uMhlanga UIP Operational Stats 2018/2019

1,0 Security
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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

	July 18		Aug 18		Sep 18		Oct 18		Nov 18		Dec 18		Jan 19		Feb 19		Mar 19		Apr 19		May 19		Jun 19		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	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**2**
UIP call outs to SAPF / Metro Police	19	0	19	9	8	4	18	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**85**
SAPF/Metro/UIP security ops in precincts	4	0	4	0	1	2	2	1	0	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	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**1**
Assault (Grievous Bodily Harm)	1	0	0	1	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**5**
Assault common	0	0	0	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**3**
Common robbery	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**3**
Robbery with aggravating circumstances	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**1**
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	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**2**
Robbery at Non residential premises	0	0	0	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**4**
Malicious damage to property	2	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**6**
Burglary Residential	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**1**
Burglary Non Residential	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**1**
Theft of motor vehicle	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**2**
Theft out of motor vehicle	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**
Drug related crime	1	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**4**
All theft not mentioned elsewhere	1	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**4**
Vehicle accidents	1	0	2	0	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**7**
Other	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**
Deaths	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	**1**
Total	**31**	**5**	**27**	**18**	**17**	**9**	**27**	**13**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**147**

Security

1,2 By-law Enforcement - managed areas include: Umhlanga Promenade, Southern Promenade Properties, Northern Promenade Properties and Park to Park

Promenade and Beach:	**July 18**	**Aug 18**	**Sep 18**	**Oct 18**	**Nov 18**	**Dec 18**	**Jan 19**	**Feb 19**	**Mar 19**	**Apr 19**	**May 19**	**Jun 19**	**Total**
Camping on beach	0	0	1	0	0	0	0	0	0	0	0	0	**1**
Drinking in public - prevention measures	2	0	2	0	0	0	0	0	0	0	0	0	**6**
Drinking in public	2	3	4	6	0	0	0	0	0	0	0	0	**17**
Fights / brawls defused	0	0	0	0	0	0	0	0	0	0	0	0	**0**

Fishing in prohibitive areas	0	2	0	2	0	0	0	0	0	0	0	0	**4**
Illegal informal traders removed	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Open fires /gas braais	1	0	0	0	0	0	0	0	0	0	0	0	**2**
Public disturbance	0	0	0	1	0	0	0	0	0	0	0	0	**1**
Public indecency	0	0	0	3	0	0	0	0	0	0	0	0	**3**
Skateboards / bicycles	3	2	1	3	0	0	0	0	0	0	0	0	**12**
Suspicious people questioned	1	3	4	2	0	0	0	0	0	0	0	0	**11**
Swimming after hours	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Unauthorized vehicles	1	0	0	1	0	0	0	0	0	0	0	0	**3**
Unleashed dogs	2	0	5	1	0	0	0	0	0	0	0	0	**10**
Lagoon Dr, McCaus. Cres & Village:													
Drinking in public	1	2	4	3	0	0	0	0	0	0	0	0	**11**
Fights / brawls defused	0	0	1	3	0	0	0	0	0	0	0	0	**4**
Illegal car guards removed	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Illegal informal traders removed	3	0	4	4	0	0	0	0	0	0	0	0	**14**
Pamphlet distribution	4	2	5	4	0	0	0	0	0	0	0	0	**19**
Public disturbance	4	4	1	0	0	0	0	0	0	0	0	0	**13**
Public indecency	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Suspicious people questioned	5	7	3	2	0	0	0	0	0	0	0	0	**22**
Total	**29**	**25**	**35**	**35**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**124**

