



Our Vision

"an innovative city, a leader in environmental, economic and social sustainability".

MANAGEMENT PLAN 2009-2013

**QUARTERLY REPORT – 2nd Quarter
2009 – 2010**

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Introduction

The Quarterly Report provides an overview of the current status of implementation of Council's Management Plan and Budget for 2009-2013. This plan sets out the strategic and financial objectives for the year and the goals and various performance measures for Council's four key outcome areas, it includes details on the services and projects that Council said it would deliver in 2009-2010.

This report include details for each of the four key outcome areas showing the targets adopted by Council and how we have performed in achieving these targets in the first half of the year. Also shown is a financial performance summary for each key outcome area and a list of all projects by service unit that are to be undertaken in 2009/10 with information on how each is progressing.

General Manager's Comment

The December quarter has been a period of intense activity in our Capital works program with the opening of the Buffalo Creek boardwalk, construction commencing at the new Ryde Community & Sports Centre at ELS Hall Park, completion of Gladesville and Meadowbank public domain works and the North Ryde Park new playground and amenities, as well as the Kissing Point Park new playground and walking area, all completed prior to Christmas. Overall the Capital Works program is currently 47% completed.


Our events team have been extremely busy with an increase in attendance of over 89,000 people to the Granny Smith, Community Christmas Celebration, Carols in the Plaza events this year. Council finalised its Annual Report 2008/09 and State of Environment Report 2008/09 within the statutory timelines and developed community supplements to provide snapshots on what council had achieved during the reporting period.

We have done well in the December 2009 review in generally maintaining our level of forecasted Working Capital at \$4.2million. Council faces various challenges with the continuing pressures on our budget due to the general impacts of the Global Financial Crisis (GFC) which has reduced our income streams. These impacts have been felt mainly in:

- Reduction of income from fees and charges, particularly development income and on our Leisure Centre has felt this impact on its operations;
- Reduction in regulatory income; and
- Reduction in Section 94 contributions due to a slow down in the area of new construction.

The above have impacted on Councils operational budget and its capacity to deliver funds towards the Capital Works program, a number of strategies have been put in place to address this and we will continue to monitor the progress.

Overall Council's progress towards the projects and performance targets are on track for the first half of the year, with some areas exceeding target levels. A focus on the customer service response for some areas within Council and the achievement of the revised capital works program will be a focus for the remainder of the year.



John Neish
General Manager

Major Initiatives

Local Strategy – Stage 2

The *City of Ryde Local Strategy* is being prepared to address the directions and requirements of the State Government set out in the Metropolitan Strategy and Inner North Draft Sub Regional Strategy.

Affordable Housing Strategy: Council resolved in November 2009 that no further work be undertaken on the Affordable Housing Strategy due to the range of affordable housing options that are permitted within the City as a result of the SEPP.

Employment Study: The Study and its findings and recommendations were endorsed by Council to inform the Local Strategy in November 2009.

Small Centres Study The Small Centre study was reported to Council in October. The Study recommends further investigation into the small and neighbourhood centres. The first area of additional research has been master planning the small centres of Cox's Road, Blenheim Road, Putney village and Boronia Park and the residential area of Glen Street/ Lakeside Road Eastwood and the areas adjoining Denistone Station. A consultant Russell Olsen and Associates was engaged to undertake this work.

The initial master planning work for Cox's Road centre has been undertaken by the 3 major landowners within the Centre. The findings of this master planning work were presented to Council in December 2009. Work continued on the development of the remaining Strategies – including the development of principles, directions and actions.

Comprehensive LEP (DLEP 2011) – Stage 3

Initial research commenced on identifying the elements within Consolidating LEP that require review based on issues raised in submissions received on DLEP 2008 and State Government directions.

Ryde Integrated Transport and Land Use Strategy (RITLUS)

The Eastwood Pedestrian Accessibility and Mobility Plan was completed and an implementation plan is proposed in conjunction with future asset management and traffic management plans. Recently completed city wide and centre based transport access guides for Eastwood, Macquarie and Gladesville Centres continued to be very popularly received by residents promoting the use of all available public transport around those centres.

The NSW Government and Hills Motorway, owners of the Hills M2 Motorway, have agreed to in-principle upgrade of the motorway. Potential improvements for Ryde, foreshadowed in the RITLUS, are a new Christie Rd eastbound on ramp and a new Herring Rd westbound off ramp to improve access to and movements through Macquarie Park business centre.

The Top Ryder Community Bus Service continued to build strongly this quarter with passenger numbers continuing to climb following expansion of the route to Eastwood Station and Shepherds Bay Shopping precinct from 6 July 2009. The service now connects 5 of 6 key centres of Ryde. Over 10,388 passengers used the service this quarter, up 25% from the previous quarter and a remarkable 57% from the same quarter usage last year. Overall, 35,077 passengers have used the Top Ryder service since the service began on 22 July 2008 and under the RITLUS, consideration is being given to ways of further expanding the service to the northern sector of the City.

Economic Development

In early December the establishment of a group of Economic Development officers/ staff from adjoining Councils or Councils in the region met for the first time. The group discussed regional approaches, data gathering and joint projects to achieve economic development outcomes within the Region.

The membership of the Economic Development Advisory Committee (EDAC) was finalised. The membership is sourced from the Chambers of Commerce, the business community, the educational establishments and the Regional Organisation of Councils. The first meeting of EDAC is to be held in early March.

Macquarie Park Corridor

Discussions continued with the Department of Planning on draft local environmental plan - known as Draft LEP 2008 Amendment No. 1 - Macquarie Park Corridor - to enable the plan to be approved for public exhibition.

The draft documents on the Parking Study (a project funded by the Department of Planning) and the Pedestrian Movement Study – were finalised and are now to be presented to Council for consideration. The first meeting of the Macquarie Park Forum (an advisory Committee) was held in early November 2009.

Town Centres

Work continued on the preparation and review of the planning controls for a number of the Centres within the City. A summary of the work undertaken in this quarter is outlined as follows:

Gladesville Town Centre and Victoria Road Corridor - During this quarter discussions continued with the Department to finalise the draft plan to allow its gazettal.

West Ryde – The consultants Hassells are preparing a master plan, DDCP/DLEP and other supporting material for West Ryde Town Centre. The principles for the Centre, which were endorsed by Council staff in late 2008/2009, guide the preparation of the master plan. During this quarter Council staff continued to work with consultants to finalise the draft master plan and traffic analysis/ modelling of the proposed draft plan commenced.

Ryde - Draft *Local Environmental Plan 2008 (Amendment 2) Ryde Town Centre Civic/Mixed Use Precinct* – the Section 54 notice seeking support to proceed with the making of the draft LEP to increase the height on the Civic centre site from RL 91 to RL 130 was approved by the Department of Planning in May. During the 1st quarter comments and issues were sought from government agencies on the proposed DLEP Amendment No.2. In this quarter the outcomes of this consultation were reported to Council and then to the Department of Planning. Council also resolved to proceed to the exhibition of the draft plan.

Parks on Track for People 2025

The café at Ryde Park has been completed. This signals the completion of the upgrade of Ryde Park that commenced in 2006. The landscape, playing fields and infrastructure improvements have now provided a park where people feel safe and want to be.

Final works to complete the upgrading at North Ryde Park have been completed. The final works were the construction of a greatly improved play space.

Playing field rehabilitation is proceeding with levelling of playing fields on old tip sites. As tips age, they subside at uneven rates making the fields unplayable. This program is funded from the Waste income and includes levelling, returfing and where necessary, drainage and irrigation. This program was initiated in 2007 and some 8 fields have been improved under this program.

Kissing Point Park and the adjacent Bennelong Park upgrade works were officially opened with activities and entertainment for families in November 2009.

Works completed include:

- a new foreshore pathway and boardwalk running through both Kissing Point and Bennelong Parks. The pathway winds along the foreshore running behind mangroves and leading into open areas with views over the Parramatta River. Viewing areas with seating have been provided to take advantage of the best views over the Parramatta River.
- reconfiguration of Yarralla Road and construction of a formalised car park.
- construction of a new sandstone paving feature area at the end of Yarralla Road. This feature includes a viewing area with seating to take advantage of the expansive views from this location.
- provision of new playgrounds with landscaped surrounds in both parks. The landscaping at the Kissing Point Park playground incorporates a river theme. Other features of the new Kissing Point Park playground include picnic shelters, a children's bike path, sand play spaces and new play equipment.



Key Outcome Areas (KOA)

The 4 key outcome areas on which Council's organisational structure and budget activities are based will achieve the delivery of the outcomes and strategies through the 21 Service Units. The 21 units are outcome focused and outline what Council will deliver to the community in the areas of:

People	Assets	Environment	Governance
<ul style="list-style-type: none"> • Open Space • Library Services • Ryde Aquatic Leisure Centre • Community Services • Community Relations and Events 	<ul style="list-style-type: none"> • Access • Catchments and Assets • Waste and Fleet • Buildings and Property • Operations 	<ul style="list-style-type: none"> • Urban Planning • Environment • Assessment • Health and Building • Regulation 	<ul style="list-style-type: none"> • Finance • Human Resources • Information Systems • Customer Service • Councillor Services • Risk & Audit

Program management is interrelated and is spread across a number of the service unit areas. Each action developed for the 2009-2013 Management Plan is linked to a strategy under the 4 key outcome areas and is achieved through the 21 Service Unit Plans. Also within Council is a Strategy and Projects area which reports directly to the General Manager.

The 2009 – 2013 Management Plan has been developed to minimise unnecessary duplication, position projects and key performance indicators within the Service Units that are primarily responsible for their delivery and focuses on the issues that need action now or in the near future. The unit's description identifies its day to day activities and the table below highlights the project, actions, and indicators outside of the core activities.

GENERAL MANAGER'S OFFICE

STRATEGY AND PROJECTS

<i>Key Outcome</i>	<i>Strategy</i>	<i>2009-2010 Commitments</i>	<i>Measure</i>	<i>Quarter Due</i>	<i>1st Quarter Comments</i>	<i>2nd Quarter Comments</i>
G5	GS2, GS3, GS4	Preparation and co-ordination of Quarterly Reporting for all service units	Reports and presentations within 2 months following end of quarter	1, 2, 3, 4	Final report for 08/09 adopted by Council on	September 2009 review adopted 17 November 2009.
G3, P2	GS2, GS10	Co-ordination of Best Value Review program, reporting and implementation	Four reviews conducted Annual Report provided to Council	2,4	Program commenced and framework presented to reviewers	Project plans developed, initial consultation and audit commenced.
G2, G3, E6, A1, P2	GS1, GS2, GS3, GS10	Ryde 2030 Community Strategic Plan: <ul style="list-style-type: none"> • Includes preparation of four year delivery program • Includes preparation of key performance measures and annual reporting format 	Final plan adopted by June 2010	1, 2, 3, 4	Phase 1, 2 and 3 of project plan and engagement plan completed.	Commenced Phase 4 of project plan and engagement plan. Ideas Competition conducted and judged. Awards provided to winners and runners up. Website updated and communication through City View newsletter continues. Consolidated of reporting templates for consultation with Theme Committee members and Advisory committee members Dec – Feb. Council adopted to nominate as Group 3 council for DLG for Integrated Planning & Reporting. Review of project timelines underway.

