



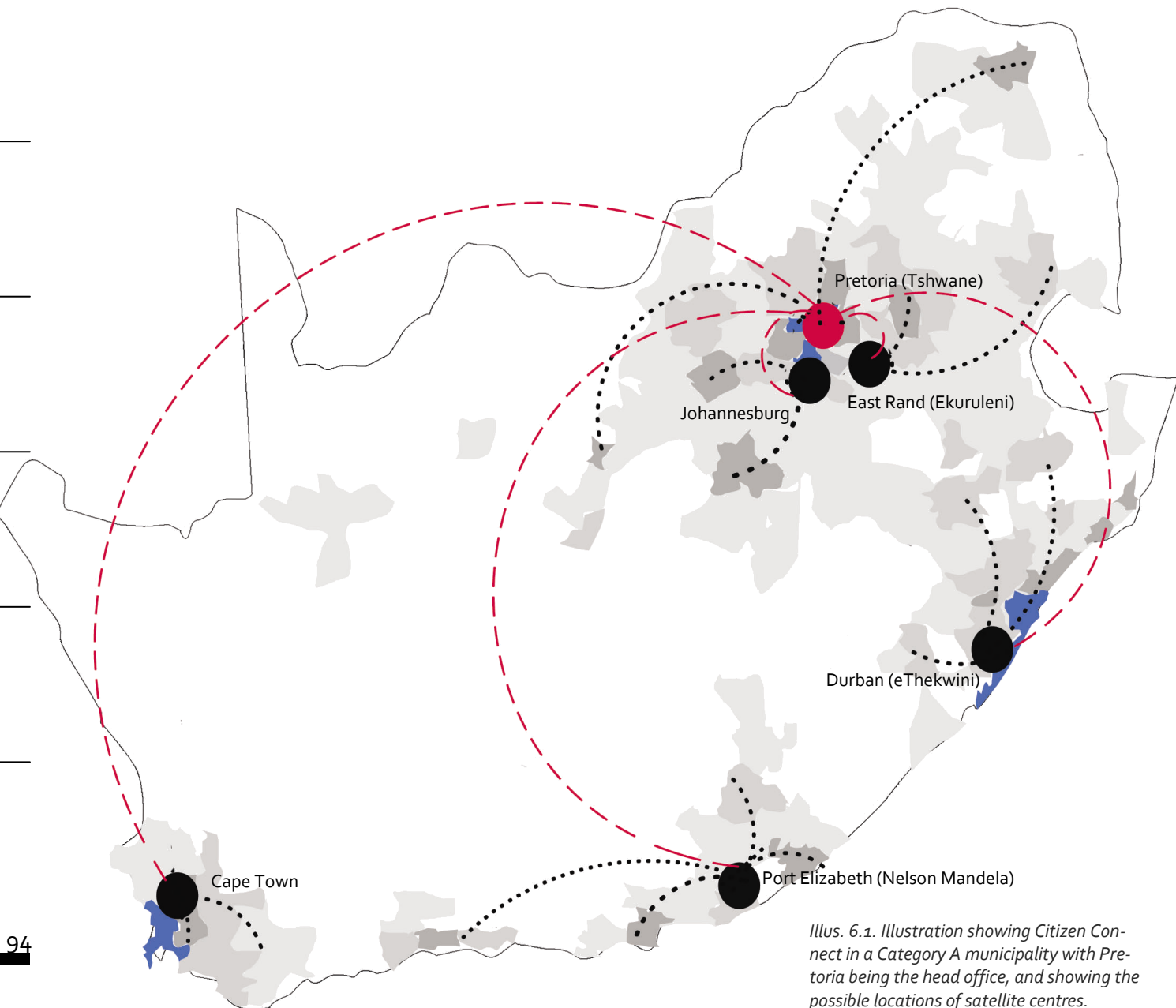
- 01– IMPLEMENTATION OF CITIZEN CONNECT: NETWORK LOCATION WITHIN  
THE SOUTH AFRICAN CONTEXT
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  - 04- PERIPHERAL PROGRAMME
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**PROGRAMME** >>>





