

# uMhlanga UIP Operational Stats 2015/2016

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## 1.0 Security

1.1 Crime stats based on incidents reported to the UIP - managed areas include: Umhlanga Prom. and Village UIP, Southern Prom. Properties, Northern Prom. Properties, Park to Park

	Jul 15		Aug 15		Sep 15		Oct 15		Nov 15		Dec 15		Jan 16		Feb 16		Mar 16		Apr 16		May 16		Jun 16		Total
	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.	Pvt	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.		
<b>UIP Actions with other Law Enforcement Departments</b>																									
UIP arrests & hand over to SAPF / Metro Police	0	0	1	0	0	0	1	0	2	0	2	0													6
UIP call outs to SAPF / Metro Police	7	0	9	2	6	2	7	2	9	3	14	5													66
SAPF/Metro/UIP security ops in precincts	4	0	3	0	4	0	3	0	3	0	9	0													26
<b>Contact Crimes in grey</b>																									
Murder	0	1	0	0	0	0	0	0	0	0	0	0													1
Attempted murder	1	0	0	0	0	0	0	0	0	0	0	0													1
Total sexual offences	0	0	0	0	0	0	0	0	0	0	0	0													0
Assault (Grievous Bodily Harm)	0	0	1	0	0	0	0	0	0	0	0	0													1
Assault common	0	0	0	0	0	0	0	0	1	0	0	0													1
Common robbery	0	0	0	1	0	0	0	0	1	0	0	0													2
Robbery with aggravating circumstances	0	0	0	0	0	0	0	0	0	0	1	0													1
Carjacking	0	0	0	0	0	0	0	0	0	0	0	0													0
Robbery at Residential premises	0	0	0	0	0	0	0	0	0	0	0	0													0
Robbery at Non residential premises	0	0	0	0	0	0	0	0	0	0	0	0													0
Malicious damage to property	0	0	1	0	0	0	3	0	0	0	0	0													4
Burglary Residential	0	0	0	0	0	0	0	0	0	0	0	2													2
Burglary Non Residential	0	0	0	0	0	0	0	0	0	0	0	0													0
Theft of motor vehicle	0	2	4	1	1	1	3	0	0	1	0	1													14
Theft out of motor vehicle	1	0	4	0	1	0	3	0	2	0	1	0													12
Drug related crime	0	0	0	0	0	0	0	0	0	0	0	0													0
All theft not mentioned elsewhere	0	1	0	0	0	0	0	1	1	0	0	0													3
Vehicle accidents	1	0	0	0			0	0	0	0	0	0													1
Other	0	0	2	0	0	0	0	0	0	0	0	0													0
Deaths	1	0	1	0	0	0	0	0	0	0	0	1													1
<b>Total</b>	<b>4</b>	<b>4</b>	<b>13</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>4</b>													<b>50</b>

## Security

### 1.2 By-law Enforcement - managed areas include: Umhlanga Promenade, Southern Promenade Properties, Northern Promenade Properties and Park to Park

<b>Promenade and Beach:</b>														<b>Total</b>
Camping on beach	2	4	2	2	4	8								22
Drinking in public - prevention measures	276	117	148	101	151	13800								14593
Drinking in public	24	19	11	18	34	47								153
Fights / brawls defused	3	2	2	1	4	4								16
Fishing in prohibitive areas	4	6	7	5	2	6								30
Illegal informal traders removed	3	2	2	3	2	8								20
Open fires /gas braais	4	5	3	4	3	17								36
Public disturbance	2	3	3	4	5	4								21
Public indecency	1	0	0	0	0	3								4
Skateboards / bicycles	18	23	19	20	16	23								119
Suspicious people questioned	22	28	19	26	32	28								155
Swimming after hours	1	4	3	4	7	18								37
Unauthorized vehicles	4	5	4	5	4	16								38
Unleashed dogs	6	4	7	7	5	24								53
<b>Lagoon Dr, McCaus. Cres &amp; Village:</b>														
Drinking in public	9	1	4	6	11	136								167
Fights / brawls defused	1	4	3	4	3	5								20
Illegal car guards removed	8	2	2	3	2	23								40
Illegal informal traders removed	3	3	1	2	2	5								16
Pamphlet distribution	5	2	4	3	4	7								25
Public disturbance	2	1	2	3	3	3								14
Public indecency	0	0	0	0	0	2								2
Suspicious people questioned	21	13	16	19	17	23								109
<b>Total</b>	<b>419</b>	<b>254</b>	<b>262</b>	<b>263</b>	<b>334</b>	<b>14186</b>								<b>15718</b>

