

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
UIP Actions with other Law Enforcement Departments	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 arrests & hand over to SAPF / Metro Police	0	0	0	0	0	0	0	0	0	0	2	0	2	0	0	0	0	0	0	0	1	0			5
UIP call outs to SAPF / Metro Police	7	3	6	3	3	2	4	2	5	3	11	3	7	4	5	2	4	3	9	5	7	4			102
SAPF/Metro/UIP security ops in precincts	3	0	4	0	3	0	4	0	3	0	6	0	4	0	6	0	4	0	3	0	4	0			44
Contact Crimes in grey																									
Murder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0
Attempted murder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0
Total sexual offences	0	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0			3
Assault (Grievous Bodily Harm)	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0			1
Assault common	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			1
Common robbery	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0			1
Robbery with aggravating circumstances	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0
Carjacking	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			1
Robbery at Residential premises	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 Non residential premises	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0			1
Malicious damage to property	0	0	0		0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			1
Burglary Residential	0	1	0	1	0	0	0	0	0	0	0	0	2	0	1	0	0	0	2	0	3				10
Burglary Non Residential	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	1	0	0				4
Theft of motor vehicle	0	0	0	0	0	0	0	0	0	0	0	1	0	0	2	0	0	0	0	0	0	0			3
Theft out of motor vehicle	2	0	1	0	0	0	2	0	3	0	2	1	1	0	0	0	0	0	3	1	1	0			17
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
All theft not mentioned elsewhere	0	0	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	1	0	0				4
Vehicle accidents	0	0	0	0	0	0	0	0	2	0	1	0	3	0	0	0	0	0	1		2	0			9
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0
Deaths	0	1	1	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0			1
Total	2	3	3	2	1	1	4	0	6	1	6	4	6	2	2	1	0	0	4	6	1	3			58

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	1	7	4	2	1	2	1		25
Drinking in public - prevention measures	178	163	184	158	267	15343	10428	153	141	5237	167		32419
Drinking in public	17	19	16	12	34	52	57	19	15	36	18		295
Fights / brawls defused	2	3	2	1	3	3	4	2	1	2	1		24
Fishing in prohibitive areas	6	5	5	3	3	6	5	3	2	4	3		45
Illegal informal traders removed	2	3	2	3	2	7	8	4	3	3	3		40
Open fires /gas braais	2	3	3	2	2	13	11	2	2	5	4		49
Public disturbance	2	2	2	3	5	4	4	2	2	3	4		33
Public indecency	0	1	0	0	0	2	2	0	0	1	0		6
Skateboards / bicycles	16	19	23	20	26	37	29	14	15	27	16		242
Suspicious people questioned	15	14	18	16	19	23	26	15	17	12	13		188
Swimming after hours	3	3	2	3	7	26	19	5	3	6	3		80
Unauthorized vehicles	5	6	6	4	3	9	14	7	7	9	5		75
Unleashed dogs	6	8	8	11	9	22	16	10	7	11	9		117
Lagoon Dr, McCaus. Cres & Village:													
Drinking in public	13	15	15	17	30	107	137	14	15	22	19		404
Fights / brawls defused	1	1	2	2	3	6	5	3	2	2	3		30
Illegal car guards removed	4	5	4	3	4	25	17	6	3	4	3		78
Illegal informal traders removed	2	2	2	2	3	5	5	3	4	5	4		37
Pamphlet distribution	4	6	5	4	2	4	6	3	3	4	5		46
Public disturbance	3	2	5	3	4	4	3	2	3	2	2		33
Public indecency	0	0	0	0	0	1	2	0	0	0	0		3
Suspicious people questioned	22	19	18	19	22	26	25	14	16	13	11		205
Total	305	301	323	271	449	15732	10827	283	262	5410	294		34457

