

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	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	0	0	0																	0
UIP call outs to SAPF / Metro Police	7	3	6	3	3	2	4	2																	30
SAPF/Metro/UIP security ops in precincts	3	0	4	0	3	0	4	0																	14
Contact Crimes in grey							0	0																	
Murder	0	0	0	0	0	0	0	0																	0
Attempted murder	0	0	0	0	0	0	0	0																	0
Total sexual offences	0	1	0	0	0	0	0	0																	1
Assault (Grievous Bodily Harm)	0	0	0	0	0	0	0	0																	0
Assault common	0	0	0	0	1	0	0	0																	1
Common robbery	0	0	0	0	0	0	0	0																	0
Robbery with aggravating circumstances	0	0	0	0	0	0	0	0																	0
Carjacking	0	0	1	0	0	0	0	0																	1
Robbery at Residential premises	0	0	0	0	0	0	0	0																	0
Robbery at Non residential premises	0	0	0	0	0	0	0	0																	0
Malicious damage to property	0	0	0	0	0	1	0	0																	1
Burglary Residential	0	1	0	1	0	0	0	0																	2
Burglary Non Residential	0	0	0	1	0	0	0	0																	1
Theft of motor vehicle	0	0	0	0	0	0	0	0																	0
Theft out of motor vehicle	2	0	1	0	0	0	2	0																	5
Drug related crime	0	0	0	0	0	0	0	0																	0
All theft not mentioned elsewhere	0	0	0	0	0	0	1	0																	1
Vehicle accidents	0	0	0	0	0	0	0	0																	0
Other	0	0	0	0	0	0	0	0																	0
Deaths	0	1	1	0	0	0	1	0																	1
Total	2	3	3	2	1	1	4	0																	16

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	2									7
Drinking in public - prevention measures	178	163	184	158									683
Drinking in public	17	19	16	12									64
Fights / brawls defused	2	3	2	1									8
Fishing in prohibitive areas	6	5	5	3									19
Illegal informal traders removed	2	3	2	3									10
Open fires /gas braais	2	3	3	2									10
Public disturbance	2	2	2	3									9
Public indecency	0	1	0	0									1
Skateboards / bicycles	16	19	23	20									78
Suspicious people questioned	15	14	18	16									63
Swimming after hours	3	3	2	3									11
Unauthorized vehicles	5	6	6	4									21
Unleashed dogs	6	8	8	11									33
Lagoon Dr, McCaus. Cres & Village:													
Drinking in public	13	15	15	17									60
Fights / brawls defused	1	1	2	2									6
Illegal car guards removed	4	5	4	3									16
Illegal informal traders removed	2	2	2	2									8
Pamphlet distribution	4	6	5	4									19
Public disturbance	3	2	5	3									13
Public indecency	0	0	0	0									0
Suspicious people questioned	22	19	18	19									78
Total	283	301	323	271									1178

1.3 UIP security contractor weekly SLA performance assessment:

Number of calls received on the emergency tel number	31	42	39	43									43
Village Green control room in good order	Y	Y	Y	Y									
Radio system in good working order	Y	Y	Y	Y									
Response vehicle in good working order	Y	Y	Y	Y									
Patrol golfcart in good working order	Y	Y	Y	Y									
SO equipment non compliance	Y	Y	Y	Y									
SO dress code non compliance	Y	Y	Y	Y									
Monthly Shift Report - shifts short	Y	Y	Y	Y									
Monthly Incident Report	Y	Y	Y	Y									
Monthly Security and Bylaw Stats Report	Y	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	1									1
Coastal Engineering	1	1	1	0									3
Contacts	0	0	0	0									0
DSW	0	2	0	0									2
Economic Development & Engineering	1	0	0	1									2
Electrical (street & Promenade Lights)	1	245	206	63									515
eThekwini Transport Authority (ETA)	2	3	4	0									9
Health	0	0	0	0									0
Metro police	2	0	2	3									7
Parks (beaches & safety)	11	6	14	61									92
Pollution & Environment	0	0	0	0									0
Provincial Dept, Transport	0	0	1	0									1
Roads (pot holes, kerbing, signage, marking)	22	22	2	1									47
Signage & Advertising	0	0	0	0									0
Traffic Lights	1	0	0	0									1
Urban Design	0	1	0	0									1
Waste Water	6	11	10	5									32
Other	4	38	25	50									117
Total	108	329	264	185									886

