



Lifestyle and opportunity
@ your doorstep



**Quarterly Review Report
Four Year Delivery Plan 2011-2015
Including One Year Operational Plan 2011/2012**

**Quarter Four
April-June 2012**

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General Manager's Overview

Quarterly Overview

This final quarterly report examines Council's budget review and performance for Quarter 4 (April to June 2012) of the 2011/12 financial year. It measures progress against the One Year Operational Plan for 2011/12 with all supporting detail attached in the appendices. Please note that our final financial position will be completed with the auditor's report in September.

Financial Position

Working Capital Position

As a result of the June quarterly review, council is set to maintain available working capital to approximately \$4.05 million.

Base Budget

Income is projected to increase by \$1.57 million to \$89.09 million, while Base Budget Expenses are projected to increase by \$0.02 million to \$93.86 million, giving a net projected increase in the Base Budget Surplus of \$1.54 million (24.43%).

Non-Capital Budget

Income is projected to increase by \$0.10 million to \$0.34 million, while Non-Capital Expenses are projected to increase by \$0.04 million to \$2.64 million, giving a net projected decrease in net Non-Capital Expenditure of \$0.05 million.

Capital Budget

Income is projected to increase by \$7.90 million to \$34.53 million, while Capital Expenses are projected to decrease by \$2.59 million to \$48.98 million, giving a net projected reduction in net Capital Expenditure of \$10.49 million.

Progress Against Indicators

This quarter we have met or exceeded our corporate performance indicators (which provide a snap shot of the organisations health) as well as our performance indicators across our 21 programs. The exceptions are detailed below.

Corporate Indicators

As identified in page 27, the majority of corporate indicators are on track or have exceeded target. In the fourth quarter there has been an improvement in completion of project milestones on time from 83% in quarter three to 92% to bring it on track and over our target of 90%. We hope to see further improvements in this performance indicator with the recent launch of our new milestone tracker tool. This tool allows all Managers to better plan and track project milestones for project management and reporting purposes. I am proud another area of improvement was in our Gender Equity Initiatives lifting our women in managerial positions from 32% to 35% over the year.



Those corporate indicators which have not met target are:-

- 80% of inward correspondence was completed within 10 working days against our target of 90%.
- 85% of scheduled projects completed within the year against our target of 95%.
- 93% of internal audit recommendations were implemented on time against our target of 100%.

Continued on Page 5

General Manager Overview (Continued)

Program Indicators

Of all indicators across our 21 program areas, only 12 performance indicators in our programs were not achieved in quarter four.

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

- Visitations to all libraries in the fourth quarter slightly decreased by 5,648 compared to the same quarter last year. However, total visits throughout the year have significantly increased by 43,595 compared to last year's total.
- The RALC recorded 146,385 visitors which is a 5.7% increase from the same quarter last year. The total number of visits was 105,016 below the target of 780,000 but overall numbers have increased by 4,180 compared to last year's total.
- We continue to see targeted improvements in our mean gross DA determination times against the group 3 average. Thanks to the Best Value Review and the hard work of our Assessment team this quarter sees both Residential alterations and additions and Commercial, retail, office determination times come in below the group 3 average.

During 2012 we dealt with 30,000 customer requests last year and 60,000 calls to our call centre. In doing so we received 92 formal customer complaints and 174 customer compliments.

We should also note that we have now collected a substantial amount of baseline data this year in our move to our new framework. I hope armed with this new information we can continue to monitor, maintain and improve all of the wonderful services council provide to the community



John Neish
General Manager

Financial Management

Overview

Following the fourth quarter budget review, Council's financial position, year to date (YTD), is within 11.55% of the budget (excluding reserve movements).

The Capital Works Program, YTD, is at approximately 93.16% financially, excluding contributed assets.

Operating expenses, YTD, are within 2.43% (favourable) of the budgeted amounts, which is a good result.

Operating Income (Base Budget and Non-Capital & Capital Income) is projected to increase by \$9.56 million (8.36%) and Operating Expenses are projected to increase by \$0.07 million (0.07%), a net increase in Operating Surplus of \$9.49 million to \$27.46 million. This is a good result given the tight revenue base from which we are operating.

Available Working Capital is projected to remain to approximately \$4.05 million.

Council had budgeted to undertake \$51.57 million of capital works, including contributed assets of \$23.14 million. This is projected to decrease by another \$2.59 million. This will give a total capital works budget of \$48.98 million.

Base Budget

Base Budget Income is projected to increase by \$1.57 million to \$89.09 million, while Base Budget Expenses are projected to increase by \$0.02 million to \$93.86 million, giving a net projected increase in the Base Budget Surplus of \$1.54 million (24.43%).

Non-Capital Budget

Non-Capital Income is projected to increase by \$0.10 million to \$0.34 million, while Non-Capital Expenses are projected to increase by \$0.04 million to \$2.64 million, giving a net projected decrease in Non-Capital Deficit of \$0.05 million (2.29%).

Capital Budget

Capital Income is projected to increase by \$7.90 million to \$34.53 million, while Capital Expenses are projected to decrease by \$2.59 million to \$48.98 million, giving a net projected reduction in Capital Deficit of \$10.49 million (42.05%).

Reserve Movements

The net movement of Reserves was budgeted to be a net transfer from reserves of \$10.48 million for works carried over plus funding other works. This is projected to have a net decrease of \$12.08 million from reserves to a total of \$1.60 million to reserves.

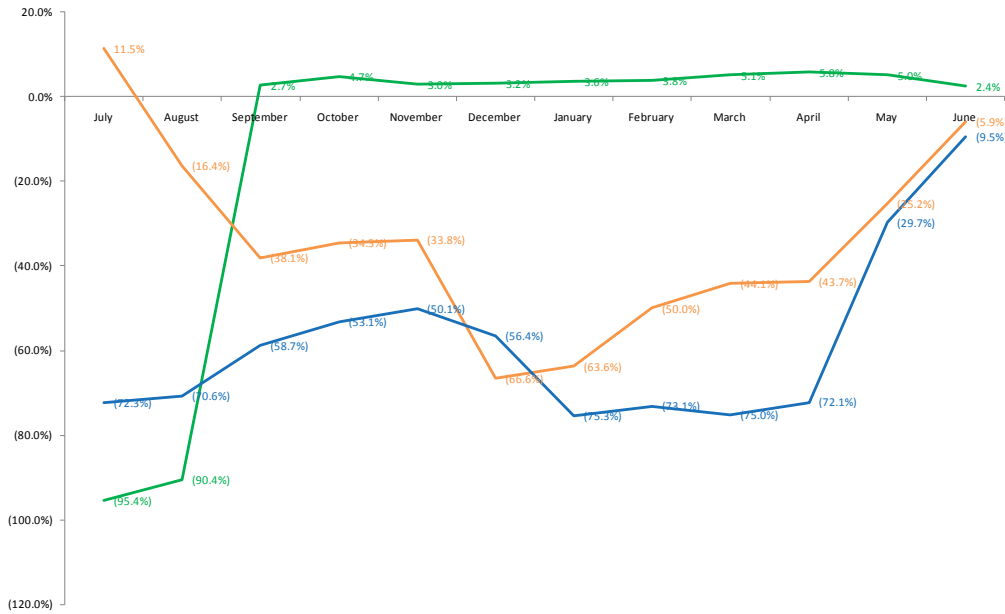


Figure 1: Income % variance to budget trend YTD

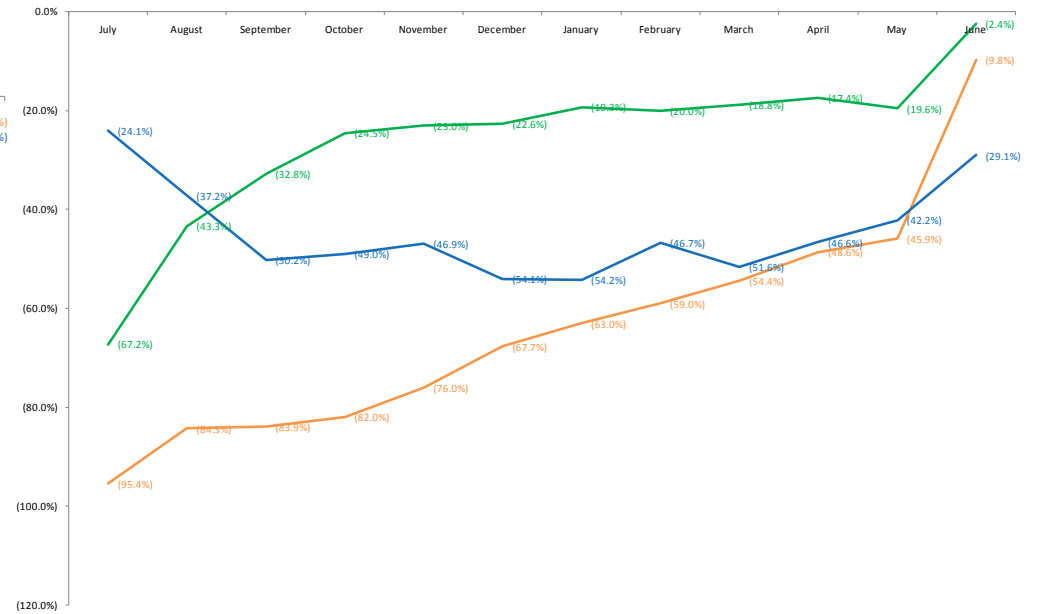
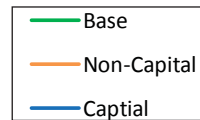


Figure 2: Expenditure % variance to budget trend YTD



Financial Management

	Original Budget 2011/2012	Carryover Budget 2011/2012	Previously Approved Changes	Revised Budget 2011/2012	Proposed Changes 2011/2012	Projected Budget 2011/2012	Actual YTD 2011/2012	Budget YTD 2011/2012	%Variance
Base									
Income	(84,799)		(2,727)	(87,526)	(1,566)	(89,091)	(89,609)	(87,526)	2.38%
Expenditure	91,366	35	2,438	93,839	23	93,862	91,560	93,839	-2.43%
Net	6,567	35	(289)	6,313	(1,543)	4,771	1,950	6,313	-69.11%
Non-Capital									
Income	(94)	(65)	(87)	(246)	(97)	(343)	(231)	(246)	-5.89%
Expenditure	2,057	966	(427)	2,596	43	2,639	2,342	2,596	-9.77%
Net	1,964	900	(514)	2,350	(54)	2,296	2,111	2,350	-10.18%
Capital									
Income	(23,360)	(1,896)	(1,376)	(26,633)	(7,897)	(34,530)	(24,106)	(26,633)	-9.49%
Expenditure	43,157	6,872	1,543	51,572	(2,591)	48,981	36,571	51,572	-29.09%
Net	19,797	4,976	166	24,939	(10,487)	14,451	12,465	24,939	-50.02%
Reserve Movement	(5,052)	(5,910)	480	(10,482)	12,084	1,602	8,201	(10,482)	-178.24%
Loan Proceeds									
Total Net	23,276		(156)	23,120		23,120	24,728	23,119	6.96%

City of Liveable Neighbourhoods

Outcome Overview

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

The aims of creating and maintaining Liveable Neighbourhoods are:

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

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

Financial Position

The total 11/12 budget for this outcome is \$3.7 million and the net variance from the Original Budget is less than 1%.

