

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
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	1	0	0	0																			1
UIP call outs to SAPF / Metro Police	7	0	9	2	6	2																			26
SAPF/Metro/UIP security ops in precincts	4	0	3	0	4	0																			11
Contact Crimes in grey																									
Murder	0	1	0	0	0	0																			1
Attempted murder	1	0	0	0	0	0																			1
Total sexual offences	0	0	0	0	0	0																			0
Assault (Grievous Bodily Harm)	0	0	1	0	0	0																			1
Assault common	0	0	0	0	0	0																			0
Common robbery	0	0	0	1	0	0																			1
Robbery with aggravating circumstances	0	0	0	0	0	0																			0
Carjacking	0	0	0	0	0	0																			0
Robbery at Residential premises	0	0	0	0	0	0																			0
Robbery at Non residential premises	0	0	0	0	0	0																			0
Malicious damage to property	0	0	1	0	0	0																			1
Burglary Residential	0	0	0	0	0	0																			0
Burglary Non Residential	0	0	0	0	0	0																			0
Theft of motor vehicle	0	2	4	1	1	1																			9
Theft out of motor vehicle	1	0	4	0	1	0																			6
Drug related crime	0	0	0	0	0	0																			0
All theft not mentioned elsewhere	0	1	0	0	0	0																			1
Vehicle accidents	1	0	0	0																					1
Other	0	0	2	0	0	0																			0
Deaths	1	0	1	0	0	0																			1
Total	4	4	13	2	2	1																			26

Security

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

Promenade and Beach:															Total
Camping on beach	2	4	2												8
Drinking in public - prevention measures	276	117	148												541
Drinking in public	24	19	11												54
Fights / brawls defused	3	2	2												7
Fishing in prohibitive areas	4	6	7												17
Illegal informal traders removed	3	2	2												7
Open fires /gas braais	4	5	3												12
Public disturbance	2	3	3												8
Public indecency	1	0	0												1
Skateboards / bicycles	18	23	19												60
Suspicious people questioned	22	28	19												69
Swimming after hours	1	4	3												8
Unauthorized vehicles	4	5	4												13
Unleashed dogs	6	4	7												17
Lagoon Dr, McCaus. Cres & Village:															
Drinking in public	9	1	4												14
Fights / brawls defused	1	4	3												8
Illegal car guards removed	8	2	2												12
Illegal informal traders removed	3	3	1												7
Pamphlet distribution	5	2	4												11
Public disturbance	2	1	2												5
Public indecency	0	0	0												0
Suspicious people questioned	21	13	16												50
Total	419	254	262												935

1.3 UIP security contractor weekly SLA performance assessment:

Number of calls received on the emergency tel number	31	37	41													0
Village Green control room in good order	Y	Y	Y													
Radio system in good working order	Y	Y	Y													
Response vehicle in good working order	Y	Y	Y													
Patrol golfcart in good working order	Y	Y	Y													
SO equipment non compliance	Y	Y	Y													
SO dress code non compliance	Y	Y	Y													
Monthly Shift Report - shifts short	Y	Y	Y													
Monthly Incident Report	Y	Y	Y													
Monthly Security and Bylaw Stats Report	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
Coastal Engineering	1	1	0										2
Contacts	0	0	0										0
DSW	0	0	0										0
Economic Development & Engineering	0	0	0										0
Electrical (street & Promenade Lights)	72	103	1										176
eThekwini Transport Authority (ETA)	0	0	0										0
Health	0	0	0										0
Metro police	1	3	5										9
Parks (beaches & safety)	5	40	6										51
Pollution & Environment	0	0	2										2
Provincial Dept, Transport	0	0	0										0
Roads (pot holes, kerbing, signage, marking)	10	6	3										19
Signage & Advertising	2	0	3										5
Traffic Lights	0	0	1										1
Urban Design	1	1	0										2
Waste Water	2	2	3										7
Other	14	26	13										53
Total	108	182	35										

