

uMhlanga UIP Operational Stats 2016/2017

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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 16		Aug 16		Sep 16		Oct 16		Nov 16		Dec 16		Jan 17		Feb 17		Mar 17		Apr17		May17		Jun 17		Total
UIP Actions with other Law Enforcement Departments	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.	Pub	Pvt	Pvt	Pub	Pvt.	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt		
UIP arrests & hand over to SAPF / Metro Police	0	0	0	0																					0
UIP call outs to SAPF / Metro Police	7	3	6	3																					19
SAPF/Metro/UIP security ops in precincts	3	0	4	0																					7
Contact Crimes in grey																									
Murder	0	0	0	0																					0
Attempted murder	0	0	0	0																					0
Total sexual offences	0	1	0	0																					1
Assault (Grievous Bodily Harm)	0	0	0	0																					0
Assault common	0	0	0	0																					0
Common robbery	0	0	0	0																					0
Robbery with aggravating circumstances	0	0	0	0																					0
Carjacking	0	0	1	0																					1
Robbery at Residential premises	0	0	0	0																					0
Robbery at Non residential premises	0	0	0	0																					0
Malicious damage to property	0	0	0																						0
Burglary Residential	0	1	0	1																					2
Burglary Non Residential	0	0	0	1																					1
Theft of motor vehicle	0	0	0	0																					0
Theft out of motor vehicle	2	0	1	0																					3
Drug related crime	0	0	0	0																					0
All theft not mentioned elsewhere	0	0	0	0																					0
Vehicle accidents	0	0	0	0																					0
Other	0	0	0	0																					0
Deaths	0	1	1	0																					1
Total	2	3	3	2																					10

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	2												4
Drinking in public - prevention measures	178	163												341
Drinking in public	17	19												36
Fights / brawls defused	2	3												5
Fishing in prohibitive areas	6	5												11
Illegal informal traders removed	2	3												5
Open fires /gas braais	2	3												5
Public disturbance	2	2												4
Public indecency	0	1												1
Skateboards / bicycles	16	19												35
Suspicious people questioned	15	14												29
Swimming after hours	3	3												6
Unauthorized vehicles	5	6												11
Unleashed dogs	6	8												14
Lagoon Dr, McCaus. Cres & Village:														
Drinking in public	13	15												28
Fights / brawls defused	1	1												2
Illegal car guards removed	4	5												9
Illegal informal traders removed	2	2												4
Pamphlet distribution	4	6												10
Public disturbance	3	2												5
Public indecency	0	0												0
Suspicious people questioned	22	19												41
Total	283	301												584

1.3 UIP security contractor weekly SLA performance assessment:

Number of calls received on the emergency tel number	31	42													0
Village Green control room in good order	Y	Y													
Radio system in good working order	Y	Y													
Response vehicle in good working order	Y	Y													
Patrol golfcart in good working order	Y	Y													
SO equipment non compliance	Y	Y													
SO dress code non compliance	Y	Y													
Monthly Shift Report - shifts short	Y	Y													
Monthly Incident Report	Y	Y													
Monthly Security and Bylaw Stats Report	Y	Y													

2.0 Optimising Municipal Service Delivery

2.1	Municipal faults reported and followed up	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr17	May17	Jun 17	Total
	Business Support (Informal Traders)	0	0											0
	Coastal Engineering	1	1											2
	Contacts	0	0											0
	DSW	0	2											2
	Economic Development & Engineering	1	0											1
	Electrical (street & Promenade Lights)	1	245											246
	eThekweni Transport Authority (ETA)	2	3											5
	Health	0	0											0
	Metro police	2	0											2
	Parks (beaches & safety)	11	6											17
	Pollution & Environment	0	0											0
	Provincial Dept, Transport	0	0											0
	Roads (pot holes, kerbing, signage, marking)	22	22											44
	Signage & Advertising	0	0											0
	Traffic Lights	1	0											1
	Urban Design	0	1											1
	Waste Water	6	11											17
	Other	4	38											42
	Total	108	329											

3.0 UIP Operational Stats

3.1	Service requests from UIP members & stakeholders (customers)	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr17	May17	Jun 17	Total
	Number service requests received for the month (eTM +UIP tasking)	24	43											67
	Running total of unresolved serv. requests - tasking eTM	4	4											
	Running total of unresolved serv. requests - tasking UIP	0	0											
3.2	UIP services (initiated by UIP management)													
	Number of service requests to eTM	87	259											346
	Running total of unresolved serv. request to eTM	50	220											
	Running total of unresolved serv. request to UIP contractors	0	0											
3.3	UIP Special Projects Completed													
	Maintenance projects	10	10											20
	Greening projects	10	12											22
	Graffiti tags removed	2	2											4
	Waste bags removed	2260	2265											4525
	Animal rescue	1	0											1
3.4	Standing Meetings Attended													Total
	Municipal FESMAC (Sec. services)	0	0											0
	Monthly - UIP Secure. Forum (Sec. services)	1	1											2
	Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	0											1
	Monthly - SAPF / CPF Business Forum	1	1											2
	Council UIP Forum	1	1											2
	Umhlanga Development Forum	0	0											0
	Total	4	3											7

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

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

3.7 UIP landscape contractor weekly performance assessment:	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr17	May17	Jun 17	Total
Shifts short	0	0											0
Late arrival days	0	1											1
Dress code compliant	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%											
Grass cut weekly & maintained	100%	100%											
Grass and flower beds watered daily	100%	100%											
Flower beds maintained	100%	100%											
McCausland Cres: grass cut & edged weekly	100%	100%											
Lord Prawn / Gusto's Coffee Shop verge	100%	100%											
EL Maurice restaurant verge	100%	100%											
Chartwell Drive:	100%	100%											
All flower beds M & W	100%	100%											
Tree planter bases to be densely planted	100%	100%											
Centre island base of palm trees weeded	100%	100%											
Centre island paving sprayed for weeds	100%	100%											
Ocean Way:	100%	100%											
All flower beds M & W	100%	100%											
Ridge Rd:	100%	100%											
All flower beds maintained and watered	100%	100%											
Planter boxes at base of palm trees M & W	100%	100%											
Lighthouse Rd:	100%	100%											
M4 off ramp (east side) grass cut & edged	100%	100%											
M4 on ramp (east side) grass cut & edged	100%	100%											
Lagoon Drive centre islands	100%	100%											
Grass cut, edged, swept & maintained weekly	100%	100%											
Grass & flower beds watered where possible	100%	100%											
Flower beds maintained	100%	100%											
Post office to Flamingo Lane: embankment grass cut	100%	100%											

4.0 Communication

4.1 Website Stats	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr17	May17	Jun 17	Total
Page Loads - total number of pages viewed	683	892											1575
Unique visits	392	454											846
New Visitor - as total of sessions	340	335											675
Returning Visitor - as total of sessions	52	119											171
News items posted to home page	9	6											15
Top 5 Landing Pages for website	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17						
	Home Page	Latest News											
	Contact Page	Directory											
	About uMhlanga	History											
	Work We Do	UIP concept											
	About The UIP	Attractions											
	Feb-17	Mar-17	Apr-17	May-17	Jun-17								
4.2 Social Media / Member Reach	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr17	May17	Jun 17	
Facebook Friends	1412	1435											
Facebook post Reach - max people exposed to a post	9637	2258											
4.3 Newsletter / Member Reach	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr17	May17	Jun 17	
Number of newsletters sent out	6	6											
Everlytic Newsletter Database	1387	1224											