While a decrease in construction activity has affected the income for this outcome, a strong regulatory program and steady number of major development applications has seen the base income exceed the original budget by approximately \$200,000.

Transfers from reserve are also well below the original budget; approximately \$100,000 of unspent funds will be carried over to 12/13 to fund projects in the Macquarie Park Corridor.

Progress Against Indicators

The Top Ryder continues to prove popular, once again topping 50,000 passengers for the year.

Regulatory Services received a particularly high number of Customer Requests this quarter 1000.

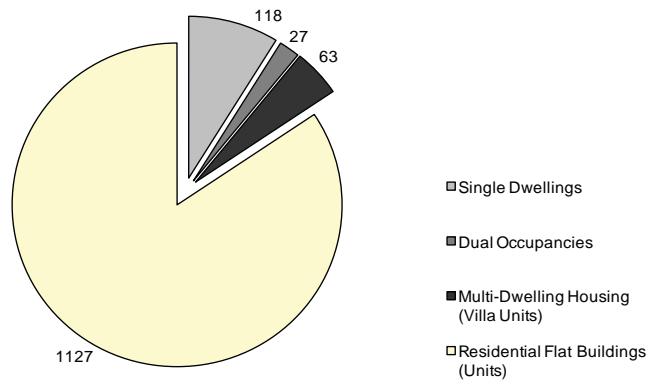
99.6% of which were closed within service standards. Rangers and Compliance Officers also issued over 5000 parking, animal, and dumping infringements this quarter, reaching 23,900 for the year.

Environmental Health and Building also received 422 Customer Requests, 91% of which were closed within service standards. The team also received a Food Surveillance Champion Award from the NSW Food Authority in recognition of Council's food handler education campaign, conducted in partnership with Ryde TAFE. This quarter 291 food shops inspections were undertaken, bringing the total for 11/12 to 1100 inspections.

This quarter has also seen the implementation of the Express Development Application Service, which has resulted in a significant improvement in determination times for Residential Alterations and Additions - 54 days - down 28% on the third quarter result and 12 days quicker than the Group 3 Council Average for 10/11.

Residential Alts & Adds	Q1	Q2	Q3	Q4
Gross Determination Time	64	79	74	54

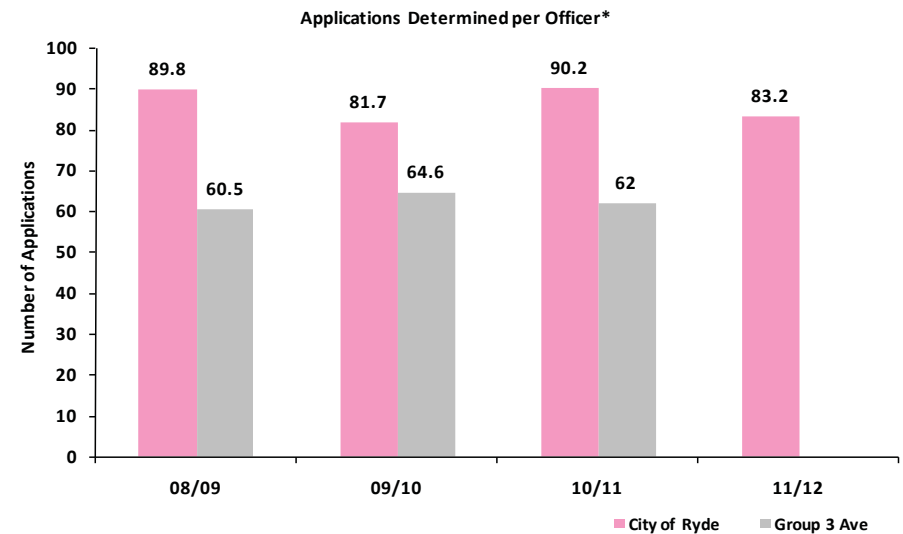
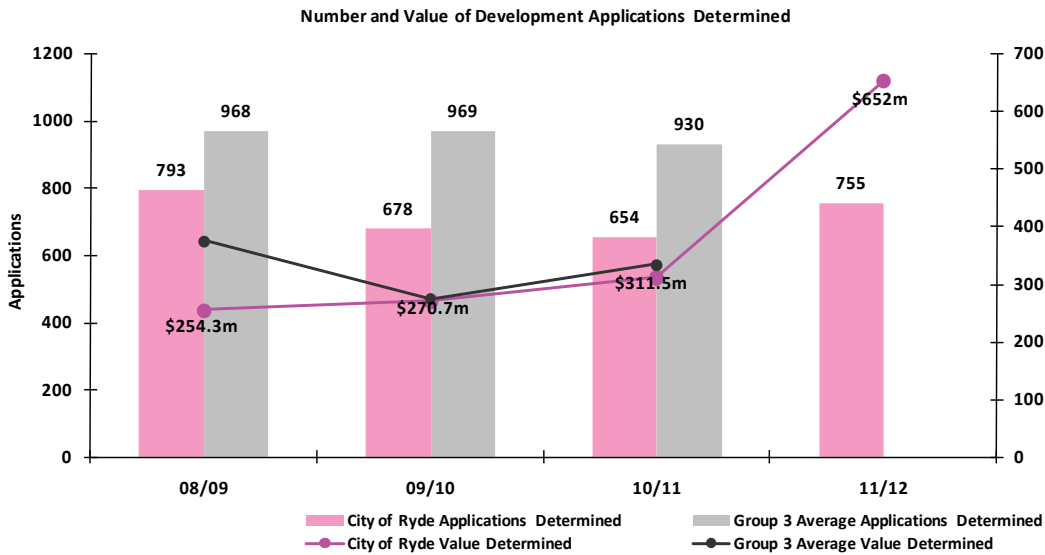
Approved Dwellings 11/12



A total of 1335 dwellings and over 54,000m² of Commercial floor space have been approved by Council this year. The total estimated value of work this represents is \$563m.

A stronger than anticipated major development sector has resulted in the assessment of a high number of complex, large developments – as can be seen in the significant increase in the value of applications determined. The increasing value of determined applications, compared with fluctuating application numbers represents and ongoing trend of increasing complexity. Improvements to processes and policy following last year’s Best Value Review of the Assessment Unit have also seen the determination of a significant backlog of complex applications.

This backlog and the high level of complexity overall has affected our annual determination times – Annual Mean Gross Determination Time – 85 days, up 18% compared to 10/11. However, despite the increased complexity, staff continue to determine a high volume of applications per officer compared to other Group 3 Councils:



Operational Plan Projects for 2011/12

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

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

Program / projects	Status	Comment
Centres and Neighbourhood Program		
Neighbourhood Centre Renewal	✖	Agincourt Road Shops Renewal Sub-project complete. Boronia Park Sub-project public art component and preparation of design brief took longer than expected. Project still expected to be completed in 11/12 on-budget.
Community and Cultural Program		
Local Market Feasibility Study	✔	Referred to Council and decision finalised.
Public Art Guideline for Developers	✔	
Open Space, Sport and Recreation Program		
Urban and Street Tree Master Plan	🟢	Project underway, due for completion September 2012.
Regulatory Program		
Boarding House Project	🟢	Project aligned to State Government Boarding House Sector reform. Project to continue through 2012/13.

Progress Against Projects

The Urban & Street Tree Master Plan consultation commenced this quarter and funds have been allocated for the completion of the project in 12/13. Work on the Draft Boarding House DCP and the Boarding House Enforcement Policy continued this quarter; these policies will be reported to Council once the State legislation has been gazetted (estimated for gazettal in November 2012). In the meantime, inspections of properties suspected of unauthorised uses will continue.

The Neighbourhood Centre Renewal Project encompasses works in both Agincourt Road and Boronia Park. The renewal works for Agincourt Road Shops have been completed; however, the finalisation of the design for Boronia Park was delayed while revisions were made to ensure works could be completed within budget. Funds have been carried over to fund the completion of works in 12/13.

The Public Art Guideline for Developers and the Local Market Feasibility Study were both completed this year. The Public Art Guideline is available on Council's website, and local markets are to be held as part of the 2012 Ryde Chamber of Commerce and Rotary Club Community Christmas Celebration and the 2012 All the Colours of Ryde Festival.



City of Ryde's Public Art Planning Guide for Developers.

City of Wellbeing

Outcome Overview

All projects under this outcome move Council closer to determining the vision of a healthy and safe community, with all supported throughout their life by services, facilities and people.

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

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

Financial Position

At the end of the financial year Council is underspent in this outcome by 9.36%. From a total budget of \$25,702 million this is a reduction of \$2.4 million, \$1.3 million of this saving was from operations with the remaining from capital projects.

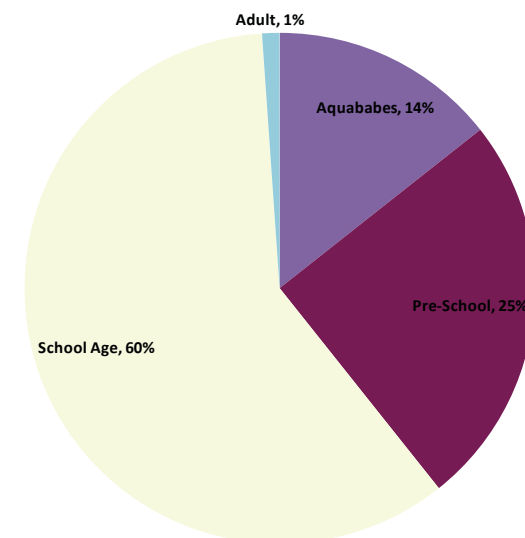
Progress Against Indicators

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

Our highlights include 9,000 children have had Learn to Swim lessons and 11,500 school students attended swimming carnivals. There were 116,112 users of sports grounds & playing fields in this 4th quarter. Across the library service there has

been a 107% increase in attendance at library activities and events, and we have conducted 410 more activities than last year. As part of making Council more accessible we have moved our City View newsletter online and we currently have 635 electronic subscribers in addition to the 38,000 distributed fortnightly. The first distribution of the html version of the newsletter was on 27 June 2012. Sector Development Training was provided to 130 workers. Council supported local group Computer Pals during Senior Celebrations to encourage new members to join. An introduction to computer sessions gained 23 new members to their group.

Swim School Breakdown Average 11/12



Progress Against Projects

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

The projects under this outcome were impacted by the very wet weather experienced this summer and the low staff levels and changes experienced in the Open Space team. A total of 19 projects were planned for delivery this financial year, of which nine projects (47%) have been completed: Michael Lardelli Park in Putney on Royal Rehabilitation Site, Pidding Park, Brush Farm Park, Meadowbank Park LH Waud Oval, Monash Oval fencing, Library Electronic Books, Argyle hall roof sheeting (stop leaks), trip hazard North Ryde Preschool Building, Crime Prevention Plan implementation, Non-Profit Community Sector Development, Volunteer Training for the CALD Community and White Ribbon Community Accreditation.

