

# 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      | 0    | 2      | 0   | 2      | 0    | 2      | 0   | 0      | 0   | 2      | 2   | 0      | 0   | 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   | 8      | 3   | 132   |
| 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   | 4      | 0   | 51    |
| <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   | 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   | 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      | 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   | 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   | 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   | 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   | 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      | 0   | 0     |
| Robbery at Residential premises                    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0   | 0      | 0    | 0      | 0   | 2      | 0   | 0      | 0   | 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   | 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   | 0      | 0   | 4     |
| Burglary Residential                               | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0    | 0      | 0   | 2      | 0    | 0      | 0   | 0      | 0   | 2      | 0   | 1      | 0   | 1      | 0   | 1      | 0   | 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   | 1      | 0   | 3     |
| 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   | 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   | 2      | 1   | 24    |
| 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      | 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   | 1      | 0   | 7     |
| Vehicle accidents                                  | 1      | 0    | 0      | 0    |        |      | 0      | 0    | 0      | 0   | 0      | 0    | 2      | 0   | 0      | 0   | 4      | 0   | 2      | 0   | 0      | 0   | 2      | 0   | 11    |
| Other  | 0      | 0    | 2      | 0    | 0      | 0    | 0      | 0    | 0      | 0   | 0      | 0    | 0      | 0   | 2      | 0   | 0      | 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   | 0      | 0   | 1     |
| <b>Total</b>                                       | 4      | 4    | 13     | 2    | 2      | 1    | 9      | 1    | 5      | 1   | 4      | 4    | 7      | 1   | 3      | 3   | 9      | 3   | 8      | 1   | 2      | 2   | 6      | 1   | 96    |

## 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   | 1   | 43           |
| Drinking in public - prevention measures      | 276 | 117 | 148 | 101 | 151 | 13800 | 9650  | 324 | 7645 | 1328 | 337 | 402 | 34279        |
| Drinking in public                            | 24  | 19  | 11  | 18  | 34  | 47    | 55    | 31  | 22   | 24   | 19  | 23  | 327          |
| Fights / brawls defused                       | 3   | 2   | 2   | 1   | 4   | 4     | 5     | 2   | 6    | 1    | 2   | 2   | 34           |
| Fishing in prohibitive areas                  | 4   | 6   | 7   | 5   | 2   | 6     | 8     | 6   | 5    | 4    | 3   | 5   | 61           |
| Illegal informal traders removed              | 3   | 2   | 2   | 3   | 2   | 8     | 6     | 3   | 3    | 3    | 4   | 3   | 42           |
| Open fires /gas braais                        | 4   | 5   | 3   | 4   | 3   | 17    | 15    | 4   | 6    | 4    | 2   | 4   | 71           |
| Public disturbance                            | 2   | 3   | 3   | 4   | 5   | 4     | 4     | 4   | 4    | 2    | 3   | 2   | 40           |
| Public indecency                              | 1   | 0   | 0   | 0   | 0   | 3     | 2     | 0   | 0    | 0    | 0   | 0   | 6            |
| Skateboards / bicycles                        | 18  | 23  | 19  | 20  | 16  | 23    | 27    | 21  | 33   | 27   | 16  | 19  | 262          |
| Suspicious people questioned                  | 22  | 28  | 19  | 26  | 32  | 28    | 31    | 23  | 20   | 18   | 19  | 13  | 279          |
| Swimming after hours                          | 1   | 4   | 3   | 4   | 7   | 18    | 15    | 11  | 17   | 13   | 8   | 5   | 106          |
| Unauthorized vehicles                         | 4   | 5   | 4   | 5   | 4   | 16    | 11    | 4   | 6    | 7    | 6   | 6   | 78           |
| Unleashed dogs                                | 6   | 4   | 7   | 7   | 5   | 24    | 17    | 14  | 7    | 9    | 7   | 5   | 112          |
| <b>Lagoon Dr, McCaus. Cres &amp; Village:</b> |     |     |     |     |     |       |       |     |      |      |     |     |              |
| Drinking in public                            | 9   | 1   | 4   | 6   | 11  | 136   | 96    | 36  | 42   | 37   | 25  | 29  | 432          |
| Fights / brawls defused                       | 1   | 4   | 3   | 4   | 3   | 5     | 5     | 3   | 5    | 2    | 1   | 2   | 38           |
| Illegal car guards removed                    | 8   | 2   | 2   | 3   | 2   | 23    | 26    | 18  | 23   | 15   | 11  | 8   | 141          |
| Illegal informal traders removed              | 3   | 3   | 1   | 2   | 2   | 5     | 4     | 3   | 3    | 3    | 2   | 4   | 35           |
| Pamphlet distribution                         | 5   | 2   | 4   | 3   | 4   | 7     | 5     | 3   | 7    | 6    | 5   | 4   | 55           |
| Public disturbance                            | 2   | 1   | 2   | 3   | 3   | 3     | 3     | 2   | 3    | 2    | 3   | 2   | 29           |
| Public indecency                              | 0   | 0   | 0   | 0   | 0   | 2     | 2     | 0   | 1    | 0    | 0   | 0   | 5            |
| Suspicious people questioned                  | 21  | 13  | 16  | 19  | 17  | 23    | 26    | 29  | 18   | 21   | 18  | 13  | 234          |
| <b>Total</b>                                  | 419 | 254 | 262 | 263 | 334 | 14186 | 10001 | 544 | 7880 | 1528 | 491 | 552 | 36714        |

