

ATTACHMENTS FOR: AGENDA NO. 8/24 COUNCIL MEETING

Meeting Date: Tuesday 28 May 2024
Location: Council Chambers, Level 1A, 1 Pope Street, Ryde and Online
Time: 6.00pm

ATTACHMENTS FOR COUNCIL MEETING

Item

**3 MARCH 2024 QUARTERLY BUDGET REVIEW AND OPERATIONAL
PLAN PROGRESS REPORT**

Attachment 2 - 2023-24 Q3 Quarterly Progress Report (Jan-Mar 2024)



Lifestyle and opportunity
at your doorstep

2023/2024

OPERATIONAL PLAN

PROGRESS REPORT JANUARY – MARCH 2024



We are pleased to present the City of Ryde's Third Quarter Progress Report for 2023-2024.

This report provides a progress update focusing on the operational performance of the City of Ryde during the January to March quarter of the 2023-24 Financial Year and documenting our performance in delivering both our 2023-2024 One-Year Operational Plan and 2022-2026 Four-Year Delivery Program.

It reflects the Council's commitment to the social, economic, environmental, and governance principles that are important to our community. It provides an overview of the services, programs, projects, and benefits that the Council invests in and delivers to our community.

The City of Ryde is a part of the Northern Region of Sydney, Greater Sydney, and New South Wales. Establishing and maintaining strong relationships with government agencies, neighbouring councils, businesses, community groups, and key stakeholders to plan and shape the City's future has continued to be a key focus for the Council during this period.

Readership

This report is intended to provide important information to a broad and diverse range of stakeholders including City of Ryde residents and ratepayers, local businesses, non-government organisations, our partners, visitors, and government departments and agencies.

Accessing this report

This report is available on the City of Ryde website at

<https://www.ryde.nsw.gov.au/Council/Plans-and-Publications/Four-Year-Delivery-Program>

Language assistance

We are committed to providing accessible services to people within our community and customers from culturally and linguistically diverse backgrounds. If you have difficulty understanding this Progress Report, please call the Translating and Interpreting Service on 131 450. We also have some staff trained as Language Aides to assist you in languages other than English.

Further information about this report

Telephone

Call the Customer Service Centre on 9952 8222.

Acknowledgement of Country

The City of Ryde would like to acknowledge the Traditional Custodians of this land, the Wallumedegal (or Wattamattagal) clan of the Darug nation.

The City of Ryde would also like to pay respect to Elders past, present, and emerging, and extend that respect to other Aboriginal and Torres Strait Islander people.

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A Message from our Chief Executive Officer



I am pleased to present the third quarterly progress update for the City of Ryde's 2023-24 Operational Plan, being the second year of Council's 2022-2026 Four Year Delivery Program.

It has once again been a busy and eventful three months for our local government area.

In March, Council received welcome news from the NSW Audit Office (AO) supporting the Action Plan established by City of Ryde's executive team to return unspent funds that had been improperly transferred to Internally Restricted Reserves, including \$35 million for the Ryde Central project.

The AO cleared City of Ryde's Financial Statements for FY 2022/23 providing Council with an Unqualified Report – with no issues raised at the completion of its Audit. This has vindicated Council's quick and decisive actions once the financial irregularities for the Ryde Central Project had been detected.

In regard to the ongoing issue of the State Government's radical housing proposals, which impact many local government areas across Sydney, including City of Ryde, our focus has been on collaborating with the government in striking the right balance between housing needs, employment opportunities, open space, and infrastructure requirements.

At an Extraordinary Meeting held on 13 February 2024, Council resolved to oppose the government's implementation of the Explanation of Intended Effects – Changes to Create Low and Mid-Rise Housing (EIE) in its current form as it provides no evidence-based plans on how increased housing density would be serviced by existing infrastructure and other essential services.

Council further rejected the proposed planning controls from the EIE to its R2 – low density residential zones and authorised me to take all action necessary to implement the resolution. The resolution also called on the NSW Government to take a genuinely collaborative approach to working with councils to resolve the current housing crisis in a well-balanced planning manner.

Later in February, Council also formally responded to the NSW Government's separate rezoning proposal for the state significant Macquarie Park Innovation District with a submission rejecting its one size fits all planning policy and noting that City of Ryde already has plans to meet and beat the proposed 8,100 new homes in a progressive manner across the city. We also requested that the State Government protect vital jobs at Macquarie Park through our proposed Innovation SEPP.

This Council is already working on master plans for our key strategic regional centres of West Ryde-Meadowbank and Eastwood that, if the right balance is struck, could deliver not only a significant uplift in housing, but also employment, infrastructure, and open space across the LGA.

Council continues to explore options for the contentious Ryde Central site. At the 13 February Extraordinary Meeting, Council discussed a proposal to create open space at the site and instructed staff to provide further information on costings for three different scenarios, those being a base case, a mid-case, and a top tier case. Council noted that the construction hole at the Ryde Central site presents a health hazard for residents and cannot be left in its present state and therefore a resolution of the matter was urgent.

Finally, we welcomed Cllr Trenton Brown as the new Ryde Mayor following an election by Councillors at an Extraordinary Meeting on 19 March 2024. Cllr Brown will serve until the 14 September 2024 Local Government elections, at which time the voters of Ryde will choose a popularly elected Mayor.

I wish him well in his important new role.

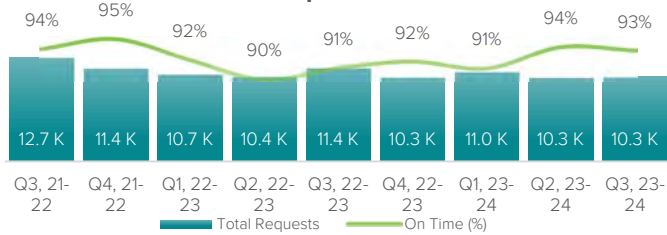
A handwritten signature in dark ink, appearing to read 'Wayne Rylands', written in a cursive style.

Wayne Rylands
Chief Executive Officer

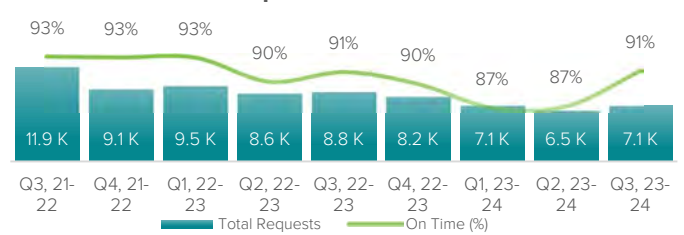
Corporate Snapshot – Key Indicators

Council's commitment to service excellence and responsiveness to the community is reflected within the following key indicators. These trends offer insights into the operational volumes but also underscore our focus on maintaining and elevating service quality for the community. Understanding these trends and insights is vital for strategic planning and continuous improvement in service delivery.

Customer Requests On Time

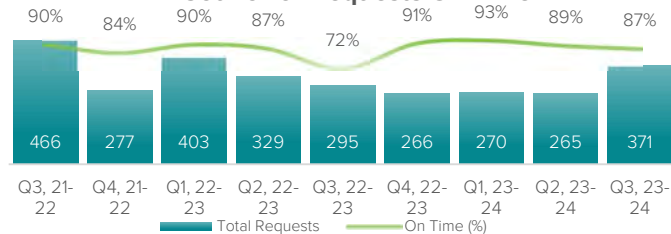


Correspondence On Time



Council has achieved a 93% on-time response rate for customer requests during the current quarter, indicating a consistent level of performance. This is further supported by the increase in the Correspondence-On-Time rate which rose to 91% from 87% in quarter 3. These indicators reflect Council's commitment to enhancing service responsiveness and efficiency, demonstrating our adaptability and dedication to meeting the community's expectations promptly and effectively.

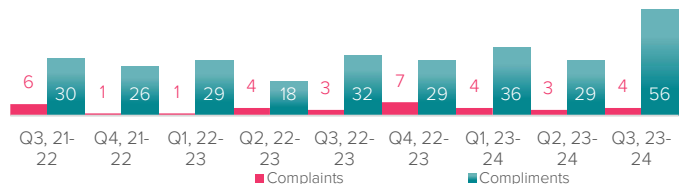
Councillor Requests On Time



Council provides high level of support to its Councillors to aid them in fulfilling their civic duties. Council has a key performance indicator of responding to Councillors' requests within 5 days of receipt and has consistently achieved meeting this time frame for approximately 87% of the matters.

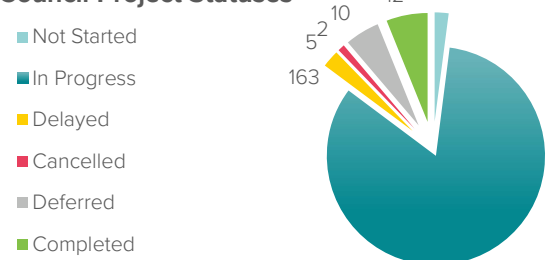
Council values the feedback it receives from the community as it helps them measure and improve performance. Council has consistently received a stable flow of compliments and has maintained low complaints, a trend that has persisted over recent years. This reflects Council's dedication to public trust and continuous improvement, which will remain a priority in the following quarters and beyond.

Complaints & Compliments



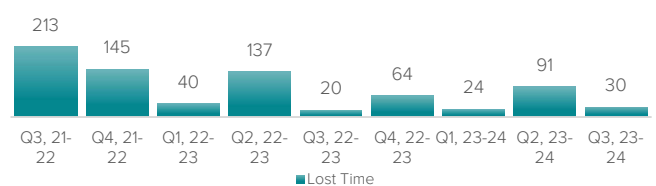
Council is pleased to report that this quarter, 12 projects have been completed, and progress has been made on 163 other projects, which are moving forward as planned. In response to changing community needs and constraints, Council has taken measures to adjust priorities and ensure that projects with identified challenges are addressed appropriately. Council is actively working to ensure that these projects are completed and delivered as planned.

Council Project Statuses



Council's proactive approach towards health and safety in recent years has paid off, as it has resulted in a significant reduction in lost time days. The lost days have reduced in quarter 3 to recent trends in workplace safety. This reaffirms the Council's commitment to continuously strengthen health, safety, injury management practices and further improvement on the well-being of its staff and community.

Health & Safety - Lost Time Injuries



Council’s Delivery Program and Operational Plan

Integrated Planning and Reporting Framework.

Legislation states that we must assess and regularly report on our progress towards implementing the actions in our Four-Year Delivery Program and One-Year Operational Plan. We use the Integrated Planning and Reporting Framework introduced by the Office of Local Government on 1 October 2009.



The 2022-2026 Four-Year Delivery Program details the principal activities that will be undertaken by the Council to perform its functions and deliver on key community priorities as outlined in the Community Strategic Plan.

The Delivery Program provides an outline of how the full range of Council functions and operations will deliver the services expected by the community, as well as the many legislative responsibilities and regulatory functions that the Council is required to implement.

The Operational Plan is a one-year extract from the four years of the Delivery Program and Council term. It identifies the activities, capital works, actions, and projects the Council plans to deliver based on priorities and outcomes identified in the Delivery Program over each financial year. Each of the services and activities is delivered by Council departments, with one or more departments responsible for the delivery of services and activities in any program.

The following table provides an overview of the 16 programs that make up the City of Ryde’s Delivery Program.

Contribution to Outcome	Delivery Program	Description
Our Vibrant and Liveable City	City Development	Creating a vibrant and liveable City environment that balances development, land use, amenity, and sustainable growth.
	Community Safety and Amenity	Ensuring high standards of public health, safety and amenity are maintained across the City of Ryde.
Our Active and Healthy City	City Sport and Recreation	Providing community sporting and recreation facilities, parks, and open spaces so residents of all ages can access leisure, lifestyle and recreation opportunities that enhance and maintain their connections with the community.
	Library	Providing high quality, contemporary library services and accessible public spaces so residents have opportunities to participate and engage with others in lifelong learning, recreation, and cultural opportunities.
Our Natural and Sustainable City	Resilience and Sustainability	Protecting and enhancing our natural areas and ecosystems, and improving the overall environmental performance of the City's built environment, managing risk and building resilience as we adapt and grow through changing climate.
	Catchments and Waterways	Improving the health of the City's waterways and foreshore areas and managing the City's stormwater networks to reduce flooding and risk of inundation for private properties.
	Waste and Recycling	Providing comprehensive and convenient waste disposal and resource recovery services for residents and businesses.
Our Smart and Innovative City	City Economy	Supporting an economically diverse and resilient City economy that is globally competitive.
Our Connected and Accessible City	Traffic and Transport	Building a sustainable, safe, convenient and accessible transport system for the City by improving mobility, connectivity, and access for all types of transport.
	Roads	Maintaining the City's extensive network of local and regional road assets to ensure that they remain safe and are in serviceable condition and meet community expectations.
	Paths and Cycleways	Building the City's network of paths and cycleways to increase the walkability of our suburbs, improve conditions for cyclists, and connect residents with activity centres and public transport connections.
Our Diverse and Inclusive City	Community Inclusion and Wellbeing	Working to increase social and community wellbeing and empowering people to fully participate in community life.
	Community Connectedness and Engagement	Supporting residents to become connected, engaged and informed and have opportunities to celebrate our culture, build their connections within the community and contribute to decisions that affect the City.
Our Open and Progressive City	Strategic Property Management	Developing and managing Council's portfolio of 320 properties and buildings to maximise their return on investment for the community.
	Service Delivery Support	Providing a broad range of key support Council functions that underpin delivery across all of the programs.
	Governance and Corporate Services	Providing specialist and corporate services to enable the effective governance and operation of the Council organisation.

Reading the following Progress Report

The following pages provide a summary of the progress the Council is achieving in the delivery of the 2023-2024 Operational Plan. A rating of progress, updates, status, and commentary are provided for each of the ongoing activities and functions that align with the priorities and outcomes identified in the 2022-2026 Delivery Program and as being delivered by Council departments.

