

Umhlanga UIP Operational Stats 2020/2021

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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	1	1	2	1	0					7
UIP call outs to SAPF / Metro Police	8	9	18	12	15	19	17	10					108
Calls to the Hotline number	1357	1129	1258	1340	1441	1566	1322	1443					10856

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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	Y	Y	Y	Y	Y	Y				
Village Green control room in good order	Y	Y	Y	Y	Y	Y	Y	Y				
Radio system in good working order	Y	Y	Y	Y	Y	Y	Y	Y				
Response vehicle in good working order	Y	Y	Y	Y	Y	Y	Y	Y				
Patrol golfcart in good working order	Y	Y	Y	Y	Y	Y	Y	Y				
SO equipment non compliance	Y	Y	Y	Y	Y	Y	Y	Y				
SO dress code non compliance	Y	Y	Y	Y	Y	Y	Y	Y				
Monthly Shift Report - shifts short	Y	Y	Y	Y	Y	Y	Y	Y				
Monthly Incident Report	Y	Y	Y	Y	Y	Y	Y	Y				
Monthly Security and Bylaw Stats Report	Y	Y	Y	Y	Y	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	118	70	39	44	26					604
Running total of unresolved serv. requests - tasking eTM	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

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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	12	9	12	4	11	8					76
Running total of unresolved serv. request to eTM	1	0	2	0	2	0	0	0					5
Running total of unresolved serv. request to UIP contractors	0	0	0	0	0	0	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	1 500	1 500	1 500	2 500	1 200	1 500					12 700

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

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

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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	5	12	6	10	9	7					78
Page Loads - total number of pages viewed	3 622	2 261	1 727	2 006	2 005	2 834	2 542	2 108					19105
Returning Visitor - as total of sessions	712	425	250	326	289	457	391	345					3195
New Visitor - as total of sessions	1 359	1 040	862	946	1 145	1 501	1 284	992					9129

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	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Top 3 Landing Pages for Website	Home Page	Home Page	Home Page	About	Conostruction begins for raised boardwalk in Nature	Promenade opened for use under strict COVID 19
	Your uMhlanga Rocks	City opens parks and beaches under level 2	Your uMhlanga Rocks	Home Page	Home Page	Latest News
	BizHub	BizHub	About	Contact	Latest News	Home Page
	Jan 21	Feb-21	Mar 21	Apr 21	May 21	Jun 21
	Promenade opened for use under strict COVID 19	Home Page				
	Home Page	Your uMhlanga Rocks				
	Latest News	Contact				

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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	4	4	4	10	5	6					44
Everlytic Newsletter Database	1 397	1 427	1 375	1 411	1 758	1 758	1 758	1 716					12600
No. of Facebook Posts	16	15	10	17	12	11	6	6					93
Number of Facebook Followers	8 508	8 576	8 613	8 643	8 767	8 850	8 852	8 090					68899
Facebook Page Likes	8 183	8 231	8 247	8 261	8 336	8 370	8 376	8 440					66444
Facebook post Reach - max people exposed to a post	7 100	9 400	2 418	2 707	6 500	4 900	4 700	3 100					40825
Facebook post details	Meet Henry	stunning photo: credit Derek Wilson	Water leaking Whalebone Pier	Appreciating the scenery from the weekend	Construction of raised boardwalk begins	70m section of the new boardwalk complete	Welcome Goby	27 additional metres commenced on Forest boardwalk					0
Number of Facebook shares	75	123	32	45	78	112	24	32					521
Number of Facebook comments	121	104	93	39	64	164	21	15					621
Instagram Posts	0	6	0	8	5	6	0	4					29
Instagram Followers	2 913	2 971	2 977	2 990	3 085	3 120	3 123	3222					0,0