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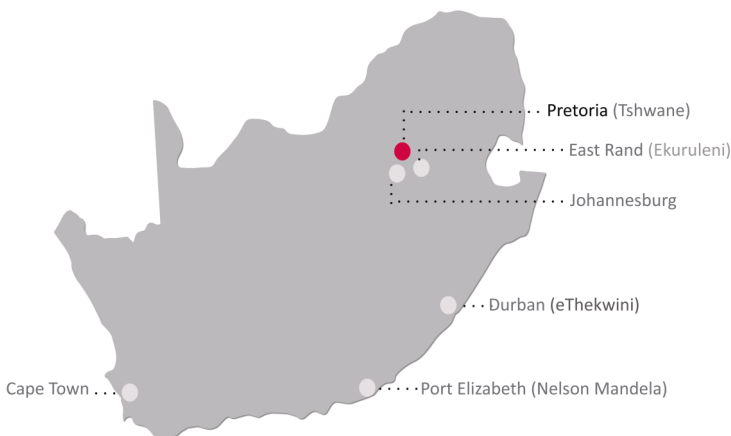
*Illus. 6.1. Illustration showing Citizen Connect in a Category A municipality with Pretoria being the head office, and showing the possible locations of satellite centres.*

# chapter 06

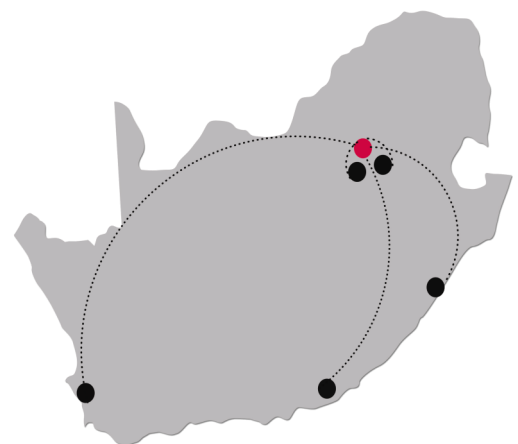
## 01- IMPLEMENTATION OF CITIZEN CONNECT: NETWORK LOCATION WITHIN THE SOUTH AFRICAN CONTEXT

As a starting point, Citizen Connect centres should be implemented in one of the six Category A municipalities namely Cape Town, Port Elizabeth, Durban (eThekweni), Johannesburg, the East Rand (Ekuruleni) and Pretoria (Tshwane) (Pillay, 2006:ix) (see *illus 6.2*). Pretoria is the administrative capital of the country therefore it is the ideal area to implement the first Citizen Connect. Pretoria is also an area in the City of Tshwane with larger population densities (*illus 6.8*), as well as the area where large volumes of passengers travel to and from Pretoria (*illus 6.10*). Furthermore, with the success of the centre, satellite Citizen Connects can take root in areas with large densities or in provinces with lower densities such as the Limpopo Province.

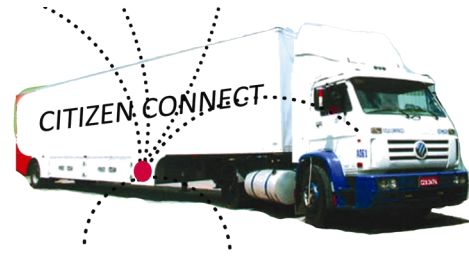
Satellite Citizen Connect centres can be established by renting a store out in a shopping centre and mobile Citizen Connects can reach communities in many different locations (see *illus 6.6*).



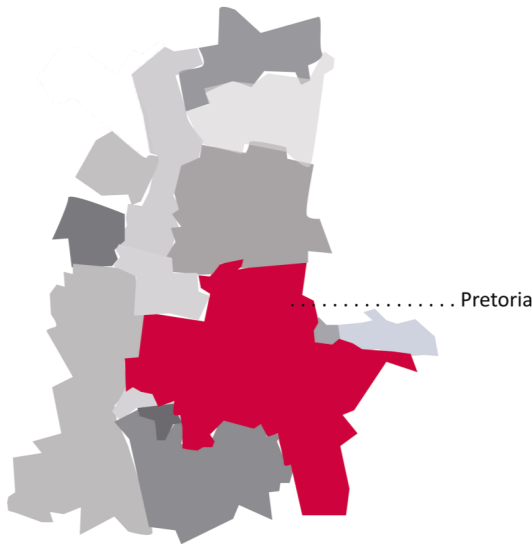
*Illus. 6.2. Category A municipalities.*