1,3	**UIP security contractor weekly SLA performance assessment:**	**July 18**	**Aug 18**	**Sep 18**	**Oct 18**	**Nov 18**	**Dec 18**	**Jan 19**	**Feb 19**	**Mar 19**	**Apr 19**	**May 19**	**Jun 19**	**Total**
	Number of calls received on the emergency tel number	771	764	881	885									**3301**
	Village Green control room in good order	Y	Y	Y	Y									
	Radio system in good working order	Y	Y	Y	Y									
	Response vehicle in good working order	Y	Y	Y	Y									
	Patrol golfcart in good working order	Y	Y	Y	Y									
	SO equipment non compliance	Y	Y	Y	Y									
	SO dress code non compliance	Y	Y	Y	Y									
	Monthly Shift Report - shifts short	Y	Y	Y	Y									
	Monthly Incident Report	Y	Y	Y	Y									
	Monthly Security and Bylaw Stats Report	Y	Y	Y	Y									

2,0 Optimising Municipal Service Delivery

2,1	**Municipal faults reported and followed up**	**July 18**	**Aug 18**	**Sep 18**	**Oct 18**	**Nov 18**	**Dec 18**	**Jan 19**	**Feb 19**	**Mar 19**	**Apr 19**	**May 19**	**Jun 19**	**Total**
	Business Support (Informal Traders)	0	0	2	1	0	0	0	0	0	0	0	0	**3**
	Coastal Engineering	2	1	2	0	0	0	0	0	0	0	0	0	**5**
	Contacts	0	0	0	0	0	0	0	0	0	0	0	0	**0**
	DSW	1	0	2	2	0	0	0	0	0	0	0	0	**5**
	Economic Development & Engineering	0	0	0	0	0	0	0	0	0	0	0	0	**0**
	Electrical (street & Promenade Lights)	77	45	34	46	0	0	0	0	0	0	0	0	**202**
	eThekwini Transport Authority (ETA)	0	1	0	0	0	0	0	0	0	0	0	0	**1**

Health	0	1	0	0	0	0	0	0	0	0	0	0	**1**
Metro police	3	0	5	2	0	0	0	0	0	0	0	0	**10**
Parks (beaches & safety)	11	38	14	10	0	0	0	0	0	0	0	0	**73**
Pollution & Environment	0	0	1	0	0	0	0	0	0	0	0	0	**1**
Provincial Dept, Transport	1	0	0	1	0	0	0	0	0	0	0	0	**2**
Roads (pot holes, kerbing, signage, marking)	0	6	0	1	0	0	0	0	0	0	0	0	**7**
Signage & Advertising	0	1	0	0	0	0	0	0	0	0	0	0	**1**
Traffic Lights	0	0	0	0	0	0	0	0	0	0	0	0	**0**
Urban Design	1	4	2	1	0	0	0	0	0	0	0	0	**8**
Waste Water	7	2	2	2	0	0	0	0	0	0	0	0	**13**
Other	9	45	19	56	0	0	0	0	0	0	0	0	**129**
Total	**112**	**144**	**83**	**122**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**461**

3,0 UIP Operational Stats

3,1	**Service requests from UIP members & stakeholders**	**July 18**	**Aug 18**	**Sep 18**	**Oct 18**	**Nov 18**	**Dec 18**	**Jan 19**	**Feb 19**	**Mar 19**	**Apr 19**	**May 19**	**Jun 19**	**Total**
	Number service requests received for the month (eTM +UIP tasking)	25	93	83	94	0	0	0	0	0	0	0	0	**295**
	Running total of unresolved serv. requests - tasking eTM	0	0	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	**0**

3,2	**UIP services (initiated by UIP management)**	**July 18**	**Aug 18**	**Sep 18**	**Oct 18**	**Nov 18**	**Dec 18**	**Jan 19**	**Feb 19**	**Mar 19**	**Apr 19**	**May 19**	**Jun 19**	**Total**
	Number of service requests to eTM	87	50	39	30	0	0	0	0	0	0	0	0	**206**
	Running total of unresolved serv. request to eTM	0	0	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	**0**