1.3 UIP security contractor weekly SLA performance assessment:

Number of calls received on the emergency tel number	31	42	39	43	67	57	59	42	37	52	37		394
Village Green control room in good order	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		
Response vehicle in good working order	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		
SO equipment non compliance	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		
Monthly Shift Report - shifts short	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		
Monthly Security and Bylaw Stats Report	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 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	0	1	1	3	0	2		8
	Coastal Engineering	1	1	1	0	0	0	1	0	3	0	2		9
	Contacts	0	0	0	0	0	0	0	1	0	0	0		1
	DSW	0	2	0	0	0	0	0	1	1	0	0		4
	Economic Development & Engineering	1	0	0	1	1	0	1	2	0	0	2		8
	Electrical (street & Promenade Lights)	1	245	206	63	166	93	176	53	47	69	30		1149
	eThekwini Transport Authority (ETA)	2	3	4	0	3	0	1	6	2	4	3		28
	Health	0	0	0	0	1	1	4	1	0	0	1		8
	Metro police	2	0	2	3	2	1	4	1	2	3	0		20
	Parks (beaches & safety)	11	6	14	61	3	11	5	7	7	2	11		138
	Pollution & Environment	0	0	0	0	0	0	0	0	0	0	0		0
	Provincial Dept, Transport	0	0	1	0	0	0	0	1	0	0	0		2
	Roads (pot holes, kerbing, signage, marking)	22	22	2	1	4	2	1	12	2	2	1		71
	Signage & Advertising	0	0	0	0	1	0	0	0	2	0	0		3
	Traffic Lights	1	0	0	0	1	0	0	1	0	0	1		4
	Urban Design	0	1	0	0	14	1	0	0	1	0	0		17
	Waste Water	6	11	10	5	3	6	4	3	2	5	7		62
	Other	4	38	25	50	52	10	133	15	97	16	10		450
	Total	108	329	264	185	251	125	157	105	115	101	66		1806

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	18	19	42	71	33	29		437
	Running total of unresolved serv. requests - tasking eTM	4	4	0	0	20	2	3	9	7	16	2		
	Running total of unresolved serv. requests - tasking UIP	0	0	0	0	0	0	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	102	193	63	47	75	37		1322
	Running total of unresolved serv. request to eTM	50	220	184	60	166	93	150	13	17	58	2		
	Running total of unresolved serv. request to UIP contractors	0	0	0	0	0	1	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	40	18	20	15	28	24		224
	Greening projects	10	12	27	14	18	16	16	20	15	32	26		206
	Graffiti tags removed	2	2	1	2	2	4	4	2	2	0	0		21
	Waste bags removed	2260	2265	2260	2250	2250	3500	3500	2250	2250	2750	2750		28285
	Animal rescue	1	0	1	1	1	2	2	1	1	2	1		13

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	4	1	0	1	2	1		12
	Monthly - UIP Secure. Forum (Sec. services)	1	1	1	1	1	0	0	1	1	1	1		9
	Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	0	0	0	1	0	1	1	0	0	1		5
	Monthly - SAPF / CPF Business Forum	1	1	1	1	1	0	0	1	1	1	1		9
	Council UIP Forum	1	1	0	1	0	0	1	1	1	0	1		7
	Umlhanga Development Forum	0	0	0	0	0	0	0	0	0	1	0		1
	Total	4	3	2	3	6	4	3	4	4	5	5		43

3.5 Financials & UIP Levy contributions:														Total
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		

3.6 UIP cleaning contractor weekly performance assessment:														Total
Shifts short	0	0	0	0	0	0	0	0	0	0	0	0		0
Late arrivals	0	2	3	2	0	2	2	0	0	0	0	0		11
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		

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	0	0	0	0	0	0	0	0
Late arrival days	0	1	1	1	0	2	3	0	0	0	0	0	8
Dress code compliant	Y	Y	Y	Y	Y	Y	50%	Y	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	% of Target
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 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	NEW WEB - WAITING FOR STATS			1104	584	1319		6639
Unique visits	392	454	414	323	394				466	242	564		3249
New Visitor - as total of sessions	340	335	312	260	302				342	170	402		2463
Returning Visitor - as total of sessions	52	119	102	63	92				124	72	162		786
News items posted to home page	9	6	6	6	14	6	5	12	13	9	9		95

Top 3 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	NEW WEB - WAITING FOR STATS	NEW WEB - WAITING FOR STATS				
	Contact Page	Directory	Contacts	Directory	Directory						
	About uMhlanga	History	Attractions	Attractions	Contact						
	Feb-17	Mar-17	Apr-17	May-17	Jun-17						
	NEW WEB - WAITING FOR STATS	Municipal Val Roll	Oceans update	Oceans update							
		Home page	Municipal Val	Home Page							
Lighthouse paint		subscribe	Contact Page								

4.2 Social Media / Newsletter	Jul 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr17	May17	Jun 17	
No. of Instagram Posts	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	17		
Instagram Followers	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	142		
No. of Facebook posts	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	14		
Facebook Likes	1412	1435	1453	1532	1543	3418	3438	3452	3488	3507	3518		
Facebook post Reach - max people exposed to a post	9637	2258	820	11339	5371	3126	2237	3081	16287	2450	1,744		
Content of Facebook Post that reach max people						uMhlanga festive season	brand roll out	pavement upgrade	dog-doo bag dispensers	durban markets	hige seas		
Number of newsletters sent out	6	6	5	3	7	3	1	3	4	11	4		
Everlytic Newsletter Database	1387	1224	1120	840	894	1100	1100	1100	1100	1100	1100		