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G2	GS1, GS2, GS3, GS10	Co-ordination of service unit planning process across 21 service units	Actions linked to CSP and 4 year Delivery Program	1, 2, 3, 4	2009/10 Plans finalised. 2010-2011 will be included in the development of the 4 year delivery program.	Preparation for 2010-2014 Management Plan and Service Unit plan underway.
		Service Unit Plan co-ordination across 21 Service Units	Actions linked to CSP and 4 Year Delivery Program	2,3,4	No action required	A review of service unit planning will be included in the Ryde 2030 updated project plan.
G3	GS1, GS2	Preparation and co-ordination of the 2008/2009 Annual Report	Report finalised and provided to DLG before 30 November 2009	1, 2	Draft information prepared, Council adopted financial statements	Report finalised and submitted to DLG within legislated timeline. Community Summary prepared and included in January rates notice.
G5		Reviewing Standard Operating Procedures for: <ul style="list-style-type: none"> • Tendering and contracts • Conditions of development consent 	All standard operating procedures are reviewed and staff training provided	4	No action required	No action required
P2		Social Impact Assessment Guidelines	Guidelines adopted by Council by September 2009	3	Initial project meetings held with stakeholders and research commenced on various options. Project will now be completed in the 3 rd Qtr.	No action required

KPIs

Product & Services	KPI/Measure	2009/2010 Target	Due	1st Qtr	2nd Qtr
Corporate Reporting	Statutory deadlines in accordance with Local Government Act 1993 are met	100%	2, 3, 4	-	100%
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	All	91%	100%

RISK AND AUDIT

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G3, G4, G5	GS2, GS3, GS4	Completion of the Enterprise Risk Management (ERM) Strategy throughout Council. This project will provide a platform for the identification, evaluation and reporting of risks.	Progress against project timeline. This is due to be implemented by June 2010.	1, 2, 3, 4	Project progression in accordance with timeline. Extensive consultation with Executive Team, Service Unit Managers and key staff to establish risk register and profiling progressing well.	Project progression in accordance with timeline. All consultation workshops with Management and key staff to establish Corporate Risk register completed. Initial draft ERM strategy almost complete. This incorporates the corporate risk register, opportunities, procedures/responsibilities for identification, evaluation and reporting of risks etc.
G3, G4, G5	GS2, GS3, GS4	Increasing organisational awareness of risk management. Further embedding risk management methodology/culture to the City of Ryde	Organisational Survey	1, 2, 3, 4	Good progress is being made in this key outcome area through the involvement of key staff in the Enterprise Risk management strategy project.	Organisational awareness of Risk Management is improving through the involvement of Risk and Audit staff in the provision of advice throughout the organisation. Also high profile projects (Business Continuity Planning and Enterprise Risk Management) are contributing to this culture.
G3, G5	GS2, GS3	To complete the 2009/10 Internal Audit plan	Progress against the adopted Internal Audit plan	2, 4	Established revised Audit Committee structure and two meetings of Committee held. Progress against plan is on schedule.	October meeting of the Audit Committee held. Progress against Internal Audit plan is on schedule
G3, G5	GS2, GS3	Automation of the formal procurement process within the City of Ryde	Implementation of initiatives	1, 3	Implementation and user training of e-tendering software (Tenderlink) is being progressed and will be introduced in the near future.	Tenderlink e-tendering software is now being utilised for all formal procurement throughout the City of Ryde. Centrally administered.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2nd Qtr
Internal Audit Plan	Completion of the Audit Plan	70%	20%	40%
Enterprise Risk Management Strategy	Completion and adoption of Enterprise Risk Management by 30 June 2010 Strategy and initiatives promulgated throughout organisation Initiatives as per plan commenced for implementation	30-Jun-10	25%	50%
Formal Procurement	Compliance with legislative requirements and sound governance practice	100%	100%	100%
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	90%	90%

OUTCOME AREA

PEOPLE

Objective

The City of Ryde is committed to maintaining a socially sustainable City through effective community participation in our products and services.

Highlights

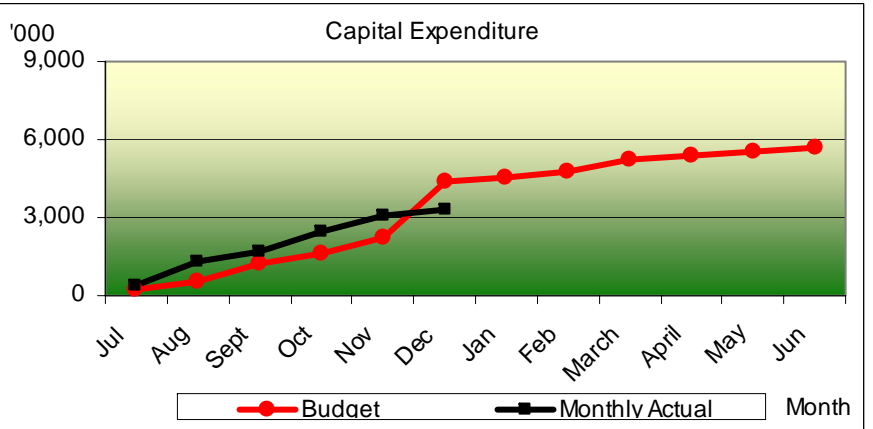
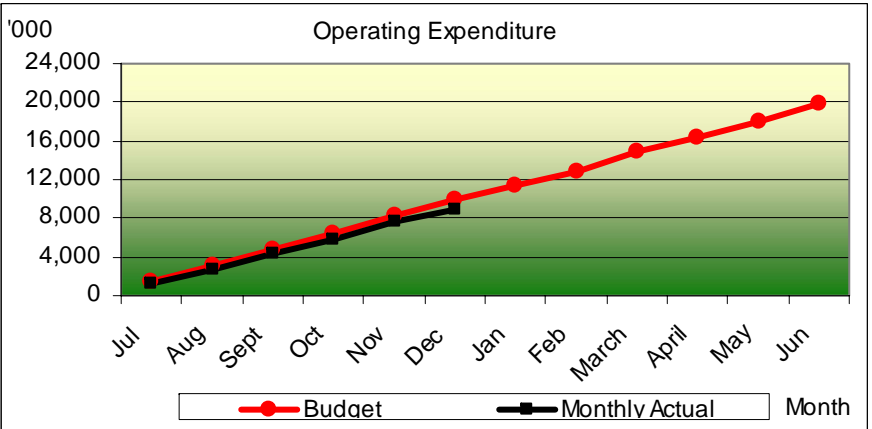
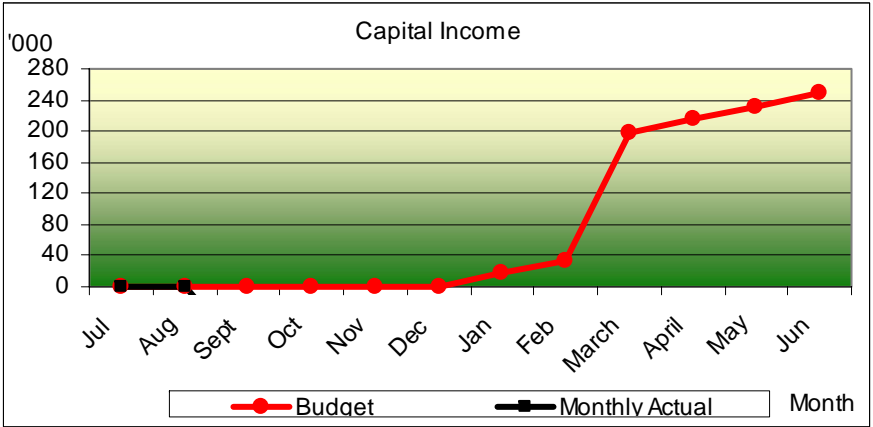
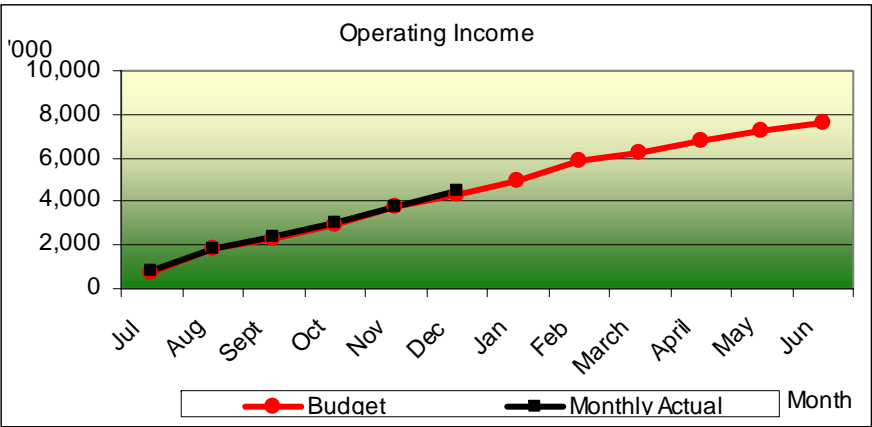
- Upgrade to Library PC booking system successfully completed
- RALC average of 9 birthday parties per week
- School Holiday Activities – 9 days of activity held in October with 809 participants
- Immunisation Clinic – average of 95 children per clinic attending, 130 new clients registered with program
- Senior Road Safety Calender printed and 2000 copies distributed
- Council Policy on Grants and Guidelines developed and adopted by Council
- Increase in art exhibitions and classes held at Brush Farm House this quarter
- Ryde Family Gathering held in partnership with Aboriginal Child and Family Youth Strategy
- Successful increase in attendance numbers at Granny Smith Festival, Community Christmas Celebration and Carols in the Plaza
- On line annual Calendar of Events developed

Exception Report – People



Nil

CUSTOMER REQUEST MANAGEMENT			
	Target	% Met Service Standard	Comment
Community Life			
All customer requests actioned within 10 working days	90%	80%	Initial responses are generally provided within the required timeframe, however a number of processes are reliant on other teams to complete a request and the system is yet to recognise completion of a task without all workflows completed, therefore the cumulative effect determines the completion as outside the designated time frame.

People Financial Management Performance Summary



PEOPLE - SERVICE UNITS PROGRESS REPORT

 Completed
 Qtr Status

The main indicators of performance will be the progress towards or completion of the stated actions in the management plan demonstrating the links to Council's sustainability outcomes.

OPEN SPACE

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2nd Quarter Comments
P1	PS8	Complete Plan of Management for Putney Park	Plan approved for Public Exhibition by Council	3	First stages of community consultation have commenced with mail outs to neighbours and an information session held at the park. Draft developed.	Draft being developed.
P1	PS8	Complete Plan of Management for Yamble Park	Plan approved for Public Exhibition by Council	4	No action required this quarter.	Initial planning of the process has commenced.
P1	PS9	Develop an Integrated Open Space Strategy	Strategy presented to Council for approval for Public Exhibition	4	Research undertaken and draft outline of the Strategy developed.	No progress
P1	PS8	Develop Bushland Walking Tracks Strategy	Strategy presented to Council for approval for Public Exhibition	4	Research and benchmarking into similar strategies undertaken.	Discussions with Stakeholder groups commenced.
P1	PS7	Develop a newsletter for sporting organisations	Feedback from sporting organisations re satisfaction	2	Format and content ideas developed.	Planning proceeding with first edition expected in February 2010.
P1	PS7	Implement actions from the Best Value Service Review	Number of actions implemented by agreed timeframes	1, 2, 3, 4	Implementation of the majority of recommendations has been completed. Implementation is within the specified timeframe.	Review of Implementation discussed within section. 15 of 19 actions are completed or ongoing, those outstanding to be discussed with new Group Manager.
E5	PS7	Develop Urban Tree Management Policy	Policy adopted by Council	4	Due to the complexity of the project a draft discussion paper was developed and issued for peer review. This will be the basis for the Policy to be developed in Quarter 4.	On public exhibition after a presentation to Council.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Tree Management Service to improve and enhance the tree canopy over the city	Number of street, boulevard and park trees planted by Council	700	700 endemic trees have been planted in Marsfield Park.	Planning for 2009/11 Street Tree planting has been concluded and programmed for this winter season.
Well designed recreational and leisure spaces	Parks Plans of Management adopted	2	Field of Mars and Brush Farm Park have been adopted. Morrison Bay is in consultation stage and Putney Park in the middle stages of drafting.	Putney Park is in drafting and Yamble Reserve is being planned.
Level of satisfaction with City of Ryde's open spaces	Measured satisfaction established by survey	7.8	Not initiated as yet, the surveys are to be undertaken in the 3rd quarter, with reporting in Q4.	Not initiated as yet, the surveys are to be undertaken in the 3rd quarter, with reporting in Q4.
Parks on Track for People 2025 Implementation Plan	% of priority one actions completed as per timetable	80%	No actions completed in this quarter, however actions on track.	Drafting of report to Council outlining the extent of Implementation is proceeding. 78% of Priority 1 actions are completed or ongoing.
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	81%	84%

