

Umhlanga UIP Operational Stats 2018/2019

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1,0 Security General

1,1 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	2	0							8
UIP call outs to SAPF / Metro Police	11	9	13	9	12	22							76
Calls to the Hotline number	1202	1292	1240	1251	1493	1854							8332

1,2 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	Y	Y						
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 UIP Operational Stats

2,1 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	15	14							100
Running total of unresolved serv. requests - tasking eTM	0	0	0	0	0	0							0
Running total of unresolved serv. requests - tasking UIP	0	0	0	0	0	0							0

2,2 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	48	37							242
Running total of unresolved serv. request to eTM	1	1	0	0	0	0							2
Running total of unresolved serv. request to UIP contractors	0	0	0	0	0	0							0

2,3 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	2 500	2 500							14 000

2,4 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	Y	Y						
6 monthly reconciling of UIP levy receipts	Y	Y	Y	Y	Y	Y						

2,5 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	0							0
Late arrivals	0	2	0	0	0	0							2
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							

2,6

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	0							0
Late arrivals	0	1	0	0	0	0							1
Dress code non compliant	Y	Y	Y	Y	Y	Y							
Equipment non compliant	Y	Y	Y	Y	Y	Y							
	% of	% of target	% of	% of	% of	% of	% of	% of target	% of	% of target	% of	% 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							

3,0

Communications

3,1

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	7	11	6	8	9							45
Page Loads - total number of pages viewed	1 813	2 744	2 905	2 527	12 349	3 197							25535
Returning Visitor - as total of sessions	386	549	595	522	1 024	602							3678
New Visitor - as total of sessions	664	1 085	1 011	898	8 609	1 218							13485

3.2

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	Heavy Rains Road Closures	M4 Repairs
	Latest News	Major Sewage Leak	Home Page	Update: whale carcass	Repairs to M4	Load Shedding Announced
	New Restaurant - Cabana Beach	Home Page	Update On Sewer Spill	Load Shedding Warning	Update Heavy Rainfall	Your uMhlanga Rocks
	Jan 20	Feb-19	Mar 20	Apr 20	May 20	Jun 20

3.3

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	1	2	1	0	4							10
Everlytic Newsletter Database	1 513	1 500	1 500	1 487	1 487	1 498							8985
No. of Facebook Posts	9	15	12	11	9	14							70
Facebook Page Likes	7 247	7 306	7 352	7 579	7 748	7 769							45 001
Facebook post Reach - max people exposed to a post	3 900	7 211	7 884	25 460	41 929	8 806							95 190
Facebook post details	Durban - Leading City	Vehicle Explosion Cleared	uMhlanga Beaches Closed	Swimming banned: whale carcass	M4 Update	Reddam House CleanUp							
Instagram Posts	9	7	6	6	6	8							42
Instagram Followers	2 059	2 109	2 155	2 266	2 331	2 400							13320
Total App Downloads	1 835	1878	1897	1924	1955	2010							11499
No. of Push notifications sent	4	5	6	8	4	7							34