area, this question sought to determine the type of interventions that would provide shoppers with a greater sense of security in the area. Approximately 60% of interviewees answered this question. Most favoured interventions include (percentages are of the 61 who answered the question): more visible policing (31%), police patrolling (31%) and more security guards (21%). Interventions receiving less support include ADT-type security, extra lighting and cameras, and the removal of vagrants.

Table 6.6 Perceptions of desired interventions to render the area safer

	Frequency	Percent
More police visible	19	18.81
Security - ADT	6	5.94
More security guards	13	12.87
Police patrolling	19	18.81
Extra lighting / cameras	2	1.98
Remove vagrants	2	1.98
Blank	40	39.60
<b>Total</b>	<b>101</b>	<b>100.0</b>

## B. STREET AND PAVEMENT LIGHTING

The next question deals specifically with street and pavement lighting.

### Q3b.1 Are there any particular areas which are not well lit? If so, where?

Only 33 interviewees responded to this particular question. They identified a wide range of locations that could benefit from better lighting. Foremost amongst these are the areas near the Baxter Theatre and the areas near the Rondebosch Station and Library.

Table 6.7 Perceptions of areas that are not well illuminated

	Frequency	Percent
Main Road, Highstead	1	0.99
Back road - Alleys	2	1.98
Chester Road	2	1.98
Lower to upper campus (main road)	1	0.99
Near railway station, library, Main Road	3	2.97
Near bridge, near M5	1	0.99
Street turns into park by Riverside Mall	1	0.99
Rondebosch Common area	2	1.98
Parking behind Pick `n Pay	2	1.98
Behind church in Rondebosch Road	1	0.99
Road next to Lovers Lane from UCT tunnel	1	0.99
Bridge behind Pick `n Pay	1	0.99
Eureka Road	1	0.99
Close to Mowbray	1	0.99
Most areas well lit	1	0.99
Don't know	1	0.99
Corner Teddington Road - no lights	1	0.99
At back area of Rondebosch shopping centre	1	0.99
Lighting is ok	1	0.99
Near Baxter	4	3.96
River	1	0.99
Area between Rondebosch & Tugwell	1	0.99
Myrtle Road	1	0.99
Various streets off campground park	1	0.99
Blank	68	67.0
<b>Total</b>	<b>101</b>	<b>100.0</b>

### C. LITTER, GRIME AND CLEANING

The following two questions deal with perceptions regarding 'cleanliness' (litter, grime and cleaning) in Rondebosch/Rosebank.

#### Q4c.1 How do you rate the overall cleanliness of the area?

Most of the respondents (57%) state that the cleanliness of the area is 'average', 26% say it is 'good', whilst 15% claim that it is 'poor'. Two percent (2%) claim not to know.

Table 6.8 Perceptions of overall cleanliness in the area

	Frequency	Percent
Good	26	25.7
Average	58	57.4
Poor	15	14.9
Don't know	2	2.0
<b>Total</b>	<b>101</b>	<b>100.0</b>

#### Q4c.2 Does graffiti or visual pollution occur in the Rondebosch/Rosebank area?

Fifty-eight percent (58%) of the respondents indicate that graffiti and other forms of visual pollution occur in the Rondebosch/Rosebank area.

Table 6.9 Extent to which Rondebosch/Rosebank is perceived to suffer from visual pollution such as graffiti

	Frequency	Percent
Yes	59	58.4
No	39	38.6
Blank	3	3.0
<b>Total</b>	<b>101</b>	<b>100.0</b>

### D. INFORMAL TRADING

The following two questions deal specifically with the issue of informal trading in the area.

#### Q5d.1 Informal trading is viewed at various levels of government as an economic necessity. Do you support the concept of informal trading in principle?

#### Q5d.2 If your answer was 'yes', which of the following managed alternatives would you support?

With reference to Table 6.10, a vast majority (81%) of shoppers seem to support the concept of informal trading in principle. Of those who answered yes to Question 10, respondents were asked to consider various alternatives for the management of informal traders – see Q5d.2 and Table 6.11. Of the alternatives offered, respondents supported both trading on pavements (but in specific trading stalls (35%)) and in a specific trading market (46%).

Table 6.10 Perceptions regarding support for informal trading

	Frequency	Percent
Yes	82	81.2
No	18	17.8
Blank	1	1.0
<b>Total</b>	<b>101</b>	<b>100.0</b>

Table 6.11 Perceptions regarding alternatives for the management of informal trading

	Frequency	Percent
On pavements but in specific trading stalls	35	34.7
In a specific informal trading market	46	45.5
Blank	20	19.8
<b>Total</b>	<b>101</b>	<b>100.0</b>

## E. PARKING

The following seven questions relate to parking and public transport generally in the Rondebosch/Rosebank area. Dealing with parking first.

### Q6e.1 Do you normally find it easy to find a parking space in the Rondebosch/Rosebank area?

Finding parking in the area is clearly a problem for shoppers, with 82% of the respondents indicating that it is not easy. Only 15% of respondents claim that it is normally easy to find parking.

Table 6.12 Perceptions regarding ease of finding parking in the area

	Frequency	Percent
Yes	15	14.9
No	83	82.2
Blank	3	3.0
<b>Total</b>	<b>101</b>	<b>100.0</b>

### Q6e.2 What is your perception of the car guards currently working in the Rondebosch/Rosebank area?

Insofar as 'car guards' in the area are concerned, a variety of emotions are documented by respondents to this question: 'annoying and useless' (31%) and helpful in preventing car theft (41%). Nearly 29% of the sample responded with 'don't know'.

Table 6.13 Perceptions regarding car guards in the area

	Frequency	Percent
Annoying and don't contribute to safe environment	31	30.7
They help in preventing car theft	41	40.6
Don't know	29	28.7
<b>Total</b>	<b>101</b>	<b>100.0</b>

## F. PUBLIC TRANSPORT

Dealing now with issues relating to the transportation of shoppers.

### Q7f.1 What form of transport do you use to get to Rondebosch/Rosebank?

The most utilised methods of transport to the area are: use of a private vehicle (36%), taxi (24%), train (17%) and walking (17%). Use of the Jammie Shuttle accounted for only 4%.

Table 6.14 Forms of transport used

	Frequency	Percent
Train	17	16.8
Taxi	24	23.8
Bus	3	3.0
Jammie shuttle	4	4.0
Private vehicle	36	35.6
Walk	17	16.8
<b>Total</b>	<b>101</b>	<b>100.0</b>

Note: Multiple responses possible

### Q7f.2 Are the train stations safe to use?

This question requested those shoppers who use trains for transport to the area to comment on whether or not they perceive the Rondebosch/Rosebank stations to be safe. Only 34% of interviewees responded to this question. Of these respondents, just over 50% stated that that they felt the stations are safe.

Table 6.15 Perceptions regarding the safety of Rondebosch/Rosebank train stations

	Frequency	Percent
Yes	18	17.8
No	15	14.9
Don't know	1	1.0
Blank	67	66.3
<b>Total</b>	<b>101</b>	<b>100.0</b>

### Q7f.3a How do you perceive the mini-bus taxis in the area, in terms of obeying by-laws, and their impact on the image of the area?

A significant majority (69%) of the respondents claim that taxis in the area create a negative impression. Only 2% of the respondents state that a positive impression is created, with 25% of respondents being ambivalent ('average').

Table 6.16 Perceptions of mini-bus taxis in the area

	Frequency	Percent
Positive	2	2.0
Average	25	24.8
Negative	70	69.3
Don't know	4	4.0
<b>Total</b>	<b>101</b>	<b>100.0</b>



**Q7f.3b Why do you hold this perception of mini-bus taxis?**

All the respondents to this particular question can be assumed to hold negative opinions regarding mini-bus taxis, as all responses cited 'reckless driving' on the part of mini-bus taxi drivers to be the reason for their opinion.

Table 6.17 Reasons for respondents' perceptions of mini-bus taxis

	Frequency	Percent
Reckless driving	58	57.43
Blank	43	42.57
<b>Total</b>	<b>101</b>	<b>101</b>

**Q7f.4 How well do you feel the mini-bus taxis in the area in the Rondebosch/Rosebank area are managed by Local Authority?**

The vast majority (58%) of the respondents feel that mini-bus taxis operating in the area are poorly managed by the local authority. Only 4% consider taxis to be well managed, with approximately 35% viewing taxi management as 'average'.

Table 6.18 Perceptions regarding the management of mini-bus taxis by local authorities

	Frequency	Percent
Well managed	4	4.0
Average managed	35	34.7
Poorly managed	59	58.4
Blank	3	3.0
<b>Total</b>	<b>101</b>	<b>100.0</b>

**G. PUBLIC ENVIRONMENT**

The following four questions deal with the quality of the public environment in Rondebosch/Rosebank.

