

# 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	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																							0
UIP call outs to SAPF / Metro Police	7	0																							7
SAPF/Metro/UIP security ops in precincts	4	0																							4
<b>Contact Crimes in grey</b>	0	0																							
Murder	0	1																							1
Attempted murder	1	0																							1
Total sexual offences	0	0																							0
Assault (Grievous Bodily Harm)	0	0																							0
Assault common	0	0																							0
Common robbery	0	0																							0
Robbery with aggravating circumstances	0	0																							0
Carjacking	0	0																							0
Robbery at Residential premises	0	0																							0
Robbery at Non residential premises	0	0																							0
Malicious damage to property	0	0																							0
Burglary Residential	0	0																							0
Burglary Non Residential	0	0																							0
Theft of motor vehicle	0	2																							2
Theft out of motor vehicle	1	0																							1
Drug related crime	0	0																							0
All theft not mentioned elsewhere	0	1																							1
Vehicle accidents	1	0																							1
Other	0	0																							0
Deaths	1	0																							1
<b>Total</b>	<b>4</b>	<b>4</b>																							<b>8</b>

## Security

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

Promenade and Beach:	2														Total
Camping on beach	276														276
Drinking in public - prevention measures	24														24
Drinking in public	3														3
Fights / brawls defused	4														4
Fishing in prohibitive areas	3														3
Illegal informal traders removed	4														4
Open fires /gas braais	2														2
Public disturbance	1														1
Public indecency	18														18
Skateboards / bicycles	22														22
Suspicious people questioned	1														1
Swimming after hours	4														4
Unauthorized vehicles	6														6
Unleashed dogs	10														10
<b>Lagoon Dr, McCaus. Cres &amp; Village:</b>															
Drinking in public	9														9
Fights / brawls defused	1														1
Illegal car guards removed	8														8
Illegal informal traders removed	3														3
Pamphlet distribution	5														5
Public disturbance	2														2
Public indecency	0														0
Suspicious people questioned	21														21
<b>Total</b>	<b>427</b>														<b>427</b>

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

Number of calls received on the emergency tel number	31															0
Village Green control room in good order	Y															
Radio system in good working order	Y															
Response vehicle in good working order	Y															
Patrol golfcart in good working order	Y															
SO equipment non compliance	Y															
SO dress code non compliance	Y															
Monthly Shift Report - shifts short	Y															
Monthly Incident Report	Y															
Monthly Security and Bylaw Stats Report	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
	Coastal Engineering	1												1
	Contacts	0												0
	DSW	0												0
	Economic Development & Engineering	0												0
	Electrical (street & Promenade Lights)	72												72
	eThekwini Transport Authority (ETA)	0												0
	Health	0												0
	Metro police	1												1
	Parks (beaches & safety)	5												5
	Pollution & Environment	0												0
	Provincial Dept, Transport	0												0
	Roads (pot holes, kerbing, signage, marking)	10												10
	Signage & Advertising	2												2
	Traffic Lights	0												0
	Urban Design	1												1
	Waste Water	2												2
	Other	14												14
	<b>Total</b>	<b>108</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												22
	Running total of unresolved serv. requests - tasking eTM	5												5
	Running total of unresolved serv. requests - tasking UIP	5												5
3.2	UIP services (initiated by UIP management)													
	Number of service requests to eTM	86												86
	Running total of unresolved serv. request to eTM	43												43
	Running total of unresolved serv. request to UIP contractors	0												0
3.3	UIP Special Projects Completed													
	Maintenance projects	12												12
	Greening projects	13												13
	Graffiti tags removed	2												2
	Waste bags removed	2231												2231
	Animal rescue	1												1

<b>3.5 Website Stats</b>	<b>Jul 15</b>	<b>Aug 15</b>	<b>Sep 15</b>	<b>Oct 15</b>	<b>Nov 15</b>	<b>Dec 15</b>	<b>Jan 16</b>	<b>Feb 16</b>	<b>Mar 16</b>	<b>Apr 16</b>	<b>May 16</b>	<b>Jun 16</b>	
Page Loads - total number of pages viewed	706												
Unique visits	395												
New Visitor	317												
Returning Visitor	78												

