

# uMhlanga UIP Operational Stats 2015/2016

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

## 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	0	2	0	2	0	2	0	0	0	2	2	0	0	0	0			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	6	2	7	2			121
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	4	0	3	0			47
<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	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	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	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	0	0	0	0			3
Assault common	0	0	0	0	0	0	0	0	1	0	0	0	0	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	1	0	0	0			3
Robbery with aggravating circumstances	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	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	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	0	0	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	0	0	0	0	0			1
Malicious damage to property	0	0	1	0	0	0	3	0	0	0	0	0	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	0	2	0	1	0	1			6
Burglary Non Residential	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0			2
Theft of motor vehicle	0	2	4	1	1	1	3	0	0	1	0	1	1	0	0	0	0	0	1	0	0	0			16
Theft out of motor vehicle	1	0	4	0	1	0	3	0	2	0	1	0	1	0	0	0	2	0	3	0	2	1			21
Drug related crime	0	0	0	0	0	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	0	1	0	2	0	0	0	0	0			6
Vehicle accidents	1	0	0	0			0	0	0	0	0	0	2	0	0	0	4	0	2	0	0	0			9
Other	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0			0
Deaths	1	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	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>8</b>	<b>1</b>	<b>2</b>	<b>2</b>			<b>89</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	2	2		42
Drinking in public - prevention measures	276	117	148	101	151	13800	9650	324	7645	1328	337		33877
Drinking in public	24	19	11	18	34	47	55	31	22	24	19		304
Fights / brawls defused	3	2	2	1	4	4	5	2	6	1	2		32
Fishing in prohibitive areas	4	6	7	5	2	6	8	6	5	4	3		56
Illegal informal traders removed	3	2	2	3	2	8	6	3	3	3	4		39
Open fires /gas braais	4	5	3	4	3	17	15	4	6	4	2		67
Public disturbance	2	3	3	4	5	4	4	4	4	2	3		38
Public indecency	1	0	0	0	0	3	2	0	0	0	0		6
Skateboards / bicycles	18	23	19	20	16	23	27	21	33	27	16		243
Suspicious people questioned	22	28	19	26	32	28	31	23	20	18	19		266
Swimming after hours	1	4	3	4	7	18	15	11	17	13	8		101
Unauthorized vehicles	4	5	4	5	4	16	11	4	6	7	6		72
Unleashed dogs	6	4	7	7	5	24	17	14	7	9	7		107
<b>Lagoon Dr, McCaus. Cres &amp; Village:</b>													
Drinking in public	9	1	4	6	11	136	96	36	42	37	25		403
Fights / brawls defused	1	4	3	4	3	5	5	3	5	2	1		36
Illegal car guards removed	8	2	2	3	2	23	26	18	23	15	11		133
Illegal informal traders removed	3	3	1	2	2	5	4	3	3	3	2		31
Pamphlet distribution	5	2	4	3	4	7	5	3	7	6	5		51
Public disturbance	2	1	2	3	3	3	3	2	3	2	3		27
Public indecency	0	0	0	0	0	2	2	0	1	0	0		5
Suspicious people questioned	21	13	16	19	17	23	26	29	18	21	18		221
<b>Total</b>	419	254	262	263	334	14186	10001	544	7880	1528	491		36162

### 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	42	51		357
Village Green control room in good order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Radio system in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Response vehicle in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Patrol golfcart in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
SO equipment non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
SO dress code non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Monthly Shift Report - shifts short	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Monthly Incident Report	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Monthly Security and Bylaw Stats Report	Y	Y	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	0	0		2
Coastal Engineering	1	1	0	0	0	1	0	0	1	1	1		6
Contacts	0	0	0	0	0	0	1	0	0	0	0		1
DSW	0	0	0	0	0	0	0	0	0	0	4		4
Economic Development & Engineering	0	0	0	0	0	0	0	0	0	0	0		0
Electrical (street & Promenade Lights)	72	103	1	78	85	145	122	147	85	45	147		1030
eThekweni Transport Authority (ETA)	0	0	0	1	0	1	2	1	3	0	0		8
Health	0	0	0	0	1	0	0	0	2	0	2		5
Metro police	1	3	5	0	0	5	0	2	2	1	2		21
Parks (beaches & safety)	5	40	6	19	26	8	7	4	14	9	11		149
Pollution & Environment	0	0	2	0	0	0	0	0	0	0	1		3
Provincial Dept, Transport	0	0	0	0	0	0	0	0	0	0	1		1
Roads (pot holes, kerbing, signage, marking)	10	6	3	9	2	1	0	0	4	5	6		46
Signage & Advertising	2	0	3	1	2	2	0	1	3	0	17		31
Traffic Lights	0	0	1	1	0	1	0	0	0	0	0		3
Urban Design	1	1	0	2	1	0	1	6	0	1	1		14
Waste Water	2	2	3	0	2	5	4	3	3	1	0		25
Other	14	26	13	1	6	1	3	6	1	4	12		87
<b>Total</b>	108	182	35	110	125	170	142	170	118	67	205		

