

Florida Road UIP Operational Stats 2020/2021

- 1,0 Security General
- 2,0 UIP Operational Stats
- 3,0 Communications

1,0 Security General

| 1,1 Security related stats                     | Sep 20 | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 | Apr 21 | May 21 | Jun 21 | Total |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| UIP arrests & hand over to SAPF / Metro Police | 0      | 0      | 1      | 2      | 0      | 0      | 0      | 0      | 0      |        | 3     |
| UIP call outs to SAPF / Metro Police           | 3      | 0      | 2      | 4      | 3      | 0      | 2      | 4      | 2      |        | 24    |
| Calls to UIP 086 111 6113                      | 18     | 18     | 19     | 19     | 19     | 10     | 19     | 35     | 11     |        | 204   |

| 1,2 UIP security contractor weekly performance assessment: | Sep 20 | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 | Apr 21 | May 21 | Jun 21 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Hotline number in good working order                       | Y      | Y      | Y      | Y      | 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      |        |
| Alarm monitoring system 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 UIP Operational Stats

| 2,1 Service requests - UIP members/stakeholders                   | Sep 20 | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 | Apr 21 | May 21 | Jun 21 | Total |
|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Number service requests received for the month (eTM +UIP tasking) | 0      | 0      | 0      | 0      | 2      | 2      | 2      | 5      | 3      |        | 14    |
| Running total of unresolved serv. requests - tasking eTM          | 0      | 0      | 0      | 0      | 0      | 2      | 0      | 2      | 1      |        | 5     |
| Running total of unresolved serv. requests - tasking UIP          | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |        | 0     |
|   |        |        |        |        |        |        |        |        |        |        |       |
| 2,2 UIP services (initiated by UIP management)                    | Sep 20 | Oct 20 | Nov 20 | Dec 20 | Jan 21 | Feb 21 | Mar 21 | Apr 21 | May 21 | Jun 21 | Total |
| Number of service requests to eTM (eTM +UIP tasking)              | 9      | 6      | 15     | 13     | 15     | 13     | 14     | 12     | 12     |        | 123   |
| Running total of unresolved serv. request to eTM                  | 12     | 10     | 13     | 13     | 15     | 13     | 13     | 12     | 12     |        | 134   |

|  |   |   |   |   |   |   |   |   |   |   |   |
|--|---|---|---|---|---|---|---|---|---|---|---|
| Running total of unresolved serv. request to UIP contractors | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|--|---|---|---|---|---|---|---|---|---|---|---|

|            |                             |               |               |               |               |               |               |               |               |               |               |              |
|------------|-----------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| <b>2,3</b> | <b>Cleaning General</b>     | <b>Sep 20</b> | <b>Oct 20</b> | <b>Nov 20</b> | <b>Dec 20</b> | <b>Jan 21</b> | <b>Feb 21</b> | <b>Mar 21</b> | <b>Apr 21</b> | <b>May 21</b> | <b>Jun 21</b> | <b>Total</b> |
|            | Municipal waste bags filled | 1 600         | 2 500         | 700           | 1 000         | 500           | 580           | 560           | 400           | 440           |               | 10 930       |

|            |   |               |               |               |               |               |               |               |               |               |               |
|------------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| <b>2,4</b> | <b>Financials &amp; UIP Levy contributions:</b> | <b>Sep 20</b> | <b>Oct 20</b> | <b>Nov 20</b> | <b>Dec 20</b> | <b>Jan 21</b> | <b>Feb 21</b> | <b>Mar 21</b> | <b>Apr 21</b> | <b>May 21</b> | <b>Jun 21</b> |
|            | 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             |               |

|            |   |               |               |               |               |               |               |               |               |               |               |              |
|------------|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| <b>2,5</b> | <b>UIP cleaning contractor weekly performance assessment:</b> | <b>Sep 20</b> | <b>Oct 20</b> | <b>Nov 20</b> | <b>Dec 20</b> | <b>Jan 21</b> | <b>Feb 21</b> | <b>Mar 21</b> | <b>Apr 21</b> | <b>May 21</b> | <b>Jun 21</b> | <b>Total</b> |
|            | Shifts short  | 0             | 1             | 0             | 2             | 1             | 3             | 5             | 0             | 0             |               | 12           |
|            | Late arrivals   | 2             | 2             | 0             | 1             | 0             | 0             | 0             | 0             | 0             |               | 5            |
|            | Dress code non compliant                                      | Y             | Y             | Y             | Y             | y             | y             | y             | y             | y             |               |              |
|            | Equipment non compliant                                       | Y             | Y             | Y             | Y             | y             | y             | y             | y             | y             |               |              |
|            | Areas cleaned and maintained                                  | Y             | Y             | Y             | Y             | y             | y             | y             | y             | y             |               |              |
|            | Florida Rd  | Y             | Y             | Y             | Y             | y             | y             | y             | y             | y             |               |              |
|            | North servitude   | Y             | Y             | Y             | Y             | y             | y             | y             | y             | y             |               |              |
|            | South Servitude   | Y             | Y             | Y             | Y             | y             | y             | y             | y             | y             |               |              |

|            |  |               |               |               |               |               |               |               |               |               |               |              |
|------------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| <b>2,6</b> | <b>UIP landscape contractor weekly performance assessment:</b> | <b>Sep 20</b> | <b>Oct 20</b> | <b>Nov 20</b> | <b>Dec 20</b> | <b>Jan 21</b> | <b>Feb 21</b> | <b>Mar 21</b> | <b>Apr 21</b> | <b>May 21</b> | <b>Jun 21</b> | <b>Total</b> |
|            | Shifts short   | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             |               | 0            |
|            | Late arrivals  | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             |               | 0            |
|            | Dress code non compliant                                       | Y             | Y             | Y             | Y             | y             | y             | 0             | y             | y             |               |              |
|            | Equipment non compliant  | Y             | Y             | Y             | Y             | y             | y             | 0             | y             | y             |               |              |
|            |  | % 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           |               |              |
|            | Quarters Triangle grass cut                                    | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           |               |              |
|            | Gordon Park grass cut  | 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           |               |              |
|            | Lower Florida park and island grass cut                        | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           | 100           |               |              |

