

Florida Road UIP Operational Stats 2015/2016

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1.0 Security

1.1 Crime stats based on incidents reported to the UIP

	July 15		Aug 15		Sep 15		Oct 15		Nov 15		Dec 15		Jan 16		Feb 16		Mar 16		Apr 16		May 16		Jun 16		Total	
UIP Actions with other Law Enforcement Departments	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt	Pub	Pvt		
UIP arrests & hand over to SAPF / Metro Police	1	1	0	4	1	1	0	7	0	3	0	0	0	3	0	2	2	0	1	0	7	0	0	0	33	
UIP call outs to SAPF / Metro Police	0	12	0	11	2	10	1	9	0	11	0	0	8	2	8	1	9	4	5	0	14	0	3	0	110	
SAPF/Metro/UIP security ops in precincts	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	4	
Contact Crimes in grey																										
Murder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Attempted murder	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total sexual offences	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Assault (Grievous Bodily Harm)	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Assault common	0	0	0	1	0	0	1	0	0	0	0	2	0	0	1	0	1	0	0	0	0	0	0	1	0	7
Common robbery	0	3	2	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	7
Robbery with aggravating circumstances	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Carjacking	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	0	0	0	3
Robbery at Residential premises	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Robbery at Non residential premises	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Malicious damage to property	0	1	0	0	0	1	0	2	0	3	0	3	0	0	0	0	1	0	2	0	0	0	0	0	0	13
Burglary Residential	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary Non Residential	3	0	0	4	0	1	0	0	0	0	0	0	0	1	1	0	0	0	0	1	5	0	0	0	0	16
Theft of motor vehicle	0	0	1	0	0	1	0	3	0	1	0	0	0	0	2	0	3	0	0	0	0	1	5	0	0	17
Theft out of motor vehicle	0	3	3	0	0	1	0	1	0	2	0	2	1	0	1	0	4	1	4	1	3	0	3	0	0	30
Drug related crime	0	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	4
All theft not mentioned elsewhere	1	0	0	1	0	0	1	0	0	1	0	1	1	2	0	1	3	0	0	0	0	0	1	0	0	13
Vehicle accidents	0	2	0	1	0	3	0	6	0	4	0	4	0	0	4	0	3	0	2	0	0	1	1	0	0	31
Total	5	24	6	22	4	18	3	30	0	26	0	12	11	8	18	4	28	5	16	2	30	3	15	0	290	

Security

1.2 By-law Enforcement

	July 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
Drinking in public	59	33	1	33	17	21	0	34	13	34	41	25	218
Fights / brawls defused	1	1	1	2	0	1	0	1	0	6	10	2	22
Illegal car guards removed	0	0	0	14	14	41	11	41	17	19	4	7	168
Illegal informal traders removed	3	5	1	19	11	18	6	14	0	24	17	14	123
Pamphlet distribution	0	0	0	2	0	0	0	0	0	0	0	1	3
Public disturbance	0	0	1	1	0	0	0	0	0	3	0	1	5
Public indecency	13	14	1	9	0	0	0	0	4	9	0	0	22
Suspicious people questioned	8	7	0	16	21	48	2	9	9	16	10	18	149
Total	84	60	5	96	63	129	19	99	43	111	82	68	710

1.3	UIP security public assistance	July 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
	Calls to UIP 086 111 6113	49	45	0	79	79	35	36	40	39	45	37	36	520
	Assistance to members of public	1	0	0	2	3	4	1	0	3	6	10	0	30
	Lost & Found	2	1	3	1	1	1	1	1	1	0	0	1	13
	Alarms attended	13	46	22	15	18	33	13	15	33	29	31	18	286

1.4	UIP security contractor weekly SLA performance assessment:	July 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	
	Emergency call number in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	Radio system in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	Response vehicle in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	SO equipment non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	SO dress code non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	Monthly Shift Report - shifts short	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	Monthly Incident Report	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
	Monthly Security and Bylaw Stats Report	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	