**Q8g.1 Do you feel that there are enough public facilities in the Rondebosch/Rosebank area, such as information points, public toilets, bus shelters, public seating, parks, etc.?**

A clear majority (70%) of the respondents feel that there are insufficient public facilities in the area.

Table 6.19 Perceptions regarding public facilities in the area

	Frequency	Percent
Yes	30	29.7
No	70	69.3
Blank	1	1.0
<b>Total</b>	<b>101</b>	<b>100.0</b>

**Q8g.2 If your answer was 'no', which facilities do you feel are needed in the area?**

This was an open-ended question included to give respondents who answered 'no' to the previous question the opportunity to provide suggestions for improvement. Of those who did offer suggestions, most opted for more toilets (38.6%) and seating (29.7%).

Table 6.20 Perceptions of facilities required in the area

	Frequency	Percent
Green - space	1	1.0
Seating	30	29.7
Toilets	39	38.6
Information centres	1	1.0
Bin	1	1.0
Entertainment facilities	1	1.0
Blanks	28	27.7
<b>Total</b>	<b>101</b>	<b>100.0</b>

**Q8g.3 How would you describe the quality of the public environment, e.g. streets, pavements, public buildings, landscaping, etc.?**

Responding shoppers hold a variety of opinions regarding the quality of the public environment in the area. The most widespread feeling (62%) is that the area is 'average'. Only 5% see the quality of the public environment as 'poor', with 33% viewing it as 'good'.

Table 6.21 Perceptions regarding the quality of the public environment

	Frequency	Percent
Good	33	32.7
Average	63	62.4
Poor	5	5.0
<b>Total</b>	<b>101</b>	<b>100.0</b>

**Q8g.4 Is there sufficient vegetation in the Rondebosch/Rosebank area? (such as trees, grass, flowers, etc.)**

A majority of the sample (74%) consider there to be sufficient trees, flowers, etc. in the area. Whilst this is noteworthy, a significant proportion of respondents disagree (26%). Clearly room for improvement exists.

Table 6.22 Perceptions regarding vegetation in the area

	Frequency	Percent
Yes	75	74.3
No	26	25.7
<b>Total</b>	<b>101</b>	<b>100.0</b>

## H. SOCIAL ISSUES

**Questions 9h1.1 to 9h1.5 Are you aware of the following in the Rondebosch/Rosebank area (street children; vagrants; drug dealers; beggars; and other)?**

**Questions 10h2.1 to 10h2.5 Are the following seen as a problem in the Rondebosch/Rosebank area (street children; vagrants; drug dealers; beggars; and other)?**

Tables 5.23 and 5.24 refer. Insofar as street children are concerned, most respondents (70%) are aware of them. The issue of whether or not they are a problem is not as clear cut, with 40% stating that they do not perceive them to be a problem.

Shoppers are clearly aware of the presence of vagrants in the area, with 79% of respondents confirming this. Respondents are more unequivocal as to whether they see vagrants as a problem, with 66% stating that they do.

Drug dealers are not perceived to be a visible menace in the area, with 76% of respondents reporting that they are not aware of them. It is therefore not unexpected that 44% of the respondents do not see drug dealers as a problem in the area. The 38% who see them as a problem clearly have set views concerning the issue of drug dealers, irrespective of location.

Beggars are clearly a visible presence in the area, with 88% of respondents stating that they are aware of them. These shoppers display a low level of tolerance to the beggars, with 75% citing them as a problem.

None of the sample shoppers elected to provide details under 'other'.

Table 6.23 Awareness of street children, vagrants, drug dealers and beggars

	Street children	Percent	Vagrants	Percent	Drug dealers	Percent	Beggars	Percent
Yes	71	70.3	80	79.2	17	16.8	89	88.1
No	28	27.7	17	16.8	77	76.2	11	10.9
Blank	2	2.0	4	4.0	7	6.9	1	1.0
<b>Total</b>	<b>101</b>	<b>100.0</b>	<b>101</b>	<b>100.0</b>	<b>101</b>	<b>100.0</b>	<b>101</b>	<b>100.0</b>

Table 6.24 Street children, vagrants, drug dealers and beggars considered a problem?

	Street children	Percent	Vagrants	Percent	Drug dealers	Percent	Beggars	Percent
Yes	56	55.4	67	66.3	38	37.6	76	75.2
No	40	39.6	27	26.7	45	44.6	23	22.8
Blank	5	5.0	7	6.9	18	17.8	2	2.0
<b>Total</b>	<b>101</b>	<b>100.0</b>	<b>101</b>	<b>100.0</b>	<b>101</b>	<b>100.0</b>	<b>101</b>	<b>100.0</b>

## J. OVERALL RANKING

### Questions 11j1.1 to 11j1.8 Rank the listed factors in terms of importance

The final section of the interview questionnaire dealt with shoppers' overall ranking, in order of importance to them concerning the Rondebosch/Rosebank area, of the factors listed (1 = most important; 8 = least important). The results are summarised in Table 6.25 below. The ranking is determined by calculating the weighted average for each factor.

Clearly, respondent shoppers see safety and security as the most important factor in relation to shopping in Rondebosch/Rosebank. Cleanliness (litter, etc.) follows close behind. The issues of the quality of the public environment, parking, lighting, social issues, and mini-bus taxis are all perceived as 'fairly similarly' important. Interestingly, the issue of street trading is perceived to be the least important – although such activities may adversely affect the quality of the public environment and generate litter and grime.

Table 6.25 Ranking of perceived importance to shoppers of the listed factors

Factor	Weighted average	Ranking of importance
Safety and security	1.54	1
Litter, cleaning and grime	2.70	2
Public environment	4.10	3
Parking	4.58	4
Street and pavement lighting	4.60	5
Social issues	4.73	6
Mini-bus taxis	4.79	7
Street trading	6.25	8

## 7. Students Survey

### 7.1. Students Online Survey

The following section deals with the responses of UCT students to an online questionnaire survey. An email was sent to all registered UCT students, explaining the purpose of the survey and encouraging them to respond online. The survey sought to establish students views on the need for a Rondebosch/Rosebank CID and their general opinions regarding 'crime and grime' on campus and the Rondebosch/Rosebank area.

Out of the approximately 22000 registered students, 1371 responses were received; representing a response rate of 6.23%. This response rate is considered adequate for a survey of this nature, although the timing of the survey (between end of lectures and start of examinations in the last week of May 2007) might have affected the return rate. The gender profile of the respondents was roughly equal, with (of those providing this information) 48% males and 52% females – see Table 7.1.

Table 7.1 Gender profile of respondents

	Frequency	Percent
Male	649	47.3
Female	715	52.2
Blank	7	0.5
<b>Total</b>	<b>1371</b>	<b>100.0</b>

#### GENERAL

##### Q1: Do you reside in the Rondebosch/Rosebank area?

This section established whether or not the respondents resided in the Rondebosch/Rosebank area. As can be seen from Table 7.2 just over half of the respondents (52%) report residing in the area. Details regarding the geographical location of the residences of the remaining respondents (47%) were not requested.

Table 7.2 Area of residence of respondents

	Frequency	Percent
Yes	706	51.5
No	643	46.9
Blank	22	1.6
<b>Total</b>	<b>1371</b>	<b>100.0</b>

##### Q2. Are you familiar with the Rondebosch/Rosebank area?

Having established the extent to which respondents actually reside in the area, this question sought to establish respondents' familiarity with the area – particularly those who do not reside in the area. As can be seen from Table 7.3, an overwhelming 93% of respondents to this question claim to be familiar with the area; whether they reside there or not. The inference here is that the vast majority of respondents are 'qualified' to pass opinions on the area.

Table 7.3 Respondents' familiarity with the area

	Frequency	Percent
Yes	1274	92.9
No	82	6.0
Blank	15	1.1
<b>Total</b>	<b>1371</b>	<b>100.0</b>

## A. SAFETY, SECURITY AND LIGHTING

Having established the profile of UCT students with regard to residence and knowledge of the area, the next 5 questions dealt with issues of safety, security and lighting in the area.

### Q3. Do you feel safe in the general environment of the Rondebosch/Rosebank area?

As is noted in Table 7.4, more than half of the respondents (55%) claim they feel unsafe in the area. This is a significantly high level to warrant concern.

