

# uMhlanga UIP Operational Stats 2014/2015

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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 14		Aug 14		Sep 14		Oct 14		Nov 14		Dec 14		Jan 15		Feb 15		Mar 15		Apr 15		May 15		Jun 15		Total	
UIP Actions with other Law Enforcement Departments	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.	Pub	Pvt	Pvt	Pub	Pub	Pvt.	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt		
UIP arrests & hand over to SAPF / Metro Police	0	0	2	0	0	0	1	0	1	0	0	0	1	0	0	0	0	2	3	0	0	4	0	1	15	
UIP call outs to SAPF / Metro Police	14	4	9	0	12	5	6	1	1	4	10	2	3	1	4	0	6	3	7	1	6	0	12	3	114	
SAPF/Metro/UIP security ops in precincts	2	0	2	0	2	0	4	0	0	3	2	0	1	0	2	0	3	0	5	0	6	0	4	0	36	
<b>Contact Crimes in grey</b>																										
Murder	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Attempted murder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total sexual offences	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1	0	0	1	0	0	0	0	0	0	0	0	0	0	3
Assault common	0	0	0	0	1	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	4
Common robbery	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Robbery with aggravating circumstances	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Carjacking	0	0	0	0	0	0	0	0	0	0	0	0	0	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	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3
Robbery at Non residential premises	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Malicious damage to property	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	2
Burglary Residential	0	3	0	4	0	2	0	1	0	0	0	2	0	1	0	0	1	3	0	0	0	2	0	0	19	
Burglary Non Residential	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Theft of motor vehicle	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	2	0	3	1	10	
Theft out of motor vehicle	0	0	0	4	2	4	0	0	0	2	0	0	0	0	1	0	3	0	3	0	1	0	3	3	26	
Drug related crime	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	
All theft not mentioned elsewhere	0	0	0	4	0	4	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	0	0	0	11	
Vehicle accidents	4	0	2	0	2	0	0	0	0	0	0	0	2		0	0	1	0	0	0	0	0	0	0	11	
Other																						1	1	0	0	
Deaths													0	1	0	0	0	0	1	0	0	0	0	0	0	
<b>Total</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>12</b>	<b>7</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>13</b>	<b>0</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>98</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>Jul 14</b>	<b>Aug 14</b>	<b>Sep 14</b>	<b>Oct 14</b>	<b>Nov 14</b>	<b>Dec 14</b>	<b>Jan 15</b>	<b>Feb 15</b>	<b>Mar 15</b>	<b>Apr 15</b>	<b>May 15</b>	<b>Jun 15</b>	<b>Total</b>
Camping on beach	7	4	2	1	1	6	2	2	2	2	0	2	31
Drinking in public - prevention measures	348	89	65	45	51	15400	7200	41	28	257	89	121	23734
Drinking in public	12	4	8	7	7	56	18	4	1	15	11	9	152
Fights / brawls defused	0	0	1	0	2	4	1	1	2	4	4	2	21
Fishing in prohibitive areas	11	9	14	11	18	6	1	1	2	2	1	2	78
Illegal informal traders removed	4	2	3	4	3	20	8	0	4	7	6	3	64
Open fires /gas braais	7	4	3	0	1	22	7	2	2	3	3	2	56
Public disturbance	4	2	0	1	1	1	1	1	1	3	2	2	19
Public indecency	0	0	6	2	0	12	1	0	0	0	0	0	21
Skateboards / bicycles	18	29	18	21	29	31	12	12	11	21	11	14	227
Suspicious people questioned	28	16	43	22	27	47	31	19	25	23	18	21	320
Swimming after hours	0	0	0	0	0	17	8	2	2	3	2	3	37
Unauthorized vehicles	4	6	4	3	5	14	7	2	3	2	3	4	57
Unleashed dogs	22	28	62	18	32	10	7	5	7	6	5	7	209
<b>Lagoon Dr, McCaus. Cres &amp; Village:</b>													
Drinking in public	48	24	37	22	28	205	59	14	9	17	12	14	489
Fights / brawls defused	11	6	6	4	3	8	2	1	2	3	2	2	50
Illegal car guards removed	1	8	2	6	3	15	14	8	12	9	12	14	104
Illegal informal traders removed	9	14	9	12	2	5	2	1	3	4	3	2	66
Pamphlet distribution	7	9	8	14	2	11	5	3	2	2	4	5	72
Public disturbance	6	4	7	2	3	12	3	1	2	4	2	2	48
Public indecency	2	0	2	6	0	2	0	0	0	0	0	0	12
Suspicious people questioned	86	43	68	26	35	102	41	21	14	19	17	26	498
<b>Total</b>	<b>635</b>	<b>301</b>	<b>368</b>	<b>227</b>	<b>253</b>	<b>16006</b>	<b>7430</b>	<b>141</b>	<b>134</b>	<b>404</b>	<b>207</b>	<b>257</b>	<b>26363</b>