The 'business as usual' functions in a program that is delivered by Council departments.

The ongoing 'business as usual' activities, which are to be delivered for the year.

Projects (including capital works) to be delivered for the activity for the year.

Commentary about service delivery and the community benefits delivered.

Local Transport Infrastructure		
Development, improvement and maintenance of the city's road and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes technical delivery of road based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developed constructed assets.		
Activity, asset and capital portfolios	Status	Service delivery
Road Repairs and Maintenance	Delivery as planned	
Heavy Patching	Delivery as planned	9 out of 11 sites are completed including Bridge Rd, Waterloo Rd, Ryedale Rd, Melba Dr, Jopling St, Forsyth St, Glenayr Ave, Bidgee Rd and Gardener Ave. Additional funding has been secured for delivery of additional sites for which the scope is being determined.
Road Resurfacing Renewal	Delivery as planned	Works for 7 of 31 locations are complete, 3 are in progress, 8 have resurfacing complete and are pending line marking and 13 are in design phase.
Road Kerb Renewal	Delivery as planned	1 of 11 projects is complete (West Pde), 5 projects are under construction and 5 projects are pending commencement.
Kerb and Gutter Renewal	Completed	11 out of 11 sites completed including Church St, Yarwood St, Hall St, Eden St, Eltham St, Rodney St, Hunts Ave, Lavarack St and Waring St, Lakeside Rd and Quarry Rd.
Road operations and maintenance	Delivery as planned	Road repairs and maintenance are responded to based upon reported pavement failures. Initial prompt repairs are implemented with scheduled follow-up for permanent repair.

Rating showing status of planned actions and delivery.

What the ratings mean?

Delivery as planned	Delivery of the planned services and project scope for the year is progressing as expected.
Action required	Progress has been delayed or levels of service delivery are unlikely to be achieved. Action may be required to rectify.
Covid Impacted	The level of service provided has been impacted by Covid restrictions or changing patterns of customer behaviours resulting from past Covid restrictions.
At risk	Project is at significant risk of not progressing to completion.
Completed	The annual planned scope for the project or service activities has been delivered and completed.
Deferred	The planned scope and delivery for the project has been deferred until the next financial year.
No delivery planned in period	No service delivery has been scheduled for the current reporting period.
Not started	Delivery of the project has not commenced. The project may be in the preliminary planning stages.
Cancelled	This project has been cancelled. No further work will be delivered for this project.

Our Vibrant and Liveable City



City Development Program

Enhancing our strategic land use planning and development framework to manage growth and development in a way that recognises and takes into account the aspirations of the residents of the City and achieves a balance of development, land use, amenity, and sustainable growth. The primary focus of this program is undertaking the Council's legislative statutory responsibility within the state's land use planning framework.

Strategic Direction

Council's service delivery for this program is guided by:

- Planning Ryde Local Strategic Planning Statement 2020
- Ryde Local Environmental Plan 2014
- City of Ryde Local Housing Strategy 2020
- Ryde Development Control Plan 2014
- Environmental Planning and Assessment Act (1979)
- Environmental Planning and Assessment Regulation (2021)
- State Environmental Planning Policies
- Section 7.11 and 7.12 Contribution Plans
- Affordable Housing Policy

Assessing Effectiveness

Community perceptions and sentiment

Amount and types of housing delivered (medium density as a proportion of total housing)

Contributing to creating

Our Vibrant and Liveable City

The City of Ryde will be a liveable, prosperous, and connected City, with diverse and vibrant centres and neighbourhoods that reflect and serve our residents and businesses. Our places will contribute to enhancing the health, well-being, and resilience of our future community.

This program is a major contributor to ensuring development occurs in ways that balance the housing needs and expectations of the community and occur in ways that positively contribute to the natural, cultural, and visual character of the City, grows the identity of our centres as they service the needs of their local neighbourhoods, and ensuring that the provision of new and upgraded infrastructure continues to match the pace of development as the City grows and develops.

City Strategic Planning		
<i>Development and update of the Local Strategic Land Use Planning framework and the regulatory work of planning within the State Planning framework. Including collaborating with the State Government and undertaking advocacy to facilitate good development outcomes within the City.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Land Use Planning	Delivery as planned	Public exhibition of the West Ryde - Meadowbank Renewal Strategy was completed in late February 2024, with a report on outcomes prepared for the Council meeting in March 2024. The Eastwood Masterplan has commenced, with early community engagement to start in April 2024 following internal and Councillor engagement. An Affordable Housing Policy is also being drafted following stakeholder engagement to replace the existing Council policy.
Advocacy and Advice on Changes and Updates to the State Planning Framework	Delivery as planned	Staff continue to collaborate closely with the Department of Planning, Housing and Infrastructure (DPHI) on their master planning work for the Macquarie Park Innovation District which will encompass the Stage 2 rezoning and the Transport Oriented Development (TOD) program which listed Macquarie Park Metro as a Tier 1 Accelerated Precinct.
Development Assessment Services		
<i>Assessment of development applications, including applications for alterations and additions to dwellings, new dwellings and dual occupancies, waterfront dwellings, multi-dwelling developments, and subdivisions, and providing personalised pre-lodgement advice on planning, building, and engineering aspects of development applications.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Assessment of Applications	Delivery as planned	A total of 93 applications were received and 88 determined within the third quarter of the financial year. There were fewer applications submitted over the quarter compared to the same quarter of the last financial year.
Development Advisory Service	Delivery as planned	4,390 phone and face-to-face planning and development enquiries received this quarter. A total of 12 formal pre-lodgement reviews were conducted with 8 design reviewed conducted through the Urban Design Review Panel. There has been a significant increase in the number of State Significant Development Applications which the Development Advisory Service assesses and makes submission to the Department of Planning. All KPIs are met and progressing as planned.

Community Safety and Amenity Program

Ensuring high standards of public health, safety, and amenity are maintained across the City of Ryde. This includes investigating, assessing, and determining private development to ensure standards are maintained and compliance with building, health, and environmental regulations to maintain high standards of public health and safety across the City of Ryde.

Council also helps to maintain standards and liveability across our urban environment through working with the community and enforcement of State and Local Government Acts and Regulations including road, parking and footpath enforcement, and animal management in the public domain.

Strategic Direction

Council's service delivery for this program is guided by:

- Local Government Act (1993) and associated Regulations
- Environmental Planning and Assessment Act (1979) and associated Regulations
- Relevant State Environment Planning Policies
- Relevant NSW Food, Health and Building, and Fire Certification related Legislation listed in the City of Ryde Compliance Policy (under development)
- Companion Animals Act 1998 and associated Regulations
- Protection of the Environment Operations Act 1997 and associated Regulations
- Relevant Road and Transport Legislation and associated Regulations
- Public Spaces (Unattended Property) Act 2021
- State Environment Planning Policy (Industry and Employment) 2021

Assessing Effectiveness

Compliance rates

Contributing to creating

Our Vibrant and Liveable City

The City of Ryde will be a liveable, prosperous, and connected City, with diverse and vibrant centres and neighbourhoods that reflect and serve our residents and businesses. Our places will contribute to enhancing the health, well-being, and resilience of our future community.

This program is a major contributor to maintaining community standards and liveability across our urban environment, amenities within our local centres and key locations, and maintaining high standards protecting the health and safety of our community across the City.

Building Certification and Safety

Providing complex service delivery and management programs in the specialist areas of building compliance and approvals, certification processes, and compliance services to ensure compliance with building legislation and industry standards.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Building Certification	Delivery as planned	<p>269 Annual Fire Safety Statements (AFSS) have been submitted and reviewed for compliance in quarter 3, consistent with their AFSS anniversary dates. All identified buildings in the City of Ryde LGA with combustible cladding are being appropriately remediated within Statutory requirements, including the issuing of Fire Safety Orders. This is an ongoing regulatory process that will continue until all identified buildings have been appropriately remediated. Over 90% of all building-related applications (including Construction Certificates, Occupation Certificates, Complying Development Certificates, Building Information Certificates, and Hoarding applications) are being processed within agreed timeframes.</p> <p>Council is currently "on track" to notify 400x private pool owners of their statutory requirements to provide a compliant pool fence annually and complete annual inspections of all "high risk" pool barriers in multi-dwelling and tourist accommodation within the City of Ryde LGA.</p>
Building Compliance	Delivery as planned	<p>Over 90% of complaint investigations and identified unauthorised development investigations are being conducted and then actioned in accordance with Council's requirements. It is important to note that the resolution of these investigations may become protracted. For example, many Building Compliance matters relate to unauthorised development issues, which may require legal action at the NSW Land and Environment Court.</p>

Environmental Health and Safety

Providing complex service delivery and management programs in the specialist areas of environmental health protection and public health protection.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Environmental Health	Delivery as planned	<p>With the resolution of the majority of staffing issues, Council's Environmental Health Team have completed over 90% of their annual health monitoring programs over the year (hair, beauty and skin penetration premises, mortuaries, legal brothels, public pools, cooling towers). 553 food premises inspections (more than 60% of planned inspections) were conducted over the year to date.</p>

Ranger Services

Education, compliance, and enforcement services to help maintain community amenities and safety.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Parking Enforcement	Delivery as planned	<p>A total of 547 complaints have been investigated in the third quarter with around 80% related to vehicles parking over driveways and on footpaths. The focus of council's parking rangers is primarily on enforcement in the CBD areas to turnover parking to support local businesses, patrolling school zones daily to educate and promote safety, patrolling resident parking scheme zones to support residents, and carrying out proactive patrols of streets that have been reported as having parking issues.</p>
Ranger Compliance	Delivery as planned	<p>Council's Compliance Rangers have investigated 1,143 complaints in quarter 3 of the FY23/24. The increase in complaints from the same period last year was a result of an increase in animal, unattended vehicles, and illegal dumping complaints. Illegal dumping, unattended vehicles, footpath obstructions, barking dog and dog attack complaints continue to be on the high end of complaints received and investigated. Frequent Park patrols are carried out to promote public safety where dogs are identified off lead and provide a visual presence to regulate and educate observations of illegal activities being carried out and/or to report hazards, graffiti and damage.</p>

Our Active and Healthy City



City Sport and Recreation Program

The Council manages all the City’s community sporting and recreation facilities, parks, and open spaces so that residents of all ages can access leisure, lifestyle, and recreation opportunities that enhance and maintain their connections with the community.

Strategic Direction

Council’s service delivery for this program is guided by:

- Sport & Recreation Strategy (2016)
- Integrated Open Space Plan (2012)
- Children’s Play Implementation Plan (2019)
- Sports Field Action Plan (2023)

The City of Ryde has an extensive suite of Masterplans and Plans of Management covering the operations and future development and use of the City’s parks, sporting facilities and open spaces.

- Generic Plan of Management – Parks, General Community Use - Adopted November 2020
- Generic Plan of Management – Sportsgrounds - Adopted November 2020 (PDF, 7MB)

website: <https://www.ryde.nsw.gov.au/Council/Plans-and-Publications/Parks-and-Open-Space>

Assessing Effectiveness

Perceptions and sentiment from the local community

Customer demand – participants in organised sport on Council’s active open space areas

Benchmarked costs of service provision

Contributing to creating

Our Active and Healthy City

The City of Ryde is an active and healthy community, with diverse recreational spaces and opportunities for people of all ages, abilities, and backgrounds. People can easily gather in public spaces or at community events that bring residents together, helping everyone to feel part of the Ryde community.

This program is a major contributor to this outcome by providing everyone in the community with fair and equitable access to sporting and recreation facilities and opportunities to participate in recreational activities and events. This is done in ways that match the community’s changing sporting, learning, and recreation needs.

City Parks and Open Spaces <i>Planning for and managing the City's extensive network of parks, reserves, and other open spaces (parks, amenity buildings, and facilities including playgrounds, community buildings, dog recreation areas, toilets, canteens, band stands, and others)</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Parks Planning	Delivery as planned	
Open Space Master Plans	Delivery as planned	<p>Waterloo Park Master Plan is delayed due to complexities with flooding analysis. Parks Building Strategy outlining a strategic approach to managing Council buildings in parks has been finalised and obtained Executive Leadership Team approval in late October. Park Design Guide has not started. Brush Farm Park Master Plan setting out Council's vision for future park improvements has had the project consultant engaged and initial site review undertaken. Project on track to be completed in the 2024 calendar year.</p> <p>Council is updating two of its Plan of Management documents which provide the framework for how Council is to manage the community land and is agreed to with the community.</p> <ul style="list-style-type: none"> - Field of Mars Plan of Management - adopted by Council in late 2023. - Putney Park Plan of Management has been drafted and will be ready for public exhibition by mid-2024. Carryover of funds for this project are required.
Parks – Plans and Strategies	Delivery as planned	Update of Integrated Open Space Plan to ensure it meets contemporary community needs (previous iteration from 2013). Community consultation is to be undertaken in the first half of this calendar year. Update of City of Ryde Tree Development Control Plan is to ensure that it meets current legislative requirements, peer review undertaken, and document currently being drafted for public exhibition in the middle of the year. These projects have been delayed due to the need to direct resources to the implementation of Council resolutions including the installation of the Korean War Memorial and investigating opportunities for the location of a Wildlife Rescue Facility. Carryover of funds for these projects is required.
Meadowbank Park Masterplan Delivery AIF	Delivery as planned	<p>Project scope is to convert existing netball courts into additional playing fields as well as the construction of a new amenities block.</p> <p>Currently undertaking concept design. Consultants have been engaged for the specialised disciplines (architectural, lighting, arborist) including the engagement of quantity surveyor for cost estimates. Landscape concept has been signed off. Engineering RFQ is currently being evaluated. Viva borehole contractor engaged to confirm location of Viva oil pipeline. Internal building layout is in the process of finalisation.</p>
Parks Operations	Delivery as planned	<p>Council has processed 89 bookings for the use of watercraft storage facilities. 19 of 20 buildings currently have lease agreements with over 20 parties. Council has finalised the review of the lease arrangement for Santa Rosa Hall and determined to commence terminating that lease arrangement.</p> <p>Quarter 3 sees the transition from the summer sports season towards the winter sports season, resulting in 4,383 sportsground bookings and a total of 364 bookings were taken for passive parks this is an overall total of 4,747 bookings for the quarter.</p>
Parks Maintenance	Delivery as planned	Fields and ground amenities are being delivered and maintained in appropriate condition to ensure continued high standards of service for the community and user groups utilising these facilities.
Passive Parks Renewal and Upgrades	Delivery as planned	
Macquarie Park, Waterloo Rd	Delivery as planned	An agreement has been reached between Council and State Government's Department of Planning & Environment (DPE) for the DPE to deliver the upgrade works on behalf of Council. In collaboration with DPE, Council is currently reviewing tender submissions in preparation for awarding of contract. Construction is anticipated to commence in quarter 1 of FY24/25.
Gannan Park – Masterplan Delivery	Delivery as planned	This project involves passive and field upgrade works at Gannan Park. Council is currently evaluating the tender documentation and is expected to commence construction in quarter 1 of FY24/25.
Field of Mars Reserve Nature Trail	Delivery as planned	This is a grant-funded project from the Places to Roam (PTR) – Regional Trails Program 22-23 with a delivery completion date scheduled for December 2024. Design has been finalised and project is currently in procurement phase with construction to commence in quarter 4 of the FY23/24.
Playground Upgrade and Renewal	Delivery as planned	<p>A total of 6 projects (Waterloo Park, Ryde Park, Heatly Reserve Sager Place, Brush Farm Park, Santa Rosa Park and Olympic Park) are to be delivered in FY23/24.</p> <p>4 of the 6 projects (Waterloo Park, Ryde Park, Heatly Reserve Sager Place and Brush Farm Park - Neighbourhood Playground) have now reached practical completion and are open to the public.</p>