LIBRARY SERVICES

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2nd Quarter Comments
G3	GS2, Gs9	Monitor developments in library technology to ensure Ryde Library Services utilises best value technology to provide quality service	Library management systems evaluated and recommendations ready for when funding is available	4	Ongoing evaluation of systems. Quotes obtained for upgrades and additional modules	Preliminary planning underway for upgrade to Library Management System in April. Ongoing evaluation of library technologies.
G2	GS4	Build skill levels of staff by targeted training and skills sharing	Programmed training delivered for Library staff	1, 2, 3, 4	Review of current training for library staff undertaken, results will lead to development of coordinated training plan.	Coordinated training plan for staff close to completion.
G2	GS2, GS10	Strengthen commitment of Ryde and Hunters Hill Councils to the joint library service	Support the Joint Library Service Advisory Committee by consultation at regular meetings	1, 2, 3, 4	No meeting during quarter. Meeting scheduled for next quarter	Meeting of Joint Library Service Advisory Committee held in November.
P1	PS7	Assist in planning, design and preparation work for the new Ryde library with relevant Council staff and external contractors	All planning, design and preparation completed on target	1, 2, 3, 4	Performance brief for new Ryde library completed	Extensive planning underway for new Ryde Library.
P1	PS1, PS2, PS3, PS5, PS6, PS9, PS10	Co-ordinate selection, ordering, cataloguing, processing and delivery of new stock for Ryde Library before opening	Resources selected, ordered and processed in time for opening of new Ryde Library	3, 4	Draft Collection Strategy developed to anticipate collection needs for new library. Grant submission to State Library for additional resources for the new library.	Planning for new Ryde Library suggests a minimum borrowing collection size of about 62,000 items. Strategies to achieve this being considered. Result of grant submission will be known in February.
P1	PS1, PS5, PS7, PS10	Plan and deliver latest technology expected by users of new library at Top Ryde	All technological equipment ready for new Ryde Library	3, 4	Current upgrade to PC booking system will allow for technological enhancement. Ongoing evaluation of systems. Quotes obtained for upgrades and additional modules.	Upgrade to PC booking system successfully completed. Upgrade to Library Management System in April 2010 will give potential to offer enhanced technology to library users. Planning for new Ryde Library has included recommendations for technology.

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2nd Quarter Comments
P1	PS1, PS3, PS4, PS7, PS10	Increased percentage of residential library membership	Implement promotional activities	1, 2, 3, 4	Research undertaken, Marketing Plan partly drafted and due for completion at end of second quarter. Launch of Living Library and 3 sessions held.	Library Marketing Plan close to completion. Will lead to carefully planned programs targeted to specific groups. Comprehensive range of library programs offered to the community during the quarter.
P1	PS1, PS10	Investigate how we can include new social networking technologies eg Web 2.0 program	To take advantage of the social networking technologies to enhance library service delivery	1, 2, 3, 4	Research undertaken.	Further research and discussion taking place.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2nd Qtr
Provision of library information and lending services	Number of visitors to libraries	840,000	215,181	188,467
	Number of items issued	1,000,000	246,020	235,936
	Number of hours of PC bookings	43,000	13,989	10,981
	Number of CoR residents who are library members/total library members	40,000/58,000	40,377/60,228	40,760/61,277
	Size of collection	180,000	213,481	216,708
	% of collection less than 8 years old	58%	64.27%	67.86%
	Size of the non-English collection	12,400	16,741	15,828
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	83%	100%

RALC

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
P1	PS7	12,000 enrolments in Swim School	Number of enrolments	4	3,382 at end of September - 3% down compared to same time last year	3,875 at end of December only 2 enrolments down compared to same time last year
P1	PS7, PS8, PS9	Maintain total annual attendance numbers at 780,000	Number of visits	4	158,319 year to date - 7.5% down compared to last year	368,195 - An improved quarter and only 5% down overall yr to date
P1	PS7	Average of 8 parties each week	Number of parties	1, 2, 3, 4	average 2 per week	Average 9 per week for the quarter, 6 overall year to date
E8	ES9	Reduce reliance of mains water for use in pools through recycling and rainwater harvesting	Kilolitres used for pool make-up water	1, 2, 3, 4	9.6Kl per day, only 72mm of rain in 1st quarter	3.6Kl per day for this quarter, 6.6Kl per day year to date
G3	GS7	Maintain pool water quality to meet NSW Health bacteriological criteria	No reports of poor water quality	1, 2, 3, 4	100% compliance	100% compliance
G3	GS2	Achieve an operating surplus of \$500,000	Surplus/(Deficit) achieved	4	\$549,630	\$813,082

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Learn to Swim Program	Total enrolments in Swim School	12,000	3,382	3,875
Learn to Swim Program	Average occupancy of Swim School	87%	79%	91.3%
RALC Entry	Total number of visits to the Centre	780,000	158,319	368,195
Birthday Party Program	Average number of parties each week	8	3	9
Water Conservation	Use of mains water for use in pools	0.0kL per day	9.6Kl per day	3.6Kl per day
Water Quality	Compliance with pool water bacteriological criteria for safe swimming	100%	100%	100%
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	100%	100%

COMMUNITY & CULTURE

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2nd Quarter Comments
P2	PS2, PS3, PS5, PS6	Efficient and accessible direct service delivery of Vacation Care, Immunisation services, Home Modification & Maintenance, Volunteer referral services and road and community safety programs	School Holiday activities	1, 2, 3, 4	10 days of activities held in July school holiday program with 963 participants. First Vacation Care brochure developed and distributed widely.	9 days of activities - 809 participants. Preparations were finalised for the summer holiday period.
			Successful immunisation clinics		12 immunisation clinics were held, including a special clinic focusing on support for fathers. 490 children attended.	473 children attending clinics in the quarter, an average of 95 per clinic. Over 130 new clients registered in this period. Presentation to new mothers about immunisation program at Top Ryde Early Childhood Centre
			Road safety action plan implemented		Go Active 2 School project launched in St Charles Primary School with 2/3 of families getting involved. Project meetings commenced for Go Active 2 School, Seniors Calendar and Speed Projects. 1 Helping Learners become better drivers workshop completed with 40 participants.	The Senior Road Safety Calendar was printed and 2000 copies were distributed to seniors in the City of Ryde through libraries, clubs, seniors groups and seniors services. One Senior Driver Workshop was delivered with 36 seniors attending, 20% of them from culturally and linguistically diverse backgrounds. 15 seniors on the waiting list. Information about child restraints in cars was put into brochures and sent to all childcare centres, preschools and playgroups in the City.
			Implementation of volunteer service		A total of 60 enquires were received. 39 volunteers were referred to registered agencies 27 of whom were from CALD background. 24 volunteers were referred to Home and Community Care (HACC) organisations in Ryde Hunters Hill areas. The HACC Volunteer Information Booklet translated into Mandarin, Korean, Armenian and Arabic and distributed to HACC service providers for their CALD	70 enquires for volunteering in Ryde. 65 volunteers were referred to registered agencies, 55 were from culturally and linguistically diverse (CALD) backgrounds. Strategies to promote volunteering to corporate organisations in Macquarie Park, playgroup parents, primary school parents and pre-retirees were developed and will be implemented in the coming quarters. The project has also partially sponsored 4 volunteer coordinators from community organisations to take up a one year course

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
					volunteers. Referral & organisation uptake procedure was developed.	in Diploma of Management with the School of Volunteer Management. Funding allocation of \$17,500 received from ADHC with effect from 1 Nov 2009 to promote volunteering in the Ryde and Hunters Hill areas.
			Implementation of Home Modification and Maintenance service work programs		Completed 89 jobs with 25% being CALD clients. Client feedback has rated the Service as 88% Excellent & 12% Good.	Completed 81 jobs with 35% being clients from Culturally and Linguistically Diverse (CALD) backgrounds. Client feedback rated the Service as Excellent 64%, Good 30% and Fair (3 clients) 6%
P1	PS3, PS5, PS6	Review of Council's community grants process	Grants Policy and Guidelines developed	2	Undertaken research and benchmarking of grants policies and guidelines and commenced drafting CoR policy and guidelines.	Policy on Grants and Guidelines was developed and adopted by Council.
P2	PS2, PS3, PS4, PS6	Develop integrated Social Plan	Plan developed	4	Research project on Service Mapping and Gap analysis underway, final report due in Quarter 2. Involvement and support provided to Ryde 2030 Community Strategic Plan project, as this will become the new Social Plan.	Significant involvement and support was provided to Ryde 2030 Community Strategic Plan project, as this will become the new Social Plan. Staff reviewing draft report of the research project on Service Mapping and Gap analysis.
P1	PS1	Implementation of the Arts Development Framework: Create a greater access to the arts Telling Ryde's Stories Investigate development of creative industries Partnerships for a vital City	Exhibition program Brush Farm House	1	Two exhibitions held. History Week was marked in partnership with Brush Farm Historical Society and two local artists.	Four exhibitions were held during this quarter - two by local artists, one Armenian Community and one by the Korean Women's Arts Society. An Aboriginal exhibition has been programmed for 2010.
			Art classes/activities Brush Farm House	1	Support provision of arts and cultural activities through external providers	Regular program of art classes now being offered at Brush Farm House on a weekly basis. Q1 2 art classes/week, Q2 5 art classes/week
			Public art policy and procedures	3	Research undertaken and draft being prepared	First draft of public art policy developed. First draft of implementation guide developed. First draft of public art planning guide (for private developers) developed.

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2nd Quarter Comments
			Kissing point and Gladesville Public Art	4	No action required this quarter, programmed for quarter 4	No action required this quarter, programmed for quarter 4
			Scoping study for creative enterprise centre	3	No action required this quarter, programmed for quarter 3	No action required this quarter, programmed for quarter 3
			TAFE exhibitions at Brush Farm House	2	Discussions have occurred and programmed for quarter 2	An exhibition of TAFE students' work is to commence again in October 2010.
			Internal partnerships with Public Works and Urban Planning	4	No action required for this quarter, addressed as opportunities arise	Partnership opportunities explored with Urban Planning Unit for projects targeting Macquarie Park, Eastwood and development of a cultural plan.
P1	PS1	Promote Brush Farm House as a busy and vibrant centre supporting and growing the City's arts and cultural life	Arts and cultural initiatives implemented as per the Brush Farm House business plan	4	No action required for this quarter, programmed for quarter 4	Preparation on the Brush Farm House business plan for implementation in financial year 2010-11 underway.
P1, P2	PS1, PS3, PS5	Enhance the capacity of the service network to respond to changing demographics and emerging and anticipated needs	Campaign developed and implemented to inform service network of the Social Plan findings	3	No action required this quarter, this is programmed for quarter 3 when the Service Mapping and Gap Analysis project is complete.	Project linked to Service Mapping and Gap Analysis project - No action this quarter.
			Hold 2 broad based interagency meetings to improve networking and encourage partnerships within service network	4	Council facilitated both Ryde Hunters Hill Child and Family and the Multicultural Interagencies, both with increased attendance.	Meetings facilitated the with Interagencies - established the Ryde Hunters Hill OOSH Network.
P1, P2, P3	PS2, PS3, PS5, PS9	Instigate events to enhance community development and to celebrate cultural diversity	Harmony Festival International Women's Day celebrations Coordinate Seniors' Week events program Coordinate NAIDOC Week celebration Coordinate Youth Week events program	4	Planning for a new partnership event (with the Aboriginal Child Family and Youth project), Family Gathering day commenced to celebrate Children's week. Planning for the CORE events at Granny Smith undertaken. Children's Festival held in partnership (with local playgroup association) focusing on children aged 0-6, approximately 3000 people attended.	Received funding from NSW Commission for Children and Young people for Youth Week activities; Ryde Family Gathering held (more information below).

