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	1	3	0									6
UIP call outs to SAPF / Metro Police	11	9	13	9									42
Calls to the Hotline number	1202	1292	1240	1251									4985

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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	Y	Y	Y								
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 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	1	27	13									71
Running total of unresolved serv. requests - tasking eTM	0	0	0	0									0
Running total of unresolved serv. requests - tasking UIP	0	0	0	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	63	38	26									157
Running total of unresolved serv. request to eTM	1	1	0	0									2
Running total of unresolved serv. request to UIP contractors	0	0	0	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	1 500	2 500									9 000

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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	Y	Y	Y								
6 monthly reconciling of UIP levy receipts	Y	Y	Y	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	0	0									0
Late arrivals	0	2	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								

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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	0	0									0
Late arrivals	0	1	0	0									1
Dress code non compliant	Y	Y	Y	Y									
Equipment non 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									
Grass cut weekly & maintained	100	100	100	100									
Grass and flower beds watered daily	100	100	100	100									
Flower beds maintained	100	100	100	100									
McCausland Cres: grass cut & edged weekly	100	100	100	100									
Lord Prawn / Gusto's Coffee Shop verge	100	100	100	100									
EL Maurice restaurant verge	100	100	100	100									
Chartwell Drive:	100	100	100	100									
All flower beds M & W	100	100	100	100									
Tree planter bases to be densely planted	100	100	100	100									
Centre island base of palm trees weeded	100	100	100	100									
Centre island paving sprayed for weeds	100	100	100	100									
Ocean Way:	100	100	100	100									
All flower beds M & W	100	100	100	100									
Ridge Rd:	100	100	100	100									
All flower beds maintained and watered	100	100	100	100									
Planter boxes at base of palm trees M & W	100	100	100	100									
Lighthouse Rd:	100	100	100	100									
M4 off ramp (east side) grass cut & edged	100	100	100	100									
M4 on ramp (east side) grass cut & edged	100	100	100	100									
Lagoon Drive centre islands	100	100	100	100									
Grass cut, edged, swept & maintained weekly	100	100	100	100									
Grass & flower beds watered where possible	100	100	100	100									
Flower beds maintained	100	100	100	100									
Post office to Flamingo Lane: embankment grass cut	100	100	100	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	**July 19**	**Aug 19**	**Sep 19**	**Oct 19**	**Nov 19**	**Dec 19**	**Jan 20**	**Feb 20**					0
Page Loads - total number of pages viewed	4	7	11	6									28
Returning Visitor - as total of sessions	1 813	2 744	2 905	2 527									9989
New Visitor - as total of sessions	386	549	595	522									2052

	664	1 085	1 011	898								

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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		Latest News		Latest News					
	Latest News		Major Sewage Leak		Home Page		Update: whale carcass					
	ew Restaurant - Cabana Bea		Home Page		Update On Sewer Spill In		Load Shedding Warning		**May 20**		**Jun 20**	
	Jan 20		**Feb-19**		**Mar 20**		**Apr 20**					

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Social Media / Newsletter									**Mar 20**	**Apr 20**	**May 20**	**Jun 20**	**Total**
Number of newsletters sent out	**July 19**	**Aug 19**	**Sep 19**	**Oct 19**	**Nov 19**	**Dec 19**	**Jan 20**	**Feb 20**					0
Everlytic Newsletter Database	**2**	**1**	**2**	**1**									6
No. of Facebook Posts	**1 513**	**1500**	**1 500**	**1487**									6000
Facebook Page Likes	**9**	**15**	**12**	**11**									47
Facebook post Reach - max people exposed to a post	**7 247**	**7 306**	**7 352**	**7 579**									29 484
Facebook post details	**3 900**	**7 211**	**7 884**	**25 460**									
Instagram Posts	**Durban -**	**Vehicle**	**uMhlanga**	**Swimming**									0
Instagram Followers	**9**	**7**	**6**	**6**									28
Total App Downloads	**2 059**	**2 109**	**2 155**	**2 266**									8589
No. of Push notificactions sent	**1 835**	**1878**	**1897**	**1924**									7534
	4	**5**	**6**	**8**									