

# 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																					1
UIP call outs to SAPF / Metro Police	7	0	9	2																					18
SAPF/Metro/UIP security ops in precincts	4	0	3	0																					7
<b>Contact Crimes in grey</b>	0	0	0	0																					
Murder	0	1	0	0																					1
Attempted murder	1	0	0	0																					1
Total sexual offences	0	0	0	0																					0
Assault (Grievous Bodily Harm)	0	0	1	0																					1
Assault common	0	0	0	0																					0
Common robbery	0	0	0	1																					1
Robbery with aggravating circumstances	0	0	0	0																					0
Carjacking	0	0	0	0																					0
Robbery at Residential premises	0	0	0	0																					0
Robbery at Non residential premises	0	0	0	0																					0
Malicious damage to property	0	0	1	0																					1
Burglary Residential	0	0	0	0																					0
Burglary Non Residential	0	0	0	0																					0
Theft of motor vehicle	0	2	4	1																					7
Theft out of motor vehicle	1	0	4	0																					5
Drug related crime	0	0	0	0																					0
All theft not mentioned elsewhere	0	1	0	0																					1
Vehicle accidents	1	0	0	0																					1
Other	0	0	2	0																					0
Deaths	1	0	1	0																					1
<b>Total</b>	<b>4</b>	<b>4</b>	<b>13</b>	<b>2</b>																					<b>23</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>2</b>	<b>4</b>											<b>Total</b>
Camping on beach	276	117											393
Drinking in public - prevention measures	24	19											43
Drinking in public	3	2											5
Fights / brawls defused	4	6											10
Fishing in prohibitive areas	3	2											5
Illegal informal traders removed	4	5											9
Open fires /gas braais	2	3											5
Public disturbance	1	0											1
Public indecency	18	23											41
Skateboards / bicycles	22	28											50
Suspicious people questioned	1	4											5
Swimming after hours	4	5											9
Unauthorized vehicles	6	4											10
Unleashed dogs	10	7											17
<b>Lagoon Dr, McCaus. Cres &amp; Village:</b>													
Drinking in public	9	1											10
Fights / brawls defused	1	4											5
Illegal car guards removed	8	2											10
Illegal informal traders removed	3	3											6
Pamphlet distribution	5	2											7
Public disturbance	2	1											3
Public indecency	0	0											0
Suspicious people questioned	21	13											34
<b>Total</b>	<b>427</b>	<b>254</b>											<b>681</b>

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

Number of calls received on the emergency tel number	31	37											0
Village Green control room in good order	Y	Y											
Radio system in good working order	Y	Y											
Response vehicle in good working order	Y	Y											
Patrol golfcart in good working order	Y	Y											
SO equipment non compliance	Y	Y											
SO dress code non compliance	Y	Y											
Monthly Shift Report - shifts short	Y	Y											
Monthly Incident Report	Y	Y											
Monthly Security and Bylaw Stats Report	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
	Coastal Engineering	1	1											2
	Contacts	0	0											0
	DSW	0	0											0
	Economic Development & Engineering	0	0											0
	Electrical (street & Promenade Lights)	72	103											175
	eThekwini Transport Authority (ETA)	0	0											0
	Health	0	0											0
	Metro police	1	3											4
	Parks (beaches & safety)	5	40											45
	Pollution & Environment	0	0											0
	Provincial Dept, Transport	0	0											0
	Roads (pot holes, kerbing, signage, marking)	10	6											16
	Signage & Advertising	2	0											2
	Traffic Lights	0	0											0
	Urban Design	1	1											2
	Waste Water	2	2											4
	Other	14	26											40
	<b>Total</b>	<b>108</b>	<b>182</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											88
	Running total of unresolved serv. requests - tasking eTM	5	18											23
	Running total of unresolved serv. requests - tasking UIP	5	0											5
3.2	UIP services (initiated by UIP management)													
	Number of service requests to eTM	86	116											202
	Running total of unresolved serv. request to eTM	43	0											43
	Running total of unresolved serv. request to UIP contractors	0	0											0
3.3	UIP Special Projects Completed													
	Maintenance projects	12	9											21
	Greening projects	13	10											23
	Graffiti tags removed	2	1											3
	Waste bags removed	2231	1990											4221
	Animal rescue	1	0											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	822											
Unique visits	395	477											
New Visitor - % of new visitors (as total of sessions)	317	385											
Returning Visitor - % of new visitors (as total of sessions)	78	92											
<b>Top 5 Landing Pages for website</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>						
	Home Page	Home Page											
	Contact Page	Directory											
	About uMhlanga	Contact Form											
	Work We Do	History											
	About The UIP	Gallery											
	<b>Feb-16</b>	<b>Mar-16</b>	<b>Apr-16</b>	<b>May-16</b>									
<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	1021											2023
Facebook post Reach - maximum numbr of people exposed to a post	10680	1600											12280
Mail Chimp database	1263	1150											2413
<b>3.7 Standing Meetings Attended</b>													<b>Total</b>
Municipal FESMAC (Sec. services)	0	0											0
Monthly - UIP Secure. Forum (Sec. services)	1	1											2
Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	0											1
Monthly - SAPF / CPF Business Forum	1	1											2
Chamber of Business	0	0											0
Umhlanga Development Forum	0	0											0
<b>Total</b>	<b>3</b>	<b>2</b>											<b>5</b>
<b>3.8 Financials &amp; UIP Levy contributions:</b>													<b>Total</b>
Monthly financials completed	Y	Y											
6 monthly reconciling of UIP levy receipts	Y	Y											

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