

Lost & Found	0	1	0	0	1									2
Alarms attended	40	38	42	20	26									166

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	Y	N	Y								
	Radio system in good working order	Y	Y	Y	Y	Y								
	Response vehicle 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 **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	0	0								0
	DSW	1	6	4	3	0								3
	Electrical (street & hanging lights)	11	20	17	5	9								14
	eThekweni Transport Authority (ETA)	1	6	1	2	2								4
	Health	0	0	0	0	0								0
	Metro police	0	0	0	2	0								2
	Parks	3	4	12	5	6								11
	Pollution & Environment	0	0	0	0	0								0
	Roads (pot holes, kerbing, signage, marking)	5	11	2	7	5								12
	Signage & Advertising	0	0	0	0	0								0
	Traffic Lights	0	0	0	0	0								0
	Urban Design	0	0	0	0	0								0
	Waste Water	0	0	0	0	0								0
	Total	21	47	36	24	22	0	0	0	0	0	0	0	46

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	0	2								2
	Running total of unresolved serv. requests - tasking eTM	1	1	0	0	0								2
	Running total of unresolved serv. requests - tasking UIP	0	0	0	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	38	24	24								156
	Running total of unresolved serv. request to eTM	42	52	50	52	52								248
	Running total of unresolved serv. request to UIP contractors	0	0	0	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 pty prop owners	0	3	1	1	3								8
	Outstanding requests to prtv prop owners	5	5	3	3	4								20

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	8	10	2								57
	Greening projects	6	4	26	13	26								75
	Graffiti tags removed	1	24	22	3	10								60
	Municipal waste bags filled	1,163	983	1,068	925	1,025								5,164
	Animal rescue	0	0	0	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	0	1	0								2
	Monthly / weekly - SAPF / CPF Sec. 5(Sec. services)	1	3	5	5	5								19
	Chamber of Business	0	0	0	0	0								0
	Total	1	4	5	6	5								21

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	Y	Y	Y								
	6 monthly reconciling of UIP levy receipts	Y	Y	Y	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	100	100	100								
	Late arrivals	100	100	100	100	100								
	Dress code non compliant	100	100	100	100	100								
	Equipment non compliant	100	100	100	100	100								
	Areas cleaned and maintained	100	100	100	100	100								
	Florida Rd	100	100	100	100	100								
	North servitude	100	100	100	100	100								
	South Servitude	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								
	7th Ave x2	100	100	100	100	100								
	Quarters Triangle	100	100	100	100	100								
	Gordon Park	100	100	100	100	100								
	Upper Florida park and island	100	100	100	100	100								
	Lower Florida park and island	100	100	100	100	100								

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		10	8	7	8								5
	Page Loads - total number of pages viewed	596	254	364	232	234								262
	Unique visits	263	159	165	132	129								147
	New Visitor - as total of sessions	178	132	129	100	91								95
	Returning Visitor - as total of sessions	85	27	36	22	38								52

Top 5 Landing Pages for website	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17						
	Home	Latest News	Latest News	Home page	Home page								
	Contact	Directory	Home page	Contact form	Management								
	Benefits of the UIP	Gallery	Directory	Florida Rd vibe	Florida Rd Vibe								
	Directory	Contact	Contact	Management	Contact Form								
	Attractions	Attractions	Attractions	Services	Business Directory								
	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	8	10	8							

Everlytic Newsletter Database	527	420	545	545	547							
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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	871	881	898							
Facebook post Reach - max people exposed to a post	1912	3720	1725	1969	959							
Facebook post details	Metro police	Mural video	cancer trees	pink trees	Arrest							