

# 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
	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 Actions with other Law Enforcement Departments																									
UIP arrests & hand over to SAPF / Metro Police	0	0	1	0	0	0	0	1	0	0	1	0	1	0	0	0	2	0	0	0	0	0	0	0	6
UIP call outs to SAPF / Metro Police	8	4	5	2	5	2	7	2	14	4	14	5	1	0	22	4	23	10	11	7	11	6	0	0	167
SAPF/Metro/UIP security ops in precincts	3	0	6	0	0	0	4	0	1	0	0	0	1	0	3	0	2	0	2	1	2	1	0	0	26
<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	2	0	0	0	0	0	0	1	0	0	0	0	0	0	6
Assault common	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	3
Common robbery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2	2	3	2	1	0	0	0	12
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	1	0	0	0	0	0	0	0	0	1
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	2	0	0	0	0	1	0	0	0	0	0	0	3
Malicious damage to property	0	0	0	0	0	0	0	0	0	0	1	3	0	0	3	0	4	0	2	2	0	0	0	0	15
Burglary Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2
Burglary Non Residential	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	0	1	0	2	0	0	8
Theft of motor vehicle	0	0	0	0	0	0	1	0	3	1	2	0	2	1	2	1	0	0	1	0	1	0	0	0	15
Theft out of motor vehicle	1	0	1	0	0	0	0	0	0	1	2	0	3	1	3	0	1	0	0	1	4	0	0	0	18
Drug related crime	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	0	0	3
All theft not mentioned elsewhere	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
Vehicle accidents	0	0	0	0	0	0	0	0	5	0	3	2	2	0	4	0	3	0	2	0	4	0	0	0	25
Other	0	1	0	0	1	1	0	0	1	3	3	1	7	3	0	0	2	0	0	0	0	0	0	0	23
Deaths	0	0	0	0	1	0	1	1	0	1	0	0	0	1	0	1	1	0	0	0	0	0	0	0	7
<b>Total</b>	13	5	15	2	7	4	12	4	29	12	31	11	19	5	42	6	41	17	22	14	25	11	0	0	347

## Security

1,2 <b>By-law Enforcement</b> - 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	1	0	0	0	6
Drinking in public - prevention measures	162	148	136	122	101	2	0	0	0	2	0	0	673
Drinking in public	11	12	8	4	5	1	7	6	13	7	10	0	84
Fights / brawls defused	2	1	2	3	0	1	1	0	0	0	0	0	10
Fishing in prohibitive areas	5	4	5	5	0	0	1	0	1	0	0	0	21
Illegal informal traders removed	3	2	3	1	0	1	1	1	1	0	0	0	13
Open fires /gas braais	2	2	2	2	2	2	1	2	1	2	0	0	18
Public disturbance	2	2	2	4	0	0	0	0	0	0	0	0	10
Public indecency	0	0	0	1	0	0	0	1	0	0	0	0	2
Skateboards / bicycles	14	13	19	12	10	1	4	2	6	13	0	0	94
Suspicious people questioned	11	12	11	15	6	0	2	0	0	0	3	0	60
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	8	4	6	2	1	0	52
<b>Lagoon Dr, McCaus. Cres &amp; Village:</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
Drinking in public	9	11	14	15	12	2	1	2	4	4	2	0	76
Fights / brawls defused	2	2	2	5	4	0	0	0	1	0	0	0	16
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	3	2	3	0	2	0	21
Pamphlet distribution	3	2	4	5	4	1	1	2	3	3	0	0	28
Public disturbance	2	1	2	4	4	2	3	4	2	2	0	0	26
Public indecency	0	0	0	0	1	0	0	0	0	0	0	0	1
Suspicious people questioned	16	11	13	12	10	1	9	0	15	0	4	0	91
<b>Total</b>	<b>269</b>	<b>242</b>	<b>238</b>	<b>229</b>	<b>172</b>	<b>16</b>	<b>42</b>	<b>26</b>	<b>57</b>	<b>35</b>	<b>22</b>	<b>0</b>	<b>1348</b>

1,3 <b>UIP security contractor weekly SLA performance assessment:</b>													
Number of calls received on the emergency tel number	32	37	41	38	334	456	400	403	612	620	827	0	0
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	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	1	0	0	0	0	0	0
Coastal Engineering	3	1	2	1	0	1	2	1	0	1	1	0	0
Contacts	0	0	0	2	0	0	0	0	0	0	0	0	0
DSW	0	0	0	0	1	0	1	0	2	0	0	0	0
Economic Development & Engineering	0	0	0	0	0	0	0	0	2	0	0	0	0
Electrical (street & Promenade Lights)	61	53	20	32	27	53	78	40	2	27	70	0	0
eThekwini Transport Authority (ETA)	2	5	2	0	3	1	3	1	1	1	1	0	0
Health	0	2	0	1	0	0	0	1	2	0	0	0	0
Metro police	1	3	0	1	1	0	0	1	1	2	2	0	0
Parks (beaches & safety)	17	4	5	14	7	3	5	9	13	9	8	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	6	3	3	2	3	0	0
Signage & Advertising	3	3	0	1	1	6	1	1	0	2	1	0	0
Traffic Lights	1	0	0	2	0	0	1	0	0	0	0	0	0
Urban Design	1	1	0	3	1	0	0	0	0	1	0	0	0
Waste Water	5	2	2	5	5	6	5	7	6	4	3	0	0
Other	12	14	28	12	6	9	19	21	42	15	7	0	0
<b>Total</b>	<b>116</b>	<b>115</b>	<b>64</b>	<b>88</b>	<b>59</b>	<b>81</b>	<b>123</b>	<b>85</b>	<b>77</b>	<b>64</b>	<b>96</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	24	30	21	32	33	19	0	409
Running total of unresolved serv. requests - tasking eTM	8	3	5	5	0	3	1	2	0	12	1	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)	Jul17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr18	May18	Jun 18	Total
Number of service requests to eTM	60	55	23	38	32	57	93	55	45	31	77	0	566
Running total of unresolved serv. request to eTM	5	11	7	24	0	0	0	0	0	2	32	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	Jul17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr18	May18	Jun 18	Total
Maintenance projects	22	22	23	20	22	21	15	12	20	21	24	0	222
Greening projects	21	19	22	23	24	20	16	14	19	19	22	0	219
Graffiti tags removed	0	2	0	2	2	4	2	2	1	0	3	0	18
Waste bags removed	3360	3360	3500	3500	3500	4500	4500	3500	4500	4500	4500	0	43220
Animal rescue	1	1	1	1	1	1	1	0	1	0	1	0	9

