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	2									5
UIP call outs to SAPF / Metro Police	22	8	7	5									42
Calls to the Hotline number	1534	1423	1334	1445									5736

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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	Y								
Village Green control room in good order	Y	Y	Y	Y								
Radio system in good working order	Y	Y	Y	Y								
Response vehicle in good working order	Y	Y	Y	Y								
Patrol golfcart in good working order	Y	Y	Y	Y								
SO equipment non compliance	Y	Y	Y	Y								
SO dress code non compliance	Y	Y	Y	Y								
Monthly Shift Report - shifts short	Y	Y	Y	Y								
Monthly Incident Report	Y	Y	Y	Y								
Monthly Security and Bylaw Stats Report	Y	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	17									93
Running total of unresolved serv. requests - tasking eTM	0	0	0	0									0
Running total of unresolved serv. requests - tasking UIP	0	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	11									54
Running total of unresolved serv. request to eTM	0	0	0	0									0
Running total of unresolved serv. request to UIP contractors	0	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	1 500									6 000

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

Promenade walkway	Y	Y	Y	Y								
Promenade servitudes	Y	Y	Y	Y								
Lagoon Drive (Ocean Way to Fleetwood)	Y	Y	Y	Y								
McCausland Crescent	Y	Y	Y	Y								
Ocean Way	Y	Y	Y	Y								
M4 on and off ramp	Y	Y	Y	Y								
Lighthouse Road	Y	Y	Y	Y								
Chartwell Drive	Y	Y	Y	Y								
Ridge Road	Y	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									0
Late arrivals	0	0	0	0									0
Dress code non compliant	Y	Y	Y	Y									
Equipment non compliant	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									
Grass cut weekly & maintained	100	80	100	100									
Grass and flower beds watered daily	100	80	100	100									
Flower beds maintained	100	100	100	100									
McCausland Cres: grass cut & edged weekly	100	100	100	100									
Lord Prawn / Gusto's Coffee Shop verge	100	100	100	100									
EL Maurice restaurant verge	100	100	100	100									
Chartwell Drive:	100	100	100	100									
All flower beds M & W	100	100	100	100									
Tree planter bases to be densely planted	100	100	100	100									
Centre island base of palm trees weeded	100	100	100	100									
Centre island paving sprayed for weeds	100	100	100	100									
Ocean Way:	100	100	100	100									
All flower beds M & W	100	100	100	100									
Ridge Rd:	100	100	100	100									
All flower beds maintained and watered	100	100	100	100									
Planter boxes at base of palm trees M & W	100	100	100	100									
Lighthouse Rd:	100	100	100	100									
M4 off ramp (east side) grass cut & edged	100	60	100	100									
M4 on ramp (east side) grass cut & edged	100	100	100	100									
Lagoon Drive centre islands	100	100	100	100									
Grass cut, edged, swept & maintained weekly	100	100	100	100									
Grass & flower beds watered where possible	100	100	100	100									
Flower beds maintained	100	100	100	100									
Post office to Flamingo Lane: embankment grass cut	100	80	100	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	12									58
Page Loads - total number of pages viewed	2 739	2 203	2 622	3 012									10576
Returning Visitor - as total of sessions	1 254	709	592	684									3239
New Visitor - as total of sessions	2 483	2 696	2 030	2 328									9537

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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	Home page		
	update following last weeks unrest	uMhlanga beaches remain closed	Latest news	Latest news		
	closure of beaches north of durban	latest news	uMhlanga beaches remain closed	Playground Improvement Project		
	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**	**5**									35
Everlytic Newsletter Database	**1 660**	**1 616**	**1 720**	**1 656**									6652
No. of Facebook Posts	**16**	**17**	**9**	**10**									52
Number of Facebook Followers	**9 456**	**9 500**	**9 570**	**9 725**									38251
Facebook Page Likes	**8 900**	**8 903**	**8 913**	**9 051**									35767
Facebook post Reach - max people exposed to a post	**8 000**	**7 900**	**9 400**	**8 428**									33728
Facebook post details	**Construction of uMhlanga Nature Reserve Boardwalk recommenc**	**Whale seats**	**uMhlanga beaches still closed**	**Whalebone pier wrapped in pink for Breast Cancer**									0
Number of Facebook shares	**123**	**81**	**66**	**127**									397
Number of Facebook comments	**82**	**103**	**130**	**119**									434
Instagram Posts	**0**	**0**	**0**	**8**									8
Instagram Followers	**3 540**	**3 550**	**3 600**	**3 678**									14368