3,3	**UIP Special Projects Completed**	**July 18**	**Aug 18**	**Sep 18**	**Oct 18**	**Nov 18**	**Dec 18**	**Jan 19**	**Feb 19**	**Mar 19**	**Apr 19**	**May 19**	**Jun 19**	**Total**
	Maintenance projects	23	21	20	20	0	0	0	0	0	0	0	0	**84**
	Greening projects	21	23	20	23	0	0	0	0	0	0	0	0	**87**
	Graffiti tags removed	2	0	2	2	0	0	0	0	0	0	0	0	**6**
	Waste bags removed	2500	2500	2500	1500	0	0	0	0	0	0	0	0	**9000**
	Animal rescue	1	1	1	1	0	0	0	0	0	0	0	0	**4**

3,4	**Standing Meetings Attended**	**July 18**	**Aug 18**	**Sep 18**	**Oct 18**	**Nov 18**	**Dec 18**	**Jan 19**	**Feb 19**	**Mar 19**	**Apr 19**	**May 19**	**Jun 19**	**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	1	0	0	0	0	0	0	0	0	**4**
	Monthly - SAPF / CPF Sec. 3A (Sec. services)	1	1	1	1	0	0	0	0	0	0	0	0	**4**
	Monthly - SAPF / CPF Business Forum	0	0	0	0	0	0	0	0	0	0	0	0	**0**
	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	**3**	**2**	**2**	**2**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**9**

3,5	**Financials & UIP Levy contributions:**	**July 18**	**Aug 18**	**Sep 18**	**Oct 18**	**Nov 18**	**Dec 18**	**Jan 19**	**Feb 19**	**Mar 19**	**Apr 19**	**May 19**	**Jun 19**	**Total**
	Monthly financials completed	Y	Y	Y	Y									

6 monthly reconciling of UIP levy receipts	Y	Y	Y	Y									

3,6	**UIP cleaning contractor weekly performance assessment:**	**July 18**	**Aug 18**	**Sep 18**	**Oct 18**	**Nov 18**	**Dec 18**	**Jan 19**	**Feb 19**	**Mar 19**	**Apr 19**	**May 19**	**Jun 19**	**Total**
	Shifts short	0	0	1	0	0	0	0	0	0	0	0	0	**1**
	Late arrivals	0	0	2	0	0	0	0	0	0	0	0	0	**2**
	Dress code non compliant	Y	Y	Y	Y									
	Equipment non compliant	Y	Y	Y	Y									
	Areas cleaned and maintained	Y	Y	Y	Y									
	Promenade walkway	Y	Y	Y	Y									
	Promenade servitudes	Y	Y	Y	Y									
	Lagoon Drive (Ocean Way to Fleetwood)	Y	Y	Y	Y									
	McCausland Crescent	Y	Y	Y	Y									
	Ocean Way	Y	Y	Y	Y									
	M4 on and off ramp	Y	Y	Y	Y									
	Lighthouse Road	Y	Y	Y	Y									
	Chartwell Drive	Y	Y	Y	Y									
	Ridge Road	Y	Y	Y	Y									

3,7	**UIP landscape contractor weekly performance assessment:**	**July 18**	**Aug 18**	**Sep 18**	**Oct 18**	**Nov 18**	**Dec 18**	**Jan 19**	**Feb 19**	**Mar 19**	**Apr 19**	**May 19**	**Jun 19**	**Total**
	Shifts short	0	0	1	0	0	0	0	0	0	0	0	0	**1**
	Late arrival days	0	0	3	0	0	0	0	0	0	0	0	0	**3**
	Dress code compliant	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**	
	Village Green	100%	100%	100%	100%	100%								
	Grass cut weekly & maintained	100%	100%	100%	100%	100%								
	Grass and flower beds watered daily	100%	100%	100%	100%	100%								
	Flower beds maintained	100%	100%	100%	100%	100%								
	McCausland Cres: grass cut & edged weekly	100%	100%	100%	100%	100%								
	Lord Prawn / Gusto's Coffee Shop verge	100%	100%	100%	100%	100%								
	EL Maurice restaurant verge	100%	100%	100%	100%	100%								
	Chartwell Drive:	100%	100%	100%	100%	100%								
	All flower beds M & W	100%	100%	100%	100%	100%								
	Tree planter bases to be densely planted	100%	100%	100%	100%	100%								
	Centre island base of palm trees weeded	100%	100%	100%	100%	100%								
	Centre island paving sprayed for weeds	100%	100%	100%	100%	100%								
	Ocean Way:	100%	100%	100%	100%	100%								
	All flower beds M & W	100%	100%	100%	100%	100%								
	Ridge Rd:	100%	100%	100%	100%	100%								
	All flower beds maintained and watered	100%	100%	100%	100%	100%								
	Planter boxes at base of palm trees M & W	100%	100%	100%	100%	100%								
	Lighthouse Rd:	100%	100%	100%	100%	100%								

