



Lifestyle and opportunity

@ your doorstep



**Quarterly Review Report  
Four Year Delivery Plan 2011-2015  
Including One Year Operational Plan 2011/1012**

**Quarter Two  
October-December 2011**



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# General Manager's Overview

## Quarterly Overview

This Quarterly Report examines Council's budget review and performance for Quarter 2 (October to December 2011). It measures progress against the One Year Operational Plan for 2011/12 by outcomes and has supporting detail attached in the appendices by program.

Overall I am pleased to report that we are on course to complete our projects and with a couple of minor exceptions meet our performance targets. Our working capital remains at \$4.3 million as we keep tight fiscal control over our expenditure to respond to fluctuations in revenue.

## Financial Position

### Working Capital Position

As a result of the December Quarterly Review, Council is maintaining its Working Capital at \$4.02 million and half way through the year is still projecting a better than expected outcome for 2011/12.

The following are the major changes to be made to the budget in this Quarterly review. The budget is projected to increase its operating expenses over budget by \$0.96 million (1.01%). The budget is also projected to increase its operating income by \$1.07 million (0.97%). The increase in operating expenses is mainly related to the additional funding required to maintain footpaths and Gross Pollutant Traps in response to high levels of rainfall this year.

### Base Budget

Base Budget Income is projected to increase by \$0.61 million to \$84.86 million, while Base Budget Expenses are projected to increase by \$0.47 million to \$92.53 million, giving a net projected decrease in the Base Budget Deficit of \$0.14 million (1.82%).

## Non Capital Budget

The Non Capital Budget is projected to have an increase in net Non-Capital Deficit of \$0.35 million (11.74%) against a total Non Capital project of \$3.614 million. The biggest cause of this is the implementation of the Best Value Review on Development Assessment (as reported to Council) and in particular the cost impacts of introducing smart forms which improve the way that our customers fill in forms on line.

## Capital Budget

Capital Income is projected to increase by \$0.32 million to \$26.45 million, while Capital Expenses are projected to increase by \$0.19 million to \$59.38 million, giving a net projected decrease in Capital Deficit of \$0.13 million (0.39%).

## Progress Against Indicators

In this quarter we have met or exceeded many of our Performance Indicators (which provide a snap shot of the organisation's health) as well as our performance indicators across our 21 programs. The exceptions are detailed below.

### Corporate Indicators

As identified on page 22, the majority of Corporate indicators are on track or have exceeded target. In particular there was an improvement in inward correspondence responses actioned within agreed timeframes (compared to last Quarter) which has improved from 84% to 87% to bring it on track within a 5% tolerance of the target of 90%.



Continued on page 5

## General Manager Overview (Continued)

Project milestones are now being closely monitored by our newly created project management office and shows that 94% of project milestones are being completed on time against the target of 90%.

Those Corporate Indicators which have not met target are:-

- 84% of internal audit recommendations were implemented on time against our target of 100%.

### Program Indicators

Of major concern is the recent Council decision not to progress the project to gather significant customer service data. Without this data we cannot track and improve customer satisfaction statistics across the wide breadth of our service areas by program. This sets back the organisation's drive to improve service delivery and hold staff accountable for it across the 48 external services that we provide. Hopefully a compromise position can be reached on this issue so that meaningful performance data can be gathered.

Of particular note the following areas of performance improved against previous trends or targets:

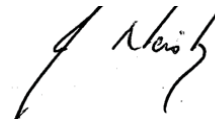
- Visitations to all libraries increased by 21,312 visits to 213,995, compared to the same quarter last year. This has mainly been due to the popularity of the Top Ryde Library.
- 92,240 people attended key events and programs conducted by the City of Ryde, this is an increase of 2000 from Quarter Two of 2010/11.

Of all indicators across our 21 program areas, only eight performance indicators in our programs were not achieved in Quarter Two.

Some of the Performance Indicators not achieved are:

- Councillor requests responded to within agreed service standard was slightly down from the target of 90% to 85% within five working days.
- DA assessment time (days) - against the Group 3 benchmark (Mean Gross Assessment Time) currently 88 days against our target of 69 days. This will be addressed by the Best Value Review in development assessment.

Overall, at the midpoint of the year Council remains well placed to deliver its 2011/12 Operational Plan to time and budget. Future variations to this will be reported at the next Quarter.



John Neish  
General Manager

# Financial Management

## Overview

Following the second quarter budget review, Council's financial position, year to date (YTD), is within 45.37% of the budget (excluding reserve movements).

The Capital Works Program, YTD, is at approximately 52.85% financially, excluding contributed assets.

Operating expenses, YTD, are within 24.69% (favourable) of the budgeted amounts, which is a good result.

Operating Income (Base Budget and Non-Capital & Capital Income) is projected to increase by \$1.07 million (0.97%) and Operating Expenses are projected to increase by \$0.96 million (1.01%), a net increase in Operating Surplus of \$0.11 million to \$15.49 million. This is a reasonable result given the tight revenue base from which we are operating.

This includes an extra \$0.51 million from additional investment income.

Council's Working Capital is projected to remain constant for the 30 June 2012 at \$4.02 million.

Council had budgeted to undertake \$59.20 million of capital works, including contributed assets of \$23.14 million. This is projected to increase by another \$0.19 million mainly due to the additional cost for Argyle Centre refurbishment project and cost for replacement of the fire panel system at the Ryde Aquatic Lesiure Centre. The cost for replacement of the fire panel system will be offset by an insurance claim settlement. This will give a total capital works budget of \$59.38 million.

## Base Budget

Base Budget Income is projected to increase by \$0.61 million to \$84.86 million, while Base Budget Expenses are projected to increase by \$0.47 million to \$92.53 million, giving a net projected decrease in the Base Budget Deficit of \$0.14 million (1.82%).

## Non-Capital Budget

Non-Capital Income is projected to increase by \$0.14 million to \$0.27 million, while Non-Capital Expenses are projected to increase by \$0.49 million to \$3.61 million, giving a net projected increase in Non-Capital Deficit of \$0.35 million (11.74%).

## Capital Budget

Capital Income is projected to increase by \$0.32 million to \$26.45 million, while Capital Expenses are projected to increase by \$0.19 million to \$59.38 million, giving a net projected decrease in Capital Deficit of \$0.13 million (0.39%).

## Reserve Movements

The net movement of Reserves was budgeted to be a net transfer from reserves of \$19.51 million for works carried over plus funding to other works. This is projected to have a net increase of \$0.08 million from reserves to a total of \$19.59 million from reserves.

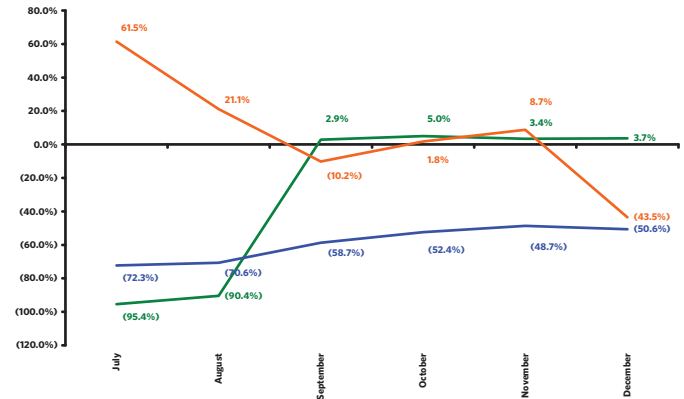


Figure 1: Income % variance to budget trend YTD

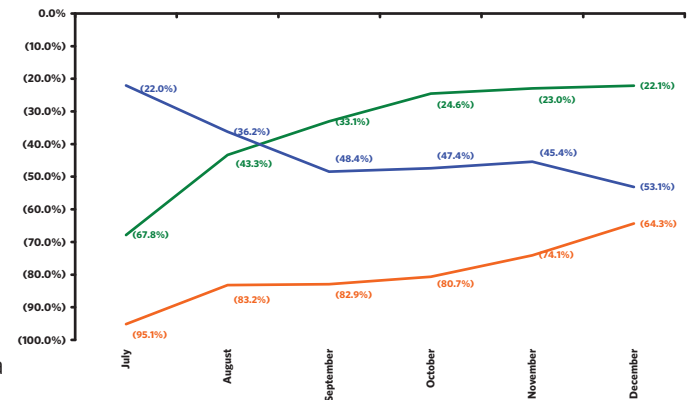


Figure 2: Expenditure % variance to budget trend YTD



# Financial Management

	Original Budget 2011/2012	Carryover Budget 2011/2012	Previously Approved Changes	Revised Budget 2011/2012	Proposed Changes 2011/2012	Projected Budget 2011/2012	Actual YTD 2011/2012	Budget YTD 2011/2012	%Variance
<b>Base</b>									
Income	-84,799		545	-84,254	-610	-84,864	-73,951	-71,308	3.71%
Expenditure	91,366	35	657	92,058	468	92,526	33,711	43,613	-22.71%
<b>Net</b>	<b>6,567</b>	<b>35</b>	<b>1,202</b>	<b>7,804</b>	<b>-142</b>	<b>7,662</b>	<b>-40,241</b>	<b>-27,695</b>	<b>45.30%</b>
<b>Non-Capital</b>									
Income	-94	-65	28	-131	-143	-274	-58	-103	-43.49%
Expenditure	2,057	966	98	3,121	494	3,614	774	2,166	-64.25%
<b>Net</b>	<b>1,964</b>	<b>900</b>	<b>126</b>	<b>2,989</b>	<b>351</b>	<b>3,341</b>	<b>716</b>	<b>2,063</b>	<b>-65.29%</b>
<b>Capital</b>									
Income	-23,360	-1896	-880	-26,136	-315	-26,451	-1,164	-2,357	-50.62%
Expenditure	43,157	6,872	9,169	59,198	186	59,384	9,191	19,606	-53.12%
<b>Net</b>	<b>19,797</b>	<b>4,976</b>	<b>8,289</b>	<b>33,062</b>	<b>-128</b>	<b>32,933</b>	<b>8,027</b>	<b>17,249</b>	<b>-53.46%</b>
Reserve Movement	-5,052	-5,910	-8,543	-19,505	-81	-19,585		-12,875	-100.00%
Loan Proceeds			-1,200	-1,200		-1,200			
<b>Total Net</b>	<b>23,276</b>		<b>-125</b>	<b>23,151</b>		<b>23,151</b>	<b>-31,380</b>	<b>-21,259</b>	<b>47.61%</b>

# City of Liveable Neighbourhoods

## Outcome Overview

“Liveable Neighbourhoods” are well planned, clean and safe neighbourhoods and public spaces, designed with a strong sense of identity and place.

The aims of creating and maintaining Liveable Neighbourhoods are:

- For all residents to enjoy living in clean, safe, friendly and vibrant neighbourhoods.
- That our community has a strong sense of identity in their neighbourhoods and are actively engaged in shaping them.
- For our neighbourhoods to thrive and grow through sustainable design and planning that reflect community needs.

To achieve this we must address significant legislative changes and environmental challenges; maintain public safety and amenity; and develop a policy framework that will manage growth while enhancing the cultural and social character of the City.

## Financial Position

The total 2011/12 budget for this outcome is \$3.8million.

In the year to date, thanks to the success of the Ryde Planning and Business Centre, we have received a higher than anticipated income from our Development Application pre-lodgement services and have proposed a \$35,000 increase to our Base Income in order to reflect this.

We are also expecting an increase in large scale development in Meadowbank, and, in order to ensure Council maximises the returns we receive from associated development agreements, we are proposing a \$60,000 increase to Base Expenditure to undertake a traffic study in Meadowbank.

## Progress Against Indicators

The implementation of the Development Assessment Best Value Review has continued this Quarter and we have seen an improvement in Overall Gross Determination Times and a significant improvement in the Single New Dwelling

category. However, we have seen an increase in determination times for Residential Alterations and Additions, which is the result of the determination of a number of complicated developments. We will be monitoring this and all other categories closely as further process improvements are implemented.

The passenger figures for the Top Ryder Community Bus Service continue to trend well with over 13,500 passengers using the service this Quarter; Council has resolved to extend the service to June 2013.

## Progress Against Projects

Public Art Guideline for Developers (Project Completed) The Guidelines have been completed and published and are now available on Council’s website.

Boarding House Project – Inspections of properties suspected of unauthorised uses have continued this Quarter and currently there are two cases before the courts relating to suspected brothels in Ryde. We have also made a submission to the NSW Parliamentary Inquiry into International Student Accommodation and completed a Draft Boarding House Policy, which is to be reviewed and reported to Council following the Inquiry.

Neighbourhood Centre Renewal – Building on the analysis undertaken in Quarter One, in this Quarter the finer details of the works to be delivered in the Boronia Park Centre were established with Council adopting the Boronia Park Landscape Concept Plan and Public Art Plan. We have also undertaken workshops to identify community and stakeholder needs in relation to the Agincourt Road Centre.

Local Market Feasibility Study – Council is continuing to offer support to the Chamber of Commerce as they seek to develop the project scope and undertake stakeholder consultation. The on going progression of this project will be determined by the willingness of the Chamber of Commerce to proceed with the study.

Urban and Street Tree Master Plan – We have finalised the Project Brief for the drafting of the Master Plan and will be seeking to engage a consultant in Quarter 3.



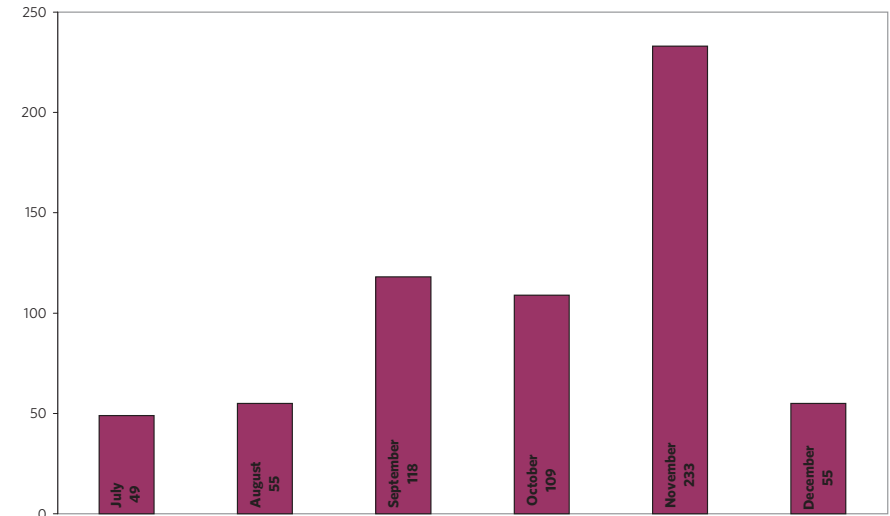
## Operational Plan Projects for 2011/12

Below highlights how each project is tracking that was highlighted in the one year operational plan 2011/12.

