

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 |     |
|--|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|--------|-----|--------|-----|--------|-----|--------|-----|--------|-----|
| 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        | 0         | 0        | 3         | 0        | 0         | 1        | 1         | 0        | 0         | 1        |        |     |        |     |        |     |        |     |        |     |
| UIP call outs to SAPF / Metro Police               | 7         | 0        | 0         | 0        | 3         | 0        | 13        | 0        | 9         | 0        | 6         | 2        | 6         | 2        |        |     |        |     |        |     |        |     |        |     |
| SAPF/Metro/UIP security ops in precincts           | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        |        |     |        |     |        |     |        |     |        |     |
| <b>Contact Crimes in grey</b>                      |           |          |           |          |           |          |           |          |           |          |           |          |           |          |        |     |        |     |        |     |        |     |        |     |
| Murder   | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        |        |     |        |     |        |     |        |     |        |     |
| Attempted murder                                   | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 1         | 0        | 0         | 0        | 0         | 0        |        |     |        |     |        |     |        |     |        |     |
| Total sexual offences                              | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        |        |     |        |     |        |     |        |     |        |     |
| Assault (Grievous Bodily Harm)                     | 0         | 1        | 0         | 1        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        |        |     |        |     |        |     |        |     |        |     |
| Assault common                                     | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 1         | 0        | 0         | 0        |        |     |        |     |        |     |        |     |        |     |
| Common robbery                                     | 0         | 0        | 0         | 0        | 1         | 0        | 0         | 0        | 1         | 0        | 2         | 0        | 2         | 1        |        |     |        |     |        |     |        |     |        |     |
| Robbery with aggravating circumstances             | 1         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 1         | 0        |        |     |        |     |        |     |        |     |        |     |
| Carjacking   | 0         | 0        | 0         | 0        | 0         | 0        | 1         | 0        | 0         | 0        | 0         | 0        | 0         | 0        |        |     |        |     |        |     |        |     |        |     |
| Robbery at Residential premises                    | 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        | 1         | 0        | 1         | 0        | 1         |          |        |     |        |     |        |     |        |     |        |     |
| Malicious damage to property                       | 2         | 1        | 0         | 1        | 1         | 0        | 2         | 0        | 2         | 0        | 2         | 0        | 1         | 2        |        |     |        |     |        |     |        |     |        |     |
| Burglary Residential                               | 0         | 0        | 0         | 0        | 0         | 0        | 1         | 0        | 0         | 0        | 0         | 0        | 0         | 0        |        |     |        |     |        |     |        |     |        |     |
| Burglary Non Residential                           | 0         | 0        | 0         | 0        | 0         | 1        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 2        |        |     |        |     |        |     |        |     |        |     |
| Theft of motor vehicle                             | 1         | 0        | 6         | 0        | 2         | 0        | 0         | 0        | 0         | 0        | 1         | 1        | 4         | 0        |        |     |        |     |        |     |        |     |        |     |
| Theft out of motor vehicle                         | 2         | 0        | 0         | 0        | 5         | 0        | 10        | 1        | 7         | 0        | 1         | 0        | 2         | 0        |        |     |        |     |        |     |        |     |        |     |
| Drug related crime                                 | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        | 0         | 0        |        |     |        |     |        |     |        |     |        |     |
| All theft not mentioned elsewhere                  | 2         | 0        | 0         | 0        | 0         | 0        | 0         | 1        | 1         | 0        | 1         | 1        | 2         | 0        |        |     |        |     |        |     |        |     |        |     |
| Vehicle accidents                                  | 5         | 0        | 3         | 0        | 3         | 0        | 3         | 0        | 2         | 0        | 3         | 1        | 1         | 0        |        |     |        |     |        |     |        |     |        |     |
| <b>Total</b>                                       | <b>23</b> | <b>2</b> | <b>10</b> | <b>2</b> | <b>15</b> | <b>1</b> | <b>33</b> | <b>2</b> | <b>23</b> | <b>2</b> | <b>18</b> | <b>6</b> | <b>19</b> | <b>9</b> |        |     |        |     |        |     |        |     |        |     |

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 |
|----------------------------------|------------|-----------|-----------|------------|------------|------------|-----------|--------|--------|--------|--------|--------|
| Drinking in public               | 53         | 26        | 21        | 28         | 22         | 44         | 8         |        |        |        |        |        |
| Fights / brawls defused          | 0          | 5         | 0         | 4          | 7          | 2          | 0         |        |        |        |        |        |
| Illegal car guards removed       | 10         | 21        | 15        | 52         | 37         | 31         | 31        |        |        |        |        |        |
| Illegal informal traders removed | 27         | 23        | 16        | 16         | 19         | 24         | 16        |        |        |        |        |        |
| Pamphlet distribution            | 0          | 0         | 0         | 0          | 0          | 0          | 0         |        |        |        |        |        |
| Public disturbance               | 0          | 0         | 0         | 0          | 2          | 0          | 1         |        |        |        |        |        |
| Public indecency                 | 29         | 6         | 7         | 9          | 13         | 0          | 9         |        |        |        |        |        |
| Suspicious people questioned     | 18         | 17        | 10        | 7          | 11         | 17         | 9         |        |        |        |        |        |
| <b>Total</b>                     | <b>137</b> | <b>98</b> | <b>69</b> | <b>116</b> | <b>111</b> | <b>118</b> | <b>74</b> |        |        |        |        |        |