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
P1, P2, P3	PS2, PS3, PS5, PS9	Enhance the wellbeing, participation and access to services and opportunities for young people, older people, families and children. Processes develop to address identified gaps for each target group (as per Social plan research) Ensure all activities/outputs are process driven and are based on community development principles	Youth projects		Facilitated Ryde Youth Council (11 members) which initiated the Ryde Youth Theatre program (6 young people per class) and members attended Youth Parliament. Skills developed in leadership, team work, managing projects, conflict resolution, developing curriculum, in writing legislation, public speaking and parliamentary processes.	Participated in the Keep On TRAC project with NSW Health and NSW Police - this project focused on providing information to over 1000 young people around age-relevant laws, alcohol licensing, road and driving laws and safe celebrating. The Ryde Youth Theatre with six young people and the Youth Film Night with 15 young people continued to meet. The Core at the Granny Smith Festival this year it attracted over 400 young people offering live music, skate demos, amusements, chill out space, information and giveaways.
			Children and Families projects		Children's conference held, 280 children attended and provided an opportunity to hear the views of children for the Ryde 2030 initiative. 3 Triple P parenting seminars delivered with total attendance of 81, in partnership with Ryde Community Hub and Healthy Kids.	The Ryde Family Gathering was held by City of Ryde in partnership with the Aboriginal Child and Family Youth Strategy. The aim was to engage the local Aboriginal Community and service providers in a meaningful way and to help develop a sense of Aboriginal Community identity within the local area, and also to link people to services. The event attracted around 150 people.
			Evaluation of projects showing service gaps addressed	4	No action required in this quarter, linked to Service Mapping and Gap analysis project.	No action required in this quarter, linked to Service Mapping and Gap analysis project.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Holiday Activities	City of Ryde resident satisfaction and use	93%	Customer satisfaction survey scheduled for quarter 2.	88% survey response rated good

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Access to Services	Percentage of CALD community accessing direct services	20%	Home Modification and Maintenance Service 25%, Volunteer Service- 69% of referred volunteers	Home Modification and Maintenance Service 35%. Volunteer Service - 85% of referred volunteers.
Road and Community Safety	Number of City of Ryde specific programs completed	6	2 projects completed, Learner Driver Workshop and Go Active 2 School.	2 projects completed, Senior Road Safety Calendar and Senior Driver Workshop.
Home Modification and Maintenance	Customer Satisfaction of City of Ryde residents with service	90%	96% client satisfaction with completed jobs	96% client satisfaction with completed jobs
Immunisation	Percentage of City of Ryde children immunised 0-5 years old	93%	91% children fully immunised. 490 attendances in the quarter	94% of children fully immunised, the highest rate for any LGA in the Northern Sydney Central Coast Area Health Service region.
Community Events	Number of events, community development outcomes and level of participation	6	3 events held, 3381 participants in the Children Conference, Children's Festival and Triple P parenting program.	3 events and programs held. The Family Gathering – approx 150 Keep on TRAC - over 1000 young people The Core at the Granny Smith Festival – over 400
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	83%	82%

COMMUNITY RELATIONS

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	
P1, P3	PS1, PS3, PS4, PS7, PS8	Plan and deliver a range of community events	A diverse range of events produced and delivered within budget	1, 2, 3, 4	Opening Ryde Park, Community Prayer Breakfast within budget	Granny Smith Festival, Community Christmas Celebration, Carols in the Plaza, opening Kissing Point Park and Eastwood Lower Oval. Provided assistance for North Ryde Community Christmas Carols within budget.
P1, P3	PS1, PS3, PS4, PS7, PS8	Promote and distribute an annual calendar of Council events	Distributed via Ryde City View, website, libraries, customer service and RALC	3	On Line Calendar provided. Hard copy annual calendar to be provided in Q3	On Line Calendar provided. Hard copy annual calendar to be provided in Q3
P2, G1, G5	PS6, GS9, GS10	Develop a new website	Prepared to go live in February 2010	3	Project Plan approved, consultation with staff and the community on the design format undertaken.	On-going updating information, consultation with staff and community completed
A2	AS7	Implement Community Facilities Operational Review	Commence medium term objectives Occupancy rates to be minimum 50%	1, 2, 3, 4 1, 2, 3, 4	No action in this quarter, remaining 7 medium objectives on target to be delivered in Q4 58%	No action in this quarter, remaining 7 medium objectives on target to be delivered in Q4 60% occupancy for halls and 35% occupancy for meeting rooms. Occupancy is based on 8 hours use per day.
G3		Complete Best Value Review	Review undertaken in consultation with staff and key customers. Final report completed by February 2010	3	No action required this quarter	Consultation completed

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Communication with the community	Publication and distribution of Community Newsletter	25	7 editions published	5 editions published
Plan and deliver a range of community events	Participation at key events, festivals and programs conducted by the City of Ryde	100,000	Total Attendees: Community Prayer Breakfast 150, Ryde Park Opening 150, Citizenship Ceremonies 300	Total Attendees: Granny Smith Festival 85,000, Community Christmas Celebration 3,000, Carols in the Plaza 1,000, Park openings 200, Citizenship ceremonies 120. Total quarter 89,320
Media opportunities	Media releases distributed	100	23 Media releases	23 media releases
Citizenship ceremonies	Number of grantees via CoR Citizenship Ceremonies	1200	300	1 ceremony with 120 grantees
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	70%	64%

OUTCOME AREA

ASSETS

Objective

The City of Ryde is committed to the delivery and maintenance of high quality infrastructure and facilities.

Highlights

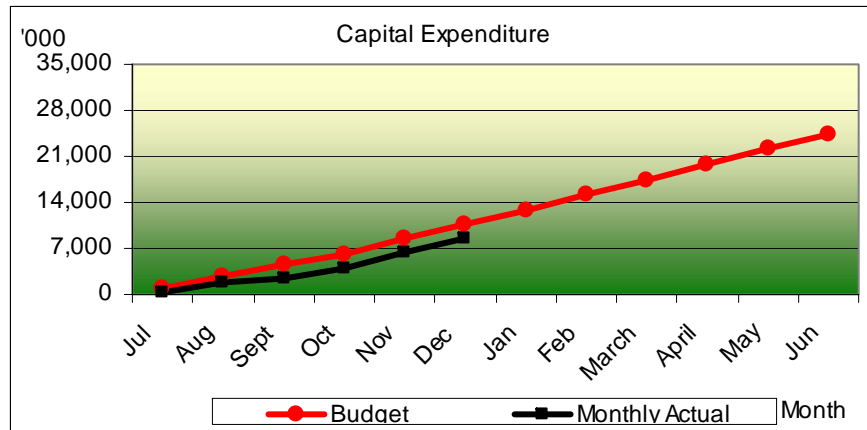
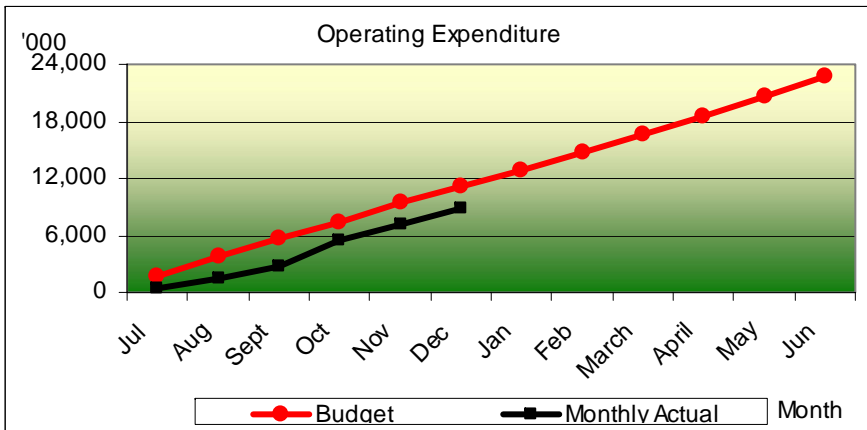
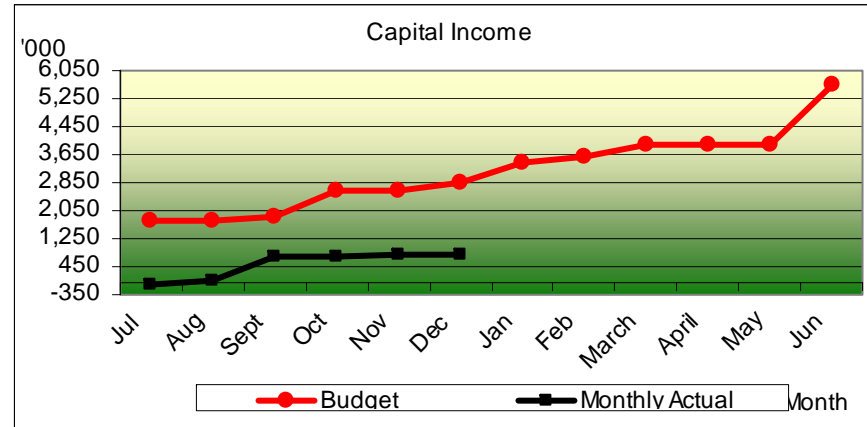
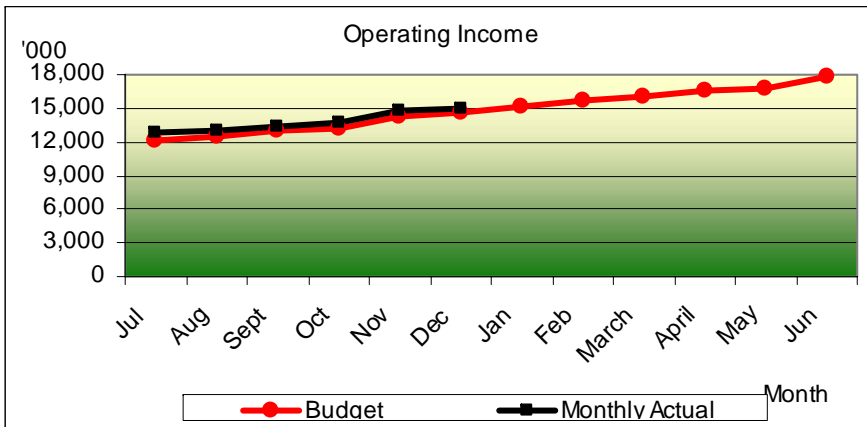
- Opening of the Buffalo Creek boardwalk in November 2009
- Construction commenced at the new Ryde Community & Sports Centre at ELS Hall Park
- Practical completion of Gladesville and Meadowbank public domain works
- North Ryde Park new playground and amenities work practically completed
- Opening of Kissing Point Park new playground and walking area

Exception Report - Assets

Some s94 funded capital projects will be reduced to ensure sufficient funds are available to complete future programs. Further program reductions are required as s94 income has not improved in Quarter 2.

CUSTOMER REQUEST MANAGEMENT			
	Target	% Met Service Standard	Comment
Public Works			
All customer requests actioned within 10 working days	90%	83%	Initial responses are generally provided within the required timeframe, however, investigation and subsequent works often require a longer time period for action.

Assets Financial Management Performance Summary



ASSETS - SERVICE UNITS PROGRESS REPORT

 Completed
 Qtr Status

The main indicators of performance will be the progress towards or completion of the stated actions in the management plan demonstrating the links to Council's sustainability outcomes.