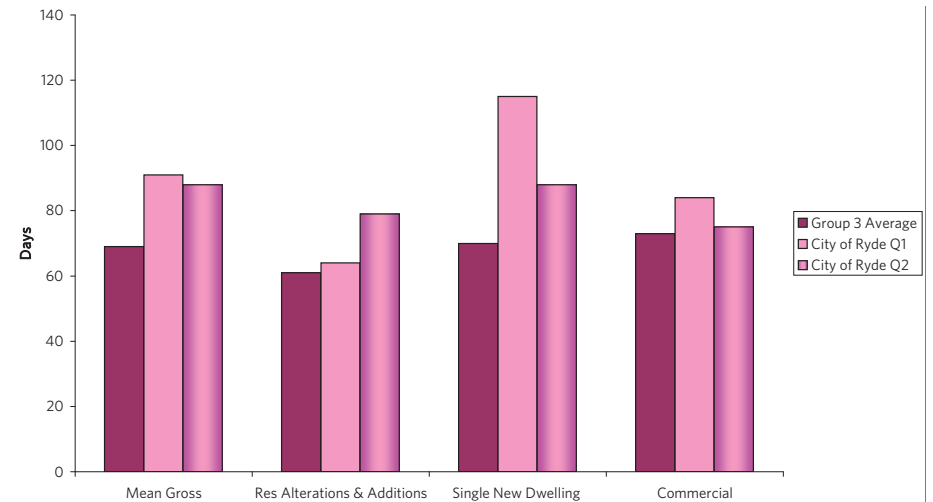
Legend: ⊞ On Track ✘ Off Track ✔ Complete ⊖ Not Started ⊗ Cancelled ▶▶ Deferred

Program / projects	Status	Comment
<b>Centres and Neighbourhood Program</b>		
Neighbourhood Centre Renewal	<span style="color: green;">⊞</span>	
<b>Community and Cultural Program</b>		
Local Market Feasibility Study	<span style="color: green;">⊞</span>	Partnership project with Ryde Chamber of Commerce - the Chamber has been supported to develop project scope and undertake consultation.
Public Art Guideline for Developers	<span style="color: orange;">✔</span>	
<b>Open Space, Sport and Recreation Program</b>		
Urban and Street Tree Master Plan	<span style="color: green;">⊞</span>	The project brief for the plan is being prepared and will be issued to external consultants in February 2012.
<b>Regulatory Program</b>		
Boarding House Project	<span style="color: green;">⊞</span>	

Total primary food inspections YTD 2011/2012 financial year (not reinspections)



Mean gross DA determination times



# City of Wellbeing

## Outcome Overview

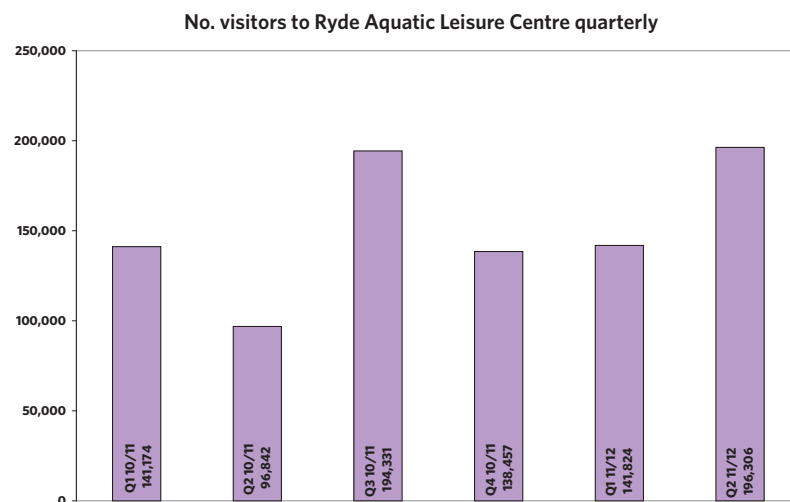
A healthy and safe community, with all supported throughout their life by services, facilities and people.

The Wellbeing of the City's residents is a key element of our community vision: Lifestyle and Opportunity @ your doorstep. We recognise that wellbeing stems from interaction, participation and support for individuals, and we want to make sure that the City of Ryde provides opportunity for a sense of wellbeing for all our community at their doorstep.

The programs and projects under the City of Wellbeing aim to achieve the above, and in this Quarter we have made good progress.

## Financial Position

Increased usage of City of Ryde facilities has seen a marginal increase in income; capital expenditure is marginally delayed across the open space, sport and recreation program due to weather experienced in the last Quarter.



## Progress Against Indicators

The community's goals under this Outcome are reflected in our Performance Indicators by engagement and participation in sport and leisure activities, satisfaction with our open spaces and community buildings and the quality of our customer service. Our performance is in line with Key Performance Indicators.

## Progress Against Projects

City of Wellbeing is supported by four programs: The Centres and Neighbourhood program, Community & Culture program, Library program, Open Space and Recreation.

Whilst capital projects have been affected by the inclement weather experienced this summer season our indoor facilities have experienced a boost in popularity with both the libraries and the RALC providing a welcome alternative for families.

From a total of 19 projects planned for this financial year, 14 are on track for completion including the introduction of electronic books to the library service, new playgrounds at Putney and piloting of volunteer training for the Culturally and Linguistically Diverse Community.

These projects respond directly to the goals identified by the Community in the Strategic Plan.

## Operational Plan Projects for 2011/12

Below highlights how each project is tracking that was highlighted in the one year operational plan 2011/12.

Legend: ⦿ On Track ✗ Off Track ✓ Complete ⊖ Not Started ⊘ Cancelled ▶▶ Deferred

Program / projects	Status	Comment
<b>Centres and Neighbourhood Program</b>		
Toilet Blocks Renewal - excluding sportfields	⦿	
<b>Community and Cultural Program</b>		
Crime Prevention Plan - implementation	⦿	
Volunteer Training for the CALD Community	⦿	
Community Buildings Renewal	⦿	This project is inclusive of a number of sub projects. Some milestones were delayed due to wet weather but overall the project is on track.
Community Hubs identification study	⦿	Brief prepared and distributed for RFQ. Return RFQ's 31 January 2012.
Community Garden & Nursery	⊖	The community nursery in Santa Rosa park is the focus of this project. The project will include resourcing to finalise the Plan of Management for the park so that the Nursery can progress.
Non-Profit Community Sector Development	⦿	Sector Development; 6 training packages finalised. Training to commence January 2012.
Youth Engagement Partnership Project	⊘	Initiation of this project was dependant on matching grant funds through Macquarie University. The University was not successful in their research grant.

Program / projects	Status	Comment
White Ribbon Community Accreditation	⦿	Implementation plan in place with a number of key projects successfully delivered for example the White Ribbon day breakfast was a success and sold out. On track for attainment of white ribbon community status in this financial year.

### Library Program

Library Electronic Books	⦿	Project has commenced.
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### Open Space, Sport and Recreation Program

Michael Lardelli Park in Putney on Royal Rehabilitation Site	✗	Project delayed.
Charity Creek Cascades	⦿	Construction in progress.
RALC Asset Renewal	⦿	
Integrated Open Space Forward Plan	⦿	
Active in Ryde Program Implementation	⊖	Program is to commence following the completion of the Best Value Review - Sports Allocation and Management. The schedule commencement date is April 2012.
Sportsfield Floodlighting	⦿	
Sportsfield Renewal & Upgrade	⦿	
Sportsground Amenities Upgrades	✗	Project will continue following the completion of the Best Value Review - Sportsground Allocation and Management.
Playground Renewal and Construction	⦿	

# City of Prosperity

## Outcome Overview

The City of Prosperity outcome seeks to foster economic growth in the City of Ryde by stimulating business opportunities, employment, innovation and investment. To achieve this we must ensure our City is designed and developed in a manner that creates appropriate business opportunities in vibrant urban centres. City of Prosperity projects are aimed at supporting sustainable growth, upgrading the public domain, and facilitating business moving to and thriving in the City of Ryde. This includes, but is not limited to, supporting the development of Macquarie Park into a globally recognised education and information hub.

## Financial Position

The total 2011/12 budget for this outcome is \$716,000.

There are no changes to the budget for this outcome in Quarter 2 and expenditure is currently on track.

## Progress Against Indicators

Council's Economic Development Officer has been working with the local business Community to identify areas of need and to provide information and support. The Economic Development Advisory Committee and the Chambers of Commerce held both met in November, and the Ryde Business Forum had three networking meetings, facilitating communication and cooperation between local businesses and local business leaders.

## Progress Against Projects

Macquarie Park Marketing Strategy – Council completed a Situation Analysis report that identified a number of areas of need as we seek to establish Macquarie Park as a recognised commercial and education hub in a highly competitive property sector. This forms the basis of the Marketing Strategy and a funding bid has been put forward to implement this strategy over the next three years.

Macquarie Park DCP – Having received the Traffic Model and finalised the project scope Architectus has been selected as the consultant to draft the DCP.

Macquarie University Development – We have received a proposed VPA from Macquarie University and we have engaged Hill PDA to assist in the evaluation and negotiations relating to the agreement.

Macquarie Park Public Domain and Capital Works Plan – A section of Waterloo Rd between Byfield Rd and Khartoum Rd has been surveyed in preparation for the installation of new paving. We also consulted with key stakeholders via the Macquarie Park Forum to develop a works program that will ensure targeted public works improvements continue to be delivered to Macquarie Park over the next four years.



## Operational Plan Projects 2011/12

Below highlights how each project is tracking that was highlighted in the one year operational plan 2011/12.

Legend: 🟢 On Track ✖ Off Track ✔ Complete ⊖ Not Started 🚫 Cancelled ▶▶ Deferred

Program / projects	Status	Comment
<b>Centres and Neighbourhood Program</b>		
Macquarie Park Public Domain and Capital Works Plan	🟢	
Town Centre Upgrades Plans	🟢	The back brief (PMP) for the detailed design and documentation of Church and Rowe Streets was approved by the Business Manager on 6 January 2012.
<b>Economic Development Program</b>		
Feasibility for Macquarie Park Shopfront	⊖	Project to commence pending the outcome of the Implementation of Marketing Plan project bid.
<b>Land Use Planning Program</b>		
Macquarie Park DCP	✖	Consultant engagement delayed to assess the impact of the formation of the Macquarie Park Working Group and to review the consultant's brief accordingly
Macquarie University Development	🟢	The Voluntary Planning Agreement was received from Macquarie University on 9 November 2011. Consultants have been engaged to assist with the evaluation of the agreement.



# City of Environmental Sensitivity

## Outcome Overview

The City of Environmental Sensitivity's outcome is to work together as a community to protect and enhance our natural and built environments for the future.

## Financial Position

The Outcome is underspent at end December 2011 by \$2.6 million due to the timing of Domestic Waste activities (\$2 million).

The Capital work expenditure of the Environmental Sensitivity Outcome of \$1.7 million is below the Year to Date (YTD) Budget of \$3.1 million and the underspend relates significantly to the timing of cash flows in major projects at the Ryde Aquatic Leisure Centre (RALC) Surf Attraction Equipment project (\$766,000 under YTD) and Cogeneration plant (\$321,000 under YTD).

## Progress Against Indicators

An overall 84% YTD completion rate was achieved for program milestones within the Environmental Sensitivity Outcome.

## Progress Against Projects

Key project developments include:

- Designs for Stormwater Improvement Works completed
- Stormwater Asset Replacement program is substantially completed
- Preliminaries were completed for Porters Creek projects and progressing to design phase.



## Operational Plan Projects for 2011/12

Below highlights how each project is tracking that was highlighted in the one year operational plan 2011/12.

Legend: 🔄 On Track ✖ Off Track ✔ Complete ⊖ Not Started ⊘ Cancelled ▶▶ Deferred

Program / projects	Status	Comment
<b>Catchment Program</b>		
Stormwater Asset Replacement	🔄	
Stormwater Improvement Works	🔄	
River to River Corridors Project	🔄	Grant funded project to be completed 30 June 2013.
Water Quality Improvement Plan	🔄	Project scheduled over 3 years.
<b>Environment Program</b>		
Business Audit Program	🔄	Grant funded project to be completed 6 October 2012.
<b>Foreshore Program</b>		
Seawalls/Retaining Walls Refurbishment	🔄	Continuation of 2010/11 works at Memorial Park programmed for Q4.
<b>Open Space, Sport and Recreation Program</b>		
Delineation of Natural Area	✔	Bollards installed at Field of Mars Reserve.
Park and Open Space Tree Planting Program	🔄	The funds will be used to plant trees in Yamble Reserve as a part of the landscape of Livvi's Place playground.

Program / projects	Status	Comment
<b>Waste and Recycling Program</b>		
Porters Creek Depot Reconfiguration	🔄	Preliminaries and survey completed, design scheduled Q3 - ongoing negotiations with LPMA may result in funding a major portion of the Porters Creek Project, to be confirmed Q3.
Porters Creek Depot Protection Earthwork	🔄	Preliminaries & survey completed, concept design underway.



# City of Connections

## Outcome Overview

Access and connection to, from and within the City of Ryde and to provide safe reliable and affordable public and private travel, transport, communication and infrastructure.

## Financial Position

Year to date (YTD) Capital Expenditure is \$2.6 million under-spent against YTD Budget of \$5.1 million due to key projects on hold awaiting Council resolution. These include roads projects at Pittwater Rd, Waterloo Rd and the North Ryde to Macquarie University Shared User Path.

Road Restorations have received an additional income of \$968,000 to bring YTD Actual to \$2.2 million against a budget of \$1.1 million.

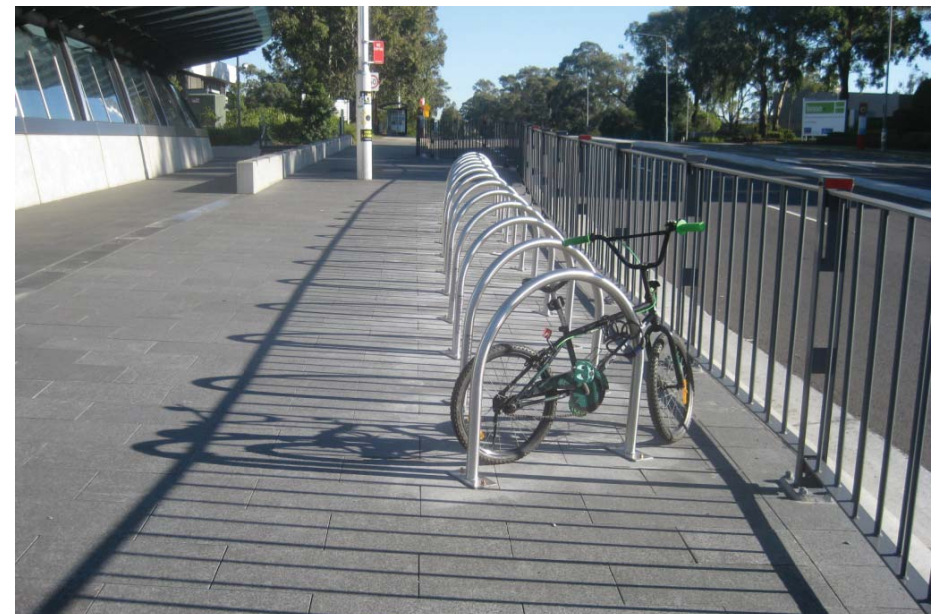
## Progress Against Indicators

Due to extended inclement weather experienced in Quarter Two, program milestones had an overall 86% YTD completion rate within this Outcome.