Six projects (32%) are on track: Active in Ryde Program implementation, Integrated Open Space Plan, Yamble Reserve - All Abilities Playground, RALC Air Conditioning Units (Leisure Pool), Community Garden & Nursery and Community Hubs identification study. The remaining three requiring action are Charity Creek Cascades which is nearly complete, Magdala Park North Ryde Soccer and Playing Field Lighting Feasibility Assessment.

These projects respond directly to the goals identified by the Community in the Strategic Plan which are:

- Our residents are encouraged and supported to live healthy and active lives
- All residents feel supported and cared for in their community through the provision of ample services and facilities
- Residents feel secure and included in an environment where they can connect socially and are supported by their neighbours.



Launch of new eBooks and audiobooks at Ryde Library.

Operational Plan Projects for 2011/12

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

Legend: ✔ On Track ✘ Action Required ✔ Complete ⊖ Not Started ⊖ Cancelled ▶▶ Deferred

Program / projects	Status	Comment
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Centres and Neighbourhood Program

Toilet Blocks Renewal - excluding sportsfields	✔	
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Community and Cultural Program

Crime Prevention Plan - Implementation	✔	
Volunteer Training for the CALD Community	✔	
Community Buildings Renewal	✔	
Community Hubs identification study	✔	
Community Garden & Nursery	✔	
Non-Profit Community Sector Development	✔	
Youth Engagement Partnership Project	⊖	
White Ribbon Community Accreditation	✔	

Library Program

Library Electronic Books	✔	
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Program / projects	Status	Comment
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Open Space, Sport and Recreation Program

Michael Lardelli Park in Putney on Royal Rehabilitation Site	✔	
Charity Creek Cascades	✘	Project well underway.
RALC Asset Renewal	✔	
Integrated Open Space Forward Plan	✔	IOSP adopted by Council on 24 July 2012.
Active in Ryde Program Implementation	✔	Delayed due to other works.
Sportsfield Floodlighting	✘	
Sportsfield Renewal & Upgrade	✔	
Sportsground Amenities Upgrades	✘	
Playground Renewal and Construction	✔	

City of Prosperity

Outcome Overview

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

Financial Position

The Original Budget for this outcome was \$716,000 and due to delays to the projects in this outcome the budget was revised to \$574,000. A number of these delays were less significant than anticipated, and approximately \$619,000 has been spent in this outcome area.

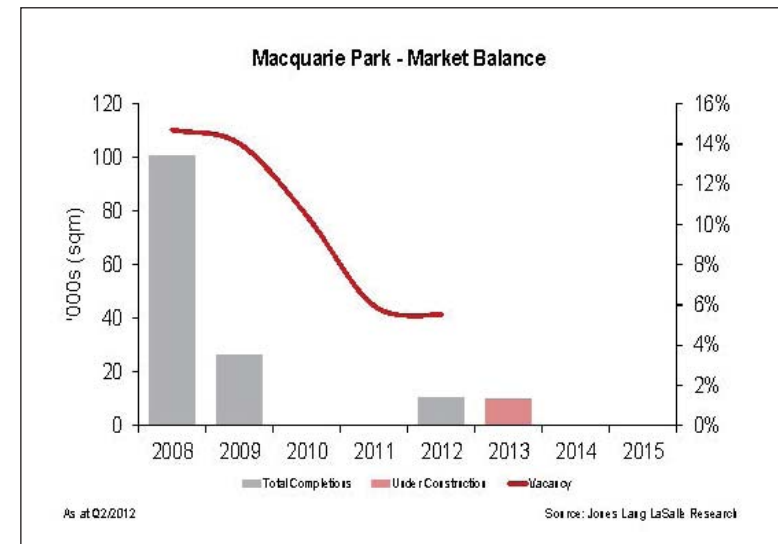
Progress Against Indicators and Projects

Negotiations continued this quarter in relation to the Macquarie University VPA. A draft agreement has been reported to Council and the matter has been deferred.

Following the landowner and stakeholder consultation undertaken in quarters two and three, work on the Macquarie Park DCP has shifted to establishing a feasible Floor Space Ratio control and modelling the proposed road network.

The new City of Ryde Business Website has been expanded following its launch in Quarter Three. This Quarter an Education and Training Section and a searchable Employment section have been added.

This year over 50,000m² of commercial floor space has been approved. A significant proportion of this is commercial space in Macquarie Park with pre-committed tenancies. Macquarie Park's vacancy rate is the lowest of comparable Commercial centres in Sydney - Chatswood, Rhodes/Homebush, Norwest, Parramatta, St Leonards, and Sydney South.



Operational Plan Projects 2011/12

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

Legend: ✔ On Track ✘ Action Required ✔ Complete ⊖ Not Started ⊙ Cancelled ▶▶ Deferred

Program / projects	Status	Comment
Centres and Neighbourhood Program		
Town Centre Upgrades Implementation	✘	The projects for both Church Street and Rowe Street east have been delayed due to issues with public art, heritage matters, and design revisions to ensure the works can be undertaken within budget.
Economic Development Program		
Marketing Plan & Feasibility for Macquarie Park Shopfront	✘	Availability of Consultant delayed the commencement of this project and Consultation was also expanded. The final report is expected in the second quarter 2011/12 and the project is expected to be on-budget.
Land Use Planning Program		
Macquarie Park DCP	✘	Finalising consultation with land owners and ensuring the consultant understands the complex and varied planning and development issues have seen some delays this quarter.
Macquarie University VPA	✘	The draft agreement was reported to Council on 24 July 2012, but was not considered.



Consultation for Marketing Plan & Feasibility for Macquarie Park Shopfront.

City of Environmental Sensitivity

Outcome Overview

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

In summary, City of Environmental Sensitivity for 2011/12 had an Operating Expenditure Budget including Depreciation of approximately \$20.431 million (Actual result \$19.816 million) and a Capital Expenditure Budget of approximately \$20.431 million (Actual result \$19.81 million). Base Operating Income Budget was approximately \$15.388 million (Actual income \$15.46 million), the Outcome achieved over 80% of total planned milestones and was the recipient of an Environmental Enhancement Project award for the Strangers Creek Bio-retention Basin and Creek Rehabilitation stormwater project.

Financial Position

The Outcome had an actual expenditure result for the year of \$19.816 (including a Depreciation charge of \$3.815 million) against an annual base expenditure budget of \$20.431 million, with the favourable variance mainly in the Domestic Waste Area (around \$.4 million) and \$.1 million in the Asset systems area, in addition base operating income was within budget target with actual of \$15.460 million against budget of \$15.388 million.

The Capital expenditure year end result of the Outcome was \$3 million on a budget of \$4.776 million with the favourable difference carried over into the next Financial year (12/13) on approved capital projects including the Porters Creek Earth Protection works (\$.387 million under).

Lastly Non capital expenditure and Income is not material for the Outcome but is nevertheless within target (for expenditure actual result of \$.204,000 against budget of \$.226,000).

Progress Against Indicators

Within the Outcome as a whole over 80% of Milestones were completed within the reporting period.

In addition projects having 100% completion rate for Milestones within the Outcome included Stormwater projects at Goodwin, Waratah and Rowe Streets in addition to the Porters Creek Depot Reconfiguration project.

Operational projects completed with 100% milestones achieve included the waste to energy study.

Progress Against Projects

In the Outcome at Program Group level, 90% of projects were Completed or On Track.

In addition the waste to energy study, listed as completed, has potential for costs and greenhouse emission reductions for the community going forward

The balance of Projects (60%) were reported as being on track and in the main relate to Stormwater improvement and Asset renewal works as a consolidated group to be delivered over 4 years.

Operational Plan Projects for 2011/12

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

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

Program / projects	Status	Comment
Catchment Program		
Stormwater Asset Replacement	🟢	
Stormwater Improvement Works	🟢	
River to River Corridors Project	🟢	This grant funded project continues in 2012/13 and is trending on time and to budget.
Water Quality Improvement Plan	🟢	This catchment project continues in stages to 2014/15 and is proceeding on time and to budget.
Environment Program		
Business Audit Program	🟢	This grant funded project continues in 2012/13 and is trending ahead of targets.
Foreshore Program		
Seawalls/Retaining Walls Refurbishment	🟢	Single project for the cluster, straddling the financial years.
Open Space, Sport and Recreation Program		
Delineation of Natural Areas	✔	
Park and Open Space Tree Planting Program	✔	Part of all abilities playground (Livvi's Place) project; project underway.

Program / projects	Status	Comment
Waste and Recycling Program		
Porters Creek Depot Reconfiguration	✔	
Porters Creek Depot Protection Earthwork	▶▶	Awaiting approval from State Government.



Porters Creek Depot.

City of Connections

Outcome Overview

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

In summary, City of Connections for 11/12 had an Operating expenditure Budget including Depreciation of approximately \$13.526 million (Actual result \$13.180 million) and a Capital expenditure Budget of approximately \$9.156 million (Actual Result of \$8.640 million), the Outcome achieved 91% of total planned Milestones and as a highlight a major community infrastructure project being the Macquarie University Bicycle and Pedestrian was successfully completed, on schedule and budget, funded 100% by the Roads and Maritime Services.

Financial Position

The City of Connection finished the Financial Year 2012, with total operating actual expenditure of \$13.180 million including Depreciation (\$5.609 million), against an expenditure Budget of \$13.526 million with operational income exceeding target (of \$3.6 million) with a year end result of \$4 million.

In addition Capital expenditure for the Outcome had an actual result of \$8.640 million against a Full year budget of \$9.156 million, with the favourable variance being taken up largely by carryovers including \$0.3 million for the Pittwater Rd-High Street project.

Capital Income in the form of Section 94 capital contributions to Roads had an actual result of \$10.74 million on a Budget of \$3.172 million with the favourable variance being included in the year end transfer to reserve.

Lastly Non-Capital Expenditure and Income are within target with actual expenditure of \$0.28 million against budget of \$0.31 million

Progress Against Indicators

In regard to measurable projects for the Outcome as a whole, over 91% of all Milestones were achieved.

Seventy (70) projects, evenly split between the Roads and Cycleways programs, achieved 100% completion rate of milestones in the reporting period 11/12.

There were only four (4) projects with Milestones completed less than 50%, with the majority of these being carryover projects.

Progress Against Projects

Overall 79% of the Outcome projects were Completed or On-track in the 2012 reporting year (10% deliberately deferred).

Completed Capital infrastructure projects in 2012 were achieved within Budget (Actual of \$8.794 million against a Budget of \$8.959 million)

Approximately 10% of projects including the Pittwater Rd to High Street project, Lovell Road and Transport Parking Technology Project projects were included as carryovers into the 2012/13 year.