<b>Top 5 Landing Pages for website</b>	<b>Jul-15</b>	<b>Aug / Sep</b>	<b>Oct-15</b>	<b>Nov-15</b>	<b>Dec-15</b>	<b>Jan-16</b>	<b>Feb-16</b>	
	Home Page	NO	Home Page	Home Page	Tipe For Tourist	Home Page	Home page	
	Contact Page	STATS -	Directory	Gallery	Directory	Directory	Directory	
	About uMhlanga	NEW	Gallery	Directory	Home Pahe	Gallery	Gallery	
	Work We Do	SITE	Contact Form	Contact Form	Matric Rage	Contact Form	Contact Form	
	About The UIP	GOOGLE	Matric Rage	uMhlanga Att	Contact Form	Tourist Tips	uMhlanga Attractions	
		STILL						
	<b>Mar-16</b>	<b>Apr-16</b>	<b>May-16</b>	<b>Jun-16</b>	<b>Jul-15</b>	<b>Aug-15</b>	<b>Sep-15</b>	
	Home Page	Latest	Home Page	Home Page	Home page			
	Latest News	Work We	Directory	Directory	Directory			
	Gallery	Directory	Attractions	Managed Precinct	Gallery			
	Tips for Tourists	Contact	Directory	Attractions	Contact Form			
Contact Form	Tourist	Contact Form	History	Why A UIP?				

<b>3.6 Social Media / Member Reach</b>	<b>Jul 15</b>	<b>Aug 15</b>	<b>Sep 15</b>	<b>Oct 15</b>	<b>Nov 15</b>	<b>Dec 15</b>	<b>Jan 16</b>	<b>Feb 16</b>	<b>Mar 16</b>	<b>Apr 16</b>	<b>May 16</b>	<b>Jun 16</b>	
Facebook Friends	1002												1002
Facebook post Reach - maximum numbr of people exposed to a post	10680												
Mail Chimp database	1263												1263

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

<b>3.8 Financials &amp; UIP Levy contributions:</b>													<b>Total</b>
Monthly financials completed	Y												
6 monthly reconciling of UIP levy receipts	Y												

3.9	UIP cleaning contractor weekly performance assessment:														Total
	Shifts short	0													0
	Late arrivals	0													0
	Dress code non compliant	Y													
	Equipment non compliant	Y													
	Areas cleaned and maintained	Y													
	Promenade walkway	Y													
	Promenade servitudes	Y													
	Lagoon Drive (Ocean Way to Fleetwood)	Y													
	McCausland Crescent	Y													
	Ocean Way	Y													
	M4 on and off ramp	Y													
	Lighthouse Road	Y													
	Chartwell Drive	Y													
	Ridge Road	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
	Late arrival days	0												0
	Dress code compliant	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%												
	Grass cut weekly & maintained	100%												
	Grass and flower beds watered daily	100%												
	Flower beds maintained	100%												
	McCausland Cres: grass cut & edged weekly	100%												
	Lord Prawn / Gusto's Coffee Shop verge	100%												
	EL Maurice restaurant verge	100%												
	Chartwell Drive:	100%												
	All flower beds M & W	100%												
	Tree planter bases to be densely planted	100%												
	Centre island base of palm trees weeded	100%												
	Centre island paving sprayed for weeds	100%												
	Ocean Way:	100%												
	All flower beds M & W	100%												
	Ridge Rd:	100%												
	All flower beds maintained and watered	100%												
	Planter boxes at base of palm trees M & W	100%												
	Lighthouse Rd:	100%												
	M4 off ramp (east side) grass cut & edged	100%												
	M4 on ramp (east side) grass cut & edged	100%												
	Lagoon Drive centre islands	100%												
	Grass cut, edged, swept & maintained weekly	100%												
	Grass & flower beds watered where possible	100%												
	Flower beds maintained	100%												
	Post office to Flamingo Lane: embankment grass cut	100%												