

# 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	Pvt.	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.	Pub	
<b>UIP Actions with other Law Enforcement Departments</b>																									
UIP arrests & hand over to SAPF / Metro Police	0	0	1	0	0	0	1	0	2	0	2	0	2	0	0	0	2	2							12
UIP call outs to SAPF / Metro Police	7	0	9	2	6	2	7	2	9	3	14	5	10	4	8	4	9	3							104
SAPF/Metro/UIP security ops in precincts	4	0	3	0	4	0	3	0	3	0	9	0	5	0	4	0	5	0							40
<b>Contact Crimes in grey</b>																									
Murder	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							1
Attempted murder	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							1
Total sexual offences	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	0	1	0	0	0	1	0							3
Assault common	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0							1
Common robbery	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0							2
Robbery with aggravating circumstances	0	0	0	0	0	0	0	0	0	0	1	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
Robbery at Residential premises	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0							2
Robbery at Non residential premises	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0								1
Malicious damage to property	0	0	1	0	0	0	3	0	0	0	0	0	0	0	0	0	0								4
Burglary Residential	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2								4
Burglary Non Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1								2
Theft of motor vehicle	0	2	4	1	1	1	3	0	0	1	0	1	1	0	0	0	0								15
Theft out of motor vehicle	1	0	4	0	1	0	3	0	2	0	1	0	1	0	0	0	2	0							15
Drug related crime	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								0
All theft not mentioned elsewhere	0	1	0	0	0	0	0	1	1	0	0	0	0	1	0	2	0								6
Vehicle accidents	1	0	0	0			0	0	0	0	0	0	2	0	0	0	4	0							7
Other	0	0	2	0	0	0	0	0	0	0	0	0	0	2	0	0	0								0
Deaths	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0								1
<b>Total</b>	<b>4</b>	<b>4</b>	<b>13</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>9</b>	<b>3</b>							<b>76</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>Total</b>
Camping on beach	2	4	2	2	4	8	9	3	4				38
Drinking in public - prevention measures	276	117	148	101	151	13800	9650	324	7645				32212
Drinking in public	24	19	11	18	34	47	55	31	22				261
Fights / brawls defused	3	2	2	1	4	4	5	2	6				29
Fishing in prohibitive areas	4	6	7	5	2	6	8	6	5				49
Illegal informal traders removed	3	2	2	3	2	8	6	3	3				32
Open fires /gas braais	4	5	3	4	3	17	15	4	6				61
Public disturbance	2	3	3	4	5	4	4	4	4				33
Public indecency	1	0	0	0	0	3	2	0	0				6
Skateboards / bicycles	18	23	19	20	16	23	27	21	33				200
Suspicious people questioned	22	28	19	26	32	28	31	23	20				229
Swimming after hours	1	4	3	4	7	18	15	11	17				80
Unauthorized vehicles	4	5	4	5	4	16	11	4	6				59
Unleashed dogs	6	4	7	7	5	24	17	14	7				91
<b>Lagoon Dr, McCaus. Cres &amp; Village:</b>													
Drinking in public	9	1	4	6	11	136	96	36	42				341
Fights / brawls defused	1	4	3	4	3	5	5	3	5				33
Illegal car guards removed	8	2	2	3	2	23	26	18	23				107
Illegal informal traders removed	3	3	1	2	2	5	4	3	3				26
Pamphlet distribution	5	2	4	3	4	7	5	3	7				40
Public disturbance	2	1	2	3	3	3	3	2	3				22
Public indecency	0	0	0	0	0	2	2	0	1				5
Suspicious people questioned	21	13	16	19	17	23	26	29	18				182
<b>Total</b>	<b>419</b>	<b>254</b>	<b>262</b>	<b>263</b>	<b>334</b>	<b>14186</b>	<b>10001</b>	<b>544</b>	<b>7880</b>				<b>34143</b>

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

Number of calls received on the emergency tel number	31	37	41	36	42	57	51	37	41				264
Village Green control room in good order	Y	Y	Y	Y	Y	Y	Y	Y	Y				
Radio system in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y				
Response vehicle in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y				
Patrol golfcart in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y				
SO equipment non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y				
SO dress code non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y				
Monthly Shift Report - shifts short	Y	Y	Y	Y	Y	Y	Y	Y	Y				
Monthly Incident Report	Y	Y	Y	Y	Y	Y	Y	Y	Y				
Monthly Security and Bylaw Stats Report	Y	Y	Y	Y	Y	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	0	2	0	0				2
Coastal Engineering	1	1	0	0	0	1	0	0	1				4
Contacts	0	0	0	0	0	0	1	0	0				1
DSW	0	0	0	0	0	0	0	0	0				0
Economic Development & Engineering	0	0	0	0	0	0	0	0	0				0
Electrical (street & Promenade Lights)	72	103	1	78	85	145	122	147	85				838
eThekwini Transport Authority (ETA)	0	0	0	1	0	1	2	1	3				8
Health	0	0	0	0	1	0	0	0	2				3
Metro police	1	3	5	0	0	5	0	2	2				18
Parks (beaches & safety)	5	40	6	19	26	8	7	4	14				129
Pollution & Environment	0	0	2	0	0	0	0	0	0				2
Provincial Dept, Transport	0	0	0	0	0	0	0	0	0				0
Roads (pot holes, kerbing, signage, marking)	10	6	3	9	2	1	0	0	4				35
Signage & Advertising	2	0	3	1	2	2	0	1	3				14
Traffic Lights	0	0	1	1	0	1	0	0	0				3
Urban Design	1	1	0	2	1	0	1	6	0				12
Waste Water	2	2	3	0	2	5	4	3	3				24
Other	14	26	13	1	6	1	3	6	1				71
<b>Total</b>	<b>108</b>	<b>182</b>	<b>35</b>	<b>110</b>	<b>125</b>	<b>170</b>	<b>142</b>	<b>170</b>	<b>118</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	20	42	40	22	20	117	42				391
Running total of unresolved serv. requests - tasking eTM	5	18	3	1	18	0	1	21	6				73
Running total of unresolved serv. requests - tasking UIP	5	0	0	0	0	0	0	0	0				5