3,4 Standing Meetings Attended	Jul17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr18	May18	Jun 18	Total
Municipal FESMAC (Sec. services)	0	0	0	0	3	3	1	0	0	0	0	0	7
Monthly - UIP Secure. Forum (Sec. services)	1	1	1	1	1	0	0	1	1	1	1	0	9
Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	1	0	1	0	1	1	1	1	1	1	0	9
Monthly - SAPF / CPF Business Forum	1	1	1	1	1	1	1	1	0	1	0	0	9
Council UIP Forum	1	0	1	1	1	0	0	0	0	0	1	0	5
Umhlanga Development Forum	0	0	0	0	0	0	0	0	1	1	0	0	2
<b>Total</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>41</b>

<b>3,5</b>	<b>Financials &amp; UIP Levy contributions:</b>													<b>Total</b>
	Monthly financials completed	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		
<b>3,6</b>	<b>UIP cleaning contractor weekly performance assessment:</b>													<b>Total</b>
	Shifts short	0	0	1	0	1	0	0	0	0	0	0		2
	Late arrivals	0	2	1	0	2	0	1	0	0	0	0		6
	Dress code non compliant	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		
	Areas cleaned and maintained	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Promenade walkway	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Promenade servitudes	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		
	McCausland Crescent	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Ocean Way	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		
	Lighthouse Road	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Chartwell Drive	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
	Ridge Road	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
<b>3,7</b>	<b>UIP landscape contractor weekly performance assessment:</b>	<b>Jul17</b>	<b>Aug 17</b>	<b>Sep 17</b>	<b>Oct 17</b>	<b>Nov 17</b>	<b>Dec 17</b>	<b>Jan 18</b>	<b>Feb 18</b>	<b>Mar 18</b>	<b>Apr18</b>	<b>May18</b>	<b>Jun 18</b>	<b>Total</b>
	Shifts short	0	0	1	0	2	0	0	0	0	0	0		
	Late arrival days	0	2	1	0	1	0	2	0	0	0	0		
	Dress code compliant	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
		<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	<b>% of Target</b>	
	Village Green	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%		
	Grass and flower beds watered daily	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%		
	McCausland Cres: grass cut & edged weekly	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%		
	EL Maurice restaurant verge	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
	Chartwell Drive:	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%		
	Tree planter bases to be densely planted	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%		
	Centre island paving sprayed for weeds	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
	Ocean Way:	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%		
	Ridge Rd:	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%		
	Planter boxes at base of palm trees M & W	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
	Lighthouse Rd:	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%		
	M4 on ramp (east side) grass cut & edged	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%		
	Grass cut, edged, swept & maintained weekly	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%		
	Flower beds maintained	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%		

#### 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	2243	1221	2201	2665	2182	3968		25714
	Unique visits	1481	1147	1074	840	1306	1341	672	1225	1572	1333	1456		13447
	New Visitor - as total of sessions	913	715	647	494	815	845	452	841	1192	980	1188		9082
	Returning Visitor - as total of sessions	568	432	472	346	491	496	220	384	380	353	935		5077
	News items posted to home page	12	16	11	5	8	10	0	9	11	7	17		106

  

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	Rage	Latest News						
	Latest News-Mythos	Life Saving	Home page	Post Office	Main beach toilet	Latest News	Beach umbrellas							
	Home Page	Post office	Contact	Home Page	APP	App	Events							
	<b>Feb-18</b>	<b>Mar-18</b>	<b>Apr-18</b>	<b>May-18</b>	<b>Jun-18</b>									
	Home Page	Home Page	Latest News	Latest News										
	APP	APP	Rox Beach Clean	Litter Boom River Mouth										
	Latest News	Latest News	Oceans Dev	Talk About A Low Tide										

  

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	7	3	6	8	5	9		164
	Instagram Followers	320	378	422	449	493	565	610	660	710	769	870		6246
	No. of Facebook posts	35	41	28	15	29	10	3	12	20	13	24		230
	Facebook Likes	4124	4342	4400	4415	4484	4499	4500	4547	4629	4732	4885		49557
	Facebook post Reach - max people exposed to a post	7700	14500	12300	4514	6338	1472	1688	9548	13230	4400	22 800		98490
	Content of Facebook Post that reach max people	App Launch	high sea video	local restaurant	storm damage	marshall security	Oceans update	Tidal Tao	Beach closed	truck crash	update: Lagoon Drive	Seal ashore		
	Number of newsletters sent out	3	3	3	1	6	5	0	3	5	2	5		36
	Everlytic Newsletter Database	1044	1255	1262	1276	1310	1292	1339	1336	1324	1300	1323		14061