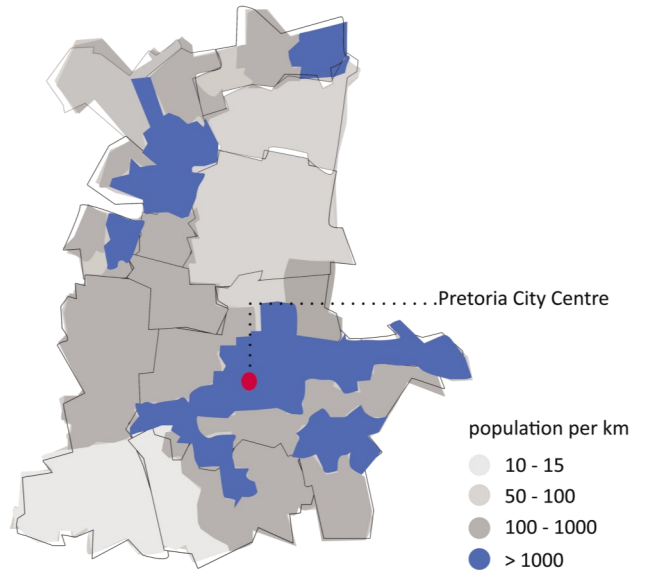
*Illus. 6.3. Pretoria as head office.*



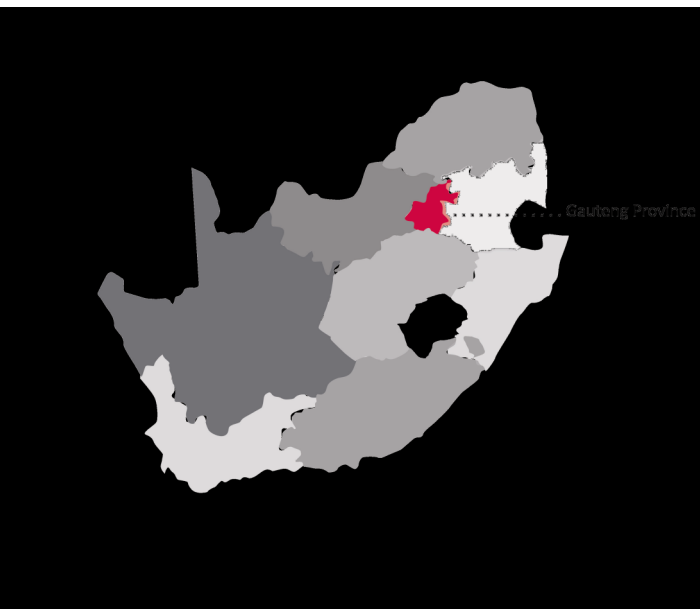
Illus. 6.6. Mobile Citizen Connect.



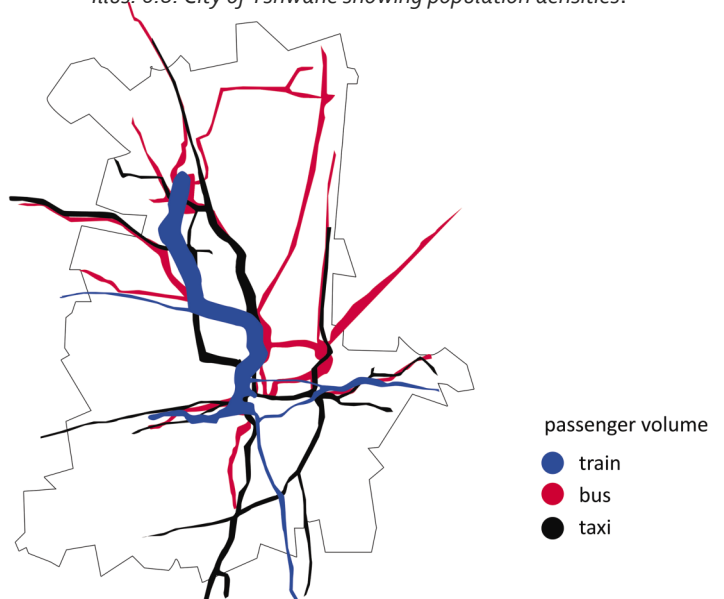
Illus. 6.7. City of Tshwane showing the location of Pretoria.



