

uMhlanga UIP Operational Stats 2017/2018

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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

	Jul17		Aug 17		Sep 17		Oct 17		Nov 17		Dec 17		Jan 18		Feb 18		Mar 18		Apr18		May18		Jun 18		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UIP call outs to SAPF / Metro Police	8	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SAPF/Metro/UIP security ops in precincts	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Contact Crimes in grey	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Murder	0	0	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	0	0
Total sexual offences	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Assault (Grievous Bodily Harm)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Assault common	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Common robbery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Carjacking	0	0	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 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	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	0	0	0	0	0	0
Malicious damage to property	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary Non Residential	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Theft of motor vehicle	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Theft out of motor vehicle	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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	0	0
All theft not mentioned elsewhere	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle accidents	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3

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	0	0	0	0	0	0	0	0	0	0	0	0	0
Drinking in public - prevention measures	162	0	0	0	0	0	0	0	0	0	0	0	0	0
Drinking in public	11	0	0	0	0	0	0	0	0	0	0	0	0	0
Fights / brawls defused	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Fishing in prohibitive areas	5	0	0	0	0	0	0	0	0	0	0	0	0	0
Illegal informal traders removed	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Open fires /gas braais	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Public disturbance	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Public indecency	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Skateboards / bicycles	14	0	0	0	0	0	0	0	0	0	0	0	0	0
Suspicious people questioned	11	0	0	0	0	0	0	0	0	0	0	0	0	0
Swimming after hours	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Unauthorized vehicles	9	0	0	0	0	0	0	0	0	0	0	0	0	0
Unleashed dogs	7	0	0	0	0	0	0	0	0	0	0	0	0	0
Lagoon Dr, McCaus. Cres & Village:	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Drinking in public	9	0	0	0	0	0	0	0	0	0	0	0	0	0
Fights / brawls defused	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Illegal car guards removed	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Illegal informal traders removed	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Pamphlet distribution	3	0	0	0	0	0	0	0	0	0	0	0	0	0
Public disturbance	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Public indecency	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Suspicious people questioned	16	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	269	0	0	0	0	0	0	0	0	0	0	0	0	0

1.3 UIP security contractor weekly SLA performance assessment:

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

2.0 Optimising Municipal Service Delivery

538 0 0 0 0 0 0 0 0 0 0 0 0 0

2.1 Municipal faults reported and followed up	Jul17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr18	May18	Jun 18	Total
Business Support (Informal Traders)	0	0	0	0	0	0	0	0	0	0	0	0	0
Coastal Engineering	3	0	0	0	0	0	0	0	0	0	0	0	0
Contacts	0	0	0	0	0	0	0	0	0	0	0	0	0
DSW	0	0	0	0	0	0	0	0	0	0	0	0	0
Economic Development & Engineering	0	0	0	0	0	0	0	0	0	0	0	0	0
Electrical (street & Promenade Lights)	61	0	0	0	0	0	0	0	0	0	0	0	0
eThekwini Transport Authority (ETA)	2	0	0	0	0	0	0	0	0	0	0	0	0
Health	0	0	0	0	0	0	0	0	0	0	0	0	0
Metro police	1	0	0	0	0	0	0	0	0	0	0	0	0
Parks (beaches & safety)	17	0	0	0	0	0	0	0	0	0	0	0	0
Pollution & Environment	0	0	0	0	0	0	0	0	0	0	0	0	0
Provincial Dept, Transport	1	0	0	0	0	0	0	0	0	0	0	0	0
Roads (pot holes, kerbing, signage, marking)	7	0	0	0	0	0	0	0	0	0	0	0	0
Signage & Advertising	3	0	0	0	0	0	0	0	0	0	0	0	0
Traffic Lights	1	0	0	0	0	0	0	0	0	0	0	0	0
Urban Design	1	0	0	0	0	0	0	0	0	0	0	0	0
Waste Water	5	0	0	0	0	0	0	0	0	0	0	0	0
Other	12	0	0	0	0	0	0	0	0	0	0	0	0
Total	116	0	0	0	0	0	0	0	0	0	0	0	0

