Florida Road UIP Operational Stats 2017/2018

1.0 **Security**
2.0 **Optimising Municipal Service Delivery**
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1.0 Security

1.1 Crime stats based on incidents reported to the UIP

	July 17		Aug 17		Sep 17		Oct 17		Nov 17		Dec 17		Jan 18		Feb 18		Mar 18		Apr 18		May 18		Jun 18	
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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UIP call outs to SAPF / Metro Police	7	0	18	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SAPF/Metro/UIP security ops in precincts	0	0	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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	0	0
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
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
Assault (Grievous Bodily Harm)	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Assault common	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Common robbery	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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
Carjacking	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Robbery at Residential premisis	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
Malicious damage to property	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 Residential	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary Non Residential	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Theft of motor vehicle	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Theft out of motor vehicle	3	0	4	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Drug related crime	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
All theft not mentioned elsewhere	0	0	0	4	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vehicle accidents	4	1	2	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	**20**	**1**	**28**	**5**	**18**	**5**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Security

1.2 By-law Enforcement

	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
Drinking in public	19	37	27	0	0	0	0	0	0	0	0	0
Fights / brawls defused	2	2	2	0	0	0	0	0	0	0	0	0
Illegal car guards removed	19	14	3	0	0	0	0	0	0	0	0	0
Illegal informal traders removed	42	31	35	0	0	0	0	0	0	0	0	0
Pamphlet distribution	10	5	4	0	0	0	0	0	0	0	0	0
Public disturbance	7	5	33	0	0	0	0	0	0	0	0	0
Public indecency	16	38	19	0	0	0	0	0	0	0	0	0
Suspicious people questioned	26	0	5	0	0	0	0	0	0	0	0	0
Total	**141**	**132**	**128**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

1.3

UIP security public assistance	**July 17**	**Aug 17**	**Sep 17**	**Oct 17**	**Nov 17**	**Dec 17**	**Jan 18**	**Feb 18**	**Mar 18**	**Apr 18**	**May 18**	**Jun 18**
Calls to UIP 086 111 6113	21	37	23	0	0	0	0	0	0	0	0	0
Assistance to members of public	16	14	11	0	0	0	0	0	0	0	0	0

Lost & Found	0	0	0	0	0	0	0	0	0	0	0	0
Alarms attended	77	43	28	0	0	0	0	0	0	0	0	0

1.4	UIP security contractor weekly SLA performance assessment:	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
	Emergency call number in good working order	Y	Y	Y									
	Radio system in good working order	Y	Y	Y									
	Response vehicle in good working order	Y	Y	Y									
	SO equipment non compliance	Y	Y	Y									
	SO dress code non compliance	Y	Y	Y									
	Monthly Shift Report - shifts short	Y	Y	Y									
	Monthly Incident Report	Y	Y	Y									
	Monthly Security and Bylaw Stats Report	Y	Y	Y									

2.0 Optimising Municipal Service Delivery

2.1	Municipal faults reported and followed up	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
	Business Support (Informal Traders)	0	0	0	0	0	0	0	0	0	0	0	0
	DSW	3	1	2	0	0	0	0	0	0	0	0	0
	Electrical (street & hanging lights)	10	0	1	0	0	0	0	0	0	0	0	0
	eThekwini Transport Authority (ETA)	0	0	1	0	0	0	0	0	0	0	0	0
	Health	0	0	0	0	0	0	0	0	0	0	0	0
	Metro police	0	1	0	0	0	0	0	0	0	0	0	0
	Parks	8	3	7	0	0	0	0	0	0	0	0	0
	Pollution & Environment	0	0	0	0	0	0	0	0	0	0	0	0
	Roads (pot holes, kerbing, signage, marking)	5	3	13	0	0	0	0	0	0	0	0	0
	Signage & Advertising	0	1	0	0	0	0	0	0	0	0	0	0
	Traffic Lights	0	0	0	0	0	0	0	0	0	0	0	0
	Urban Design	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
	Total	**26**	**9**	**24**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