Operational Plan Projects for 2011/12

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

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

Program / projects	Status	Comment
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Library Program

WiFi for Libraries	🟢	Project scope was changed earlier in the year. Project for 2011/12 was to deliver WiFi to the four branch libraries and this has been completed. The project continues in 2012/13 to improve WiFi at Ryde Library.
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Open Space, Sport and Recreation Program

Access Audit - Parks and Open Space Area	⊖	Delayed due to other works.
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Paths and Cycleways Program

Cycleways Construction	✖	Affected/Delayed by weather and to secure completion of externally funded projects before completion of council funded projects.
Footpath Construction	✔	All jobs listed in the cluster completed. There are savings, that are being left, and not carried over.

Regulatory Program

Transport/Parking Technology Services	▶▶	Awaiting approval from Council.
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Program / projects	Status	Comment
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Roads Program

Heavy Patching	✔	
Road Resurfacing Renewal Schedule	✔	
Road Kerb Renewal	✔	
Bridge Upgrade / Renewal	🟢	All deferred to fund Hillview, which is started and carrying over (straddling) financial years as reported to Council with the tender Q3.
Traffic Calming Devices	✔	
Traffic Facilities Renewal	✔	

Traffic and Transport Program

Bus Shelters - new	✔	
Bus Stop DDA compliance	✔	
Bus Stop Seats - new	✔	



Pittwater Road works.

City of Harmony and Culture

Outcome Overview

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

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

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

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

Financial Position

At the end of the financial year Council is underspent in this outcome by 7.2%. From a total budget of \$7.175 million this is a saving in expenditure of \$431,000. Under this outcome Council achieved an additional \$22,000 income which in combination with operational savings has assisted our end of year result.

Progress Against Indicators

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

As an organisation we provide support to the community sector and play a role in advocating on behalf of our community. Our end of financial year results, shown on the following pages demonstrate our performance is inline with Key Performance Indicators.

Highlights include the finalisation of an Artist Register – 'Share Your Art' with 50 local artists registered. Launch of the Local Creative spaces register and finalisation of partnerships such as with See Street Art Gallery to achieve greater community access. Over 909,324 people visited the libraries throughout the year – this is 48,000 more than last year and 960,045 reading items were borrowed – this is nearly 23,000 more items than last year. Free Wifi is now available in all library locations.



See Street Art Gallery Chinese Art Exhibition.

Progress Against Projects

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

A total of 11 projects were programmed this year, three (27%) are completed: Library books, Library laptops for Community Training and the Artist Register. Four (37%) are on track: Brush Farm Park Archaeological Plan, Live Neighbourhood Project, Ryde Youth Music Project and Ryde Youth Theatre Group.



Volunteer of the Year Award nominees.



White Ribbon Accreditation.

Operational Plan Projects for 2011/12

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

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

Program / projects	Status	Comment
Community and Cultural Program		
Macquarie Park Arts and Culture Plan	⊘	
Artist Register	✔	
Live Neighbourhood Project	🟢	Council has approved the carryover of these funds to complete the project
Ryde Youth Music Project	🟢	
Ryde Youth Theatre (RYT) Group	🟢	Council has approved the carryover of these funds to complete the project

Library Program

Library Laptops for Community Training	✔	Library laptops have combined with WiFi at the branches to provide enhanced training opportunities.
Library Books	✔	Budget and all carryovers fully spent by end of Financial Year, great achievement by staff involved.

Program / projects	Status	Comment
Land Use Planning Program		
Heritage Identification	✖	Stage 1 is 90% complete. It is anticipated that the project will be complete in Dec 2012.
Bennelong Bicentenary Exhibition	✖	Consultant engaged in May 2012, delivery of Bennelong storyline delayed to coincide with exhibition period - being stage 2 of the project to be undertaken in 12/13. The funds to be carried over are \$15,000.
Open Space, Sport and Recreation Program		
Brush Farm Park Archaeological Plan	🟢	Project commenced.
Aboriginal Heritage - signage	✖	Awaiting Community Consultation results/feedback

City of Progressive Leadership

Performance Indicators

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

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

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

Financial Position

This quarter has resulted in the Budget being maintained at a similar forecasted position as at 31 March 2012, maintaining the budget for the outcome of Progressive Leadership. The key movements in this result are:

- \$1.14 million in additional carryovers for capital expenditure for projects previously identified as continuing into 2012/2013.
- \$1.10 million in Financial Assistance Grant - general component paid in advance for 2012/2013. This amount has been transferred to the reserve.
- \$0.40 million in Voluntary Planning Agreement funding received, which has been transferred to reserve.

Progress Against Indicators

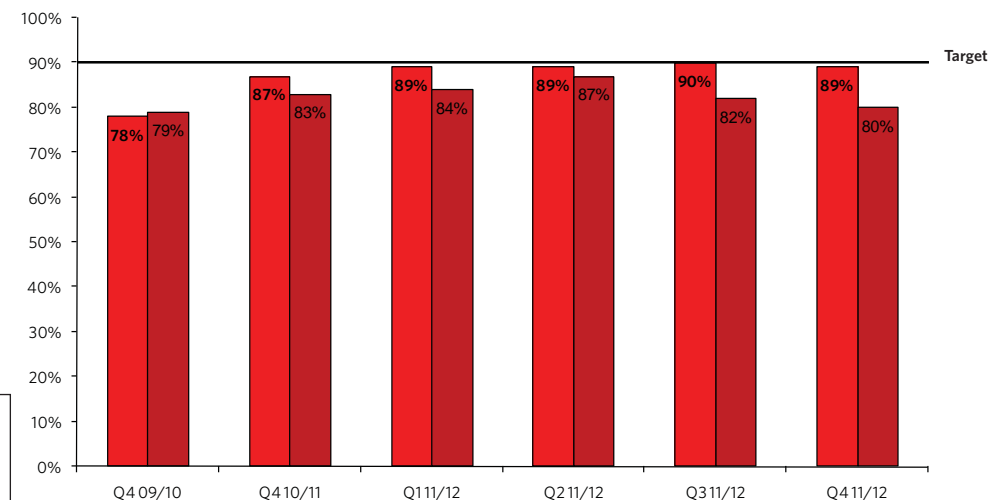
Generally, Performance Indicators are in line with 2011/12 targets.

A review and focus on inward correspondence will be undertaken to ensure performance to the target of 90% is achieved. Implementation of Internal Audit recommendations has slipped also.

These are due to key staff being involved with the implementation of the TechOne upgrade project. Now the upgrade is complete, staff will be able to concentrate on Internal Audit recommendations and inward correspondence.

This Quarter has also seen the reduction in the days lost to lost time injuries continuing, which is a positive result for both Council employees and the organisation.

Quarterly trend of Customer Requests performance results



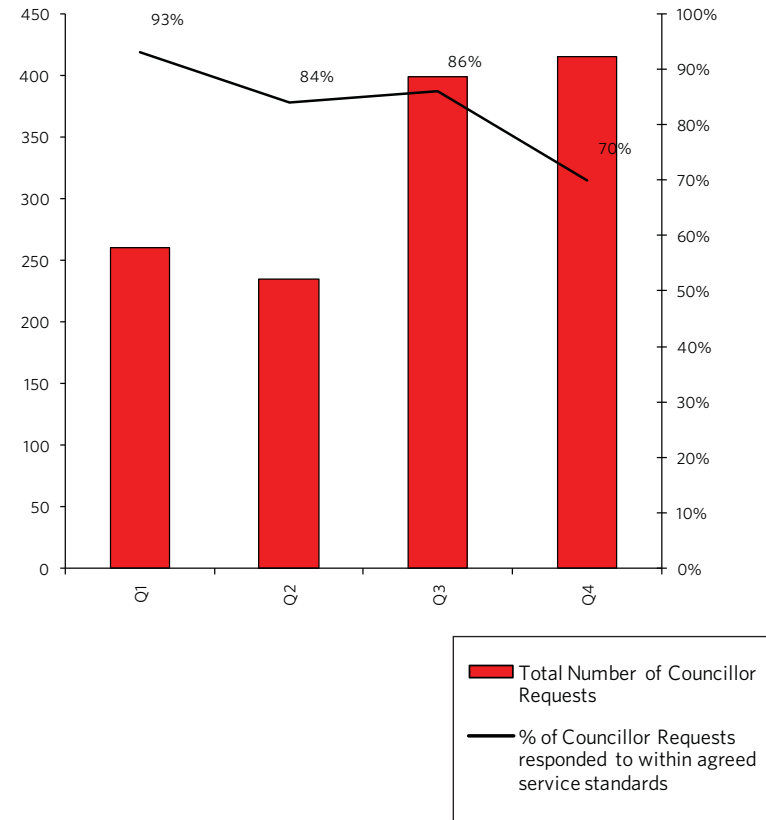
■ Customer Requests
■ Inward Correspondence

Progress Against Projects

An additional 35 projects were added to this Outcome this year.

- 75% of originally planned projects have been completed.
- 13 of the 35 new projects have also been completed.
- Building Security project has been delayed due to tender process.
- Enterprise Risk Management Plan has been delayed but will be completed early in 2012/2013, and is on track for this new deadline.
- Delays in some of the additional buildings works has resulted in some of these being carried over into 2012/2013, identified during the March Review.
- Successful rollout of the HR21 - self service system for employees leave etc.
- Workforce Plan, Asset Management Plan and Long Term Financial Plan were completed.

Number of Councillor Helpdesk requests responded YTD 2011/12 to within agreed service standards



Operational Plan Projects for 2011/12

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


Legend:  On Track  Action Required  Complete  Not Started  Cancelled  Deferred

Program / projects	Status	Comment
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Customer and Community Relations Program

Branding & Marketing Plan City of Ryde		Best Value Review completed and first stage of Smartforms project.
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Governance and Civic Program


Compliance Management System		Completed and implemented - budget was provided for twelve months, however the billing commenced in quarter two which accounts for the shortfall.
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Internal Corporate Services Program

System Administration TechOne		This project is complete, the underexpenditure on this project is to offset the overexpenditure on the TechOne upgrade project, which was part of the Information Technology Renewals project
Information Technology Renewals		See detailed explanation on each project within the Internal Corporate Service Program.
IRM Scanning Project		
Fleet Purchases-Motor Vehicle		
Fleet Purchases-Plant		Budget marginally over, but within budget overall
Fleet Purchases-Light Commercial		Budget marginally over, but within budget overall

Program / projects	Status	Comment
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

Strategic City Program

Council's Corporate Plan		Completed and implemented - budget was provided for twelve months, however the billing commenced in quarter two which accounts for the shortfall.
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Property Portfolio Program

Building Security Arrangements		This project in progress, however, will not be completed until the Tender Report is submitted to the new Council. Request for balance of budget to be carried over to 2012/13 year.
Civic Precinct Redevelopment		
Corporate Buildings Renewals		See detailed explanation on each project within the Property Portfolio Program.
West Ryde Community Facility		This was handed over to Council earlier this year and has been brought to account. There is further discussion still in relation to the valuation of the building.
Commercial Buildings Renewal		Renewal project completed.