Illus. 6.8. City of Tshwane showing population densities.



Illus. 6.9. Location of the Gauteng province in South Africa.



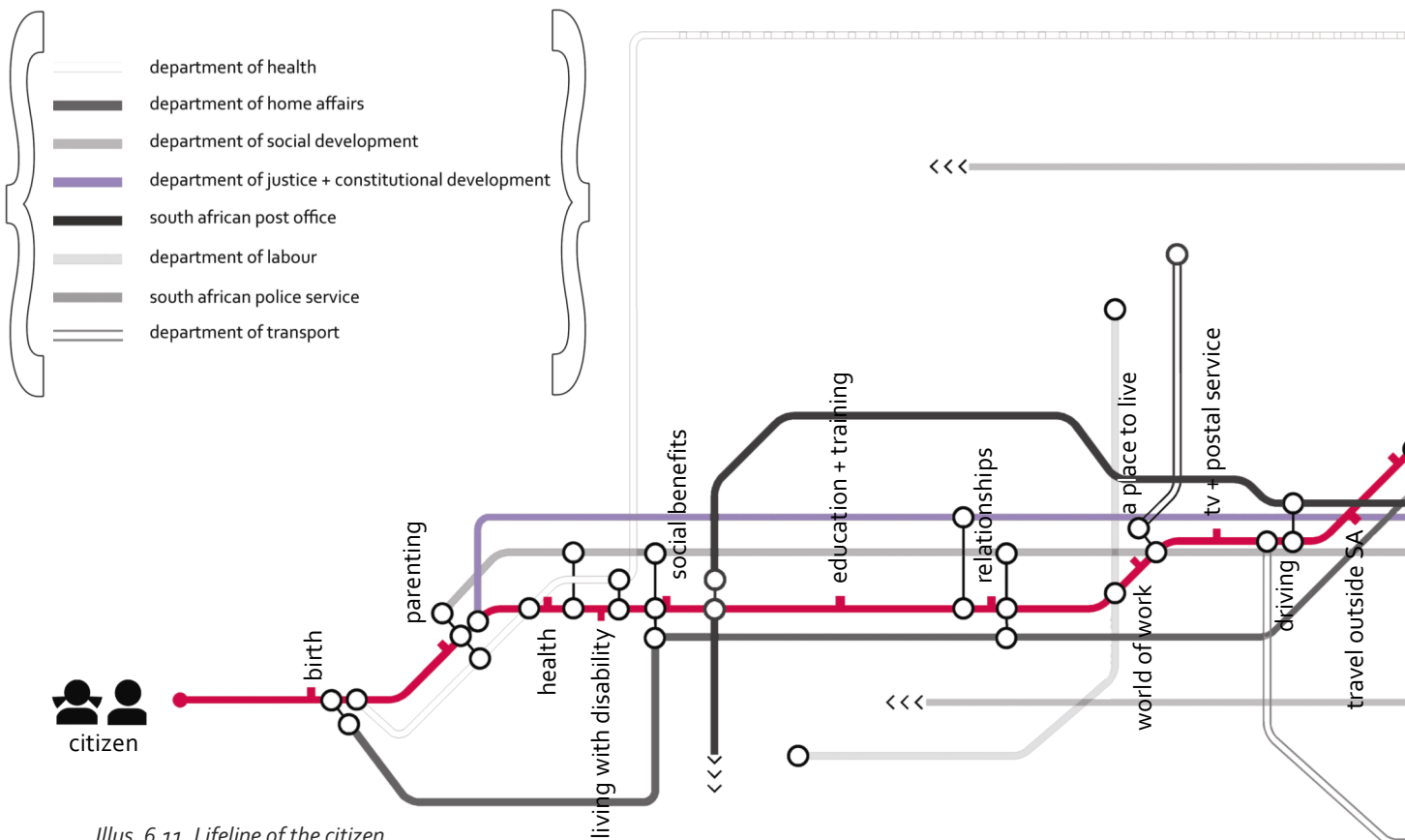
Illus. 6.10. Passenger volumes travelling to and from Pretoria.

