

uMhlanga UIP Operational Stats 2017/2018

- 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

	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3
UIP call outs to SAPF / Metro Police	8	4	5	2	5	2	7	2	14	4	14	5	0	0	0	0	0	0	0	0	0	0	0	0	72
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	14
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	3	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	5
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	1
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	2	0	0	0	0	0	0	0	0	0	0	0	0	0	5
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	1	3	0	0	0	0	0	0	0	0	0	0	0	0	4
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	2	0	0	0	0	0	0	0	0	0	0	0	0	0	7
Theft out of motor vehicle	1	0	1	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	5
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	3	2	0	0	0	0	0	0	0	0	0	0	0	0	10
Other	0	1	0	0	1	1	0	0	1	3	3	1	0	0	0	0	0	0	0	0	0	0	0	0	11
Deaths	0	0	0	0	1	0	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Total	13	5	15	2	7	4	12	4	29	12	31	11	0	0	0	0	0	0	0	0	0	0	0	0	145

Security

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

Promenade and Beach:	Jul17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr18	May18	Jun 18	Total
Camping on beach	2	1	1	1	0	0	0	0	0	0	0	0	5
Drinking in public - prevention measures	162	148	136	122	101	2	0	0	0	0	0	0	671
Drinking in public	11	12	8	4	5	1	0	0	0	0	0	0	41
Fights / brawls defused	2	1	2	3	0	1	0	0	0	0	0	0	9
Fishing in prohibitive areas	5	4	5	5	0	0	0	0	0	0	0	0	19
Illegal informal traders removed	3	2	3	1	0	1	0	0	0	0	0	0	10
Open fires /gas braais	2	2	2	2	2	2	0	0	0	0	0	0	12
Public disturbance	2	2	2	4	0	0	0	0	0	0	0	0	10
Public indecency	0	0	0	1	0	0	0	0	0	0	0	0	1
Skateboards / bicycles	14	13	19	12	10	1	0	0	0	0	0	0	69
Suspicious people questioned	11	12	11	15	6	0	0	0	0	0	0	0	55
Swimming after hours	2	1	1	1	1	0	0	0	0	0	0	0	6
Unauthorized vehicles	9	6	4	2	3	1	0	0	0	0	0	0	25
Unleashed dogs	7	5	5	11	3	0	0	0	0	0	0	0	31
Lagoon Dr, McCaus. Cres & Village:	0	0	0	0	0	0	0	0	0	0	0	0	0
Drinking in public	9	11	14	15	12	2	0	0	0	0	0	0	63
Fights / brawls defused	2	2	2	5	4	0	0	0	0	0	0	0	15
Illegal car guards removed	3	4	3	2	3	0	0	0	0	0	0	0	15
Illegal informal traders removed	2	2	1	2	3	1	0	0	0	0	0	0	11
Pamphlet distribution	3	2	4	5	4	1	0	0	0	0	0	0	19
Public disturbance	2	1	2	4	4	2	0	0	0	0	0	0	15
Public indecency	0	0	0	0	1	0	0	0	0	0	0	0	1
Suspicious people questioned	16	11	13	12	10	1	0	0	0	0	0	0	63
Total	269	242	238	229	172	16	0	0	0	0	0	0	1166

1.3 UIP security contractor weekly SLA performance assessment:

Number of calls received on the emergency tel number	32	37	41	38	334	456	0	0	0	0	0	0	0
Village Green control room in good order	Y	Y	Y	Y	Y	Y							
Radio system in good working order	Y	Y	Y	Y	Y	Y							
Response vehicle in good working order	Y	Y	Y	Y	Y	Y							
Patrol golfcart in good working order	Y	Y	Y	Y	Y	Y							
SO equipment non compliance	Y	Y	Y	Y	Y	Y							
SO dress code non compliance	Y	Y	Y	Y	Y	Y							
Monthly Shift Report - shifts short	Y	Y	Y	Y	Y	Y							
Monthly Incident Report	Y	Y	Y	Y	Y	Y							
Monthly Security and Bylaw Stats Report	Y	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	2	0	0	0	0	0	0	0
	Coastal Engineering	3	1	2	1	0	1	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	53	0	0	0	0	0	0	0
	eThekweni Transport Authority (ETA)	2	5	2	0	3	1	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	3	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	2	0	0	0	0	0	0	0
	Signage & Advertising	3	3	0	1	1	6	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	6	0	0	0	0	0	0	0
	Other	12	14	28	12	6	9	0	0	0	0	0	0	0
	Total	116	115	64	88	59	81	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	50	39	24	0	0	0	0	0	0	274
	Running total of unresolved serv. requests - tasking eTM	8	3	5	5	0	3	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	57	0	0	0	0	0	0	265
	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	21	0	0	0	0	0	0	130
	Greening projects	21	19	22	23	24	20	0	0	0	0	0	0	129
	Graffiti tags removed	0	2	0	2	2	4	0	0	0	0	0	0	10
	Waste bags removed	3360	3360	3500	3500	3500	4500	0	0	0	0	0	0	21720
	Animal rescue	1	1	1	1	1	1	0	0	0	0	0	0	6
3.4	Standing Meetings Attended													Total
	Municipal FESMAC (Sec. services)	0	0	0	0	3	3	0	0	0	0	0	0	6
	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	1	0	0	0	0	0	0	4
	Monthly - SAPF / CPF Business Forum	1	1	1	1	1	1	0	0	0	0	0	0	6
	Council UIP Forum	1	0	1	1	1	0	0	0	0	0	0	0	4
	Umhlanga Development Forum	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	4	3	3	4	6	5	0	0	0	0	0	0	25