2.0 Optimising Municipal Service Delivery

2.1	Municipal faults reported and followed up	July 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
	Business Support (Informal Traders)	0	0	0	0	0	0	0	1	1	0	0	0	2
	DSW	0	2	2	1	1	2	2	9	6	5	4	2	32
	Electrical (street & hanging lights)	28	17	11	1	12	2	13	31	30	27	11	8	135
	eThekweni Transport Authority (ETA)	0	3	0	4	0	9	6	1	2	1	2	2	27
	Health	0	0	1	0	1	0	0	0	0	0	0	0	1
	Metro police	3	0	1	1	1	0	2	2	1	0	0	1	8
	Parks	2	7	1	2	2	6	5	10	5	3	2	2	37
	Pollution & Environment	0	0	0	0	0	0	0	0	0	0	0	0	0
	Roads (pot holes, kerbing, signage, marking)	5	5	8	10	1	7	8	8	5	0	2	1	42
	Signage & Advertising	0	0	0	0	0	0	0	0	0	1	1	0	2
	Traffic Lights	0	0	0	1	0	0	0	0	0	0	1	0	2
	Urban Design	0	0	0	0	0	0	0	0	0	0	0	0	0
	Waste Water	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	38	34	24	20	18	26	36	62	50	37	23	16	288

3.0 UIP Operational Stats

3.1	Service requests - UIP members/stakeholders	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	
	Number service requests received for the month (eTM +UIP tasking)	2	3	3	1	0	0	2	6	0	0	1	5	23

3.7	UIP cleaning contractor weekly performance assessment:	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target
	Shifts short	100	100	100	100	100	100	100	100	100	100	100	100
	Late arrivals	100	100	100	100	100	100	100	100	100	100	100	100
	Dress code non compliant	100	100	100	100	100	100	100	100	100	100	100	100
	Equipment non compliant	100	100	100	100	100	100	100	100	100	100	100	100
	Areas cleaned and maintained	100	100	100	100	100	100	100	100	100	100	100	100
	Florida Rd	100	100	100	100	100	100	100	100	100	100	100	100
	North servitude	100	100	100	100	100	100	100	100	100	100	100	100
	South Servitude	100	100	100	100	100	100	100	100	100	100	100	100

3.8	UIP landscape contractor weekly performance assessment:	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target	% of target
	Grass areas cut - achieved % of target	100	100	100	100	100	100	100	100	100	100	100	100
	7th Ave	100	100	100	100	100	100	100	100	100	100	100	100
	Quarters Triangle	100	100	100	100	100	100	100	100	100	100	100	100
	Flower beds and tree planters maintained - achieved % of target	100	100	100	100	100	100	100	100	100	100	100	100
												
												

4.0 **Communications**

4.1	Website Stats	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16
	No of latest news posts to website	NA	NA	NA	NA	NA	NA	5	3	5	5	5	5
	Page Loads - total number of pages viewed	NA	NA	NA	NA	NA	NA	125	192	218	383	402	262
	Unique visits	NA	NA	NA	NA	NA	NA	86	133	160	224	281	147
	New Visitor - as total of sessions	NA	NA	NA	NA	NA	NA	63	89	144	197	203	95
	Returning Visitor - as total of sessions	NA	NA	NA	NA	NA	NA	23	24	16	27	40	52

Top 5 Landing Pages for website	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16		
	NA	NA	NA	NA	NA	NA	NA		
	NA	NA	NA	NA	NA	NA	NA		
	NA	NA	NA	NA	NA	NA	NA		
	NA	NA	NA	NA	NA	NA	NA		
	NA	NA	NA	NA	NA	NA	NA		
	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16			
	NA	Home Page	Home Page	Latest News	Latest News				
	NA	Contact form	Contact form	Contact	Contact				

	NA	Directory	Florida Vibes	Directory	Why A UIP						
	NA	Fault Report	Managed Preci	Fault Report	Directory						
	NA	Gallery	Directory	Gallery	Gallery						

4.2	Newsletter / Member Reach	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16
	Number of newsletters sent out	NA	NA	NA	NA	NA	NA	4	3	3	3	5	10
	Everlytic Newsletter Database	NA	NA	NA	NA	NA	NA	268	333	335	459	457	524

4.3	Social Media / Member Reach	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16
	Facebook Friends	NA	NA	NA	NA	NA	NA	616	630	679	720	736	800
	Facebook post Reach - max people exposed to a post	NA	NA	NA	NA	NA	NA	1526	2542	4645	2921	2,507	6013
	Facebook post details	NA	NA	NA	NA	NA	NA	Fish Opens	UIP expansion	UIP expansion	LIFE program	S/O work	Kiosk mural