Further projects with 100% completion rate against milestones (YTD) included Footpath Replacement and the Transport/Parking Technology projects.

## Progress Against Projects

Preliminary design and testing were completed for Programs within the Outcome of City of Connections. The Quarter Two construction program was adversely affected by the substantial wet weather experienced in this Quarter. The construction schedule has been re-adjusted for Quarters 3 & 4 to accommodate the delays.





## Operational Plan Projects for 2011/12

Below highlights how each project is tracking that was highlighted in the one year operational plan 2011/12.

Legend: ⓪ On Track ✘ Off Track ✔ Complete ⊖ Not Started ⓪ Cancelled ▶▶ Deferred

Program / projects	Status	Comment
<b>Library Program</b>		
WiFi for Libraries	✘	Project brief has been revised, and new course of action determined.
<b>Open Space, Sport and Recreation Program</b>		
Access Audit - Parks and Open Space Area	⊖	Commencement is programmed for February 2012.
<b>Paths and Cycleways Program</b>		
Cycleways Construction	⓪	
Footpath Construction	⓪	
<b>Regulatory Program</b>		
Transport/Parking Technology Services	⓪	
<b>Roads Program</b>		
Heavy Patching	✔	
Road Resurfacing Renewal Schedule	⓪	
Road Kerb Renewal	⓪	
Bridge Upgrade / Renewal	⓪	
Traffic Calming Devices	⓪	Documentation being submitted to Traffic Committee for approval.
Traffic Facilities Renewal	⓪	Works programmed to commence construction in Q3.

Program / projects	Status	Comment
<b>Traffic and Transport Program</b>		
Bus Shelters - new	⓪	Site approval received from RTA. Purchase Order placed with Adshel for shelters.
Bus Stop DDA compliance	⓪	Site sketches complete. Estimates in progress.
Bus Stop Seats - new	⓪	First 11 sites for installation nominated, seats on order.



# City of Harmony and Culture

## Performance Indicators

This outcome works to enhance the City of Ryde to be a welcoming and diverse community, celebrating our similarities and differences, in a vibrant city of culture and learning.

Under the umbrella of this outcome we aim to work with our partners and residents to celebrate our similarities and differences. We do this to ensure inclusion – so that the benefits of living, working and studying in our city are shared by all.

To achieve the City's vision it is important that the heritage and unique characteristics of our city are celebrated and that we tap into the cultural talents of those who live here and support their creative endeavours with provision of art and cultural facilities.

The programs and projects under the City of Harmony and Culture Outcome aim to achieve the above and in this Quarter we have made good progress.

## Financial Position

Income and expenditure are on track for this Outcome.

## Progress Against Indicators

The Community's goals under this Outcome are reflected in our performance indicators by; measurements of our responsiveness to the community directly; our fostering of the arts; and encouraging the growth of cultural events and facilities.

As an organisation we support the community sector and advocate on behalf of our community. Our performance is inline with Key Performance Indicators.

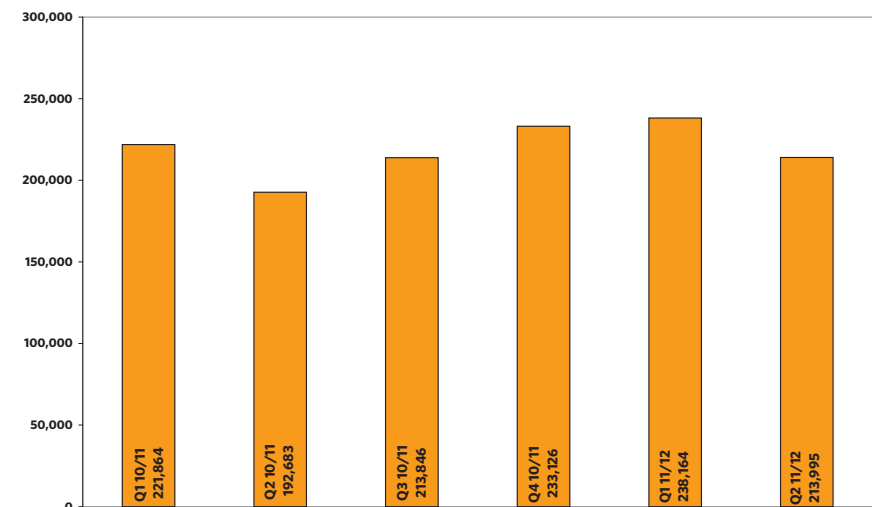
## Progress Against Projects

The City of Harmony and Culture is supported by four programs: Land Use Planning, Libraries, Community and Culture and Open Space, Sport and Recreation.

A total of 11 projects are planned for completion this year, seven of which are completed or on track. Following review one project was stopped. Projects include supporting the Ryde Youth Theatre Group, completion of an artist register, preparation for the Bennelong Bicentenary and purchase of approximately 1300 books and other library resources.

The graph on page 19 indicates our overall volume of completion of home modification. This financial year we are following on promotion of this service to the culturally and linguistically diverse communities.

No. visits to Council's libraries quarterly



2011/12 has shown an increase in the popularity of our Libraries.

## Operational Plan Projects for 2011/12

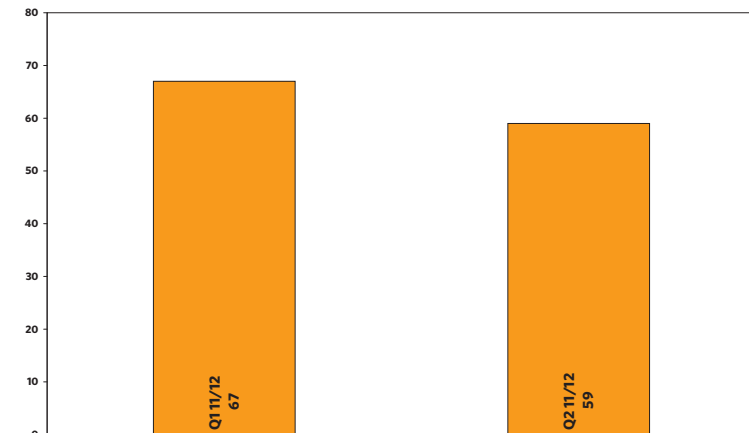
Below highlights how each project is tracking that was highlighted in the one year operational plan 2011/12.

Legend: ⊕ On Track ✘ Off Track ✓ Complete ⊖ Not Started ⊗ Cancelled ▶▶ Deferred

Program / projects	Status	Comment
<b>Comunity and Cultural Program</b>		
Macquarie Park Arts and Culture Plan	⊗	The need for the project under is review.
Artist Register	⊕	
Live Neighbourhood Project	⊖	Project rescoped and EOI distributed to run project. EOI due February 2012.
Ryde Youth Music Project	⊕	Artistic Director candidate selected. Programming to begin in early 2012.
Ryde Youth Theatre (RYT) Group	⊕	Milestone of contracting Artistic Director delayed, temporary resolution for project to progress ensured a successful term 3 and 4 and end of year production. Artistic Director Position Brief, advertising and first round interviews completed. Successful candidate to be contracted in January 2012.
<b>Land Use Planning Program</b>		
Heritage Identification	⊕	First stage of the draft state heritage inventory (SHI) database is due to be completed in Feb and presented to the first HAC 2012 meeting in March. There was insufficient budget allocation for the project (established by RFQ process)
Bennelong Bicentenary Exhibition	⊖	

Program / projects	Status	Comment
<b>Library Program</b>		
Library Laptops for Community Training	✓	
Library Books	⊕	Expenditure monitored and on track.
<b>Open Space, Sport and Recreation Program</b>		
Brush Farm Park Archaeological Plan	⊖	Commencment is programmed for February 2012.
Aboriginal Heritage - signage	⊕	The scope of the project has been finalised and the RFQ process has commenced with construction programmed for April 2012.

No. of clients using the home modification service YTD 2011/12



# City of Progressive Leadership

## Performance Indicators

This outcome is seeking to foster collaborative approaches across our City with all levels of Government, the not for profit sector and the private sector.

Council is seeking to improve and enhance its engagement with the community and key stakeholders and to measure our performance through appropriate customer feedback mechanisms.

The City of Ryde is driven to be seen as a progressive organisation, that values and respects the community's expectations and opinions. As an organisation, we are also committed to deliver excellent customer service and there are a number of initiatives that are being taken that are focused on measuring and improving our customer service delivery.

## Financial Position

This Quarter has resulted in a net improvement of \$0.37 million in the budget for the outcome of Progressive Leadership. The key reason for this has been an increase of \$0.5 million from interest on investments.

Reserve income has been increased to provide funding for the implementation of the Smart Forms project, which is focused on simplifying and improving the interface for our customers with all of Council's on line services. This will be the subject of a report to Council in March 2012.

## Progress Against Indicators

Generally, Performance Indicators are in line with 2011/2012 targets.

The new Indicator initiated this financial year, refers to complaints management which shows 89% of complaints being resolved within agreed standards.

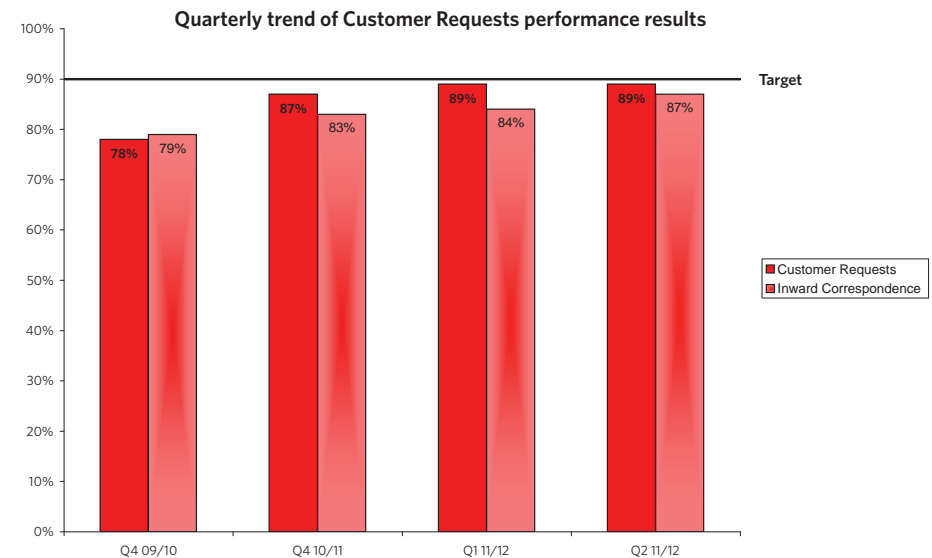
This Quarter has also seen a significant reduction in the days lost to lost time injuries, with employees previously unfit for work, returning back to their workplace.

## Progress Against Projects

Projects as indicated in this Review are on track.

The project that has not yet commenced is the Branding and Marketing Plan - City of Ryde, which is pending information from Macquarie University.

The Building Security project has been delayed due to the urgent works required at the Civic Centre. However, this project has been initiated and is due to be completed by June 2012.



## Operational Plan Projects for 2011/12

Below highlights how each project is tracking that was highlighted in the one year operational plan 2011/12.

Legend: ⓪ On Track ✘ Off Track ✔ Complete ⊖ Not Started ⓪ Cancelled ▶▶ Deferred

Program / projects	Status	Comment
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### Customer and Community Relations Program

Branding & Marketing Plan City of Ryde	⊖	Awaiting for Project Brief development with Macquarie University.
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### Governance and Civic Program

Compliance Management System	⓪	
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### Internal Corporate Services Program

System Administration TechOne	⓪	
Information Technology Renewals	⓪	
IRM Scanning Project	⓪	
Fleet Purchases-Motor Vehicle	⓪	
Fleet Purchases-Plant	⓪	
Fleet Purchases-Light Commercial	⓪	

### Organisational Development Program

Performance Review Process	⓪	
Best Value Review Methodology	⓪	

### Property Portfolio Program

Building Security Arrangements	✘	Due to works required on Civic Centre air conditioning this project delayed. Currently quotations being called to appoint consultant to prepare brief for tender. Planned completion date 30 June 2012.
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Program / projects	Status	Comment
Civic Precinct Redevelopment	⓪	Expressions of interest called and evaluated. Plan proposal lodged.
Corporate Buildings Renewals	⓪	
West Ryde Community Facility	⓪	
Commercial Buildings Renewal	⓪	

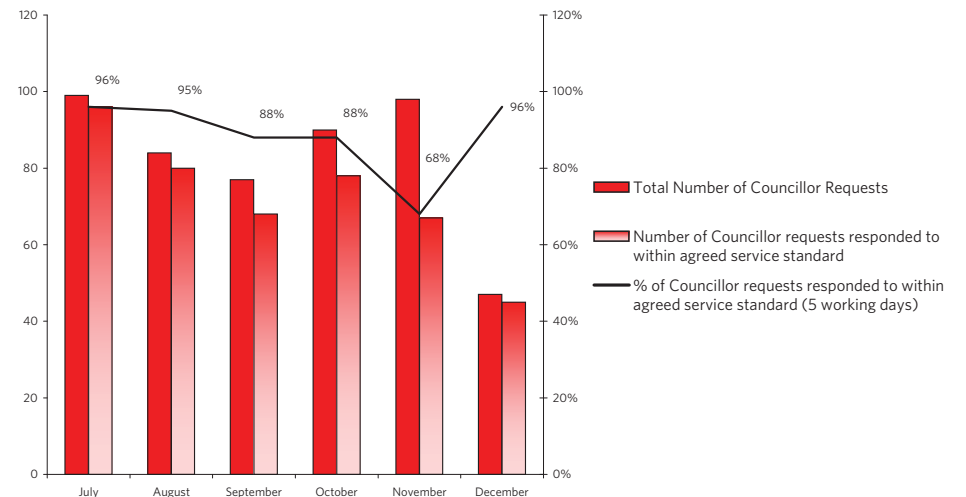
### Risk Management Program

Enterprise Risk Management Plan	⓪	Operational phase of ERM is underway with rollout of RISK EMAP scheduled to commence in Q3 and be finalised in Q4. This will result in operational Risk registers for all Service Units.
Complaint Investigation External	⓪	No matters requiring extensive external investigation in Q2

### Strategic City Program

Council's Corporate Plan	⓪	
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Number of Councillor Helpdesk requests responded YTD 2011/12 to within agreed service standards



# Corporate Performance Indicators

Legend: ⦿ On Track (within a 5% tolerance) ✗ Off Track

Measure	Performance Indicator	2011/12 Target	YTD Progress	Status	Comments
<b>Customers and Partners</b>					
Responsiveness to customer requests	% of customer requests acknowledged within agreed standards (5 working days)	90%	N/A		Time needed to develop work flows so that this measure can be reported. It is estimated that this will be available by Q3.
	% of customer requests actioned within agreed standards (10 working days)	90%	89%	⦿	
	% of inward correspondence acknowledged within agreed standards (5 working days)	90%	N/A		Time needed to develop work flows so that this measure can be reported. It is estimated that this will be available by Q3.
	% inward correspondence actioned within agreed standards (10 working days)	90%	87%	⦿	
Effective complaints handling to service standard	% of complaints resolved within agreed standards (as per work flows TBD)	Baseline year	89%	⦿	
<b>Budgets and Financial Management</b>					
Base Budget management	% variance of YTD approved base budget Income as at last quarter. (That you are not more than 2% under your approved Base Budget Income)	> = -2%	4%	⦿	
	% variance of YTD approved base budget Expenditure as at last quarter. (That you are not more than 2% over your approved Base Budget Expenditure)	= < +2%	-22%	⦿	
<b>Project Management</b>					
Projects are well managed	% project milestones completed on time	90%	94%	⦿	
	% of YTD actual projects expenditure against total projects budget	N/A	31%	⦿	
<b>Culture, Learning &amp; Development</b>					
Occupational Health and Safety	% reduction in days lost to Lost Time Injuries on prior quarter period	5%	-34%	⦿	Employees unfit for work have reduced this quarter and have returned to either suitable duties or their position.
Regulatory Risk Management	% of internal audit recommendations implemented within agreed timeframes	100%	84%	✗	Implementation of audit recommendation has been delayed due to workloads. Time frames have been given to Risk and Audit and all outstanding recommendations should be implemented by the end of this financial year.