Table 7.4 Respondents feelings with regard to safety

	Frequency	Percent
Yes	603	44.0
No	753	54.9
Blank	15	1.1
<b>Total</b>	<b>1371</b>	<b>100.0</b>

### Q4. If you have been a victim of crime in the Rondebosch/Rosebank area, what type of crime was it?

Table 7.5 depicts the extent to which respondents have been the victim of various types of crime in the area. Approximately one in three students (32%) reported having been a victim of crime (percentages here are of the 474 victims of crime). Most commonly they reported 'mugging' (27%), followed by 'theft from car' (23%), 'armed robbery' (12%) and 'other' (23%).

Table 7.5 Extent to which students have been the victim of different types of crime

	Frequency	Percent
Theft from car	111	8.1
Theft of car	28	2.0
Mugging	163	11.9
Snatching	42	3.1
Armed Robbery (involving a weapon e.g.: knife or firearm)	55	4.0
Other (specify)	75	5.5
Blank	897	65.4
<b>Total</b>	<b>1371</b>	<b>100.0</b>

Note: Multiple responses possible

It can be seen in Table 7.5 that 16% of students responding to this question stated 'other' as an option. The list of 'other' options provided by the students responding to this question is listed in Table 7.5.1 below. There are more responses in Table 7.5.1 than were reported under 'other' in Table 7.5, which means there must have been multiple responses. The majority of students that indicated the 'other' option have had their house/flat broken into (28.5% of the 126 responses in the smaller sample).

Table 7.5.1 Other specified

	Frequency	Percent
Broken Car windows	3	0.2
House / flat broken into	46	3.4
Attempted Mugging	12	0.9
Hijacking	8	0.6
Attempted Burglary from house	3	0.2
Car Stolen	10	0.7
Car Damaged	1	0.1
Car Tyres Stolen	1	0.1
Harassment	7	0.5
Theft from Res Rooms	5	0.4
Goods stolen from car	15	1.1
Pickpocket	3	0.2
Harassment by policemen	3	0.2
Armed Robbery	4	0.3
ATM Theft	1	0.1
Con Artist	1	0.1
Physical Assault	1	0.1
Stalking / being followed	2	0.1
Blank	1245	90.9
<b>Total</b>	<b>1371</b>	<b>100.0</b>

Note: Multiple responses possible

#### Q5. Do you feel there is sufficient visible policing in the Rondebosch/Rosebank area?

Eighty-four percent (84%) of the respondents feel that there is insufficient visible policing in the area. Clearly, given the nature and extent of crime in the area, this perception must contribute to feelings of safety (or otherwise).

Table 7.6 Perceptions concerning visibility of policing in the area

	Frequency	Percent
Yes	201	14.7
No	1148	83.7
Blank	22	1.6
<b>Total</b>	<b>1371</b>	<b>100.0</b>

#### Q6. How do you rate the overall security situation in the Rondebosch/Rosebank area?

This question relates to Q3 and should be read in conjunction with that question. Respondents were provided with a range of possible answers. Only 4% of the respondents described the security situation as 'good'. A further 48% stated that the situation was 'average'. Less optimistic were the 38% who described the situation as 'poor'. Approximately 5% felt unable to express an opinion either way.

Table 7.7 Perceptions of overall security in the area

	Frequency	Percent
Good	54	3.9
Average	708	51.6
Poor	525	38.3
Don't Know	73	5.3
Blank	11	0.8
<b>Total</b>	<b>1371</b>	<b>100.0</b>

## B. STREET AND PAVEMENT LIGHTING

### Q7. From a security point of view, do you feel that the street and pavement lighting in the Rondebosch/Rosebank area is adequate?

It would seem reasonable that the extent of crime and feelings of security on the part of respondents is influenced by the adequacy or otherwise of street and pavement lighting. Seventy-two percent (72%) of the respondents feel that street lighting is inadequate from a security point of view.

Table 7.8 Perceptions regarding the adequacy of street and pavement lighting in the area

	Frequency	Percent
Yes	361	26.3
No	984	71.8
Blank	26	1.9
<b>Total</b>	<b>1371</b>	<b>100.0</b>

## C. LITTER, GRIME AND CLEANING

The following two questions deal with perceptions on litter and cleanliness in Rondebosch/Rosebank.

### Q8. Are there sufficient refuse bins in the area?

Views are fairly evenly split on this issue, with 45% of respondents to this question stating 'yes', with 53% disagreeing.

Table 7.9 Perceptions regarding the sufficiency of refuse bins in the area

	Frequency	Percent
Yes	615	44.9
No	728	53.1
Blank	28	2.0
<b>Total</b>	<b>1371</b>	<b>100.0</b>

### Q9. How do you rate the overall cleanliness of the area?

Most respondents (62%) state that the cleanliness of the area is 'average', 14% say it is 'good', whilst 21% claim that it is 'poor'.



Table 7.10 Perceptions of overall cleanliness in the area

	Frequency	Percent
Good	197	14.4
Average	853	62.2
Poor	294	21.4
Don't know	14	1.0
Blank	13	0.9
<b>Total</b>	<b>1371</b>	<b>100.0</b>

#### D. INFORMAL TRADING

**Q10. Informal trading is viewed at various levels of government as an economic necessity. Do you support the concept of informal trading in principle?**

**Q11. If your answer was 'yes', which of the following managed alternatives would you support?**

With reference to Table 7.11, a vast majority (81%) of students appear to support the concept of informal trading in principle. Of those who answered 'yes' to Q10, respondents were asked to consider various alternatives for the management of informal traders – see Q11 and Table 7.12. Of the alternatives offered, respondents supported both trading on pavements (but in specific trading stalls (37%)) and in a specific trading market (43%).

Table 7.11 Perceptions regarding informal trading

	Frequency	Percent
Yes	1106	80.7
No	248	18.1
Blank	17	1.2
<b>Total</b>	<b>1371</b>	<b>100.0</b>

Table 7.12 Perceptions regarding alternatives for the management of informal trading

	Frequency	Percent
On pavements but in specific trading stalls	507	37.0
In a specific informal trading market	586	42.7
Other (specify)	21	1.5
Blank	257	18.7
<b>Total</b>	<b>1371</b>	<b>100.0</b>

In analysing the 'other' option specified in Q11, the following list of options was provided by students and is documented in Table 7.12.1 below. The results from this analysis are varied with little statistical significance being achieved in the data. Notwithstanding this, some interesting comments are made by students in this regard. For example the responses range from '*Rondebosch has no need for informal trading*' to '*Rondebosch's pavements are too narrow to support pavement trading*'. Other interesting statements made by students relate to safety, for example '*It makes me feel more secure to have more people around*' and '*Formalising them would detract from the Bohemian vibe they offer*'.

Table 7.12.1 Other specified

	Frequency	Percent
Both managed alternatives	4	0.3
Rondebosch has no need for informal trading	2	0.1
There must be a mechanism to draw customers to these areas	1	0.1
It should be done in a controlled manner	6	0.4
Traders on pavements increase human traffic, but moving them might decrease their revenues	1	0.1
I support it in a specific location	7	0.5
In any form as long as they don't cause a nuisance / obstruction	11	0.8
Traffic light tenders should be allowed if linked to companies such as newspaper sellers	1	0.1
Rondebosch's pavements are too narrow to support pavement trading	2	0.1
Anywhere, it gives colour to Rondebosch	2	0.1
The traders should have protection	1	0.1
Small food stalls are good for quick snacks	1	0.1
It should be situated close to main trading areas	1	0.1
I support the Big Issue	1	0.1
It makes me feel more secure to have more people around	1	0.1
Formalising them would detract from the Bohemian vibe they offer	3	0.2
Trading at traffic lights is dangerous to motorists	1	0.1
Blank	1327	96.8
<b>Total</b>	<b>1371</b>	<b>100.0</b>

Note: Multiple responses possible

## E. PARKING

The following eight questions relate to parking and transport generally in the Rondebosch/Rosebank area. Dealing with parking first.

### Q12. How would you rate the on-street parking facilities in the Rondebosch/Rosebank area?

Sixty percent (60%) of the respondents consider on-street parking facilities in the area to be 'poor'. A further 27% consider them 'average'. Only 3% claim they are 'good'.

Table 7.13 Perceptions of the quality of on-street parking in the area

	Frequency	Percent
Good	41	3.0
Average	374	27.3
Poor	828	60.4
Don't know	114	8.3
Blank	14	1.0
<b>Total</b>	<b>1371</b>	<b>100.0</b>

**Q13. Do you normally find it easy to find a parking space in the Rondebosch/Rosebank area?**  
**Q14. Do you feel that cars are safe parked on the street?**

Table 7.14 refers.

Finding parking in the area is clearly a problem, with 75% of respondents saying that it is not easy to find parking. The safety of cars is also an issue, with 72% perceiving their parked cars to be unsafely parked.