### 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 | 39 | 396 |
| Village Green control room in good order             | Y  | 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  | Y  |     |
| Response vehicle in good working order               | Y  | 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  | Y  |     |
| SO equipment non compliance                          | Y  | 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  | Y  |     |
| Monthly Shift Report - shifts short                  | Y  | 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  | Y  |     |
| Monthly Security and Bylaw Stats Report              | Y  | 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      | 1      | 3     |
| Coastal Engineering                           | 1      | 1      | 0      | 0      | 0      | 1      | 0      | 0      | 1      | 1      | 1      | 1      | 7     |
| Contacts                                      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 1     |
| DSW   | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 4      | 2      | 6     |
| Economic Development & Engineering            | 0      | 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    | 129    | 1159  |
| eThekweni Transport Authority (ETA)           | 0      | 0      | 0      | 1      | 0      | 1      | 2      | 1      | 3      | 0      | 0      | 2      | 10    |
| Health  | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 2      | 0      | 2      | 0      | 5     |
| Metro police                                  | 1      | 3      | 5      | 0      | 0      | 5      | 0      | 2      | 2      | 1      | 2      | 3      | 24    |
| Parks (beaches & safety)                      | 5      | 40     | 6      | 19     | 26     | 8      | 7      | 4      | 14     | 9      | 11     | 7      | 156   |
| Pollution & Environment                       | 0      | 0      | 2      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 3     |
| Provincial Dept, Transport                    | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 1     |
| Roads (pot holes, kerbing, signage, marking)  | 10     | 6      | 3      | 9      | 2      | 1      | 0      | 0      | 4      | 5      | 6      | 0      | 46    |
| Signage & Advertising                         | 2      | 0      | 3      | 1      | 2      | 2      | 0      | 1      | 3      | 0      | 17     | 0      | 31    |
| Traffic Lights                                | 0      | 0      | 1      | 1      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 0      | 3     |
| Urban Design                                  | 1      | 1      | 0      | 2      | 1      | 0      | 1      | 6      | 0      | 1      | 1      | 0      | 14    |
| Waste Water                                   | 2      | 2      | 3      | 0      | 2      | 5      | 4      | 3      | 3      | 1      | 0      | 4      | 29    |
| Other   | 14     | 26     | 13     | 1      | 6      | 1      | 3      | 6      | 1      | 4      | 12     | 0      | 87    |
| <b>Total</b>                                  | 108    | 182    | 35     | 110    | 125    | 170    | 142    | 170    | 118    | 67     | 205    | 149    |       |

## 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     | 16     | 481   |
| Running total of unresolved serv. requests - tasking eTM          | 5      | 18     | 3      | 1      | 18     | 0      | 1      | 21     | 6      | 2      | 0      | 0      |       |
| Running total of unresolved serv. requests - tasking UIP          | 5      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |       |

| 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    | 137    | 1164  |
| Running total of unresolved serv. request to eTM             | 43     | 0      | 2      | 0      | 39     | 0      | 2      | 60     | 0      | 0      | 25     | 37     |       |
| 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     | 14     | 146   |
| Greening projects                  | 13     | 10     | 10     | 13     | 10     | 16     | 14     | 15     | 13     | 10     | 14     | 13     | 151   |
| Graffiti tags removed              | 2      | 1      | 0      | 0      | 2      | 3      | 2      | 50     | 4      | 1      | 2      | 2      | 69    |
| Waste bags removed                 | 2231   | 1990   | 2220   | 1997   | 2250   | 3200   | 2250   | 2200   | 3500   | 2400   | 2400   | 2450   | 29088 |
| Animal rescue                      | 1      | 0      | 1      | 1      | 2      | 3      | 1      | 2      | 2      | 1      | 1      | 1      | 16    |

