

uMhlanga UIP Operational Stats 2015/2016

- 1.0 Security
- 2.0 Optimising Municipal Service Delivery
- 3.0 UIP Operational Stats

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 | |
| UIP Actions with other Law Enforcement Departments | | | | | | | | | | | | | | | | | | | | | | | | | |
| UIP arrests & hand over to SAPF / Metro Police | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | | | | | | | | | | | | | | | | | 2 |
| UIP call outs to SAPF / Metro Police | 7 | 0 | 9 | 2 | 6 | 2 | 7 | 2 | | | | | | | | | | | | | | | | | 35 |
| SAPF/Metro/UIP security ops in precincts | 4 | 0 | 3 | 0 | 4 | 0 | 3 | 0 | | | | | | | | | | | | | | | | | 14 |
| Contact Crimes in grey | | | | | | | | | | | | | | | | | | | | | | | | | |
| Murder | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 1 |
| Attempted murder | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 1 |
| Total sexual offences | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 0 |
| Assault (Grievous Bodily Harm) | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 1 |
| Assault common | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 0 |
| Common robbery | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 1 |
| Robbery with aggravating circumstances | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 0 |
| Carjacking | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 0 |
| Robbery at Residential premises | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 0 |
| Robbery at Non residential premises | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 0 |
| Malicious damage to property | 0 | 0 | 1 | 0 | 0 | 0 | 3 | 0 | | | | | | | | | | | | | | | | | 4 |
| Burglary Residential | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 0 |
| Burglary Non Residential | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 0 |
| Theft of motor vehicle | 0 | 2 | 4 | 1 | 1 | 1 | 3 | 0 | | | | | | | | | | | | | | | | | 12 |
| Theft out of motor vehicle | 1 | 0 | 4 | 0 | 1 | 0 | 3 | 0 | | | | | | | | | | | | | | | | | 9 |
| Drug related crime | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 0 |
| All theft not mentioned elsewhere | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | | | | | | | | | | | | | | | | | 2 |
| Vehicle accidents | 1 | 0 | 0 | 0 | | | 0 | 0 | | | | | | | | | | | | | | | | | 1 |
| Other | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 0 |
| Deaths | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | 1 |
| Total | 4 | 4 | 13 | 2 | 2 | 1 | 9 | 1 | | | | | | | | | | | | | | | | | 36 |

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 | 2 | | | | | | | | | | | | | | | | 10 |
| Drinking in public - prevention measures | 276 | 117 | 148 | 101 | | | | | | | | | | | | | | | | 642 |
| Drinking in public | 24 | 19 | 11 | 18 | | | | | | | | | | | | | | | | 72 |
| Fights / brawls defused | 3 | 2 | 2 | 1 | | | | | | | | | | | | | | | | 8 |
| Fishing in prohibitive areas | 4 | 6 | 7 | 5 | | | | | | | | | | | | | | | | 22 |
| Illegal informal traders removed | 3 | 2 | 2 | 3 | | | | | | | | | | | | | | | | 10 |
| Open fires /gas braais | 4 | 5 | 3 | 4 | | | | | | | | | | | | | | | | 16 |
| Public disturbance | 2 | 3 | 3 | 4 | | | | | | | | | | | | | | | | 12 |
| Public indecency | 1 | 0 | 0 | 0 | | | | | | | | | | | | | | | | 1 |
| Skateboards / bicycles | 18 | 23 | 19 | 20 | | | | | | | | | | | | | | | | 80 |
| Suspicious people questioned | 22 | 28 | 19 | 26 | | | | | | | | | | | | | | | | 95 |
| Swimming after hours | 1 | 4 | 3 | 4 | | | | | | | | | | | | | | | | 12 |
| Unauthorized vehicles | 4 | 5 | 4 | 5 | | | | | | | | | | | | | | | | 18 |
| Unleashed dogs | 6 | 4 | 7 | 7 | | | | | | | | | | | | | | | | 24 |
| Lagoon Dr, McCaus. Cres & Village: | | | | | | | | | | | | | | | | | | | | |
| Drinking in public | 9 | 1 | 4 | 6 | | | | | | | | | | | | | | | | 20 |
| Fights / brawls defused | 1 | 4 | 3 | 4 | | | | | | | | | | | | | | | | 12 |
| Illegal car guards removed | 8 | 2 | 2 | 3 | | | | | | | | | | | | | | | | 15 |
| Illegal informal traders removed | 3 | 3 | 1 | 2 | | | | | | | | | | | | | | | | 9 |
| Pamphlet distribution | 5 | 2 | 4 | 3 | | | | | | | | | | | | | | | | 14 |
| Public disturbance | 2 | 1 | 2 | 3 | | | | | | | | | | | | | | | | 8 |
| Public indecency | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | 0 |
| Suspicious people questioned | 21 | 13 | 16 | 19 | | | | | | | | | | | | | | | | 69 |
| Total | 419 | 254 | 262 | 263 | | | | | | | | | | | | | | | | 1198 |