### 1.3 UIP security contractor weekly SLA performance assessment:

Number of calls received on the emergency tel number	31	37	41	36	42	57								135
Village Green control room in good order	Y	Y	Y	Y	Y	Y								
Radio system in good working order	Y	Y	Y	Y	Y	Y								
Response vehicle in good working order	Y	Y	Y	Y	Y	Y								
Patrol golfcart in good working order	Y	Y	Y	Y	Y	Y								
SO equipment non compliance	Y	Y	Y	Y	Y	Y								
SO dress code non compliance	Y	Y	Y	Y	Y	Y								
Monthly Shift Report - shifts short	Y	Y	Y	Y	Y	Y								
Monthly Incident Report	Y	Y	Y	Y	Y	Y								
Monthly Security and Bylaw Stats Report	Y	Y	Y	Y	Y	Y								

## 2.0 Optimising Municipal Service Delivery

2.1 Municipal faults reported and followed up	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
Business Support (Informal Traders)	0	0	0	0	0	0							0
Coastal Engineering	1	1	0	0	0	1							3
Contacts	0	0	0	0	0	0							0
DSW	0	0	0	0	0	0							0
Economic Development & Engineering	0	0	0	0	0	0							0
Electrical (street & Promenade Lights)	72	103	1	78	85	145							484
eThekwini Transport Authority (ETA)	0	0	0	1	0	1							2
Health	0	0	0	0	1	0							1
Metro police	1	3	5	0	0	5							14
Parks (beaches & safety)	5	40	6	19	26	8							104
Pollution & Environment	0	0	2	0	0	0							2
Provincial Dept, Transport	0	0	0	0	0	0							0
Roads (pot holes, kerbing, signage, marking)	10	6	3	9	2	1							31
Signage & Advertising	2	0	3	1	2	2							10
Traffic Lights	0	0	1	1	0	1							3
Urban Design	1	1	0	2	1	0							5
Waste Water	2	2	3	0	2	5							14
Other	14	26	13	1	6	1							61
<b>Total</b>	<b>108</b>	<b>182</b>	<b>35</b>	<b>110</b>	<b>125</b>	<b>170</b>							

## 3.0 UIP Operational Stats

3.1 Service requests from UIP members & stakeholders (customers)	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
Number service requests received for the month (eTM +UIP tasking)	22	66	20	42	40	22							212
Running total of unresolved serv. requests - tasking eTM	5	18	3	1	18	0							45
Running total of unresolved serv. requests - tasking UIP	5	0	0	0	0	0							5
3.2 UIP services (initiated by UIP management)													
Number of service requests to eTM	86	116	15	78	85	141							521
Running total of unresolved serv. request to eTM	43	0	2	0	39	0							84
Running total of unresolved serv. request to UIP contractors	0	0	0	0	0	0							0
3.3 UIP Special Projects Completed													
Maintenance projects	12	9	11	11	12	14							69
Greening projects	13	10	10	13	10	16							72
Graffiti tags removed	2	1	0	0	2	3							8
Waste bags removed	2231	1990	2220	1997	2250	3200							13888
Animal rescue	1	0	1	1	2	3							8

3.5 Website Stats	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16
Page Loads - total number of pages viewed	706	822	811	778	891	586						
Unique visits	395	477	437	473	562	404						
New Visitor - as total of sessions	317	385	371	372	464	361						
Returning Visitor - as total of sessions	78	92	66	101	98	43						

Top 5 Landing Pages for website	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16					
	Home Page	Home Page	Home Page	Home Page	Home Page	Directory	Home Page					
Contact Page	Directory	Directory	Directory	Directory	Gallery	Attractions						
About uMhlanga	Contact Form	Gallery	Gallery	Gallery	Attractions	Directory						
Work We Do	Home Page	Contact Form	Contact Form	Contact Form	Home Page	Contact Form						
About The UIP	Gallery	Attractions	Attractions	Attractions	Contact Form	Gallery						
	Feb-16	Apr-16	May-16	Jun-16	Jul-16							

3.6 Social Media / Member Reach	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16
Facebook Friends	1002	1021	1048	1082	1114	1155						6422
Facebook post Reach - maximum numbr of people exposed to a post	10680	1600	2000	5509	1948	1593						
Mail Chimp database	1263	1150	514	520	522	540						4509