## 02– CITIZEN CONNECT NETWORK PROGRAMME

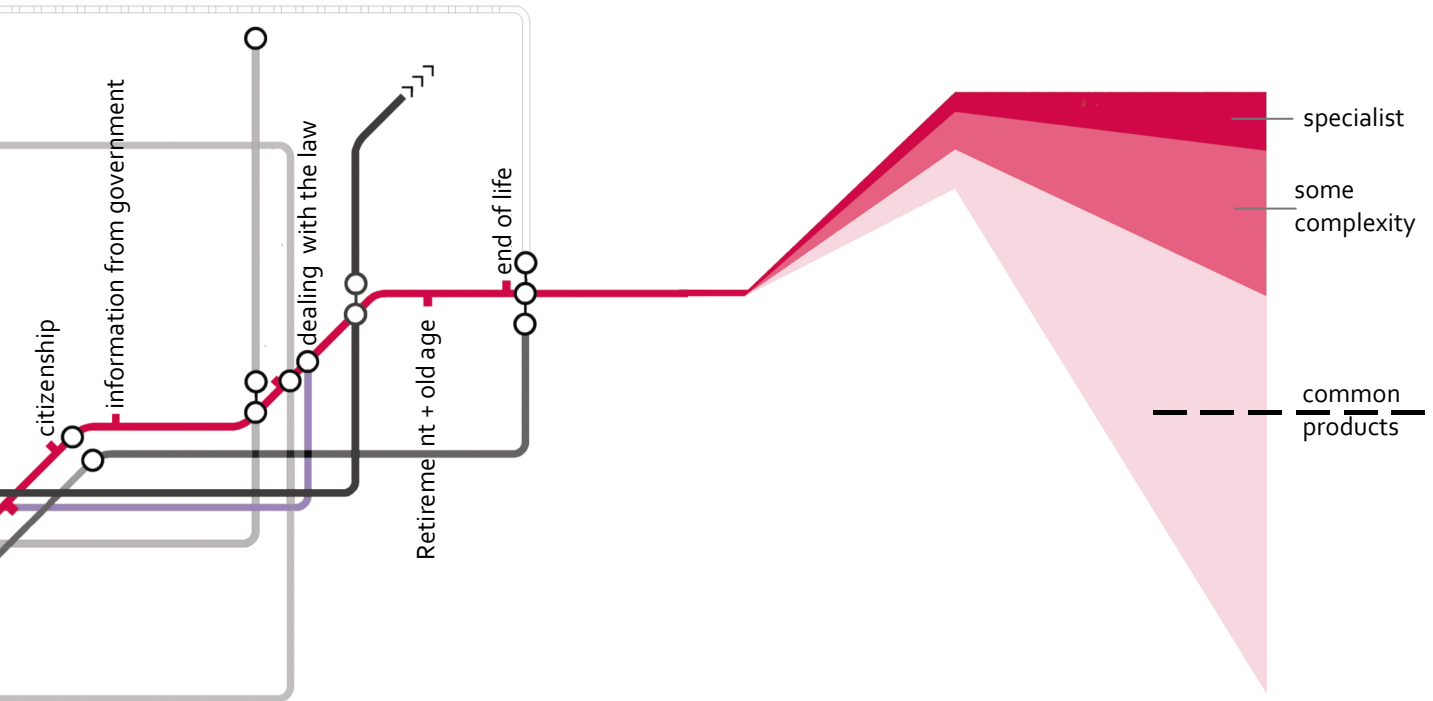
Throughout the lifeline of the citizen, the products she will come across are: department of home affairs, department of health, department of social development, department of justice & constitutional development, South African post office, department of labour, department of transport and the South African police service (*Illus 6.11*). (South African Government Services, 2011)

Within the departments with the greatest public interface, there is a hierarchal system (*Illus 6.11*) of common products, products offered with some complexity and specialist services. Citizen Connect falls within the common products tier.