# 1. Open Space, Sport and Recreation Program

Developing, delivering, maintaining and managing all our sports, recreation, outdoor, open spaces and natural areas infrastructure, services and facilities.

## 1.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)  
✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	85%	✖	Weather has impacted this result.
No. of visitors to RALC	780,000	338,130	🟢	Q2 numbers are marginally lower than Q2 last year. Year to date, numbers are equivalent to last year
No. of users of sports grounds and playing fields	N/A	114,000	🟢	
No of visitors to Ryde Community and Sports Centre (ELS Hall)	N/A	N/A		A six month program report has been requested from the YMCA to inform Council of their performance.

## 1.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-5,405,000	-3,194,000	
Expense	15,360,000	5,321,000	
<b>Total Base Budget</b>	<b>9,945,000</b>	<b>2,127,000</b>	

## 1.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      ⊖ Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Aboriginal Heritage - signage</b>	<b>100,000</b>		🟢	The scope of the project has been finalised and the RFQ process has commenced with construction programmed for April 2012.
<b>Access Audit - Parks and Open Space Area</b>	<b>50,000</b>		⊖	Commencement is programmed for February 2012.

## 1. Open Space, Sport and Recreation Program (Continued)

### 1.3 PROJECTS EXPENDITURE BUDGET

Legend: 🔄 On Track      🚫 Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Active in Ryde Program Implementation</b>	<b>10,000</b>		⊖	Program is to commence following the completion of the Best Value Review - Sports Allocation and Management. The schedule commencement date is April 2012.
<b>Brush Farm Park Archaeological Plan</b>	<b>50,000</b>		⊖	Commencement is programmed for February 2012.
<b>Charity Creek Cascades</b>	<b>450,000</b>	<b>42,970</b>	🔄	Construction in progress.
<b>Delineation of Natural Area</b>	<b>12,500</b>		✔	Bollards installed at Field of Mars Reserve.
<b>Integrated Open Space Forward Plan</b>	<b>50,000</b>		🔄	
<b>New Park in Putney on Royal Rehabilitation Site</b>	<b>4,429,000</b>		✖	Project delayed.
<b>Park &amp; Open Space Tree Planting Program</b>	<b>25,000</b>		🔄	The funds will be used to plant trees in Yamble Reserve as a part of the landscape of Livvi's Place playground.
<b>Playground Renewal &amp; Construction</b>	<b>550,000</b>	<b>3,334</b>	🔄	
▪ Yamble Reserve- All Abilities Playground	350,000	3,334	🔄	Project is moving into the procurement stage with construction programmed for March 2012.
▪ Blenheim Park	50,000		🔄	Public Works preparing concept design with construction programmed for May 2012.
▪ Playground Equipment and soft fall surfacing based on assessment of priority	25,000		🔄	Assessment completed and scope of works prepared for construction early 2012.
▪ Playground Landscaping, furniture and signage based on assessment of priority	50,000		🔄	Consultant engaged.
<b>RALC Asset Renewal</b>	<b>637,000</b>	<b>95,279</b>	🔄	
▪ Lane Ropes	15,000	11,990	✔	
▪ Wireless PC for Class	10,000		✔	
▪ Lazy River Ceiling	57,000		🔄	
▪ Pool Guttering & Tiling	120,000		⊖	
▪ Water Features, including inflatable	80,000		🔄	
▪ Roof Vents in foyer + rectify leaks	20,000		⊖	



## 1. Open Space, Sport and Recreation Program (Continued)

### 1.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🚫 Cancelled  
✖ Off Track      ▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
▪ Probes on dulcometers	15,000		✖	Investigating market options, product development indicates this procurement may be worth delaying.
▪ Fire Alarm maintenance (including Kiosk smoke detectors, Cleaners Store smoke detector, Family Change Rooms, Stadium Smoke detector, Fire Hose system)	30,000	37,455	🟢	
▪ Strainer baskets in filtration system	10,000		🟢	
▪ Scoreboards for Water Polo	15,000		✖	Difficulty in sourcing supplier.
▪ Rectifications to wave plant room duct work, the nuts & bolts on the water slide, and the wave pump	35,000		⊖	
▪ Bollards	20,000		⊖	
▪ PLC Toddlers Plant Room - features	30,000	2,151	🟢	
▪ Carpet - Reception & Kiosk	30,000		⊖	
▪ Pool Blankets for the program pool & spa	10,000	2,594	✔	
▪ Change Rooms renovations to the competition pool change rooms and the mens & family leisure pool change rooms.	140,000	41,090	🟢	
<b>Sportsfield Floodlighting</b>	<b>492,000</b>	<b>110,261</b>	🟢	Feasibility study to define floodlighting for 2012/13 underway.
▪ Meadowbank Park Eastwood Ryde Netball Association (ERNA) - DA obtained	220,000	28,145	🟢	Procurement and planning completed and construction commenced October 2011. Completion is programmed for February 2012 due ongoing delays from wet weather.
▪ Pidding Park Ryde Saints United FC - DA obtained	120,000	72,445	🟢	Drainage to be completed February 2012.
▪ Magdala Park North Ryde Soccer / Ryde Gladesville Magic	152,000	9,671	🟢	
<b>Sportsfield Renewal &amp; Upgrade</b>	<b>650,000</b>	<b>83,355</b>	🟢	Meadowbank Park #4 and Bollards are completed.

## 1. Open Space, Sport and Recreation Program (Continued)

### 1.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🚫 Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Sportsground Amenities Upgrades</b>	<b>450,000</b>		✖	Project will continue following the completion of the Best Value Review - Sportsground Allocation and Management.
• Magdala Park - upgrade of existing amenities	250,000		🟢	Tenders have been called and construction programmed for May 2012.
• Brush farm amenities upgrade	150,000		✔	Review of project scope has resulted in cancellation of the project and reallocation of funds to increase the scope of works at Magdala Park.
• Condition Assessment - to be completed to identify future works program	10,000		⊖	Project will commence following the completion of the Best Value Review - Sportsground Allocation and Management.
<b>Urban &amp; Street Tree Master Plan</b>	<b>65,000</b>		🟢	The project brief for the plan is being prepared and will be issued to external consultants in February 2012.
<b>Total</b>	<b>8,020,500</b>	<b>335,199</b>		

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Sportsfield Renewal &amp; Upgrade</b>	<b>93,500</b>	<b>7,501</b>	🟢	
• Brush Farm Park	58,500	7,501	✖	This project has been delayed due to the high occurrence of rain events. Programming of the completion of the project is underway.
• Pidding Park	35,000		🟢	The project is on track with the drainage works completed in December. The remainder of the project will be completed in the Q3.
<b>Installation Cogeneration Plant - RALC</b>	<b>964,000</b>		🟢	Anticipated installation date June 2012.
<b>Surf Attraction Equipment - RALC</b>	<b>2,300,001</b>		🟢	Project will run over two years, anticipated completed Q3 2012/13.
<b>Linemarking - Ryde Community Sports Centre</b>	<b>9,480</b>		✔	
<b>Total</b>	<b>3,366,981</b>	<b>7,501</b>		

**1. Open Space, Sport and Recreation Program (Continued)**  
**1.3 PROJECTS EXPENDITURE BUDGET**

Legend: ⊖ On Track      ⊖ Cancelled  
✗ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Natural Areas, Links & Trails	1,454,100	25,620	✗	Due to issues raised in community consultation, additional consultation and engagement with the community has been planned for early 2012.
Passive/Unstructured Open Space	531,600	260,093	⊖	
Playground and Small Parks	246,000	133,313	⊖	
Ryde Aquatic Leisure Centre	591,100	8,492	⊖	
Sporting Facilities	161,300	117,872	✓	
Trees & Planning	35,000	15,382	✗	Feasibility to be finalised with the consultant team.
Sportfields - Best Value Review	60,000	34,953	⊖	Receipt of the Final Review Documents for internal review and subsequent consultation with sports groups, the Challenge Committee, Councillors and the broader community.
Brush Farm Park - Initiation of Action Plan	89,500	3,243	⊖	The scope of the project is being finalised.
Field of Mars Initiation of Action Plan	81,600	57,107	⊖	The scope of the project is being finalised.
Open Space Masterplans	12,100	10,000	⊖	The project is on hold until the finalisation of the Integrated Open Space Plan and is scheduled to recommence May 2012.
Integrated Open Space MasterPlan	44,700	21,061	⊖	Project to be reported to Council in March.
<b>Total</b>	<b>3,307,000</b>	<b>687,136</b>		
<b>Total Projects Budget</b>	<b>14,694,481</b>	<b>1,716,972</b>		

# 2. Roads Program

Managing and maintaining our roads, bridges and retaining walls.

## 2.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)  
✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	94%	🟢	

## 2.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-2,409,000	-2,164,000	
Expense	9,641,000	2,451,000	
<b>Total Base Budget</b>	<b>7,232,000</b>	<b>287,000</b>	

## 2.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      ⊘ Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Bridge Upgrade / Renewal</b>	<b>100,000</b>		🟢	Cluster funds moved to Hillview Rd culvert, as resolved by Council.
▪ Bridge / Footbridge				
▪ Hillview Road Culvert, Eastwood				
▪ Glen Reserve Footbridge - near Glen Street, Eastwood				
▪ Burnett Walk Footbridge, Darvall Park - Denistone				
▪ Woolway Park Footbridge - Union Street, West Ryde				
▪ Culvert over Charity Creek - Meadowbank Park, Meadowbank				

## 2. Roads Program (Continued)

### 2.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      ⊘ Cancelled  
✖ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Heavy Patching</b>	<b>200,000</b>		✓	
<b>Road Kerb Renewal</b>	<b>1,250,000</b>	<b>166,474</b>	🟢	Construction in progress.
▪ Amiens Street (Claire St - Delmar Pde)	102,000		🟢	Completed deflectograph testing, survey & design programmed.
▪ Blenheim Road - realign kerb & widen footpath at shops	120,000	55	🟢	Completed deflectograph testing, survey completed, design in progress.
▪ Hermitage Road (Orchard Street - Parkes Street)	39,000		🟢	Completed deflectograph testing, kerb and gutter repairs completed. Contractor booked in for heavy patch and resheeting.
▪ Lovell Road (Grove Street - Orange Street)	164,000		🟢	Completed deflectograph testing, kerb and gutter repairs completed. contractor booked in for heavy patch and resheeting.
▪ Lovell Road (North Road - Colvin Crescent)	160,000	78,022	🟢	Completed deflectograph testing, design completed, kerb and gutter repairs completed. Contractor booked in for heavy patch and resheeting.
▪ Pembroke Street (NS Agincourt Road - Crimea Road)	114,000		🟢	Completed deflectograph testing, survey completed, design in progress.
▪ Pittwater Road (High Street - No. 214 Stage 2)	386,000		✖	This project also in conjunction with kerb and drainage works. Community Consultation done, report prepared for Council. Waiting for resolution of Council to proceed.
▪ Quarry Road (Woodbine Crescent - Lane Cove Road)	105,000	88,397	🟢	Completed deflectograph & borehole testing, completed kerb and gutter repair, completed heavy patch and resheeting, completed linemarking
▪ Pavement testing & design for 2012/13 program	60,000		🟢	Previous program being reviewed.
<b>Road Resurfacing Renewal Schedule</b>	<b>2,500,000</b>	<b>414,439</b>	🟢	Testing completed. Construction scheduled for Q3 & Q4.
▪ Alexandria Avenue (Balaclava Road - Welby Street)	200,000		🟢	Completed deflectograph testing, survey & design programmed.
▪ Anthony Road (West Parade - Park Avenue)	190,000	30	✖	Postponed due to Ausgrid Work.
▪ Bidgee Street (Gardeners Avenue - Aitchander Road)	97,000	50,754	✓	Completed deflectograph & borehole testing, completed kerb and gutter repair, completed heavy patch and resheeting.
▪ Buffalo Road (Aitchandar Road - Gardener Avenue)	137,000		🟢	Completed deflectograph testing, need to wait till EA completes laying cables.
▪ Buffalo Road (Cressy Road - Providence Road)	156,000		🟢	Completed deflectograph testing, need to wait till EA completes laying cables.

## 2. Roads Program (Continued)

### 2.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🚫 Off Track      ⊘ Cancelled  
✓ Complete      ▶▶ Deferred  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
▪ Buffalo Road (Smith Street - Lane Cove Road)	94,000	103,045	✓	Completed deflectograph & borehole testing, Completed kerb and gutter repair, completed heavy patch and resheeting, completed linemarking.
▪ College Street (Monash Road - Orient Street)	75,000		🟢	Completed deflectograph testing, kerb and gutter repairs completed. Contractor booked in for heavy patch and resheeting.
▪ Constitution Road (Federal Rd - Grand Ave)	58,000		🟢	Completed deflectograph testing, kerb and gutter repairs completed. Contractor booked in for heavy patch and resheeting.
▪ Cox's Road (Badajoz Road - Blamey Street)	151,000	114,624	🟢	Completed deflectograph testing, design completed, kerb and gutter reconstruction completed. Contractor booked in for heavy patch and resheeting.
▪ Dwyer Street (Cul De Sac - Pooley Street)	72,000	94	✓	Completed deflectograph Testing, Heavy patching & FricSeal programmed on 17 October 2011.
▪ Herring Road (Epping Rd - Dora St)	120,000	24,969	🟢	Completed deflectograph Testing, kerb and gutter repairs completed. contractor booked in for heavy patch and resheeting.
▪ Henry Street (Charles Street - Cul De Sac)	69,000	530	🟢	Completed deflectograph & borehole testing, Completed kerb and gutter repair, completed heavy patch and resheeting, completed linemarking.
▪ Higginbotham Rd (Cressy Road - Nelson Street)	215,000		🟢	Completed deflectograph testing.
▪ Kemp Street (Beach Street - Morrison Road)	86,000		🟢	Completed deflectograph testing, contractor booked in for heavy patch and resheeting.
▪ Mawarra Crescent (Pembroke Street - Towns Street)	56,000		🟢	Completed deflectograph testing.
▪ Monash Road (Ryde Road - Buffalo Road)	184,000		🟢	Completed deflectograph testing, survey and design programmed.
▪ North Road (Beattie Avenue - MacQuarie Place)	99,000	9,723	🟢	Completed deflectograph testing, kerb and gutter repairs completed. Contractor booked in for heavy patch and resheeting.
▪ Phillip Road (Charles Street - Douglas Street)	70,000		🟢	Completed deflectograph & borehole Testing, Completed kerb and gutter repair, completed heavy patch and resheeting, completed linemarking.
▪ Price Street (Kulgoa Avenue - Lane Cove Road)	102,000	104,261	🟢	Completed deflectograph testing, survey, service location and design completed. Drainage reconstruction completed. Kerb and gutter completed. Contractor booked in for Heavy patch and resheet.