Table 7.14 Perceptions regarding ease of finding parking and safety of cars in the area

	Easy to find parking?	Percent	Is car safe?	Percent
Yes	193	14.1	321	23.4
No	1023	74.6	990	72.2
Blank	155	11.3	60	4.4
<b>Total</b>	<b>1371</b>	<b>100.0</b>	<b>1371</b>	<b>100.0</b>

**Q15. What is your perception of the car guards currently working the Rondebosch/Rosebank area?**

Insofar as 'car guards' in the area are concerned, a variety of emotions are documented by respondents to this question: 'annoying and useless' (28%); 'threatening' (6%); ambivalence (18%); and 'no opinion' (28%). Interestingly, only 18% consider car guards helpful in preventing car theft.

Table 7.15 Perceptions regarding car guards in the area

	Frequency	Percent
Annoying & don't contribute to a safe environment	384	28.0
Help in preventing car theft	247	18.0
Threatening	77	5.6
Ambivalent	247	18.0
No opinion	376	27.4
Blank	40	2.9
<b>Total</b>	<b>1371</b>	<b>100.0</b>

## F. PUBLIC TRANSPORT

### Q16. What form of transport do you use to get into and around Rondebosch/Rosebank?

Respondents were provided with a number of options regarding the transport used by them to get into and around the area. Most respondents walk (29%) and use private vehicles (37%). Sixteen percent (16%) use the Jammie Shuttle. Interestingly, few use taxis and trains -- 3% and 8%, respectively.

Table 7.16 Forms of transport used

	Frequency	Percent
Walk	397	29.0
Train	41	3.0
Taxi	105	7.7
Bus	13	0.9
Jammie shuttle	213	15.5
Private vehicle	512	37.3
Other	66	4.8
Blank	24	1.8
<b>Total</b>	<b>1371</b>	<b>100.0</b>

Note: Multiple responses possible

### Q17. How do you perceive the mini-bus taxis in the area, in terms of obeying by-laws, and their impact on the image of the area?

As might be expected from anecdotal evidence, a significant proportion (70%) of the respondents claims that taxis in the area create a negative impression. Only 4% of students state that a positive impression is created, with 19% of respondents being ambivalent.

Table 7.17 Perceptions of mini-bus taxis in the area

	Frequency	Percent
Positively	59	4.3
Ambivalent	258	18.8
Negatively	953	69.5
No opinion	76	5.5
Blank	25	1.8
<b>Total</b>	<b>1371</b>	<b>100.0</b>

### Q18. Are the train stations safe to use?

Only 2% of all sample students feel that train stations in the area are safe to use, irrespective of time of day. Twenty-three percent (23%) of the respondents claim that train stations are never safe to use. However, 45% of the respondents believe that train stations are safe to use by day, but 19% believe they are unsafe at night. Clearly the use of trains is problematic from a safety point of view.

Table 7.18 Perceptions regarding the safety of using trains

	Frequency	Percent
YES always	23	1.7
NO never	315	23.0
YES during the day	610	44.5
NO at night	259	18.9
NO during the day	9	0.7
Blank	155	11.3
<b>Total</b>	<b>1371</b>	<b>100.0</b>

**Q19. Is parking at the stations safe to use in terms of the safety of your vehicle?**

Linked to the safety of using train stations, is whether or not cars parked at stations are considered safe. The vast majority of students (71%) report that they do not park there. Of those who do, only 4% feel that their cars are safe, while 18% feel their cars are unsafe.

Table 7.19 Perceptions regarding the safety of cars parked at stations

	Frequency	Percent
Yes	48	3.5
No	241	17.6
Don't park there	969	70.7
Blank	113	8.2
<b>Total</b>	<b>1371</b>	<b>100.0</b>

**G. PUBLIC ENVIRONMENT**

Having dealt with safety, the following five questions deal with the quality of the public environment in the area.

**Q20. Do you feel that there are enough public facilities in the Rondebosch/Rosebank area, such as information points, public toilets, bus shelters, public seating, parks, etc.?**

A clear majority (61%) of the respondents feel that there are insufficient public facilities in the area.

Table 7.20 Perceptions regarding public facilities in the area

	Frequency	Percent
Yes	501	36.5
No	831	60.6
Blank	39	2.8
<b>Total</b>	<b>1371</b>	<b>100.0</b>

**Q21. If your answer was 'no', which facilities do you feel are needed in the area?**

This was an open-ended question included to give respondents who answered 'no' to the previous question the opportunity to provide suggestions for improvement. These suggestions are listed in Table 7.21 below. The suggestions that received the highest response rate were those of toilets (20.1%), public seating (14.1%) and more parks and public spaces (11.9%).

Table 7.21 Perceptions of facilities required in the area

	Frequency	Percent
All of the above	46	3.4
Public Seating	193	14.1
Information	95	6.9
Improved Security / policing	20	1.5
Toilets	275	20.1
Bus stops and shelters	122	8.9
Public phones	11	0.8
Lights	1	0.1
Recycling	1	0.1
More parks and public spaces	163	11.9
More bins	12	0.9
More Parking	18	1.3
Fresh water points	2	0.1
Blank	710	51.8
<b>Total</b>	<b>1371</b>	<b>121.7</b>

Note: Multiple responses possible

**Q22. How would you describe the quality of the public environment, e.g. streets, pavements, public buildings, landscaping, etc.?**

Responding students hold a variety of opinions regarding the quality of the public environment in the area. The most widespread feeling (36%) is that the area is 'bland'. Minority perceptions include: 'dirty' (18%); 'clean' (16%); 'attractive' (7%); welcoming (7%); and interactive (7%).

Table 7.22.1 Perceptions regarding the quality of the public environment

	Frequency	Percent
Dirty	248	18.1
Clean	214	15.6
Bland	499	36.4
Attractive	99	7.2
Welcoming	92	6.7
Interactive	100	7.3
Other	76	5.5
Blank	43	3.1
<b>Total</b>	<b>1371</b>	<b>100.0</b>

The full list of 'other' options referred to in Table 7.22.1 above is provided in Table 7.22.2 below.

Table 7.22.2 Other specified

	Frequency	Percent
Unsafe	1	0.1
Has Potential	5	0.4
Generally well maintained	2	0.1
Depends on the area	18	1.3
Nice	2	0.1
Neutral	2	0.1
Generally attractive but litter and threat of danger detract from this	5	0.4
Pavements need sweeping	2	0.1
Acceptable but unwelcoming	2	0.1
Busy	1	0.1
Average	21	1.5
Welcoming	2	0.1
Dirty and polluted	20	1.5
Has a sense of vitality	2	0.1
Large variety of buildings with no common vision	1	0.1
Has an old world feel	1	0.1
Lots of historical buildings	2	0.1
Dangerous	1	0.1
Too many homeless people	4	0.3
Hybrid of all options	2	0.1
Cramped / Overcrowded	1	0.1
Blank	1269	92.6
<b>Total</b>	<b>1371</b>	<b>99.6</b>

Note: Multiple responses possible

**Q23. Is there sufficient vegetation in the Rondebosch/Rosebank area? (e.g. trees, grass, flowers, etc.)**

A majority of the respondents (60%) consider there to be sufficient vegetation in the area. Whilst this is noteworthy, a significant proportion of respondents disagree (37%). Clearly room for improvement exists.

Table 7.23 Perceptions regarding vegetation in the area

	Frequency	Percent
Yes	824	60.1
No	513	37.4
Blank	34	2.5
<b>Total</b>	<b>1371</b>	<b>100.0</b>

**Q24. Do you feel there are enough public parks/spaces in the Rondebosch/Rosebank area?**

The majority of respondents (69%) consider the Rondebosch/Rosebank area to have insufficient parks and public spaces, although almost one-third believe otherwise.

Table 7.24 Perceptions regarding public spaces / parks in the area

	Frequency	Percent
Yes	383	27.9
No	942	68.7
Blank	46	3.4
<b>Total</b>	<b>1371</b>	<b>100.0</b>

## H. SOCIAL ISSUES

The following four questions focus on social issues in the area.

### Q25. Are there street children and homeless people in the area?

An overwhelming majority (90%) of respondents report that there are street children and homeless people in the area.

Table 7.25 Perceptions regarding the presence of street children and homeless people in the area

	Frequency	Percent
Yes	1238	90.3
No	101	7.4
Blank	32	2.3
<b>Total</b>	<b>1371</b>	<b>100.0</b>

Respondents to this question who answered 'yes', were asked if they felt harassed or threatened by them, and whether or not they detrimentally affect the image of the area – see Q26.