Risk Management Program

Enterprise Risk Management Plan		Project was scheduled for completion by end of Q4. However, the final aspect of this project (operational risks) was requested to be deferred by the Management team until Q1 in the 2012/13 year.
Complaint Investigation External		

Organisational Development Program

Performance Review Process		
Best Value Review Methodology		

Corporate Performance Indicators

Legend: ⊞ On Track (within a 5% tolerance) ✘ Off Track

Measure	Performance Indicator	2011/12 Target	YTD Progress	Status	Comments
Customers and Partners					
Customer Satisfaction	Improvement in the Customer Satisfaction Index	Baseline Year	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
Responsiveness to customer requests	% of customer requests acknowledged within agreed standards (5 working days)	90%	N/A		Time needed to develop work flows so that this measure can be reported.
	% of customer requests actioned within agreed standards (10 working days)	90%	89%	⊞	Within 5% tolerance.
	% of inward correspondence acknowledged within agreed standards (5 working days)	90%	N/A		Time needed to develop work flows so that this measure can be reported.
	% inward correspondence actioned within agreed standards (10 working days)	90%	80%	✘	This has been affected due to key staff being involved in the TechOne upgrade project during the year.
Effective complaints handling to service standard	% of complaints resolved within agreed standards (as per work flows TBD)	Baseline year	100%	⊞	
Budgets and Financial Management					
Base Budget management	% variance of YTD approved base budget Income as at last quarter. (That you are not more than 2% under your approved Base Budget Income)	> = -2%	2.38%	⊞	
	% variance of YTD approved base budget Expenditure as at last quarter. (That you are not more than 2% over your approved Base Budget Expenditure)	= < +2%	-2.43%	⊞	
Project Management					
Completion of projects scheduled to finish within the year	% of scheduled projects completed within the year	95%	85%	✘	Calculation does not include multi year, deferred or cancelled projects, only projects sheduled for completion this financial year.
Projects are well managed	% project milestones completed on time	90%	92%	⊞	Within 5% tolerance.
	% of YTD actual projects expenditure against total projects budget	N/A	62%	⊞	
Culture, Learning & Development					
Equal Employment Opportunity	% of Women in management positions	35%	35%	⊞	
Occupational Health and Safety	% reduction in days lost to Lost Time Injuries on prior year	5%	-9.21%	⊞	
Regulatory Risk Management	% of internal audit recommendations implemented within agreed timeframes	100%	93%	✘	Outstanding audit recommendations to be implemented by end of Q2 - 2012/13.

1. Open Space, Sport and Recreation Program

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

1.1 PERFORMANCE INDICATORS

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

✖ Off Track ✔ Complete

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	84%	✖	
No. of visitors to RALC	780,000	674,984	✖	Comparisons to the same quarter last year are favourable with a 5.7% increase, however overall numbers still lower than target.
No. of users of sports grounds and playing fields	N/A	116,000	🟢	Figures not reliable, may increase in 2012/13 due to better data collection.
No of visitors to Ryde Community and Sports Centre (ELS Hall)	N/A	50,000	🟢	
% compliance with pool water bacteriological criteria	100%	100%	✔	
% community satisfaction survey index for the maintenance and management of our bushland	Baseline Year	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% community satisfaction index on parks	Baseline Year	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% customer satisfaction index on playing fields	Baseline Year	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% customer satisfaction index with sportsground and parks access booking service	Baseline Year	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.

1.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-5,414,000	-5,112,000	
Expense	15,357,000	14,110,000	
Total Base Budget	9,944,000	8,998,000	

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

1.3 PROJECTS EXPENDITURE BUDGET

Legend: 🔄 On Track ⊘ Cancelled
✖ Action Required ▶▶ Deferred
✓ Complete
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Aboriginal Heritage - signage	15,000	15,000	✖	Awaiting Community Consultation results/feedback.
Access Audit - Parks and Open Space Area	25,000	0	⊖	Delayed due to other works.
Active in Ryde Program Implementation	10,000	520	🔄	Delayed due to other works.
Brush Farm Park Archaeological Plan	25,000	0	🔄	Project commenced.
Charity Creek Cascades	344,241	304,472	✖	Project well underway.
Delineation of Natural Area	12,500	1,880	✓	
Integrated Open Space Forward Plan	50,000	47,897	🔄	
New Park in Putney on Royal Rehabilitation Site	4,429,000	0	✓	
Park & Open Space Tree Planting Program	3,750	24,890	✓	Part of all abilities playground (Livvi's Place) project; project underway.
Playground Renewal & Construction	128,101	199,493	🔄	This is a cluster budget.
▪ Yamble Reserve- All Abilities Playground	18,668	79,327	🔄	Awaiting approval from Council.
▪ Blenheim Park	34,433	58,584	✓	
▪ Playground Equipment and soft fall surfacing based on assessment of priority	50,000	40,440	✓	
▪ Playground Landscaping, furniture and signage based on assessment of priority	25,000	21,143	✓	
RALC Asset Renewal	580,866	397,858	🔄	
▪ Lane Ropes	0	0	⊘	
▪ Wireless PC for Class	11,990	11,990	✓	
▪ Lazy River Ceiling	0	0	⊘	
▪ Pool Guttering & Tiling	57,000	0	⊘	







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







1.3 PROJECTS EXPENDITURE BUDGET



Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✔ Complete
⊖ Not Started




Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
• Water Features, including inflatable	80,000	62,499	✘	Relocation of "Sebastian" under review due to instalaltion challenges. Potential for different featiure to be installed at new location.
• Roof Vents in foyer + rectify leaks	10,000	8,770	✔	
• Probes on dulcometers	15,000	0	⊘	
• Fire Alarm maintenance (including Kiosk smoke detectors, Cleaners Store smoke detector, Family Change Rooms, Stadium Smoke detector, Fire Hose system	124,276	119,255	✔	
• Strainer baskets in filtration system	10,000	10,314	✔	
• Scoreboards for Water Polo	15,000	13,938	✘	Project completed in July 2012.
• Rectifications to wave plant room duct work, the nuts & bolts on the water slide, and the wave pump	35,000	0	⊘	
• Bollards	20,000	3,482	✔	
• PLC Toddlers Plant Room - features	30,000	8,020	✔	
• Carpet - Reception & Kiosk	30,000	31,500	✔	
• Pool Blankets for the program pool & spa	2,600	2,594	✔	
• Change Rooms renovations to the competition pool change rooms and the mens & family leisure pool change rooms.	140,000	125,497	✔	
Sportsfield Floodlighting	353,321	361,227	✘	
• Meadowbank Park Eastwood Ryde Netball Association (ERNA) - DA obtained	220,000	232,906	✔	
• Pidding Park Ryde Saints United FC - DA obtained	90,850	90,850	✔	
• Magdala Park North Ryde Soccer / Ryde Gladesville Magic	32,471	32,471	✘	Additional funding required/sought.
• Playing Field Lighting - Feasibility Assessment	10,000	5,000	✘	Awaiting Design report/feedback.

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

Legend:  On Track  Cancelled
 Action Required  Deferred
 Complete
 Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Sportsfield Renewal & Upgrade	668,931	601,655		
Sportsground Amenities Upgrades	149,728	190,290		
▪ Magdala Park - upgrade of existing amenities	125,728	188,790		
▪ Brush farm amenities upgrade	22,500	0		
▪ Condition Assessment - to be completed to identify future works program	1,500	1,500		Not yet commenced, will be delivered in July 2013.
Urban & Street Tree Master Plan	0	0		Project underway, due for completion September 2012.
Total	6,795,438	2,145,182		

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
Installation Cogeneration Plant - RALC	0	0		
Surf Attraction Equipment - RALC	1,553,392	364,737		
Total	1,553,392	364,737		

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Kissing Point & Bennelong Parks (POT p.63)	148,408	137,720		
Playing Field Remediation	18,450	8,942		
Enhance Bushland adjoining National Parks (POT)	22,400	980		

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

1.3 PROJECTS EXPENDITURE BUDGET

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

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Ryde Parramatta River Walk (POT p.43/57)	106,094	115,911	🟢	Awaiting Community Consultation results/feedback.
Childrens Play Implementation Plan for the City of Ryde	0	0	✔	
Pidding Park Upgrade	144,620	107,526	🟢	Draft presented to Council on 24 July 2012.
Jim Walsh Park Upgrade	196,100	170,548	✔	
Open Space Masterplans	188,500	186,100	✔	
Integrated Open Space MasterPlan	12,100	10,044	⊖	Consultant engaged but project placed on hold until PoM is finalised.
Skate park Cost \$200K -\$500K per site - preliminary plans	38,735	36,696	✔	
Playing Field Lighting Upgrade (ESD, POT p.58)	35,000	35,956	✖	Awaiting Community Consultation results/feedback.
RALC Air Handling Units (Leisure Pool)	123,251	44,523	✔	
Opening Windows on top level of leisure pool	17,028	17,528	🟢	
Pool Guttering & Tiling	30,000	0	🟡	
Cultural Planning - Cultural Spaces Plan	0	0	▶▶	
Brush Farm Park - Initiation of Action Plan	24,000	25,280	✔	Cultural Spaces and Places Study was finalised. This project was spread across two financial years and was combined with the Brush Farm House Business Plan project. The cost of delivering the two projects exceeded original budget as a result of change in the project scope. The over expenditure was offset by savings in the overall Service Unit budget.
Field of Mars - Initiation of Action Plan	16,633	19,586	🟢	Scope Change.
Best Value Review Open Space	0	0	🟢	Procurement of contractors in progress.
Total	1,121,319	917,340		
Total Projects Budget	9,470,149	3,427,259		

2. Roads Program

Managing and maintaining our roads, bridges and retaining walls.

2.1 PERFORMANCE INDICATORS

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

✘ Off Track ✓ Complete

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	88%	↻	
% of road pavement network with Condition Index (PCI) greater than 80%	80%	80%	✓	

2.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-3,189,000	-3,582,000	
Expense	10,656,000	10,386,000	
Total Base Budget	7,468,000	6,804,000	

2.3 PROJECTS EXPENDITURE BUDGET

Legend: ↻ On Track ⊖ Cancelled

✘ Action Required ▶▶ Deferred

✓ Complete

⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Bridge Upgrade / Renewal	60,000	15,000	↻	All deferred to fund Hillview, which is started and carrying over (straddling) financial years as reported to Council with the tender Q3.
• Hillview Road Culvert, Eastwood	60,000	15,000	✘	Project straddling financial years as reported to Council with tender. Carryover of unspent funds into 2012/13.
• Glen Reserve Footbridge - near Glen Street, Eastwood			▶▶	reported to Council.
• Burnett Walk Footbridge, Darvall Park - Denistone			▶▶	reported to Council.
• Woolway Park Footbridge - Union Street, West Ryde			▶▶	reported to Council.
• Culvert over Charity Creek - Meadowbank Park, Meadowbank			▶▶	reported to Council.