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										108
Running total of unresolved serv. requests - tasking eTM	5	18	3										26
Running total of unresolved serv. requests - tasking UIP	5	0	0										5
3.2 UIP services (initiated by UIP management)													
Number of service requests to eTM	86	116	15										217
Running total of unresolved serv. request to eTM	43	0	2										45
Running total of unresolved serv. request to UIP contractors	0	0	0										0
3.3 UIP Special Projects Completed													
Maintenance projects	12	9	11										32
Greening projects	13	10	10										33
Graffiti tags removed	2	1	0										3
Waste bags removed	2231	1990	2220										6441
Animal rescue	1	0	1										2

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										
Unique visits	395	477	437										
New Visitor - % of new visitors (as total of sessions)	317	385	371										
Returning Visitor - % of new visitors (as total of sessions)	78	92	66										

Top 5 Landing Pages for website	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	
	Home Page	Home Page	Home Page										
Contact Page	Directory	Directory											
About uMhlanga	Contact Form	Gallery											
Work We Do	History	Contact											
About The UIP	Gallery	Attractions											
	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-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 Page Likes	1002	1021	1048										3071
Facebook post Reach - maximum number of people exposed to a post	10680	1600	2000										
Everlytic database	1263	1150	514										2927

3.7 Standing Meetings Attended													Total
Municipal FESMAC (Sec. services)	0	0	0										0
Monthly - UIP Secure. Forum (Sec. services)	1	1	1										3
Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	0	1										2
Monthly - SAPF / CPF Business Forum	1	1	1										3
Chamber of Business	0	0	0										0
Umhlanga Development Forum	0	0	0										0
Total	3	2	3										8

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

3.9	UIP cleaning contractor weekly performance assessment:													Total
	Shifts short	0	0	2										2
	Late arrivals	0	0	0										0
	Dress code non compliant	Y	Y	Y										
	Equipment non compliant	Y	Y	Y										
	Areas cleaned and maintained	Y	Y	Y										
	Promenade walkway	Y	Y	Y										
	Promenade servitudes	Y	Y	Y										
	Lagoon Drive (Ocean Way to Fleetwood)	Y	Y	Y										
	McCausland Crescent	Y	Y	Y										
	Ocean Way	Y	Y	Y										
	M4 on and off ramp	Y	Y	Y										
	Lighthouse Road	Y	Y	Y										
	Chartwell Drive	Y	Y	Y										
	Ridge Road	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										2
	Late arrival days	0	0	0										0
	Dress code compliant	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%										
	Grass cut weekly & maintained	100%	100%	100%										
	Grass and flower beds watered daily	100%	100%	100%										
	Flower beds maintained	100%	100%	100%										
	McCausland Cres: grass cut & edged weekly	100%	100%	100%										
	Lord Prawn / Gusto's Coffee Shop verge	100%	100%	100%										
	EL Maurice restaurant verge	100%	100%	100%										
	Chartwell Drive:	100%	100%	100%										
	All flower beds M & W	100%	100%	100%										
	Tree planter bases to be densely planted	100%	100%	100%										
	Centre island base of palm trees weeded	100%	100%	100%										
	Centre island paving sprayed for weeds	100%	100%	100%										
	Ocean Way:	100%	100%	100%										
	All flower beds M & W	100%	100%	100%										
	Ridge Rd:	100%	100%	100%										
	All flower beds maintained and watered	100%	100%	100%										
	Planter boxes at base of palm trees M & W	100%	100%	100%										
	Lighthouse Rd:	100%	100%	100%										
	M4 off ramp (east side) grass cut & edged	100%	100%	100%										
	M4 on ramp (east side) grass cut & edged	100%	100%	100%										
	Lagoon Drive centre islands	100%	100%	100%										
	Grass cut, edged, swept & maintained weekly	100%	100%	100%										
	Grass & flower beds watered where possible	100%	100%	100%										
	Flower beds maintained	100%	100%	100%										
	Post office to Flamingo Lane: embankment grass cut	100%	100%	100%										