

Florida Road UIP Operational Stats 2016/2017

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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												
UIP call outs to SAPF / Metro Police	7	0	0	0	3	0	13	0	9	0	6	2												
SAPF/Metro/UIP security ops in precincts	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												
Attempted murder	0	0	0	0	0	0	0	0	1	0	0	0												
Total sexual offences	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												
Assault common	0	0	0	0	0	0	0	0	0	0	1	0												
Common robbery	0	0	0	0	1	0	0	0	1	0	2	0												
Robbery with aggravating circumstances	1	0	0	0	0	0	0	0	0	0	0	0												
Carjacking	0	0	0	0	0	0	1	0	0	0	0	0												
Robbery at Residential premises	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	1	0	1												
Malicious damage to property	2	1	0	1	1	0	2	0	2	0	2	0												
Burglary Residential	0	0	0	0	0	0	1	0	0	0	0	0												
Burglary Non Residential	0	0	0	0	0	1	0	0	0	0	0	0												
Theft of motor vehicle	1	0	6	0	2	0	0	0	0	0	1	1												
Theft out of motor vehicle	2	0	0	0	5	0	10	1	7	0	1	0												
Drug related crime	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												
Vehicle accidents	5	0	3	0	3	0	3	0	2	0	3	1												
Total	23	2	10	2	15	1	33	2	23	2	18	6												

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						
Fights / brawls defused	0	5	0	4	7	2						
Illegal car guards removed	10	21	15	52	37	31						
Illegal informal traders removed	27	23	16	16	19	24						
Pamphlet distribution	0	0	0	0	0	0						
Public disturbance	0	0	0	0	2	0						
Public indecency	29	6	7	9	13	0						
Suspicious people questioned	18	17	10	7	11	17						
Total	137	98	69	116	111	118						

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						
Assistance to members of public	2	0	1	2	7	8						

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

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						
	Radio system in good working order	Y	Y	Y	Y	Y	Y						
	Response vehicle in good working order	Y	Y	Y	Y	Y	Y						
	SO equipment non compliance	Y	Y	Y	Y	Y	Y						
	SO dress code non compliance	Y	Y	Y	Y	Y	Y						
	Monthly Shift Report - shifts short	Y	Y	Y	Y	Y	Y						
	Monthly Incident Report	Y	Y	Y	Y	Y	Y						
	Monthly Security and Bylaw Stats Report	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
	Business Support (Informal Traders)	0	0	0	0	0	0						
	DSW	1	6	4	3	0	1						
	Electrical (street & hanging lights)	11	20	17	5	9	6						
	eThekweni Transport Authority (ETA)	1	6	1	2	2	2						
	Health	0	0	0	0	0	0						
	Metro police	0	0	0	2	0	0						
	Parks	3	4	12	5	6	2						
	Pollution & Environment	0	0	0	0	0	0						
	Roads (pot holes, kerbing, signage, marking)	5	11	2	7	5	8						
	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	19		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	0	2	0						
	Running total of unresolved serv. requests - tasking eTM	1	1	0	0	0	0						
	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	23						
	Running total of unresolved serv. request to eTM	42	52	50	52	52	47						
	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	3						
	Outstanding requests to prtv prop owners	5	5	3	3	4	4						

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						
	Greening projects	6	4	26	13	26	3						
	Graffiti tags removed	1	24	22	3	10	18						
	Municipal waste bags filled	1,163	983	1,068	925	1,025	1,535						
	Animals rescued	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
	Monthly - UIP Secur. Forum (Sec. services)	0	1	0	1	0	1						
	Monthly / weekly - SAPF / CPF Sec. 5(Sec. services)	1	3	5	5	5	4						
	Chamber of Business	0	0	0	0	0	0						
	Total	1	4	5	6	5	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	Y	Y	Y	Y						
	6 monthly reconciling of UIP levy receipts	Y	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	100						
	Late arrivals	100	100	100	100	100	100						
	Dress code non compliant	100	100	100	100	100	100						
	Equipment non compliant	100	100	100	100	100	100						
	Areas cleaned and maintained	100	100	100	100	100	100						
	Florida Rd	100	100	100	100	100	100						
	North servitude	100	100	100	100	100	100						
	South Servitude	100	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	100						
	7th Ave x2	100	100	100	100	100	100						
	Quarters Triangle	100	100	100	100	100	100						
	Gordon Park	100	100	100	100	100	100						
	Upper Florida park and island	100	100	100	100	100	100						
	Lower Florida park and island	100	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	NEW WEB STRUCTURE - STATS NOT YET AVAILABLE						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	NEW WEB STRUCTURE - STATS NOT YET AVAILABLE			
	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	1						

Everlytic Newsletter Database	527	420	545	545	547	316						
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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	918						
Facebook post Reach - max people exposed to a post	1912	3720	1725	1969	959	4569						
Facebook post details	Metro police	Mural video	cancer trees	pink trees	Arrest	Arrest						

Total
9
40
0
0
1
0
2
1
4
1
1
0
2
11
1
1
11
26
0
6
20
137

Total
94
13
120
59
0
2
22
35
345

Total
208
20

2
268

Total
0
4
20
6
0
2
13
0
20
0
0
0
0
0
65

2
2
0

179
295
0

11
24

133
78
78
6,699
0

