Umhlanga UIP Operational Stats 2020/2021

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

1,0 Security General

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Security realted stats	July 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Total
UIP arrests & hand over to SAPF / Metro Police	1	1											2
UIP call outs to SAPF / Metro Police	8	9											17
Calls to the Hotline number	1357	1129											2486

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UIP security contractor weekly performance assessment:	July 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21
Hotline number in good working order	Y	Y										
Village Green control room in good order	Y	Y										
Radio system in good working order	Y	Y										
Response vehicle in good working order	Y	Y										
Patrol golfcart in good working order	Y	Y										
SO equipment non compliance	Y	Y										
SO dress code non compliance	Y	Y										
Monthly Shift Report - shifts short	Y	Y										
Monthly Incident Report	Y	Y										
Monthly Security and Bylaw Stats Report	Y	Y										

2,0 UIP Operational Stats

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Service requests - UIP members/stakeholders	July 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Total
Number service requests received for the month (eTM +UIP tasking)	64	113											177
Running total of unresolved serv. requests - tasking eTM	0	0											0
Running total of unresolved serv. requests - tasking UIP	0	0											0

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UIP services (initiated by UIP management)	July 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Total
Number of service requests to eTM (eTM +UIP tasking)	10	10											20
Running total of unresolved serv. request to eTM	1	0											1
Running total of unresolved serv. request to UIP contractors	0	0											0

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Cleaning General	July 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Total
Municipal waste bags filled	1 500	1 500											3 000

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Financials & UIP Levy contributions:	July 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21
Monthly financials completed	Y	Y										
6 monthly reconciling of UIP levy receipts	Y	Y										

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UIP cleaning contractor weekly performance assessment:	July 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Total
Shifts short	0	0											0
Late arrivals	0	0											0
Dress code non compliant	Y	Y											
Equipment non compliant	Y	Y											
Areas cleaned and maintained	Y	Y											

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

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UIP landscape contractor weekly performance assessment:	**July 20**	**Aug 20**	**Sep 20**	**Oct 20**	**Nov 20**	**Dec 20**	**Jan 21**	**Feb 21**	**Mar 21**	**Apr 21**	**May 21**	**Jun 21**	**Total**
Shifts short	0	0											0
Late arrivals	0	0											0
Dress code non compliant	Y	Y											
Equipment non compliant	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											
Grass cut weekly & maintained	100	100											
Grass and flower beds watered daily	100	100											
Flower beds maintained	100	100											
McCausland Cres: grass cut & edged weekly	100	100											
Lord Prawn / Gusto's Coffee Shop verge	100	100											
EL Maurice restaurant verge	100	100											
Chartwell Drive:	100	100											
All flower beds M & W	100	100											
Tree planter bases to be densely planted	100	100											
Centre island base of palm trees weeded	100	100											
Centre island paving sprayed for weeds	100	100											
Ocean Way:	100	100											
All flower beds M & W	100	100											
Ridge Rd:	100	100											
All flower beds maintained and watered	100	100											
Planter boxes at base of palm trees M & W	100	100											
Lighthouse Rd:	100	100											
M4 off ramp (east side) grass cut & edged	100	100											
M4 on ramp (east side) grass cut & edged	100	100											
Lagoon Drive centre islands	100	100											
Grass cut, edged, swept & maintained weekly	100	100											
Grass & flower beds watered where possible	100	100											
Flower beds maintained	100	100											
Post office to Flamingo Lane: embankment grass cut	100	100											

3,0 Communications

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Website Stats	**July 20**	**Aug 20**	**Sep 20**	**Oct 20**	**Nov 20**	**Dec 20**	**Jan 21**	**Feb 21**	**Mar 21**	**Apr 21**	**May 21**	**Jun 21**	**Total**
News items posted to home page	18	11											29
Page Loads - total number of pages viewed	3 622	2 261											5883
Returning Visitor - as total of sessions	712	425											1137
New Visitor - as total of sessions	1 359	1 040											2399

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Top 3 Landing Pages for Website	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
	Home Page	Home Page				
	Your uMhlanga Rocks	City opens parks and beaches under level 2				
	BizHub	BizHub				
	Jan 21	**Feb-21**	**Mar 21**	**Apr 21**	**May 21**	**Jun 21**

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Social Media / Newsletter	July 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Total
Number of newsletters sent out	**8**	**3**											11
Everlytic Newsletter Database	**1 397**	**1 427**											2824
No. of Facebook Posts	**16**	**15**											31
Number of Facebook Followers	**8 508**	**8 576**											17084
Facebook Page Likes	**8 183**	**8 231**											16414
Facebook post Reach - max people exposed to a post	**7 100**	**9 400**											16500
Facebook post details	**Meet Henry**	**stunning photo: credit Derek Wilson**											0
Number of Facebook shares	**75**	**123**											198
Number of Facebook comments	**121**	**104**											225
Instagram Posts	**0**	**6**											6
Instagram Followers	**2 913**	**2 971**											5884
Total App Downloads	**2 139**	**2 164**											4303
No. of Push notificactions sent	**1**	**3**											4