| 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      | 0      | 8     |
| Monthly - UIP Secure. Forum (Sec. services)  | 1      | 1      | 1      | 1      | 1      | 0      | 0      | 1      | 1      | 1      | 1      | 1      | 10    |
| Monthly - SAPF / CPF Sec. 3A (Sec. services) | 1      | 0      | 1      | 1      | 1      | 0      | 2      | 0      | 0      | 1      | 1      | 1      | 9     |
| Monthly - SAPF / CPF Business Forum          | 1      | 1      | 1      | 1      | 1      | 0      | 1      | 1      | 1      | 1      | 1      | 1      | 11    |
| Council UIP Forum                            | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 1     |
| Umhlanga Development Forum                   | 0      | 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      | 3      | 39    |

|   |   |   |   |   |   |   |   |   |   |   |   |   |              |
|---|---|---|---|---|---|---|---|---|---|---|---|---|--------------|
| <b>3.5 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 |              |

|   |   |   |   |   |   |    |   |   |   |   |   |   |              |
|---|---|---|---|---|---|----|---|---|---|---|---|---|--------------|
| <b>3.6 UIP cleaning contractor weekly performance assessment:</b> |   |   |   |   |   |    |   |   |   |   |   |   | <b>Total</b> |
| 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 | 0 | 6            |
| Dress code non compliant  | Y | 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 | Y |              |
| Areas cleaned and maintained                                      | Y | Y | Y | Y | Y | Y  | Y | Y | Y | Y | Y | Y |              |
| Promenade walkway   | Y | Y | Y | Y | Y | Y  | Y | Y | Y | Y | Y | Y |              |
| Promenade servitudes  | Y | 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 | Y |              |
| McCausland Crescent   | Y | Y | Y | Y | Y | Y  | Y | Y | Y | Y | Y | Y |              |
| Ocean Way   | Y | 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 | Y |              |
| Lighthouse Road   | Y | Y | Y | Y | Y | Y  | Y | Y | Y | Y | Y | Y |              |
| Chartwell Drive   | Y | Y | Y | Y | Y | Y  | Y | Y | Y | Y | Y | Y |              |
| Ridge Road  | Y | Y | Y | Y | Y | Y  | Y | Y | Y | Y | Y | Y |              |

|  |                    |                    |                    |                    |                    |                    |                    |                    |                    |                    |                    |                    |              |
|--|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------|
| <b>3.7 UIP landscape contractor weekly performance assessment:</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>      | <b>Total</b> |
| 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                  |              |
|  | <b>% of Target</b> | <b>% of Target</b> | <b>% of Target</b> | <b>% of Target</b> | <b>% of Target</b> | <b>% of Target</b> | <b>% of Target</b> | <b>% of Target</b> | <b>% of Target</b> | <b>% of Target</b> | <b>% of Target</b> | <b>% of Target</b> |              |
| 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 | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Page Loads - total number of pages viewed | 706    | 822    | 811    | 778    | 891    | 586    | 607    | 581    | 577    | 630    | 777    | 539    | 8305  |
| Unique visits                             | 395    | 477    | 437    | 473    | 562    | 404    | 377    | 317    | 403    | 373    | 387    | 301    | 4906  |
| New Visitor - as total of sessions        | 317    | 385    | 371    | 372    | 464    | 361    | 348    | 328    | 355    | 313    | 295    | 259    | 4168  |
| Returning Visitor - as total of sessions  | 78     | 92     | 66     | 101    | 98     | 43     | 29     | 49     | 48     | 60     | 92     | 42     | 798   |
| News items posted to home page            | NA     | NA     | NA     | NA     | NA     | NA     | 1      | 1      | 3      | 7      | 6      | 5      | 23    |

  

| 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    | Home Page    |              |              |  |  |  |  |  |  |
|                                 | Directory      | Home Page    | Directory    | History      | Directory    |              |              |  |  |  |  |  |  |
|                                 | Contact Page   | Directory    | History      | Directory    | 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   | 1337   |
| Facebook post Reach - max people exposed to a post | 10680  | 1600   | 2000   | 5509   | 1948   | 1593   | 1723   | 797    | 374    | 14500  | 1,877  | 837    |

  

| 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      | 3      |
| Everlytic Newsletter Database  | 1263   | 1150   | 514    | 520    | 750    | 812    | 1145   | 1120   | 1164   | 1333   | 1320   | 1380   |