  

3.2 UIP services (initiated by UIP management)	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 of service requests to eTM	86	116	15	78	85	141	122	102	81				826
Running total of unresolved serv. request to eTM	43	0	2	0	39	0	2	60	0				146
Running total of unresolved serv. request to UIP contractors	0	0	0	0	0	0	0	0	0				0

  

3.3 UIP Special Projects Completed	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
Maintenance projects	12	9	11	11	12	14	15	16	10				110
Greening projects	13	10	10	13	10	16	14	15	13				114
Graffiti tags removed	2	1	0	0	2	3	2	50	4				64
Waste bags removed	2231	1990	2220	1997	2250	3200	2250	2200	3500				21838
Animal rescue	1	0	1	1	2	3	1	2	2				13

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	891	586	607	581					
Unique visits	395	477	437	473	562	404	377	377					
New Visitor - as total of sessions	317	385	371	372	464	361	348	328					
Returning Visitor - as total of sessions	78	92	66	101	98	43	29	49					

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	Directory	Home Page	Home Page						
	Contact Page	Directory	Directory	Directory	Gallery	Attractions	Directory						
	About uMhlanga	Contact Form	Gallery	Gallery	Attractions	Directory	Contact Form						
	Work We Do	Home Page	Contact Form	Contact Form	Home Page	Contact Form	Gallery						
	About The UIP	Gallery	Attractions	Attractions	Contact Form	Gallery	Attractions						
	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16							
	Attractions												
	Directory												
	Contact Page												

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	1114	1155	1171	1181					8774
Facebook post Reach - maximum numbr of people exposed to a post	10680	1600	2000	5509	1948	1593	1723	797					
Everlytic Database (from Sep 2015)	1263	1150	514	520	750	812	1260	1320					7589

3.7 Standing Meetings Attended														Total
Municipal FESMAC (Sec. services)	0	0	0	0	2	3	1	0	1					7
Monthly - UIP Secure. Forum (Sec. services)	1	1	1	1	1	0	0	1	1					7
Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	0	1	1	1	0	2	0	0					6
Monthly - SAPF / CPF Business Forum	1	1	1	1	1	0	1	1	1					8
Chamber of Business	0	0	0	0	0	0	0	0	0					0
Umhlanga Development Forum	0	0	0	0	0	0	0	0	0					0
<b>Total</b>	3	2	3	3	5	3	4	2	3					28

3.8 Financials & UIP Levy contributions:														Total
Monthly financials completed	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					

3.9	UIP cleaning contractor weekly performance assessment:													Total
	Shifts short	0	0	2	0	0	16	0	0	0				18
	Late arrivals	0	0	0	0	0	2	0	2	0				4
	Dress code non compliant	Y	Y	Y	Y	Y	Y	Y	Y	Y				
	Equipment non compliant	Y	Y	Y	Y	Y	Y	Y	Y	Y				
	Areas cleaned and maintained	Y	Y	Y	Y	Y	Y	Y	Y	Y				
	Promenade walkway	Y	Y	Y	Y	Y	Y	Y	Y	Y				
	Promenade servitudes	Y	Y	Y	Y	Y	Y	Y	Y	Y				
	Lagoon Drive (Ocean Way to Fleetwood)	Y	Y	Y	Y	Y	Y	Y	Y	Y				
	McCausland Crescent	Y	Y	Y	Y	Y	Y	Y	Y	Y				
	Ocean Way	Y	Y	Y	Y	Y	Y	Y	Y	Y				
	M4 on and off ramp	Y	Y	Y	Y	Y	Y	Y	Y	Y				
	Lighthouse Road	Y	Y	Y	Y	Y	Y	Y	Y	Y				
	Chartwell Drive	Y	Y	Y	Y	Y	Y	Y	Y	Y				
	Ridge Road	Y	Y	Y	Y	Y	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	0	2	0	0	0				4
	Late arrival days	0	0	0	0	0	2	0	2	0				4
	Dress code compliant	Y	Y	Y	Y	Y	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%	100%	100%	100%	100%	100%				
	Grass cut weekly & maintained	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Grass and flower beds watered daily	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Flower beds maintained	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	McCausland Cres: grass cut & edged weekly	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Lord Prawn / Gusto's Coffee Shop verge	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	EL Maurice restaurant verge	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Chartwell Drive:	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	All flower beds M & W	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Tree planter bases to be densely planted	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Centre island base of palm trees weeded	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Centre island paving sprayed for weeds	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Ocean Way:	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	All flower beds M & W	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Ridge Rd:	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	All flower beds maintained and watered	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Planter boxes at base of palm trees M & W	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Lighthouse Rd:	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	M4 off ramp (east side) grass cut & edged	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	M4 on ramp (east side) grass cut & edged	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Lagoon Drive centre islands	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Grass cut, edged, swept & maintained weekly	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Grass & flower beds watered where possible	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Flower beds maintained	100%	100%	100%	100%	100%	100%	100%	100%	100%				
	Post office to Flamingo Lane: embankment grass cut	100%	100%	100%	100%	100%	100%	100%	100%	100%				