**3,0** **Communications**

|            |                      |               |               |               |               |               |               |               |               |               |               |              |
|------------|----------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|
| <b>3,1</b> | <b>Website Stats</b> | <b>20-Sep</b> | <b>20-Oct</b> | <b>20-Nov</b> | <b>20-Dec</b> | <b>21-Jan</b> | <b>21-Feb</b> | <b>21-Mar</b> | <b>21-Apr</b> | <b>21-May</b> | <b>21-Jun</b> | <b>Total</b> |
|------------|----------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|

|   |     |     |     |       |     |     |      |     |       |  |      |
|---|-----|-----|-----|-------|-----|-----|------|-----|-------|--|------|
| News items posted to home page            | 7   | 5   | 5   | 5     | 7   | 8   | 3    | 6   | 7     |  | 59   |
| Page Loads - total number of pages viewed | 743 | 636 | 745 | 1 023 | 971 | 836 | 1011 | 478 | 1 224 |  | 4805 |
| New Visitor - as total of sessions        | 448 | 383 | 548 | 666   | 84  | 542 | 679  | 252 | 742   |  | 3741 |
| Returning Visitor - as total of sessions  | 76  | 58  | 50  | 78    | 934 | 83  | 72   | 54  | 80    |  | 1535 |

3,2

|                                 | 20-Aug                        | 20-Sep            | 20-Oct            | 20-Nov                              | 20-Dec            |
|---------------------------------|-------------------------------|-------------------|-------------------|-------------------------------------|-------------------|
| Top 3 Landing Pages for website | BizHub                        | Your Florida Road | About             | Contact                             | Home Page         |
|                                 | Your Florida Road             | Home Page         | Contact           | Your Florida Road                   | Home Page         |
|                                 | Home Page                     | BizHub            | Your Florida Road | About                               | Your Florida Road |
|                                 | 21-Feb                        | 21-Mar            | 21-Apr            | 21-May                              | 21-Jun            |
|                                 | Home Page                     | Home Page         | Poster Management | Subscribe                           |                   |
|                                 | Goby Environmental Initiative | Latest News       | Home Page         | Home Page                           |                   |
|                                 | About Page                    | Subscribe         | Contact           | Fire hydrants get new coat of paint |                   |

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| Social Media / Newsletter                          | 20-Sep                      | 20-Oct         | 20-Nov     | 20-Dec                             | 21-Jan                        | 21-Feb                         | 21-Mar                    | 21-Apr                   | 21-May               | 21-Jun | Total |
|--|-----------------------------|----------------|------------|------------------------------------|-------------------------------|--------------------------------|---------------------------|--------------------------|----------------------|--------|-------|
| Number of newsletters sent out                     | 2                           | 1              | 3          | 3                                  | 3                             | 5                              | 3                         | 3                        | 4                    |        | 16    |
| Everlytic Newsletter Database                      | 607                         | 596            | 596        | 594                                | 754                           | 751                            | 742                       | 741                      | 731                  |        | 3022  |
| No. of Facebook Posts                              | 7                           | 2              | 3          | 6                                  | 4                             | 6                              | 3                         | 6                        | 3                    |        | 30    |
| Facebook Page Likes                                | 3 388                       | 3 400          | 3 409      | 3409                               | 3 410                         | 3 409                          | 3 406                     | 3 449                    | 3 450                |        | 46    |
| Facebook Followers                                 | 3 506                       | 3 500          | 3 537      | 3 540                              | 3 544                         | 3 552                          | 3557                      | 3 608                    | 3 500                |        | 3552  |
| Facebook post Reach - max people exposed to a post | 1 100                       | 1 300          | 386        | 1 200                              | 257                           | 855                            | 243                       | 3 117                    | 1 400                |        | 1498  |
| Facebook shares                                    | 8                           | 4              | 0          | 10                                 | 2                             | 7                              | 1                         | 12                       | 4                    |        | 48    |
| Facebook comments                                  | 4                           | 21             | 4          | 12                                 | 1                             | 7                              | 1                         | 12                       | 9                    |        | 72    |
| Facebook post details                              | Maintenance in the precinct | Farewell to SM | New office | Sidewalk Monitors are our eyes and | Roads Department attending to | Clean and paint of Gordon Road | Themba Mathaba compliment | Welcome Pnp Florida Road | Revamping tree bowls |        |       |
| Instagram Posts                                    | 4                           | 5              | 3          | 4                                  | 0                             | 3                              | 1                         | 2                        | 2                    |        | 24    |
| Instagram Followers                                | 1033                        | 1040           | 1049       | 1 050                              | 1 057                         | 1 063                          | 1070                      | 1094                     | 1100                 |        | 5168  |

