Florida Road UIP Operational Stats 2016/2017

1.0 **Security**
2.0 **Optimising Municipal Service Delivery**
3.0 **UIP Operational Stats**
4.0 **Communications**

1.0 Security

1.1 Crime stats based on incidents reported to the UIP

	July 16		Aug 16		Sep 16		Oct 16		Nov 16		Dec 16		Jan 17		Feb 17		Mar 17		Apr 17		May 17		Jun 17		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	3	0	1	0																					4
UIP call outs to SAPF / Metro Police	7	0	0	0																					7
SAPF/Metro/UIP security ops in precincts	0	0	0	0																					0
Contact Crimes in grey																									
Murder	0	0	0	0																					0
Attempted murder	0	0	0	0																					0
Total sexual offences	0	0	0	0																					0
Assault (Grievous Bodily Harm)	0	1	0	1																					2
Assault common	0	0	0	0																					0
Common robbery	0	0	0	0																					0
Robbery with aggravating circumstances	1	0	0	0																					1
Carjacking	0	0	0	0																					0
Robbery at Residential premisis	0	0	0	0																					0
Robbery at Non residential premises	0	0	0	0																					0
Malicious damage to property	2	1	0	1																					4
Burglary Residential	0	0	0	0																					0
Burglary Non Residential	0	0	0	0																					0
Theft of motor vehicle	1	0	6	0																					7
Theft out of motor vehicle	2	0	0	0																					2
Drug related crime	0	0	0	0																					0
All theft not mentioned elsewhere	2	0	0	0																					2
Vehicle accidents	5	0	3	0																					8
Total	**23**	**2**	**10**	**2**																					**37**

Security

1.2 By-law Enforcement

	July 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Total
Drinking in public	53	26											0
Fights / brawls defused	0	5											0
Illegal car guards removed	10	21											0
Illegal informal traders removed	27	23											0
Pamphlet distribution	0	0											0
Public disturbance	0	0											0
Public indecency	29	6											0
Suspicious people questioned	18	17											0
Total	**137**	**98**											**0**

1.3

UIP security public assistance	**July 16**	**Aug 16**	**Sep 16**	**Oct 16**	**Nov 16**	**Dec 16**	**Jan 17**	**Feb 17**	**Mar 17**	**Apr 17**	**May 17**	**Jun 17**	**Total**
Calls to UIP 086 111 6113	55	44											99
Assistance to members of public	2	0											2

	Lost & Found	0	1										1
	Alarms attended	40	38										78

1.4	**UIP security contractor weekly SLA performance assessment:**	**July 16**	**Aug 16**	**Sep 16**	**Oct 16**	**Nov 16**	**Dec 16**	**Jan 17**	**Feb 17**	**Mar 17**	**Apr 17**	**May 17**	**Jun 17**	
	Emergency call number in good working order	Y	Y											
	Radio system in good working order	Y	Y											
	Response vehicle in good working order	Y	Y											
	SO equipment non compliance	Y	Y											
	SO dress code non compliance	Y	Y											
	Monthly Shift Report - shifts short	Y	Y											
	Monthly Incident Report	Y	Y											
	Monthly Security and Bylaw Stats Report	Y	Y											

2.0 Optimising Municipal Service Delivery

2.1	**Municipal faults reported and followed up**	**July 16**	**Aug 16**	**Sep 16**	**Oct 16**	**Nov 16**	**Dec 16**	**Jan 17**	**Feb 17**	**Mar 17**	**Apr 17**	**May 17**	**Jun 17**	**Total**
	Business Support (Informal Traders)	0	0											0
	DSW	1	6											0
	Electrical (street & hanging lights)	11	20											0
	eThekwini Transport Authority (ETA)	1	6											0
	Health	0	0											0
	Metro police	0	0											0
	Parks	3	4											0
	Pollution & Environment	0	0											0
	Roads (pot holes, kerbing, signage, marking)	5	11											0
	Signage & Advertising	0	0											0
	Traffic Lights	0	0											0
	Urban Design	0	0											0
	Waste Water	0	0											0
	Total	**21**	**47**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

