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	0								5
UIP call outs to SAPF / Metro Police	22	8	7	5	4								46
Calls to the Hotline number	1534	1423	1334	1445	1350								7086

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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	Y							
Village Green control room in good order	Y	Y	Y	Y	Y							
Radio system in good working order	Y	Y	Y	Y	Y							
Response vehicle in good working order	Y	Y	Y	Y	Y							
Patrol golfcart in good working order	Y	Y	Y	Y	Y							
SO equipment non compliance	Y	Y	Y	Y	Y							
SO dress code non compliance	Y	Y	Y	Y	Y							
Monthly Shift Report - shifts short	Y	Y	Y	Y	Y							
Monthly Incident Report	Y	Y	Y	Y	Y							
Monthly Security and Bylaw Stats Report	Y	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	25	26	25	17	16								109
Running total of unresolved serv. requests - tasking eTM	0	0	0	0	0								0
Running total of unresolved serv. requests - tasking UIP	0	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	8								62
Running total of unresolved serv. request to eTM	0	0	0	0	0								0
Running total of unresolved serv. request to UIP contractors	0	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	1 500								7 500

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

Promenade walkway	Y	Y	Y	Y	Y							
Promenade servitudes	Y	Y	Y	Y	Y							
Lagoon Drive (Ocean Way to Fleetwood)	Y	Y	Y	Y	Y							
McCausland Crescent	Y	Y	Y	Y	Y							
Ocean Way	Y	Y	Y	Y	Y							
M4 on and off ramp	Y	Y	Y	Y	Y							
Lighthouse Road	Y	Y	Y	Y	Y							
Chartwell Drive	Y	Y	Y	Y	Y							
Ridge Road	Y	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								0
Late arrivals	0	0	0	0	0								0
Dress code non compliant	Y	Y	Y	Y	Y								
Equipment non compliant	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								
Grass cut weekly & maintained	100	80	100	100	100								
Grass and flower beds watered daily	100	80	100	100	100								
Flower beds maintained	100	100	100	100	100								
McCausland Cres: grass cut & edged weekly	100	100	100	100	100								
Lord Prawn / Gusto's Coffee Shop verge	100	100	100	100	100								
EL Maurice restaurant verge	100	100	100	100	100								
Chartwell Drive:	100	100	100	100	100								
All flower beds M & W	100	100	100	100	100								
Tree planter bases to be densely planted	100	100	100	100	100								
Centre island base of palm trees weeded	100	100	100	100	100								
Centre island paving sprayed for weeds	100	100	100	100	100								
Ocean Way:	100	100	100	100	100								
All flower beds M & W	100	100	100	100	100								
Ridge Rd:	100	100	100	100	100								
All flower beds maintained and watered	100	100	100	100	100								
Planter boxes at base of palm trees M & W	100	100	100	100	100								
Lighthouse Rd:	100	100	100	100	100								
M4 off ramp (east side) grass cut & edged	100	60	100	100	100								
M4 on ramp (east side) grass cut & edged	100	100	100	100	100								
Lagoon Drive centre islands	100	100	100	100	100								
Grass cut, edged, swept & maintained weekly	100	100	100	100	100								
Grass & flower beds watered where possible	100	100	100	100	100								
Flower beds maintained	100	100	100	100	100								
Post office to Flamingo Lane: embankment grass cut	100	80	100	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	12								70
Page Loads - total number of pages viewed	2 739	2 203	2 622	3 012	4 624								15200
Returning Visitor - as total of sessions	1 254	709	592	684	685								3924
New Visitor - as total of sessions	2 483	2 696	2 030	2 328	2 523								12060

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Top 3 Landing Pages for Website	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
	Home page	Home page	Home page	Home page	Home Page	
	update following last weeks unrest	uMhlanga beaches remain closed	Latest news	Latest news	Bike and bean appointed to operate the uMhlanga boardwalks new Forest Café	
	closure of beaches north of durban	latest news	uMhlanga beaches remain closed	Playground Improvement Project	Govt announces conditional reopening of the beaches affected by the Cornubia	
	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	7								42
Everlytic Newsletter Database	1 660	1 616	1 720	1 656	1 656								8308
No. of Facebook Posts	16	17	9	10	15								67
Number of Facebook Followers	9 456	9 500	9 570	9 725	9 977								
Facebook Page Likes	8 900	8 903	8 913	9 051	9 053								
Facebook post Reach - max people exposed to a post	8 000	7 900	9 400	8 428	8 800								42528
Facebook post details	Construction of uMhlanga Nature Reserve Boardwalk recommenc	Whale seats	uMhlanga beaches still closed	Whalebone pier wrapped in pink for Breast Cancer	Bike and Bean Operator of new Forest Café								
Instagram Posts	0	0	0	8	1								9
Instagram Followers	3 540	3 550	3 600	3 678	3 975								