

Newsflash: Buzzer Update and Safety Response Options

This note is to remind our members and residents of the public safety response options sponsored by the SRA that are available to them.

Before considering the following options, PLEASE NOTE:

- The useful public safety tools outlined below are NOT intended to substitute the primary role of SAPS and Law Enforcement. They are useful but ancillary to the direct interaction between a person affected by a public safety incident and SAPS and/or Law Enforcement.
- It is therefore again emphasized that it is the primary responsibility of all those affected by crime to report incidents to SAPS and/or Law Enforcement as soon as possible.
- SAPS have repeatedly emphasised that charges must be laid directly by the person affected by a public safety incident, failing which not only will they not take action but also the incident will not be recorded in their incidents records. This also has the effect that the fewer the number of incidents reported the less priority/attention SAPS will afford our community.
- Residents must therefore not assume that once they report an incident using any of the options below that they don't need to report it direct to the authorities and that the SRA will report incidents on their behalf.

Buzzer Community Safety App:

The Buzzer app has been described as a "portable panic button" This app was developed by the SRA in Hout Bay and is now widely used throughout Cape Town and is approved by the City.

The Buzzer app shows 8 pictures on a subscriber's mobile phone that describe various safety problems. The mobile phone holder simply presses on the picture that best describes the situation. When the Buzzer app is activated for assistance the exact location of the affected person can be seen by other subscribers and anybody in the area is able to assist. The alarm is also automatically sent to Lake Security at the SRA control room to facilitate quick and appropriate response.

Please visit <http://www.buzzer-app.com> for more information. Download from the Apple App Store - <https://apple.co/3cYogNb> from Google Play - <https://bit.ly/2zpDfkR>. The SRA pays for subscription to this service and residents are therefore able to access this app free of charge.

"It can work in every community... it geo-pins your exact location and it notifies responders there... There could be a doctor near me that can help me... It has cut down response times tremendously..." This is an extract from a radio interview given by Keri Cross, one of the app's developers.

The SRA successfully introduced this app in July and it already has 175 active users. Its value to our residents is already clear and appreciated. This is illustrated by the fact that a

number of safety incidents reported on the app have been quickly and safely resolved and in many cases a number of local residents responded quickly with offers of help.

Whatsapp Group: (COMMUNITY ALERTS-NO CHAT!)

The whatsapp group formerly run by the SRA is still being maintained by Rachel Moore. (The SRA continues to provide support and advice to Rachel and residents in connection with this app.)

This group is available to inform the community of any incidents that may have occurred and the outcome of these incidents.

Rachel has also allowed residents who may have had problems using the Buzzer system, to report and address those problems on this whatsapp group. To date, all residents who were experiencing problems have been successfully assisted to use the Buzzer system.

This group has become a useful community “tool” for information sharing.

To maintain efficiency, this group applies strict operating rules, including that it is a “Alerts Only-No Chats” group and that it is not to be used as a medium for communicating with the SRA management or any law enforcement authorities.

One of the problems experienced on the group is that residents thought that once they’d reported incidents on the group, they didn’t have to report it to the authorities and that the SRA would report incidents on their behalf. In this regard, see the introductory notes above.

Lake Security Supervisor assistance:

The Lake security 24 hour a day assistance is available to all residents at 0763583531

This number is often used in conjunction with the authorities number 021 4807700 / 107, if a crime is being committed.

The supervisor on duty will call in Mountain Men as back up, should the need arise or where applicable.

This number is very busy, with residents needing assistance, calling the supervisor on a regular basis.

The SRA will monitor this number going forward, to see if the use of Buzzer has diminished the number of calls received.

Unfortunately, many “nuisance calls” are received, in cases where residents want the patrollers to intervene in situations that are annoying them but are not criminal or illegal.

These situations can put the patrollers in sensitive and difficult positions. Residents are again requested to limit calls to the Lake Security supervisor for assistance ONLY in cases of threats to safety in PUBLIC SPACES. The SRA has no mandate to deal with nuisances or safety issues in respect of personal property.