3.0 UIP Operational Stats

3.1 Service requests from UIP members & stakeholders (customers)	Jul17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr18	May18	Jun 18	Total
Number service requests received for the month (eTM +UIP tasking)	56	0	0	0	0	0	0	0	0	0	0	0	56
Running total of unresolved serv. requests - tasking eTM	8	0	0	0	0	0	0	0	0	0	0	0	
Running total of unresolved serv. requests - tasking UIP	0	0	0	0	0	0	0	0	0	0	0	0	
3.2 UIP services (initiated by UIP management)													
Number of service requests to eTM	60	0	0	0	0	0	0	0	0	0	0	0	60
Running total of unresolved serv. request to eTM	5	0	0	0	0	0	0	0	0	0	0	0	
Running total of unresolved serv. request to UIP contractors	0	0	0	0	0	0	0	0	0	0	0	0	
3.3 UIP Special Projects Completed													
Maintenance projects	22	0	0	0	0	0	0	0	0	0	0	0	22
Greening projects	21	0	0	0	0	0	0	0	0	0	0	0	21
Graffiti tags removed	0	0	0	0	0	0	0	0	0	0	0	0	0
Waste bags removed	3360	0	0	0	0	0	0	0	0	0	0	0	3360
Animal rescue	1	0	0	0	0	0	0	0	0	0	0	0	1
3.4 Standing Meetings Attended													Total
Municipal FESMAC (Sec. services)	0	0	0	0	0	0	0	0	0	0	0	0	0
Monthly - UIP Secure. Forum (Sec. services)	1	0	0	0	0	0	0	0	0	0	0	0	1
Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	0	0	0	0	0	0	0	0	0	0	0	1
Monthly - SAPF / CPF Business Forum	1	0	0	0	0	0	0	0	0	0	0	0	1
Council UIP Forum	1	0	0	0	0	0	0	0	0	0	0	0	1
Umhlanga Development Forum	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	4	0	0	0	0	0	0	0	0	0	0	0	4

3.5	Financials & UIP Levy contributions:													Total
	Monthly financials completed	Y												
	6 monthly reconciling of UIP levy receipts	Y												
3.6	UIP cleaning contractor weekly performance assessment:													Total
	Shifts short	0												0
	Late arrivals	0												0
	Dress code non compliant	Y												
	Equipment non compliant	Y												
	Areas cleaned and maintained	Y												
	Promenade walkway	Y												
	Promenade servitudes	Y												
	Lagoon Drive (Ocean Way to Fleetwood)	Y												
	McCausland Crescent	Y												
	Ocean Way	Y												
	M4 on and off ramp	Y												
	Lighthouse Road	Y												
	Chartwell Drive	Y												
	Ridge Road	Y												
3.7	UIP landscape contractor weekly performance assessment:	Jul17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr18	May18	Jun 18	Total
	Shifts short	0												
	Late arrival days	0												
	Dress code compliant	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%												
	Grass cut weekly & maintained	100%												
	Grass and flower beds watered daily	100%												
	Flower beds maintained	100%												
	McCausland Cres: grass cut & edged weekly	100%												
	Lord Prawn / Gusto's Coffee Shop verge	100%												
	EL Maurice restaurant verge	100%												
	Chartwell Drive:	100%												
	All flower beds M & W	100%												
	Tree planter bases to be densely planted	100%												
	Centre island base of palm trees weeded	100%												
	Centre island paving sprayed for weeds	100%												
	Ocean Way:	100%												
	All flower beds M & W	100%												
	Ridge Rd:	100%												
	All flower beds maintained and watered	100%												
	Planter boxes at base of palm trees M & W	100%												
	Lighthouse Rd:	100%												
	M4 off ramp (east side) grass cut & edged	100%												
	M4 on ramp (east side) grass cut & edged	100%												
	Lagoon Drive centre islands	100%												
	Grass cut, edged, swept & maintained weekly	100%												
	Grass & flower beds watered where possible	100%												
	Flower beds maintained	100%												
	Post office to Flamingo Lane: embankment grass cut	100%												

4.0 Communication

4.1	Website Stats	Jul17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr18	May18	Jun 18	Total
	Page Loads - total number of pages viewed	3065												3065
	Unique visits	1481												1481
	New Visitor - as total of sessions	913												913
	Returning Visitor - as total of sessions	568												568
	News items posted to home page	12												12
	Top 3 Landing Pages for website	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18						
	Latest News - APP													
	Latest News - Mythos													
	Home page													
		Feb-18	Mar-18	Apr-18	May-18	Jun-18								
4.2	Social Media / Newsletter	Jul17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr18	May18	Jun 18	
	No. of Instagram Posts	38												
	Instagram Followers	320												
	No. of Facebook posts	35												
	Facebook Likes	4124												
	Facebook post Reach - max people exposed to a post	7700												
	Content of Facebook Post that reach max people	APP launch												
	Number of newsletters sent out	3												
	Everlytic Newsletter Database	1044												