

Umhlanga UIP Operational Stats 2018/2019

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1,0 Security General

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	2	1	0	1		12
UIP call outs to SAPF / Metro Police	11	9	13	9	12	22	15	20	10	1	2		124
Calls to the Hotline number	1202	1292	1240	1251	1493	1854	1442	1328	1296	1129	1004		14531

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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	Y	Y	Y	Y	Y	Y	Y	Y
Village Green control room in good order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Radio system in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Response vehicle in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Patrol golfcart in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
SO equipment non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
SO dress code non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Monthly Shift Report - shifts short	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Monthly Incident Report	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Monthly Security and Bylaw Stats Report	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

2,0 UIP Operational Stats

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)	30	1	27	13	15	14	10	11	15	11	53		200
Running total of unresolved serv. requests - tasking eTM	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	2		2

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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	48	37	31	21	35	14	6		349
Running total of unresolved serv. request to eTM	1	1	0	0	0	0	0	0	0	0	2		4
Running total of unresolved serv. request to UIP contractors	0	0	0	0	0	0	0	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	2 500	2 500	2 500	1 500	1 500	1 500	2 000		23 000

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

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

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On-landscape contractor weekly performance	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	0	0	0	0	0
Late arrivals	0	1	0	0	0	0	0	0	0	0	0	0	1
Dress code non compliant	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Equipment non compliant	Y	Y	Y	Y	Y	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	% of target
Village Green	100	100	100	100	100	100	100	100	70	0	50		
Grass cut weekly & maintained	100	100	100	100	100	100	100	100	70	0	50		
Grass and flower beds watered daily	100	100	100	100	100	100	100	100	70	0	20		
Flower beds maintained	100	100	100	100	100	100	100	100	70	0	20		
McCausland Cres: grass cut & edged weekly	100	100	100	100	100	100	100	100	70	0	20		
Lord Prawn / Gusto's Coffee Shop verge	100	100	100	100	100	100	100	100	70	0	10		
EL Maurice restaurant verge	100	100	100	100	100	100	100	100	70	0	50		
Chartwell Drive:	100	100	100	100	100	100	100	100	70	0	50		
All flower beds M & W	100	100	100	100	100	100	100	100	70	0	20		
Tree planter bases to be densely planted	100	100	100	100	100	100	100	100	70	0	20		
Centre island base of palm trees weeded	100	100	100	100	100	100	100	100	70	0	20		
Centre island paving sprayed for weeds	100	100	100	100	100	100	100	100	70	0	20		
Ocean Way:	100	100	100	100	100	100	100	100	70	0	20		
All flower beds M & W	100	100	100	100	100	100	100	100	70	0	50		
Ridge Rd:	100	100	100	100	100	100	100	100	70	0	50		
All flower beds maintained and watered	100	100	100	100	100	100	100	100	70	0	20		
Planter boxes at base of palm trees M & W	100	100	100	100	100	100	100	100	70	0	50		
Lighthouse Rd:	100	100	100	100	100	100	100	100	70	0	50		
M4 off ramp (east side) grass cut & edged	100	100	100	100	100	100	100	100	70	0	50		
M4 on ramp (east side) grass cut & edged	100	100	100	100	100	100	100	100	70	0	50		
Lagoon Drive centre islands	100	100	100	100	100	100	100	100	70	0	50		
Grass cut, edged, swept & maintained weekly	100	100	100	100	100	100	100	100	70	0	50		
Grass & flower beds watered where possible	100	100	100	100	100	100	100	100	70	0	50		
Flower beds maintained	100	100	100	100	100	100	100	100	70	0	50		
Post office to Flamingo Lane: embankment grass cut	100	100	100	100	100	100	100	100	70	0	50		

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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	7	11	6	8	9	8	6	10	24	8	7	108
Page Loads - total number of pages viewed	1 813	2 744	2 905	2 527	12 349	3 197	2 026	2 029	3853	2 384	3 896	1 481	41204
Returning Visitor - as total of sessions	386	549	595	522	1 024	602	375	341	637	527	826	180	6564
New Visitor - as total of sessions	664	1 085	1 011	898	8 609	1 218	818	842	1700	894	1 456	644	19839

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	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 Blackburn Village	Load Shedding Warning	Update Heavy Rainfall	Your uMhlanga Rocks
	Jan 20	Feb-19	Mar 20	Apr 20	May 20	Jun 20
	M4 Update	Your uMhlanga Rocks	Latest News	Home Page	uMhlanga Promenade Update 2	Home Page
	Home Page	M4 update	Educate Yourself About COVID-19	Lastest News	uMhlanga Promenade Update	About
	Your uMhlanga Rocks	Update on M4 scour repair	eTM Updated Measures COVID-19 and Updated	Just Washed Up	Home Page	Latest News

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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	1	2	1	0	4	4	1	3	7	9	4	38
Everlytic Newsletter Database	1 513	1 500	1 500	1 487	1 487	1 498	1 448	1 463	1 474	1 453	1 439	1 452	17714
No. of Facebook Posts	9	15	12	11	9	14	8	6	12	21	22	12	151
Facebook post Reach - max people exposed to a post	3 900	7 211	7 884	25 460	41 929	8 806	14 242	2 418	16 507	10 925	6 427	7 132	152 841
Facebook comments												98	
Facebook shares												85	
Facebook post details	Durban - Leading City	Vehicle Explosion Cleared	uMhlanga Beaches Closed	Swimming banned: whale carcass	M4 Update	Reddam House CleanUp	M4 Update	M4 Update	Fish Bait Boat	Promenade closed	Ships Anchored	Sardines Spotted	
Instagram Posts	9	7	6	6	6	8	5	6	9	20	15	10	107
Instagram Followers	2 059	2 109	2 155	2 266	2 331	2 400	2 465	2 529	2 606	2 723	2 810	2 889	29342
Total App Downloads	1 835	1 878	1 897	1 924	1 955	2 010	2 036	2 042	2 071	2 086	2 095	2 114	23943
No. of Push notificactions sent	4	5	6	8	4	7	2	1	7	2	5	0	51

*new metric added June 2020 (comments and shares)