

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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| UIP call outs to SAPF / Metro Police | 8 | 4 | 5 | 2 | 5 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 19 |
| SAPF/Metro/UIP security ops in precincts | 3 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 |
| 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 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 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 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Deaths | 0 | 0 | 0 | 0 | | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 2 | 1 | 3 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 |

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 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Drinking in public - prevention measures | 162 | 148 | 136 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Drinking in public | 11 | 12 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Fights / brawls defused | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Fishing in prohibitive areas | 5 | 4 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Illegal informal traders removed | 3 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Open fires /gas braais | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Public disturbance | 2 | 2 | 2 | 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 | 13 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Suspicious people questioned | 11 | 12 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Swimming after hours | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unauthorized vehicles | 9 | 6 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unleashed dogs | 7 | 5 | 5 | 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 | 11 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Fights / brawls defused | 2 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Illegal car guards removed | 3 | 4 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Illegal informal traders removed | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Pamphlet distribution | 3 | 2 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Public disturbance | 2 | 1 | 2 | 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 | 11 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 269 | 241 | 238 | 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 | 32 | 37 | 41 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 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

538 483 476 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Coastal Engineering | 3 | 1 | 2 | 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 | 53 | 20 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| eThekwini Transport Authority (ETA) | 2 | 5 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Health | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Metro police | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Parks (beaches & safety) | 17 | 4 | 5 | 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Roads (pot holes, kerbing, signage, marking) | 7 | 25 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Signage & Advertising | 3 | 3 | 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Waste Water | 5 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 12 | 14 | 28 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 116 | 115 | 64 | 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 | 60 | 45 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 161 |
| Running total of unresolved serv. requests - tasking eTM | 8 | 3 | 5 | 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 | 55 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 138 |
| Running total of unresolved serv. request to eTM | 5 | 11 | 7 | 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 | 22 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 67 |
| Greening projects | 21 | 19 | 22 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 62 |
| Graffiti tags removed | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Waste bags removed | 3360 | 3360 | 3500 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10220 |
| Animal rescue | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| 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 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Monthly - SAPF / CPF Sec. 3A (Sec. services) | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Monthly - SAPF / CPF Business Forum | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Council UIP Forum | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Umlhanga Development Forum | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 4 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 |

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

| | | | | | | | | | | | | | | |
|---|---|---|---|--|--|--|--|--|--|--|--|--|--|--------------|
| 3.6 UIP cleaning contractor weekly performance assessment: | | | | | | | | | | | | | | Total |
| Shifts short | 0 | 0 | 1 | | | | | | | | | | | 1 |
| Late arrivals | 0 | 2 | 1 | | | | | | | | | | | 3 |
| Dress code non compliant | Y | Y | Y | | | | | | | | | | | |
| Equipment non compliant | Y | Y | Y | | | | | | | | | | | |
| Areas cleaned and maintained | Y | Y | Y | | | | | | | | | | | |
| Promenade walkway | Y | Y | Y | | | | | | | | | | | |
| Promenade servitudes | Y | Y | Y | | | | | | | | | | | |
| Lagoon Drive (Ocean Way to Fleetwood) | Y | Y | Y | | | | | | | | | | | |
| McCausland Crescent | Y | Y | Y | | | | | | | | | | | |
| Ocean Way | Y | Y | Y | | | | | | | | | | | |
| M4 on and off ramp | Y | Y | Y | | | | | | | | | | | |
| Lighthouse Road | Y | Y | Y | | | | | | | | | | | |
| Chartwell Drive | Y | Y | Y | | | | | | | | | | | |
| Ridge Road | Y | Y | 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 | 0 | 1 | | | | | | | | | | |
| Late arrival days | 0 | 2 | 1 | | | | | | | | | | |
| Dress code compliant | 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% | | | | | | | | | | |
| Grass cut weekly & maintained | 100% | 100% | 100% | | | | | | | | | | |
| Grass and flower beds watered daily | 100% | 100% | 100% | | | | | | | | | | |
| Flower beds maintained | 100% | 100% | 100% | | | | | | | | | | |
| McCausland Cres: grass cut & edged weekly | 100% | 100% | 100% | | | | | | | | | | |
| Lord Prawn / Gusto's Coffee Shop verge | 100% | 100% | 100% | | | | | | | | | | |
| EL Maurice restaurant verge | 100% | 100% | 100% | | | | | | | | | | |
| Chartwell Drive: | 100% | 100% | 100% | | | | | | | | | | |
| All flower beds M & W | 100% | 100% | 100% | | | | | | | | | | |
| Tree planter bases to be densely planted | 100% | 100% | 100% | | | | | | | | | | |
| Centre island base of palm trees weeded | 100% | 100% | 100% | | | | | | | | | | |
| Centre island paving sprayed for weeds | 100% | 100% | 100% | | | | | | | | | | |
| Ocean Way: | 100% | 100% | 100% | | | | | | | | | | |
| All flower beds M & W | 100% | 100% | 100% | | | | | | | | | | |
| Ridge Rd: | 100% | 100% | 100% | | | | | | | | | | |
| All flower beds maintained and watered | 100% | 100% | 100% | | | | | | | | | | |
| Planter boxes at base of palm trees M & W | 100% | 100% | 100% | | | | | | | | | | |
| Lighthouse Rd: | 100% | 100% | 100% | | | | | | | | | | |
| M4 off ramp (east side) grass cut & edged | 100% | 100% | 100% | | | | | | | | | | |
| M4 on ramp (east side) grass cut & edged | 100% | 100% | 100% | | | | | | | | | | |
| Lagoon Drive centre islands | 100% | 100% | 100% | | | | | | | | | | |
| Grass cut, edged, swept & maintained weekly | 100% | 100% | 100% | | | | | | | | | | |
| Grass & flower beds watered where possible | 100% | 100% | 100% | | | | | | | | | | |
| Flower beds maintained | 100% | 100% | 100% | | | | | | | | | | |
| Post office to Flamingo Lane: embankment grass cut | 100% | 100% | 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 | 2017 | 2121 | | | | | | | | | | 7203 |
| Unique visits | 1481 | 1147 | 1074 | | | | | | | | | | 3702 |
| New Visitor - as total of sessions | 913 | 715 | 647 | | | | | | | | | | 2275 |
| Returning Visitor - as total of sessions | 568 | 432 | 472 | | | | | | | | | | 1472 |
| News items posted to home page | 12 | 16 | 11 | | | | | | | | | | 39 |

| 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 | Latest News | | | | | | | | | | | |
| | Latest News-Mythos | Life Saving club | Home page | | | | | | | | | | | |
| | Home Page | Post office | Contact | | | | | | | | | | | |
| | 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 | 37 | 23 | | | | | | | | | | 98 |
| Instagram Followers | 320 | 378 | 422 | | | | | | | | | | 1120 |
| No. of Facebook posts | 35 | 41 | 28 | | | | | | | | | | 104 |
| Facebook Likes | 4124 | 4342 | 4400 | | | | | | | | | | 12866 |
| Facebook post Reach - max people exposed to a post | 7700 | 14500 | 12300 | | | | | | | | | | 34500 |
| Content of Facebook Post that reach max people | App Launch | high sea video | local restaurant | | | | | | | | | | |
| Number of newsletters sent out | 3 | 3 | 3 | | | | | | | | | | 9 |
| Everlytic Newsletter Database | 1044 | 1255 | 1262 | | | | | | | | | | 3561 |