## 2. Roads Program (Continued)

### 2.3 PROJECTS EXPENDITURE BUDGET

Legend: ↻ On Track      ⊘ Cancelled  
✗ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<ul style="list-style-type: none"> <li>Waterloo Road (Khartoum Road - Coolinga Street)</li> </ul>	269,000	6,409	↻	Completed deflectograph testing, kerb and gutter repairs completed. Contractor booked in for heavy patch and resheeting.
<b>Traffic Calming Devices</b>	<b>360,000</b>	<b>11,917</b>	↻	Documentation being submitted to Traffic Committee for approval.
<b>Traffic Facilities Renewal</b>	<b>60,000</b>		↻	Works programmed to commence construction in Q3.
<ul style="list-style-type: none"> <li>Upgrade Existing Pedestrian Refuges</li> <li>Quarry Road at Santa Rosa Park</li> <li>Quarry Road at Arthur St</li> <li>Lovell Road at Colvin Crescent</li> <li>Vimiera Road at Abuklea Road</li> <li>Morrison Road west of Meriton Street</li> </ul>				
<b>Total</b>	<b>4,470,000</b>	<b>592,830</b>		

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Waterloo Rd (SS Coolinga - Khartoum) Granite Paving</b>	500,000		↻	Commencement deferred to finalise TCA funding for footpath works in Macquarie Park, due to start Q3.
<b>Quarry Road Resurfacing Program</b>	65,000	31,543		
<b>North Ryde to MQ University Bicycle &amp; Pedestrian Shared Path</b>	180,000		↻	
<b>Total</b>	<b>745,000</b>	<b>31,543</b>		

## 2. Roads Program (Continued)

### 2.3 PROJECTS EXPENDITURE BUDGET

Legend: ↻ On Track      ⊘ Cancelled  
✘ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Bridge Upgrades/ Refurbishment	45,000		↻	Funds amalgamated with Hillview Rd culvert per Council resolution, works programmed for Q3 and Q4.
Road Rehabilitation/Reconstruction	728,500	172,298	✓	
Road Resurfacing	367,000	309,075	↻	
Town Centres	26,335	13,100	⊖	
Traffic Facilities Construction	93,277	19,013	↻	Consultation with affected properties (3 off) to commence in February 2012 with a report to Council in March 2012.
<b>Total</b>	<b>1,260,157</b>	<b>513,486</b>		
<b>Total Projects Budget</b>	<b>6,475,157</b>	<b>1,137,859</b>		



# 3. Property Portfolio Program

Developing, managing and maintaining our portfolio of corporate, commercial and civic properties.

## 3.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)

✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	74%	✖	

## 3.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-1,356,000	-765,000	
Expense	4,732,000	947,000	
<b>Total Base Budget</b>	<b>3,375,000</b>	<b>182,000</b>	

## 3.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      ⊘ Cancelled

✖ Off Track      ▶▶ Deferred

✔ Complete

⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Building Security Arrangements</b>	40,000		✖	Due to works required on Civic Centre air conditioning this project delayed. Currently quotations being called to appoint consultant to prepare brief for tender. Planned completion date 30 June 2012.
<b>Civic Precinct Redevelopment</b>	940,300		🟢	Expressions of interest called and evaluated. Plan proposal lodged.
<b>Commercial Buildings Renewal</b>	250,000	14,250	🟢	

### 3. Property Portfolio Program (continued)

#### 3.3 PROJECTS EXPENDITURE BUDGET

Legend: 🔄 On Track      ⊖ Cancelled  
✖ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Corporate Buildings Renewals</b>	<b>250,000</b>	<b>151,043</b>	<span style="color: green;">🔄</span>	
▪ <b>Civic Centre</b>				
▪ Once library relocates, upgrade the old Ryde Library premises to accommodate breast feeding, first aid facilities and improve staff amenities	20,000	62,050	<span style="color: orange;">✓</span>	
▪ Install air conditioning to the lift motor room to help prevent breakdowns	15,000	91	<span style="color: orange;">✓</span>	Completed, awaiting final accounts to be paid.
▪ Complete the upgrade of Civic Centre foyer	45,000	88,224	<span style="color: orange;">✓</span>	Project completed early December 2011. Awaiting final project management fees and additional funds of \$5k sought in December review to meet final costs.
▪ <b>Operations Centre</b>				
▪ Replace rusted roof along the front of the building	40,000		<span style="color: green;">🔄</span>	Obtaining quotes, programmed Q3 2011/12.
▪ Replace existing retaining wall which is at risk of collapse	60,000		<span style="color: grey;">⊖</span>	Programmed Q3 2011/12.
▪ Continue new fencing along Gale Street and the school side for security purposes	35,000		<span style="color: grey;">⊖</span>	Programmed Q3 2011/12.
▪ <b>Argyle Centre</b>				
▪ Create space for new workstations and upgrade the network capability in the meeting room	35,000	678	<span style="color: green;">🔄</span>	Initial planning in progress to complete works by May 2012. Additional \$65,000 requested in this Quarterly Review to meet the required works.
<b>West Ryde Community Facility (Building Only)</b>	<b>18,714,368</b>		<span style="color: green;">🔄</span>	
<b>Total</b>	<b>20,194,668</b>	<b>629,953</b>		

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>West Ryde Community Facility (Fitout &amp; Project Management)</b>	<b>549,900</b>	<b>326,813</b>	<span style="color: green;">🔄</span>	
<b>New Facilities</b>	<b>352,000</b>	<b>971,733</b>	<span style="color: red;">✖</span>	Awaiting Council & State Government decisions.
<b>Total</b>	<b>901,900</b>	<b>1,298,546</b>		
<b>Total Projects Budget</b>	<b>21,096,568</b>	<b>1,928,499</b>		

# 4. Catchment Program

Managing, monitoring and maintaining water quality and reuse, our stormwater and natural waterways.

## 4.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)  
✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	91%	🟢	

## 4.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-19,000	-19,000	
Expense	4,628,000	371,000	
<b>Total Base Budget</b>	<b>4,609,000</b>	<b>352,000</b>	

## 4.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🚫 Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>River to River Corridors Project</b>	<b>103,390</b>	<b>11,752</b>	🟢	Grant funded project to be completed 30 June 2013.
<b>Stormwater Asset Replacement</b>	<b>700,000</b>	<b>310,181</b>	🟢	
• Waratah Street, Eastwood	183,000	86,558	🟢	
• Byron Avenue, Ryde	139,000		⊖	Deferred.
• Champion Road, Tennyson Point	65,000		⊖	Waiting Survey/Design.
• Rowe Street, Eastwood	179,000	151,823	✔	

#### 4. Catchment Program (continued)

##### 4.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🚫 Cancelled  
✖ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
▪ Western Crescent, Gladesville	44,000		⊖	Waiting Survey/Design.
▪ 47 Forsyth Street, West Ryde	10,000	8,914	✓	
▪ 43 Kuppa Road, Ryde	5,000		⊖	Planned start February 2012.
▪ Opposite 14 Aeolus Avenue, Ryde	5,000		✓	
▪ 155 Balaclava Road, Marsfield	10,000	6,601	✓	
▪ 92 Parklands Road, North Ryde	5,000	3,769	✓	
▪ Opposite 23 Rocca Street, Denistone East	5,000	9,658	✓	
▪ 8 Jackson Place, Denistone East	5,000	5,248	✓	
▪ 108 Vimiera Road, Marsfield	10,000	7,015	✓	
▪ 2 Star Street, Eastwood	5,000	9,533	✓	
▪ 109 Princes Street, Putney	10,000		⊖	Planned start January 2012.
▪ 92 Bridge Road, North Ryde	10,000	11,682	✓	
▪ 4 Menzies Road, Marsfield	5,000	9,380	✓	
▪ Opposite 33 Gardener Avenue, Ryde	5,000		✓	
<b>Stormwater Improvement Works</b>	<b>1,000,000</b>	<b>60,655</b>	<span style="color: green;">🟢</span>	
▪ <b>Program for Missing Drainage Links</b>				
▪ Goodwin Street intersection with Anzac Avenue	110,000	12,065	⊖	Design complete, construction planned Q3.
▪ Anzac Road	210,000	12,065	⊖	Design complete, construction planned Q3.
▪ Bill Mitchell Park - Brett Street	65,000	2,504	<span style="color: green;">🟢</span>	Design consultant engaged.
▪ Kuppa Road	45,000	2,756	⊖	Planned start February 2012.
▪ Construct Additional Stormwater Inlet Pits at Brabyn Street	25,000	3,944	<span style="color: green;">🟢</span>	Construction commenced.

#### 4. Catchment Program (continued)

##### 4.3 PROJECTS EXPENDITURE BUDGET

Legend: 🔄 On Track      ⊖ Cancelled  
✖ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
▪ Construct a Detention Area at Brendon Street, North Ryde	50,000	238	⊖	Design complete, construction planned Q3.
▪ Flood Study and Floodplain Risk Management Study & Plan for Buffalo and Kitty's Creek	150,000		🔄	Project scheduled to be delivered over 3 years (2011/12 to 2013/14). Stage 1 (Data Collection) is scheduled for completion by Q4. Report to Council February 2012 to approve consultant.
▪ Flood Study and Floodplain Risk Management Study & Plan for Parramatta River – Ryde Catchments	150,000		🔄	Project scheduled to be delivered over 2011 and 12/13. Stages 1 and 2 (Data collection and DRAINS model) are scheduled for completion in Q4.
▪ Feasibility Study for a Detention Basin in Jim Walsh Park	120,000	12,500	🔄	Study commenced.
▪ Construct a Headwall in Jim Walsh Park	35,000		⊖	To commence following feasibility study.
▪ Complete a Local Flood Study at Macquarie Park	40,000	14,582	🔄	Study commenced.
<b>Water Quality Improvement Plan</b>	<b>15,000</b>	<b>15,000</b>	🔄	Project scheduled over 3 years.
<b>Total</b>	<b>1,782,000</b>	<b>409,340</b>		

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
Lions Park Gross Pollutant Trap	104,000	102,000	🔄	
<b>Total</b>	<b>104,000</b>	<b>102,000</b>		

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Asset Replacement	357,400	468,837	✓	
Catchment Management	110,000	107,530	✓	
Water Quality Improvement	145,100	89	🔄	
<b>Total</b>	<b>612,500</b>	<b>576,456</b>		
<b>Total Projects Budget</b>	<b>2,498,500</b>	<b>1,087,796</b>		

# 5. Centres and Neighbourhood Program (road reserve links and non road reserve links)

Developing, delivering, maintaining and managing all our sports, recreation, outdoor, open spaces and natural areas infrastructure, services and facilities.

## 5.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)  
✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	96%	🟢	

## 5.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-359,000		
Expense	3,421,000	1,288,000	
<b>Total Base Budget</b>	<b>3,062,000</b>	<b>1,288,000</b>	

## 5.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🚫 Cancelled  
✖ Off Track      ➡ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Macquarie Park Public Domain and Capital Works Plan	1,000,000	40,000	🟢	
Neighbourhood Centre Renewal	600,000	12,000	🟢	
Toilet Blocks Renewal - excluding sportfields	200,000	60,932	🟢	
Town Centre Upgrades Plans	300,000		🟢	The back brief (PMP) for the detailed design and documentation of Church and Rowe Streets was approved by the Business Manager on 6 January 2012.
<b>Total</b>	<b>2,100,000</b>	<b>112,932</b>		

## 5. Centres and Neighbourhood Program (continued)

### 5.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🚫 Cancelled  
✖ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Cycleways - Cluster</b>	14,654	2,150	🟢	
• The John Whitton Bridge (Lighting)	14,654	2,150	🟢	
<b>Town Centre Upgrades</b>	25,120	52,510		
<b>Eastwood Master Plan</b>	95,000	45,033	🟢	
<b>West Ryde Master Plan</b>	12,300		✖	The progress of the project has experienced delays in the issuing of the s65 Certificate from DoPI.
<b>Total</b>	147,074	99,693		
<b>Total Projects Budget</b>	<b>2,247,074</b>	<b>212,625</b>		

# 6. Library Program

Delivering all our library services.

## 6.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)

✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	
No. of library loans per capita (combined Ryde/Hunters Hill population is utilised)	8.3	1.9	🟢	
No. of visits to the library annually	840,000	425,159	🟢	

## 6.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-888,000	-449,000	
Expense	5,247,000	2,067,000	
<b>Total Base Budget</b>	<b>4,359,000</b>	<b>1,619,000</b>	

## 6.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track

✖ Off Track

✔ Complete

⊖ Not Started

⊖ Cancelled







▶ Deferred



Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Library Books	400,000		🟢	Expenditure monitored and on track.
Library Electronic Books	60,000		🟢	Project has commenced.
Library Laptops for Community Training	12,000	8,500	✔	Completed.
WiFi for Libraries	25,000		✖	Initial pilot project experienced difficulties meeting customer expectations.
<b>Total</b>	<b>497,000</b>	<b>8,500</b>		



## 6. Library Program (continued)

### 6.3 PROJECTS EXPENDITURE BUDGET

Legend:  On Track       Cancelled  
 Off Track       Deferred  
 Complete  
 Not Started

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Capital Expenditure	229,374	221,739		Expenditure monitored and on track.
Library Local Priority Grant	16,000	16,719		Completed.
<b>Total</b>	<b>245,374</b>	<b>238,458</b>		
<b>Total Projects Budget</b>	<b>742,374</b>	<b>246,958</b>		

# 7. Governance and Civic Program

Developing, managing and maintaining our portfolio of corporate, commercial and civic properties.

## 7.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)

✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	
Number of known breaches of statutory/council policy requirements	0	0	🟢	
% of Councillor requests responded to within agreed service standard	95%	85%	✖	This performance measure continues to be monitored.