2. Roads Program (Continued)

2.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✔ Complete
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Heavy Patching	200,000	201,000	✔	
Road Kerb Renewal	1,250,000	958,296	✔	
▪ Amiens Street (Claire St - Delmar Pde)	102,000	111,461	✔	
▪ Blenheim Road - realign kerb & widen footpath at shops	120,000	147,796	✔	
▪ Hermitage Road (Orchard Street - Parkes Street)	39,000	43,608	✔	
▪ Lovell Road (Grove Street - Orange Street)	164,000	89,939	✔	
▪ Lovell Road (North Road - Colvin Crescent)	160,000	221,353	✔	
▪ Pembroke Street (NS Agincourt Road - Crimea Road)	114,000	138,470	✔	
▪ Pittwater Road (High Street - No. 214 Stage 2)	386,000	77,626	✘	Delays due to consultation process & Council resolution to proceed & wet weather. Cost split over 3 accounts, other 2 are fully spent, this is used for remainder being carried over.
▪ Quarry Road (Woodbine Crescent - Lane Cove Road)	105,000	104,191	✔	
▪ Pavement testing & design for 2012/13 program	60,000	23,853	✔	
Road Resurfacing Renewal Schedule	2,500,683	2,287,133	✔	
▪ Alexandria Avenue (Balaclava Road - Welby Street)	263,683	161,664	✔	
▪ Anthony Road (West Parade - Park Avenue)	190,000	28,530	▶▶	Street deferred due to West Ryde development, cluster funds re-directed.
▪ Bidgee Street (Gardeners Avenue - Aitchander Road)	97,000	65,304	✔	
▪ Buffalo Road (Aitchander Road - Gardener Avenue)	137,000	124,824	✔	
▪ Buffalo Road (Cressy Road - Providence Road)	156,000	122,850	✔	
▪ Buffalo Road (Smith Street - Lane Cove Road)	94,000	117,145	✔	
▪ College Street (Monash Road - Orient Street)	75,000	82,419	✔	

2. Roads Program (Continued)

2.3 PROJECTS EXPENDITURE BUDGET

Legend: ○ On Track ⊗ Cancelled
✖ Action Required ▶▶ Deferred
✓ Complete
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
▪ Constitution Road (Federal Rd - Grand Ave)	58,000	58,029	✓	
▪ Cox's Road (Badajoz Road - Blamey Street)	331,000	308,337	✓	
▪ Dwyer Street (Cul De Sac - Pooley Street)	72,000	47,753	✓	
▪ Herring Road (Epping Rd - Dora St)	120,000	112,674	✓	
▪ Henry Street (Charles Street - Cul De Sac)	69,000	68,341	✓	
▪ Higginbotham Rd (Cressy Road - Nelson Street)	62,000	80,919	✓	
▪ Kemp Street (Beach Street - Morrison Road)	86,000	94,901	✓	
▪ Mawarra Crescent (Pembroke Street - Towns Street)	56,000	34,216	✓	
▪ Monash Road (Ryde Road - Buffalo Road)	94,000	167,788	✓	
▪ North Road (Beattie Avenue - MacQuarie Place)	99,000	124,831	✓	
▪ Phillip Road (Charles Street - Douglas Street)	70,000	50,938	✓	
▪ Price Street (Kulgoa Avenue - Lane Cove Road)	102,000	180,842	✓	
▪ Waterloo Road (Khartoum Road - Coolinga Street)	269,000	254,829	✓	
Traffic Calming Devices	330,570	348,309	✓	
Traffic Facilities Renewal	60,000	41,326	✓	
▪ Quarry Road at Santa Rosa Park	10,000	6,005	✓	
▪ Quarry Road at Arthur St	10,000	6,076	✓	
▪ Lovell Road at Colvin Crescent	10,000	0	✓	
▪ Vimiera Road at Abuklea Road	10,000	6,660	✓	

2. Roads Program (Continued)

2.3 PROJECTS EXPENDITURE BUDGET

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

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
▪ Morrison Road west of Meriton Street	10,000	8,347	✔	
▪ Single Lane Slow Point: Gardener Avenue	10,000	0	✔	
Total	4,401,253	3,851,064		

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Pittwater Road (Coxs - Carramar)	249,678	252,547	🟢	Project split into several accounts, to carryover as reported to Council, delayed by consultation process and obtaining Council resolution to proceed.
Bridge Upgrades/ Refurbishment	40,867	0	✖	Part of Hillview St project as previously reported to Council, to be carried over.
Pittwater Road Coxs to Carramar Stage 2 and High St - No	315,389	316,452	🟢	Spending went to this portion first, so it is complete even though overall project is not.
Coxs Road (Blamey Street - Chauvel Street)	15,061	15,293	✔	
Paul Street (Lane Cove Road - Cul De Sac)	13,915	0	✔	Costs charged to main SUP project.
Waterloo Road - Both Sides (Herring R - Byfield St)	345,311	339,834	✔	
Shaftsbury/ Glen Roundabout	80,000	74,406	✔	
Waterloo/ Khartoum traffic signal DESIGN	50,000	46,723	✖	Awaiting RMS approval.
Waterloo/ Khartoum traffic signal Construction	450,000	67,500	▶▶	
Waterloo Rd (SS Coolinga - Khartoum) granite paving incl c	500,000	501,278	✔	
Total	2,060,221	1,614,033		
Total Projects Budget	6,461,474	5,465,097		

3. Property Portfolio Program

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

3.1 PERFORMANCE INDICATORS

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

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	97%	↻	
% of Nett return on all commercial properties	TBD	N/A		

3.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-1,356,000	-1,407,000	
Expense	4,730,000	4,503,000	
Total Base Budget	3,374,000	3,096,000	

3.3 PROJECTS EXPENDITURE BUDGET

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

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Building Security Arrangements	14,000	8,640	✘	This project in progress, however, will not be completed until the Tender Report is submitted to the new Council. Request for balance of budget to be carried over to 2012/13 year.
Civic Precinct Redevelopment	3,597,535	2,592,736	↻	
Commercial Buildings Renewal	250,000	233,961	✓	

3. Property Portfolio Program (continued)

3.3 PROJECTS EXPENDITURE BUDGET

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

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Corporate Buildings Renewals	17,421,901	11,312,208	🔄	See detailed explanation on each project.
▪ Civic Centre				
▪ Once library relocates, upgrade the old Ryde Library premises to accommodate breast feeding, first aid facilities and improve staff amenities	90,000	84,863	✔	Project completed within the approved budget of \$90K.
▪ Install air conditioning to the lift motor room to help prevent breakdowns	15,000	9,787	✔	
▪ Complete the upgrade of Civic Centre foyer	105,000	104,856	✔	
▪ Operations Centre				
▪ Replace rusted roof along the front of the building	40,000	44,500	✔	
▪ Replace existing retaining wall which is at risk of collapse	60,000	50,777	✔	
▪ Continue new fencing along Gale Street and the school side for security purposes	35,000	19,621	✔	
▪ Argyle Centre				
▪ Create space for new workstations and upgrade the network capability in the meeting room	35,000	7,475	▶▶	Balance of funds included in request for carryover of funds to support the relocation of staff from the Argyle Centre.
West Ryde Community Facility (Building Only)			🔄	
Total	21,283,436	14,147,545		

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
Addington House	204,500	47,145	🔄	
Air Conditioning Replacement at Civic Centre	260,000	238,606	🔄	Balance of unexpended funds requested to be carried over to support the installation of the power generator.

3. Property Portfolio Program (continued)

3.3 PROJECTS EXPENDITURE BUDGET

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

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
Power Generator at Civic Centre	5,000	2,160	▶▶	Balance of funds have been requested to be carried over to implement the power generator, delayed due to negotiations with Ausgrid.
Urgent Works at Argyle Centre	0	15,460	↻	Funds transferred to relocation of Community Life staff.
Re-location Argyle Centre	211,650	220,540	⊘	Project cancelled.
Total	681,150	523,911		

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
West Ryde Community Facility (Fitout & Project Management)	697,241	578,404	↻	
Total	697,241	578,404		
Total Projects Budget	22,661,827	15,249,860		

4. Catchment Program

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

4.1 PERFORMANCE INDICATORS

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

✖ Off Track ✔ Complete

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	89%	🟢	
% of monitored waterways that meet the Aquatic Stream health index	N/A	N/A		
% of stormwater assets that are condition level 3 or better	85%	95%	🟢	The current status of the network is an extrapolated estimate based on approx 20% of the network having had CCTV inspections over the last 5 years. The value is a reflection of past works and funding.

4.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-19,000	-32,000	
Expense	4,788,000	4,655,000	
Total Base Budget	4,769,000	4,623,000	

4.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track 🚫 Cancelled

✖ Action Required ▶▶ Deferred

✔ Complete

⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
River to River Corridors Project	44,180	45,324	🟢	This grant funded project continues in 2012/13 and is trending on time and to budget.
Stormwater Asset Replacement	577,403	497,456	🟢	
▪ Waratah Street, Eastwood	183,000	144,308	✔	

4. Catchment Program (continued)

4.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✔ Complete
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
▪ Byron Avenue, Ryde	20,850	3,127	▶▶	
▪ Champion Road, Tennyson Point	22,000	21,172	✘	Owner advised they intend to lodge an LDA to reconstruct their house and retaining walls which will affect the depth and location of the pipeline. Carry over needed to do works once LDA owners proceed.
▪ Rowe Street, Eastwood	179,000	178,673	✔	Project completed under budget.
▪ Western Crescent, Gladesville	44,000	7,800	✘	
▪ 47 Forsyth Street, West Ryde	10,000	14,056	✔	
▪ 43 Kuppa Road, Ryde	5,000	750	✔	
▪ Opposite 14 Aeolus Avenue, Ryde	5,000	750	✔	
▪ 155 Balaclava Road, Marsfield	10,000	10,378	✔	
▪ 92 Parklands Road, North Ryde	5,000	7,680	✔	
▪ Opposite 23 Rocca Street, Denistone East	5,000	10,087	✔	
▪ 8 Jackson Place, Denistone East	5,000	5,850	✔	
▪ 108 Vimiera Road, Marsfield	10,000	8,898	✔	
▪ 2 Star Street, Eastwood	5,000	9,959	✔	
▪ 109 Princes Street, Putney	10,000	1,500	✔	
▪ 92 Bridge Road, North Ryde	10,000	18,791	✔	
▪ 4 Menzies Road, Marsfield	5,000	10,613	✔	
▪ Opposite 33 Gardener Avenue, Ryde	5,000	750	✔	
▪ Lovell Bus Stop (brought forward from 14/15)	38,553	42,313	✘	

4. Catchment Program (continued)

4.3 PROJECTS EXPENDITURE BUDGET

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

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Stormwater Improvement Works	1,000,000	538,729	🟢	
▪ Program for Missing Drainage Links				
▪ Goodwin Street intersection with Anzac Avenue	110,000	110,654	✔	
▪ Anzac Raod	210,000	90,010	🟢	
▪ Bill Mitchell Park - Brett Street	65,000	12,254	✖	
▪ Kuppa Road	45,000	9,506	✔	
▪ Construct Additional Stormwater Inlet Pits at Brabyn Street	25,000	47,179	✔	
▪ Construct a Detention Area at Brendon Street, North Ryde	50,000	103,452	✔	
▪ Flood Study and Floodplain Risk Management Study & Plan for Buffalo and Kitty's Creek	150,000	34,500	🟢	
▪ Flood Study and Floodplain Risk Management Study & Plan for Parramatta River - Ryde Catchments	150,000	37,500	🟢	
▪ Feasibility Study for a Detention Basin in Jim Walsh Park	120,000	55,500	🟢	
▪ Construct a Headwall in Jim Walsh Park	35,000	5,250	🟢	
▪ Complete a Local Flood Study at Macquarie Park	40,000	32,924	✔	
Water Quality Improvement Plan	15,000	15,000	🟢	
Total	1,636,583	1,096,509		