1.3 UIP security contractor weekly SLA performance assessment:

| | | | | | | | | | | | | | | | | | | | | |
|--|----|----|----|----|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|----|
| Number of calls received on the emergency tel number | 31 | 37 | 41 | 36 | | | | | | | | | | | | | | | | 36 |
| Village Green control room in good order | Y | Y | Y | Y | | | | | | | | | | | | | | | | |
| Radio system in good working order | Y | Y | Y | Y | | | | | | | | | | | | | | | | |
| Response vehicle in good working order | Y | Y | Y | Y | | | | | | | | | | | | | | | | |
| Patrol golfcart in good working order | Y | Y | Y | Y | | | | | | | | | | | | | | | | |
| SO equipment non compliance | Y | Y | Y | Y | | | | | | | | | | | | | | | | |
| SO dress code non compliance | Y | Y | Y | Y | | | | | | | | | | | | | | | | |
| Monthly Shift Report - shifts short | Y | Y | Y | Y | | | | | | | | | | | | | | | | |
| Monthly Incident Report | Y | Y | Y | Y | | | | | | | | | | | | | | | | |
| Monthly Security and Bylaw Stats Report | 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 |
| Coastal Engineering | 1 | 1 | 0 | 0 | | | | | | | | | 2 |
| Contacts | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| DSW | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| Economic Development & Engineering | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| Electrical (street & Promenade Lights) | 72 | 103 | 1 | 78 | | | | | | | | | 254 |
| eThekwini Transport Authority (ETA) | 0 | 0 | 0 | 1 | | | | | | | | | 1 |
| Health | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| Metro police | 1 | 3 | 5 | 0 | | | | | | | | | 9 |
| Parks (beaches & safety) | 5 | 40 | 6 | 19 | | | | | | | | | 70 |
| Pollution & Environment | 0 | 0 | 2 | 0 | | | | | | | | | 2 |
| Provincial Dept, Transport | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| Roads (pot holes, kerbing, signage, marking) | 10 | 6 | 3 | 9 | | | | | | | | | 28 |
| Signage & Advertising | 2 | 0 | 3 | 1 | | | | | | | | | 6 |
| Traffic Lights | 0 | 0 | 1 | 1 | | | | | | | | | 2 |
| Urban Design | 1 | 1 | 0 | 2 | | | | | | | | | 4 |
| Waste Water | 2 | 2 | 3 | 0 | | | | | | | | | 7 |
| Other | 14 | 26 | 13 | 1 | | | | | | | | | 54 |
| Total | 108 | 182 | 35 | 110 | | | | | | | | | |

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 | | | | | | | | | 150 |
| Running total of unresolved serv. requests - tasking eTM | 5 | 18 | 3 | 1 | | | | | | | | | 27 |
| Running total of unresolved serv. requests - tasking UIP | 5 | 0 | 0 | 0 | | | | | | | | | 5 |
| 3.2 UIP services (initiated by UIP management) | | | | | | | | | | | | | |
| Number of service requests to eTM | 86 | 116 | 15 | 78 | | | | | | | | | 295 |
| Running total of unresolved serv. request to eTM | 43 | 0 | 2 | 0 | | | | | | | | | 45 |
| Running total of unresolved serv. request to UIP contractors | 0 | 0 | 0 | 0 | | | | | | | | | 0 |
| 3.3 UIP Special Projects Completed | | | | | | | | | | | | | |
| Maintenance projects | 12 | 9 | 11 | 11 | | | | | | | | | 43 |
| Greening projects | 13 | 10 | 10 | 13 | | | | | | | | | 46 |
| Graffiti tags removed | 2 | 1 | 0 | 0 | | | | | | | | | 3 |
| Waste bags removed | 2231 | 1990 | 2220 | 1997 | | | | | | | | | 8438 |
| Animal rescue | 1 | 0 | 1 | 1 | | | | | | | | | 3 |

| 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 | | | | | | | | | |
| Unique visits | 395 | 477 | 437 | 473 | | | | | | | | | |
| New Visitor - as total of sessions | 317 | 385 | 371 | 372 | | | | | | | | | |
| Returning Visitor - as total of sessions | 78 | 92 | 66 | 101 | | | | | | | | | |

| 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 | | | | | | | | |
| Contact Page | Directory | Directory | Directory | Directory | | | | | | | | | |
| About uMhlanga | Contact Form | Gallery | Gallery | Gallery | | | | | | | | | |
| Work We Do | Home Page | Contact Form | Contact Form | Contact Form | | | | | | | | | |
| About The UIP | Gallery | Attractions | Attractions | Attractions | | | | | | | | | |
| | 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 | | | | | | | | | 4153 |
| Facebook post Reach - maximum numbr of people exposed to a post | 10680 | 1600 | 2000 | 5509 | | | | | | | | | |
| Everlytic Database (new system from Sep 2015) | 1263 | 1150 | 514 | 520 | | | | | | | | | 3447 |

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

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

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