ACCESS

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G3	GS2	Complete the implementation of the Best Value Service Review recommendations for Access	Implement 70% of the agreed recommendations as identified by the Review by 30 June 2010	4	64% implemented	75% implemented
A1, A3	AS1	Develop Council's Public Domain Standard Specifications and Drawings document	Document is approved and available for use by Council and other stakeholders	2	Draft document incorporating 2 sections completed	Draft document incorporating 2 sections completed
G1, A1	AS3, GS1 AS4, ES2	Facilitate Traffic Committee and Bicycle Advisory Committee meetings to communicate and inform the community	Facilitate 7 Traffic Committee and Bicycle Advisory Committee meetings in 2009/2010	4	2 Traffic Committee meetings and 1 Bicycle Advisory Committee meeting were held in the first quarter	3 Traffic Committee meetings and 2 Bicycle Advisory Committee meeting were held in the second quarter
A3	AS5	Review service standards for maintenance of Access assets Finalise planned maintenance program within the Asset management Software (Tech 1)	Service Level Agreement document reviewed and updated Planned maintenance schedules reviewed and installed on Technology One Access unit planned maintenance schedules reviewed and entered into Tech 1 Access Module	2	Preliminary discussions held with operations unit.	Schedules developed. Expect to enter into Tech1 in March 2010.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Capital works	100% of the capital works program commenced	100%	13%	63%

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Capital works	90% of works completed by value	90%	Actual plus committed 37.1% 51%	
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	80%	60%

CATCHMENT and ASSETS

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
A3	AS10	Complete construction of the Shrimpton's Creek bio-retention system at Santa Rosa Park	Bio-retention system operational	4	Construction underway.	Civil works completed. Veg planting ongoing.
E6	ES9	Complete construction of the Meadowbank Park stormwater harvesting and reuse systems	Meadowbank Park stormwater harvesting and reuse system operational	2	Call for tenders completed.	Contract awarded to successful tenderer.
G1	GS3	Develop and implement a stormwater and floodplain management information webpage	Webpage operational	3	Webpage review commenced.	Webpage review & development ongoing.
E8	ES11	Complete the Macquarie Park Floodplain Risk Management Study and Plan	Public exhibition of Macquarie Park Floodplain Management Plan completed	4	Draft Flood Study due in November 2009.	Draft Flood Study submitted December 2009.
A3	AS5	Finalise planned maintenance program within the Asset management software (Tech 1)	Catchments and Assets unit planned maintenance schedules reviewed and entered into Tech 1 Access Module	2	Review of planned maintenance schedules commenced.	Planned maintenance schedules for Pits and GPTs entered.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Capital works	100% of the Capital Works Program commenced	100%	100% of projects commenced.	100% of projects commenced.
Capital works	90% of works completed by value	90%	11%	49%
Manage the provision and maintenance of the City's stormwater quality improvement devices	Gross pollutants removed from gross pollutant traps (tonnes per annum)	250t	72t	44t
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	72%	83%

WASTE AND FLEET

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
A3, E6	AS5, ES4	Continue to advertise and distribute education material for Council's Waste Collection Service. Increase public awareness of waste minimisation and recycling	Rollout annual public awareness plan and include the education trailer. Link the message to climate change	All	Service provided as specified	Education Trailer and Workshops at Granny Smith Festival, Lane Cove Tourist Park Family Eco Day, Storytime at 5 libraries for Under 5, follow your waste tours, National Recycle week demonstrations
A3, E6	AS5, ES4	Expand the provision of public place recycling	New stainless steel public waste recycling stations to be implemented in all town centres	2	Tender Approved by Council	Rollout of stations has begun in Putney, Gladesville, Five Ways and Midway - total 50 stations so far
A3, E6	AS5, ES4	Review Council's waste strategy Investigate alternate waste technologies	Completion of review	4	Report to Council pending	Workshops to be held in 2010
A3, E6	AS5, ES4	Review and upgrade web page	Completed by December 2009	2	Completed	
A3, G3, E6	AS5, ES4, GS3	Ensure unit sections are working at optimum levels and minimise risk. Conduct internal audits in three areas of operations within the unit: . Domestic Waste . Commercial Waste . Plant Hire	Completion of audits and implementation of recommendations	3	Plant hire & Commercial Waste completed	Finalising Domestic Waste Audit
G3		Complete Best Value Review	Review undertaken in consultation with staff and key customers. Final report completed by February 2010	3	Officer Appointed	First draft completed

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Waste management program	% of tonnes of waste stream to landfill	54%	53.18%	53.19%

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2nd Qtr
Environmental management program	Re-use of Council construction and demolition waste (tonnes per annum)	18,000t	2,023t	4,617t
Management of Council's vehicles, trucks, plant and equipment	% of Council's vehicle fleet to be 4 cylinder or hybrid vehicles	70%	70%	71%
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	80%	70%

BUILDINGS AND PROPERTY

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G4, A3	GS5, AS3, AS7	Establish and document processes and procedures for all activities undertaken by the unit	Review documentation and approve Audit processes quarterly	All	Processes & procedures being documented	Documentation now held Processes being audited
A2, A3, E6	AS6, AS7, AS8, AS9, ES8, ES9	Establish clear strategic direction on the optimal use of Council's real property	Gain approval from Council for Strategic Property Plan	1	To be undertaken in 2 nd half of the year	Deferred for discussion with new GM
G3, G5, A2, A3	GS2, GS4, AS3, AS5, AS7	Embrace a project management culture and adopt CoR Project methodology on all projects	Review documentation and audit projects quarterly	2	Project documentation completed & audited monthly	All documentation in order and audited
A3	AS5	Finalise planned maintenance program within the asset management software (Tech 1)	Buildings and Property unit planned maintenance schedules reviewed and entered into Tech 1 Access Module	2	Currently being collated	Maintenance schedules entered into Tech One

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Capital works	100% commenced by 30 June	100%	75% commenced	80% commenced
Capital works	80% of works completed by value	80%	5%	24%
Review and agree rentals assessed	Attain budgeted rental for all continuing occupancies – 100%	100% \$1,167,155	Ongoing	Ongoing
Capital works	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	86%	81%

OPERATIONS

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G3		Implementation of recommendations from the Best Value Review (January 2009) for operations	Implemented 70% agreed recommendations	1, 2, 3, 4	56% of recommendations either completed or commenced.	60% of recommendations completed or commenced
A3	AS1, AS2, AS4, AS5, AS10	Undertake works within budget and in accordance with Service Level Agreements and project brief	100% compliance	1, 2, 3, 4	Project briefs nearing completion, current work in progress compliant.	Current works are compliant
A1, A3	AS1, AS2, AS4, AS5, AS10	Capital works projects delivered in accordance with PM CoR methodology, including community consultation, standard specifications and contract documents as required	100% compliance	1, 2, 3, 4	Compliance with PMCOR audit rated as "Good"	Refresher training on procurement undertaken for Public Works staff

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Capital works	100% of the Capital Works Program commenced	100%	20%	70%
Capital works	90% of works completed by value	90%	16.10%	46%
Design Services	Detailed designs and estimates completed in compliance with design briefs.	100%	55%	70%
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	83%	71%

OUTCOME AREA

ENVIRONMENT

Objective

The City of Ryde is committed to maintaining an ecologically sustainable City through the management of our City's natural and physical environment.

Highlights

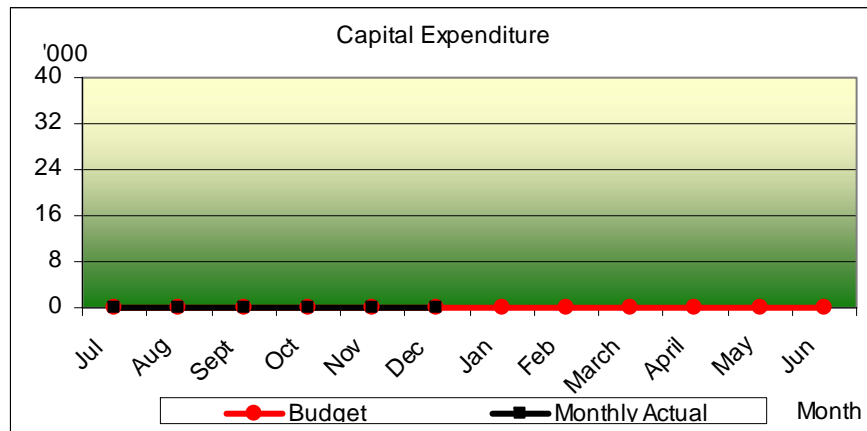
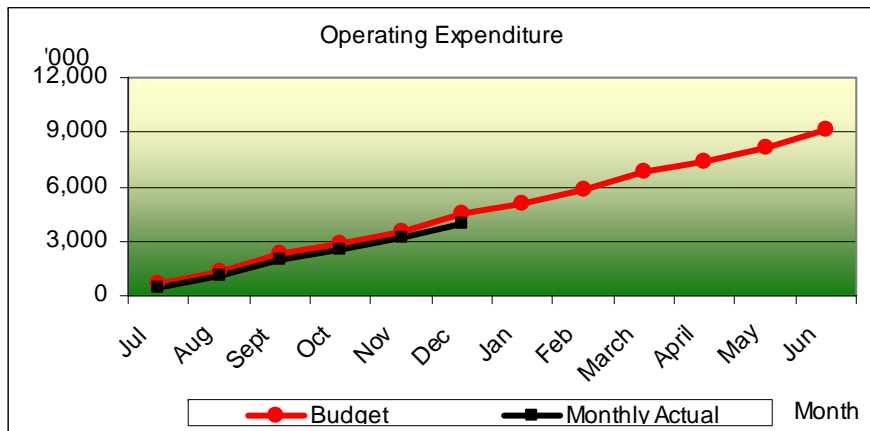
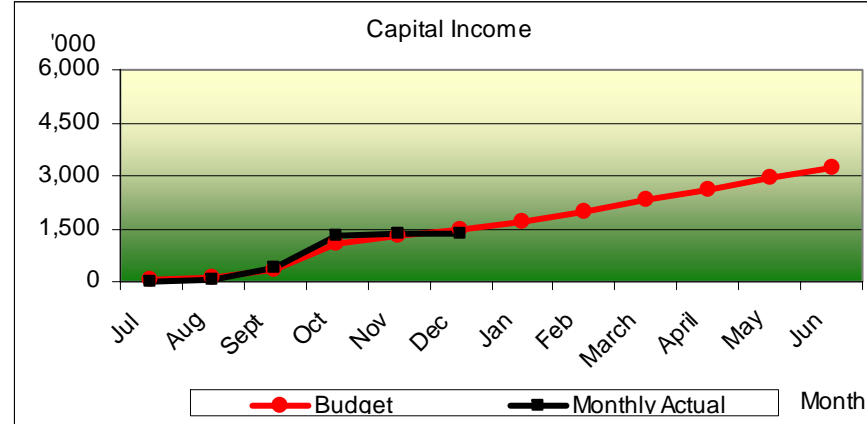
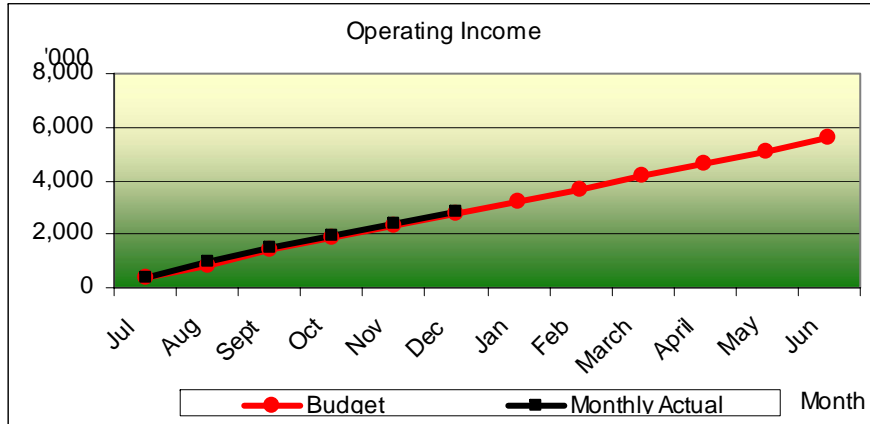
- The number of development applications determined this quarter was 231, which is an increase on last quarter.
- Following completion of the product development and testing this quarter, on-line tracking of development applications for City of Ryde customers is due to commence by the end of January 2010.
- Number of Regulatory Services customer requests completed this quarter exceeded target.
- Number of non-chipped impounded Companion Animals microchipped this quarter exceeded target.
- Wireless testing of e-tablets in the field has commenced.
- Continued enforcement of boarding houses, a number of these establishments lodge development applications with Council to become an approved use.
- Environmental Health Staff investigated a number of businesses in the Gladesville industrial area for the Catchments and Assets Department to assist in their rehabilitation of Buffalo Creek. The investigation resulted in a number of businesses discharging wastewater illegally into the stormwater system. The businesses were served prevention notices and ordered to dispose of wastewater correctly.
- Outdoor Dining Policy reported to Council and adopted (effective January 2010).
- Building and Development Advisory Service Team ran a seminar regarding legislative changes for "Granny Flats".
- Small Centres consultancy / study initiated in accordance with Council resolution.
- Final Draft Macquarie Park Pedestrian Movement Study received (to be reported early 2010).
- Final Draft Macquarie Park Parking Study received (to be reported early 2010).
- Top Ryder Community Bus Service transported 10,388 passengers this quarter, up 25% from the previous quarter and up 57% on same quarter last year. Since the service commenced on 22 July 2008, over 35,077 passengers have used the service.
- Finalised Regional State of Environment report 2008/2009 and produced Ryde Community State of the Environment Report newsletter highlighting key environmental achievements for Ryde during 2008/2009.