3.0 UIP Operational Stats

3.1	Service requests - UIP members/stakeholders	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
	Number service requests received for the month (eTM +UIP tasking)	0	1	0	0	0	0	0	0	0	0	0	0
	Running total of unresolved serv. requests - tasking eTM	0	0	0	0	0	0	0	0	0	0	0	0
	Running total of unresolved serv. requests - tasking UIP	0	0	0	0	0	0	0	0	0	0	0	0

3.2	UIP services (initiated by UIP management)	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
	Number of service requests to eTM	31	10	30	0	0	0	0	0	0	0	0	0
	Running total of unresolved serv. request to eTM	23	19	34	0	0	0	0	0	0	0	0	0
	Running total of unresolved serv. request to UIP contractors	0	0	0	0	0	0	0	0	0	0	0	0

3.3	Private property improvement requests	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
	Requests to ptv prop owners	1	2	0	0	0	0	0	0	0	0	0	0
	Outstanding requests to prtv prop owners	1	1	0	0	0	0	0	0	0	0	0	0

3.4	UIP Special Projects Completed	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
	Maintenance projects	14	2	8	0	0	0	0	0	0	0	0	0
	Greening projects	1	0	1	0	0	0	0	0	0	0	0	0
	Graffiti tags removed	7	4	7	0	0	0	0	0	0	0	0	0
	Municipal waste bags filled	900	1,000	950	0	0	0	0	0	0	0	0	0
	Animals rescued	0	0	0	0	0	0	0	0	0	0	0	0

3.5	Standing Meetings Attended	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
	Monthly - UIP Secur. Forum (Sec. services)	3	0	0	0	0	0	0	0	0	0	0	0
	Monthly / weekly - SAPF / CPF Sec. 5(Sec. services)	2	3	3	0	0	0	0	0	0	0	0	0
	Chamber of Business	0	0	0	0	0	0	0	0	0	0	0	0
	Total	**5**	**3**	**3**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

3.6	Financials & UIP Levy contributions:	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
	Monthly financials completed	Y	Y	Y									
	6 monthly reconciling of UIP levy receipts	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									
	Late arrivals	100	100	100									
	Dress code non compliant	100	100	100									
	Equipment non compliant	100	100	100									
	Areas cleaned and maintained	100	100	100									
	Florida Rd	100	100	100									
	North servitude	100	100	100									
	South Servitude	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									
	7th Ave x2	100	100	100									
	Quarters Triangle	100	100	100									
	Gordon Park	100	100	100									
	Upper Florida park and island	100	100	100									
	Lower Florida park and island	100	100	100									

4.0 Communications

4.1	Website Stats	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
	No of latest news posts to website	6	10	10	0	0	0	0	0	0	0	0	0
	Page Loads - total number of pages viewed	680	1178	687	0	0	0	0	0	0	0	0	0
	Unique visits	393	603	363	0	0	0	0	0	0	0	0	0
	New Visitor - as total of sessions	295	428	233	0	0	0	0	0	0	0	0	0

Top 3 Landing Pages for website	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
	Your Florida Rd	Your Florida Rd	Home Page			
	Video	Home page	First Thursday			
	History	Vibe	Boot Camp			
	Jan 18	**Feb 18**	**Mar 18**	**Apr 18**	**May 18**	**Jun 18**

4.2	Social Media / Newsletter	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
	Number of newsletters sent out	3	4	3	0	0	0	0	0	0	0	0	0
	Everlytic Newsletter Database	399	451	480	0	0	0	0	0	0	0	0	0
	No. of Facebook Posts	21	34	22	0	0	0	0	0	0	0	0	0
	Facebook Page Likes	1632	1980	2001	0	0	0	0	0	0	0	0	0
	Facebook post Reach - max people exposed to a post	3572	8900	2431	0	0	0	0	0	0	0	0	0
	Facebook post details	Savages 21km	Vibe launch	Ask Aske walk	0	0	0	0	0	0	0	0	0

Instagram Posts	25	33	22	0	0	0	0	0	0	0	0	0
Instagram Followers	201	304	334	0	0	0	0	0	0	0	0	0