Within the common products tier, there is a common thread that occurs in all the departments: a form needs to be completed, an id photo required, finger prints required and certification. (*Illus 6.12*)



*Illus. 6.11. Lifeline of the citizen.*

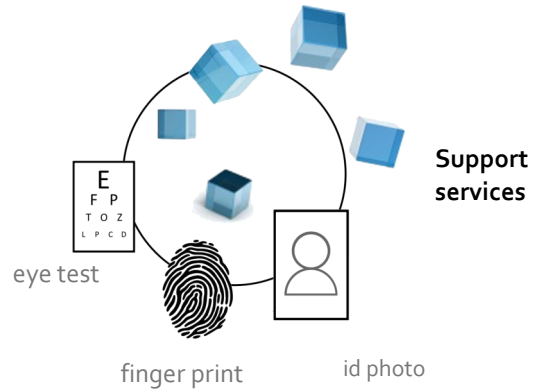


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Support services visually take the form of glass boxes that comprise of:

Eye test box

- Finger print box
- Id photo box
- Child care box
- Private retail boxes

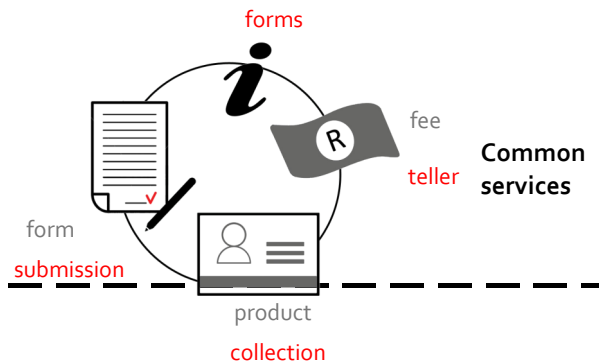


The online store caters for the digital connection of communication and interaction between the government and the citizen.

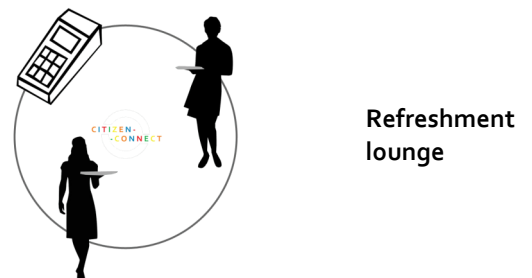
The online store *box* is located next to the Lewis & Marks building, enabling the box to function independently with flexibility in operational hours.

The types of services the online store will house are:

- Track your application
- Similar to a ATM machine



The refreshment lounge moulds into Citizen Connect and the Sammy Marks Development programme. The management of the refreshment lounge will take place where there is a system of refreshment lounge waitresses who will take drinks and food orders and the Citizen Connect waitress can take orders such as bringing the correct form to submit a application and/ or collect a document, through the pneumatic tube system. Verification can take place via mobile machines similar in design to mobile credit card machines.



Illus. 6.12. In-house programme spheres.

## 03– IN-HOUSE PROGRAMME

The in-house programme can be divided into four spheres and management offices department: (*Illus 6.12*)

1. Online store sphere
2. Support services sphere
3. Common services sphere
4. Refreshment lounge sphere

### COLLECTION PROGRAMME: PNEUMATIC TUBE SYSTEM

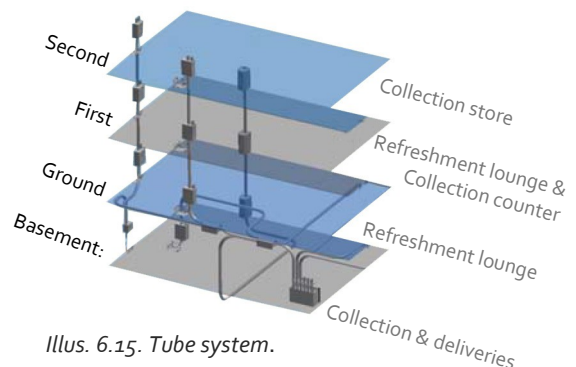
Pneumatic tube system is an automated efficient distribution system in the form of tubes that transport items to and from designated floors. The system works through a blower that generates a suction that propels the tube through the network. By implementing this technology in Citizen Connect, it will enable the delivery of the documents for collection and storage on different floors to function in an organised manner and ensure the safety of the documents in an organised manner.