Exception Report – Environment



Nil

CUSTOMER REQUEST MANAGEMENT			
	Target	% Met Service Standard	Comment
Environment & Planning			
All customer requests actioned within 10 working days	90%	83%	Call responded. The administrative component of CRM system was not closed off resulting in lower percentage for the quarter. This has been resolved through training.

Environment Financial Management Performance Summary



ENVIRONMENT - SERVICE UNITS PROGRESS REPORT

	Completed
	Qtr Status

The main indicators of performance will be the progress towards or completion of the stated actions in the management plan demonstrating the links to Council's sustainability outcomes.

URBAN PLANNING

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
P2, E2, G2	ES3, ES7	Develop a Housing Strategy to guide the preparation of the Local Strategy	Housing Strategy developed	3	Finalised calculating the additional housing numbers to be achieved in the City to 2030.	The principles and broad strategies to address the housing needs within the City to 2030 established. Work continued on the preparation of the Draft Strategy
P2, E2, G2	ES3, ES7	Develop a Centres and Corridors Strategy to guide the preparation of the Local Strategy	Centres and Corridors Strategy developed	4	Small Centres Strategy completed. Town Centre and Corridor Study commenced.	Principles and broad strategy developed for Centres and Corridors. Work continued on the preparation of the Draft Strategy. Master planning work commenced on the 4 small centres and 2 residential areas
P1	ES3	Implement priority actions within the Economic Development Strategy	5 actions implemented	1, 2, 3, 4	Ryde EXPO and Small Business Sept held. Call for EOI on the member of the Economic Development Advisory Committee.	Economic Development Advisory Committee membership finalised. Employment Study prepared as part of the Local Strategy finalised and reported to Council. First meeting held of Economic Development staff from adjoining Councils and Councils in the region. This is a Ryde initiative
G5, G6	ES6	Implement a program to promote the services and products of the Building and Development Advisory Service	Events and actions listed in the program implemented	2, 3, 4	Ongoing provision of regular services and products.	Information evening for over 30 residents was held on the recent State Government planning controls for granny flats. Draft program prepared on information/ education sessions to be held in 2010.

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
P1	ES3, ES5	Develop and implement a place management program for the town centres – in particular Macquarie Park and Eastwood	Key actions within the program implemented	1, 2, 3, 4	Macquarie Park Forum membership adopted. Draft final of the Pedestrian Movement Study and Parking study submitted to Council.	The draft Pedestrian Movement Study and the draft Parking study finalised. The first meeting of the Macquarie Park Forum was held in November. Public Works reported on the outcomes of the 6 month place management program in Eastwood.
G3		Implement the recommendations of the Best Value Review for Urban Planning Unit	Recommendations in the report actioned	1, 2, 3, 4	Implementation Program adopted.	Ongoing implementation of the program - including a review of the Units use of the COR PMS in undertaking planning projects and work on the preparation of education/information program.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
All Urban Planning Unit's products and services	Complete the tasks and projects listed in the annual Urban Planning Unit's Work Program (total percentage of tasks).	80%	15%	35%
Building and Development Advisory Panel	Number of pre-lodgement meetings held per quarter	23	13	15
Development Control	City of Ryde Consolidated LEP, Macquarie Park LEP, Civic Centre site LEP and Gladesville LEP adopted by Council in 2009	100%	80%	90%
Customer Service	Production of documentation and information sheets to inform and assist people through the Development Application process (aggregated per quarter).	16	2	2
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	90%	71%

ENVIRONMENT

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
E1, E6	ES1, ES8	Implement 50% of medium priority actions of Greenhouse Gas Reduction Action Plan 2007-10	Actions, audit and footprint reports completed	4	1st Quarter footprint result due next quarter. Completed 61% of medium priority actions. Completed 4 transport access guides and draft Eastwood Pedestrian Access and Mobility Study, launched on-line Sustainability Living Guide on the Councils website and facilitated organisation eco-challenge program in partnership with ACF as key actions.	Completed. 1st Quarter footprint reports show organisation energy consumption has not increased when compared to the same quarter last year. Over 12 months there has been a 6% reduction for energy consumption at the organisational level for all Council buildings. Civic Centre has cut its emissions by 7% and energy efficiency has improved by 17%. Commenced negotiations to trial B20 biodiesel fuel across Council plant and fleet. Also to commence energy metering of RALC operations to inform sizing of potential cogeneration or trigeneration plant.
E1, E6	ES1, ES8	Implement CCP Plus Milestone of CCP Program relating to sustainable transport	Inventory analysis and verification completed	4	Completed. Achieved CCP Plus implementing advanced greenhouse gas reduction initiatives. CCP Program folded June 2009 and is no longer available.	Completed. CCP program folded June 2009. Despite this sustainable transport initiatives include bus stop shelter audits, 4 key centre transport guides, 2 school transport access guides, Eastwood PAMP and Top Ryder community bus service connecting 5 of 6 key centres and implementing organisation fleet policy which encourages hybrid and 4 cylinder cars.
E2	ES10	Implement Year 6 of Water Quality Monitoring Strategy to program, facilitate improvement measures and enforcement strategies	Signal 2 and AUSRIVAS reports on 5 local waterway systems completed	2, 3	Spring 2009 monitoring program to commence next quarter. Sydney Water engaged to deliver monitoring	Completed Spring 2009 monitoring and draft report presented to Water Quality Monitoring Steering Committee on 7 December 2009. 5

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
					program.	core and 8 satellite sites monitored. Shrimptons and Porters Creek systems both degraded with poor diversity. Improvement strategies under consideration. Final report due next quarter.
E3	ES6	Implement findings from 2006, 2007 and 2008 Biodiversity Reports, facilitate conservation measures and manage interactive database	Conceptual bio-corridors identified and interactive biodiversity database developed	2	Draft Biodiversity Enhancement Plan completed. Linkages plan to be considered as part of the Integrated Open Space Strategy scheduled 4th Quarter. DECC electronic database in use.	Completed. Draft concept plan developed and informs Urban Tree Strategy Discussion Paper and will inform the proposed Open Space Strategy. DECCW database in use and mapping vegetation database on trial to 26 Feb 2010.
E6	ES9	Implement measures to achieve 5 Stars of Sydney Water's EDC Program	Independent diagnostic assessment completed	4	Implementation in progress. Real time monitoring in 2 parks underway. 91% compliant towards achieving 5 Star rating.	Progress. Implementation plan completed in liaison with Sydney Water. Management and reporting systems in focus.
E4	ES6	Implement Year 2 and Part of Year 3 set milestones of grant-funded Catchment Connections Project with partner Councils and produce progress report (note: Project start date 17/1/08, finish date 17/1/11, final report February 2011)	Individual action items to stage of project and progress report to DECC completed	4	In progress. Bush walks and train the trainer community workshops underway. Bush regeneration in project area continuing and bush neighbour kits and community education manual nearing completion.	Guided nature walks around Terrys Creek, Mars Creek and Buffalo Creek were offered to residents and 31 attended the walks this quarter.
E3		Implement Ryde Environmental Education Network involving 15 Ryde schools to program and produce quarterly newsletters	Participating local schools and newsletters produced	4	In progress.	Partnerships forged with Putney Public and Ryde East Public schools to help design interpretive signage and other educational initiatives including community garden projects. Participated in Ryde 2030 ideas competition and offered free recycling signage for schools.

City of Ryde - QUARTERLY REPORT
December 2009

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
E6	ES1, ES8, ES9	Develop SME Business Sustainability Strategy and Implementation Plan, and commence implementation of Plan	Strategy completed and at least 50 SME businesses engaged	2,3	In establishment phase. Grant funded Project officer engaged, business plan and strategy due next quarter.	Business plan approved. Project implementation and status report completed. Start up information kits completed and initial meeting of businesses commenced.
E3	ES4	Implement 17th year of Mosquito Control and Education Program	Mosquito trapping counts and identification, annual report completed	3	Program commences 3rd quarter	Program commences next quarter.
E3	ES7	Complete Ryde State of Environment Report 2008-09 and community summary newsletter	Compliant Report completed and community newsletter produced	2	Regional report in progress. Due for completion end 2nd Quarter.	Completed and presented to Council 1 December 2009 together with Ryde Community SoER newsletter. Available on-line, in libraries and Council foyer.
E1	ES1	Maintain fast and efficient delivery of 'Top Ryder' Community Bus Service connecting West Ryde to Gladesville via Top Ryde and Meadowbank and explore opportunities for expansion/improvement	Passenger numbers and customer satisfaction survey	2, 4	Top Ryder service continued this quarter. Additional stops added at Shepherds Bay Shops Meadowbank and Eastwood Railway Station from 6 July 2009. Over 24,689 passengers have been transported since service commenced on 22 July 2008. This quarter, 7,790 passengers were transported, up 33% on the previous quarter figures.	Top Ryder service continued this quarter and passenger numbers continue to rise. This quarter numbers to 10,388 are up 25% on previous quarter and up 57% on same quarter last year. Over 35,077 have been transported since the service commenced on 22 July 2008. Customer satisfaction survey proposed next quarter.
E3	ES2	Deliver Stage 2 of the Darvall Park Noxious Weed Community Education Project targeting private properties surrounding Darvall Park, including Outlook and Miriam Parks	Inspections completed and actions taken	2, 4	In progress. Stage 1 inspections continued this quarter. Stage 2 inspections to commence next quarter	Over 254 Stage 1 inspections completed and inspection reports issued. Letters requesting access sent to 145 premises that did not participate in first round. Stage 2 inspections of 25% of Stage 1 premises due to begin 4th quarter.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Environment Policies/Strategies	% completed medium priority actions from GGRAP 2007-2010 towards reduced greenhouse gas emissions	50%	Progress - 61%	Completed
Resource Conservation Policies/Strategies	Number of SME's participating in Business Sustainability Program	50	Program commences next quarter	Program commenced
Biodiversity Conservation Policies/Strategies	0% reduction of corporate water use across organisation below 2003/04 base year	15%	23% comparing 1st quarter 0304 and 0910	Footprint report for 2nd quarter due next quarter
Clean Air and Clean Water Monitoring and Programs	Progression through CCP Milestones	CCP Plus	completed	Completed
	Progression to 5 Stars of Sydney Water's Every Drop Counts' Program	5 stars	4 stars	4 stars
	Number of schools actively participating in Ryde Environmental Education Network (aggregated per quarter)	15	12	12
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	90%	N/A Statistically insignificant

ASSESSMENT

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G5	GS6	Streamline assessment process to achieve faster turnaround time and adaptively to planning reforms	Council, General Manager and staff updated. Process restructuring and change management as required	Q1, 2, 3, 4	<p>In progress. Monitoring of reforms on-going to ensure statutory compliance.</p> <p>Planning reforms responded to:-</p> <p><u>1. Amendment to Codes SEPP Housing Internal Alterations Code</u> commenced on 7 September 2009 and is a new code covering complying development for internal alterations to dwellings.</p> <p><u>2. Amendment to Codes SEPP NSW General Commercial and Industrial Code</u> commenced 7 September 2009 and is a new code allowing some forms of commercial and industrial development to be complying development.</p> <p><u>3. Affordable Rental Housing SEPP</u> Commenced 18 September 2009 and is a state policy with new affordable housing initiatives including granny flats (secondary dwellings) and boarding houses.</p>	<p>In progress. Monitoring of reforms on-going to ensure statutory compliance.</p> <p>Planning reforms responded to:-</p> <p><u>1. Place of Public Entertainment (POPE) removed from Planning Legislation</u> Commencing 26 October 2009 pubs, restaurants, registered clubs and other venues no longer need a POPE licence and are not longer required to apply for development consent to provide live entertainment as this is considered part of their normal activities.</p> <p>Live entertainment at new premises will be considered as part of the Development Application for those premises.</p>
G5	GS6	Investigate Business Unit model for private certification to improve resource efficiencies. Review undertaken in consultation with staff and key customers by external consultant.	Review undertaken in consultation with staff and key customers by external consultants	Q4	See Best Value Service Review below.	See Best Value Service Review below.