		The two remaining projects being Santa Rosa Park and Olympic Park are scheduled to be completed in quarter 4 of FY23/24.
Toilet Blocks Renewal excluding Sportsfield(s)	Deferred	There is one project listed within this cluster (ANZAC Park). This project is scheduled to be deferred to FY26/27 to integrate with the planned ANZAC Park Masterplan Delivery project. Designs were completed in quarter 3 FY23/24 in preparation for construction in FY26/27.
Passive Parks Expansion and Improvement	Delivery as planned	This cluster contains two projects: Blenheim Park Masterplan and Anderson Park Lighting. Anderson Park construction is anticipated to be completed in quarter 4 of FY23/24. Blenheim Park is a design-only project this financial year. The design is currently progressing with the engagement of consultants for the required specialised disciplines and with relevant stakeholder engagement. This is a multi-year project for delivery in FY24/25 and FY25/26.
Korean War Memorial – Memorial Park	Action Required	Advice has been received that as the identified location (Memorial Park) falls within the Ryde Riverside reserve, construction works on the project should not proceed until finalisation of the relevant Plan of Management can occur. Design will be completed and project funding to be carried over.

City Sporting and Recreation Facilities <i>Managing, maintaining, and operating the City's sportsgrounds and active recreation facilities like skate parks, bike tracks, multisport basketball courts, etc. Facilitating and delivering community sports and recreation programs in the Council's open spaces and facilities. Delivering a targeted grants program supporting community-based sports and recreation organisations.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Programs and Customer liaison	Delivery as planned	<p>The Parks Active in Ryde Program is continuing to increase in numbers which is a great outcome. most notably is the significant increase in the Active Kids area. It is noted that the demand for Active programs is continuing to increase.</p> <p>Seniors Programs have grown from 8 weekly programs to 9. Participation has increased from 162 weekly participants in term 4 2023 to 207 weekly participants in term 1 2024.</p> <p>Active In Ryde School Holidays programs: Participation Increased from 312 participants in the Spring School Holidays 2023 to 499 participants in summer of 2024 across both Active Kids and Active Youth.</p>
Maintaining Sporting and Recreation Facilities	Delivery as planned	Council's cleaning and maintenance services are provided in value-for-money and commercially competitive manner, ensuring the facilities are fully functional and maintained at the required standard for user groups and the community.
Sporting Facility Renewal and Upgrades	Delivery as planned	
Sportsfield Floodlighting Renewal	Completed	There are two projects listed within this cluster: ELS Hall Park Pole Replacement and Waterloo Park Lighting upgrade. Waterloo Park construction was completed in quarter 3 of FY23/24. ELS Hall Park Pole Replacement is planned for deferral to FY25/26 to integrate with planned synthetic upgrade works to ELS Hall Field 1.
Sportsfield Upgrade and Renewal	Completed	There are two projects listed within this cluster. The construction of Magdala Field Works was completed in quarter 2 and Morrison Bay Field Works was completed in quarter 3 of FY23/24.
Ryde Aquatic Leisure Centre (RALC) Asset Renewal	Delivery as planned	<p>During quarter 3, the RALC completed:</p> <ul style="list-style-type: none"> - Renewal of the Ultraviolet system on the Spa - Refurbishment of the main gas boilers - Renewal and replacement of fire dampers in the Centre's fire control system - Renewal of some duct/pipe work linked to one of the air handling systems in the Centre.
Sportsground Amenities Upgrade and Renewal	Delivery as planned	There are two projects listed within this cluster; Waterloo Park and Dunbar Park amenities upgrade. Construction commenced at Dunbar Park Amenities upgrade in quarter 3 and anticipated for completion in quarter 1 of FY24/25. Waterloo Park Amenities upgrade is proposed to be deferred to the FY24/25 due to rise in construction costs.
Old Landfill Sites Subsidence Program Renewal	Action Required	This project relates to the remediation of Meadowbank Park LH Waud. The remediation of Meadowbank Park LH Waud field as part of the synthetic conversion project is on hold while the Council waits for Native Title certification from the Federal Court for the Meadowbank Park Precinct.
Sportsfield Floodlighting Expansion	Action Required	The lighting works upgrade at Meadowbank Park LH Waud field is on hold while the Council waits for Native Title certification from the Federal Court for the Meadowbank Park Precinct. Work will progress upon receiving Native Title clearance.

Synthetic Playing Surfaces Expansion

Action
Required

This cluster contains two projects with both projects being carry-over projects from FY22/23. These are Christie Park Masterplan Stage 2 and Meadowbank Park LH Waud. The Christie Park Amenities Building Stage 1 has achieved practicable completion and is currently in the defects liability stage. Meadowbank Park LH Waud is on hold while the Council waits for Native Title certification from the Federal Court for the Meadowbank Park Precinct. Work will progress upon receiving Native Title clearance.

Ryde Aquatic Leisure Centre (RALC)		
<i>Management and operation of the Ryde Aquatic Leisure Centre (RALC) (including pools, water features, an array of indoor sports and facility hire, activities and events, and recreational and sporting programs including a significant Learn to Swim program) and other sporting facilities in the Olympic Park precinct.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
RALC Programs and Services	Delivery as planned	Swim school numbers remain consistent. School carnival season is now completed and routine programming underway.
RALC Operations and Maintenance	Delivery as planned	The centre achieved 100% compliance with microbiological testing of the swimming pools and spas for the period.

Library Program

Supporting our residents to lead healthy, active, and independent lives through the provision of high quality, contemporary library services, and accessible public spaces providing opportunities to participate and engage with others in lifelong learning, recreation, and cultural opportunities.

Strategic Direction

Council's service delivery for this program is guided by:

- Great Libraries, Great Communities – Ryde Library Strategic Plan 2019-2024
- NSW Library Act 1939
- Halls and Facilities Strategy 2020-2041
- Creativity Strategy 2019-2024

Assessing Effectiveness

Library utilisation
Customer satisfaction

Contributing to creating

Our Active and Healthy City

The City of Ryde is an active and healthy community, with diverse recreational spaces and opportunities for people of all ages, abilities, and backgrounds. People can easily gather in public spaces or at community events that bring residents together, helping everyone to feel part of the Ryde community.

This program is a major contributor to this outcome by providing everyone within the community with fair and equitable access and opportunities to participate in active learning and recreational activities and events. This is done in ways that match the community's changing learning and recreation needs.

Library Services and Programs		
Day-to-day operations of five library locations, ensuring that our community has access to the full range of library services in comfortable and attractive library facilities and delivering targeted services, programs, and events to the community in several key areas. These include children's and youth services, literacy programs, home library services, community information, services to the multicultural community, local studies, and family history. Also includes marketing of library services and programs and engagement with the community.		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Library Services	Delivery as planned	Visits to the Library service are growing steadily following the Pandemic with 487,668 visitors to end of quarter 3. Overall Library membership is 64,884 which includes those that live, work and study in the City of Ryde
Library Strategic Plan Update 2024	Deferred	Project is deferred.
Programs and Events	Delivery as planned	366 Library programs have been attended by 8,467 attendees. Lifelong learning programs attracted 5,428 attendees in the quarter compared to 2,288 children to the Story Time programs which have seen a drop in attendance as more families have both parents working.
Community Engagement and Marketing	Delivery as planned	Key campaign engagements include Summer School Holidays and Sustainability Festival in January, Library Lovers Month in February, and Seniors Festival in March. Library Lovers month saw 11% growth in socials, 125% increase in audience reach, and significant growth in key library services in February including 86 Book Matches, 330 Blind Dates with a Book, and 171 Seed Library Loans. January-March posts + EDMs + outreach events included 161 marketing engagements across marketing channels.
Library Assets and Resources		
Development, improvement, and maintenance of the Council's extensive set of library technology, collections, facilities, and other assets to a standard ensuring that the Council's library services continue to provide high quality, contemporary library services, and accessible public spaces for our community with opportunities to participate and engage with others in lifelong learning, and recreation and cultural opportunities. Includes supply of new library materials, library technologies, and continued provision of attractive, welcoming library spaces and places.		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Collection Development	Delivery as planned	Purchases have been made across the library collections including physical and digital collections, to ensure the collection remains relevant and responsive to the community needs.
Discovery Portals Local Studies Collection	Delivery as planned	The implementation of the project has commenced with the digests of data that will be available to the community through the new Ryde History Hub later in 2024.
Library IT Services	Delivery as planned	Delivery of public PCs and printing services across 5 libraries providing free access for community with 30,064 Wi-Fi logins, 8,499 hours of Public PC use and 55,507 visits to the website
Digital Enhancement for Libraries	Completed	Digital Enhancements project delivered a new sound system with control panel in the Ryde Library to support events and activities and large screen docking stations for community to use with their laptops across the 5 branches.
Libraries Public PC Renewal	Delivery as planned	Procurement has been completed for the Public PC renewals project and the rollout of the new public PCs will take place in quarter 4.
Operating and Maintaining Library Buildings	Delivery as planned	Ongoing Maintenance schedule undertaken to ensure libraries are welcoming and clean spaces.
Library Facility Renewals and Upgrades	Delivery as planned	Following on from the confirmed scope: <ul style="list-style-type: none"> - a functional brief is being completed to assist with the VPA process including a floor plan (if possible) for consideration of a Co Hub design. - a brief has been put together for the planning and design of the existing library space with a compliance update to innovatively maximise the current use of space at Eastwood Library for the community to help bridge the gap in service provision pending the commencement of the 10-year Master plan.
Community Buildings Expansion – Libraries	Delivery as planned	There are two projects listed within this cluster, which are Ryde Library and Eastwood Library Planning and Design. The Ryde Library refurbishment is currently under evaluation in procurement phase with the intention for the project to commence in quarter 4 of FY23/24. Eastwood Library is currently under design phase and coordination being undertaken with masterplan proposals. Eastwood Library is a multi-year project with construction planned for FY26/27.

Our Natural and Sustainable City



Resilience and Sustainability Program

Monitoring and management of the City of Ryde’s natural and urban environment to protect and enhance natural areas including our bushlands, waterways, and eco systems, and improve the overall environmental performance of our built environment. Building resilience to climate change as we adapt, grow, and managing our risk through climate change.

Strategic Direction

Council’s service delivery for this program is guided by:

- Ryde Resilience Plan 2030
- Ryde Biodiversity Plan (2016)
- (Hunters Hill, Lane Cove, Parramatta, Ryde) Bushfire Risk Management Plan (2021)
- Parramatta River Masterplan; ‘Duba, Budu, Barra’ (2018)
- Climate Risk and Resilience Assessment Report (2020)
- Sustainable Transport Strategy (2022)
- City of Ryde Net Zero Emissions Pathway (2022)

Assessing Effectiveness

Progress towards achieving adopted targets of the City of Ryde Net Zero Emissions Pathway (2022)

Resilience ready residents and businesses

Improvements and enhancements to protect natural areas

Contributing to creating

Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental, and health benefits for the whole community.

This program makes a major contribution to protecting and improving the condition of the City’s natural areas and parklands including reducing our collective ecological footprint in ways that contribute to the liveability of the community and strengthening the health of our natural corridors. This program also helps to build the City’s resilience to climate related risk from extreme weather patterns, bushfires and flooding and working to reduce the impact of acute shocks and chronic stresses on our built environment and natural areas.