## 7.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income			
Expense	3,085,000	1,942,000	
<b>Total Base Budget</b>	<b>3,085,000</b>	<b>1,942,000</b>	

## 7.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track

✖ Off Track

✔ Complete

○ Not Started

✖ Cancelled

▶▶ Deferred

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Compliance Management System	20,000	4975	🟢	
<b>Total Projects Budget</b>	<b>20,000</b>	<b>4975</b>		

# 8. Customer and Community Relations Program

Engaging with our community, all media and community relations, branding and marketing our city and developing and managing all our customer services.

## 8.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)  
✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	
% of calls to the Customer Call Centre resolved at the first point of contact	85%	89%	🟢	

## 8.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-59,000	-82,000	
Expense	2,868,000	1,330,000	
<b>Total Base Budget</b>	<b>2,809,000</b>	<b>1,248,000</b>	

## 8.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🚫 Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Branding and Marketing Plan City of Ryde</b>	<b>150,000</b>	<b>14,975</b>	✖	Further development of this project on hold pending completion of the best value review.
<b>Total</b>	<b>150,000</b>	<b>14,975</b>		

## 8. Customer and Community Relations Program (Continued)

### 8.3 PROJECTS EXPENDITURE BUDGET

Legend: ↻ On Track      ⊘ Cancelled  
✘ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
Customer Survey	70,000		↻	
<b>Total</b>	70,000			
<b>Total Projects Budget</b>	<b>220,000</b>	<b>14,975</b>		

# 9. Community and Cultural Program

Engaging with our community, all media and community relations, branding and marketing our city and developing and managing all our customer services.

## 9.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)  
✖ Off Track

	2011/12 Target	YTD Actual	Status	Comment
% of project milestones met on time	90%	75%	✖	A number of milestones in capital projects were delayed due to rain in this quarter.
No. of clients using the home modification service	N/A	126	🟢	
No. of children immunised	N/A	893	🟢	
No. of attendees at COR's vacation care programs	N/A	1096	🟢	
No. of people attending key events and programs conducted by CoR	100,000	92,240	🟢	
% customer satisfaction index for halls and meeting room hire service	80%	N/A		
% capacity of leased halls and meeting rooms booked (capacity based on 8 hour booking per day)	60%	68%	🟢	

## 9.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-1,553,000	-920,000	
Expense	3,809,000	1,506,000	
<b>Total Base Budget</b>	<b>2,256,000</b>	<b>587,000</b>	

## 9.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🚫 Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Artist Register</b>	<b>20,000</b>	<b>3,594</b>	🟢	

## 9. Community and Cultural Program (Continued)

### 9.3 PROJECTS EXPENDITURE BUDGET

Legend: 🔄 On Track      🚫 Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Community Buildings Renewal	250,000	10,538	🔄	This project is inclusive of a number of sub projects. Some milestones were delayed due to wet weather but overall the project is on track.
Community Garden & Nursery	25,000		⊖	The community nursery in Santa Rosa park is the focus of this project. The project will include resourcing to finalise the Plan of Management for the park so that the Nursery can progress. Plan of Management to be exhibited in March.
Community Hubs identification study	80,000		🔄	Consultant Brief and quotation process completed by end of January.
Crime Prevention Plan - implementation	50,000	16,362	🔄	
Live Neighbourhood Project	20,000		🔄	Project rescoped and EOI distributed to run project. EOI due February 2012.
Local Market Feasibility Study	12,000		🔄	Partnership project with Ryde Chamber of Commerce - the Chamber has been supported to develop project scope and undertake consultation.
Macquarie Park Arts & Culture Plan	30,000		🚫	Need for the project under review.
Non-Profit Community Sector Development	20,000		🔄	Sector Development; 6 training packages finalised. Training to commence January 2012.
Public Art Guideline for Developers	25,000	10,556	✔	
Ryde Youth Music Project	25,000	75	🔄	Artistic Director candidate selected. Programming to begin in early 2012.
Ryde Youth Theatre Group	102,000	12,351	🔄	Milestone of contracting Artistic Director delayed, temporary resolution for project to progress ensured a successful term 3 and 4 and end of year production. Artistic Director Position Brief, advertising and first round interviews completed. Successful candidate to be contracted in January 2012.
Volunteer Training for the CALD Community	15,000	7,400	🔄	
White Ribbon Community Accreditation	70,000	23,245	🔄	Implementation plan in place with a number of key projects successfully delivered for example the White Ribbon day breakfast was a success and sold out. On track for attainment of white ribbon community status in this financial year.
Youth Engagement Partnership Project	20,000		🚫	Initiation of this project was dependant on matching grant funds through Macquarie University. The University was not successful in their research grant.
<b>Total</b>	<b>764,000</b>	<b>84,121</b>		

## 9. Community and Cultural Program (Continued)

### 9.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🚫 Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Brush Farm House Business Plan</b>	34,971	50,237	🟢	Business model approved by stakeholders. Heads of agreement being developed. This project has been spread across two financial years and is combined with the Cultural Spaces study. The budget for the 2 projects have been combined. The project budget over all is on track.
<b>Cultural Planning - Cultural Spaces Plan</b>	24,000	3,183	🟢	
<b>Social Policy &amp; Planning - Unit Review</b>	15,000		🟢	Unit review drafted to be presented to local service sector in March 2012.
<b>Social Policy &amp; Planning - Social Indicators Project</b>	20,000		🟢	Indicators finalised. Data entry into CoR website. Presentation to ET next stage.
<b>Total</b>	109,000	53,420		
<b>Total Projects Budget</b>	<b>873,000</b>	<b>137,541</b>		

# 10. Risk Management Program

Managing all legal services, procurement and internal auditing, assessing and managing business continuity, risk and disaster management.

## 10.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)  
✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	

## 10.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-77,000	-9,000	
Expense	1,515,000	1,701,000	
<b>Total Base Budget</b>	<b>1,438,000</b>	<b>1,692,000</b>	

## 10.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      ⊘ Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Complaint Investigation External</b>	<b>15,000</b>	<b>13,507</b>	🟢	No matters requiring extensive external investigation in Q2.
<b>Enterprise Risk Management Plan</b>	<b>65,000</b>	<b>26,304</b>	🟢	Operational phase of ERM is underway with rollout of RISK EMAP scheduled to commence in Q3 and be finalised in Q4. This will result in operational Risk registers for all Service Units.
<b>Total Projects Budget</b>	<b>80,000</b>	<b>39,811</b>		



# 11. Paths and Cycleways Program

Developing, managing and maintaining our footpaths and cycleways.

## 11.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)

✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	

## 11.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-4,000	-3,000	
Expense	315,000	274,000	
<b>Total Base Budget</b>	<b>312,000</b>	<b>271,000</b>	

## 11.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track

✖ Off Track

✔ Complete

⊖ Not Started

⊖ Cancelled

▶▶ Deferred

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Cycleways Construction</b>	<b>290,000</b>		🟢	Council Report pending on cycleway locations.
• Bike Locker Structure – Eastwood Station	27,500		🟢	Railcorp confirmed preferred location of Bike Locker which could be situated on Railcorp Lane. Proposed location to be tabled at Bicycle Advisory Committee on 13 February 2012 for concurrence.
• Bike Route – Vimiera Road SUP eastern side	92,500		⊖	Project has been deferred as RMS funding (50%) has not been provided for the 2011/12 financial year.

## 11. Paths and Cycleways Program (Continued)

### 11.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      ⊖ Cancelled  
✖ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
▪ Bike Route - RR05 Pittwater Road (western side)	164,000		⊖	Council report prepared for 13 December 2011 meeting. Status: Pending Council resolution.
▪ Bike Logo's - Multiple Locations	6,000		🟢	Installation to commence in Q3.
<b>Footpath Construction</b>	<b>1,000,000</b>		🟢	
▪ Betty Hendry Parade	44,000	18,279	✓	
▪ Bridge Road	84,000		⊖	Design in progress.
▪ Clayton Street	56,000	34,734	✓	
▪ Corunna Road	36,000	2,912	✓	
▪ Cutler Parade	41,000	21,327	✓	
▪ Delhi Road	24,000		⊖	Design work yet to commence.
▪ Delhi Road	17,000		⊖	Design work yet to commence.
▪ Dobson Crescent	65,000		⊖	Design brief for consultant in preparation.
▪ Epping Road	23,500	844	✓	
▪ Farnell Street	35,000	2,240	✓	
▪ Fonti Street	56,000	7,622	🟢	Construction in progress.
▪ Fourth Avenue	18,000	629	✓	
▪ Gaza Road	33,000		⊖	Design brief for consultant in preparation.
▪ Goulding Road	66,000		⊖	Design work yet to commence.
▪ Hughes Street	36,000		🟢	Design complete.
▪ Longview Street	62,000		🟢	Design complete.
▪ Napier Crescent	23,500	12,351	✓	
▪ North Road	40,000		⊖	Design nearing completion.

## 11. Paths and Cycleways Program (Continued)

### 11.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🟡 Cancelled  
✖ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
• North Road	61,000		⊖	Design nearing completion.
• Pearl Avenue	20,000		🟢	Design complete.
• Rowell Street	47,000	25,227	✓	
• Walker Street	8,500		🟢	Design work yet to commence.
• Winbourne Street	10,000	2,161	✓	
• Footpath replacements	93,500	83,499	✓	
<b>Total</b>	<b>1,290,000</b>	<b>188,616</b>		

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Cycleways</b>	<b>47,458</b>			
Bike Route- LL12 Epping Rd - Shrimptons Creek to Lyon Park R	47,458		✓	
<b>Total</b>	<b>72,108</b>			

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Cycleways</b>	<b>341,172</b>	<b>130,449</b>	✓	
<b>Footpath Construction</b>	<b>89,121</b>	<b>131,189</b>	🟢	
<b>Total</b>	<b>430,293</b>	<b>261,638</b>		
<b>Total Projects Budget</b>	<b>1,792,401</b>	<b>450,254</b>		

# 12. Environmental Program

Monitoring and managing our environmental performance, developing environmental policy and making our community aware of environmental impact.

## 12.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)  
✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	

## 12.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-15,540	-5,000	
Expense	1,168,190	467,000	
<b>Total Base Budget</b>	<b>1,153,000</b>	<b>462,000</b>	

## 12.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🚫 Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Business Audit Program</b>	<b>38,017</b>	<b>25,607</b>	🟢	Grant funded project to be completed 6 October 2012.
<b>Total Projects Budget</b>	<b>38,017</b>	<b>25,607</b>		

# 13. Strategic City Program

Monitoring and managing our environmental performance, developing environmental policy and making our community aware of environmental impact.

## 13.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)  
✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	

## 13.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-5,000	-1,000	
Expense	1,103,000	532,000	
<b>Total Base Budget</b>	<b>1,098,000</b>	<b>531,000</b>	

## 13.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      ⊘ Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Council's Corporate Plan	20,000		🟢	
<b>Total</b>	<b>20,000</b>			

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Corporate Documentation of Corporate Processes	50,000		🟢	
<b>Total</b>	<b>50,000</b>			
<b>Total Projects Budget</b>	<b>70,000</b>			



# 14. Land Use Planning Program

Monitoring and managing our environmental performance, developing environmental policy and making our community aware of environmental impact.

## 14.1 PERFORMANCE INDICATORS

Legend: ↻ On Track (within a 5% tolerance)  
✗ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	↻	

## 14.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-262,000	-129,000	
Expense	777,000	366,000	
<b>Total Base Budget</b>	<b>514,000</b>	<b>237,000</b>	







## 14.3 PROJECTS EXPENDITURE BUDGET




Legend: ↻ On Track      ⊘ Cancelled  
✗ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Bennelong Bicentenary Exhibition</b>	15,000		↻	
<b>Heritage Identification</b>	20,000		↻	First stage of the draft state heritage inventory (SHI) database is due to be completed in February and presented to the first HAC 2012 meeting in March. There was insufficient budget allocation for the project (established by RFQ process).
<b>Macquarie Park DCP</b>	200,000	7,693	✗	Macquarie Park DCP project behind schedule as appointment of consultant took longer than expected.
<b>Macquarie University Development</b>	75,000		↻	The Voluntary Planning Agreement was received from Macquarie University on 9 November 2011. Consultants have been engaged to assist with the evaluation of the agreement.
<b>Total</b>	<b>310,000</b>	<b>7,693</b>		

## 14. Land Use Planning Program (Continued)

### 9.3 PROJECTS EXPENDITURE BUDGET

Legend:  On Track       Cancelled  
 Off Track       Deferred  
 Complete  
 Not Started

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Centres Strategy	9,800	9,490		
Consolidated LEP for Ryde	25,000			Draft LEP 2011 Councillor Workshop was held 8 November 2011 to determine a way forward with the s65 Certificate (No2) issued by DoPI on 5 September 2011. The outcome of Councillor Workshop was reported to Council meeting of 13 December 2011. Request to DoPI to amend the s65.
Aboriginal Heritage Office Partnership	34,711	17,078		Project is 5 years duration commencing March 2010. Council adopted the Aboriginal Sites Management Plan 15 November 2011. Next stage is to identify potential sites and continue education programs.
<b>Total</b>	<b>69,511</b>	<b>26,568</b>		
<b>Total Projects Budget</b>	<b>379,511</b>	<b>34,261</b>		

# 15. Traffic & Transport Program

Managing our transport, traffic and car parking; developing sustainable transport options.

## 15.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)  
✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	
No. of passengers transported by Top Ryder Community Bus Service	50,000	28,985	🟢	On Track to meet yearly target.
% of Recommendations made to the Ryde local Traffic Committee approved to go to Council works committee without resubmitting	90%	96%	🟢	

## 15.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income			
Expense	138,000	89,000	
<b>Total Base Budget</b>	<b>138,000</b>	<b>89,000</b>	

## 15.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      ⊘ Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Bus Shelters - new</b>	<b>40,000</b>		🟢	Site approval received from RTA. Purchase Order placed with Adshel for shelters.
<b>Bus Stop DDA compliance</b>	<b>80,000</b>		🟢	Site sketches complete. Estimates in progress.
<b>Bus Stop Seats - new</b>	<b>30,000</b>		🟢	First 11 sites for installation nominated, seats on order.
<b>Total Projects Budget</b>	<b>150,000</b>			



# 16. Economic Development Program

Business sector and economic development.

## 16.1 PERFORMANCE INDICATORS

Legend: ✔ On Track (within a 5% tolerance)

✘ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	✔	

## 16.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income		-2,000	
Expense	137,000	75,000	
<b>Total Base Budget</b>	<b>137,000</b>	<b>74,000</b>	

## 16.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track

✘ Off Track

✔ Complete

⊖ Not Started

⊖ Cancelled

▶ Deferred

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Feasibility for Macquarie Park Shopfront	50,000		⊖	Project to commence pending the outcome of the Implementation of Marketing Plan project bid.
<b>Total</b>	<b>145,000</b>			

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Macquarie Park Marketing Strategy	95,000	24,000	✔	
<b>Total</b>	<b>95,000</b>	<b>24,000</b>		
<b>Total Projects Budget</b>	<b>145,000</b>	<b>24,000</b>		

# 17. Organisational Development Program

Addressing workforce planning, driving culture and performance, assessing process efficiency and overseeing all corporate communications.

