

uMhlanga UIP Operational Stats 2016/2017

- 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 16		Aug 16		Sep 16		Oct 16		Nov 16		Dec 16		Jan 17		Feb 17		Mar 17		Apr17		May17		Jun 17		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	0	0	0	0																			0
UIP call outs to SAPF / Metro Police	7	3	6	3	3	2																			24
SAPF/Metro/UIP security ops in precincts	3	0	4	0	3	0																			10
Contact Crimes in grey																									
Murder	0	0	0	0	0	0																			0
Attempted murder	0	0	0	0	0	0																			0
Total sexual offences	0	1	0	0	0	0																			1
Assault (Grievous Bodily Harm)	0	0	0	0	0	0																			0
Assault common	0	0	0	0	1	0																			1
Common robbery	0	0	0	0	0	0																			0
Robbery with aggravating circumstances	0	0	0	0	0	0																			0
Carjacking	0	0	1	0	0	0																			1
Robbery at Residential premises	0	0	0	0	0	0																			0
Robbery at Non residential premises	0	0	0	0	0	0																			0
Malicious damage to property	0	0	0		0	1																			1
Burglary Residential	0	1	0	1	0	0																			2
Burglary Non Residential	0	0	0	1	0	0																			1
Theft of motor vehicle	0	0	0	0	0	0																			0
Theft out of motor vehicle	2	0	1	0	0	0																			3
Drug related crime	0	0	0	0	0	0																			0
All theft not mentioned elsewhere	0	0	0	0	0	0																			0
Vehicle accidents	0	0	0	0	0	0																			0
Other	0	0	0	0	0	0																			0
Deaths	0	1	1	0	0	0																			1
Total	2	3	3	2	1	1																			12

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	1											5
Drinking in public - prevention measures	178	163	184											525
Drinking in public	17	19	16											52
Fights / brawls defused	2	3	2											7
Fishing in prohibitive areas	6	5	5											16
Illegal informal traders removed	2	3	2											7
Open fires /gas braais	2	3	3											8
Public disturbance	2	2	2											6
Public indecency	0	1	0											1
Skateboards / bicycles	16	19	23											58
Suspicious people questioned	15	14	18											47
Swimming after hours	3	3	2											8
Unauthorized vehicles	5	6	6											17
Unleashed dogs	6	8	8											22
Lagoon Dr, McCaus. Cres & Village:														
Drinking in public	13	15	15											43
Fights / brawls defused	1	1	2											4
Illegal car guards removed	4	5	4											13
Illegal informal traders removed	2	2	2											6
Pamphlet distribution	4	6	5											15
Public disturbance	3	2	5											10
Public indecency	0	0	0											0
Suspicious people questioned	22	19	18											59
Total	283	301	323											907

1.3 UIP security contractor weekly SLA performance assessment:

Number of calls received on the emergency tel number	31	42	39												0
Village Green control room in good order	Y	Y	Y												
Radio system in good working order	Y	Y	Y												
Response vehicle in good working order	Y	Y	Y												
Patrol golfcart in good working order	Y	Y	Y												
SO equipment non compliance	Y	Y	Y												
SO dress code non compliance	Y	Y	Y												
Monthly Shift Report - shifts short	Y	Y	Y												
Monthly Incident Report	Y	Y	Y												
Monthly Security and Bylaw Stats Report	Y	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	206										452
eThekwini Transport Authority (ETA)	2	3	4										9
Health	0	0	0										0
Metro police	2	0	2										4
Parks (beaches & safety)	11	6	14										31
Pollution & Environment	0	0	0										0
Provincial Dept, Transport	0	0	1										1
Roads (pot holes, kerbing, signage, marking)	22	22	2										46
Signage & Advertising	0	0	0										0
Traffic Lights	1	0	0										1
Urban Design	0	1	0										1
Waste Water	6	11	10										27
Other	4	38	25										67
Total	108	329	264										

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	30										97
Running total of unresolved serv. requests - tasking eTM	4	4	0										
Running total of unresolved serv. requests - tasking UIP	0	0	0										

3.2 UIP services (initiated by UIP management)	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr17	May17	Jun 17	Total
Number of service requests to eTM	87	259	219										565
Running total of unresolved serv. request to eTM	50	220	184										
Running total of unresolved serv. request to UIP contractors	0	0	0										

3.3 UIP Special Projects Completed	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr17	May17	Jun 17	Total
Maintenance projects	10	10	29										49
Greening projects	10	12	27										49
Graffiti tags removed	2	2	1										5
Waste bags removed	2260	2265	2260										6785
Animal rescue	1	0	1										2

3.4 Standing Meetings Attended	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr17	May17	Jun 17	Total
Municipal FESMAC (Sec. services)	0	0	0										0
Monthly - UIP Secure. Forum (Sec. services)	1	1	1										3
Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	0	0										1
Monthly - SAPF / CPF Business Forum	1	1	1										3
Council UIP Forum	1	1	0										2
Umhlanga Development Forum	0	0	0										0
Total	4	3	2										9

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	861										2436
Unique visits	392	454	414										1260
New Visitor - as total of sessions	340	335	312										987
Returning Visitor - as total of sessions	52	119	102										273
News items posted to home page	9	6	6										21

Top 5 Landing Pages for website	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17						
	Home Page	Latest News	Home Page										
Contact Page	Directory	Contacts											
About uMhlanga	History	Attractions											
Work We Do	UIP concept	Directory											
About The UIP	Attractions	History											
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	1453									
Facebook post Reach - max people exposed to a post	9637	2258	820									

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	5									
Everlytic Newsletter Database	1387	1224	1120									