M4 off ramp (east side) grass cut & edged	100%	100%	100%	100%	100%								
M4 on ramp (east side) grass cut & edged	100%	100%	100%	100%	100%								
Lagoon Drive centre islands	100%	100%	100%	100%	100%								
Grass cut, edged, swept & maintained weekly	100%	100%	100%	100%	100%								
Grass & flower beds watered where possible	100%	100%	100%	100%	100%								
Flower beds maintained	100%	100%	100%	100%	100%								
Post office to Flamingo Lane: embankment grass cut	100%	100%	100%	100%	100%								

4,0 Communication

4,1 **Website Stats**	**July 18**	**Aug 18**	**Sep 18**	**Oct 18**	**Nov 18**	**Dec 18**	**Jan 19**	**Feb 19**	**Mar 19**	**Apr 19**	**May 19**	**Jun 19**	**Total**
Page Loads - total number of pages viewed	3055	3340	2543	4514	0	0	0	0	0	0	0	0	**13452**
Unique visits	2592	2733	2184	2382	0	0	0	0	0	0	0	0	**9891**
New Visitor - as total of sessions	839	1057	821	1,266	0	0	0	0	0	0	0	0	**2718**
Returning Visitor - as total of sessions	888	802	699	1,116	0	0	0	0	0	0	0	0	**2390**
News items posted to home page	15	12	9	20	0	0	0	0	0	0	0	0	**56**

	July 19	**Aug 19**	**Sep 19**	**Oct 19**	**Nov 19**	**Dec 19**
Top 3 Landing Pages for website	Latest News	Latest News	Latest News	Latest News		
	Home Page	Home Page	Home Page	Home Page		
	Home Page	Oceans	Oceans	Oceans		
	Jan 19	**Feb 19**	**Mar 19**	**Apr 19**	**May 19**	**Jun 19**

4,2 **Social Media / Newsletter**	**July 18**	**Aug 18**	**Sep 18**	**Oct 18**	**Nov 18**	**Dec 18**	**Jan 19**	**Feb 19**	**Mar 19**	**Apr 19**	**May 19**	**Jun 19**	**Total**
No. of Instagram Posts	8	9	10	21									**48**
Instagram Followers	1015	1026	13	1302									**3356**
No. of Facebook posts	15	16	18	30									**79**
Facebook Likes	5 235	5 260	5 429	5 732									**21 656**
Facebook post Reach - max people exposed to a post	6100	2300	71 000	37 500									**116900**
Content of Facebook Post that reach max people	Shark Net Removal	Oceans Contruction Update	Dolphin Rescue	National Anthem In Village									**N/A**
Number of newsletters sent out	5	2	1	3									**11**
Everlytic Newsletter Database	1300	1345	1330	1341									**5316**
Total App Downloads	1232	1249	1266	1304									**5051**
No. of Push notificactions sent	18	11	16	23									**68**
Total Media AVE - Print	R2 351 107,69	R1 481 345,48	R1 430 634,60	R659 416,31									**R5 922 504,08**
Total Media AVE - Broadcast	R40 334,00	R2 816,00	R22 636,00	R9 526,67									**R75 312,67**
Total Media AVE - Online	R752 618,66	R842 421,28	R813 277,84	R1 254 599,68									**R3 662 917,46**
Number of clips for month	47	67	74	74									**262**