

Umhlanga UIP Operational Stats 2022/2023

- 1,0 Security General
- 2,0 UIP Operational Stats
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1,0 Security General

1,1 Security realted stats	July 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Total
UIP arrests & hand over to SAPF / Metro Police	0	0	1	0	2	1	0	2	1	0			7
UIP call outs to SAPF / Metro Police	12	10	9	7	10	11	4	9	6	12			90
Calls to the Hotline number	1334	1290	1430	1115	1777	1900	1220	1390	1287	1400			14143

1,2 UIP security contractor weekly performance assessment:	July 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23
Hotline number in good working order	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
Village Green control room in good order	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
Radio system in good working order	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
Response vehicle in good working order	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
Patrol golfcart in good working order	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
SO equipment non compliance	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
SO dress code non compliance	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
Monthly Shift Report - shifts short	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
Monthly Incident Report	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
Monthly Security and Bylaw Stats Report	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		

2,0 UIP Operational Stats

2,1 Service requests - UIP members/stakeholders	July 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Total
Number service requests received for the month (eTM +UIP tasking)	10	9	13	10	11	13	9	11	14	22			122
Running total of unresolved serv. requests - tasking eTM	0	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			0

2,2 UIP services (initiated by UIP management)	July 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Total
Number of service requests to eTM (eTM +UIP tasking)	10	9	5	8	7	11	9	7	13	32			111
Running total of unresolved serv. request to eTM	0	0	0	0	0	0	0	0	0	0			0
Running total of unresolved serv. request to UIP contractors	0	0	0	0	0	0	0	0	0	0			0

2,3 Cleaning General	July 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Total
Municipal waste bags filled	2 500	2 500	2 500	2 500	2 500	3 500	2 500	2 500	2 500	2 500			26 000

2,4 Financials & UIP Levy contributions:	July 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23
Monthly financials completed	Y	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	Y		

2,5 UIP cleaning contractor weekly performance assessment:	July 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Total
Shifts short	0	0	0	0	0	0	0	0	0	0			0
Late arrivals	0	2	0	0	0	0	0	0	0	0			2
Dress code non compliant	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Equipment non compliant	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Areas cleaned and maintained	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			

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

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UIP landscape contractor weekly performance assessment:	July 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Total
Shifts short	0	0	0	0	0	0	0	0	0	0			0
Late arrivals	0	0	0	0	0	0	0	0	0	0			0
Dress code non compliant	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			
Equipment non compliant	Y	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	% of target	
Village Green	100	100	100	100	100	100	100	100	100	100			
Grass cut weekly & maintained	100	80	100	100	100	100	100	100	100	100			
Grass and flower beds watered daily	100	80	100	100	100	100	100	100	100	100			
Flower beds maintained	100	100	100	100	100	100	100	100	100	100			
McCausland Cres: grass cut & edged weekly	100	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	100			
EL Maurice restaurant verge	100	100	100	100	100	100	100	100	100	100			
Chartwell Drive:	100	100	100	100	100	100	100	100	100	100			
All flower beds M & W	100	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	100			
Centre island base of palm trees weeded	100	100	100	100	100	100	100	100	100	100			
Centre island paving sprayed for weeds	100	100	100	100	100	100	100	100	100	100			
Ocean Way:	100	100	100	100	100	100	100	100	100	100			
All flower beds M & W	100	100	100	100	100	100	100	100	100	100			
Ridge Rd:	100	100	100	100	100	100	100	100	100	100			
All flower beds maintained and watered	100	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	100			
Lighthouse Rd:	100	100	100	100	100	100	100	100	100	100			
M4 off ramp (east side) grass cut & edged	100	60	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	100			
Lagoon Drive centre islands	100	100	100	100	100	100	100	100	100	100			
Grass cut, edged, swept & maintained weekly	100	100	100	100	100	100	100	100	100	100			
Grass & flower beds watered where possible	100	100	100	100	100	100	100	100	100	100			
Flower beds maintained	100	100	100	100	100	100	100	100	100	100			
Post office to Flamingo Lane: embankment grass cut	100	80	100	100	100	100	100	100	100	100			

3,0

Communications

3,1

Website Stats	July 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Total
News items posted to home page	4	8	6	5	5	5	2	4	6	3			48
Page Loads - total number of pages viewed	5 083	3 413	6 471	4 065	3 418	6 548	3 022	7 324	2960	2 273			44577
New Visitor - as total of sessions	3 303	2 153	4 223	2 617	2 262	4 184	1 989	5 605	1960	1 582			29878
Returning Visitor - as total of sessions	428	250	494	317	250	636	214	456	212	125			3382

3.2

	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Top 3 Landing Pages for Website	Home Page	Home Page	Home Page	Home Page	Home Page	Home Page
	Latest News	Latest News	Latest News	Latest News	Latest News	Latest News
	Beach opening in uMhlanga	Deadline for the 2022 val roll objections	Load Shedding Schedule	Ironman 2022 road closures	Beach opening in uMhlanga	eTM beaches here are the facts
	Jan 23	Feb-23	Mar 23	Apr 23	May 23	Jun 23
	Home Page	Water supply restrictions	Home Page	Home Page		
	Latest News	Home Page	Latest News	Latest News		
	Load Shedding Schedule	Latest News	Your uMhlanga Rocks	uMhlanga Forest Boardwalk Project		

3.3

Social Media / Newsletter	July 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Total
Number of newsletters sent out	4	12	10	3	7	10	7	7	7	6			73
Everlytic Newsletter Database	1 633	1 648	1 650	1 653	1 766	1 844	1 851	1 850	1 851	1 859			17605
No. of Facebook Posts	2	5	11	6	4	2	5	1	9	5			50
Number of Facebook Followers	10 747	10 701	10 700	10 697	10 789	10 801	10 887	11 000	11 048	10 987			
Facebook Page Likes	9 069	9 072	9 075	9 083	9 099	9 101	9 121	9 132	9 133	10 090			
Facebook post Reach - max people exposed to a post	3 200	3 500	11 700	9 600	13 100	3 800	8 300	0	8 900	9 166			67766
Facebook post details	UR Sign now repaired	Forest Boardwalk gate now repaired	Beaches closed	uMhlanga Main Beach open	uMhlanga lighthouse	uMhlanga beach opens	Living up to the name uMhlanga	n/a	Dune rehabilitation	eTM Sanitation Department has been repairing blockages			
Instagram Posts	2	5	11	5	5	2	3	1	7	2			43
Instagram Followers	4 470	4 468	4 458	4 440	4 541	4 558	4 566	4 570	4 581	4 596			