3.5 Financials & UIP Levy contributions:	Jul17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr18	May18	Jun 18	Total
Monthly financials completed	Y	Y	Y	Y	Y	Y							
6 monthly reconciling of UIP levy receipts	Y	Y	Y	Y	Y	Y							

3.6 UIP cleaning contractor weekly performance assessment:													Total
Shifts short	0	0	1	0	1	0							2
Late arrivals	0	2	1	0	2	0							5
Dress code non compliant	Y	Y	Y	Y	Y	Y							
Equipment non compliant	Y	Y	Y	Y	Y	Y							
Areas cleaned and maintained	Y	Y	Y	Y	Y	Y							
Promenade walkway	Y	Y	Y	Y	Y	Y							
Promenade servitudes	Y	Y	Y	Y	Y	Y							
Lagoon Drive (Ocean Way to Fleetwood)	Y	Y	Y	Y	Y	Y							
McCausland Crescent	Y	Y	Y	Y	Y	Y							
Ocean Way	Y	Y	Y	Y	Y	Y							
M4 on and off ramp	Y	Y	Y	Y	Y	Y							
Lighthouse Road	Y	Y	Y	Y	Y	Y							
Chartwell Drive	Y	Y	Y	Y	Y	Y							
Ridge Road	Y	Y	Y	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	0	2	0							
Late arrival days	0	2	1	0	1	0							
Dress code compliant	Y	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%							
Grass cut weekly & maintained	100%	100%	100%	100%	100%	100%							
Grass and flower beds watered daily	100%	100%	100%	100%	100%	100%							
Flower beds maintained	100%	100%	100%	100%	100%	100%							
McCausland Cres: grass cut & edged weekly	100%	100%	100%	100%	100%	100%							
Lord Prawn / Gusto's Coffee Shop verge	100%	100%	100%	100%	100%	100%							
EL Maurice restaurant verge	100%	100%	100%	100%	100%	100%							
Chartwell Drive:	100%	100%	100%	100%	100%	100%							
All flower beds M & W	100%	100%	100%	100%	100%	100%							
Tree planter bases to be densely planted	100%	100%	100%	100%	100%	100%							
Centre island base of palm trees weeded	100%	100%	100%	100%	100%	100%							
Centre island paving sprayed for weeds	100%	100%	100%	100%	100%	100%							
Ocean Way:	100%	100%	100%	100%	100%	100%							
All flower beds M & W	100%	100%	100%	100%	100%	100%							
Ridge Rd:	100%	100%	100%	100%	100%	100%							
All flower beds maintained and watered	100%	100%	100%	100%	100%	100%							
Planter boxes at base of palm trees M & W	100%	100%	100%	100%	100%	100%							
Lighthouse Rd:	100%	100%	100%	100%	100%	100%							
M4 off ramp (east side) grass cut & edged	100%	100%	100%	100%	100%	100%							
M4 on ramp (east side) grass cut & edged	100%	100%	100%	100%	100%	100%							
Lagoon Drive centre islands	100%	100%	100%	100%	100%	100%							
Grass cut, edged, swept & maintained weekly	100%	100%	100%	100%	100%	100%							
Grass & flower beds watered where possible	100%	100%	100%	100%	100%	100%							
Flower beds maintained	100%	100%	100%	100%	100%	100%							
Post office to Flamingo Lane: embankment grass cut	100%	100%	100%	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	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	Latest News	Latest News	Latest News	Latest News	Latest News	Latest News	Latest News	Latest News	Latest News
Latest News-Mythos	Life Saving club	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