1.3

**UIP security contractor weekly SLA performance assessment:**

Number of calls received on the emergency tel number	41	53	38	32	39	52	42	28	34	53	30	37	347
Village Green control room in good order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Radio system in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Response vehicle in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Patrol golfcart in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
SO equipment non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
SO dress code non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Monthly Shift Report - shifts short	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Monthly Incident Report	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Monthly Security and Bylaw Stats Report	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	

## 2.0 Optimising Municipal Service Delivery

2.1 Municipal faults reported and followed up	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Total
Business Support (Informal Traders)	1	0	3	0	0	1	2	0	0	0	1	0	8
Coastal Engineering	1	1	0	1	1	0	0	0	2	3	2	1	12
Contacts	0	2	0	0	2	1	0	0	0	0	1	2	8
DSW	1	0	2	2	1	0	0	1	0	1	0	0	8
Economic Development & Engineering	0	0	0	1	0	0	0	0	0	0	0	0	1
Electrical (street & Promenade Lights)	57	22	23	58	40	44	135	39	31	163	49	81	742
eThekweni Transport Authority (ETA)	1	0	2	2	4	0	0	0	0	3	0	2	14
Health	0	0	0	0	2	0	0	0	1	0	0	0	3
Metro police	4	6	4	2	2	2	0	1	4	3	2	2	32
Parks (beaches & safety)	13	6	10	7	24	22	6	13	26	9	7	6	149
Pollution & Environment	1	2	0	0	0	1	0	0	0	0	0	0	4
Provincial Dept, Transport	0	0	1	0	0	0	0	0	0	1	0	2	4
Roads (pot holes, kerbing, signage, marking)	1	2	3	5	22	7	5	4	7	2	4	4	66
Signage & Advertising	2	1	1	0	0	0	2	1	0	0	1	1	9
Traffic Lights	0	0	0	0	0	0	0	0	0	1	0	1	2
Urban Design	2	3	12	1	0	3	4	27	1	3	1	2	59
Waste Water	2	1	0	2	0	4	3	3	6	3	4	1	29
Other	10	27	23	3	8	5	32	17	7	3	9	2	146
<b>Total</b>	<b>96</b>	<b>73</b>	<b>84</b>	<b>84</b>	<b>106</b>	<b>90</b>	<b>189</b>	<b>106</b>	<b>85</b>	<b>195</b>	<b>81</b>	<b>107</b>	

## 3.0 UIP Operational Stats

3.1 Service requests from UIP members & stakeholders (customers)	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Total
Number service requests received for the month (eTM +UIP tasking)	65	21	62	75	49	51	28	63	46	28	22	23	533
Running total of unresolved serv. requests - tasking eTM	10	6	14	5	18	6	3	9	10	8	8	5	102
Running total of unresolved serv. requests - tasking UIP	0	0	1	1	0	0	0	0	0	0	0	0	2
3.2 UIP services (initiated by UIP management)													
Number of service requests to eTM	31	54	121	9	41	49	144	43	39	176	59	84	850
Running total of unresolved serv. request to eTM	2	5	14	4	12	0	4	1	1	70	0	35	148
Running total of unresolved serv. request to UIP contractors	2	0	14	0	2	0	0	1	1	0	0	0	20
3.3 UIP Special Projects Completed													
Maintenance projects	27	19	14	9	14	15	20	10	10	15	9	5	167
Greening projects	17	10	12	10	12	20	22	12	12	10	13	5	155
Graffiti tags removed	2	1	3	0	2	12	15	2	1	2	2	0	42
Waste bags removed	2254	2875	2760	2530	2750	4010	3010	2500	2620	2900	3100	3005	34314
Animal rescue	2	2	1	1	1	2	4	2	2	1	0	1	19

