

Umhlanga UIP Operational Stats 2018/2019

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

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 | 0 | | | | | | 8 |
| UIP call outs to SAPF / Metro Police | 11 | 9 | 13 | 9 | 12 | 22 | 15 | | | | | | 91 |
| Calls to the Hotline number | 1202 | 1292 | 1240 | 1251 | 1493 | 1854 | 1442 | | | | | | 9774 |

| 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 | Y | | | | | |
| Village Green control room in good order | Y | Y | Y | Y | Y | Y | Y | | | | | |
| Radio system in good working order | Y | Y | Y | Y | Y | Y | Y | | | | | |
| Response vehicle in good working order | Y | Y | Y | Y | Y | Y | Y | | | | | |
| Patrol golfcart in good working order | Y | Y | Y | Y | Y | Y | Y | | | | | |
| SO equipment non compliance | Y | Y | Y | Y | Y | Y | Y | | | | | |
| SO dress code non compliance | Y | Y | Y | Y | Y | Y | Y | | | | | |
| Monthly Shift Report - shifts short | Y | Y | Y | Y | Y | Y | Y | | | | | |
| Monthly Incident Report | Y | Y | Y | Y | Y | Y | Y | | | | | |
| Monthly Security and Bylaw Stats Report | Y | 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 | 10 | | | | | | 110 |
| Running total of unresolved serv. requests - tasking eTM | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | 0 |
| Running total of unresolved serv. requests - tasking UIP | 0 | 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 | 31 | | | | | | 273 |
| Running total of unresolved serv. request to eTM | 1 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | 2 |
| Running total of unresolved serv. request to UIP contractors | 0 | 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 | 2 500 | | | | | | 16 500 |

| 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 | Y | | | | | |
| 6 monthly reconciling of UIP levy receipts | Y | 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 | | | | | | 0 |
| Late arrivals | 0 | 2 | 0 | 0 | 0 | 0 | 1 | | | | | | 3 |
| Dress code non compliant | Y | Y | Y | Y | Y | Y | Y | | | | | | |
| Equipment non compliant | Y | Y | Y | Y | Y | Y | Y | | | | | | |
| Areas cleaned and maintained | Y | Y | Y | Y | Y | Y | Y | | | | | | |

| | | | | | | | | | | | | | |
|---------------------------------------|---|---|---|---|---|---|---|--|--|--|--|--|--|
| Promenade walkway | Y | Y | Y | Y | Y | Y | Y | | | | | | |
| Promenade servitudes | Y | Y | Y | Y | Y | Y | Y | | | | | | |
| Lagoon Drive (Ocean Way to Fleetwood) | Y | Y | Y | Y | Y | Y | Y | | | | | | |
| McCausland Crescent | Y | Y | Y | Y | Y | Y | Y | | | | | | |
| Ocean Way | Y | Y | Y | Y | Y | Y | Y | | | | | | |
| M4 on and off ramp | Y | Y | Y | Y | Y | Y | Y | | | | | | |
| Lighthouse Road | Y | Y | Y | Y | Y | Y | Y | | | | | | |
| Chartwell Drive | Y | Y | Y | Y | Y | Y | Y | | | | | | |
| Ridge Road | Y | 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 | | | | | | 0 |
| Late arrivals | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | 1 |
| Dress code non compliant | Y | Y | Y | Y | Y | Y | Y | | | | | | |
| Equipment non compliant | Y | Y | Y | 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 | 100 | 100 | | | | | | |
| Grass cut weekly & maintained | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Grass and flower beds watered daily | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Flower beds maintained | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| McCausland Cres: grass cut & edged weekly | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Lord Prawn / Gusto's Coffee Shop verge | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| EL Maurice restaurant verge | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Chartwell Drive: | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| All flower beds M & W | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Tree planter bases to be densely planted | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Centre island base of palm trees weeded | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Centre island paving sprayed for weeds | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Ocean Way: | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| All flower beds M & W | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Ridge Rd: | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| All flower beds maintained and watered | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Planter boxes at base of palm trees M & W | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Lighthouse Rd: | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| M4 off ramp (east side) grass cut & edged | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| M4 on ramp (east side) grass cut & edged | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Lagoon Drive centre islands | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Grass cut, edged, swept & maintained weekly | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Grass & flower beds watered where possible | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Flower beds maintained | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | | | |
| Post office to Flamingo Lane: embankment grass cut | 100 | 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 | 8 | | | | | | 53 |
| Page Loads - total number of pages viewed | 1 813 | 2 744 | 2 905 | 2 527 | 12 349 | 3 197 | 2 026 | | | | | | 27561 |
| Returning Visitor - as total of sessions | 386 | 549 | 595 | 522 | 1 024 | 602 | 375 | | | | | | 4053 |
| New Visitor - as total of sessions | 664 | 1 085 | 1 011 | 898 | 8 609 | 1 218 | 818 | | | | | | 14303 |

3.2

| | July 19 | Aug 19 | Sep 19 | Oct 19 | Nov 19 | Dec 19 |
|---------------------------------|-------------------------------|-------------------|--------------------------|-----------------------|---------------------------|-------------------------|
| Top 3 Landing Pages for Website | 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 In | Load Shedding Warning | Update Heavy Rainfall | Your uMhlanga Rocks |
| | Jan 20 | Feb-19 | Mar 20 | Apr 20 | May 20 | Jun 20 |
| | M4 Update | | | | | |
| | Home Page | | | | | |
| | Your uMhlanga Rocks | | | | | |

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 | 4 | | | | | | 14 |
| Everlytic Newsletter Database | 1 513 | 1 500 | 1 500 | 1 487 | 1 487 | 1 498 | 1 448 | | | | | | 10433 |
| No. of Facebook Posts | 9 | 15 | 12 | 11 | 9 | 14 | 8 | | | | | | 78 |
| Facebook Page Likes | 7 247 | 7 306 | 7 352 | 7 579 | 7 748 | 7 769 | 7 800 | | | | | | 52 801 |
| Facebook post Reach - max people exposed to a post | 3 900 | 7 211 | 7 884 | 25 460 | 41 929 | 8 806 | 14 242 | | | | | | 109 432 |
| Facebook post details | Durban - Leading City | Vehicle Explosion Cleared | uMhlanga Beaches Closed | Swimming banned: whale carcass | M4 Update | Reddam House CleanUp | M4 Update | | | | | | |
| Instagram Posts | 9 | 7 | 6 | 6 | 6 | 8 | 5 | | | | | | 47 |
| Instagram Followers | 2 059 | 2 109 | 2 155 | 2 266 | 2 331 | 2 400 | 2 465 | | | | | | 15785 |
| Total App Downloads | 1 835 | 1878 | 1897 | 1924 | 1955 | 2010 | 2036 | | | | | | 13535 |
| No. of Push notifications sent | 4 | 5 | 6 | 8 | 4 | 7 | 2 | | | | | | 36 |