

Calls to UIP 086 111 6113	24	22	15	17	23	0	0	0	0	0	0	0
Assistance to members of public	22	3	5	9	1	0	0	0	0	0	0	0
Lost & Found	0	0	0	0	0	0	0	0	0	0	0	0
Alarms attended	34	35	12	50	116	0	0	0	0	0	0	0

1,4	UIP security contractor weekly SLA performance assessment:	July 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
	Emergency call number in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Radio system in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Response vehicle in good working order	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	SO equipment non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	SO dress code non compliance	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Monthly Shift Report - shifts short	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Monthly Incident Report	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Monthly Security and Bylaw Stats Report	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

2,0 **Optimising Municipal Service Delivery**

2,1	Municipal faults reported and followed up	July 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
	Business Support (Informal Traders)	0	0	0	0	0	0	0	0	0	0	0	0
	DSW	1	4	2	1	0	0	0	0	0	0	0	0
	Electrical (street & hanging lights)	4	11	4	1	9	0	0	0	0	0	0	0
	eThekweni Transport Authority (ETA)	4	1	0	1	1	0	0	0	0	0	0	0
	Health	0	0	1	0	0	0	0	0	0	0	0	0
	Metro police	0	16	0	0	0	0	0	0	0	0	0	0
	Parks	4	4	1	2	11	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)	6	5	4	4	5	0	0	0	0	0	0	0
	Signage & Advertising	0	0	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	2	0	0	0	0	0	0	0	0	0	0	0
	Total	21	41	12	9	26	0	0	0	0	0	0	0

3,0 **UIP Operational Stats**

3,1	Service requests - UIP members/stakeholders	July 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
	Number service requests received for the month (eTM +UIP)	0	0	0	0	0	0	0	0	0	0	0	0
	Running total of unresolved serv. requests - tasking eTM	1	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 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
	Number of service requests to eTM (eTM +UIP tasking)	57	55	53	51	42	0	0	0	0	0	0	0
	Running total of unresolved serv. request to eTM	30	45	29	17	12	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 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
	Requests to pty prop owners	1	1	0	1	0	0	0	0	0	0	0	0
	Outstanding requests to prtv prop owners	3	3	0	0	0	0	0	0	0	0	0	0

3,4	UIP Special Projects Completed	July 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
	Maintenance projects	0	9	3	0	1	0	0	0	0	0	0	0
	Greening projects	4	1	9	51	2	0	0	0	0	0	0	0

Graffiti tags removed	15	4	20	6	5	0	0	0	0	0	0	0
Municipal waste bags filled	2 200	1 400	1 300	1 200	1 400	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 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
Monthly - UIP Secur. Forum (Sec. services)	0	0	0	0	0	0	0	0	0	0	0	0
Monthly / weekly - SAPF / CPF Sec. 2(Sec. services)	2	1	3	3	2	0	0	0	0	0	0	0
Chamber of Business	0	0	0	1	0	0	0	0	0	0	0	0
Total	2	1	5	4	2	0	0	0	0	0	0	0

3,6 Financials & UIP Levy contributions:	July 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
Monthly financials completed	Y	Y	Y	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	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	100	100	100	100	100	100
Late arrivals	100	100	100	100	100	100	100	100	100	100	100	100
Dress code non compliant	100	100	100	100	100	100	100	100	100	100	100	100
Equipment non compliant	100	100	100	100	100	100	100	100	100	100	100	100
Areas cleaned and maintained	100	100	100	100	100	100	100	100	100	100	100	100
Florida Rd	100	100	100	100	100	100	100	100	100	100	100	100
North servitude	100	100	100	100	100	100	100	100	100	100	100	100
South Servitude	100	100	100	100	100	100	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	100	100	100	100	100	100
7th Ave x2	100	100	100	100	100	100	100	100	100	100	100	100
Quarters Triangle	100	100	100	100	100	100	100	100	100	100	100	100
Gordon Park	100	100	100	100	100	100	100	100	100	100	100	100
Upper Florida park and island	100	100	100	100	100	100	100	100	100	100	100	100
Lower Florida park and island	100	100	100	100	100	100	100	100	100	100	100	100

4,0 Communications

4,1 Website Stats	July 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
No of latest news posts to website	10	11	9	7	10	0	0	0	0	0	0	0
Page Loads - total number of pages viewed	1148	1733	1183	1637	1681	0	0	0	0	0	0	0
Users	563	879	620	837	926	0	0	0	0	0	0	0
New Visitor - as total of sessions	495	766	503	692	778	0	0	0	0	0	0	0

Top 3 Landing Pages for website	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
	Latest News	Supermama Race	Great Work Done By SAPS	Sidewalk Monitor Arrests	Positive Development For FR	
	Home Page	Home Page	Historic Monument	Arrest Of Wanted Suspect	Home Page	
	Home Page	Sidewalk Monitor Arrests Suspect	Home Page	Home Page	Festive Spirit	
	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19

4,2 Social Media / Newsletter	July 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19
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Number of newsletters sent out	6	3	1	2	2	0	0	0	0	0	0	0
Everlytic Newsletter Database	516	512	514	512	677	0	0	0	0	0	0	0
No. of Facebook Posts	15	16	18	11	10	0	0	0	0	0	0	0
Facebook Page Likes	2 906	2945	2949	2993	3035	0	0	0	0	0	0	0
Facebook post Reach - max people exposed to a post	15 100	5600	1500	2400	4099	0	0	0	0	0	0	0
Facebook post details	Shark Net Update	Film On Florida	Republik Officially Opened	Detector Dog Security Services Makes Arrest	Festive Lights	0	0	0	0	0	0	0
Instagram Posts	9	11	11	10	11	0	0	0	0	0	0	0
Instagram Followers	604	633	711	776	812	0	0	0	0	0	0	0
Total App Downloads	180	204	218	229	247							
No. of Push notifications sent	15	16	18	9	14							
Total Media AVE - Print	R 280 673.58	R 42 575.21	–	–	–							
Total Media AVE - Broadcast	R 8 350.00	R 5 400.00	–	–	–							
Total Media AVE - Online	R 107 612.48	R 23 554.40	R 6 532.88	R 21 108.85	R 54 828.04							
Number of clips for month	24	11	1	3	3							

*UIP clips not reflecting on media report this month. Brought up with Newsclip.