Resilience Planning

Leading efforts to build organisational and community capacity to reduce City-wide impacts of climate change and shock and stress events in partnership with the business and community sectors. A major priority for the Council is to be a responsible corporate leader in ecologically sustainable development, in managing climate change risk, adaptation, and resilience measures.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Resilience Planning and Development	Delivery as planned	<ul style="list-style-type: none"> - % increase in organisation energy use in 2023/24 compared to 2018/19 base year: -5.86% (67% data completeness as at 8 April 2024). - % increase in organisation potable water use in 2023/24 compared to 2018/2019 base year: -11.95% (33% data completeness as at 8/4/24). - Delivery of Net Zero Emissions Pathway: Sustainable procurement / civil works project integration commenced; Solar Ryde program RFP has been opened and sent to 28 companies. Contract meeting for new enviro monitoring platform. EV consultant engaged for fleet transition. Solar commissioned at Eastwood library. 2 x Net Zero articles published. - Delivery Ryde Resilience Plan: City Resilience Working Group meeting held. Urban Heat Survey undertaken 145 responses. Cool Spaces Cool Places Citizen Science project initial project meeting held UNSW/ Field of Mars school. Person Centred Emergency Preparedness (P-CEP) training course completed and accredited.
Ryde World Environment Day	Delivery as planned	Festival planning has moved into on ground finalisation for the 2 June event. The event secured one sponsor, undertaken new branding, translated promotional items and general community promotion commenced. Stallholders are in process of being finalised and workshops booked.
Ryde Biodiversity Plan – Implementation	Delivery as planned	Delineation at Symons Reserve has been completed with the installation of post and rail fencing near the Denistone Station carpark and log edging along the bushland edge. Discussion with RDA about ways horses could be prevented from damaging the critically endangered ecological community.

Resilience Programs and Services

Delivery of corporate and community environmental education programs, resilience-based initiatives, providing community sustainability audit programs, and delivering climate change mitigation and adaptation projects building community resilience to impacts of climate change, reducing City emissions and resource consumption

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Sustainability and Resilience Education	Delivery as planned	<p>Resilience: Seniors Festival expo - resilience stall and workshop (17 people) resulting in 17 Resilient Ready Residents.</p> <p>Ryde Environmental Education Networks schools' program:</p> <ul style="list-style-type: none"> - 7 schools attended. 3 schools and 336 students attended Keep Australia Beautiful Enviromentors 'sustainability' incursion. - 18 students attended 'What's in my backyard' educational module Kids club program. <p>Home Waste Program:</p> <ul style="list-style-type: none"> - 20 audits completed in quarter 3. - 2,275 residential mailout invitations for program. <p>Attendance at Library Sustainability Festival:</p> <ul style="list-style-type: none"> - 6 promotional articles. Home Solar webpage updated and live. - 2 solar installations from program prize. - 3 home savings power kits procured and in libraries for use.
Tree Management	Delivery as planned	<p>This quarter Council received 485 Public Tree Requests (135 pending, 350 completed), 120 private tree requests (42 Pending, 78 completed), 110 private tree permits (TMA: 105, REV: 5) and 25 DA referrals.</p> <p>The trend of reduced private tree applications continues with public and private tree requests rising above the normal average again for this quarter. It is likely the cost of living is still having an effect on permit applications. It was also noted this quarter saw a rise in reported unauthorised tree works with many contributed to CDC development.</p>
Tree Asset Management System	Delivery as planned	Data collection is ongoing and is expected to be completed in May. Completion of the project will provide the Council with detailed information on the Council's street trees across a significant area of the LGA.
Street Tree Planting Program	Delivery as planned	Community engagement has now been completed with very few opt outs for the program. It is still anticipated that 1,200 trees will be planted throughout Meadowbank, West Ryde, Denistone West and Eastwood as part of the program. Stock delivery to Council's works depot commenced mid-March with the planting phase of the program commencing 18 March 2024.
Park and Open Space Tree Planting Program	Delivery as planned	Community engagement has now been completed. It is still anticipated that 1,200 trees will be planted throughout Meadowbank, West Ryde, Denistone West and Eastwood as part of the program. Stock delivery to Council's works depot commenced mid-March with the panting phase of the program commencing 18 March 2024.

Greening our City – Street Tree Planting Program	Delivery as planned	This project entails the delivery of street trees as part of an ongoing grant funding program from State Government. Tree planting will commence on the 1 April 2024 in the following suburbs Meadowbank, West Ryde, Eastwood and Denistone. It is anticipated tree planting will be completed in late May 2024, then the establishment period will commence.
Natural Area Management <i>Protecting and restoring the City's natural areas and biodiversity, conducting asset management activities reducing fire risk, weed, and pest management, and environmental monitoring and reporting and partnering with businesses and our community who volunteer to help care for and restore the City's natural bushland areas, catchments, and sensitive ecosystems.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Bush Management and Regeneration	Delivery as planned	Day to day contract management of the 50 sites within 10 contract areas has been undertaken by natural areas staff. There is still consistent participation by volunteer groups with Council providing 814 hours of work. Our new Bushcare Supervisor started in February and was introduced to all of the Bushcare groups. There were 15 Bushcare Volunteer enquiries, with 9 attending a Bushcare group.
Natural Areas and Catchments Monitoring	Delivery as planned	A total of 8 natural area and catchment audits were undertaken in quarter 3. A total of 53 work orders were created relating to fence repair, bollard replacement, padlock replacement, dish drain clearing, repair of boardwalk decking, delineation, vegetation removal, tree removal, dumped vegetation, debris removal from creek lines, playground maintenance, signage cleaning and rubbish removal. Sydney Water submitted their interim water quality monitoring report for Spring 2023 which was reviewed, distributed to internal and external stakeholders, and subsequently uploaded to Council's website. City of Ryde staff and Bushcare volunteers tested the water quality at 24 sites in 9 catchments on the same day that Sydney Water undertook their Autumn water quality monitoring at 14 sites in 5 catchments.
Biosecurity and Natural Area Monitoring Officer [NEW]	Delivery as planned	Advice has been provided to residents in relation to weed control in private properties. Planning for Weeds Awareness stall at the Sustainability Festival at Anzac Park on 2 June 2024. Natural Area audits included inspections for priority weeds and bush regenerators are asked to report any priority weeds in their monthly reports. Following a State Government review into grant administration, the process for Weeds Action Program Funding has changed substantially.

Catchments and Waterways Program

Managing and maintaining the City’s water catchments, foreshore infrastructure, and stormwater drainage networks to improve the health of the City’s waterways and prevent erosion, improve existing flooding problems at sites throughout the City, cater for significant flooding events, and reduce the risk of inundation of private properties located in the upstream catchments.

Strategic Direction

Council’s service delivery for this program is guided by:

Floodplain Risk Management Studies and Plans:

- Eastwood and Terry’s Creek Catchments (2008)
- Macquarie Park Catchments (2010)
- Parramatta River Ryde Sub Catchments (2015)
- Buffalo and Kitty’s Creek Catchments (2014)

Parramatta River Masterplan; ‘Duba, Budu, Barra’ (2018)

Parramatta River Estuary Coastal Zone Management Plan (2012)

Lane Cove River Estuary Coastal Zone Management Plan (2012)

Ryde Resilience Plan 2030

Assessing Effectiveness

Asset condition

Flooding instances within the City of Ryde LGA

Contributing to creating

Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental, and health benefits for the whole community.

This program is a major contributor to this outcome by helping to protect and improve the condition and health of the City’s catchments, foreshore areas, and waterways and building the City’s resilience to climate-related risks arising from extreme weather patterns and flooding.

Catchments and Stormwater Management

Manage and maintain the City's water catchments, stormwater drainage networks, infrastructure, and natural waterways to support cleaner, healthier waterways, and manage stormwater, flooding, and runoff and reduce risks to property owners, the environment, and the community.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Catchments and Coastal Management Planning

Delivery as planned

Putney Swim site - DA for the Swim Site approved.
Water Quality Monitoring program; WQM report received and Streamwatch being undertaken by Bushcare groups. WQM at Putney continues. Planning for relaying information to community commenced.
Coastal Management Program - meeting with DCCEW re; next steps. Executives at PRCG have been developing way forward for own PRCG CMP.
PRCG Bank Naturalisation project has kicked off including Ryde creeks - assessment and review of submissions, criteria and framework development and finalisation.
Assistance for PRCG organisational and strategic planning review and development.

Putney Beach Swim Site Activation Project

Delivery as planned

The new project manager (PM) assigned after existing PM resigned resulting in delays in progressing approvals via TfNSW. City Resilience is taking lead to progress.
Development application submitted to the Planning Panel approval (March) for determination. Approval process with TfNSW underway Term Sheet for sign off internally.
Meetings for mooring relocations undertaken with TfNSW. Correspondence with DPHI to update project documentation.

Maintaining Stormwater Assets

Delivery as planned

Maintenance implemented based upon CCTV footage recorded of a percentage of the stormwater network and as reported via individual requests that are supported by evidence of asset degradation. This also includes servicing of GPT network, repairs/replacement to stormwater pits and replacement of collapsed sections of pipework, and street sweeping activities. A list of 16 Stormwater Pits have been identified for re-construction in quarter 4 of FY23/24.

Stormwater Renewal and Upgrades

Delivery as planned

Harmonising Flood Studies

Delivery as planned

Public consultation for harmonising flood studies has been concluded. Council is currently investigating and addressing the outcomes of the consultation as the project progresses towards Flood Risk Management Plan and Study.

Flood Mitigation / Constitution Road Upgrade

Delivery as planned

The works entail the excavation and cutting-back of the rocky embankment, underneath the southern side of Angus Street bridge, to enable the continuation of an accessible footpath to Meadowbank Railway Station. Works will also include the provision of a pedestrian crossing to enable safe crossing at Constitution Road and See Street. The rock excavation and stabilisation works are both progressing satisfactorily and at this stage site works are on track for completion by May 2024.

146 Bowden St Trunk Drainage

Completed

These works were fully completed (including all landscape and associated works) in quarter 3 FY23/24.

100–104 Rowe St Stormwater Drainage Upgrade

Delivery as planned

Project is currently in the investigation phase.

Stormwater Asset Replacement Renewal

Delivery as planned

There are 8 projects to be delivered in the FY23/24 (Kathleen Street, Adelphi Road, Primrose Avenue and Railway Parade, Moncrieff Drive, Melba Drive, Bronhill Avenue and Talavera Road). 3 projects (Kathleen Street, Adelphi Road and Primrose Avenue) were completed in quarter 3 FY23/24. Remaining 5 projects are scheduled to be completed in quarter 4 FY23/24.

Stormwater Improvement Works Renewal

Delivery as planned

There are 3 projects to be delivered in the FY23/24. (Abuklea Road, Magdala Road & CCTV Investigations). The project on Abuklea Road has been completed. The project on Magdala Road was deferred as further investigation and design works are required to find an optimal solution. The remaining CCTV Investigations project is anticipated to be completed by quarter 4 FY23/24.

Foreshores and Seawalls

Development, remediation, improvement, and maintenance of the LGA's foreshore infrastructure and assets (including wharves, jetties, boat ramps, and seawalls) to ensure that they remain safe, are sustainable in the long term, and provide a satisfactory level of service for the community

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Maintaining Foreshore Assets	Delivery as planned	Requests for maintenance of foreshore assets are actioned as received and in accordance with KPI. To date, no requests for maintenance have been received. However, an audit of the seawall along Meadowbank has revealed some subsidence occurring. Repairs previously scheduled for completion by quarter 3 have been deferred to quarter 4 of FY23/24, due to other higher priority work.
Foreshore Infrastructure Renewal	Delivery as planned	
Seawalls / Retaining Walls Refurbishment Renewal	Delivery as planned	<p>This cluster contains 3 projects:</p> <ul style="list-style-type: none"> - Kissing Point Park Foreshore protection commenced in late quarter 2 and is now complete. - Wharf Road Kayak Launching Platform. Construction commenced in quarter 3 and is now complete. - Putney Park Seawall upgrade works within the proposed swim site activation. It is scheduled to be completed by the end of 2024.

Waste and Recycling Program

Providing comprehensive and convenient domestic and commercial waste disposal and resource recovery services for the City.

Strategic Direction

Council's service delivery for this program is guided by:
Draft Waste Management Strategy (2019)
EPA 20 year Waste and Sustainable Materials (WASM)
Northern Sydney Region of Councils Waste Strategy

Assessing Effectiveness

Domestic waste diverted from landfill
Recycling rates in target groups
% net profit Porters Creek EcoMRF

Contributing to creating

Our Natural and Sustainable City

The City of Ryde will be a resilient community that is prepared to thrive in a changing future. Our places and spaces and our dependent and vulnerable ecosystems will be managed and protected so they continue to provide social, cultural, economic, environmental, and health benefits for the whole community.

This program is a major contributor to reducing the City's environmental footprint and impact on our natural systems by managing the efficient delivery of the City's essential waste services and leading change to better manage our waste streams and ensure resource recovery is a high priority for a sustainable 'Smarter, Cleaner and Greener' future.

Waste Services

Delivery of comprehensive domestic essential waste services for the City including expansion of services to provide more convenient waste disposal options for the community and educational programs to increase waste diversion and ensure resource recovery is a high priority across our community. Delivering targeted programs for priority areas including managing the waste generated from high-rise developments and reducing the incidence of littering and illegal dumping. Delivery of waste collection, disposal, and resource recovery services for businesses on a commercial basis.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Household Waste Collection

Delivery as planned

Council completed weekly collections services for approximately 55,980 households. There were 612 missed services during the quarter (0.01%). 23,400 clean-up collections were conducted between January and March 2024.

Bin Bay Upgrade Program

Delivery as planned

The 360L bins have been procured and staff have secured support from participating properties. Residents have been notified of the trial and the desired outcomes.

Multi-Unit Dwellings (MUDs) Resource Recovery

Delivery as planned

Two locations have been nominated and inspected to ensure the suitability of the complex. The supporting documents and WHS material is being developed in collaboration with relevant stakeholders.

Community Waste Collection Programs

Delivery as planned

A Household Chemical Cleanout was held on the 23 March 2024. The RecycleSmart collection service will continue to be promoted to help residents to recycle other problem waste material.

Community Recycling Drop-off

Cancelled

As per the Council meeting held on the 26 September 2023, this project will have funds redirected towards a new project that will collect problem waste from households.

Prevention of Illegal Dumping

Delivery as planned

To continue to minimise incidences of illegal dumping staff continue to use social media post to encourage correct waste disposal options. Staff are also exploring the use of a bus stop campaign to reach a wider range of stakeholders.

Commercial Waste Collections Service

Delivery as planned

Over 2,000 services have been completed for commercial clients.

