

Florida Road UIP Operational Stats 2015/2016

- 1.0 Security
- 2.0 Optimising Municipal Service Delivery
- 3.0 UIP Operational Stats

1.0 Security

1.1 Crime stats based on incidents reported to the UIP

	July 15		Aug 15		Sep 15		Oct 15		Nov 15		Dec 15		Jan 16		Feb 16		Mar 16		Apr 16		May 16		Jun 16		Total
	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 Actions with other Law Enforcement Departments																									
UIP arrests & hand over to SAPF / Metro Police	1	1	0	4	1	1	0	7	0	3	0	0													18
UIP call outs to SAPF / Metro Police	0	12	0	11	2	10	1	9	0	11	0	0													56
SAPF/Metro/UIP security ops in precincts	0	0	0	0	1	0	0	1	0	0	0	0													2
Contact Crimes in grey																									
Murder	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
Total sexual offences	0	0	0	0	0	0	0	0	0	0	0	0													0
Assault (Grievous Bodily Harm)	0	1	0	0	0	0	0	0	0	0	0	0													1
Assault common	0	0	0	1	0	0	1	0	0	0	0	2													4
Common robbery	0	3	2	0	0	0	0	0	0	0	0	0													5
Robbery with aggravating circumstances	0	0	0	0	0	0	0	0	0	0	0	0													0
Carjacking	0	0	0	0	0	0	0	0	0	0	0	0													0
Robbery at Residential premisis	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
Malicious damage to property	0	1	0	0	0	1	0	2	0	3	0	3													10
Burglary Residential	0	0	0	0	0	0	0	0	0	0	0	0													0
Burglary Non Residential	3	0	0	4	0	1	0	0	0	0	0	0													8
Theft of motor vehicle	0	0	1	0	0	1	0	3	0	1	0	0													6
Theft out of motor vehicle	0	3	3	0	0	1	0	1	0	2	0	2													12
Drug related crime	0	1	0	0	0	0	0	1	0	1	0	0													3
All theft not mentioned elsewhere	1	0	0	1	0	0	1	0	0	1	0	1													5
Vehicle accidents	0	2	0	1	0	3	0	6	0	4	0	4													20
Total	5	24	6	22	4	18	3	30	0	26	0	12	0	0	0	0	0	0	0	0	0	0	0	0	150

Security

1.2 By-law Enforcement													
	July 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
Drinking in public	59	33	1	33	17	21							71
Fights / brawls defused	1	1	1	2	0	1							3
Illegal car guards removed	0	0	0	14	14	41							69
Illegal informal traders removed	3	5	1	19	11	18							48
Pamphlet distribution	0	0	0	2	0	0							2
Public disturbance	0	0	1	1	0	0							1
Public indecency	13	14	1	9	0	0							9
Suspicious people questioned	8	7	0	16	21	48							85
Total	84	60	5	96	63	129	0	0	0	0	0	0	288

1.3 UIP security public assistance													
	July 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
Calls to UIP 086 111 6113	49	45	0	79	79	35							287
Assistance to members of public	1	0	0	2	3	4							10
Lost & Found	2	1	3	1	1	1							9
Alarms attended	13	46	22	15	18	33							147

1.4 UIP security contractor weekly SLA performance assessment:													
	July 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	
Emergency call number in good working order	Y	Y	Y	Y	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 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
Business Support (Informal Traders)	0	0	0	0	0	0							0
DSW	0	2	2	1	1	2							4
Electrical (street & hanging lights)	28	17	11	1	12	2							15
eThekweni Transport Authority (ETA)	0	3	0	4	0	9							13
Health	0	0	1	0	1	0							1
Metro police	3	0	1	1	1	0							2
Parks	2	7	1	2	2	6							10
Pollution & Environment	0	0	0	0	0	0							0
Roads (pot holes, kerbing, signage, marking)	5	5	8	10	1	7							18
Signage & Advertising	0	0	0	0	0	0							0
Traffic Lights	0	0	0	1	0	0							1
Urban Design	0	0	0	0	0	0							0
Waste Water	0	0	0	0	0	0							0
Total	38	34	24	20	18	26	0	0	0	0	0	0	64

3.0 UIP Operational Stats

3.1 Service requests from UIP members & stakeholders (customers)	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	
Number service requests received for the month (eTM +UIP tasking)	2	3	3	1	0	0							9
Running total of unresolved serv. requests - tasking eTM	1	1	1	1	1	1							6
Running total of unresolved serv. requests - tasking UIP	0	0	0	0	0	0							0
3.2 UIP services (initiated by UIP management)													
Number of service requests to eTM	42	33	27	25	23	27							177
Running total of unresolved serv. request to eTM	59	45	43	25	21	31							224
Running total of unresolved serv. request to UIP contractors	0	1	0	0	0	1							2
3.3 Private property improvement requests													
Requests to ptv prop owners	2	3	1	1	1	2							10
Outstanding requests to prtv prop owners	2	1	2	1	2	3							11
3.4 UIP Special Projects Completed													
Maintenance projects	35	29	5	0	1	16							86
Greening projects	3	29	5	10	3	2							52
Graffiti tags removed	12	8	21	9	4	20							74
Municipal waste bags filled	991	866	1,008	926	933	1,153							5,877
Animal rescue	0	0	0	0	0	0							0
3.5 Latest news items circulated to members	1	2	2	3	2	1							11

3.6 Standing Meetings Attended	July 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Total
Monthly - UIP Secur. Forum (Sec. services)	1	0	1	1	1	1							5
Monthly / weekly - SAPF / CPF Sec. 5(Sec. services)	9	6	6	3	11	6							41
Chamber of Business	1	0	1	1	0	0							3
Total	11	6	8	5	12	7							49

3.6 Financials & UIP Levy contributions:													
Monthly financials completed	Y	Y	Y	Y	Y	Y							
6 monthly reconciling of UIP levy receipts	Y	Y	Y	Y	Y	Y							

3.4 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													
Florida Rd	100	100	100	100	100	100							
North servitude	100	100	100	100	100	100							
South Servitude	100	100	100	100	100	100							

3.5 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	100	100	100	100	100	100							
Quarters Triangle	100	100	100	100	100	100							
Flower beds and tree planters maintained - achieved % of target	100	100	100	100	100	100							
.....													
.....													