

## 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	1	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	7	2	14	4	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	4	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
<b>Contact Crimes in grey</b>	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	3	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	1	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	3	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	1	0	3	1	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	1	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	5	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	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Deaths	0	0	0	0		1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>14</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>

**Security**

**1.2 By-law Enforcement - managed areas include: Umhlanga Promenade, Southern Promenade Properties, Northern Promenade Properties and Park to Park**

<b>Promenade and Beach:</b>														<b>Total</b>
Camping on beach	2	1	1	1	0	0	0	0	0	0	0	0	0	0
Drinking in public - prevention measures	162	148	136	122	101	0	0	0	0	0	0	0	0	0
Drinking in public	11	12	8	4	5	0	0	0	0	0	0	0	0	0
Fights / brawls defused	2	1	2	3	0	0	0	0	0	0	0	0	0	0
Fishing in prohibitive areas	5	4	5	5	0	0	0	0	0	0	0	0	0	0
Illegal informal traders removed	3	2	3	1	0	0	0	0	0	0	0	0	0	0
Open fires /gas braais	2	2	2	2	2	0	0	0	0	0	0	0	0	0
Public disturbance	2	2	2	4	0	0	0	0	0	0	0	0	0	0
Public indecency	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Skateboards / bicycles	14	13	19	12	10	0	0	0	0	0	0	0	0	0
Suspicious people questioned	11	12	11	15	6	0	0	0	0	0	0	0	0	0
Swimming after hours	2	1	1	1	1	0	0	0	0	0	0	0	0	0
Unauthorized vehicles	9	6	4	2	3	0	0	0	0	0	0	0	0	0
Unleashed dogs	7	5	5	11	3	0	0	0	0	0	0	0	0	0
<b>Lagoon Dr, McCaus. Cres &amp; Village:</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Drinking in public	9	11	14	15	12	0	0	0	0	0	0	0	0	0
Fights / brawls defused	2	2	2	5	4	0	0	0	0	0	0	0	0	0
Illegal car guards removed	3	4	3	2	3	0	0	0	0	0	0	0	0	0
Illegal informal traders removed	2	2	1	2	3	0	0	0	0	0	0	0	0	0
Pamphlet distribution	3	2	4	5	4	0	0	0	0	0	0	0	0	0
Public disturbance	2	1	2	4	4	0	0	0	0	0	0	0	0	0
Public indecency	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Suspicious people questioned	16	11	13	12	10	0	0	0	0	0	0	0	0	0
<b>Total</b>	269	241	238	243	186	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	38	334	0	0	0	0	0	0	0	0	0
Village Green control room in good order	Y	Y	Y	Y	Y									
Radio system in good working order	Y	Y	Y	Y	Y									
Response vehicle in good working order	Y	Y	Y	Y	Y									
Patrol golfcart in good working order	Y	Y	Y	Y	Y									
SO equipment non compliance	Y	Y	Y	Y	Y									
SO dress code non compliance	Y	Y	Y	Y	Y									
Monthly Shift Report - shifts short	Y	Y	Y	Y	Y									
Monthly Incident Report	Y	Y	Y	Y	Y									
Monthly Security and Bylaw Stats Report	Y	Y	Y	Y	Y									

## 2.0 Optimising Municipal Service Delivery

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	1	0	0	0	0	0	0	0	0
Coastal Engineering	3	1	2	1	0	0	0	0	0	0	0	0	0
Contacts	0	0	0	2	0	0	0	0	0	0	0	0	0
DSW	0	0	0	0	1	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	32	27	0	0	0	0	0	0	0	0
eThekwini Transport Authority (ETA)	2	5	2	0	3	0	0	0	0	0	0	0	0
Health	0	2	0	1	0	0	0	0	0	0	0	0	0
Metro police	1	3	0	1	1	0	0	0	0	0	0	0	0
Parks (beaches & safety)	17	4	5	14	7	0	0	0	0	0	0	0	0
Pollution & Environment	0	0	0	1	0	0	0	0	0	0	0	0	0
Provincial Dept, Transport	1	1	0	1	0	0	0	0	0	0	0	0	0
Roads (pot holes, kerbing, signage, marking)	7	25	5	3	7	0	0	0	0	0	0	0	0
Signage & Advertising	3	3	0	1	1	0	0	0	0	0	0	0	0
Traffic Lights	1	0	0	2	0	0	0	0	0	0	0	0	0
Urban Design	1	1	0	3	1	0	0	0	0	0	0	0	0
Waste Water	5	2	2	5	5	0	0	0	0	0	0	0	0
Other	12	14	28	12	6	0	0	0	0	0	0	0	0
<b>Total</b>	<b>116</b>	<b>115</b>	<b>64</b>	<b>88</b>	<b>59</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 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	50	39	0	0	0	0	0	0	0	250
Running total of unresolved serv. requests - tasking eTM	8	3	5	5	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	38	32	0	0	0	0	0	0	0	208
Running total of unresolved serv. request to eTM	5	11	7	24	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	20	22	0	0	0	0	0	0	0	109
Greening projects	21	19	22	23	24	0	0	0	0	0	0	0	109
Graffiti tags removed	0	2	0	2	2	0	0	0	0	0	0	0	6
Waste bags removed	3360	3360	3500	3500	3500	0	0	0	0	0	0	0	17220
Animal rescue	1	1	1	1	1	0	0	0	0	0	0	0	5
3.4 Standing Meetings Attended													<b>Total</b>
Municipal FESMAC (Sec. services)	0	0	0	0	3	0	0	0	0	0	0	0	3
Monthly - UIP Secure. Forum (Sec. services)	1	1	1	1	1	0	0	0	0	0	0	0	5
Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	1	0	1	0	0	0	0	0	0	0	0	3
Monthly - SAPF / CPF Business Forum	1	1	1	1	1	0	0	0	0	0	0	0	5
Council UIP Forum	1	0	1	1	1	0	0	0	0	0	0	0	4
Umlhanga Development Forum	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>



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	1507	2524								11234
Unique visits	1481	1147	1074	840	1306								5848
New Visitor - as total of sessions	913	715	647	494	815								3584
Returning Visitor - as total of sessions	568	432	472	346	491								2309
News items posted to home page	12	16	11	5	8								52

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	Latest News	Rage								
Latest News-Mythos	Life Saving club	Home page	Post Office	Main beach toilet									
Home Page	Post office	Contact	Home Page	APP									
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	12	16								126
Instagram Followers	320	378	422	449	493								2062
No. of Facebook posts	35	41	28	15	29								148
Facebook Likes	4124	4342	4400	4415	4484								21765
Facebook post Reach - max people exposed to a post	7700	14500	12300	4514	6338								45352
Content of Facebook Post that reach max people	App Launch	high sea video	local restaurant	storm damage	marshall security								
Number of newsletters sent out	3	3	3	1	6								16
Everlytic Newsletter Database	1044	1255	1262	1276	1310								6147