Community Waste Education

Delivery as planned

Education services delivery on track according to the waste education plan.

Waste Wise Ryde – Towards Zero Waste

Cancelled

As per the Council meeting held on the 26 September 2023, this project will have funds redirected towards a new project that will collect problem waste from households.

Schools Waste Education Program

Delivery as planned

The second stage of the Edible Garden Program has now commenced at Epping Boys High School in Marsfield. This will include incursions and the establishment of an edible food garden.

Materials Recycling and Recovery

Regional construction materials recycling and Community Recycling Centre. The Porters ECoMRF (Environmental Construction Materials Recycling Facility) offers recycling of construction materials (including aggregate and soils) on a commercial basis to regional councils and private sector customers to promote the reuse of materials and reduce material to landfill and disposal costs to the Council. The facility is being expanded to accommodate a Community Recycling Centre onsite and other revenue generating opportunities are being investigated.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Porters ECoMRF

Delivery as planned

A lease has commenced for a large parcel of Porters Creek, providing additional revenue to Council.

Porters Creek Precinct

Delivery as planned

Remediation works are ongoing.

Porters Park CRC Development

Action Required

Due to the initial proposed location not being able to be rezoned in order to be utilised a new location needs to be found, there has been significant ongoing discussion to attempt to have the initial location re-zoned. Anticipated stage progression of the plan will be by June 2024.

Construction Materials Recycling

Delivery as planned

Service delivery is in progress.

Our Smart and Innovative City



City Economy Program

Strategic development of town and neighbourhood centres, neighbourhood activation, and place-making to ensure that they continue to be vibrant and productive places within our City.

Providing economic development activities for the City and direct support to small and medium-sized businesses (SMEs) and the local economy

Strategic Direction

Council's service delivery for this program is guided by:
City of Ryde Economic Development Strategy (2020)
Town and Neighbourhood Centres Studies and Condition Assessments (Internal Council studies)

Assessing Effectiveness

Perceptions and sentiment from the local business community.

Contributing to creating

Our Smart and Innovative City

The City of Ryde provides an environment that encourages new investment, thriving local businesses, local jobs, and opportunity. Our local community and businesses flourish in a resilient economy that fosters innovation, progression, and economic growth.

This program is a major contributor to this outcome by ensuring the City provides a well-designed and planned environment to encourage innovation, new investment, business opportunities, economic growth, and local jobs and working to revitalise town centres and commercial areas so they become sustainable, mixed centres providing expanded opportunities for business and an increased diversity of shops, cafes, and restaurants serving their local community.

Business Capacity Building <i>Delivering a program of support services, events, and other activities that assist local businesses of all sizes to develop their skills, tools, and other resources needed for business success, and promoting the City of Ryde and Macquarie Park as a place to do business to attract employment opportunities and services to the City.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Investment Attraction and Retention	Delivery as planned	<p>Staff have continued to progress the execution of a Memorandum of Understanding between the City of Ryde and the Hsinchu Science Park Bureau, Taiwan.</p> <p>Staff have supported a new start-up joining Macquarie University's Incubator Program, supported a start-up to apply for Federal Government funding, and supported a scale-up finding a new business premise within the Macquarie Park Innovation District.</p>
Advancements in Technology	Deferred	<p>Although there is interest in the development of an Innovation Strategy, staff have put the matter on hold until the NSW Government completes its Innovation Blueprint (estimated to be finalised in June 2024). Due to the timing of the NSW Government's Strategy and Local Government elections, the strategy will need to be completed in the FY24/25.</p>
Institutional Collaboration	Delivery as planned	<p>Council's City Economy Team and Executive Leadership Team have continued to strengthen existing collaborative relationships and grow new relationships. This includes engaging with the University of Technology, Sydney as well as direct engagement with C-suite executives from many of the large and multi-national businesses operating within the Macquarie Park Innovation District.</p> <p>Additionally, operational staff are engaging more broadly with their counterparts at other Councils and within various State Government project teams (e.g. the Uptown project team).</p>
Economic Development Policies and Strategies	Delivery as planned	<p>Internal work is advanced on the creation of a Local Economic Development Framework. Internal consultation activities have been completed, alongside an analysis of potential KPIs and datasets for monitoring and evaluation of activities.</p> <p>City Economy continues to collaborate with internal stakeholders and State Government agencies on the development of other economic policies, such as the NSW Government's vibrancy reforms with staff involved in working groups and advisory committees.</p>
Small and Family Business Support	Delivery as planned	<p>At its March 2024 meeting, Council resolved to discontinue the sponsorship of the Northern District Business Awards. A business case is being finalised on options for whether the City of Ryde should run its own awards program.</p> <p>Staff continue to attend Business Chamber meetings, which have now evolved into a monthly meeting between staff and the Presidents/Vice Presidents of each of the Business Chambers in a single meeting.</p> <p>Staff have also progressed the planning for a Combined Business Chambers event. Scheduled for early June 2024, the Combined Business Chambers event will be a forum for the members of each business chamber to participate in a presentation/discussion about Council's draft Economic Development Strategy and draft Night-Time Economy Strategy.</p>

Precinct Renewal and Activation

Planning and overseeing the delivery of a rolling program of Town and Neighbourhood Centre upgrades, including liaison with local communities to ensure they are designed in a manner that meets expectations and needs and working with local businesses and the community to deliver public realm improvements, promoting the City's neighbourhoods and town centres, activities and improvements to encourage the renewal of aging buildings and improve the liveability of the area, and help to ensure the centres attract businesses to provide services and employment to the surrounding community.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Infrastructure Development	Delivery as planned	<p>Work in the past quarter has focussed on the potential impacts of Build-to-Rent development in the Macquarie Park Innovation District. These impacts include identifying financial limitations linked to rating capacity alongside the increased demand for infrastructure required by residential development replacing commercial development.</p> <p>Revision of the Macquarie Park Corridor Special Rate continues.</p>
Provision of Economic Analysis and Advice to Internal Stakeholders	Delivery as planned	<p>The City Economy team continue to provide other teams with economic advice and support. This has included taking a leading role on planning matters, such as the Explanation of Intended Effect for low- and -mid-rise development Transit Oriented Development concepts, and the rezoning proposal for the Macquarie Park Innovation District.</p> <p>Additionally, advice has been given to support the development of Council's Events Strategy and Live Music Strategy.</p> <p>Lastly, City Economy has completed an evaluation of its various subscriptions to .id consulting (web-based demographic tools), identifying REMPLAN as a better value product for the capture, analysis, and use of demographic and economic data in Council projects.</p>
TMA / Connect Macquarie Park	Completed	<p>Staff completed an evaluation of Council's membership of Connect Macquarie Park Innovation District. The evaluation concluded that membership no longer reflected value for money. Strategic advice was provided to the organisation, which was not taken on board. This and the need to provide greater support to businesses and the innovation ecosystem in Macquarie Park led to Council withdrawing its membership and funding for the organisation.</p>
Koreatown	Completed	<p>On 28 September 2023, Council completed the delivery of its Koreatown project. The project included the delivery of Stage 1A (banners, decals, and wayfinding signage) and Stage 1B (decals on Rowe Street, East car park).</p> <p>The Koreatown project is now subject to a 12-month evaluation, with a decision on the continuation of the initiative subject to the development of the Eastwood Renewal Strategy.</p>
Planting Embellishment Program – Macquarie Park	Delivery as planned	<p>A programmatic approach to the embellishment program did not exist. Work on the development of an ongoing program is underway.</p>
Town Centre Cleaning and Maintenance	Delivery as planned	<p>Scheduled cleaning program was implemented as planned. This includes non-scheduled cleans for other locations which are performed on request or an as-needs basis. Certain locations warrant amended cleaning schedules to reflect the level of usage and specific site conditions such as pavement finishes.</p>
Town Centre Revitalisation	Deferred	<p>Town centre revitalisation has been deferred pending the completion of Master Plans for West Ryde-Meadowbank, Eastwood, and Gladesville.</p> <p>Revitalisation of small and neighbourhood centres will be subject to the completion of Council's Infrastructure Strategy and Economic Development Strategy to ensure an evidence-based approach is used in the design and delivery of projects that will maximise the realisation of benefits for local businesses, workers, and residents.</p>
Eastwood Central Expansion	Deferred	<p>Future planning for Eastwood Central will be undertaken as part of a holistic Master Plan for Eastwood and the corridor through to the Ryde Hospital, which will be commencing in 2024. This will enable Council to more effectively strategise the development of the entire Eastwood Town Centre, ensuring optimal urban planning and community benefits. Meanwhile, Council will continue to undertake further monitoring and necessary remediation works to ensure the ongoing serviceability of the building.</p>

Our Connected and Accessible City



Traffic and Transport Program

A sustainable, safe, convenient, and accessible transport system for the City of Ryde. Managing and providing specialist advice on traffic management, transport planning and development matters, road safety, car parking, and options to improve mobility, connectivity, and access to our suburbs, centres, open spaces, and places. Advocating for improved transport infrastructure and services with the State Government.

Strategic Direction

Council's service delivery for this program is guided by:
City of Ryde Integrated Transport Strategy 2041
Bicycle Strategy and Action Plan 2022-2030
Sustainable Transport Strategy 2022-2032

Assessing Effectiveness

Community perceptions and sentiment
Road Safety outcomes

Contributing to creating

Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces, and places with reduced dependence on car-based travel.

This program is a major contributor to improving connectivity across our City and improving accessibility to our residential areas, centres, open spaces, schools, and Macquarie University by prioritising major transport infrastructure and services that will reduce public transport travel times, focus on walking and cycling being the most convenient option for short trips to activity centres and key destinations, and sustainably accommodate future travel demand.

Transport Network Planning

Providing long-term transport planning to improve mobility and connectivity across our City and improve accessibility to our suburbs, centres, open spaces, and places. This includes providing specialist advice on major development proposals, road safety policy and directions, advocating with the NSW Government on behalf of the community for improved transport solutions for the City of Ryde, and working with State Government transport agencies to deliver major transport infrastructure.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Transport Planning and Advocacy	Delivery as planned	City Transport has provided ongoing input to master planning works at Eastwood and West Ryde-Meadowbank as well as the Macquarie Park Innovation District. Contributions have also been made to DA works including at Victoria Road Melrose Park, Eastwood Central and Lachlan's Line.
Integrated Transport Strategy (ITS) Implementation	Deferred	The new City Transport team has conducted a preliminary review of the actions and will be in a position to provide recommendation once the Integrated Transport Strategy refresh is complete.
Integrated Transport Strategy (ITS) Review Model	Deferred	The Integrated Transport Strategy is in the process of a holistic review, with application of a longer-term strategic approach a priority when considering refresh recommendations. Development of the associated program has been delayed due to resourcing issues and is ongoing.

Transport Network Management

Managing the City's transport, traffic, and car parking network and implementing sustainable transport options including transport and development matters such as providing access permits for the road network; operation, maintaining and upgrading existing parking and traffic facilities, including signage and line marking changes, installation of pedestrian crossing facilities and optimising the use of on- and off-street parking to provide access to our town centres and places of interest.

Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Transport Operations	Delivery as planned	<p>62 development proposals were assessed in quarter 3 of the FY23/24 with respect to its traffic and transport implications. Significant developments assessed included the upgrade of Victoria Road/Marsden Road/Wharf Road intersection, Midtown Primary School in Ivanhoe Estate and an industrial development in Gladesville.</p> <p>177 road activity permits were reviewed and processed during quarter 3 of the FY23/24. This entailed thorough examination of traffic guidance schemes to assist builders with implementing appropriate temporary traffic management measures on the public road network to minimise safety risks to the public during construction works.</p> <p>Major transport planning initiatives conducted include contributing to NSROC's regional active transport strategy and the revised EIS submission for Stage 2 of the Parramatta Light Rail project.</p>
Maintaining Transport Infrastructure	Delivery as planned	<p>Any defects or deterioration of local traffic facilities and car parks under the care and control of the City of Ryde Council. This includes, but is not limited to, signage upgrades and re-line-marking of various traffic facilities, such as pedestrian crossings, especially in areas of high vehicle and pedestrian volumes.</p> <p>Relevant statistics include: 30 line-marking jobs, 28 pedestrian crossings and 180 sign repairs.</p>

Transport Programs and Services

Delivery of community-based education and behaviour change programs targeting road safety and community skills, increased uptake of non-car-based modes of travel and contributing to city-wide reductions of community emissions and congestion issues. Operating a free community bus service to support members of the community with limited mobility or access to transport, connecting them to key centres within the City.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Community and Road Safety Programs

Delivery as planned

Key projects/initiatives carried out under Council's Local Government Road Safety Program include:

- School holiday cycling workshops for kids
- Community engagement activities at Macquarie University, Lunar New Year, Top Ryde shopping centre
- Seniors Festival events – Safety & Resilience Expo, Low Risk Driving workshops and pedestrian safety presentations.
- Child car seat checking day and Helping Learner Drivers Workshops
- Return to school – school zone safety messaging and social media road safety campaigns.

Council reviewed traffic and parking conditions around St Anthony's Catholic Primary School, Italian Bilingual School and Ryde Secondary College.