3.7 Standing Meetings Attended													Total
Municipal FESMAC (Sec. services)	0	0	0	0	2	3							5
Monthly - UIP Secure. Forum (Sec. services)	1	1	1	1	1	0							5
Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	0	1	1	1	0							4
Monthly - SAPF / CPF Business Forum	1	1	1	1	1	0							5
Chamber of Business	0	0	0	0	0	0							0
Umhlanga Development Forum	0	0	0	0	0	0							0
<b>Total</b>	3	2	3	3	5	3							19

3.8 Financials & UIP Levy contributions:													Total
Monthly financials completed	Y	Y	Y	Y	Y	Y							
6 monthly reconciling of UIP levy receipts	Y	Y	Y	Y	Y	Y							

3.9	UIP cleaning contractor weekly performance assessment:													Total
	Shifts short	0	0	2	0	0	16							18
	Late arrivals	0	0	0	0	0	2							2
	Dress code non compliant	Y	Y	Y	Y	Y	Y							
	Equipment non compliant	Y	Y	Y	Y	Y	Y							
	Areas cleaned and maintained	Y	Y	Y	Y	Y	Y							
	Promenade walkway	Y	Y	Y	Y	Y	Y							
	Promenade servitudes	Y	Y	Y	Y	Y	Y							
	Lagoon Drive (Ocean Way to Fleetwood)	Y	Y	Y	Y	Y	Y							
	McCausland Crescent	Y	Y	Y	Y	Y	Y							
	Ocean Way	Y	Y	Y	Y	Y	Y							
	M4 on and off ramp	Y	Y	Y	Y	Y	Y							
	Lighthouse Road	Y	Y	Y	Y	Y	Y							
	Chartwell Drive	Y	Y	Y	Y	Y	Y							
	Ridge Road	Y	Y	Y	Y	Y	Y							

3.1	UIP landscape contractor weekly performance assessment:	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
	Shifts short	0	0	2	0	0	2							4
	Late arrival days	0	0	0	0	0	2							2
	Dress code compliant	Y	Y	Y	Y	Y	Y							
		% of Target	% of Target	% of Target	% of Target	% of Target	% of Target	% of Target	% of Target	% of Target	% of Target	% of Target	% of Target	
	Village Green	100%	100%	100%	100%	100%	100%							
	Grass cut weekly & maintained	100%	100%	100%	100%	100%	100%							
	Grass and flower beds watered daily	100%	100%	100%	100%	100%	100%							
	Flower beds maintained	100%	100%	100%	100%	100%	100%							
	McCausland Cres: grass cut & edged weekly	100%	100%	100%	100%	100%	100%							
	Lord Prawn / Gusto's Coffee Shop verge	100%	100%	100%	100%	100%	100%							
	EL Maurice restaurant verge	100%	100%	100%	100%	100%	100%							
	Chartwell Drive:	100%	100%	100%	100%	100%	100%							
	All flower beds M & W	100%	100%	100%	100%	100%	100%							
	Tree planter bases to be densely planted	100%	100%	100%	100%	100%	100%							
	Centre island base of palm trees weeded	100%	100%	100%	100%	100%	100%							
	Centre island paving sprayed for weeds	100%	100%	100%	100%	100%	100%							
	Ocean Way:	100%	100%	100%	100%	100%	100%							
	All flower beds M & W	100%	100%	100%	100%	100%	100%							
	Ridge Rd:	100%	100%	100%	100%	100%	100%							
	All flower beds maintained and watered	100%	100%	100%	100%	100%	100%							
	Planter boxes at base of palm trees M & W	100%	100%	100%	100%	100%	100%							
	Lighthouse Rd:	100%	100%	100%	100%	100%	100%							
	M4 off ramp (east side) grass cut & edged	100%	100%	100%	100%	100%	100%							
	M4 on ramp (east side) grass cut & edged	100%	100%	100%	100%	100%	100%							
	Lagoon Drive centre islands	100%	100%	100%	100%	100%	100%							
	Grass cut, edged, swept & maintained weekly	100%	100%	100%	100%	100%	100%							
	Grass & flower beds watered where possible	100%	100%	100%	100%	100%	100%							
	Flower beds maintained	100%	100%	100%	100%	100%	100%							
	Post office to Flamingo Lane: embankment grass cut	100%	100%	100%	100%	100%	100%							