Umhlanga UIP Operational Stats 2020/2021

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

1,0 Security General

1,1

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	0										2
UIP call outs to SAPF / Metro Police	8	9	18										35
Calls to the Hotline number	1357	1129	1258										3744

1,2

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

2,0 UIP Operational Stats

2,1

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	130										307
Running total of unresolved serv. requests - tasking eTM	0	0	0										0
Running total of unresolved serv. requests - tasking UIP	0	0	0										0

2,2

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	12										32
Running total of unresolved serv. request to eTM	1	0	2										3
Running total of unresolved serv. request to UIP contractors	0	0	0										0

2,3

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	1 500										4 500

2,4

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	Y									
6 monthly reconciling of UIP levy receipts	Y	Y	Y									

2,5

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										0
Late arrivals	0	0	0										0
Dress code non compliant	Y	Y	Y										
Equipment non compliant	Y	Y	Y										
Areas cleaned and maintained	Y	Y	Y										

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

2,6

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

3,0 Communications

3,1

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	5	12									46
Page Loads - total number of pages viewed	3 622	2 261	1 727	2 006									9616
Returning Visitor - as total of sessions	712	425	250	326									1713
New Visitor - as total of sessions	1 359	1 040	862	946									4207

3.2

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

3,3

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**	**4**	**4**									19
Everlytic Newsletter Database	**1 397**	**1 427**	**1 375**	**1 411**									5610
No. of Facebook Posts	**16**	**15**	**10**	**17**									58
Number of Facebook Followers	**8 508**	**8 576**	**8 613**	**8 643**									34340
Facebook Page Likes	**8 183**	**8 231**	**8 247**	**8 261**									32922
Facebook post Reach - max people exposed to a post	**7 100**	**9 400**	**2 418**	**2 707**									21625
Facebook post details	**Meet Henry**	**stunning photo: credit Derek**	**Water leaking Whalebone Pier**	**Appreciating the scenery from the weekend**									0
Number of Facebook shares	**75**	**123**	**32**	**45**									275
Number of Facebook comments	**121**	**104**	**93**	**39**									357
Instagram Posts	**0**	**6**	**0**	**8**									14
Instagram Followers	**2 913**	**2 971**	**2 977**	**2 990**									11851
Total App Downloads	**2 139**	**2 164**	**2 179**	**2 199**									8681
No. of Push notificactions sent	**1**	**3**	**1**	**0**									5