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 |
|---------------------------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Calls to UIP 086 111 6113       | 55      | 44     | 28     | 30     | 42     | 9      | 0      |        |        |        |        |        |
| Assistance to members of public | 2       | 0      | 1      | 2      | 7      | 8      | 12     |        |        |        |        |        |

|                 |    |    |    |    |    |     |    |  |  |  |  |  |
|-----------------|----|----|----|----|----|-----|----|--|--|--|--|--|
| Lost & Found    | 0  | 1  | 0  | 0  | 1  | 0   | 1  |  |  |  |  |  |
| Alarms attended | 40 | 38 | 42 | 20 | 26 | 102 | 27 |  |  |  |  |  |

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

2.0 **Optimising Municipal Service Delivery**

|     |  |                |               |               |               |               |               |               |               |               |               |               |               |
|-----|--|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| 2.1 | <b>Municipal faults reported and followed up</b> | <b>July 16</b> | <b>Aug 16</b> | <b>Sep 16</b> | <b>Oct 16</b> | <b>Nov 16</b> | <b>Dec 16</b> | <b>Jan 17</b> | <b>Feb 17</b> | <b>Mar 17</b> | <b>Apr 17</b> | <b>May 17</b> | <b>Jun 17</b> |
|     | Business Support (Informal Traders)              | 0              | 0             | 0             | 0             | 0             | 0             | 0             |               |               |               |               |               |
|     | DSW  | 1              | 6             | 4             | 3             | 0             | 1             | 6             |               |               |               |               |               |
|     | Electrical (street & hanging lights)             | 11             | 20            | 17            | 5             | 9             | 6             | 8             |               |               |               |               |               |
|     | eThekweni Transport Authority (ETA)              | 1              | 6             | 1             | 2             | 2             | 2             | 1             |               |               |               |               |               |
|     | Health   | 0              | 0             | 0             | 0             | 0             | 0             | 0             |               |               |               |               |               |
|     | Metro police                                     | 0              | 0             | 0             | 2             | 0             | 0             | 1             |               |               |               |               |               |
|     | Parks  | 3              | 4             | 12            | 5             | 6             | 2             | 4             |               |               |               |               |               |
|     | Pollution & Environment                          | 0              | 0             | 0             | 0             | 0             | 0             | 0             |               |               |               |               |               |
|     | Roads (pot holes, kerbing, signage, marking)     | 5              | 11            | 2             | 7             | 5             | 8             | 6             |               |               |               |               |               |
|     | Signage & Advertising                            | 0              | 0             | 0             | 0             | 0             | 0             | 1             |               |               |               |               |               |
|     | Traffic Lights                                   | 0              | 0             | 0             | 0             | 0             | 0             | 0             |               |               |               |               |               |
|     | Urban Design                                     | 0              | 0             | 0             | 0             | 0             | 0             | 0             |               |               |               |               |               |
|     | Waste Water                                      | 0              | 0             | 0             | 0             | 0             | 0             | 0             |               |               |               |               |               |
|     | <b>Total</b>                                     | <b>21</b>      | <b>47</b>     | <b>36</b>     | <b>24</b>     | <b>22</b>     | <b>19</b>     | <b>27</b>     | <b>0</b>      | <b>0</b>      | <b>0</b>      | <b>0</b>      | <b>0</b>      |

3.0 **UIP Operational Stats**

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

|     |  |                |               |               |               |               |               |               |               |               |               |               |               |
|-----|--|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| 3.2 | <b>UIP services (initiated by UIP management)</b>            | <b>July 16</b> | <b>Aug 16</b> | <b>Sep 16</b> | <b>Oct 16</b> | <b>Nov 16</b> | <b>Dec 16</b> | <b>Jan 17</b> | <b>Feb 17</b> | <b>Mar 17</b> | <b>Apr 17</b> | <b>May 17</b> | <b>Jun 17</b> |
|     | Number of service requests to eTM                            | 23             | 47            | 38            | 24            | 24            | 23            | 30            |               |               |               |               |               |
|     | Running total of unresolved serv. request to eTM             | 42             | 52            | 50            | 52            | 52            | 47            | 48            |               |               |               |               |               |
|     | Running total of unresolved serv. request to UIP contractors | 0              | 0             | 0             | 0             | 0             | 0             | 0             |               |               |               |               |               |