*Illus. 6.13. Tube storage.*



*Illus. 6.14. Tube system.*



*Illus. 6.15. Tube system.*



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## 04- PERIPHERAL PROGRAMME

The design intervention spreads into the public domain, which reacts to the opportunities on site.

- **OPEN EXHIBITION:** serves as a platform where temporary exhibitions can be held where the talents of the citizen will be on display, where the history of the city can be presented or where a performer can display their products. There is a large degree of flexibility in this space.
- **VIEWING PLATFORM:** takes place where the primary arcade ends, allowing for the level difference as it sits above the street level. It also allows for a visual connection to the Reserve Bank gardens.
- **INFORMATION KIOSK:** houses a combination of functions. The primary function is to display information and have an information counter informing the citizen of the services in Citizen Connect as well as self service stations. Additionally it will function to house tourist information, which will work in conjunction with the tourist department in the Sammy Marks Development, as the context has a rich historical layer. Goods such as newspapers and magazines can be sold, which will spill out of the kiosk.
- **CITIZEN SQUARE:** the definition of a public space has extended from being a hard landscaped break away area with a statue or fountain in the centre, to a space where people can meet, enjoy and relax. Raised steps as seating for the citizen have been arranged where the citizen can sit in groups and *talkscapes* are allowed, or where the individual can sit comfortably and eat a packed lunch under a shaded tree. Support services such as drinking fountains are implemented within the design.
- **SEATING OPPORTUNITIES:** throughout the site there will be seating opportunities including a secondary arcade, citizen square, open exhibition and outdoor terraces.
- **BUS & TAXI STOP:** there is currently a taxi and bus stop node on the eastern portion of the site but the existing context has not made allowance for the citizen in the form of seating and shading.
- **SECONDARY ARCADE:** occurs on the Prinsloo street edge to formalise the route and where seating and viewing opportunities will be provided for.

## 05– SUMMARY OF SCHEDULE OF ACCOMMODATION

	AREA NAME	AREA m <sup>2</sup>	FLOOR
1.	<b>ONLINE STORE</b>	<b>132.5</b>	
	E-government café	132.5	first floor
	Self-service counters	n/a	ground floor + first floor
2.	<b>SUPPORT SERVICES</b>	<b>2168</b>	
	ID photo box	45	second floor
	Finger print box	45	second floor
	Eye test box	45	second floor
	Consultants	47	second floor
	Store	4	second floor
	Waiting area	240	second floor
	Outdoor terrace	90	second floor
	Child care box	119	first floor
	Private retail	1533	ground floor + first floor
3.	<b>COMMON SERVICES</b>	<b>1815</b>	
	Information counter	80	first floor
	Forms	72	first floor
	Tellers	48	first floor
	Submission	295	first floor
	Collection	48	first floor
	Store	7.5	first floor
	Server	7.5	first floor
	Staff rest	73.5	first floor
	Waiting	477	first floor
Outdoor terrace	45	first floor	
4.	<b>REFRESHMENT LOUNGE</b>	<b>725</b>	
	Refreshment lounge	455	ground floor + first floor
	Kitchen	45	ground floor
	Citizen connect waitress store	225	second floor
5.	<b>MANAGEMENT OFFICES</b>	<b>549</b>	
	Reception	30	second floor
	Waiting area	46	second floor
	Store	8	second floor
	Staff + management	266	second floor
	Kitchenette	30	second floor
	Outdoor staff rest	133	second floor
Boardroom	36	second floor	



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6.	PERIPHERAL PROGRAMME	542	
	Open exhibition	450	ground floor
	Information kiosk	92	ground floor
	Viewing platform	n/a	ground floor
	Citizen square	n/a	ground floor
	Seating opportunities	n/a	ground floor
	Bus + taxi stop	n/a	ground floor
	Secondary arcade	n/a	ground floor
7.	CIRCULATION + ABLUTION	795.5	
	Staircase, atrium	622	ground, first, second floor
	Ablution	173.5	ground, first, second floor
8.	SERVICES	514	
	Rainwater harvesting storage	220	basement
	Service yard	144	basement
	Mobile citizen connect	150	basement
	<b>TOTAL</b>	<b>7241m<sup>2</sup></b>	

Table 6.1 Area schedule