

Florida Road UIP Operational Stats 2017/2018

- 1,0 Security
- 2,0 Optimising Municipal Service Delivery
- 3,0 UIP Operational Stats
- 4,0 Communications

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	2	0	1	0	2	0	0	0	0	0	0	1	1	0	0	0	0	0
UIP call outs to SAPF / Metro Police	7	0	18	0	5	0	7	0	12	0	6	0	5	0	0	0	2	7	6	4	30	0	0	0
SAPF/Metro/UIP security ops in precincts	0	0	2	0	2	0	0	0	1	0	1	0	0	0	2	0	1	0	0	0	1	0	0	0
Contact Crimes in grey																								
Murder	0	0	0	0	0	0	0	0	0	0	1	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	1	0	0	0	0	0	0	0	0	0	0	0
Assault common	2	0	0	0	1	0	0	0	1	1	2	0	1	0	0	0	0	1	0	0	0	0	0	0
Common robbery	0	0	1	0	1	0	5	0	0	0	3	0	5	5	2	0	2	0	1	0	2	0	0	0
Robbery with aggravating circumstances	0	0	0	0	0	0	0	0	2	0	0	1	1	0	1	0	0	1	1	0	0	1	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 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
Robbery at Non residential premises	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0
Malicious damage to property	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	1	0	1	1	1	0	0	0
Burglary Residential	0	0	0	1	0	1	0	2	0	0	0	0	0	0	1	0	1	0	2	0	1	0	0	0
Burglary Non Residential	2	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	2	0	1	0	2	0	0	0
Theft of motor vehicle	0	0	1	0	0	0	2	0	5	0	0	0	1	0	3	0	0	0	5	1	2	0	0	0
Theft out of motor vehicle	3	0	4	0	5	0	3	0	10	2	5	0	5	0	7	0	9	0	10	1	9	2	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	1	0	0	2	2	1	4	0	1	0	0	1	0	0	1	2	0	0
Vehicle accidents	4	1	2	0	3	0	3	0	1	0	1	0	3	0	0	0	0	0	2	0	0	0	0	0
Total	20	1	28	5	18	5	23	3	33	5	24	2	26	6	16	2	15	14	27	11	47	8	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	26	36	34	7	53	21	33	29	0
Fights / brawls defused	2	2	2	5	5	6	11	8	4	0	0	0
Illegal car guards removed	19	14	3	2	7	5	4	0	2	7	4	0
Illegal informal traders removed	42	31	35	38	21	22	5	38	29	23	14	0
Pamphlet distribution	10	5	4	3	5	13	3	7	7	8	9	0
Public disturbance	7	5	33	22	5	1	7	13	6	0	1	0
Public indecency	16	38	19	16	18	30	2	25	1	5	2	0
Suspicious people questioned	26	0	5	3	11	16	10	33	21	30	9	0
Total	141	132	128	115	108	127	49	177	91	106	68	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	23	37	13	23	0	42	12	30	0
Assistance to members of public	16	14	11	11	8	9	3	16	19	16	8	0
Lost & Found	0	0	0	0	0	0	0	0	0	0	0	0
Alarms attended	77	43	28	15	42	44	46	104	49	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	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	
	Response vehicle in good working order	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	
	SO dress code non compliance	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	
	Monthly Incident Report	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	

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	1	0	0	0
	DSW	3	1	2	2	5	2	0	3	5	3	0	0
	Electrical (street & hanging lights)	10	0	1	21	0	5	9	2	24	19	0	0
	eThekweni Transport Authority (ETA)	0	0	1	1	4	1	0	0	1	0	0	0
	Health	0	0	0	0	0	0	0	0	0	0	0	0
	Metro police	0	1	0	0	1	1	2	0	0	0	0	0
	Parks	8	3	7	8	5	1	0	2	12	6	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	8	5	7	0	5	5	4	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	1	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	40	20	17	11	12	49	32	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	2	0	1	1	0	5	3	2	0
	Running total of unresolved serv. requests - tasking eTM	0	0	0	1	1	1	0	0	1	1	1	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 (eTM +UIP tasking)	31	10	30	44	21	17	11	13	103	74	85	0
	Running total of unresolved serv. request to eTM	23	19	34	30	32	24	22	17	25	40	27	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 pty prop owners	1	2	0	6	1	2	0	5	6	2	1	0
	Outstanding requests to pty prop owners	1	1	0	5	5	4	3	4	3	3	3	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	14	15	2	7	4	10	1	7	0
	Greening projects	1	0	1	3	9	3	0	4	3	8	14	0

Graffiti tags removed	7	4	7	12	20	22	5	9	7	2	20	0
Municipal waste bags filled	900	1 000	950	1 050	1 422	1 350	950	900	1 100	1 400	1 300	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	3	2	1	1	0	3	2	2	0
Chamber of Business	0	0	0	1	0	0	0	0	0	0	0	0
Total	5	3	3	4	2	1	1	0	3	2	2	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	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	

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	
Late arrivals	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	
Equipment non compliant	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	
Florida Rd	100	100	100	100	100	100	100	100	100	100	100	
North servitude	100	100	100	100	100	100	100	100	100	100	100	
South Servitude	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	
7th Ave x2	100	100	100	100	100	100	100	100	100	100	100	
Quarters Triangle	100	100	100	100	100	100	100	100	100	100	100	
Gordon Park	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	
Lower Florida park and island	100	100	100	100	100	100	100	100	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	11	9	2	3	12	10	6	10	0
Page Loads - total number of pages viewed	680	1178	687	857	1168	629	395	978	1007	823	1837	0
Users	393	603	363	427	695	359	231	548	522	693	967	0
New Visitor - as total of sessions	295	428	233	305	509	245	172	413	426	398	909	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	Subscribe	Living the VIBE	Latest News
	Video	Home page	First Thursday	Derryck Cele	Home page	History
	History	Vibe	Boot Camp	Home Page	Hospice Tree of light	Contact
	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
	Your Florida Rd	Home page	Home Page	Home Page	Notification to Florida Rd Users	
	Home Page	Latest News	Your Florida Rd	Your Florida Rd	Home Page	
Latest News	Your Florida Rd	Latest News	History	Sidewalk Monitor Samkelo Mhlongo		

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	2	4	4	2	2	2	0	3	0
Everlytic Newsletter Database	399	451	480	492	494	501	503	504	517	517	526	0
No. of Facebook Posts	21	34	22	22	17	4	3	11	11	9	15	0
Facebook Page Likes	1632	1980	2001	2391	2439	2441	2455	2472	2528	2565	2617	0
Facebook post Reach - max people exposed to a post	3572	8900	2431	4775	8829	915	544	5700	3063	8700	9200	0
Facebook post details	Savages 21km	Vibe launch	Ask Aske walk	Starbucks	sidewalk monitors	starbucks	community chest	area app	lost dogs	262 development	New Coat of Art	0
Instagram Posts	25	33	22	20	13	3	3	7	6	4	7	0
Instagram Followers	201	304	334	360	395	441	495	519	531	536	557	0