## 17.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)  
✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	75%	✖	

## 17.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-5,000	-3,000	
Expense	108,000	59,000	
<b>Total Base Budget</b>	<b>103,000</b>	<b>57,000</b>	

## 17.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      ⊘ Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Best Value Review Methodology	40,000		🟢	
Performance Review Process	150,000		🟢	
<b>Total</b>	<b>190,000</b>			

## 14. Land Use Planning Program (Continued)

### 9.3 PROJECTS EXPENDITURE BUDGET

Legend: ↻ On Track      ⊘ Cancelled  
✘ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
Workforce Plan	20,000		↻	Brought forward from 2012/13 to comply with legislative requirements.
<b>Total</b>	<b>20,000</b>			

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Internal Communication (inc Intranet)	70,000	17,730	↻	
<b>Total</b>	<b>70,000</b>	<b>17,730</b>		
<b>Total Projects Budget</b>	<b>280,000</b>	<b>17,730</b>		

# 18. Foreshore Program

Managing all aspects of our foreshore.

## 18.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)  
✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	

## 18.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income			
Expense	74,000	14,000	
<b>Total Base Budget</b>	<b>74,000</b>	<b>14,000</b>	

## 18.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🚫 Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Seawalls/Retaining Walls Refurbishment	50,000		🟢	Continuation of 2010/11 works at Memorial Park programmed for Q4.
<b>Total Projects Budget</b>	<b>50,000</b>			

# 19. Regulatory Program

Delivering all our regulatory assessments and activities, including building regulations, environmental regulations, road, parking and footpath enforcement and animal management.

## 19.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)

✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	
Total development value of approved development applications (in \$million - cumulative)	N/A	\$308M	🟢	
Mean number of DAs processed per person	Greater than 60 annually	20.7	🟢	
DA assessment time (days) - against the Group 3 benchmark (Mean Gross Assessment Time)	69 days (2009-10 Group 3 average)	88	✖	Improvement on first quarter performance; this improvement has been limited by the clearance of a backlog of old applications.
No. of DAs processed within the Group 3 average number of days by category - residential	N/A	36	🟢	
No. of DAs processed within the Group 3 average number of days by category - single new dwelling	N/A	12	🟢	
No. of DAs processed within the Group 3 average number of days by category - commercial	N/A	16	🟢	
Mean gross DA determination times: Residential alterations and additions	61 days (2009-10 Group 3 average)	79	✖	Staff are working to reduce a backlog of older applications in this category and this has resulted in an increase in gross times for the second quarter.
Mean gross DA determination times: Single new dwelling	70 days (2009-10 Group 3 average)	88	✖	Significant improvement made to the first quarter's result. This can be attributed to a reduction in referrals and the use of standard conditions implemented as part of the BVR.
Mean gross DA determination times: Commercial, retail, office	73 days (2009-10 Group 3 average)	75	🟢	
No. of food premises inspections	800	619	🟢	

## 19. Regulatory Program (Continued)

### 19.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-6,024,000	-3,379,000	
Expense	5,861,000	2,882,000	
<b>Total Base Budget</b>	<b>-162,000</b>	<b>-497,000</b>	

### 19.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🟡 Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Boarding House Project	50,000	2,272	🟢	
Transport/Parking Technology Services	350,000		🟢	
<b>Total</b>	<b>400,000</b>			

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Purchase of Plant & Equipment	7,500		✔	
Assessment - Best Value Review	21,900	5,000	✔	Project Complete - Final Report containing recommendations completed and distribution underway.
Weeds Management	13,580	1,988	🟢	
<b>Total</b>	<b>42,980</b>	<b>6,988</b>		
<b>Total Projects Budget</b>	<b>400,000</b>	<b>9,260</b>		

# 20. Waste and Recycling Program

Managing our domestic and commercial waste services, educating on and facilitating recycling and disposal services.

## 20.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)  
✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	

## 20.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-15,302,000	-14,476,000	
Expense	13,383,000	4,480,000	
<b>Total Base Budget</b>	<b>-1,918,000</b>	<b>-9,996,000</b>	

## 20.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      ⊘ Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Porters Creek Depot Protection Earthwork	800,000	62,774	🟢	Preliminaries and survey completed, design scheduled Q3 - ongoing negotiations with LPMA may result in funding a major portion of the Porters Creek Project, to be confirmed Q3.
Porters Creek Depot Reconfiguration	200,000		🟢	Preliminaries & survey completed, concept design underway.
<b>Total Projects Budget</b>	<b>1,000,000</b>	<b>62,774</b>		

# 21. Internal Corporate Services Program

Developing and managing our information, records and corporate knowledge; implementing information technology, communications, business, financial and HR infrastructure and services. Managing our fleet and plant; planning and developing assets; all project management and administrative support.

## 21.1 PERFORMANCE INDICATORS

Legend: 🟢 On Track (within a 5% tolerance)

✖ Off Track

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	91%	🟢	
% return on investment over the standard investment benchmark (ie. Bank Bill Swap Reference Rate (Australian financial market) - BBSW)	0.85%	0.89%	🟢	

## 21.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income	-51,057,000	-48,351,000	
Expense	13,994,000	5,647,000	
<b>Total Base Budget</b>	<b>-37,062,000</b>	<b>-42,703,000</b>	

## 21.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track

✖ Off Track

✓ Complete

⊖ Not Started

⊘ Cancelled

▶▶ Deferred

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Fleet Purchases-Light Commercial	500,000	231,896	🟢	
Fleet Purchases-Motor Vehicle	1,500,000	724,174	🟢	
Fleet Purchases-Plant	750,000	397,129	🟢	



## 21. Internal Corporate Services (Continued)

### 21.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track      🟡 Cancelled  
✖ Off Track      ▶▶ Deferred  
✔ Complete  
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
<b>Information Technology Renewals</b>	<b>600,000</b>	<b>203,338</b>	<span style="color: green;">🟢</span>	
▪ <b>Software</b>				
▪ Online Web Services and Internal Reporting eBusiness Development	225,000	125,948	<span style="color: green;">🟢</span>	
▪ Online Web Services - Community Events Calendar	10,000		<span style="color: green;">✔</span>	
▪ Online Web Services - Venue Booking System (Parks, Halls, RALC)	30,000		<span style="color: grey;">⊖</span>	
▪ New City of Ryde Web Site	40,000	7,440	<span style="color: green;">🟢</span>	
▪ Upgrade TechnologyOne System	100,000	41,442	<span style="color: green;">🟢</span>	
▪ Corporate Image Library System	40,000		<span style="color: green;">✔</span>	
▪ Upgrade Tree Management System (Phase 1)	20,000		<span style="color: grey;">⊖</span>	
▪ <b>Hardware</b>				
▪ PC Replacement Program	70,000	26,326	<span style="color: green;">🟢</span>	
▪ Mobile Phone Bulk Stock	10,000	2,182	<span style="color: green;">🟢</span>	
▪ <b>Other</b>				
▪ Call Centre Voice Recording	30,000		<span style="color: green;">✔</span>	
▪ Information Technology Disaster Recovery Site	25,000		<span style="color: green;">🟢</span>	
<b>IRM Scanning Project</b>	<b>31,000</b>	<b>6,957</b>	<span style="color: green;">🟢</span>	
<b>System Administration TechOne</b>	<b>230,000</b>	<b>29,367</b>	<span style="color: green;">🟢</span>	
<b>Total</b>	<b>3,611,000</b>	<b>1,945,732</b>		

## 21. Internal Corporate Services (Continued)

### 21.3 PROJECTS EXPENDITURE BUDGET

Legend: ↻ On Track      ⊘ Cancelled  
✘ Off Track      ▶▶ Deferred  
✓ Complete  
⊖ Not Started

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
Skin Cancer Check and Awareness Program	15,000	8,300	✓	
<b>Total</b>	<b>15,000</b>	<b>8,300</b>		

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Information Management	340,500	8,123	↻	
Contract Administration Training	49,500	16,000	↻	This training is in the process of being developed and is due for delivery to the relevant staff and managers in Q4.
EziJob - Online Recruitment Module	5,000		↻	
<b>Total</b>	<b>394,500</b>	<b>24,123</b>		
<b>Total Projects Budget</b>	<b>4,020,500</b>	<b>1,978,155</b>		

# Appendix

## Appendix

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# Reserves Listing Report

APPENDIX A

Natural Account	Description	11/12 Opening Balance	Budget To Reserve	Budget From Reserve	11/12 Budget Result	Review To Reserve	Review From Reserve	11/12 Review Result
<b>93001 - Internally Restricted Revenues</b>								
8301	Stockland Creche Contribution	813,570.90		-813,570.00	0.90			0.90
8302	Voluntary Planning Agreement Reserve	388,777.27			388,777.27			388,777.27
8304	Asset Replacement Reserve	7,889,927.26	1,050,000.00	-3,434,002.00	5,505,925.26		-215,000.00	5,290,925.26
8305	Plant Replacement Reserve	2,243,684.00	1,224,100.00	-2,385,140.00	1,082,644.00			1,082,644.00
8306	Ryde Aquatic Leisure Centre Reserve	3,262,883.33	3,681,469.00	-4,932,239.00	2,012,113.33			2,012,113.33
8307	Financial Security Reserve	1,004,480.47			1,004,480.47			1,004,480.47
8309	Council Election Reserve	555,284.70	120,000.00		675,284.70			675,284.70
8311	Investment Property Reserve	17,288,846.48		-690,000.00	16,598,846.48			16,598,846.48
8312	Civic Precinct Redevelopment Reserve	4,103,996.44	500,000.00	-3,979,535.00	624,461.44			624,461.44
8314	Carryover Works Reserve	2,980,387.17		-2,875,287.00	105,100.17			105,100.17
8318	Porters Creek Reserve	199,348.89			199,348.89			199,348.89
8319	Insurance Fluctuation Reserve	235,760.35		-70,000.00	165,760.35		-70,000.00	95,760.35
8320	OHS & Injury Management Reserve	45,000.00		-15,000.00	30,000.00			30,000.00
	<b>Total Internally Restricted Revenues</b>	<b>41,011,947.26</b>	<b>6,575,569.00</b>	<b>-19,194,773.00</b>	<b>28,392,743.26</b>		<b>-285,000.00</b>	<b>28,107,743.26</b>
<b>93002 - Internally Restricted Liabilities</b>								
8326	West Ryde Child Care Centre Reserve							
8327	Employee Leave Entitlements Reserve	1,971,284.34	60,000.00		2,031,284.34			2,031,284.34
8328	Refundable Deposits Reserves	7,641,325.95	20,000.00		7,661,325.95			7,661,325.95
8329	Interest on Refundable Deposits Reserve	318,966.05			318,966.05			318,966.05
	<b>Total Internally Restricted Liabilities</b>	<b>9,931,576.34</b>	<b>80,000.00</b>		<b>10,011,576.34</b>			<b>10,011,576.34</b>

# Reserves Listing Report

APPENDIX A

Natural Account	Description	11/12 Opening Balance	Budget To Reserve	Budget From Reserve	11/12 Budget Result	Review To Reserve	Review From Reserve	11/12 Review Result
<b>93003 - Section 94 Contribution Reserves</b>								
8351	Community & Cultural Facilities Reserve	278,315.95	55,700.00		334,015.95	46,557.00		380,572.95
8352	Open Space & Recreation Facilities Reserve	-1,882,257.06	226,100.00	-934,600.00	-2,590,757.06	153,612.00		-2,437,145.06
8353	Roads & Traffic Management Facilities Reserve	-677,772.68	44,900.00	-415,000.00	-1,047,872.68	8,633.00		-1,039,239.68
8354	Stormwater Management Facilities Reserve	6,353,250.13	24,500.00	-1,065,000.00	5,312,750.13	10,543.00		5,323,293.13
8355	Section 94 Plan Administration Reserve	481,128.00	1,780.00		482,908.00	895.00		483,803.00
	<b>Total Section 94 Contribution Reserves</b>	<b>4,552,664.34</b>	<b>352,980.00</b>	<b>-2,414,600.00</b>	<b>2,491,044.34</b>	<b>220,240.00</b>		<b>2,711,284.34</b>
<b>93004 - Other External Restrictions</b>								
8376	Domestic Waste Management Reserve	3,782,565.21	13,732,340.00	-14,338,286.00	3,176,619.21		-30,000.00	3,146,619.21
8377	External Drainage Works Contribution Reserve	115,912.98			115,912.98			115,912.98
8378	Macquarie Park Corridor Special Rate Reserve	1,437,444.89	1,209,760.00	-1,672,375.00	974,829.89		30,000.00	1,004,829.89
8379	Stormwater Management Service Charge Reserve	386,353.80	992,640.00	-1,132,811.00	246,182.80			246,182.80
	<b>Total Other External Restrictions</b>	<b>5,722,276.88</b>	<b>15,934,740.00</b>	<b>-17,143,472.00</b>	<b>4,513,544.88</b>			<b>4,513,544.88</b>
<b>93005 - Unexpended Grants Reserves</b>								
8401	U/Exp Grant - Home Modification & Maintenance	216,485.60	5,854.00		222,339.60	-5,854.00	-10,080.00	206,405.60
8402	U/Exp Grant - Youth Council							
8403	U/Exp Grant - Volunteer Referral Agency	19,265.38			19,265.38			19,265.38
8404	U/Exp Grant - Library Local Priority	19,979.93		-16,000.00	3,979.93			3,979.93

# Reserves Listing Report

APPENDIX A

Natural Account	Description	11/12 Opening Balance	Budget To Reserve	Budget From Reserve	11/12 Budget Result	Review To Reserve	Review From Reserve	11/12 Review Result
8406	U/Exp Grant - Catchments Connections Administration	193,404.00		-17,300.00	176,104.00			176,104.00
8407	U/Exp Grant - Dunbar Park Wetland - Plan of Management	770.00			770.00			770.00
8408	U/Exp Grant - Urban Sustain Program - Looking Glass Bay	49,563.00			49,563.00			49,563.00
8409	U/Exp Grant - Consolidated LEP for Ryde	86,893.64		-25,000.00	61,893.64			61,893.64
8410	U/Exp Grant - Santa Rosa Park - Creek Rehabilitation							
8413	U/Exp Grant - Sydney North/Sydney-West Tussock Paspalum 06/11	8,633.95			8,633.95			8,633.95
8414	U/Exp Grant - Ryde Community & Sport Centre - ELS Hall Park							
8415	U/Exp Grant - Buffalo Creek - (SQID)	18,778.31			18,778.31			18,778.31
8416	U/Exp Grant - Financial Assistance Grants	530,897.00		-530,897.00				
8417	U/Exp Grant - Road Services Unit Management	205,681.00		-205,681.00				
8418	U/Exp Grant - Macquarie Park Master Plan	38,000.00		-8,000.00	30,000.00			30,000.00
8419	U/Exp Grant - Sydney Water Business Audit Program	72,689.72		-72,690.00	-0.28			-0.28
8420	U/Exp Grant - Booth Reserve - 2009	463.77			463.77			463.77
8421	U/Exp Grant - Garden Competition	3,395.39			3,395.39			3,395.39
8422	U/Exp Grant - Bus Shelter Contribution							
8423	U/Exp Grant - Netball Courts							
8424	U/Exp Grant - Library Books							
8425	U/Exp Grant - RTA - Pittwater Road			-37,500.00	-37,500.00			-37,500.00
8426	U/Exp Grant - Noxious Weeds Management	13,580.76		-13,580.00	0.76			0.76

