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|-----------------|----|----|----|----|----|-----|----|----|----|--|--|--|-----|
| Lost & Found | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 4 | 1 | | | | 8 |
| Alarms attended | 40 | 38 | 42 | 20 | 26 | 102 | 27 | 70 | 32 | | | | 397 |

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|------------|---|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--|
| 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 | Y | Y | Y | Y | | | | |
| | Radio system in good working order | Y | Y | Y | Y | Y | Y | Y | Y | Y | | | | |
| | Response vehicle in good working order | Y | Y | Y | Y | Y | Y | Y | Y | Y | | | | |
| | SO equipment non compliance | Y | Y | Y | Y | Y | Y | Y | Y | Y | | | | |
| | SO dress code non compliance | Y | Y | Y | Y | Y | Y | Y | Y | Y | | | | |
| | Monthly Shift Report - shifts short | Y | Y | Y | Y | Y | Y | Y | Y | Y | | | | |
| | Monthly Incident Report | Y | Y | Y | Y | Y | Y | Y | Y | Y | | | | |
| | Monthly Security and Bylaw Stats Report | Y | Y | Y | Y | 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 | 0 | 0 | 0 | | | | 0 |
| | DSW | 1 | 6 | 4 | 3 | 0 | 1 | 6 | 2 | 4 | | | | 16 |
| | Electrical (street & hanging lights) | 11 | 20 | 17 | 5 | 9 | 6 | 8 | 6 | 0 | | | | 34 |
| | eThekweni Transport Authority (ETA) | 1 | 6 | 1 | 2 | 2 | 2 | 1 | 4 | 3 | | | | 14 |
| | Health | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | 0 |
| | Metro police | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | | | | 3 |
| | Parks | 3 | 4 | 12 | 5 | 6 | 2 | 4 | 7 | 2 | | | | 26 |
| | Pollution & Environment | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | | | | 2 |
| | Roads (pot holes, kerbing, signage, marking) | 5 | 11 | 2 | 7 | 5 | 8 | 6 | 4 | 11 | | | | 41 |
| | Signage & Advertising | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | | | | 3 |
| | Traffic Lights | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | 0 |
| | Urban Design | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | 0 |
| | Waste Water | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | | | | 1 |
| | Total | 21 | 47 | 36 | 24 | 22 | 19 | 27 | 25 | 23 | 0 | 0 | 0 | 140 |

3.0 UIP Operational Stats

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|------------|---|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---|
| 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 | 0 | 0 | 1 | 0 | | | | 3 |
| | Running total of unresolved serv. requests - tasking eTM | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | | | | 4 |
| | Running total of unresolved serv. requests - tasking UIP | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | 0 |

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|------------|--|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----|
| 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 | 23 | 30 | 25 | 23 | | | | 257 |
| | Running total of unresolved serv. request to eTM | 42 | 52 | 50 | 52 | 52 | 47 | 48 | 52 | 49 | | | | 444 |
| | Running total of unresolved serv. request to UIP contractors | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | 0 |

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|------------|--|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----|
| 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 | 3 | 3 | 1 | 2 | | | | 17 |
| | Outstanding requests to prty prop owners | 5 | 5 | 3 | 3 | 4 | 4 | 1 | 3 | 4 | | | | 32 |

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|------------|---------------------------------------|----------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-------|
| 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 | 76 | 20 | 8 | 10 | | | | 171 |
| | Greening projects | 6 | 4 | 26 | 13 | 26 | 3 | 9 | 7 | 4 | | | | 98 |
| | Graffiti tags removed | 1 | 24 | 22 | 3 | 10 | 18 | 17 | 6 | 7 | | | | 108 |
| | Municipal waste bags filled | 1,163 | 983 | 1,068 | 925 | 1,025 | 1,535 | 1,065 | 905 | 989 | | | | 9,658 |
| | Animals rescued | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | 0 |

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|-----|---|----------|----------|----------|----------|----------|----------|----------|----------|-----------|--------|--------|--------|-----------|
| 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 | 1 | 0 | 4 | 5 | | | | 12 |
| | Monthly / weekly - SAPF / CPF Sec. 5(Sec. services) | 1 | 3 | 5 | 5 | 5 | 4 | 4 | 3 | 3 | | | | 33 |
| | Chamber of Business | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | | | | 2 |
| | Total | 1 | 4 | 5 | 6 | 5 | 5 | 4 | 8 | 10 | | | | 48 |

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| 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 | Y | Y | Y | Y | | | | |
| | 6 monthly reconciling of UIP levy receipts | Y | Y | Y | Y | Y | Y | Y | Y | Y | | | | |

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| 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 | | | | |
| | Late arrivals | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | |
| | Dress code non compliant | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | |
| | Equipment non compliant | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | |
| | Areas cleaned and maintained | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | |
| | Florida Rd | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | |
| | North servitude | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | |
| | South Servitude | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | |

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| 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 | | | | |
| | 7th Ave x2 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | |
| | Quarters Triangle | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | |
| | Gordon Park | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | |
| | Upper Florida park and island | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | |
| | Lower Florida park and island | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | | | | |

4.0 **Communications**

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|-----|---|---------|--------|--------|--------|--------|--|--|--|--------|--------|--------|--------|
| 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 | NEW WEBSITES - STATS NOT YET AVAILABLE | NEW WEBSITES - STATS NOT YET AVAILABLE | NEW WEBSITES - STATS NOT YET AVAILABLE | 8 | | | 5 |
| | Page Loads - total number of pages viewed | 596 | 254 | 364 | 232 | 234 | | | | 420 | | | 262 |
| | Unique visits | 263 | 159 | 165 | 132 | 129 | | | | 206 | | | 147 |
| | New Visitor - as total of sessions | 178 | 132 | 129 | 100 | 91 | | | | 143 | | | 95 |

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|--|---------------------------------------|---------------|---------------|-----------------|-----------------|---------------------------------------|---------------------------------------|--|--|
| Top 3 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 | NEW WEBSITE - STATS NOT YET AVAILABLE | NEW WEBSITE - STATS NOT YET AVAILABLE | | |
| | Contact | Directory | Home page | Contact form | Management | | | | |
| | Benefits of the UIP | Gallery | Directory | Florida Rd vibe | Florida Rd Vibe | | | | |
| | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | | | | |
| | NEW WEBSITE - STATS NOT YET AVAILABLE | Home page | | | | | | | |
| | | News | | | | | | | |
| | Attractions | | | | | | | | |

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|-----|----------------------------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 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 | 1 | 1 | 7 | 2 | | | |
| | Everlytic Newsletter Database | 527 | 420 | 545 | 545 | 547 | 316 | 329 | 332 | 300 | | | |

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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 |
|-----|------------------------------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|

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|--|--------------|-------------|--------------|------------|--------|--------|--------|------------|------------------|--|--|--|
| Facebook Friends | 830 | 861 | 871 | 881 | 898 | 918 | 928 | 994 | 1017 | | | |
| Facebook post Reach - max people exposed to a post | 1912 | 3720 | 1725 | 1969 | 959 | 4569 | 2082 | 3732 | 2980 | | | |
| Facebook post details | Metro police | Mural video | cancer trees | pink trees | Arrest | Arrest | Arrest | Speedhumps | New timeline pic | | | |