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G1, G3, G5, G6	GS6	Delivery of online tracking and DA lodgement process	Customer able to follow applications online	Q3	InfoMaster installed. Currently being tested and refined before going live on COR web.	On-line Development Application tracking installed & tested. To be available to the public on COR web by end of January 2010.
G3	GS6	Undertake a Best Value Service Review for Assessment Unit	Review undertaken in consultation with staff and key customers by external consultant	Q4	Executive Team has nominated General Counsel to undertake Assessment Team review. Review to commence Q2.	Best Value Service Review progressed in accordance with project plan approved by Executive Team.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Assessment of Development Applications	Local Development Application turnaround time (days) – Gross assessment time.	50 median 70 average	49 median 55 average	59 median 63 average
	Number of DAs received and determined (quarterly)	300 received 300 determined	250 received 226 determined	236 received 231 determined
	\$ value of approved (annual)	\$600m	\$127,227,985	\$30,671,350
	Number of outstanding applications (quarterly)	<250	196	200
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	90%	53% Call responded (2 day timeframe). The administrative component of CRM system was not closed off resulting in lower percentage for the quarter. This has been resolved through training.

HEALTH AND BUILDING

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G1, G3, G5, G6	GS8	Implement mobile technology for mandatory building inspection	PDA's used for selected inspection types	3	Testing in field phase	Have applied wireless internet technology and record integration. Currently testing on pool inspections
ES10, G1, G3, G5, G6	GS7	Further refinement and documentation of procedures	Standard operating procedures documented and adopted	2	A number of operating procedures have been developed such as investigation of boarding houses and brothels	Procedures working group formed. One new documented procedure each month to be produced by the group.
G3, G5, G6	GS2, GS8	Develop a business and marketing plan for Certification Services identifying target market and customers	Business and marketing plan agreed by ET	4	Draft completed	Draft completed. Further work awaiting General Manager's input.
G1, G3, G5, G6	GS3, GS6	Complete Local Orders Policy	LOP adopted by Council	1	Draft completed	Draft completed. Finalisation of the Policy awaiting General Manager's input.
G1, G3, G5, G6	GS4	Accreditation of Council Officers* * Subject to legislative requirements	Building Professional Board Accreditation	3	Legislation due July 2010	Due to be operational by July 2010
ES10, G3, G5, G6	GS1	Create a presence of the Environmental Health and Building Team on Council's webpages	Educational information displayed on Council's webpage for food safety, fire safety, swimming pool safety and public health	1	Fire safety has been added. Swimming pool safety to be added for summer	Swimming pool article placed in November Ryde City View. Creating website information.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Provision of Statutory Information	Building Certificate assessment time (calendar days) * * Does not include building certificates for unauthorised structures	12	12	10
Provision of Certification Services	Mandatory Inspections (all inspections completed with 24 hours of booking) Construction Certificate assessment time Occupation Certificate assessment time (calendar days)*	10 10	8 5	8 5
Routine Public Health Inspections	At least one inspection of every: • Food shop, • Swimming pool, • Cooling tower • Skin penetration shop each calendar year (aggregated per quarter).	550 23 185 23	259 6 40 6	490 18 65 16
Essential Services audited and Fire Safety Inspections	Proactive fire safety program that endeavours to upgrade existing buildings where possible and ensure essential services are maintained. Random inspections on properties failing to supply Annual Fire Safety Statements (aggregated per quarter).	10	2	6
Health and Building Assessment for Development Applications	Assessment of Development Applications that have the potential of a fire safety and public health risk such as changes of use and food shops. (calendar days)	18	14	15
Customer Service - CRM	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	92%	86%

REGULATORY

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G5	GS8	SPOT School Education	Participate in all SPOT Education Programs in four (4) primary schools within the City of Ryde	1,2,3,4	SPOT Program suspended by NSW State Govt. Recommend removal from Regulatory Services Unit Key Outcomes for 2009/10.	SPOT Program suspended by NSW State Govt. Unable to report actions.
G3	GS7	Companion Animal Microchipping Program	Decrease in non microchipped animals impounded	1,2,3,4	100% Animals released from Councils pound Micro chipped	100% Animals released from Councils pound Micro chipped
G3	GS7	Monitor Regulatory Services enforcement programs against Council's Enforcement Policy	Completion of procedure review	4	Ongoing	Enforcement of Parking Policy Review completed
E3	ES10	Sediment and Pollution Control Program	Implement Compliance Enforcement Program	1,2,3,4	Program Implemented in conjunction with Health & Building. Program ongoing throughout year.	Program Implemented in conjunction with Health & Building. Program ongoing
G3	GS8	Parks enforcement and compliance program	Program commenced	1,2,3,4	Program Implemented in conjunction with Parks Department. Program ongoing throughout year.	Program Implemented in conjunction with Parks Department. Program ongoing

KPIs

Product & Services	KPI/Measure	2009-2010 Target	1st Qtr	2 nd Qtr
Animal Control	Companion animals identified/registered (aggregated per quarter)	11,500	11,426	14,380
	Companion animal education programs undertaken (aggregated per quarter)	3	1	2
	Companion animal complaints investigated (aggregated per quarter)	740	203	359
	Non chipped impounded companion animals micro chipped	90%	100%	100%
Street Control and Nuisance Investigation	Illegal dumping investigations (aggregated per quarter)	580	163	298
	Investigate and remove abandoned vehicles (aggregated per quarter)	320	81	131
	Investigation of Customer Service requests (aggregated per quarter)	2,100	852	1,561
Parking Control	Total Infringement Processing NB: This is a total overall target for the city to allow an understanding of traffic and compliance. There are no targets for individual rangers (aggregated per quarter).	20,000	4,814	10,214
	Representations from offenders (aggregated per quarter)	<2000	173	237
	Parking meter % full operation	98%	100%	100%
Parks Enforcement	Time spent on patrol of park (hours)	38 p/w	38 p/w	38 p/w
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	96%	98%

OUTCOME AREA

GOVERNANCE

Objective

The City of Ryde is committed to effective decision making processes that ensure transparency and involvement of its community.

Highlights

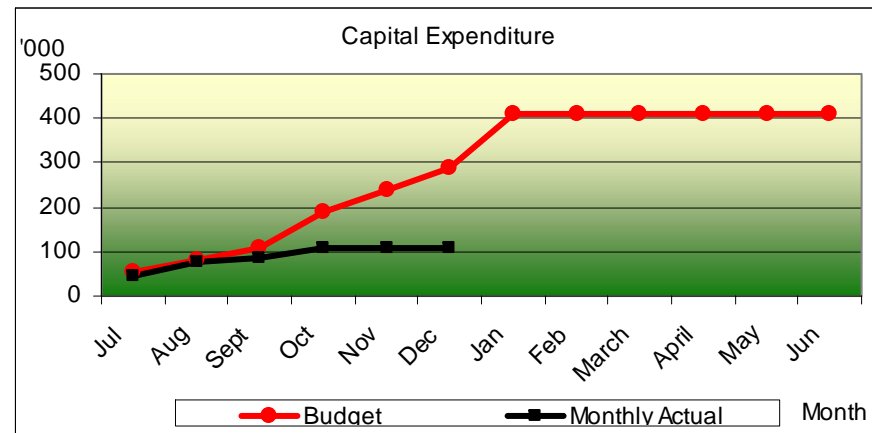
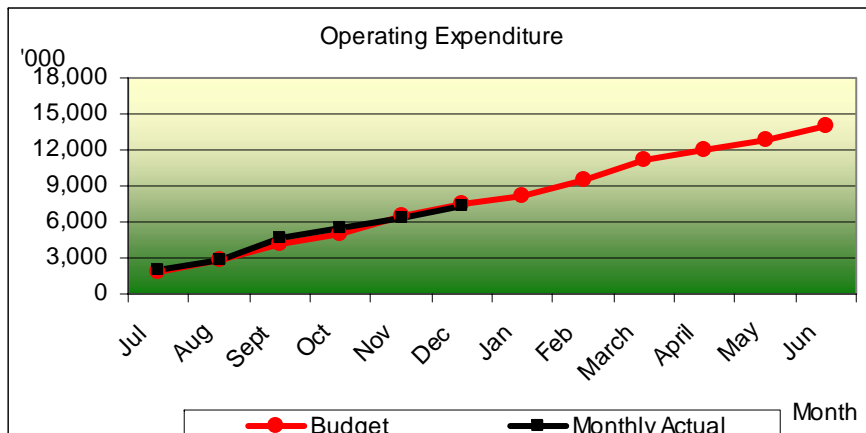
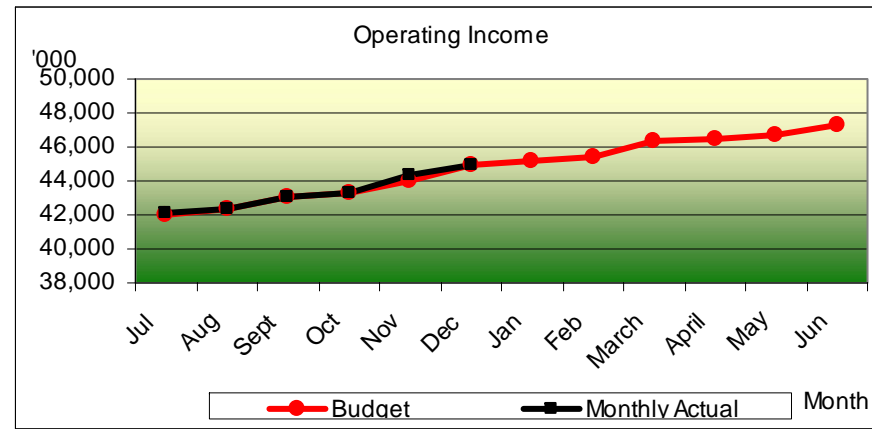
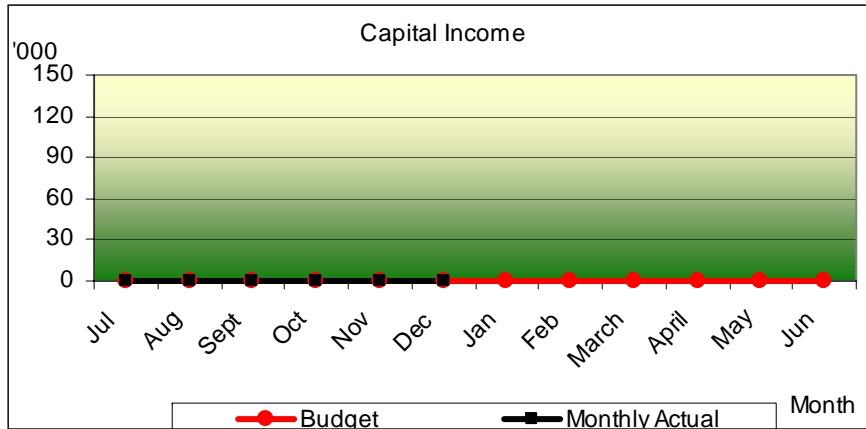
- Council's Financial Report for 2008/09 presented and endorsed by Council 24 November 2009
- Council adopted the September Quarterly Management Plan review on 17 November 2009
- DA Tracking on line tested and due for implementation in January 2010
- Undertook a scenario test of Council's Business Continuity Plan

Exception Report – Governance

- Council's on line payments not operational late December. Planning to be re-activated January 2010

CUSTOMER REQUEST MANAGEMENT			
	Target	% Met Service Standard	Comment
Corporate Services			
All customer requests actioned within 10 working days	90%	69%	Call responded. The administrative component of CRM system was not closed off resulting in lower percentage for the quarter. This has been resolved through training.

Governance Financial Management Performance Summary



GOVERNANCE – SERVICE UNITS PROGRESS REPORT

	Completed
	Qtr Status

The main indicators of performance will be the progress towards or completion of the stated actions in the management plan demonstrating the links to Council's sustainability outcomes.