3.0 UIP Operational Stats

3.1	**Service requests - UIP members/stakeholders**	**July 16**	**Aug 16**	**Sep 16**	**Oct 16**	**Nov 16**	**Dec 16**	**Jan 17**	**Feb 17**	**Mar 17**	**Apr 17**	**May 17**	**Jun 17**	
	Number service requests received for the month (eTM +UIP tasking)	0	0											0
	Running total of unresolved serv. requests - tasking eTM	1	1											2
	Running total of unresolved serv. requests - tasking UIP	0	0											**0**

3.2	**UIP services (initiated by UIP management)**	**July 16**	**Aug 16**	**Sep 16**	**Oct 16**	**Nov 16**	**Dec 16**	**Jan 17**	**Feb 17**	**Mar 17**	**Apr 17**	**May 17**	**Jun 17**	
	Number of service requests to eTM	23	47											70
	Running total of unresolved serv. request to eTM	42	52											94
	Running total of unresolved serv. request to UIP contractors	0	0											0

3.3	**Private property improvement requests**	**July 16**	**Aug 16**	**Sep 16**	**Oct 16**	**Nov 16**	**Dec 16**	**Jan 17**	**Feb 17**	**Mar 17**	**Apr 17**	**May 17**	**Jun 17**	
	Requests to ptv prop owners	0	3											3
	Outstanding requests to prtv prop owners	5	5											10

3.4	**UIP Special Projects Completed**	**July 16**	**Aug 16**	**Sep 16**	**Oct 16**	**Nov 16**	**Dec 16**	**Jan 17**	**Feb 17**	**Mar 17**	**Apr 17**	**May 17**	**Jun 17**	
	Maintenance projects	9	28											37
	Greening projects	6	4											10
	Graffiti tags removed	1	24											25
	Municipal waste bags filled	1,163	983											2,146
	Animal rescue	0	0											0

3.5

Standing Meetings Attended	July 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Total
Monthly - UIP Secur. Forum (Sec. services)	0	1											1
Monthly / weekly - SAPF / CPF Sec. 5(Sec. services)	1	3											4
Chamber of Business	0	0											0
Total	**1**	**4**											5

3.6

Financials & UIP Levy contributions:	July 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	
Monthly financials completed	Y	Y											
6 monthly reconciling of UIP levy receipts	Y	Y											

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											
Late arrivals	100	100											
Dress code non compliant	100	100											
Equipment non compliant	100	100											
Areas cleaned and maintained	100	100											
Florida Rd	100	100											
North servitude	100	100											
South Servitude	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											
7th Ave	100	100											
Quarters Triangle	100	100											
Flower beds and tree planters maintained - achieved % of target	100	100											
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4.0 Communications

4.1

Website Stats	July 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17
No of latest news posts to website	8	10										5
Page Loads - total number of pages viewed	596	254										262
Unique visits	263	159										147
New Visitor - as total of sessions	178	132										95
Returning Visitor - as total of sessions	85	27										52

Top 5 Landing Pages for website	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17		
	Home	Latest News							
	Contact	Directory							
	Benefits of the UIP	Gallery							
	Directory	Contact							
	Attractions	Attractions							
	Feb-17	**Mar-17**	**Apr-17**	**May-17**	**Jun-17**				

4.2

Newsletter / Member Reach	July 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17
Number of newsletters sent out	4	5										

Everlytic Newsletter Database	527	420										

4.3

Social Media / Member Reach	July 16	Aug 16	Sep 16	Oct 16	Nov 16	Dec 16	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17
Facebook Friends	830	861										
Facebook post Reach - max people exposed to a post	1912	3720										
Facebook post details	Metro police	Mural video										