



|     |                             |         |        |        |        |        |        |        |        |        |        |        |        |        |
|-----|-----------------------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 2,3 | <b>Cleaning General</b>     | July 19 | Aug 19 | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Total  |
|     | Municipal waste bags filled | 2 100   | 2 050  | 2 200  | 1 900  | 2 000  | 2 400  | 1 850  | 1 800  | 1 400  | 550    | 0      | 0      | 18 250 |

|     |   |         |        |        |        |        |        |        |        |        |        |        |        |
|-----|---|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 2,4 | <b>Financials &amp; UIP Levy contributions:</b> | July 19 | Aug 19 | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 |
|     | 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      |

|     |   |         |        |        |        |        |        |        |        |        |        |        |        |       |
|-----|---|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 2,5 | <b>UIP cleaning contractor weekly performance assessment:</b> | July 19 | Aug 19 | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Total |
|     | Shifts short  | 0       | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0     |
|     | Late arrivals   | 2       | 1      | 0      | 0      | 0      | 1      | 3      | 0      | 0      | 0      | 0      | 0      | 7     |
|     | Dress code non compliant                                      | Y       | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      |       |
|     | Equipment non compliant                                       | Y       | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      |       |
|     | Areas cleaned and maintained                                  | Y       | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      |       |
|     | Florida Rd  | Y       | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      |       |
|     | North servitude   | Y       | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      |       |
|     | South Servitude   | Y       | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      | Y      |       |

|     |  |             |             |             |             |             |             |             |             |             |             |             |             |       |
|-----|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------|
| 2,6 | <b>UIP landscape contractor weekly performance assessment:</b> | July 19     | Aug 19      | Sep 19      | Oct 19      | Nov 19      | Dec 19      | Jan 20      | Feb 20      | Mar 20      | Apr 20      | May 20      | Jun 20      | Total |
|     | Shifts short   | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0     |
|     | Late arrivals  | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0           | 0     |
|     | Dress code non compliant                                       | Y           | Y           | Y           | Y           | Y           | Y           | Y           | Y           | Y           | Y           | Y           | Y           |       |
|     | Equipment non compliant  | Y           | Y           | Y           | Y           | Y           | Y           | Y           | Y           | Y           | Y           | Y           | Y           |       |
|     |  | % of target | % of target | % of target | % of target | % of target | % of target | % of target | % of target | % of target | % of target | % of target | % of target |       |
|     | 7th Ave x2 grass cut   | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         |       |
|     | Quarters Triangle grass cut                                    | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         |       |
|     | Gordon Park grass cut  | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         |       |
|     | Upper Florida park and island grass cut                        | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         |       |
|     | Lower Florida park and island grass cut                        | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         | 100         |       |

### 3,0 Communications

|     |                                |         |        |        |        |        |        |        |        |        |        |        |        |       |
|-----|--------------------------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 3,1 | <b>Website Stats</b>           | July 19 | Aug 19 | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Mar 20 | Apr 20 | May 20 | Jun 20 | Total |
|     | News items posted to home page | 3       | 8      | 5      | 8      | 7      | 5      | 2      | 6      | 12     | 11     | 0      | 0      | 67    |

|   |      |       |     |       |     |     |     |     |     |     |   |   |      |
|---|------|-------|-----|-------|-----|-----|-----|-----|-----|-----|---|---|------|
| Page Loads - total number of pages viewed | 1176 | 1 330 | 834 | 1 639 | 818 | 768 | 618 | 764 | 828 | 701 | 0 | 0 | 9476 |
| New Visitor - as total of sessions        | 706  | 781   | 521 | 856   | 504 | 483 | 283 | 372 | 455 | 331 | 0 | 0 | 5292 |
| Returning Visitor - as total of sessions  | 82   | 137   | 98  | 147   | 74  | 72  | 62  | 96  | 114 | 118 | 0 | 0 | 1000 |

3,2

| Top 3 Landing Pages for website | Jul-19                     | Aug-19                     | Sep-19                                  | Oct-19         | Nov-19          | Dec-19          |
|---------------------------------|----------------------------|----------------------------|---|----------------|-----------------|-----------------|
|                                 | Look Who's On Florida Road | Look Who's On Florida Road | Look Who's On Florida Road              | Traffic Circle | Your Florida Rd | Your Florida Rd |
|                                 | Home Page                  | Home Page                  | Home Page                               | Latest News    | Home Page       | Contact         |
|                                 | Dukkah Restaurant          | Events August 2019         | Latest News                             | Home Page      | Contact Page    | Home Page       |
|                                 | Jan-20                     | Feb-20                     | Mar-20                                  | Apr-20         | May-20          | Jun-20          |
|                                 | About Page                 | Contact                    | Media Release: Waste Disposal           | Latest News    |                 |                 |
|                                 | Home Page                  | Home Page                  | Home Page                               | About          |                 |                 |
|                                 | Your Florida Rd            | About                      | eTM updated measures to combat COVID-19 | Contact        |                 |                 |

3,3

| Social Media / Newsletter                          | July 19          | Aug 19                                      | Sep 19                            | Oct 19                | Nov 19          | Dec 19                    | Jan 20                   | Feb 20     | Mar 20                           | Apr 20         | May 20 | Jun 20 | Total  |
|--|------------------|---|-----------------------------------|-----------------------|-----------------|---------------------------|--------------------------|------------|----------------------------------|----------------|--------|--------|--------|
| Number of newsletters sent out                     | 1                | 1   | 1                                 | 3                     | 2               | 3                         | 0                        | 1          | 2                                | 8              | 0      | 0      | 22     |
| Everlytic Newsletter Database                      | 674              | 668   | 665                               | 656                   | 645             | 645                       | 640                      | 670        | 661                              | 643            | 0      | 0      | 6567   |
| No. of Facebook Posts                              | 6                | 9   | 6                                 | 9                     | 7               | 8                         | 6                        | 4          | 13                               | 7              | 0      | 0      | 75     |
| Facebook Page Likes                                | 3 254            | 3 277                                       | 3 284                             | 3 318                 | 3 331           | 3 336                     | 3 340                    | 3 419      | 3 357                            | 3 357          | 0      | 0      | 33 273 |
| Facebook post Reach - max people exposed to a post | 1 333            | 3 334                                       | 4 704                             | 9 058                 | 3 345           | 1 100                     | 1 900                    | 1 300      | 2 500                            | 1 739          | 0      | 0      | 30 313 |
| Facebook post details                              | Graffiti Tagging | New Benches And Tables For Gordon Road Park | Missing Person - Natasha Conabeer | Sbusiso Xulu Rewarded | New SM Uniforms | Heavy Rains - SM Presence | Cleaning & Greening Team | DSW Strike | UIP Delivering Essential Service | Egyptian Geese |        |        |        |
| Instagram Posts                                    | 6                | 10  | 6                                 | 8                     | 6               | 6                         | 4                        | 3          | 10                               | 7              | 0      | 0      | 66     |
| Instagram Followers                                | 894              | 899   | 905                               | 911                   | 919             | 926                       | 938                      | 954        | 975                              | 981            | 0      | 0      | 9302   |
| Total App Downloads                                | 346              | 355   | 359                               | 373                   | 375             | 382                       | 390                      | 398        | 399                              | 398            | 0      | 0      | 3775   |
| No. of Push notifications sent                     | 2                | 6   | 1                                 | 7                     | 4               | 9                         | 3                        | 2          | 6                                | 1              | 0      | 0      | 41     |