FINANCE

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G3, G5	GS2C GS3	Prepare, coordinate and support organisation in the Finance Development of Management Plan 2010/2014 process	Management Plan adopted within timeframe	2, 3, 4	Draft program developed for review and discussion with Council in November 2009	LTFS Assumptions Workshop held 10 December 2009
G3	GS2, GS3	Review Council's 20-year Long Term Financial Strategy (LTFS) to support 2010/2014 Budget/Management Plan	Review of LTFS undertaken and report to Council	2, 3, 4	Draft program developed for review and discussion with Council in November 2009	LTFS Assumptions Workshop held 10 December 2009
G3	GS2, GS3	Review, identify and optimise returns on Council's Investment Portfolio	Investment returns meet/exceed 90 day bank bill index	1, 2, 3, 4	4.23% FYTD which is 1.01% above benchmark - 30 September 2009	4.26% FYTD which is 0.087% above benchmark - 31 December 2009
G3, G5	GS2, GS3	Preparation of annual financial report	Annual (2008/2009) Financial Report adopted by 7 November 2009	2	Adopted 20 October 2009 Submitted to DLG 26 October 2009	Annual Financial Report presented to Council and public 24 November 2009.
G3, G5	GS2, GS3	Implementation of finance Best Value review key recommendations	Recommendations implemented as per agreed timeframe	2, 3,4	Nil to report this quarter	Enhanced reporting - Corporate reports developed. Documentation of key processes (Budget & Quarterly Reviews) completed.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Long Term Financial Strategy	LTFS reviewed and reported to Council as part of development of Management Plan	Budget workshop Feb 2010	Draft program prepared	LTFS Assumptions Workshop held 10 December 2009
Management Plan	Management Plan adopted by Council within agreed timetable	Adopted by 30 June	Timetable adopted through Council report	
Quarterly Budget Reviews	Quarterly Budget Reviews adopted by Council within agreed timeframes	to 1st Committee of Whole in 2nd months after close of quarter	Quarterly Review targeting 17 November 2009	September 2009 review adopted 17 November 2009. December 2009 review targeting 16 February 2010
Financial Reporting	Annual financial report adopted by Council and submitted to DLG by statutory timeframe of 7 November	By 7 November 2009	Adopted 20 October 2009 Submitted to DLG 26 October 2009	Annual Financial Report presented to Council and public 24 November 2009.
Best Value Review	Implementation of key recommendations <ul style="list-style-type: none"> • Enhanced reporting. • Provision of training and documentation of key financial system processes • Develop service level agreements. 	100%	Nil to report this quarter	Enhanced reporting - Financial reports developed to facilitate corporate financial reporting. Reports distributed and can be run from desktop 24/7. Processes - Documentation of key processes (Budget & Quarterly Reviews) provided to users.
Annual Rates Notices and Instalment Notices	Annual rates notices levied within 3 weeks of commencement of financial year	By 21 July 2009	20-Jul-09	
Financial performance targets	Rates outstanding less than 5%	<5%	3.94% as at 30/6/2009	2.4%
	Debt service ratio < 5%	<5%	1.42% as at 30/6/2009	0.90%
	Working Capital > \$1 million	\$2.0M	\$4.3M as at 30/6/2009	\$4.19M
All statutory returns to State Government	All statutory returns (ABS, DLG, Grants Commission, GST, FBT) completed within statutory timeframe	100%	100%	100%
Customer Service	All customer requests actioned within 10 working days	90%	60%	50%

INFORMATION SYSTEMS

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G3	GS9, GS10	Enhanced CoR web information for ratepayers and debtors	Implementation of registered ratepayers and debtors service through Tech 1 software and CoR web site.	4	On hold	Design completed for implementation in February 2010.
G5	GS8, GS9	Introduction of CoR web eBusiness functionality for authorised public users for certificate 149 and 603 processing, and online Development Application processing	Implementation of registered user service through Tech 1 software and CoR web site	4	On hold	DA Tracking due to be implemented January 2010. Work progressing for lodgement of DA's, certificates, on-line
G3	GS2	Introduction of wireless technology for CoR field operations	Completion of development and testing phases	4	Under development and ahead of schedule	Design and Optus negotiation completed for implementation in January 2010.
G3	GS2	EDRMS TRIM upgrade to version 6R3	Operational installation of software upgrade	3,4	Upgrade not yet released by vendor	On hold
G3	GS2	Finalisation of server virtualisation management	Implementation of Virtual Server load balancing	4	Resources scheduled	Included in IT Disaster Recovery Plan
G6	GS9	CoR intranet re-engineering	Completion of development and testing phases	2,4	Concept design and functional specifications completed	On hold - no budget
G3	GS9	Introduction of IT Disaster Recovery Plan	Acceptance of plan by CoR management	2,4	Concepts commenced	Planning now includes Top Ryde City relocation and IT architecture changes
G3	GS2	Consolidation of information systems' governance documentation	Completion and acceptance of all policies, standards and procedures	4	Completed	Completed
G1	GS2	Upgrading of geo-spatial Ryde master map via aerial photography	Operational installation of software upgrade	3	Negotiations commenced.	Vendor selected and on schedule.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Information technology systems availability to users	System performance is available 90% of business hours	90%	90%	95%
Solution of User Requests via the IT HelpService Desk	Completed and closed 1st level user service calls logged at IT HelpService desk during business hours	85%	90%	95%
User Actions Compliance of TRIM notifications	Completion of user action/response required on TRIM notified activities from IRM	85%	67%	69%
Delivery of Strategic Projects	Development and implementation of IT-related strategic projects approved by IMT	On schedule and budget as agreed	100%	100%
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	80%	68%

HUMAN RESOURCES

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G3, G4, G5	GS2, GS4, GS5	Develop a new Human Resources Strategy	Development and communication of HR Strategy by June 2010	4	Nil to report this quarter	Commencement of Strategy scheduled for Quarter 3.
G3, G5, G6	GS9	Implement CHRIS Kiosk across the organisation	Successful implementation and utilisation of CHRIS Kiosk within the organisation by June 2010	4	Nil to report this quarter	Commitment no longer included for 2009/10 due to budget constraints. Will be revisited as part of 2010/11 Management Planning process.
G3, G4, G6	GS2, GS3, GS9	Implement Best Value Review recommendations in 2009/10	Implementation of recommendations to agreed plan	1,2,3,4	Following revised implementation program. Status currently on track	Following revised implementation program. Status currently on track
G5, G6	GS2, GS3, GS9	Identify and document key payroll activities and train core backup staff in delivery of these	Key Payroll processes documented and core backup staff trained by December 2009	2	Nil to report this quarter	Key processes completed. Detailed processes to be documented Quarter 3, when HR staff training commences.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Recruitment	Processing of recruitment requests to advertising Preparation of candidate offer following final approval	3 working days 2 working days	0.6 days / 3.61 days	0.83 days / 1.30 Days
HR Advice & Grievance Resolution	Acknowledgement and initial response to employee grievances	2 working days	1 day	1 day
Training and Development	Expenditure in value and as a percentage of total staff salaries and wages	3.00%	2.09%	2.07%
Absenteeism rate	Average sick and carer's leave taken per employee	8 days	8.11 days	8.18 Days
Staff Annual Leave accrual	Annual leave accrual per employee to be below 40 days	100%	91.11%	93.76%

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2nd Qtr
Overtime	Total annual overtime hours worked	24,000	2,761.42 Hours YTD	5329.99 Hours YTD
Staff turnover	Recording of staff turnover as % of total staff	15%	3.5% for Q1	1.85% for Q2
	% of Staff Establishment filled	95%	96.10%	95.24%
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	46%	52%

CUSTOMER SERVICE

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G3	GS10	Develop and implement organisational service standards for all customer interactions	Customer Satisfaction and improved response times - Service standards adopted	1,2,3,4	Ongoing implementation - additional customer requests for service have been incorporated into CRM with the appropriate service standards	Ongoing implementation - additional customer requests for service have been incorporated into CRM with the appropriate service standards
G3	GS10	Actively contribute to the design and implementation of the new Customer Service Centre	Customer Satisfaction and improved access to services	4	In progress - Customer Service Performance Brief has been documented.	No action this quarter
G3	GS9, GS10	Introduce additional online services	Customer Satisfaction and higher Internet usage	4	Requires implementation of appropriate E-Services module	Requires implementation of appropriate E-Services module
G3	GS10	Customer Service Centre to become the central processing area for all customer interactions	Customer Satisfaction both internally and externally and improved response times	4	On hold - Integration between CRM and TRIM has been deferred due to other corporate priorities and initiatives	On hold - Integration between CRM and TRIM has been deferred due to other corporate priorities and initiatives

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Processing of applications, payments	All applications, certificates and payments processed on day of receipt	100%	100%	100%
Call centre	% of telephone calls resolved at first point of contact	85%	82%	84%
Customer Service provision	% level of customer satisfaction	80%	Annual result	
Customer Service	Customer Services Unit actively manages all customer requests to ensure that they are actioned within 10 working days	90%	98%	99%

COUNCILLOR SERVICES

Key Outcome	Strategy	2009-2010 Commitments	Measure	Quarter Due	1st Quarter Comments	2 nd Quarter Comments
G3	GS4	To utilise the potential of the electronic business paper system throughout the organisation	Produce electronic business papers for Council and standing Committees. Key staff trained	1,2,3,4	Ongoing implementation, all Council meeting agendas are produced in system, staff training provided as required.	Ongoing implementation, all Council meeting agendas are produced in system, staff training provided as required.
G3	GS2, GS9	To further the implementation of the Councillor Help Desk system (Merit) through web technologies. Review/monitor current status of all requests. Review and upgrade CRM system to improve reporting of Councillor requests	Systems maintained, regularly updated and regular reports to Councillors on status of requests	1,2,3,4	Options being investigated for best system to utilise web technology in conjunction with Information, Integration and Compliance Manager.	All Help Desk requests actioned and status reports of requests provided to Councillors. Options being investigated for best systems to support Helpdesk on regular basis in utilising web technologies.
G3	GS2, GS9	To regularly review and enhance the Councillor e-Portal	Systems implemented with appropriate support provided to Councillors Evidence that system has been reviewed and enhanced	1,2,3,4	Portal continually being enhanced with additional information being added, currently providing support to allow Councillors to edit pdf documents.	Portal continually being enhanced with additional information being added, currently providing support to allow Councillors to edit pdf documents.
G3	GS3, GS9, GS10	To review Council's Governance Framework and implement new policies, taking into account the DLG Promoting Better Practice Review	Regular review of Council's policies undertaken, Internet/Intranet kept up to date and City of Ryde fully compliant	1,2,3,4	Review program of all policies to schedule in place.	Review program of all policies in place.
G3		Complete Best Value Review	Review undertaken in consultation with staff and key customers. Final report completed by February 2010	3	Draft project plan prepared	Best Value Review has commenced.

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
Council Minutes	Minutes of meetings posted to website by Thursday following Tuesday meeting	90%	50%	76%

KPIs

Product & Services	KPI/Measure	2009/2010 Target	1st Qtr	2 nd Qtr
	Minutes recorded are accurate	99%	100%	100%
Efficient and cost effective support services	Feedback to Councillors on Help Desk requests within 5 working days	95%	100%	100%
	All Councillor requests actioned within 5 working days	95%	93%	92%
	All Councillor contact acknowledged within 2 working days	95%	100%	100%
Governance compliance	Statutory deadlines met ie. Management Plan, Annual Report, Pecuniary Interest Returns, Councillors Expenses Policy, Complaints on Access to Information Requests	100% 0 Complaints	100% 0 Complaints	100% 0 Complaints
Customer Service	% of Councillors satisfied with services of Units	75%	85%	85%
Customer Service	All customer requests actioned within a maximum of 10 working days in line with service level agreements	90%	90%	63%

Annexures 2

Financial Management Summary Report

Annexure 3

Proposed Revised Operating Budget Changes

Annexure 4

Proposed Revised Capital Expenditure Budget Changes

Annexure 5

Capital Expenditure Summary Status Report

Annexure 3

Proposed Revised Operating Budget Changes

Annexure 4

Proposed Revised Capital Expenditure Budget Changes

Annexure 5

Capital Expenditure Summary Status Report