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 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Total
UIP arrests & hand over to SAPF / Metro Police	1	1	1										3
UIP call outs to SAPF / Metro Police	22	8	7										37
Calls to the Hotline number	1534	1423	1334										4291

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UIP security contractor weekly performance assessment:	July 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22
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

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Service requests - UIP members/stakeholders	July 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Total
Number service requests received for the month (eTM +UIP tasking)	25	26	25										76
Running total of unresolved serv. requests - tasking eTM	0	0	0										0
Running total of unresolved serv. requests - tasking UIP	0	0	0										0

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UIP services (initiated by UIP management)	July 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Total
Number of service requests to eTM (eTM +UIP tasking)	9	15	19										43
Running total of unresolved serv. request to eTM	0	0	0										0
Running total of unresolved serv. request to UIP contractors	0	0	0										0

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Cleaning General	July 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Total
Municipal waste bags filled	1 500	1 500	1 500										4 500

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Financials & UIP Levy contributions:	July 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22
Monthly financials completed	Y	Y	Y									
6 monthly reconciling of UIP levy receipts	Y	Y	Y									

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UIP cleaning contractor weekly performance assessment:	July 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Total
Shifts short	0	0	0										0
Late arrivals	0	2	0										2
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									

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UIP landscape contractor weekly performance assessment:	**July 21**	**Aug 21**	**Sep 21**	**Oct 21**	**Nov 21**	**Dec 21**	**Jan 22**	**Feb 22**	**Mar 22**	**Apr 22**	**May 22**	**Jun 22**	**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	80	100										
Grass and flower beds watered daily	100	80	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	60	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	80	100										

3,0 Communications

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Website Stats	**July 21**	**Aug 21**	**Sep 21**	**Oct 21**	**Nov 21**	**Dec 21**	**Jan 22**	**Feb 22**	**Mar 22**	**Apr 22**	**May 22**	**Jun 22**	**Total**
News items posted to home page	17	17	12										46
Page Loads - total number of pages viewed	2 739	2 203	2 622										7564
Returning Visitor - as total of sessions	1 254	709	592										2555
New Visitor - as total of sessions	2 483	2 696	2 030										7209

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Top 3 Landing Pages for Website	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
	Homepage	Home page	Home page			
	update following last weeks unrest	uMhlanga beaches remain closed	Latest news			
	closure of beaches north of durban	latest news	uMhlanga beaches remain closed			
	Jan 22	**Feb-22**	**Mar 22**	**Apr 22**	**May 22**	**Jun 22**

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Social Media / Newsletter	July 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Total
Number of newsletters sent out	**13**	**12**	**5**										30
Everlytic Newsletter Database	**1 660**	**1 616**	**1 720**										4996
No. of Facebook Posts	**16**	**17**	**9**										42
Number of Facebook Followers	**9 456**	**9 500**	**9 570**										28526
Facebook Page Likes	**8 900**	**8 903**	**8 913**										26716
Facebook post Reach - max people exposed to a post	**8 000**	**7 900**	**9 400**										25300
Facebook post details	**Construction of uMhlanga Nature Reserve Boardwalk recommenced**	**Whale seats**	**uMhlanga beaches still closed**										0
Number of Facebook shares	**123**	**81**	**66**										270
Number of Facebook comments	**82**	**103**	**130**										315
Instagram Posts	**0**	**0**	**0**										0
Instagram Followers	**3 540**	**3 550**	**3 600**										10690