## 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	24	50		465
Running total of unresolved serv. requests - tasking eTM	5	18	3	1	18	0	1	21	6	2	0		75
Running total of unresolved serv. requests - tasking UIP	5	0	0	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	46	155		1027
Running total of unresolved serv. request to eTM	43	0	2	0	39	0	2	60	0	0	25		171
Running total of unresolved serv. request to UIP contractors	0	0	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	9	13		132
Greening projects	13	10	10	13	10	16	14	15	13	10	14		138
Graffiti tags removed	2	1	0	0	2	3	2	50	4	1	2		67
Waste bags removed	2231	1990	2220	1997	2250	3200	2250	2200	3500	2400	2400		26638
Animal rescue	1	0	1	1	2	3	1	2	2	1	1		15

3.4 Standing Meetings Attended	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
Municipal FESMAC (Sec. services)	0	0	0	0	2	3	1	0	1	1	0		8
Monthly - UIP Secure. Forum (Sec. services)	1	1	1	1	1	0	0	1	1	1	1		9
Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	0	1	1	1	0	2	0	0	1	1		8
Monthly - SAPF / CPF Business Forum	1	1	1	1	1	0	1	1	1	1	1		10
Council UIP Forum	0	0	0	0	0	0	0	0	0	0	1		1
Umhlanga Development Forum	0	0	0	0	0	0	0	0	0	0	0		0
<b>Total</b>	3	2	3	3	5	3	4	2	3	4	4		36

3.5	<b>Financials &amp; UIP Levy contributions:</b>																	<b>Total</b>
	Monthly financials completed	Y	Y	Y	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	Y	Y	Y					

3.6	UIP cleaning contractor weekly performance assessment:													Total
	Shifts short	0	0	2	0	0	16	0	0	0	0	0	0	18
	Late arrivals	0	0	0	0	0	2	0	2	0	2	0	6	
	Dress code non compliant	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Equipment non compliant	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Areas cleaned and maintained	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Promenade walkway	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Promenade servitudes	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Lagoon Drive (Ocean Way to Fleetwood)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	McCausland Crescent	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Ocean Way	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	M4 on and off ramp	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Lighthouse Road	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Chartwell Drive	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Ridge Road	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		

3.7	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	0	0	0	4
	Late arrival days	0	0	0	0	0	2	0	2	0	0	4	0	8
	Dress code compliant	Y	Y	Y	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%	100%	100%	100%	
	Grass cut weekly & maintained	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Grass and flower beds watered daily	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Flower beds maintained	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	McCausland Cres: grass cut & edged weekly	100%	100%	100%	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%	100%	100%	100%	
	EL Maurice restaurant verge	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Chartwell Drive:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	All flower beds M & W	100%	100%	100%	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%	100%	100%	100%	
	Centre island base of palm trees weeded	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Centre island paving sprayed for weeds	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Ocean Way:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	All flower beds M & W	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Ridge Rd:	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	All flower beds maintained and watered	100%	100%	100%	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%	100%	100%	100%	
	Lighthouse Rd:	100%	100%	100%	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%	100%	100%	100%	
	M4 on ramp (east side) grass cut & edged	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Lagoon Drive centre islands	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Grass cut, edged, swept & maintained weekly	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Grass & flower beds watered where possible	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Flower beds maintained	100%	100%	100%	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%	100%	100%	100%	

4.0 Communication

4.1 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	577	630	777	
Unique visits	395	477	437	473	562	404	377	317	403	373	387	
New Visitor - as total of sessions	317	385	371	372	464	361	348	328	355	313	295	
Returning Visitor - as total of sessions	78	92	66	101	98	43	29	49	48	60	92	
News items posted to home page	NA	NA	NA	NA	NA	NA	1	1	3	7	6	

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							
	Attractions	Attractions	Home Page	Home Page								
	Directory	Home Page	Directory	History								
	Contact Page	Directory	History	Directory								
	Home Page	Contact Form	Attractions	Contact Form								
	History	History	Contact Form	Attractions								

4.2 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	1190	1286	1320	
Facebook post Reach - maximum numbr of people exposed to a post	10680	1600	2000	5509	1948	1593	1723	797	374	14500	1,877	

4.3 Newsletter / 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
Number of newsletters sent out	NA	NA	NA	NA	NA	NA	1	2	3	4	1	
Everlytic Newsletter Database	1263	1150	514	520	750	812	1145	1120	1164	1333	1320	