Sustainable Transport Programs

Delivery as planned

Shop Ryder performance:

- 12,106 passenger trips in quarter 3 FY23/24.
- Quotations for in vehicle monitoring systems undertaken to have installed in both buses for HVNL compliance.
- SR survey undertaken

Car Share program:

- Car share compliance review completed with non-complying operators advised
- Review of car share program reporting delivery

Electric Vehicles:

- Fees and charges market review for EV charging completed
- EV charger maintenance and charger service issues investigated
- Motor Vehicle policy review and update to prioritise hybrid and EV phasing out ICE vehicles.
- EV Transition project commenced with consultants
- Meeting with DCCEW regarding latest grants and improvements
- EVC workshop for EV policy development
- EV report to Council public charging
- SSROC EV working group - policy/ DCP development
- Meeting with TfNSW regarding commuter carpark charging infrastructure

Local Transport Infrastructure

Development, improvement, and maintenance of the City's roads and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes technical delivery of road-based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer-constructed assets.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

New and Upgraded Traffic Facilities

Delivery as planned

Bus Stop DDA Compliance	Delivery as planned	This is a multi-year project to upgrade all existing bus stops so they are compliant with the Disability Discrimination Act (DDA) 1992. 37 sites have been completed to date. Remaining sites are currently in the design and investigation phase.
Bus Stop Seats – new	Delivery as planned	This project is utilised for the purchase and storage of bus stop seats. Seats are to be procured in quarter 4 of FY23/24.
Traffic Calming Devices	Delivery as planned	There was only one (1) Ryde Traffic Committee (RTC) meeting held in quarter 3. A total of five (5) traffic, parking, and road safety improvements were endorsed by RTC and formally approved by Council at its meeting on 26 March 2024. Due to the recency of the approval, the recommended RTC items will be delivered/addressed in quarter 4.
Road Safety Upgrades and Improvement	Delivery as planned	Remaining funds are to be used for minor road safety improvements following the completion of traffic investigations.
Pedestrian Crossing Lighting Upgrade	Delivery as planned	Project scope entails the upgrade for non-compliant lighting at pedestrian crossings across the Ryde Local Government Area. 8 locations are scheduled for construction in FY23/24. Contract awarded at the end of quarter 2 of FY23/24. Works are expected to be completed by quarter 4 of FY23/24.
Church Street Carpark	Deferred	Project is proposed to be deferred to future financial years as it requires further investigation.
Constitution Rd / Bowden St Meadowbank – Traffic Control Signals	Delivery as planned	The tender for the detailed design of the full length of Constitution Road, between Hamilton Crescent and Meadowbank Station, which includes the provision of traffic signals at the intersection of Constitution & Bowden, was advertised during the quarter with tenders closing in April. The broad program for this stage of the Project will entail the following activities to ensure substantial completion by June 2026: <ul style="list-style-type: none"> - Appoint a head consultant, undertake necessary investigations, and develop design and tender documentation for construction works - March 2024 to February 2025 (design tenders are closing 11 April). - Advertise tenders, appoint contractor and undertake construction - March 2025 to June 2026.
Traffic Facilities Renewal	Delivery as planned	The following update is provided for Traffic Facilities Renewal projects for quarter 3 of the FY23/24: <p>Procurement in progress to engage suitably qualified builder to construct the raised pedestrian crossing on Constitution Road West at Meadowbank Skatepark. Construction will commence in quarter 4, with the practical completion of the project to occur before the end of the FY23/24.</p> <p>Final construction drawings completed for the following projects:</p> <ul style="list-style-type: none"> - Upgrade of an existing pedestrian crossing facility on Vimiera Road near Marsfield Park and an existing pedestrian refuge on Charles Street, near St Charles Catholic Primary School, respectively. Practical completion for the latter is expected to be completed by the end of May 2024. - Construction works have occurred for the crossing on Vimiera Road and will be completed by the end of April 2024.
Traffic Facilities Expansion	Delivery as planned	The project at Brabyn Street, involving the installation of a new turnaround area and gates outside Denistone East Public School, has been completed. The following update is provided on the progress of the remaining three (3) projects funded under Phase 3 of the Local Roads and Community Infrastructure program (LRCIP): <ul style="list-style-type: none"> - New footpath on Frederick Street, Ryde: final construction drawings completed, with construction to commence in the quarter 4 of FY23/24. - New cycleway on Waterview Street, Putney: final construction drawings completed, with construction to commence in the quarter 4 of FY23/24. - Street lighting enhancements at town centres and schools: work commenced in late November 2023 and was completed within quarter 3 of FY23/24.

Roads Program

Maintenance and renewal of the City’s local and regional road network (roads, bridges and retaining walls, car parks, and parking hardware) to ensure that they meet community expectations and remain safe and in serviceable condition over the long term.

Strategic Direction

Council’s service delivery for this program is guided by:
Strategic Asset Management Plan (2020)
Development Control Plan (2014)

Assessing Effectiveness

Asset condition

Contributing to creating

Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces, and places with reduced dependence on car-based travel.

This program makes a major contribution to improving safety and customer experience on our roads, and accessibility to our residential areas and centres by managing and maintaining the City’s substantial portfolio of local and regional road-based assets so that they remain safe and continue to meet the community’s expectations into the foreseeable future.

Local Transport Infrastructure <i>Development, improvement, and maintenance of the City's roads and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes technical delivery of road-based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer-constructed assets.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Road Renewals and Upgrades	Delivery as planned	
Heavy Patching	Delivery as planned	A total of 17 heavy patching projects were completed in quarter 3 of FY23/24 with a majority of the projects were delivered with the funds from the Regional and Local Road Repair Program grant. The locations of the completed heavy patching projects are; Bridge Rd, Morshead St, Waterloo Road, Rowe Lane, Higginbotham Road, McCallum Avenue, Magdala Road, Bowden Street, Herring Road, Talavera Road, Ada Street, Constitution Road, Culloden Road, Cobham Avenue, Quarry Road, Cox's Road and Harrison Avenue.
Regional and Local Road Repair Program	Completed	This cluster consists of 16 projects and is grant funded. As of quarter 3 FY23/24, all 16 projects have been completed (Bridge Rd and Morshead St, Waterloo Road, Rowe Lane, Higginbotham Road, McCallum Avenue, Magdala Road, Bowden Street, Herring Road, Talavera Road, Ada Street, Constitution Road, Culloden Road, Cobham Avenue, Quarry Road, and Cox's Road).
Road Resurfacing Renewal	Delivery as planned	31 projects are scheduled to be delivered during this financial year. 19 projects were completed in quarter 3 FY23/24 and 12 are scheduled for construction with completion by the end of quarter 4 FY23/24.
Road Kerb Renewal	Delivery as planned	There are 11 projects to be delivered in the FY23/24 (Darvall Rd, Payten St, Taylor Ave, Gardner Rd, Pavement Testing and Design, Brush Road, Cressy Road, Victoria Lane, Henderson Street, Culloden Road and Blenheim Road). 3 projects have been completed (Darvall Rd, Payten St and Pavement Testing and Design). 6 Projects are scheduled to be completed in quarter 4 FY23/24 (Taylor Ave, Gardener Av, Blenheim Rd, Brush Rd, Cressy Rd and Henderson St). 2 projects have been deferred (Culloden Rd and Victoria Lane) to reduce conflict with nearby developments.
Kerb and Gutter Renewal	Completed	This cluster consists of 16 projects. Two projects were completed in quarter 2 FY23/24. (Bridge Rd and Morshead St). 14 projects (Waterloo Road, Rowe Lane, Higginbotham Road, McCallum Avenue, Magdala Road, Bowden Street, Herring Road, Talavera Road, Ada Street, Constitution Road, Culloden Road, Cobham Avenue, Quarry Road, and Cox's Road) were completed in quarter 3 FY23/24.
Road Operations and Maintenance	Delivery as planned	This category includes road pavements, bridges, and car parks. Maintenance requests are responded to based upon reported asset maintenance requirements. Road pavement repairs, such as potholes, are implemented with scheduled follow-up for permanent repair. This follow-up is utilising the City of Ryde's Asset Management System Defects Register. The Defects Register is also utilised by the Engineering Department to compile the Heavy Patching Program.
Bridge Renewals and Upgrades	Delivery as planned	
Bridge Upgrade / Renewal	Delivery as planned	Structural audits for 18 culverts are currently in procurement phase and are anticipated to be delivered in quarter 4 FY23/24.

Paths and Cycleways Program

Developing, managing, and maintaining the City’s network of footpaths, paths, and cycleways to increase the walkability of our suburbs, improve conditions for cyclists, and connect residents with activity centres and public transport connections.

Strategic Direction

Council’s service delivery for this program is guided by:
Strategic Asset Management Plan (2020)
Development Control Plan (2014)

Assessing Effectiveness

Asset condition

Contributing to creating

Our Connected and Accessible City

Building a networked transport system that makes it easier and more convenient to move across our City and access our suburbs, centres, open spaces, and places with reduced dependence on car-based travel.

This program is a major contributor to improving connectivity across our City and improving accessibility to our residential areas, centres, open spaces, schools, and Macquarie University and sustainably accommodate future travel demand by prioritising infrastructure and services that will encourage walking and cycling, fewer car based trips, and making walking and cycling the most convenient option for short trips to activity centres and key destinations

Active Transport Infrastructure		
Developing, managing, and maintaining the City's network of footpaths and cycleways supporting safe and convenient mobility and connections throughout the City of Ryde and ensuring that they remain safe and sustainable in the long term and provide a satisfactory level of service for the community.		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Construction and Maintenance – Paths and Cycleways	Delivery as planned	Maintenance implemented based on MERIT Requests. Pro-active program of Trip Grinding is currently in the planning phase. Focus will be on high pedestrian traffic areas and recorded data detailing reported trips. The construction component is being implemented in accordance with agreed pricing and timeframes. The objective is to have a program ready for implementation for commencement in FY24/25.
Footpaths & Nature Strips Renewals and Upgrades	Delivery as planned	
Footpath Construction Renewal	Delivery as planned	There are 2 projects to be delivered in the FY23/24 (Glades Bay Staircase Renewal and Footpath defects 4 and 5). Footpath defects 4 and 5 project consists of 26 nominated sites. Of these sites, 14 sites have been completed, 4 sites are under construction with completion scheduled in quarter 4 FY23/24. 3 are in procurements with works anticipated for completion in quarter 4 FY23/24. 4 sites have been deferred to FY24/25 due to budget availability. Both projects are scheduled to be completed by quarter 4 FY23/24.
Footpath Construction Expansion	Delivery as planned	There are 6 projects to be delivered in the FY23/24 (Bidgee Road, Brush Road, and Arthur Street, Kokoda Street, Terry Road and Abuklea Road). 5 Projects have been completed to date (Bidgee Road, Brush Road, Arthur Street, Kokoda Street and Abuklea Road). The remaining project on Terry Road will be delivered in quarter 4 FY23/24.
Cycleways Renewals and Upgrades	Delivery as planned	
Cycleways Construction Expansion	Delivery as planned	Detailed investigations have been completed for the installation of bike repair stations at Meadowbank Park, Shrimptons Creek and Kissing Point Park. These facilities are to be installed in quarter 4, following formal approval by Council at its meeting on 26 March 2024.

Our Diverse and Inclusive City



Community Inclusion and Wellbeing Program

Working with organisations and the broader community to increase social and community well-being and empower people to fully participate in community life.

Strategic Direction

Council's service delivery for this program is guided by:
Social and Cultural Infrastructure Framework 2020-2041
Halls and Facilities Strategy 2020-2041
Social Plan 2019-2024
Creativity Strategy 2019-2024
Disability Inclusion Action Plan 2022-2026
Reconciliation Action Plan

Assessing Effectiveness

Participation in events
Utilisation of Council facilities

Contributing to creating

Our Diverse and Inclusive City

The City of Ryde is a community where we are connected to one another, proud of our diversity, and willing to help each other out so everyone can reach their full potential. Creativity and inclusiveness are part of everyday life and are central to how we share our stories, connect with each other, and celebrate our community. Our rich social, cultural, historical, and creative tapestry provides an enduring legacy for future generations.

This program is a major contributor to helping to build the City's social and cultural infrastructure and an active and capable community and creative sector and creating a network of accessible and inclusive public spaces and places for people to come together, participate, connect, be creative, learn together and from each other.

Community Development <i>Partnering with organisations and individuals to generate solutions that support stronger and more connected communities to enhance community wellbeing. This is achieved using a range of projects, events, and collaborative partnerships. Supporting the arts and cultural development through events, projects, capacity-building programs, and sector development. Providing a community grants program to support local not-for-profit organisations, and community groups to implement projects that contribute to community wellbeing and help build a vibrant community.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Social Plan and Creativity Strategy Update	In Progress	<ul style="list-style-type: none"> - Community and stakeholder engagement phase will be completed by end of April. - Two Draft Engagement Outcomes Reports are in the progress of completion. - Developing the Draft Social Plan 2025-2030 and Draft Creativity Strategy 2025-2030 is in the planning and procurement process.
Arts and Cultural Development	Delivery as planned	Key initiatives held this quarter include Professional Skills for Creatives and community consultation for Live Music Plan.
Ryde Youth Theatre Group	Delivery as planned	Ryde Youth Theatre under review.
Ryde Hunters Hill Symphony Orchestra	Delivery as planned	A program of performances currently in progress.
Creativity Strategy Implementation Fund	Delivery as planned	Key activities conducted this quarter that meet the strategic objectives of the Creativity Strategy include community sketching workshops by the Artist in Residence and the Professional Skills for Creatives Workshops.
Community Development	Delivery as planned	Key activities held during this quarter included International Women's Day, Senior's Festival, Harmony Day and the Northern Sydney Region Youth Strategic Planning Workshop.
Social Plan Implementation Fund	Delivery as planned	Key activities conducted this quarter that meet the strategic objectives of the Social Plan include the Inclusive Volunteering Project and planning for NAIDOC Week.
City of Ryde Reconciliation Action Plan	Delivery as planned	Development of the Reconciliation Action Plan is in progress and is due to be presented to Council in June 2024.
Direct Community Services <i>Providing direct services to the community. Currently, the Council's program of direct community services is limited to supporting eligible people 65 years of age and over to remain living in their own homes through the Council's Home Modifications and Maintenance Service.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Home Modifications and Maintenance Service	Delivery as planned	On track to meet annual target
Community Grants Program	Delivery as planned	No grant rounds available in quarter 3.
Community Facilities <i>The Council is a key provider of quality and affordable community spaces and office accommodation in the City of Ryde, providing a range of public facilities for access by the community to deliver activities, events, and programs. This includes providing halls and meeting rooms for community activities and events and accommodation for not-for-profit organisations that deliver a range of services to the community.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community Facilities	Delivery as planned	There has been a significant increase in utilisation of the community facilities with a projected utilisation of over 300,000 visits for FY23/24.
Review of the City of Ryde Halls and Facilities Strategy and Social and Cultural Infrastructure Framework	Not started	
Building Operations and Maintenance	Delivery as planned	Service delivery to meet defined standards are on target.