### Q26. If 'yes', do they: harass, threaten, adversely affect the image of the area, represent a problem, or none of these

Thirty-eight percent (38%) of the respondents believe that street children and homeless people harass them, 23% feel threatened by them, 41% believe they are detrimental to the image of the area, and 17% believe them to be a problem. Fourteen percent (14%) of the respondents perceive street children and homeless people to do none of the activities.

Table 7.26a Perceptions of what street children and homeless people do

	A	Percent	B	Percent	C	Percent	D	Percent	E	Percent
Yes	522	38.1	320	23.3	565	41.2	227	16.6	187	13.6
Blank	849	61.9	1051	76.7	806	58.8	1144	83.4	1184	86.4
<b>Total</b>	<b>1371</b>	<b>100.0</b>	<b>1371</b>	<b>100.0</b>	<b>1371</b>	<b>100.0</b>	<b>1371</b>	<b>100.0</b>	<b>1371</b>	<b>100.0</b>

Note: A = Harass  
 B = Threaten  
 C = Detrimentially affect the area  
 D = They are a problem  
 E = None of the above

### Q27. Is there a drug abuse/dealing problem in the area?

Insofar as drug issues in the area are concerned, 44% of the respondents feel that drug abuse and/or dealing is a problem in the area. Conversely, 48% do perceive the existence of such a problem. This suggests that drugs are freely available in the area.



Table 7.27 Perceptions regarding the existence of a drug problem in the area

	Frequency	Percent
Yes	596	43.5
No	664	48.4
Blank	111	8.1
<b>Total</b>	<b>1371</b>	<b>100.0</b>

**Q28. Do you feel vendors and beggars are a problem at the traffic lights in the Rondebosch/Rosebank area?**

Opinion is evenly divided amongst students as to whether or not vendors and beggars are perceived to be a problem at traffic lights in the area, with responses of 48% for each grouping.

Table 7.28 Perceptions as to whether or not vendors and beggars in the area are a problem

	Frequency	Percent
Yes	654	47.7
No	662	48.3
Blank	55	4.0
<b>Total</b>	<b>1371</b>	<b>100.0</b>

## J. URBAN IMAGE AND YOUR EXPERIENCE OF THE RONDEBOSCH/ROSEBANK AREA

The following questions focus on the perceptions of students regarding the urban image of the area.

**Q29. How would you describe the street life in the Rondebosch/Rosebank area?**

The majority of the respondents (52%) view street life in the area as being 'average'. Other responses see life on the streets as being: 'scary' (16%); 'dull/non-existent' (16%); and 'vibrant' (14%).

Table 7.29 Perceptions regarding street life in the area

	Frequency	Percent
Scary	223	16.3
Dull / non-existent	212	15.5
Average	712	51.9
Vibrant	186	13.6
Blank	38	2.8
<b>Total</b>	<b>1371</b>	<b>100.0</b>

**Q30. What is your overall image of this area?**

Insofar as students' overall impressions of the area are concerned, 'average' (42%); and 'unsafe' (19%) were the most popular descriptions. Less widespread feelings include 'dirty', 'clean', 'safe', 'attractive', 'welcoming', 'vibrant', and 'other' – all yielding response rates of less than 10%.

Table 7.30.1 Overall perceptions of the area

	Frequency	Percent
Dirty	91	6.6
Unsafe	259	18.9
Clean	60	4.4
Safe	30	2.2
Attractive	72	5.3
Welcoming	108	7.9
Average	573	41.8
Vibrant	73	5.3
Other	66	4.8
Blank	39	2.8
<b>Total</b>	<b>1371</b>	<b>100.0</b>

Note: Multiple responses possible

The list of 'other' options pertaining to the overall image of Rondebosch/Rosebank as specified by the students is provided in Table 7.30.2 below. The overriding concern of students (albeit with a low response rate) appears to be that they perceive Rondebosch/Rosebank to be unsafe, especially at night, dirty and yet vibrant.

Table 7.30.2 Other specified

	Frequency	Percent
Poorly maintained	2	0.1
Unsafe, especially at night	43	3.1
Reasonably safe	8	0.6
Clean	1	0.1
Average	17	1.2
Too many homeless people	6	0.4
Dirty	19	1.4
Vibrant	26	1.9
Neutral	4	0.3
Welcoming	9	0.7
Mixture of the above	3	0.2
Beautiful	1	0.1
Interactive	1	0.1
Disappointing	3	0.2
Need more police	1	0.1
Not enough parking	2	0.1
Claustrophobic / overcrowded	1	0.1
Blank	1242	90.6
<b>Total</b>	<b>1371</b>	<b>101.3</b>

Note: Multiple responses possible

**Q31. Do you think that there is a good variety of shops and other facilities in the Rondebosch/Rosebank area (banks, restaurants, pubs, etc.)?**

A majority of respondents (76%) are positive in their perceptions of the variety of facilities in the area. A significant minority (22%) disagree.

Table 7.31 Perceptions regarding the variety of facilities in the area

	Frequency	Percent
Yes	1041	75.9
No	298	21.7
Blank	32	2.3
<b>Total</b>	<b>1371</b>	<b>100.0</b>

**Q32. Are there any shops or other facilities that you would like to see that are not here now?**

Students were asked to indicate if there are any shops or facilities that they would like to see in the Rondebosch/Rosebank area. Students have a range of suggestions as to what is needed in the area ranging from additional clothing stores, McDonalds, movie theatres, restaurants / coffee shops, more clubs / bars / pubs to additional banks / ATMs.

Table 7.32 (continued overleaf) Perceptions regarding the desirability of additional facilities in the area

	Frequency	Percent
Better Pick and Pay / other supermarkets	10	0.7
Better parking	8	0.6
Medical Facilities	3	0.2
Movies	36	2.6
McDonalds	51	3.7
More clothing stores	99	7.2
Halaal Food	2	0.1
Game / Makro	16	1.2
Sports shops	14	1.0
Butchery	2	0.1
Fruit and Veg shop	13	0.9
Art galleries	1	0.1
More restaurants/coffee shops	68	5.0
Gym	5	0.4
Homeware stores	5	0.4
Banks / ATMs	17	1.2
Extend existing malls	11	0.8
Kauai	23	1.7
Woolworths	9	0.7
Bookstore	9	0.7
Hardware stores	4	0.3
Hi Fi Corp	3	0.2
Salons	2	0.1
More clubs / bars / pubs	76	5.5
Electronic repair places	4	0.3
Telephone booths	2	0.1
Cell phone shops	2	0.1
More security guards	1	0.1
Musical Instrument stores	1	0.1
Indian food	5	0.4
Bakery	3	0.2
Milky Lane	2	0.1

CNA	7	0.5
Mosque	1	0.1
Appliance stores	3	0.2
Internet café	5	0.4
Dischem	6	0.4
Computer Stores	8	0.6
Spar	1	0.1
Spur	10	0.7
Look and Listen	8	0.6
Bottle Store	2	0.1
Larger Variety of shops	1	0.1
Ice Cream shop	1	0.1
Body Shop	1	0.1
Game Arcade	3	0.2
Tobacco Shops	1	0.1
Police Station	1	0.1
Traffic Department	1	0.1
Chinese Restaurant	1	0.1
Florist	1	0.1
Backpackers Lodge	1	0.1
Paperweight	1	0.1
Information Points	1	0.1
Better bus stops	1	0.1
Student entertainment arcades	5	0.4
Pet Shop	2	0.1
No need for more shops	50	3.6
Blank	863	62.9
<b>Total</b>	<b>1371</b>	<b>108.9</b>

Note: Multiple responses possible

### Q33. Do you have any suggestions for how the Rondebosch/Rosebank area can be improved?

Responses to the above question are documented in Table 7.33 below. It can be seen that the majority of respondents feel that improved policing or security (17%) would have to be improved. Other suggestions that did not receive as high response rate, but nonetheless were commented on were 'improved parking' (4%), 'dealing with homeless people/beggars' (6%), 'more street lighting' (3%) and 'regulating the taxis' (2%).

Table 7.33 Perceptions as to how the area could be improved

	Frequency	Percent
Improve Parking	56	4.1
Improve Policing / security	230	16.8
More refuse bins	16	1.2
Deal with homeless people / Beggars	85	6.2
More public parks / green areas	17	1.2
Clean up the area	53	3.9
Recycling	3	0.2
Regulate Taxis	29	2.1
Improve Signage	2	0.1
More restaurants	3	0.2
Community Involvement	5	0.4
Improved public transport	11	0.8
Widen the road	5	0.4
More street lights	35	2.6
Provide nightlife for students	3	0.2
Improve pedestrian areas	7	0.5
Blank	893	65.1
<b>Total</b>	<b>1371</b>	<b>106.0</b>

## K. RONDEBOSCH/ROSEBANK CID INITIATIVE

### Q34. Do you think there is a need for a CID in Rondebosch/Rosebank, and are you supportive of establishing one?

The table below is self explanatory regarding perceptions of the need / support, or otherwise, for a CID in Rondebosch/Rosebank. An interesting way to interpret the data is to sum responses indicating a need and those indicating support – as well as the converse. Ninety percent (90%) of the respondents perceive there to be a need, although not all support the idea. Eighty-one percent (81%) are supportive of the idea, although some of these do not think there is a need. In total, 10% of the respondents feel there is no need and 11 % are unsupportive.