3.5 Website Stats	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	
Page Loads - total number of pages viewed	490	NO	NO STATS - GOOGLE STILL INDEXING	250	801	538	568	740			455	517	
Unique visits	395	STATS - GOOGLE		187	470	278	346	370	326	359	280	326	
New Visitor - % of new visitors (as total of sessions)	64.70%	STILL		25%	72.30%	85%	70%	79	71	81	225	267	
Returning Visitor - % of new visitors (as total of sessions)	36.30%	INDEXIN		75%	27.70%	15%	30%	21	29	19	55	59	

Top 5 Landing Pages for website	Jul-14	Aug / Sep	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15					
Home Page		NO STATS - NEW SITE GOOGLE STILL INDEXING	Home Page	Home Page	Tipe For Tourist	Home Page	Home page					
Contact Page			Directory	Gallery	Directory	Directory	Directory					
About uMhlanga			Gallery	Directory	Home Pahe	Gallery	Gallery					
Work We Do			Contact Form	Contact Form	Matric Rage	Contact Form	Contact Form					
About The UIP			Matric Rage	uMhlanga Att	Contact Form	Tourist Tips	uMhlanga Attractions					
	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15					
Home Page	Latest News	Home Page	Home Page									
Latest News	Work We Do	Directory	Directory									
Gallery	Directory	Attractions	Managed Precincts									
Tips for Tourists	Contact Form	Directory	Attractions									
Contact Form	Tourist Tips	Contact Form	History									

3.6 Social Media / Member Reach	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	
Facebook Friends	121	132	144	147	159	181	222	261	273	412	944	959	3955
Facebook post Reach - maximum numbr of people exposed to a post	NA	NA	NA	NA	NA	NA	NA	NA	678	897	46 004	458	47359
Mail Chimp database	1116	1130	1121	1144	1150	1144	1251	1260	1261	1263	1248	1258	14346

3.7 Standing Meetings Attended													Total
Municipal FESMAC (Sec. services)	0	0	0	0	1	3	1	0	0	0	0	0	5
Monthly - UIP Secure. Forum (Sec. services)	1	1	1	1	1	0	1	1	1	1	0	0	9
Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	1	1	1	1	1	0	2	0	1	1	1	11
Monthly - SAPF / CPF Business Forum	1	1	1	1	1	0	1	1	1	1	1	1	11
Chamber of Business	0	0	0	0	0	0	0	0	0	0	1	1	2
Umhlanga Development Forum	0	0	1	0	0	0	0	0	0	0	0	0	1
<b>Total</b>	3	3	4	3	4	4	3	4	2	3	3	3	39

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

3.9	UIP cleaning contractor weekly performance assessment:												Total	
	Shifts short	0	0	0	0	0	1	0	0	0	0	0	102	103
	Late arrivals	4	2	3	6	2	3	2	0	0	2	1	102	127
	Dress code non compliant	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	Equipment non compliant	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	Areas cleaned and maintained	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	Promenade walkway	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	Promenade servitudes	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	Lagoon Drive (Ocean Way to Fleetwood)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	McCausland Crescent	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	Ocean Way	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	M4 on and off ramp	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	Lighthouse Road	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	Chartwell Drive	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
	Ridge Road	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	

3.1	UIP landscape contractor weekly performance assessment:	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Total
	Shifts short	0	0	0	0	0	1	0	0	0	0	0	119	120
	Late arrival days	4	9	2	0	2	2	2	0	0	0	0	119	140
	Dress code compliant	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	
		% 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%	100%	100%	100%	100%	100%	100%	20%
	Grass cut weekly & maintained	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Grass and flower beds watered daily	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Flower beds maintained	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	McCausland Cres: grass cut & edged weekly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Lord Prawn / Gusto's Coffee Shop verge	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	EL Maurice restaurant verge	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Chartwell Drive:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	All flower beds M & W	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Tree planter bases to be densely planted	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Centre island base of palm trees weeded	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Centre island paving sprayed for weeds	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Ocean Way:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	All flower beds M & W	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Ridge Rd:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	All flower beds maintained and watered	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Planter boxes at base of palm trees M & W	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Lighthouse Rd:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	M4 off ramp (east side) grass cut & edged	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	M4 on ramp (east side) grass cut & edged	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Lagoon Drive centre islands	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Grass cut, edged, swept & maintained weekly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Grass & flower beds watered where possible	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Flower beds maintained	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%
	Post office to Flamingo Lane: embankment grass cut	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%