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
Lions Park GPT	104,000	117,600	✔	Project completed. Additional funding sourced from savings in other projects.
Catchment Connections Project	17,300	17,866	✔	This grant project was substantially completed 2010/11 with some carry overs in 2011/12 to fund completion and final reporting.
Total	121,300	135,466		

4. Catchment Program (continued)
4.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✓ Complete
⊖ Not Started

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Replacement of Pipes in Poor Condition	436,150	434,861	✓	
Replacement of Pits in poor condition	20,908	34,549	✓	
Water Reuse in Meadowbank Park (Meadowbank Park Upgrade)	91,676	79,733	✓	
Kittys Creek Reserve - Gross Pollutant Trap	130,000	135,726	✓	Project completed ~2% over-budget.
Ann Thorn Catchment - Design	19,138	1,637	✓	Project completed under budget.
Eastwood & Terrys Creek Floodplain Mgt Plan	130,000	104,851	✓	Project completed under budget.
Total	827,872	791,357		
Total Projects Budget	2,585,755	2,023,332		

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

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

5.1 PERFORMANCE INDICATORS

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

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	79%	✘	
% community satisfaction with the cleanliness of public domain in town centres and small centres	Baseline Year	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% community satisfaction with maintenance of public domain in town centres and small centres	Baseline Year	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.

5.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-370,000	-356,000	
Expense	3,480,000	3,399,000	
Total Base Budget	3,110,000	3,043,000	

5.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✔ Complete
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Neighbourhood Centre Renewal	102,900	121,695	✘	

5. Centres and Neighbourhood Program (continued)

5.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✓ Complete
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
▪ Boronia Park	102,900	121,695	✘	Delays experienced due to issues in finalising the design and the public art component. Delays were less significant than expected and subsequently some monies carried over to 12/13 have been spent this quarter. It is expected that the project will be delivered on-budget.
▪ Agincourt Road Shops	0	0	✓	
Toilet Blocks Renewal - excluding sportfields	93,000	73,584	✓	
Town Centre Upgrades Plans Implementation	45,000	50,600	✘	
▪ Church Street - Town Centre Upgrade	22,500	28,100	✘	Delays have been experienced due to requirement for Heritage Assessment Report (not originally in scope). The design also took longer than expected as revision was required to ensure the works can be undertaken within budget. Delays were less significant than expected and subsequently some monies carried over to 12/13 have been spent this quarter. It is expected that the project will be delivered on-budget.
▪ Rowe Street - Town Centre Upgrade	22,500	22,500	✘	Delays have been experienced due to external public art consultant's failure to deliver. The design also took longer than expected as revision was required to ensure the works can be undertaken within budget.
Total	240,900	245,879		

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
Meadowbank Employment Area - Traffic Study	23,065	45,485	✘	Incorporation of staff comments took longer than anticipated. Delays were less significant than expected and subsequently some monies carried over to 12/13 have been spent this quarter. Project expected to be completed on-time (due for completion in quarter 1 - 12/13).
Macquarie Park Parking Study	8,000	8,000	✓	
Waterloo/Byfield Road - Public Domain upgrade	27,000	130,776	✓	This project has been completed some invoices expected to be received in 12/13 have been received and processed this quarter.
Macquarie Park Tree Planting	3,000	18,540	✓	Project completed. \$17,000 carried over - funds spent earlier than expected.
Total	61,065	202,801		

5. Centres and Neighbourhood Program (continued)

5.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✓ Complete
⊖ Not Started

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Eastwood Master Plan Review	85,820	98,210	✘	The preparation of the draft master plan has been delayed to revise the options as requested by Councillors. Delay was less significant than expected and some monies carried over to 12/13 have been spent this quarter. The draft plan will be reported to the new Council.
West Ryde Master Plan, LEP + DCP (was Project 258)	0	0	✔	While all scheduled milestones have been completed - the completion of the project has been delayed - at its meeting of 24 July 2012 Council resolved to defer this matter until after the elections (in Sept 2012).
Eastwood Town Centre (was Eastwood Village ES9 Certificate)	10,377	10,377	✘	Ausgrid still to agree to retrospective issue - they now require further works, design & cost estimate to be prepared for finding funds and completion in 2012/13.
The John Whitton Bridge (Lighting)	14,654	9,554	✓	
Total	110,851	118,141		
Total Projects Budget	412,816	566,821		

6. Library Program

Delivering all our library services.

6.1 PERFORMANCE INDICATORS

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

✗ Off Track ✓ Complete

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	↻	
No. of library loans per capita (combined Ryde/Hunters Hill population is utilised)	8.3	8.1	✓	
No. of visits to the library annually	840,000	905,114	✓	Exceeded target
% customer satisfaction of library users satisfied with quality of service	Baseline Year	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.

6.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-888,000	-892,000	
Expense	5,273,000	4,955,000	
Total Base Budget	4,385,000	4,062,000	

6.3 PROJECTS EXPENDITURE BUDGET

Legend: ↻ On Track ⊘ Cancelled

✗ Action Required ▶▶ Deferred

✓ Complete

⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Library Books	629,374	636,058	✓	Budget and all carryovers fully spent by end of FY, great achievement by staff involved.
Library Electronic Books	60,000	61,622	✓	Project completed in June 2012 with online library service launched in July 2012.
Library Laptops for Community Training	12,000	10,555	✓	Library laptops have combined with WiFi at the branches to provide enhanced training opportunities.
WiFi for Libraries	6,700	6,400	↻	Project scope was changed earlier in the year. Project for 2011/12 was to deliver WiFi to the four branch libraries and this has been completed. The project continues in 2012/13 to improve WiFi at Ryde Library.
Total Projects Budget	708,074	714,635		

7. Governance and Civic Program

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

7.1 PERFORMANCE INDICATORS

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

✖ Off Track ✔ Complete

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	
Number of known breaches of statutory/council policy requirements	0	0	🟢	
% of Councillor requests responded to within agreed service standard	95%	70%	✖	Requests continue to be monitored. Increases in volume has also affected the response time.
% of Councillor satisfaction with the quality of responses provided by the helpdesk	80%	70%	✖	100% of respondents said quality was average or better. 70% said quality was good or very good.

7.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income		-1,000	
Expense	3,061,000	3,058,000	
Total Base Budget	3,061,000	3,057,000	

7.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track 🚫 Cancelled

✖ Action Required ▶ Deferred

✔ Complete

⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Compliance Management System	17,000	10,650	✔	Completed and implemented - budget was provided for twelve months, however the billing commenced in quarter two which accounts for the shortfall.
Total Projects Budget	17,000	10,650		

8. Customer and Community Relations Program

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

8.1 PERFORMANCE INDICATORS

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

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	
% of calls to the Customer Call Centre resolved at the first point of contact	85%	0	✖	IT currently investigating CISCO as data cannot be accessed.
% of the community that recognise CoR as the owner or promoter of certain events, facilities and services	Baseline Year	NA		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% customer satisfaction with the service provided at the Customer Service Centre	80%	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% customer satisfaction with the service provided by the Ryde Planning and Business Centre	80%	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.

8.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-1,613,000	-1,683,000	
Expense	3,875,000	3,618,000	
Total Base Budget	2,261,000	1,935,000	

8.3 PROJECTS EXPENDITURE BUDGET

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

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Branding and Marketing Plan City of Ryde	210,000	199,701	✔	BVR completed and first stage of Smartforms project.
Total	210,000	199,701		

8. Customer and Community Relations Program (Continued)

8.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✔ Complete
⊖ Not Started

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
Customer Survey	50,000	300	▶▶	Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
Total	50,000	300		
Total Projects Budget	260,000	200,001		

9. Community and Cultural Program

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

9.1 PERFORMANCE INDICATORS

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

✖ Off Track ✔ Complete

	2011/12 Target	YTD Actual	Status	Comment
% of project milestones met on time	90%	96%	🟢	
No. of clients using the home modification service	N/A	423	🟢	Number of new clients receiving service this quarter.
No. of children immunised	N/A	1,744	🟢	
No. of attendees at CoR's vacation care programs	N/A	3,561	🟢	
No. of people attending key events and programs conducted by CoR	100,000	99,640	🟢	360 attendees at Citizenship ceremonies, 160 Volunteer Awards, 170 Community Prayer Breakfast, 50 White Ribbon Launch.
% customer satisfaction index for halls and meeting room hire service	80%	NA	🟢	
% capacity of leased halls and meeting rooms booked (capacity based on 8 hour booking per day)	60%	51%	🟢	
% customer satisfaction index for CoR's home modification and maintenance service	>= 90%	NA		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% customer satisfaction for CoR's immunisation service	>= 90%	NA		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% customer satisfaction index for CoR's vacation care service	>= 90%	NA		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% customer satisfaction for volunteer recruitment and placement service	>= 90%	NA		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.

9.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-1,613,000	-1,683,000	
Expense	3,875,000	3,618,000	
Total Base Budget	2,261,000	1,935,000	

9. Community and Cultural Program (Continued)

9.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✔ Complete
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Artist Register	20,000	13,801	✔	
Community Buildings Renewal	215,000	231,988	✔	
Community Garden & Nursery	7,950	7,950	✔	The community nursery in Santa Rosa park is the focus of this project. The draft Plan of Management Shrimptons Creek (inclusive of Santa Rosa Park) has been reported to Council and is awaiting determination. MoU has been developed with the Community Organisation managing the nursery, fencing has been erected and equipment has been purchased. It is anticipated that this project will be finalised next financial year. A proportion of the funds will have to be carried over.
Community Hubs identification study	60,000	8,505	✔	This project will be finalised in first quarter of 2012/13. Draft report has been received.
Crime Prevention Plan - implementation	45,000	31,769	✔	
Live Neighbourhood Project	10,000	11,666	✔	Whilst it appears that this project is overspent, Council had at its meeting in June approved to carryover \$10k of the original \$20k budget into 2012/13, based on the best estimate of the final amount that was to be spent prior to 30 June. That estimate was out slightly and an adjustment down of the carryover amount is being reported to Council as part of the June Quarterly Review.
Local Market Feasibility Study	0	0	✔	Referred to Council and decision finalised.
Macquarie Park Arts & Culture Plan	0	0	⊘	
Non-Profit Community Sector Development	20,000	18,943	✔	All training workshops scheduled for community organisations were delivered. 6 partnership projects were developed under this project one of which has been delivered.
Public Art Guideline for Developers	25,000	15,749	✔	
Ryde Youth Music Project	25,000	11,099	✔	
Ryde Youth Theatre Group	62,000	48,350	✔	One component of this project relating to finalising a venue was identified for carry-over in Q3.
Volunteer Training for the CALD Community	15,000	14,485	✔	A very successful project which included additional workshops and training for potential volunteers and workers/organisations who manage volunteers.
White Ribbon Community Accreditation	70,000	27,042	✔	
Youth Engagement Partnership Project	0	0	⊘	
Total	574,950	441,347		

9. Community and Cultural Program (Continued)

9.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✓ Complete
⊖ Not Started

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
Linemarking - ELS Hall Community Sports Centre	9,480	9,481	✓	
Total	9,480	9,481		

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Brush Farm House Business Plan	34,971	50,237	✓	Business Model for operation of BFH finalised and was resolved by Council in June. This project was spread across two financial years and was combined with the Cultural Spaces study. The two projects were delivered over allocated budget due to change in the scope. The over expenditure was offset by savings in the overall Service Unit budget.
Social Policy & Planning - Unit Review	15,000	9,050	✓	
Social Policy & Planning - Social Indicators Project	20,000	4,960	✓	
Total	69,971	64,247		
Total Projects Budget	654,401	515,075		

10. Risk Management Program

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

10.1 PERFORMANCE INDICATORS

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

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	
% satisfaction of Councillors that Councils exposure to Fraud Risks are minimised through Internal Audit activities	Baseline Year	100%	🟢	All Councillors who responded to annual survey expressed satisfaction with Internal Audits efforts in mitigating fraud risk.