Table 7.34 Perceptions of the need for a CID and support thereof

	Frequency	Percent
YES there is a need, YES am supportive	1005	73.3
YES there is a need, NO am not supportive	129	9.4
NO there isn't a need, YES am supportive	103	7.5
NO there isn't a need, NO am not supportive	27	2.0
Blank	107	7.8
<b>Total</b>	<b>1371</b>	<b>100.0</b>

### Q35. What, if any, are your reservations for the establishment of a CID in the Rondebosch/Rosebank area?

This was an open-ended question. Responses are depicted in Table 7.35 below. Concerns listed by the respondents varied but the most noteworthy are the 'possibility of a rates increase/cost to residents', 'that

the services provided won't make a difference despite the cost to residents' and that politics will interfere with service delivery.

Table 7.35 Reservations regarding the establishment of a CID

	Frequency	Percent
It must be done in an environmentally friendly manner	1	0.1
Possibility of a rates increase / cost to residents	72	5.3
The area should extend further	5	0.4
Concern about allocation of funds	7	0.5
None	47	3.4
Homeless people should be cared for, not just removed	17	1.2
The money should be used for communities with a real need	19	1.4
Increased traffic	2	0.1
Possibility of leading to higher rentals	9	0.7
That the services provided won't be make a difference despite the cost to residents	23	1.7
Politics interfering with service delivery	16	1.2
Could sanitise the area too much and detract from the character of the place	3	0.2
How are the benefits going to be quantified	3	0.2
Problem of free riding	5	0.4
Time to implement	3	0.2
Don't want too many policemen	2	0.1
Corruption	3	0.2
Segregation	2	0.1
Could push crime into poorer areas	3	0.2
Blank	1103	80.5
<b>Total</b>	<b>1371</b>	<b>98.1</b>

## L. RENTAL ACCOMODATION

The remaining five questions relate to the renting of accommodation in the area by students.

### Q36. Do you rent accommodation in the Rondebosch/Rosebank area?

It appears that the majority of the respondents (64%) do not rent accommodation in the area. One third of respondents rent accommodation within the area.

Table 7.36 Extent to which students rent accommodation in the area

	Frequency	Percent
Yes	456	33.3
No	878	64.0
Blank	37	2.7
<b>Total</b>	<b>1371</b>	<b>100.0</b>

### Q37. How much do you currently pay for accommodation per month?

Of the students who responded to this question, 71% pay at most R2500 per month. Eighty-six percent pay at most R3000 per month. The most frequently paid level of rental lies in the R1001 – R2000 range (44%). Approximately 15% of student respondents pay between R3000 and R4000+ per month. Percentages in all cases are of the 418 responses obtained.

Table 7.37 Rentals paid by students in the area

	Frequency	Percent
R0 - R1000	5	0.4
R1001 - R2000	185	13.5
R2001 - R2500	108	7.9
R2501 - R3000	61	4.4
R3001 - R3500	22	1.6
R3501 - R4000	18	1.3
R4000+	19	1.4
Blank	953	69.5
<b>Total</b>	<b>1371</b>	<b>100.0</b>

**Q38. Rentals that students would be prepared to pay if the area was improved.**

These data need to be compared statistically with those contained in Table 7.38 to establish the significance of differences. Superficially it does not appear that students would be prepared to pay higher rentals for an improved area.

Table 7.38 Rentals students would be prepared to pay for the area was improved

	Frequency	Percent
R0 - R1000	12	0.9
R1001 - R2000	91	6.6
R2001 - R2500	124	9.0
R2501 - R3000	99	7.2
R3001 - R3500	33	2.4
R3501 - R4000	26	1.9
R4000+	29	2.1
Blank	957	69.8
<b>Total</b>	<b>1371</b>	<b>100.0</b>

**Q39. If the area was improved, would you be able to afford to stay in the area?**

The responses to this question from those who responded (28%) indicate that 50% of students would be able to afford to pay higher levels of rental for living in an improved area. Twelve percent (12%) report not being able to afford to pay higher rentals and 38% do not know. Percentages are of the 420 responses obtained. Interestingly, 70% of the sample declined to answer this question.

Table 7.39 Affordability on the part of students to pay higher rentals for an improved area

	Frequency	Percent
Yes	212	15.5
No	50	3.6
Don't know	158	11.5
Blank	951	69.4
<b>Total</b>	<b>1371</b>	<b>100.0</b>

**Q40. If 'No', which area(s) would you consider moving to?**

This question asked students who responded 'No' to Q39 to provide details on where they would consider moving to in the event of not being able to afford to live in an improved area. This was an open-

ended question. Responses are listed in Table 7.40 below. The majority of those students who responded to this question indicate that they would move to Claremont (1%), Mowbray (1%) and Observatory (1%). The remainder of the areas mentioned had a very small number of responses and are not worth noting.

Table 7.40 Areas to which students would consider moving in the event of being unable to afford living in an improved Rondebosch/Rosebank area

	Frequency	Percent
Property in Rondebosch is generally very expensive	2	0.1
Mowbray	14	1.0
Observatory	11	0.8
Cape Town	3	0.2
Don't know	5	0.4
Claremont	16	1.2
Constantia	1	0.1
Newlands	9	0.7
Vredehoek	2	0.1
Kenilworth	6	0.4
Rosebank	1	0.1
UCT Res	1	0.1
Wynberg	1	0.1
Woodstock	1	0.1
Won't move because it will be inconvenient	3	0.2
Grassy Park	1	0.1
False Bay	1	0.1
Gardens	3	0.2
Sea Point	1	0.1
Anywhere close to campus	2	0.1
Pinelands	1	0.1
Blank	1299	94.7
<b>Total</b>	<b>1371</b>	<b>101.0</b>



## 7.2 Student follow-up survey

This follow-up survey entailed researchers walking down University Avenue and randomly selecting students to interview. The responses to these interviews are documented below.

### Q1. What year of study are you in?

Students were asked to indicate what year of study they are in. Table 7.41 below depicts the results from this question. The majority of the respondents were 3<sup>rd</sup> year students and Honours year students with 31% and 24% respectively. Overall an even spread of students was obtained with the only category having no respondents was that of PhD students. It can be seen from Table 7.41 that 2.4% (or one respondent) indicated 'other', this respondent indicated that they were in a 'Gap year'.

Table 7.41 Year of Study

	Frequency	Percent
1 <sup>st</sup> Year	7	16.7
2 <sup>nd</sup> Year	6	14.3
3 <sup>rd</sup> Year	13	31.0
Honours Year	10	23.8
Masters	5	11.9
PhD	0	0.0
Other (Please specify)	1	2.4
<b>Total</b>	<b>42</b>	<b>100</b>

### Q2. Which Faculty are you in?

Students were asked to further indicate which Faculty they were registered in. The results to this question are presented in Table 7.42 below. The majority (26%) of the respondents are registered in the Engineering and the Built Environment Faculty. A further 24% are registered in Humanities, 19% in Commerce, 17% in Law and the balance from either Health Sciences or the Science Faculty.

Table 7.42 Faculty student registered in

	Frequency	Percent
Commerce	8	19.0
Engineering & the Built Environment	11	26.2
Health Sciences	2	4.8
Humanities	10	23.8
Law	7	16.7
Science	2	4.8
Blank	2	4.8
<b>Total</b>	<b>42</b>	<b>100.0</b>

### Q3. Do you live 'On Campus' or 'Off Campus'?

This survey instrument further requested students to indicate whether they live on the UCT Campus or off Campus. Table 7.43 below shows that 24% of the respondents live 'on-campus' and 74% live 'off-campus'. The inference here is that the sample is able to comment on 'crime and grime' both on the UCT Campus and in the greater Rondebosch/Rosebank area.

Table 7.43 Where do students live

	Frequency	Percent
On – Campus	10	23.8
Off – Campus	30	73.8
Blank	2	2.4
<b>Total</b>	<b>42</b>	<b>100.0</b>

**Q4. How do you travel to and from UCT?**

This question relates to Q3 and should be read in conjunction with that question. Respondents were asked indicate their mode of transport in traveling to and from the UCT Campus. The majority of students either use the Jammie Shuttle (33%) to get to UCT or they walk (32%). Twenty-eight percent (28%) indicated that they make use of a private vehicle. The 'other' category (4%) indicated that they use a bicycle and a scooter to travel to and from UCT.

