Umhlanga UIP Operational Stats 2022/2023

1,0 Security General
2,0 UIP Operational Stats
3,0 Communications

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									1
UIP call outs to SAPF / Metro Police	12	10	9	7									38
Calls to the Hotline number	1334	1290	1430	1115									5169

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								
Village Green control room in good order	Yes	Yes	Yes	Yes								
Radio system in good working order	Yes	Yes	Yes	Yes								
Response vehicle in good working order	Yes	Yes	Yes	Yes								
Patrol golfcart in good working order	Yes	Yes	Yes	Yes								
SO equipment non compliance	Yes	Yes	Yes	Yes								
SO dress code non compliance	Yes	Yes	Yes	Yes								
Monthly Shift Report - shifts short	Yes	Yes	Yes	Yes								
Monthly Incident Report	Yes	Yes	Yes	Yes								
Monthly Security and Bylaw Stats Report	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									42
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

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									32
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

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									10 000

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								
6 monthly reconciling of UIP levy receipts	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
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								

2,6

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
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**	**% 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 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									
Page Loads - total number of pages viewed	5 083	3 413	6 471	4 065									
New Visitor - as total of sessions	3 303	2 153	4 223	2 617									
Returning Visitor - as total of sessions	428	250	494	317									

3.2

Top 3 Landing Pages for Website	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
	Home Page	Home Page	Home Page	Home Page		
	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		
	Jan 23	**Feb-23**	**Mar 23**	**Apr 23**	**May 23**	**Jun 23**

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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**									29
Everlytic Newsletter Database	**1 633**	**1 648**	**1 650**	**1 653**									6584
No. of Facebook Posts	**2**	**5**	**11**	**6**									24
Number of Facebook Followers	**10 747**	**10 701**	**10 700**	**10 697**									
Facebook Page Likes	**9 069**	**9 072**	**9 075**	**9 083**									
Facebook post Reach - max people exposed to a post	**3 200**	**3 500**	**11 700**	**9 600**									24500
Facebook post details	**UR Sign now repaired**	**Forest Boardwalk gate now repaired**	**Beaches closed**	**uMhlanga Main Beach open**									
Instagram Posts	**2**	**5**	**11**	**5**									23
Instagram Followers	**4 470**	**4 468**	**4 458**	**4 440**									