



Your ref: Introduction of WhatsApp for emergencies

Our ref: Introduction of WhatsApp for emergencies

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Date: 8 October 2025

Dear Speaker

RE: Rule 25 Motion to the Safety and Security Portfolio

Subject: Introduction of a WhatsApp Line for Reporting Emergencies

Background:

The Nelson Mandela Bay Municipality's official emergency number as advertised on all municipal platforms, brochures, and websites is **041 585 1555**.

This number serves as the contact point for Fire Services, Traffic Services, Metro Police, Metro Security and Disaster Management.

Currently, the only means of accessing this emergency number is through a voice call, which requires the caller to have available airtime. This presents a significant limitation, as many residents, particularly during unplanned emergencies, may not have airtime or access to a functioning telephone line.

Additionally, residents often encounter emergencies or incidents, such as vandalism or infrastructure damage while away from their homes. In such instances, accurately describing a location without a known street address can be challenging and time-consuming. For example, when a resident drives past a municipal substation late at night and notices suspicious activity, the lack of an identifiable address makes reporting very difficult.

Introducing a WhatsApp line as an additional reporting channel will allow residents to:

- Send text-based emergency reports;
- Share location pins directly via WhatsApp to ensure a rapid and accurate response; and
- Provide photos or videos of the incident where appropriate.

This service could significantly improve emergency response efficiency and save lives where time and precise location information are critical.

I hereby move:

That the Safety and Security Sub-Directorate;

- a) Investigates the feasibility of implementing WhatsApp as an additional platform for the reporting of emergencies; and
- b) Compiles a report with recommendations and implementation options, to be submitted to the Safety and Security Portfolio Committee for consideration and resolution.

Motion tabled by:

Cllr Jason Grobbelaar

Motion seconded by:

Cllr. Gustaw Rantsoe