Table 7.44 Mode of transport to and from UCT

	Frequency	Percent
Private Vehicle	15	27.8
Walk	17	31.5
Jammie Shuttle	18	33.3
Other	2	3.7
Blank	2	3.7
<b>Total</b>	<b>54</b>	<b>100.0</b>

Note: Multiple responses possible

**Q5. What are your perceptions as a student of 'crime and grime' on Campus and in the Rondebosch/Rosebank area?**

Q5 of the survey instrument asked students to comment on their perception of 'crime and grime' both on Campus and in the Rondebosch/Rosebank area. The comments received from students were lengthy and qualitative in nature. A full set of these comments may be found in Appendix A of this document. Comments made by students that are particularly interesting to note are:

*"The Campus area is a bit safe during the day (normal working hours) but it's not all that safe at night especially for students walking to the Rondebosch area', 'I'm scared. As a girl on her own walking in Rondies a night is definitely scary"*

*"It's very bad. Live in Rondies, a girl almost got kidnapped outside my flat but she screamed', 'There's a lot of crime on Campus and Campus Protection Services targets students for little things rather than investigating stuff"*

*"The crime rate is scary. I never feel safe anywhere on or off Campus. The police are not doing enough to help the problem. There are hotspots, e.g. Lover's Lane coming down from Middle Campus. I think Campus Protection Services could do a lot more to secure this area"*

Other comments relate to security issues for students in traveling to and from UCT. For example:

*"I think more security should be walking about Main Road because many students are in that area at all hours. Especially during the week when some students come back late from Campus. They might need escorts to their homes. Maybe the shuttles could use different routes at later hours"*

## 8. Summary and Conclusions

### 8.1 Main findings of the study

It is not practical to provide a detailed summary here of the main findings of each of the stakeholder groups; such detail can be gleaned from the analyses documented in the foregoing sections. Rather, the main findings, or dominant perceptions are presented here. Where contrary opinions exist, these are noted. Percentages are avoided but are provided where considered essential. For the sake of brevity the findings are presented in point form.

#### 8.1.1 Safety and security

- A considerable proportion (61%) of those who were asked the question considered the public environment of the Rondebosch/Rosebank area to be unsafe. This feeling is widespread amongst the stakeholder groups, although the shoppers feel the least insecure.
- The majority (70%) of commercial property owners, tenants and residents ventured opinions regarding which types of crime occur in the area, and stated them to be (in order of frequency): muggings, shoplifting, theft from cars and armed robbery.
- Only students and shoppers were asked if they had personally been victims of crime and 24% of them reported that they had, the crimes being (in order of frequency) muggings, theft from cars and armed robbery.
- A common complaint is the apparent lack of visible policing in the area. The security in the area is not highly rated, and nor is the adequacy of the street or pavement lighting in the area.
- Main Road, Rondebosch/Rosebank is generally considered to be a crime 'hotspot'. Other notable crime areas include the train stations and the subways.
- Most desired forms of intervention with regard to improving security are: more visible policing; more police patrols; and more security guards.
- The issue of safety and security is ranked to be the most pressing problem in the area.

#### 8.1.2 Litter, grime and cleaning

- The overall cleanliness of the Rondebosch/Rosebank area appears to be acceptable (average or good) to the majority of those sampled. Only 20% rate it as 'poor'.
- The presence of graffiti in the area is seen as a nuisance, especially by commercial property owners, commercial tenants, and shoppers.
- The consensus of opinion is that graffiti and other such forms of 'visual pollution' are not removed quickly.
- 'Litter, cleanliness and grime' is ranked (by commercial property owners, commercial tenants and residents) second only to crime as a problem in the area.

#### 8.1.3 Parking

- The availability of on-street parking facilities is considered inadequate by 85% of the respondents. The residents interviewed are less vociferous in this regard, probably due to their access to private parking and/or the small sample size. The security of vehicles whilst parked in the street is seen by many as a problem.
- Car guards are seen as annoying or threatening by 34%. Only 20% believe that they prevent the theft of cars.

#### 8.1.4 Informal trading

- The vast majority (80%) of all respondents support the concept of informal trading in principle. For obvious reasons the commercial tenants are the least supportive, although a majority of such respondents still support the concept in principle.

- Majority support exists for the introduction of management of informal trading in the form of both the establishment of stalls on pavements but in specific trading areas, as well as for the introduction of a specific informal trading market.

### 8.1.5 Public transport

- The dominant means of transport used by all groups for getting to the Rondebosch/Rosebank area appears to be that of the private vehicle. Walking is done predominantly by shoppers and students, although not their primary means of getting to the area. Lesser used modes of transport include the Jamie Shuttle, taxis and trains.
- Few participants view mini-bus taxis positively. Seventy percent of the total sample sees the taxis as having a negative impact on the image of the area. Most emphatic in this regard are the commercial property owners, shoppers and students.
- The management of mini-bus taxis is mainly considered to be 'poor' (by 61%). Only a very small minority see it as being 'good'.
- The existence of informal / *ad hoc* taxi ranks and the operation of taxis in the area are considered problematic.
- Generally it is not considered safe to park a private vehicle at the train stations.

### 8.1.6 Public environment

- The majority opinion is that there are insufficient public amenities in the area e.g. public toilets, information points, public seating, etc.
- A majority consider the quality of the public environment in the Rondebosch/Rosebank area to be 'average' or 'good'. The residents are the least enthusiastic with a third stating that the public environment is poor in quality (this could reflect the small sample size).
- Generally it is perceived that there are sufficient natural elements (flowers, trees, etc.) in the area, although a third of participants disagree with this assertion. Clearly room for improvement is perceived to exist.
- The maintenance of pavements and street lighting is seen by some as a problem.

### 8.1.7 Social issues

- The presence of street children in the area is widely acknowledged by all groups, with the notable exception of residents – possibly because street children are attracted to the commercial area (but this could also reflect the small sample size).
- Despite considerable tolerance of street children, many residents see them as detracting from the image of the area, and harassing people for food and/or money.
- The presence of vagrants and homeless people in the area is widely regarded as a problem. These people are seen to detract from the image of the area, display threatening behaviour, and harass people for food and/or money.
- Opinion as to whether or not drug abuse and drug dealing in the area is, or is not a problem is evenly split, with significant proportions (42%) claiming that it is, and 46% claiming that it is not.
- Beggars are regarded as a problem, or not a problem, respectively, by 57% and 52% of the respondents.
- Social issues are ranked third as the most problematic issue in the area by commercial tenants and residents. Commercial property owners ranked social issues fourth.

### 8.1.8 Support for a Rondebosch/Rosebank CID

A clear majority of those participants specifically asked whether or not a Rondebosch/Rosebank CID is warranted and, if so, would they support it, answer positively.

## 8.2 Conclusions

Whilst Rondebosch/Rosebank is seen by many to be attractive, welcoming, vibrant, and possessing good amenities, it is clear that several issues are cause for concern. Foremost amongst these is safety and security. Rondebosch/Rosebank is seen by many as an unsafe place, with hotspots like Main Road and the train stations. More extensive and visible policing is seen as a remedy.

The issue of litter, grime and cleanliness is also seen as a significant problem. Concerns over social issues, almost certainly related to crime, are widespread. Foremost amongst these are homeless people, beggars and vendors, and street children.

Room for improvement exists in the quality of the public environment in Rondebosch/Rosebank. Facilities such as on-street parking, public seating, and public toilets are seen as insufficient.

There is widespread concern regarding the conduct and management of mini-bus taxis in the area. In addition, the train stations are seen by many as being unsafe to use. Informal trading in the area is supported, although there is support for a managed approach using stalls and/or trading markets.

Finally, it appears that there is support for the introduction of a CID in Rondebosch/Rosebank.