|     |  |                |               |               |               |               |               |               |               |               |               |               |               |
|-----|--|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| 3.3 | <b>Private property improvement requests</b> | <b>July 16</b> | <b>Aug 16</b> | <b>Sep 16</b> | <b>Oct 16</b> | <b>Nov 16</b> | <b>Dec 16</b> | <b>Jan 17</b> | <b>Feb 17</b> | <b>Mar 17</b> | <b>Apr 17</b> | <b>May 17</b> | <b>Jun 17</b> |
|     | Requests to ptv prop owners                  | 0              | 3             | 1             | 1             | 3             | 3             | 3             |               |               |               |               |               |
|     | Outstanding requests to prtv prop owners     | 5              | 5             | 3             | 3             | 4             | 4             | 1             |               |               |               |               |               |

|     |                                       |                |               |               |               |               |               |               |               |               |               |               |               |
|-----|---------------------------------------|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| 3.4 | <b>UIP Special Projects Completed</b> | <b>July 16</b> | <b>Aug 16</b> | <b>Sep 16</b> | <b>Oct 16</b> | <b>Nov 16</b> | <b>Dec 16</b> | <b>Jan 17</b> | <b>Feb 17</b> | <b>Mar 17</b> | <b>Apr 17</b> | <b>May 17</b> | <b>Jun 17</b> |
|     | Maintenance projects                  | 9              | 28            | 8             | 10            | 2             | 76            | 20            |               |               |               |               |               |
|     | Greening projects                     | 6              | 4             | 26            | 13            | 26            | 3             | 9             |               |               |               |               |               |
|     | Graffiti tags removed                 | 1              | 24            | 22            | 3             | 10            | 18            | 17            |               |               |               |               |               |
|     | Municipal waste bags filled           | 1,163          | 983           | 1,068         | 925           | 1,025         | 1,535         | 1,065         |               |               |               |               |               |
|     | Animals rescued                       | 0              | 0             | 0             | 0             | 0             | 0             | 0             |               |               |               |               |               |



|     |                                  |                |               |               |               |               |               |               |               |               |               |               |               |
|-----|----------------------------------|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| 4.2 | <b>Newsletter / Member Reach</b> | <b>July 16</b> | <b>Aug 16</b> | <b>Sep 16</b> | <b>Oct 16</b> | <b>Nov 16</b> | <b>Dec 16</b> | <b>Jan 17</b> | <b>Feb 17</b> | <b>Mar 17</b> | <b>Apr 17</b> | <b>May 17</b> | <b>Jun 17</b> |
|     | Number of newsletters sent out   | 4              | 5             | 8             | 10            | 8             | 1             | 1             |               |               |               |               |               |
|     | Everlytic Newsletter Database    | 527            | 420           | 545           | 545           | 547           | 316           | 329           |               |               |               |               |               |

|     |  |                |               |               |               |               |               |               |               |               |               |               |               |
|-----|--|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| 4.3 | <b>Social Media / Member Reach</b>                 | <b>July 16</b> | <b>Aug 16</b> | <b>Sep 16</b> | <b>Oct 16</b> | <b>Nov 16</b> | <b>Dec 16</b> | <b>Jan 17</b> | <b>Feb 17</b> | <b>Mar 17</b> | <b>Apr 17</b> | <b>May 17</b> | <b>Jun 17</b> |
|     | Facebook Friends                                   | 830            | 861           | 871           | 881           | 898           | 918           | 928           |               |               |               |               |               |
|     | Facebook post Reach - max people exposed to a post | 1912           | 3720          | 1725          | 1969          | 959           | 4569          | 2082          |               |               |               |               |               |
|     | Facebook post details                              | Metro police   | Mural video   | cancer trees  | pink trees    | Arrest        | Arrest        | Arrest        |               |               |               |               |               |

|              |
|--------------|
|              |
| <b>Total</b> |
| 10           |
| 48           |
| 0            |
|              |
| 0            |
| 1            |
| 0            |
| 2            |
| 1            |
| 7            |
| 2            |
| 1            |
| 0            |
| 3            |
| 14           |
| 1            |
| 3            |
| 15           |
| 28           |
| 0            |
| 8            |
| 21           |
| <b>165</b>   |

|              |
|--------------|
|              |
| <b>Total</b> |
| 102          |
| 13           |
| 151          |
| 75           |
| 0            |
| 3            |
| 31           |
| 44           |
| <b>419</b>   |

|              |
|--------------|
| <b>Total</b> |
| 208          |
| 32           |

|     |
|-----|
| 3   |
| 295 |

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|              |
|--------------|
| <b>Total</b> |
| 0            |
| 10           |
| 28           |
| 7            |
| 0            |
| 3            |
| 17           |
| 0            |
| 26           |
| 1            |
| 0            |
| 0            |
| 0            |
| <b>92</b>    |

|          |
|----------|
|          |
| 2        |
| 2        |
| <b>0</b> |

|     |
|-----|
|     |
| 209 |
| 343 |
| 0   |

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|    |
| 14 |
| 25 |

|       |
|-------|
|       |
| 153   |
| 87    |
| 95    |
| 7,764 |
| 0     |

