Umhlanga UIP Operational Stats 2018/2019

1,0 Security General
2,0 UIP Operational Stats
3,0 Communications

1,0 Security General

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Security realted stats	July 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Total
UIP arrests & hand over to SAPF / Metro Police	2												2
UIP call outs to SAPF / Metro Police	11												11
Calls to the Hotline number	1202												1202

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UIP security contractor weekly performance assessment:	July 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20
Hotline number in good working order	Y											
Village Green control room in good order	Y											
Radio system in good working order	Y											
Response vehicle in good working order	Y											
Patrol golfcart in good working order	Y											
SO equipment non compliance	Y											
SO dress code non compliance	Y											
Monthly Shift Report - shifts short	Y											
Monthly Incident Report	Y											
Monthly Security and Bylaw Stats Report	Y											

2,0 UIP Operational Stats

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Service requests - UIP members/stakeholders	July 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Total
Number service requests received for the month (eTM +UIP tasking)	30												30
Running total of unresolved serv. requests - tasking eTM	0												0
Running total of unresolved serv. requests - tasking UIP	0												0

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UIP services (initiated by UIP management)	July 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Total
Number of service requests to eTM (eTM +UIP tasking)	30												30
Running total of unresolved serv. request to eTM	1												1
Running total of unresolved serv. request to UIP contractors	0												0

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Cleaning General	July 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Total
Municipal waste bags filled	2 500												2 500

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Financials & UIP Levy contributions:	July 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20
Monthly financials completed	Y											
6 monthly reconciling of UIP levy receipts	Y											

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UIP cleaning contractor weekly performance assessment:	July 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Total
Shifts short	0												0
Late arrivals	0												0
Dress code non compliant	Y												
Equipment non compliant	Y												

Areas cleaned and maintained	Y											
Promenade walkway	Y											
Promenade servitudes	Y											
Lagoon Drive (Ocean Way to Fleetwood)	Y											
McCausland Crescent	Y											
Ocean Way	Y											
M4 on and off ramp	Y											
Lighthouse Road	Y											
Chartwell Drive	Y											
Ridge Road	Y											

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UIP landscape contractor weekly performance assessment:	**July 19**	**Aug 19**	**Sep 19**	**Oct 19**	**Nov 19**	**Dec 19**	**Jan 20**	**Feb 20**	**Mar 20**	**Apr 20**	**May 20**	**Jun 20**	**Total**
Shifts short	0												0
Late arrivals	0												0
Dress code non compliant	Y												
Equipment non compliant	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												
Grass cut weekly & maintained	100												
Grass and flower beds watered daily	100												
Flower beds maintained	100												
McCausland Cres: grass cut & edged weekly	100												
Lord Prawn / Gusto's Coffee Shop verge	100												
EL Maurice restaurant verge	100												
Chartwell Drive:	100												
All flower beds M & W	100												
Tree planter bases to be densely planted	100												
Centre island base of palm trees weeded	100												
Centre island paving sprayed for weeds	100												
Ocean Way:	100												
All flower beds M & W	100												
Ridge Rd:	100												
All flower beds maintained and watered	100												
Planter boxes at base of palm trees M & W	100												
Lighthouse Rd:	100												
M4 off ramp (east side) grass cut & edged	100												
M4 on ramp (east side) grass cut & edged	100												
Lagoon Drive centre islands	100												
Grass cut, edged, swept & maintained weekly	100												
Grass & flower beds watered where possible	100												
Flower beds maintained	100												
Post office to Flamingo Lane: embankment grass cut	100												

3,0 Communications

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Website Stats	**July 19**	**Aug 19**	**Sep 19**	**Oct 19**	**Nov 19**	**Dec 19**	**Jan 20**	**Feb 20**	**Mar 20**	**Apr 20**	**May 20**	**Jun 20**	**Total**
News items posted to home page	4												4
Page Loads - total number of pages viewed	1813												1813
Returning Visitor - as total of sessions	386												386

New Visitor - as total of sessions	664												664

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Top 3 Landing Pages for Website	July 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19
	Home Page					
	Latest News					
	ew Restaurant - Cabana Beac					
	Jan 20	**Feb-19**	**Mar 20**	**Apr 20**	**May 20**	**Jun 20**

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Social Media / Newsletter	July 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Total
Number of newsletters sent out	**2**												2
Everlytic Newsletter Database	**1 513**												1513
No. of Facebook Posts	**9**												9
Facebook Page Likes	**7 247**												7 247
Facebook post Reach - max people exposed to a post	**3 900**												3 900
Facebook post details	**Durban - Leading City**												
Instagram Posts	**9**												9
Instagram Followers	**2 059**												2059
Total App Downloads	**1 835**												1835
No. of Push notificactions sent	**4**												4