## APPENDIX A. Section 7.2 Student Follow-up Survey

<b>Q5. What are your perception as a student of 'crime and grime' on Campus and in the Rondebosch/Rosebank area?</b>
Rondies is the coolest student town in town. The vibe is clear and everything you need is right around. So far its safe, fun and full of goodness – after all it's the home of the mighty Pig & Swizzle. So about radical Rondies, no complaint. Campus could do with cleaner bathroom and aircon on Jammie plaza but otherwise the mountain treats us proper good like a strawberry or a peach whichever works. Good luck and I hope my vigorous opinion does the trick.
The Campus area is a bit safe during the day (normal working hours) but its not all that safe at night especially for students walking to the Rondebosch area.
Crime is definitely hitting Campus for instance on Friday 19th Feb a laptop got stolen in the Brand van Zyl Law building. Security is becoming a problem. Just two weeks ago we had an armed robbery in our home which is within the Rondebosch area.
I'm scared. As a girl on her own walking in Rondies at night is definitely scary. The risk of being mugged is obviously high, due to the fact that it is a student area, but in my opinion it is more petty crime, nothing too hectic. Crime not too bad, because it's so student orientated there will be litter, posters, broken glass, but is still reasonably clean.
I don't know much about crime on Campus or in the Rondebosch area.
I have not experienced any crime both on Campus & Rondebosch.
Find it appalling. But the again having so many students in a specific area makes it a lot easier for criminals. I have not had any direct experiences of crime, but I do know many people who have been robbed and violated. I personally feel that students should be made more aware of crime and be given tips on crime.
I have never experienced crime on Campus. Well, I lost my cell phone on a shuttle and never found it. But that has been my closest experience to crime on Campus. Rondebosch area is quite different. It is a high crime target because of the amount of students and the perception that UCT students are quite rich. I was once nearly mugged walking home from Rondebosch central to my flat on Main Road by a bunch of guys. I think more security should be walking about Main Road because many students are in that area at all hours, especially during the week when some students come back late from Campus. They might need escorts to their homes. Maybe the shuttles could use different routes at later hours. Grime not much in Rondebosch. It's quite well maintained.
Rondebosch, Rosebank and Mowbray have become the hub of crime. The subways in Rondebosch, Rosebank and Mowbray are also very unsafe. All in all Main Road is also not safe both during the day and at night.
It's very bad. I live in Rondies, a girl almost got kidnapped outside my flat but she screamed. I mean these criminals are kidnapping students now. They believe UCT, Rondies area are soft targets and that's why they are bringing it on. Campus Protection Services & Cops need to show these damn thugs that this is not a soft target area. I don't take crap from criminals. I'm buying myself a lazer and my girlfriend pepper spray. If that doesn't work I'm gonna just buy a gun because it's so easy to get one and start klapping coloureds and blacks that just linger around the area.
The crime in the Rondebosch area was going through turbulent periods, but in my perception it is not nearly as bad as the crime in Mowbray and Observatory.
I think that not enough is done to prevent it - that the Campus Protection Services people stress students and let criminals roam on Campus unchecked.
There's a lot of crime on Campus and Campus Protection Services targets students for little things rather than investigating stuff.

I haven't experienced any crime on Campus. However I have been affected by crime in the Rosebank area. There should be more police patrol cars especially at night because students usually take walks to take aways, Pick 'n Pay, etc.
There should be no beggars whatsoever in the streets. Any beggars found should be arrested and placed into cages where people can bet on who will win fights between them. The income generated should be used for orphanages, charities and for the CID. With regards to crime, vigilanteism should be supported and anyone found breaking, entering, mugging and stealing, etc. should undergo former communist secret police torture techniques and these dregs of society need to be eradicated.
Crime is prevalent on Campus and especially in Rondebosch. It has become worse as compared to a few years ago.
I have not been affected by crime personally on Campus or the surrounding area, however several people I know have been mugged - thus my perception of crime in the Rondebosch area is the same as my perception of the whole of SA - it is random and movable - just be aware!
Crime is not rife, but happens often enough to be concerned about it. As for the grime I suppose that the streets are clean enough.
The crime rate is scary. I never feel safe anywhere on or off Campus. The police are not doing enough to help the problem. There are hotspots, e.g. Lover's Lane coming down from Middle Campus. I think Campus Protection Services could do a lot more to secure this area.
I think its terrible. The Rondebosch area is largely populated by students and, as students, a majority of us are living on tight financial budgets, but yes we are still victims of petty and sometimes more serious crimes. Even worse to know that these thefts and other crime actually occur on our own Campus. In terms of grime I play my part to keep the environment clean, so I guess I'm cool with it.
As I have personally not been a victim of any crime my perception is still relatively positive, yet as it is with anywhere in Cape Town. I think one is always aware of its presence and so aware of it. From the crime point of view – though there are a couple of areas that aren't particularly pleasing due to litter, it's not that terrible generally.
I have not personally come face to face with crime or grime. However I have heard of numerous crimes that have been committed against some of my friends or my friend's friends. These crimes include stabbing, confiscation of personal belongings at gun point or knife point, harassment. These crimes have taken place both during the day and at night. This scares me a lot and means that I try as much as possible to walk with a group of people. It also makes me think that crime can happen to anyone at any time, and has a lot to do with someone being at the wrong place at the wrong time. Crime can happen to you whether you look like you have something valuable or not, which is frightening. People need to take precautionary measures when moving around.
Crime: Minimal but has the tendency to escalate during O-week and exam periods. More Campus Protection Services or armed response should be placed in area. Grime: Relatively clean, good work with the increased number of bins around.
Rondebosch is an easy target as it is filled with students/young people. Criminals in general are becoming very comfortable -- they approach people in daylight and right in front of their homes. It seems to have become such a common occurrence that police don't really care about "just another mugging". As a female you don't ever feel safe to walk anywhere alone at night time. Crime has increased drastically, not just in Rondebosch, but in general. It feels as if the police do not care because students/young people are perceived to be irresponsible.
It is an okay environment to live in.
It's their (sic)
Rondebosch area - there are hot spots with no security, bad lighting where bandits wait for victims (along Main Road).
Live near Baxter and there are frequent car breakings. Lots of incidents of theft. Muggings and stabbings have been heard of through the grapevine.

<p>The UCT Campus and surrounding Rondebosch area seems to be rapidly losing the respectability, credibility and safety it once had. As a student I perceive crime and grime separately. Grime can be acceptable to a very limited degree. One could even argue that it adds to the character of the area (e.g. graffiti as opposed to 'tik' dealers and prostitutes). However, the crime that accompanies the grime has increasingly become a problem in this area. It seems that one can no longer even park in the vicinity of Campus and walk to lectures without the risk of being mugged. I do not have the solution to these problems, but one idea with regards to the student's opinion could be multi-level parking on Campus so that we can at least be safer during the day if not while we're out getting drunk. The University has a duty to protect its students.</p>
<p>I don't think that it is too bad. Nothing has happened to me yet, but I do hear of some bad things happening to people in the area.</p>
<p>Perceptions are that the main streets are clean, however a trip down some alleys prove us wrong. Rondebosch in general is clean, though.</p>
<p>Lots of petty crime like car breaking.</p>
<p>Car theft, breakings are a problem, more petty crime. The area could experience a more 1st world environment as a result of UCT policing which could be a first in South Africa.</p>
<p>Lots of cell phones have been stolen from bags and inside the library. I live very close to Middle Campus and was held up with a gun in my driveway. Grime-wise it's not too bad, lots of cigarette butts.</p>
<p>I feel relatively safe on Campus (Middle) apart from when I have to walk up to Upper Campus. I feel vulnerable when walking to my car often parked far away. I would not walk alone on Campus early morning and late afternoon (Upper Campus). I have a safer perception of Middle Campus.</p>
<p>I have not had any problems, but a lot of my friends have had incidents in the Rondebosch area. I also have not had any problems on Campus.</p>
<p>I haven't experienced any crime myself, but heard of a few events that have happened. Crime is alive on our Campus.</p>
<p>I have never had any experience of crime on Campus, but live in Rondebosch (very near UCT) and have had numerous problems with petty theft/house breaking and my car has been broken into twice in the last two years. Therefore I think the crime in the area is bad, but things do seem to be getting slightly better.</p>
<p>Rondebosch – unsafe. Campus- relatively safe during peak.</p>
<p>I live near Campus and have been witness to two crimes in my own driveway and heard of a lot more. There is also a lot of graffiti and sound pollution.</p>
<p>First year my car was broken into on Campus and my radio stolen. I have heard of car thefts on Campus and rapes. But that happens all over South Africa so people have just got to be careful. Campus is very clean in most places, but there are parts of Rondebosch that are run down, polluted and need upgrading. Could do with implementing a CID in Rondebosch.</p>



## **ACKNOWLEDGEMENTS**

The authors extend their grateful thanks to the following people:

For the fieldwork: Dave Basson, Grant De la Mare, Robert Dodds, Eric Herr, Imraan Israel, Mantsi Moiloa, Laila Paleker, Anne Pwapwa, Chris Rose-Innes, Talya Schaffer, Lee Van Cuyck, Faaiza Vally Ahmed, Alewyn Vorster

For data capture and statistical analysis: John Bilay

For coordinating the fieldworkers, typing, setting out tables and general editing to the report: Sarah Harcourt-Wood

For general administrative support: Beryl Du Toit