Community Buildings Renewals and Upgrades	Delivery as planned	A regular renewal and maintenance program is in place to ensure the facilities are in good condition for hirers and licensees.
Community Buildings Renewal	Completed	There are 5 projects that form the Community Buildings Renewal cluster. Of these 5 projects, 1 project (Community Facilities Lifecycle Replacement Program) has been reallocated to allow adequate budget to deliver the full scope of the remaining projects in the Cluster. One project is to be deferred to next financial year due to budget constraints and further technical investigation to determine full extent of works required. The remaining projects in the Cluster have been completed.
Community Buildings Expansion	Completed	North Ryde Community Preschool expansion project has been completed.
Heritage Buildings Renewal	Delivery as planned	Roof replacement at the Parsonage in progress and due for completion in May 2024.
Heritage Buildings Renewal	Delivery as planned	This cluster only comprises one project which is the heritage renewal works to The Parsonage at Ryde. The project encompasses the replacement of slate and metal roofing and other ancillary components such as flashing, gutter, downpipes, and fascia boards. Works have now commenced and are due to be completed by early June.

Community Connectedness and Engagement Program

Supporting residents across the City of Ryde to become connected, engaged, and informed and have opportunities to celebrate our culture, build their connections within the community, and contribute to decisions that affect the City.

Strategic Direction

Council's service delivery for this program is guided by:
Community Engagement Strategy

Assessing Effectiveness

Participation in events

Contributing to creating

Our Diverse and Inclusive City

The City of Ryde is a community where we are connected to one another, proud of our diversity, and willing to help each other out so everyone can reach their full potential. Creativity and inclusiveness are part of everyday life and are central to how we share our stories, connect with each other, and celebrate our community. Our rich social, cultural, historical, and creative tapestry provides an enduring legacy for future generations.

This program is a major contributor to this outcome by creating inclusive events that celebrate our culture and strengthen our community connections, and ensuring the community is fully informed and engaged in decisions and council and government initiatives impacting the community.

Events <p><i>Create and deliver inclusive events, supported by a rich range of social networks, community groups, and partnerships, that provide opportunities for participation, celebrate our culture, and strengthen community connections. Building capacity for community groups to deliver events.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community Events	Delivery as planned	Council's annual events program is on track with over 18,000 attendees to events from 1 January to 31 March 2024. Major highlights for the quarter were the Australia Day Backyard BBQ event and the Lunar New Year Festival.
Civic Events	Delivery as planned	Council's civic events program is on track with over 450 attendees to events from 1 January to 31 March 2024. Civic events held included Citizenship Ceremonies and the 2024 Citizen of the year Awards.
Community Engagement <p><i>Engaging with the community and ensuring all stakeholders are informed and can contribute to the Council's decision-making process.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Community Engagement	Delivery as planned	Nineteen organisational projects received project-based advice and support for their engagement activities during the quarter with eight surveys closed during the period after receiving a total of 2,875 responses. Nearly 500 people also attended 17 engagement events during the quarter including Social Plan & Creativity Strategy, West Ryde Meadowbank Renewal Strategy and New Park at Thistle Street, Ryde consultations. The figures exclude the Transactional Research Program.
Communication and Engagement Strategy	Delivery as planned	The draft strategy is being reviewed.
Market Research	Delivery as planned	Council received 318 responses to six different surveys during the quarter, excluding the ongoing Transactional Research Program.
Marketing and Communications <p><i>Informing and engaging with the community and stakeholders about Council services and initiatives through a wide range of communication channels, including face-to-face, telephone, Council's website, email, and social media.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Communications, Branding, and Design	Delivery as planned	Communications through traditional and digital channels to the community during the quarter included information about a proposed NSW government rezoning of Macquarie Park, West Ryde/Meadowbank Renewal Strategy, Social Plan and Creativity Strategy 2025-2030, Ryde's Backyard BBQ, Lunar New Year, West Ryde Easter Celebrations, Citizen of the Year, Volunteer Recognition Awards, Cinema in the Park, ANZAC Day, Youth Week, International Women's Day, Happy and Healthy Pets in High Rises, Library Lovers Month, Community Grants, Seniors Festival, Harmony Week, the Mayoral election, Australian Local Government Women's Association (ALGWA) Conference, Household Chemical Clean Out events, Sustainable Waste 2 Art Prize (SWAP), Clean Up Australia Day, Solar Ryde program, Recycle Smart and Learn to Swim at the Ryde Aquatic Leisure Centre. Key graphic design work included the design for various communications and event-related projects.
Council Website	Delivery as planned	The Council website tender process was conducted during the quarter while work continued on the new Intranet.
Website and Social Media	Delivery as planned	Council's website recorded 1,516,000 with top viewed pages including the homepage, library pages, sportsground status and events including the Lunar New Year and Ryde Aquatic Leisure Centre. Nearly 300 new followers were recorded on Facebook and 224 on Instagram, with post reach of nearly 103,000 on Facebook.

Our Open and Progressive City



Strategic Property Management Program

Developing and managing the Council’s portfolio of properties and buildings, including commercial, residential, community, and operational properties, Council-owned land as well as land owned by the NSW Government which is managed by the Council on behalf of the NSW Government.

Strategic Direction

Council’s service delivery for this program is guided by:

- City Wide Property Strategy 2016
- Long Term Financial Plan
- Property Investment Policy (being prepared)
- Affordable Housing Policy

Assessing Effectiveness

Delivery of planned benefit from portfolio

Contributing to creating

Our Open and Progressive City

This program is central to Council operations in the City of Ryde, managing and maintaining the Council’s extensive portfolio of corporate, commercial, residential, community, and operational properties, and Council-owned and State Government to ensure maximum long-term value and return for ratepayers.

Property Strategy and Planning			Leadership and strategic management of the Council's property portfolio, to maximise its efficiency, commercial outcomes, the overall portfolio performance, and its contributions to the Council's operating income and general financial position.
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery	
Property Portfolio Planning	No delivery planned in period		
Property Services			Developing, managing, and maintaining the Council's portfolio of corporate, commercial, and civic properties to ensure maximum long-term value and return for ratepayers.
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery	
Property Management	Delivery as planned	New commercial leases negotiated and finalised regarding a ChildCare in Lachlan's Line and a restaurant in Gladesville. Childcare now seeking planning consents. Outdoor dining approvals and filming approvals were issued to new applicants on time. Putney Tennyson Bowling Club is out for Expressions of Interest. Contracts were exchanged for the purchase of the Denistone Bowling Club. Leases, assignments, and procedural matters being undertaken as required.	
Building Operations and Maintenance	Delivery as planned	Service delivery to meet defined standards are on target.	
Council Buildings Renewals and Upgrades	Delivery as planned		
Ryde Central	Deferred	While Council's plans to develop the Ryde Central Site to provide a new administration centre for the City of Ryde has been deferred, Council is exploring options in the interim for the use of this site for public open space. Work will soon commence to develop scope and corresponding preliminary estimates for a range of open space development scenarios, which will be reported to a future Council meeting.	
Commercial Buildings Renewal	Completed	The cluster contains one project being refurbishment works at Rockend Cottage, Banjo Patterson Park. This project commenced and was completed in quarter 3 FY23/24.	
Corporate Buildings Renewal	Cancelled	West Ryde Community Centre Hydraulic Solutions has been cancelled for FY23/24. The project was rolled into membrane upgrade works completed during FY22/23.	
Commercial Buildings Expansion	Deferred	Early investigations and preliminary planning undertaken some time ago. Planned projects have been put on hold and deferred until further notice.	
North Ryde Office – modification of office accommodation	Completed	This project entails the fit out of office equipment at the North Ryde Office. This project commenced in quarter 3 FY23/24 and was expected to be completed in quarter 4 of FY23/24.	

Service Delivery Support Program

Providing a broad range of key support functions that underpin delivery across all programs.

Strategic Direction

Providing a broad range of key support functions that underpin delivery across all programs.

Assessing Effectiveness

Efficient delivery of work within programs

Contributing to creating

Our Open and Progressive City

This program is central to Council operations in the City of Ryde and supports the efficient delivery of services by the Council for the community.

Customer Services			<i>Providing high-quality customer services and managing day-to-day relationships and interactions between the City of Ryde and our customers. Customer service plays an important strategic role within the Council by promoting improved engagement with our community and responsiveness to their needs.</i>
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery	
Customer Service (Call Centre and Counter)	Delivery as planned	Professional and administrative services provided to the community with access to customer service counters at Ryde, North Ryde and, a call centre, including afterhours service provision for urgent issues.	
Operational Delivery			<i>Managing delivery of cleaning, landscaping, maintenance, and construction services supporting delivery of Council's operational services and capital projects.</i>
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery	
Operations Support	Delivery as planned	This support function assists all operational activities based at Council's Operations Centre (Meadowbank) with timely administrative tasks, such as financial reporting and customer responses.	
Procurement Services			<i>Supporting the Council operations by managing tenders and contracts and purchasing goods and services to the value of more than \$80 million from more than 1,500 suppliers annually.</i>
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery	
Tenders and Contracts Management	Delivery as planned	Procurement has been involved in ensuring that various contracts within the organisation are being reported to Council if an exception to the Act is required to ensure transparency.	
Procurement and Stores	Delivery as planned	The Purchasing and Stores team is delivering TechnologyOne purchasing training to staff who raise requisitions. This will lead to a reduction in errors by staff when raising requisitions.	
Plant and Fleet			<i>Providing fleet management services for the Council's Operations team and fleet users across the Council. This includes maximising the utility of the Council's plant and fleet assets, responsibility for managing the Council's mechanical assets, as well as the fabrication workshop and external plant hire. A major priority for the Council is maximising the return on the investment of its fleet assets.</i>
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery	
Fleet Management	Delivery as planned	Fleet Management manages the City of Ryde's fleet of vehicles. This includes the procurement and disposal of assets and coordinating the scheduled servicing in accordance with the manufacturer's specifications. In addition, Fleet Management is primarily responsible for the implementation of the EV Fleet which is scheduled for completion by 2035. This will result in a fleet of 144 EV's replacing 144 Internal Combustion Engine (ICE) powered vehicles. This initiative will be supported by a rollout of supporting charging infrastructure.	
Plant and Fleet Purchases	Delivery as planned	92% of capex budget expended. Delays due to supply chain issues are gradually diminishing with deliveries down to 4 months from the 18-24 month delivery times due to COVID.	
Fabrication Workshop	Delivery as planned	<p>The Fabrication Workshop provides bespoke fabrications. Client requirements are resolved on-site and fabricated for eventual 3rd party finished coatings if required.</p> <p>In addition, repairs and modifications to plant and equipment are implemented similarly, thereby ensuring minimal down-time to other operational activities.</p> <p>In this last quarter, repairs were implemented to 2 tipper trucks that had sustained body damage in the course of normal use. This enabled equipment to be returned to service in short time. Other services provided included the fabrication of special purpose brackets for the installation of decorative lanterns.</p>	
Legal Services			<i>Provision of legal services to support the Council operations including representing the City of Ryde in legal matters, providing input into the development of contracts and other legal instruments, and advising on all legal matters pertaining to the law, and Council's compliance with legislation.</i>
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery	
Legal and Consultative Services	Delivery as planned	151 legal matters were received and/or remained active during quarter 3 FY23/24. These included Class 1 Appeals in the Land and Environment Court, Supreme Court and Local Court matters, PEXA Authorisations of encumbrances on Land Titles, legal advice provided to various business units within Council relating to Planning, Enforcement, Property and Commercial matters.	

Governance and Corporate Services Program

Providing specialist capabilities and skills, and corporate functions to enable the effective governance and operation of the Council organisation.

Strategic Direction

Council's service delivery for this program is guided by key elements of council's Resourcing Strategy and other key Acts and government guidelines covering governance and service requirements for councils in NSW:

- Long Term Financial Plan
- Strategic Asset Management Plan 2020
- Workforce Management Plan
- IT Strategy

Assessing Effectiveness

Meeting key organisational delivery measures

Contributing to creating

Our Open and Progressive City

This program is central to the governance and functioning of the Council organisation, ensuring the efficient and effective operation of Council and council services, and maximising long-term value and return for ratepayers.