# Reserves Listing Report

Natural Account	Description	11/12 Opening Balance	Budget To Reserve	Budget From Reserve	11/12 Budget Result	Review To Reserve	Review From Reserve	11/12 Review Result
8427	U/Exp Grant - Rivers to Rivers Corridor	43,933.30		-37,933.00	6,000.30			6,000.30
8428	U/Exp Grant - Cutler Parade							
8429	U/Exp Grant - NSW Sport Regrading & Levelling	58,500.00		-58,500.00				
8431	U/Exp Grant - RTA Andrew St Slow points							
8432	U/Exp Grant - Eastwood Floodplain Risk	720.88			720.88			720.88
8433	U/Exp Grant - Liberty Swing Dunbar Park	7,763.13			7,763.13			7,763.13
8434	U/Exp Grant - Sport Development Program	542.76			542.76			542.76
8435	U/Exp Grant - WASIP	725,210.31	620,000.00	-998,000.00	347,210.31			347,210.31
8436	U/Exp Grant - Yamble Reserve- All Abilities Playground	347,000.00			347,000.00			347,000.00
8437	U/Exp Grant - Playing Field Lighting Upgrade	35,000.00		-35,000.00				
8438	U/Exp Grant - Parramatta River Catchments Floodplain	25,000.00			25,000.00			25,000.00
8439	U/Exp Grant - Vacation Care Program Grant		35,000.00		35,000.00			35,000.00
	<b>Total Unexpended Grants Reserves</b>	<b>2,722,151.83</b>	<b>660,854.00</b>	<b>-2,056,081.00</b>	<b>1,326,924.83</b>	<b>-5,854.00</b>	<b>-10,080.00</b>	<b>1,310,990.83</b>
<b>Internal Loans</b>								
			127,881,233.30	127,881,233.30	255,762,466.60			255,762,466.60
	<b>Total Internal Loans</b>		<b>127,881,233.30</b>	<b>127,881,233.30</b>	<b>255,762,466.60</b>			<b>255,762,466.60</b>
<b>TOTAL RESERVES</b>								
		<b>63,940,616.65</b>	<b>151,485,376.30</b>	<b>87,072,307.30</b>	<b>302,498,300.25</b>	<b>214,386.00</b>	<b>-295,080.00</b>	<b>302,417,606.25</b>
	<b>Net Transfer</b>			<b>238,557,683.60</b>	<b>238,557,683.60</b>		<b>-80,694.00</b>	<b>238,476,989.60</b>

# Quarterly Changes Report - Detailed

		Proposed Changes 2011/2012	Comments
<b>Open Space, Sport &amp; Recreation program</b>			
Parks Open Space	Op Exp	47,600	Increase budget to reflect the actual costs and additional funding is reallocated from saving in other program.
RALC Asset Renewal - Fire Alarm maintenance	Cap Inc	(94,276)	Income from insurance claim for replacement of fire panel.
RALC Asset Renewal - Fire Alarm maintenance	Cap Exp	94,276	Cost for replacement of fire panel system offset by insurance claim.
<b>Total Open Space, Sport &amp; Recreation program</b>		<b>47,600</b>	
<b>Roads program</b>			
Section 94 Capital Income-Roads	Cap Inc	(220,240)	Income received to date
Section 94 Capital Income-Roads	To Res	220,240	Transfer of income received to date to reserve
<b>Total Roads program</b>			
<b>Property Portfolio program</b>			
Upgrade the old Ryde Library premises	Cap Exp	20,000	Additional allocation to reflect final projected costs
Complete the Upgrade of Civic Centre Foyer	Cap Exp	5,000	Additional allocation to reflect final projected costs
Urgent Works at Argyle Centre	Cap Exp	65,000	Additional costs for Angyle Centre Refurbishment
Urgent Works at Argyle Centre	From Res	(65,000)	Transfer from reserve to fund Angyle Centre refurbishment
<b>Total Property Portfolio program</b>		<b>25,000</b>	
<b>Catchment program</b>			
Ptis and GPT	Op Exp	128,919	Essential maintenance required to ageing infrastructure to mitigate flood risk
<b>Total Catchment program</b>		<b>128,919</b>	
<b>Centres and Neighbourhood program</b>			
Street Lighting OPEX	Op Inc	(11,365)	Contribution received from developer
Street Lighting OPEX	Op Exp	11,365	Offsetting expenditure funded by developer contribution
<b>Total Centres and Neighbourhood program</b>			



# Quarterly Changes Report - Detailed

		Proposed Changes 2011/2012	Comments
<b>Library program</b>			
Library Local Priority Grant	Op Exp	37,930	Local Priority Grant expenditure not budgeted
<b>Total Library program</b>		<b>37,930</b>	
<b>Governance and Civic program</b>			
Contributions - SES	Op Exp	(72,834)	Budget reallocation - transfer the SES contributions
<b>Total Governance and Civic program</b>		<b>(72,834)</b>	
<b>Customer and Community Relations program</b>			
Prelodgement	Op Inc	(67,308)	Additional income received.
Branding & Marketing Plan City of Ryde	NCP Exp	150,000	Development and implementation of the Smartforms project
Branding & Marketing Plan City of Ryde	From Res	(150,000)	Funding for development and implementation of the Smartforms project, as a result of Development Assesment Best Value Review, as approved by council.
<b>Total Customer and Community Relations program</b>		<b>(67,308)</b>	
<b>Community and Cultural program</b>			
Granny Smith Festival	Op Inc	(12,000)	Additional income received
Small Business Awards	Op Exp	(4,500)	Funds are no longer required as Business Awards are not being undertaken.
Crime Prevention Plan - implementation	NCP Exp	(5,000)	As per Council resolution 06/12/ 2011, create a separate line title Crime Prevention - Glen Street Car Park with \$5000
Macquarie Park Arts & Culture Plan	NCP Exp	(30,000)	This project is on hold. The need for the project will be reassessed upon completion of other projects currently under way or planned for Mq Park
Youth Engagement Partnership Project	NCP Exp	(20,000)	This was a partnership project with for grant funding with Mq Uni and the funding was Council's contribution. The Uni ARC grant was not successful and the project will not be going ahead.
Home Modification & Maintenance	From Res	(10,080)	Adjust transfers from reserves
Macquarie Park Arts & Culture Plan	From Res	30,000	Funding transfer back to reserve
Home Modification & Maintenance	To Res	(5,854)	Adjust transfer to amount required
<b>Total Community and Cultural program</b>		<b>(57,434)</b>	

# Quarterly Changes Report - Detailed

		Proposed Changes 2011/2012	Comments
<b>Risk Management program</b>			
Insurance Premiums	Op Exp	70,000	2 significant public Liability claims settlements in quarter 2.
Emergency Management (SES) OPEX	Op Exp	87,396	\$73k transferred from Contributions FireControl and \$14k additional funding required.
Insurance Premiums	From Res	(70,000)	To cover claims settlements.
<b>Total Risk Management program</b>		<b>87,396</b>	
<b>Paths and Cycleways program</b>			
Footpaths OPEX	Op Exp	240,000	Additional funding required to maintain footpaths as per previous years servicelevels
<b>Total Paths and Cycleways program</b>		<b>240,000</b>	
<b>Environmental program</b>			
Environmental Administration	Op Exp	(174,290)	Budget reallocation
<b>Total Environmental program</b>		<b>(174,290)</b>	
<b>Land Use Planning program</b>			
Centres Strategy	NCP Exp	60,000	\$60,000 requested to undertake the traffic study in Meadowbank
Heritage Identification	NCP Exp	20,000	Funding to be transferred from saving in Community and Culture program
<b>Total Land Use Planning program</b>		<b>80,000</b>	
<b>Traffic &amp; Transport program</b>			
Sustainable Transport Management	NCP Inc	(142,500)	Contract income received
Sustainable Transport Management	NCP Exp	197,000	Contractor charges to run service (as per Council Resloution 8 November 2011 tocontinue service till 30 June 2013.)
Bus Maintenance	NCP Exp	91,590	Budget reallocation
<b>Total Traffic &amp; Transport program</b>		<b>146,090</b>	

# Quarterly Changes Report - Detailed

		Proposed Changes 2011/2012	Comments
<b>Waste and Recycling program</b>			
Waste to Energy	NCP Exp	30,000	Waste to Energy Study
Waste to Energy	From Res	(30,000)	Transfer from reserve to fund Waste to Energy Study project
<b>Total Waste and Recycling program</b>			
<b>Internal Corporate Services program</b>			
Investment Income	Op Inc	(513,034)	Increase in additional return on Investment projected, noting further interest rate reductions anticipated..
Finance Administration	Op Inc	(6,725)	Adjustment for deduction for leaseback
Rates & Revenue Administration	Op Exp	11,490	Increase budget to reflect the actual costs
Corporate Training & Development	Op Exp	(2,000)	Reduce the budget to reflect the actual costs
Group Management Charges/Recovery	Op Exp	82,700	Reallocation of the budget
Chris 21/Kiosk Rollout	Cap Exp	2,000	Funds required for consultants to assist with completion of Chris 21/Kiosk rollout
<b>Total Internal Corporate Services program</b>		<b>(425,569)</b>	
<b>GRAND TOTAL</b>			

# Consolidated Income & Expenditure Estimates

Includes all Special Rates & Levies

PROJECTED OPERATING RESULT	Original Budget 2011/2012 \$'000	C/Over Budget 2011/2012 \$'000	TOTAL Original Budget 2011/2012 \$'000	Sep Changes 2011/2012 \$'000	Dec Changes 2011/2012 \$'000	Mar Changes 2011/2012 \$'000	Jun Carryovers 2011/2012 \$'000	Jun Changes 2011/2012 \$'000	PROPOSED Budget 2011/2012 \$'000	ACTUAL YTD 2011/2012 \$'000
<b>OPERATING REVENUE</b>										
Rates & Annual Charges	58,135		58,135						58,135	58,382
User Charges & Fees	11,433		11,433	(156)	35				11,311	8,799
Interest	3,081		3,081		513				3,594	2,643
Other Operating Revenue	5,793		5,793	55	194				6,041	4,200
Operating Grants & Contributions	6,450	65	6,515	(475)	11				6,052	3,919
<b>TOTAL OPERATING REVENUE</b>	<b>84,892</b>	<b>65</b>	<b>84,958</b>	<b>(577)</b>	<b>753</b>				<b>85,134</b>	<b>77,943</b>
<b>OPERATING EXPENSES</b>										
Employee Costs	36,262	50	36,311	(52)	41				36,300	20,451
Materials & Contracts	24,842	942	22,462	675	814				23,951	11,705
Borrowing Costs	596		596						596	176
Other Operating Expenses	9,264	9	12,595	132	108				12,835	7,411
<b>TOTAL OPERATING EXPENSES</b>	<b>70,964</b>	<b>1,000</b>	<b>71,965</b>	<b>755</b>	<b>962</b>				<b>73,682</b>	<b>39,742</b>
<b>Operating Result Before Capital Amounts</b>	<b>13,928</b>	<b>(935)</b>	<b>12,993</b>	<b>(1,332)</b>	<b>(209)</b>				<b>11,452</b>	<b>38,201</b>
Capital Grants & Contributions	217	1,896	2,113	884	315				3,312	1,959
In-kind Contributions	23,143		23,143						23,143	
Net Gain / (Loss) on Disposal of Asset										(53)
<b>Total Capital Income</b>	<b>23,360</b>	<b>1,896</b>	<b>25,257</b>	<b>884</b>	<b>315</b>				<b>26,455</b>	<b>1,906</b>
<b>Operating Result Before Depreciation</b>	<b>37,288</b>	<b>961</b>	<b>38,250</b>	<b>(448)</b>	<b>106</b>				<b>37,907</b>	<b>40,107</b>
Depreciation & Impairment	19,137		19,137						19,137	529
<b>Operating Result</b>	<b>18,151</b>	<b>961</b>	<b>19,113</b>	<b>(448)</b>	<b>106</b>				<b>18,770</b>	<b>39,579</b>

# Consolidated Income & Expenditure Estimates

Includes all Special Rates & Levies

PROJECTED FUNDING	Original Budget 2011/2012 \$'000	C/Over Budget 2011/2012 \$'000	TOTAL Original Budget 2011/2012 \$'000	Sep Changes 2011/2012 \$'000	Dec Changes 2011/2012 \$'000	Mar Changes 2011/2012 \$'000	Jun Carryovers 2011/2012 \$'000	Jun Changes 2011/2012 \$'000	PROPOSED Budget 2011/2012 \$'000	ACTUAL YTD 2011/2012 \$'000
<b>OPERATING RESULT</b>	18,151	961	19,113	(448)	106				18,770	39,579
Funding										
ADD (Non-Cash) - Depreciation	19,137		19,137						19,137	529
ADD (Non-Cash) - ELE Accruals										
ADD (Non-Cash) - Interest on Security Deposits - Accruals										
ADD Book Value of Assets Disposed	890		890						890	866
<b>Cash Available to Fund Capital Expenditure</b>	<b>38,178</b>	<b>961</b>	<b>39,140</b>	<b>(448)</b>	<b>106</b>				<b>38,797</b>	<b>40,973</b>
<b>CAPITAL EXPENDITURE</b>										
Community Life	4,114	711	4,825	4,604	94				9,522	1,338
Environment & Planning	2,450	8	2,458	(350)					2,108	239
Public Works	34,803	5,813	40,616	1,505					42,121	9,491
Corporate Services	1,790	341	2,131	3,411	92				5,633	512
<b>TOTAL CAPITAL EXPENDITURE</b>	<b>43,157</b>	<b>6,872</b>	<b>50,029</b>	<b>9,169</b>	<b>186</b>				<b>59,384</b>	<b>11,580</b>
<b>Cash Flow to Fund</b>	<b>(4,979)</b>	<b>(5,910)</b>	<b>(10,889)</b>	<b>(9,617)</b>	<b>(81)</b>				<b>(20,587)</b>	<b>29,393</b>
<b>Financed by:</b>										
Opening Working Capital	3,401	804	4,205						4,205	4,205
<b>Borrowings</b>										
New Borrowings				1,200					1,200	
Less: Loan Repayments	(381)		(381)						(381)	(326)
Net Loan Funds (Payments/Receipts)	(381)		(381)	1,200					819	(326)
<b>Reserves</b>	5,052	5,910	10,962	8,543	81				19,585	
<b>Closing Working Capital</b>	<b>3,093</b>	<b>804</b>	<b>3,897</b>	<b>125</b>	<b>(0)</b>				<b>4,022</b>	<b>33,273</b>