

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
	Pub	Pvt.	Pub	Pvt.	Pub	Pvt.	Pub	Pvt	Pub	Pvt	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	0	0	0															0
UIP call outs to SAPF / Metro Police	7	3	6	3	3	2	4	2	5	3															38
SAPF/Metro/UIP security ops in precincts	3	0	4	0	3	0	4	0	3	0															17
Contact Crimes in grey							0	0																	
Murder	0	0	0	0	0	0	0	0	0	0															0
Attempted murder	0	0	0	0	0	0	0	0	0	0															0
Total sexual offences	0	1	0	0	0	0	0	0	1	0															2
Assault (Grievous Bodily Harm)	0	0	0	0	0	0	0	0	0	0															0
Assault common	0	0	0	0	1	0	0	0	0	0															1
Common robbery	0	0	0	0	0	0	0	0	0	0															0
Robbery with aggravating circumstances	0	0	0	0	0	0	0	0	0	0															0
Carjacking	0	0	1	0	0	0	0	0	0	0															1
Robbery at Residential premises	0	0	0	0	0	0	0	0	0	0															0
Robbery at Non residential premises	0	0	0	0	0	0	0	0	0	0															0
Malicious damage to property	0	0	0		0	1	0	0	0	0															1
Burglary Residential	0	1	0	1	0	0	0	0	0	0															2
Burglary Non Residential	0	0	0	1	0	0	0	0	0	1															2
Theft of motor vehicle	0	0	0	0	0	0	0	0	0	0															0
Theft out of motor vehicle	2	0	1	0	0	0	2	0	3	0															8
Drug related crime	0	0	0	0	0	0	0	0	0	0															0
All theft not mentioned elsewhere	0	0	0	0	0	0	1	0	0	0															1
Vehicle accidents	0	0	0	0	0	0	0	0	2	0															2
Other	0	0	0	0	0	0	0	0	0	0															0
Deaths	0	1	1	0	0	0	1	0	0	0															1
Total	2	3	3	2	1	1	4	0	6	1															23

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	0								1
Coastal Engineering	1	1	1	0	0								3
Contacts	0	0	0	0	0								0
DSW	0	2	0	0	0								2
Economic Development & Engineering	1	0	0	1	1								3
Electrical (street & Promenade Lights)	1	245	206	63	166								681
eThekwini Transport Authority (ETA)	2	3	4	0	3								12
Health	0	0	0	0	1								1
Metro police	2	0	2	3	2								9
Parks (beaches & safety)	11	6	14	61	3								95
Pollution & Environment	0	0	0	0	0								0
Provincial Dept, Transport	0	0	1	0	0								1
Roads (pot holes, kerbing, signage, marking)	22	22	2	1	4								51
Signage & Advertising	0	0	0	0	1								1
Traffic Lights	1	0	0	0	1								2
Urban Design	0	1	0	0	14								15
Waste Water	6	11	10	5	3								35
Other	4	38	25	50	52								169
Total	108	329	264	185	251								1137

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	53								225
Running total of unresolved serv. requests - tasking eTM	4	4	0	0	20								
Running total of unresolved serv. requests - tasking UIP	0	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	170								805
Running total of unresolved serv. request to eTM	50	220	184	60	166								
Running total of unresolved serv. request to UIP contractors	0	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	16								79
Greening projects	10	12	27	14	18								81
Graffiti tags removed	2	2	1	2	2								9
Waste bags removed	2260	2265	2260	2250	2250								11285
Animal rescue	1	0	1	1	1								4

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	3								3
Monthly - UIP Secure. Forum (Sec. services)	1	1	1	1	1								5
Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	0	0	0	1								2
Monthly - SAPF / CPF Business Forum	1	1	1	1	1								5
Council UIP Forum	1	1	0	1	0								3
Umhlanga Development Forum	0	0	0	0	0								0
Total	4	3	2	3	6								18

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	705								3632
Unique visits	392	454	414	323	394								1977
New Visitor - as total of sessions	340	335	312	260	302								1549
Returning Visitor - as total of sessions	52	119	102	63	92								428
News items posted to home page	9	6	6	6	14								41

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	Home Page								
	Contact Page	Directory	Contacts	Directory	Directory								
	About uMhlanga	History	Attractions	Attractions	Contact								
	Work We Do	UIP concept	Directory	Contact	Attractions								
	About The UIP	Attractions	History	History	Matric Rage								
	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	1543							
Facebook post Reach - max people exposed to a post	9637	2258	820	11339	5371							

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	7							
Everlytic Newsletter Database	1387	1224	1120	840	894							