Civic Services <p><i>Providing administrative support for the Mayor and the elected council to ensure the efficient operation of the City's Civic functions. Includes coordination and administration of Council meetings and workshops, operation of the Councillor's help desk, distribution of information to Councillors, facilitation of Councillor induction processes, and assisting with the conduct of Council elections.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Civic Support Services	Delivery as planned	There were 2 Ordinary Council meetings, 4 Extraordinary Council meetings and 9 Councillor workshops held in the quarter 3 (January, February and March 2024). Publication of Council meeting minutes was met within 2 days. There were 362 Councillor requests responded to in the quarter 3 (January, February and March 2024). The average days taken to respond to these requests was 3 days, which is within the set service standard of 5 days or less.
Business Strategy and Innovation <p><i>Providing specialised corporate strategy, planning, and business transformation for the Council, including Integrated Planning and Reporting implementing the Council's Continuous Improvement framework including process management and business innovation, and project governance across the Council.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Business Strategy and Innovation	Delivery as planned	Progress undertaken to develop and uplift team capabilities across the key areas of business and customer improvement, business analytics, and business intelligence. Commenced various reviews across multiple operational teams, services, and processes to improve customer experience, service quality, business efficiency and effectiveness, and to address business risks.
Corporate Planning and Reporting	Delivery as planned	Participated in the Integrated Planning and Reporting (IP&R) Peer Review Workshops with other Metro Sydney Councils run by NSW Office of Local Government (OLG) to improve planning and reporting standards, methods, and consistencies. Key statutory reporting outputs delivered in quarter 3: <ul style="list-style-type: none"> - Produced the FY23/24 quarter 2 Quarterly Progress Report covering October to December 2023. - Updated the City of Ryde's Annual Report FY22-23 with cleared audited financial statements and distributed to the NSW Office of Local Government (OLG). - Commenced the draft development of both the revised "2022-2026 Four-Year Delivery Program" and the "2024-2025 One-Year Operational Plan".
Enterprise Project Management Office	Delivery as planned	Progress made towards uplifting organisational awareness and capabilities across the Project Management Office (PMO) and the Project Management Framework with a focus on capturing details on ITM programs, projects, and upcoming IT procurement activities and requirements. Commenced the establishment, design, launch, and enablement of the Digital Portfolio Steering Group (DPSG) to govern technology programs and projects in collaboration with the ITM department.
Governance, Audit, and Risk <p><i>Providing specialist services to ensure Council operations are covered by robust and comprehensive corporate governance, risk management, insurance, and audit frameworks supporting effective organisational operations, compliance with legislative requirements, and ethical decision-making and behaviour, and help the organisation manage significant risk exposures, including effectively work health and safety risks, injury management, return to work and injury claims management.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Governance Support	Delivery as planned	An extensive assessment of the overarching Governance framework and its capabilities is underway concurrently with the Governance function's assistance in fulfilling crucial external responsibilities. Structural modifications to the Governance model and its supporting capabilities are anticipated as outcomes of the external review. The Governance team is in the process of reviewing and updating 40 policies that require revision and has implemented a revised Public Interest Disclosure policy and operational arrangements.
Legislative Compliance System	Delivery as planned	A review of the compliance systems currently used by Governance is being undertaken to meet the needs of Council. The system will be part of Council's broader IT strategy.
Complaints Management	Delivery as planned	A review of the Customer Feedback Policy has been undertaken and a draft Policy has been created and is being reviewed by Management. The associated procedures, including the time frames for investigating complaints is being reviewed to ensure that it is achievable with the organisation structure and meet customer expectations. The tiered complaints that were received and investigated this quarter are currently being reviewed to determine if any process improvements are required. Details from these complaints, any recommended process improvements and the results from the customer surveys that are undertaken are provided to the Audit, Risk and Improvement Committee for their review.

Internal Audit	Delivery as planned	As a result of the review into the City of Ryde internal audit process, a new internal audit plan was created and will commence from the Audit, Risk and Improvement Committee Meeting in April 2024. OCM have been appointed as Council's internal Auditor while the upgraded position of Principle Internal Auditor is filled. Council's Chief Audit Executive is also a member of Council's Risk Management Committee.
Risk and Insurance	Delivery as planned	Council has established an internal Risk Management Committee to oversee the renewal of the Risk Management Policy and Enterprise Risk Management Framework. A roadmap for improvement in risk management maturity is being prepared for the consideration of ARIC in the next quarter.
New Risk Registers	Delivery as planned	Council's consolidated risk register continues to be improved with the renewal of strategic and corporate risks a priority for completion in the next quarter
Health, Safety, and Injury Management	Delivery as planned	This is an ongoing operational activity consisting of site inspections, system audits and training.
Work Health and Safety (WHS) Road Map	Delivery as planned	All key hazards and Risks identified in the audit report have been closed out. 65% of recommended WHS system improvements have been implemented with the other recommendations in progress.

Asset Management

Long-term planning, management, and reporting for the Council's \$1.7 billion asset portfolio ensures that the Council remains financially sustainable into the future and can maintain the City's assets to provide an acceptable service level for the community. This includes supporting decision-making around long-term planning such as the renewal and upgrade of assets within the LGA, maintaining the Council's asset framework, management system, and business processes in consultation with the various asset custodians.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Asset Planning

Delivery as planned

The FY23/24 works will be updated on an ongoing basis following the update of the projects and any maintenance works. Draft FY24/25 Operational and Delivery Program was presented to Council at a workshop in March 2024. Public exhibition to be undertaken in April/May 2024.

Asset Data Collection

Delivery as planned

Councils Asset Data collection for civil infrastructure assets is being undertaken by Engineering & Project Delivery during the FY23/24 and FY24/25. A Request for Quotation (RFQ) has been undertaken and finalised, with contract to be awarded.

Financial Management

Providing a comprehensive range of financial services to the Council and supporting the City of Ryde's longer-term financial sustainability. Services include facilitating the payment for goods and services, the collection of revenue and investment of funds, ensuring the Council's financial statutory responsibilities are met, accounting for transactions, compliance with accounting standards, regulations, and laws, the management of good internal controls and stewardship for guiding Council's financial sustainability.

Ongoing Activities, Capital Works, and Projects

Status

Service Delivery

Financial Accounting

Delivery as planned

The Council has completed its Audited FY22/23 Financial Statements which were adopted on the 26 March 2024. Interim Audit for FY23/24 has commenced.

Council's reserves generate over 0.85% returns over benchmark (Bloomberg rate)

Delivery as planned

As a result of increases in the Cash Rate, the Council continues to perform positively over the benchmark. Details can be found in the Council's Investment Report as at 31 March 2024.

Management Accounting

Delivery as planned

Council's Draft Budget FY24/25, Fees and Charges FY24/25, Rating Structure, and Long-Term Financial Plan have been completed and will be reported to Council prior to Public Exhibition on 26 April 2024. In addition, the Council has completed its quarter 3 Budget Review.

Revenue and Systems

Delivery as planned

Council is on track to achieve its benchmark of 5% for Rates and Charges Outstanding at the end of the financial year.

Information Technology Management <p><i>Providing information, communication, and technology (ICT) services supporting Council operations, managing data, and information flow through the organisation, and ensuring records are stored, maintained, and archived as required by government legislation. The ICT portfolio has more than 100 applications and 1000 end-user devices (PCs, tablets, notebooks, and mobile devices) as well as networks based on over 100 servers in active use. Providing specialised records management services that support Council operations, manage data and information flow through the organisation, and ensure records are stored, maintained, and archived as required by government legislation.</i></p>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Technology Platforms	Delivery as planned	<p>Implemented IT self-service portal for staff with streamlined ITIL-aligned process and workflows. This allows staff to submit requests and log incidents, access the knowledgebase for self-help, provides electronic approvals, and other self-service capabilities. The IT self-service portal aims to improve administrative processes and staff productivity.</p> <p>Continued to deliver improvement for cyber security maturity and Essential Eight compliance through patching and maintenance activities on Council managed technology infrastructure and corporate applications.</p>
IT Strategy and Governance	Delivery as planned	<p>Work continues on the establishment of the ICT Digital Portfolio Steering Group to provide advice and recommendations about technology and digital programs and projects that further Council's digital transformation objectives, contained in the ICT Digital Strategy. The first formal meeting of this new governance group will be in May 2024.</p>
IT Applications – Expansion	Delivery as planned	<p>TechnologyOne Software-as-a-Service (SaaS) Transition project: completed Analysis and Design phases and commenced Delivery phase. The target go-live date is October 2024.</p> <p>Planning Portal Integration project: successful go-live of Phase 1 in February 2024 to provide integration of Development Applications, Modifications and Reviews from the NSW Planning Portal with Council's systems. Currently in Delivery phase for Phase 2 to provide integration of Certificate Registrations (from Private Certifiers). Go-live date targeted for June 2024.</p> <p>Go-to-market procurement activities for an Emissions Monitoring and Bill Processing system and a Web Content Management system have been completed, with planning for their respective implementations throughout 2024 underway.</p>
Information and Records Management	Delivery as planned	<p>Assessment of Council's physical records held in offsite storage continued during the quarter with the intent to reduce storage costs through the implementation of recommended retention periods and establishment of a digitisation program.</p> <p>Year-to-date achievements include commencement of file destruction program in accordance with legislative and business requirements; acquisition of additional scanning hardware; initial analysis and specification of a digitisation program to reduce reliance on paper records; and preparation of tender documentation for secured physical offsite storage and associated records management services.</p>
Land Information and Mapping	Delivery as planned	<ul style="list-style-type: none"> - Assisted City Shaping with spatial analysis of NSW Government proposed planning changes around transport hubs and town centres. - Procured new aerial photography for staff use in spatial systems. - Completed the upgrade to the latest version of Council's web mapping software, which improved useability and provided functional and security enhancements.

People Management <i>Providing generalist human resource services for the Council, including workforce planning, equal employment opportunity and diversity management, remuneration, recognition and rewards management, payroll services, employees, industrial relations, change management, capability development, leadership development, and ongoing workforce training and development.</i>		
Ongoing Activities, Capital Works, and Projects	Status	Service Delivery
Workplace Strategy and Employee Relations	Delivery as planned	In quarter 3 (January to March 2024), ongoing work in progress on the delivery of the Workforce Strategy. 55 job advertisements were published in quarter 3 for a total of 57 vacancies and 3 separate workplace reform activities were undertaken.
Payroll Services	Delivery as planned	This is an ongoing operational activity and delivery is as planned.
Electronic Time and Attendance (Capital)	Delivery as planned	The project is currently in the Test phase. The delivery timeline is being re-baselined with planning in progress for a staged go-live throughout July to September 2024.
Organisational Development and Capability	Delivery as planned	In this quarter there was a strong focus on delivering compliance type training to ensure we were meeting our legislative obligations and ensuring our people had the knowledge they need to work safely. 30 different programs were delivered in this quarter. These programs included White Card training, Traffic Control and Management, CPR and First Aid training.

CONTACT

Many of the City's services, activities, functions, and projects are listed in this report, but if you need further assistance or information, simply contact us via one of the following easy ways.

Website

www.ryde.nsw.gov.au

Telephone

Call (+61 2) 9952 8222
between 8.00am and 5.30pm,
Monday to Friday

Post

Write to us at:
City of Ryde
Locked Bag 2069
North Ryde NSW 1670

Email

Send us an email at
Cityofryde@ryde.nsw.gov.au

Mayor and Councillors

Contact details for the Mayor and Councillors are available on www.ryde.nsw.gov.au or contact the Customer Service Centre on (+61 2) 9952 8222.

In Person

You can visit our Customer Service Centre located at 1 Pope Street, Ryde, NSW 2112 or any of our five libraries.

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TRANSLATION INFORMATION

English

If you do not understand this document, please come to 1 Pope Street, Ryde (within Top Ryde Shopping Centre), to discuss it with Council staff, who will arrange an interpreter service. Or you may ring the Translating and Interpreting Service on 131 450 to ask an interpreter to contact you. Council's phone number is 9952 8222. Council office hours are 8.00 am to 5.00 pm, Monday to Friday.

Arabic

إذا لم تفهم محتوى هذه الرسالة، يرجى الحضور إلى Top Ryde +1 Pope Street (في Top Ryde Shopping Centre)، Ryde، لمناقشتها مع موظفي المجلس الذين سوف يكونون للتسليم بمترجم شفوي. أو قد يمكنك الاتصال بخدمة الترجمة التحريرية والشفوية على الرقم 131 450 لتطلب من المترجم الاتصال بالرقم هاتف المجلس هو 9952 8222. ساعات عمل المجلس هي 8:00 صباحاً حتى 5:00 مساءً من الاثنين إلى الجمعة.

Armenian

Եթե դուք չեք հասկանում սույն հասցեյի բովանդակությունը, խնդրում ենք այցելել 1 Pope Street, Ryde (որը գտնվում է Top Ryde Shopping Centre-ի մեջ), Ryde քաղաքիկում այն Քաղաքացիական Ներքինի անվտանգության հետ, ովքեր ձեզ համար կազմակերպեն բարձրանելիական հասարակություն: Կամ կարող եք զանգահարել ժողովրդական հասարակություն 131 450 հեռախոսահամարով և խնդրել, որ բարձրանելիական ձեզ զանգահարի: Ներքինի հեռախոսահամարն է 9952 8222: Ներքինի աշխատակցության ժամերն են առավոտյան ժամը 8:00-ից մինչև երեկոյան ժամը 5:00, երկուշաբթիից մինչև ուրբաթ:

Chinese

如果你不明白这封信的内容，敬请前往1 Pope Street, Ryde (位于Top Ryde Shopping Centre内)，向市政府工作人员咨询，他们会为您安排口译服务。此外，您也可以拨打131 450联系翻译和口译服务，要求口译员与您联系。市政府电话号码为9952 8222。市政府办公时间为周一至周五上午8:00至下午5:00。

Farsi

لطفاً اگر نمی‌توانید بفهمید این نامه را یا ترجمه کنید به شخصی Top Ryde +1 Pope Street (در Top Ryde Shopping Centre)، Ryde، برای گفتگو با پرسنل شایسته که می‌تواند با شما صحبت کند. یا اگر می‌خواهید با مترجم صحبت کنید، می‌توانید با شماره 131 450 تماس بگیرید. شماره تلفن شهرداری 9952 8222 و ساعات کار آن از 8:00 صبح تا 5:00 بعد از ظهر روزهای دوشنبه تا جمعه است.

Italian

al Top Ryde Shopping Centre), Ryde, per discutere con il personale del Comune che organizzerà un servizio di interpretariato. Potete anche contattare il Servizio di Traduzione e Interpretariato al 131 450 per chiedere a un interprete di contattarvi. Il numero di telefono del Comune è il 9952 8222. Gli orari di ufficio del Comune sono dalle 8.00 alle 17 dal lunedì al venerdì.

Korean

이 서신을 이해할 수 없는 경우, 1 Pope Street, Ryde (Top Ryde Shopping Centre 내)에 오셔서 '통역 서비스'를 주선할 시의회 하원과 논의하십시오. 또는 통번역사에게 131 450으로 전화해서 통역사가 여러분에게 연락하도록 요청하십시오. 시의회와 전화번호는 9952 8222입니다. 시의회 사무실 업무시간은 월요일에서 금요일 오후 5시 00분에서 오후 5시까지입니다.