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	75									172
Running total of unresolved serv. requests - tasking eTM	4	4	0	0									
Running total of unresolved serv. requests - tasking UIP	0	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	70									635
Running total of unresolved serv. request to eTM	50	220	184	60									
Running total of unresolved serv. request to UIP contractors	0	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	14									63
Greening projects	10	12	27	14									63
Graffiti tags removed	2	2	1	2									7
Waste bags removed	2260	2265	2260	2250									9035
Animal rescue	1	0	1	1									3

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									0
Monthly - UIP Secure. Forum (Sec. services)	1	1	1	1									4
Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	0	0	0									1
Monthly - SAPF / CPF Business Forum	1	1	1	1									4
Council UIP Forum	1	1	0	1									3
Umhlanga Development Forum	0	0	0	0									0
Total	4	3	2	3									12

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

3.6 UIP cleaning contractor weekly performance assessment:													Total
Shifts short	0	0	0	0									0
Late arrivals	0	2	3	2									7
Dress code non compliant	Y	Y	Y	Y									
Equipment non compliant	Y	Y	Y	Y									
Areas cleaned and maintained	Y	Y	Y	Y									
Promenade walkway	Y	Y	Y	Y									
Promenade servitudes	Y	Y	Y	Y									
Lagoon Drive (Ocean Way to Fleetwood)	Y	Y	Y	Y									
McCausland Crescent	Y	Y	Y	Y									
Ocean Way	Y	Y	Y	Y									
M4 on and off ramp	Y	Y	Y	Y									
Lighthouse Road	Y	Y	Y	Y									
Chartwell Drive	Y	Y	Y	Y									
Ridge Road	Y	Y	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	0									0
Late arrival days	0	1	1	1									3
Dress code compliant	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%									
Grass cut weekly & maintained	100%	100%	100%	100%									
Grass and flower beds watered daily	100%	100%	100%	100%									
Flower beds maintained	100%	100%	100%	100%									
McCausland Cres: grass cut & edged weekly	100%	100%	100%	100%									
Lord Prawn / Gusto's Coffee Shop verge	100%	100%	100%	100%									
EL Maurice restaurant verge	100%	100%	100%	100%									
Chartwell Drive:	100%	100%	100%	100%									
All flower beds M & W	100%	100%	100%	100%									
Tree planter bases to be densely planted	100%	100%	100%	100%									
Centre island base of palm trees weeded	100%	100%	100%	100%									
Centre island paving sprayed for weeds	100%	100%	100%	100%									
Ocean Way:	100%	100%	100%	100%									
All flower beds M & W	100%	100%	100%	100%									
Ridge Rd:	100%	100%	100%	100%									
All flower beds maintained and watered	100%	100%	100%	100%									
Planter boxes at base of palm trees M & W	100%	100%	100%	100%									
Lighthouse Rd:	100%	100%	100%	100%									
M4 off ramp (east side) grass cut & edged	100%	100%	100%	100%									
M4 on ramp (east side) grass cut & edged	100%	100%	100%	100%									
Lagoon Drive centre islands	100%	100%	100%	100%									
Grass cut, edged, swept & maintained weekly	100%	100%	100%	100%									
Grass & flower beds watered where possible	100%	100%	100%	100%									
Flower beds maintained	100%	100%	100%	100%									
Post office to Flamingo Lane: embankment grass cut	100%	100%	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	861	491									2927
Unique visits	392	454	414	323									1583
New Visitor - as total of sessions	340	335	312	260									1247
Returning Visitor - as total of sessions	52	119	102	63									336
News items posted to home page	9	6	6	6									27

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	Home Page									
Contact Page	Directory	Contacts	Directory										
About uMhlanga	History	Attractions	Attractions										
Work We Do	UIP concept	Directory	Contact										
About The UIP	Attractions	History	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	1532								
Facebook post Reach - max people exposed to a post	9637	2258	820	11339								

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	3								
Everlytic Newsletter Database	1387	1224	1120	840								