

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	1	1	2	1	0	1				8
UIP call outs to SAPF / Metro Police	8	9	18	12	15	19	17	10	15				123
Calls to the Hotline number	1357	1129	1258	1340	1441	1566	1322	1443	1546				12402

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	Y	Y	Y	Y	Y	Y			
Village Green control room in good order	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Radio system in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Response vehicle in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Patrol golfcart in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y			
SO equipment non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y			
SO dress code non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Monthly Shift Report - shifts short	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Monthly Incident Report	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Monthly Security and Bylaw Stats Report	Y	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	52				656
Running total of unresolved serv. requests - tasking eTM	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

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	9				85
Running total of unresolved serv. request to eTM	1	0	2	0	2	0	0	0	0				5
Running total of unresolved serv. request to UIP contractors	0	0	0	0	0	0	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	1 500	1 500	2 500	1 200	1 500	1 500				14 200

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

Promenade walkway	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Promenade servitudes	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Lagoon Drive (Ocean Way to Fleetwood)	Y	Y	Y	Y	Y	Y	Y	Y	Y			
McCausland Crescent	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Ocean Way	Y	Y	Y	Y	Y	Y	Y	Y	Y			
M4 on and off ramp	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Lighthouse Road	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Chartwell Drive	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Ridge Road	Y	Y	Y	Y	Y	Y	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	0	0	0	0	0				0
	Late arrivals	0	0	0	0	0	0	0	0	0				0
	Dress code non compliant	Y	Y	Y	Y	Y	Y	Y	Y	Y				
	Equipment non compliant	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	
	Village Green	100	100	100	100	100	100	100	100	100				
	Grass cut weekly & maintained	100	100	100	100	100	100	100	100	100				
	Grass and flower beds watered daily	100	100	100	100	100	100	100	100	100				
	Flower beds maintained	100	100	100	100	100	100	100	100	100				
	McCausland Cres: grass cut & edged weekly	100	100	100	100	100	100	100	100	100				
	Lord Prawn / Gusto's Coffee Shop verge	100	100	100	100	100	100	100	100	100				
	EL Maurice restaurant verge	100	100	100	100	100	100	100	100	100				
	Chartwell Drive:	100	100	100	100	100	100	100	100	100				
	All flower beds M & W	100	100	100	100	100	100	100	100	100				
	Tree planter bases to be densely planted	100	100	100	100	100	100	100	100	100				
	Centre island base of palm trees weeded	100	100	100	100	100	100	100	100	100				
	Centre island paving sprayed for weeds	100	100	100	100	100	100	100	100	100				
	Ocean Way:	100	100	100	100	100	100	100	100	100				
	All flower beds M & W	100	100	100	100	100	100	100	100	100				
	Ridge Rd:	100	100	100	100	100	100	100	100	100				
	All flower beds maintained and watered	100	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	100				
	Lighthouse Rd:	100	100	100	100	100	100	100	100	100				
	M4 off ramp (east side) grass cut & edged	100	100	100	100	100	100	100	100	100				
	M4 on ramp (east side) grass cut & edged	100	100	100	100	100	100	100	100	100				
	Lagoon Drive centre islands	100	100	100	100	100	100	100	100	100				
	Grass cut, edged, swept & maintained weekly	100	100	100	100	100	100	100	100	100				
	Grass & flower beds watered where possible	100	100	100	100	100	100	100	100	100				
	Flower beds maintained	100	100	100	100	100	100	100	100	100				
	Post office to Flamingo Lane: embankment grass cut	100	100	100	100	100	100	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	6	10	9	7	4				82
	Page Loads - total number of pages viewed	3 622	2 261	1 727	2 006	2 005	2 834	2 542	2 108	2053				21158
	Returning Visitor - as total of sessions	712	425	250	326	289	457	391	345	281				3476
	New Visitor - as total of sessions	1 359	1 040	862	946	1 145	1 501	1 284	992	1083				10212

3.2

	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	Latest News			
	Home Page	Your uMhlanga Rocks	Home Page			
	Latest News	Contact	Contact			

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	4	10	5	6	2				46
Everlytic Newsletter Database	1 397	1 427	1 375	1 411	1 758	1 758	1 758	1 716	1 714				14314
No. of Facebook Posts	16	15	10	17	12	11	6	6	11				104
Number of Facebook Followers	8 508	8 576	8 613	8 643	8 767	8 850	8 852	8 090	9000				77899
Facebook Page Likes	8 183	8 231	8 247	8 261	8 336	8 370	8 376	8 440	8 444				74888
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	6 277				47102
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	uMhlanga lighthouse still under renovation, pic by @rocketpras				0
Number of Facebook shares	75	123	32	45	78	112	24	32	58				579
Number of Facebook comments	121	104	93	39	64	164	21	15	67				688
Instagram Posts	0	6	0	8	5	6	0	4	4				33
Instagram Followers	2 913	2 971	2 977	2 990	3 085	3 120	3 123	3222	3 248				0,0