10.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-77,000	-141,000	
Expense	2,186,000	2,085,000	
Total Base Budget	2,109,000	1,944,000	

10.3 PROJECTS EXPENDITURE BUDGET

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

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Complaint Investigation External	35,000	13,507	✔	
Enterprise Risk Management Plan	58,000	58,873	🟢	Project was scheduled for completion by end of Q4. However the final aspect of this project (operational risks) was requested to be deferred by the Management team until Q1 in the 2012/13 year.
Total Projects Budget	80,000	56,685		

11. Paths and Cycleways Program

Developing, managing and maintaining our footpaths and cycleways.

11.1 PERFORMANCE INDICATORS

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

✖ Off Track ✔ Complete

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	98%	🟢	
% of paths and cycleways that are condition level 3 or better	85%	92%	🟢	The current status of the network is based on a network scale audit done circa 2007, and does not fully reflect the subsequent capital works programs, utility restorations, developer contributed works, damage and wear or tree root uplifts.

11.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-4,000	-3,000	
Expense	631,000	637,000	
Total Base Budget	627,000	634,000	

11.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track ⊘ Cancelled

✖ Action Required

▶▶ Deferred

✔ Complete

⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Cycleways Construction	394,490	330,192	✖	Affected/Delayed by weather and to secure completion of externally funded projects before completion of council funded projects.
▪ Bike Locker Structure – Eastwood Station	55,000	54,450	✔	
▪ Bike Route – Vimiera Road SUP eastern side	0	0	▶▶	
▪ Bike Route - RR05 Pittwater Road (western side)	0	0	▶▶	

11. Paths and Cycleways Program (Continued)

11.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✔ Complete
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
▪ Bike Logo's - Multiple Locations	5,490	6,000	✔	
▪ Epping Road SUP (Lyon Park Road to the Pedestrian Overbridge at Optus)	210,000	171,707	✔	
▪ Marsden Road SUP (Firtree Avenue to Cobham Avenue)	124,000	98,035	✘	Affected/Delayed by weather and to secure completion of externally funded projects before completion of council funded projects.
Footpath Construction	1,000,000	845,630	✔	All jobs listed in the cluster completed. There are savings, that are being left, and not carried over.
▪ Betty Hendry Parade	44,000	26,175	✔	
▪ Bridge Road	84,000	54,278	✔	
▪ Clayton Street	56,000	43,360	✔	
▪ Corunna Road	36,000	31,788	✔	
▪ Cutler Parade	41,000	29,363	✔	
▪ Delhi Road	24,000	43,235	✔	
▪ Delhi Road	17,000	2,550	✔	
▪ Dobson Crescent	65,000	50,508	✔	
▪ Epping Road	23,500	15,573	✔	
▪ Farnell Street	35,000	23,710	✔	
▪ Fonti Street	56,000	48,047	✔	
▪ Fourth Avenue	18,000	9,847	✔	
▪ Gaza Road	33,000	52,212	✔	
▪ Goulding Road	66,000	50,669	✔	
▪ Hughes Street	36,000	7,153	✔	
▪ Longview Street	62,000	58,697	✔	
▪ Napier Crescent	23,500	15,900	✔	
▪ North Road	40,000	66,094	✔	
▪ North Road	61,000	33,427	✔	

11. Paths and Cycleways Program (Continued)

11.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✓ Complete
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
• Pearl Avenue	20,000	19,888	✓	
• Rowell Street	47,000	32,867	✓	
• Walker Street	8,500	12,267	✓	
• Winbourne Street	10,000	19,447	✓	
• Footpath replacements	93,500	98,574	✓	
Total	1,394,490	1,175,855		

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Footpath Reconstruction (Replacement)	15,000	2,175	✓	
Adelaide Street (ES Bennett Street - Constitution Road)	20,364	7,289	✓	
College St (SS no 18 - Frank)	13,765	2,470	✓	
Marsden Rd (NS Rutledge St - No133) (in AC)	2,000	15,898	✓	
Meriton St (WS Shackel - Amiens)	37,992	51,400	✓	
Curzon Street / Smith Street Pedestrian Raised Threshold	13,277	15,512	✓	
SUP Lane Cove Road (between Epping Road and Paul Street)	23,109	3,187	✓	
Epping Rd-Stage 1 (Wicks Rd to No. 84 Epping Rd)	5,538	1,447	✓	
Epping Rd-Stage 2 (No. 84 - No. 110 Epping Rd)	22,999	14,653	✓	
Epping Rd-Stage 3 (No. 110 Epping Rd To Lane Cove Rd)	21,451	21,024	✓	
North Ryde to MQ University Bicycle & Pedestrian shared Path	0	116,173	✓	
North Ryde to MQ University Bicycle & Pedestrian Shared Path	1,150,500	1,093,278	✓	Affected/Delayed by Bad Weather and Additional Project Work requested by RMS Outside Agreed Scope.
Total	1,325,995	1,344,506		
Total Projects Budget	2,720,485	2,520,361		

12. Environmental Program

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

12.1 PERFORMANCE INDICATORS

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

✘ Off Track ✔ Complete

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	N/A	✔	
Equivalent Tonnes (et) CO2 saved across organisation from mitigation actions implemented across the year	400 tonnes	622	✔	
% customer satisfaction index with the environmental education service	Baseline Year	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% change in energy consumption for all of Council facilities measured against 2003/04 baseline year	<5%	-11.9%	✔	Consumption less than consumption in 2003/04 and is well ahead of target.
% reduction in Council water consumption across all facilities below 2003/04 base year	>15%	25.9%	✔	Target achieved.

12.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-16,000	-11,000	
Expense	1,012,000	947,000	
Total Base Budget	997,000	935,000	

12.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled

✘ Action Required ▶▶ Deferred

✔ Complete

⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Business Audit Program	54,422	56,763	✔	This grant funded project continues in 2012/13 and is trending ahead of targets.
Total Projects Budget	54,422	56,763		

13. Strategic City Program

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

13.1 PERFORMANCE INDICATORS

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

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

13.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-5,000	-4,000	
Expense	1,114,000	1,057,000	
Total Base Budget	1,109,000	1,054,000	

13.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track ✖ Action Required 🟡 Complete ⊖ Not Started
⊘ Cancelled ▶▶ Deferred

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Council's Corporate Plan	3,000	923	🟢	
Total	3,000	923		

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Corporate Documentation of Corporate Processes	10,000	10,935	🟢	
Corporate Performance Reporting (CPR)	100,000	101,164	✔	
Total	110,000	112,099		
Total Projects Budget	113,000	113,022		



14. Land Use Planning Program

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

14.1 PERFORMANCE INDICATORS

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

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	73%	✘	

14.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-262,000	-291,000	
Expense	768,000	720,000	
Total Base Budget	506,000	430,000	

14.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✓ Complete
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Bennelong Bicentenary Exhibition	23,580	23,580	✘	Consultant engaged in May 2012, delivery of Bennelong storyline delayed to coincide with exhibition period. Funds were carried over to 12/13 accordingly; however, some work has been completed earlier than expected this quarter.
Heritage Identification	0	3,500	✘	Stage 1 is 90% complete, however, delays experienced as consultant took longer than expected to complete research on inventory sheets. It is anticipated that the project will be completed in Dec 2012.
Macquarie Park DCP	140,000	129,271	✘	Finalising consultation with land owners and ensuring the consultant understands the complex and varied planning and development issues have seen some delays this quarter.

14. Land Use Planning Program (Continued)

9.3 PROJECTS EXPENDITURE BUDGET

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

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Macquarie University VPA	45,943	70,424	✘	The draft agreement was reported to Council on 24 July 2012, but was not considered.
Total	209,523	226,775		

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Small Centres Study (was Project 520)	28,090	28,090	✘	This project relates to the implementation of planning controls for Lakeside Rd/ Glenn Street and the preparation of the master plan for Coxs Road. The projects have been delayed due to the actions of Council in relation to DLEP 2011 and issues with the exhibition of the Coxs Road master plan.
Comprehensive LEP	5,000	1,122	↻	While all scheduled milestones have been completed - the completion of the project has been delayed - at its meeting of 24 July 2012 Council resolved to defer this matter until after the elections (in September 2012).
Ryde DCP Project	0	0	✘	The DDCP on Energy Smart Waterwise requires action as further work is required on the controls.
Total	33,090	29,212		
Total Projects Budget	242,613	255,987		

15. Traffic & Transport Program

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

15.1 PERFORMANCE INDICATORS

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

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	93%	↻	
No. of passengers transported by Top Ryder Community Bus Service	50,000	57,434	✓	Annual target exceeded by more than 7,000 passengers.
% of Recommendations made to the Ryde local Traffic Committee approved to go to Council works committee without resubmitting	90%	94%	✓	

15.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income			
Expense	117,000	153,000	
Total Base Budget	117,000	153,000	

15.3 PROJECTS EXPENDITURE BUDGET

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

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Bus Shelters - new	53,000	53,401	✓	
Bus Stop DDA compliance	67,000	61,731	✓	
Bus Stop Seats - new	30,000	31,557	✓	
Total	150,000	146,689		

15. Traffic & Transport Program (Continued)

15.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✔ Complete
⊖ Not Started

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Sustainable Transport Management	288,590	280,502	✔	Monthly Top Ryder and Optus shuttle service delivered on time and under budget.
Total	288,590	280,502		
Total Projects Budget	438,590	427,191		

16. Economic Development Program

Business sector and economic development.

16.1 PERFORMANCE INDICATORS

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

✘ Off Track ✔ Complete

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	71%	✘	The commencement of the Marketing Plan & Feasibility for Macquarie Park Shopfront delayed.

16.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income		-3,000	
Expense	132,000	160,000	
Total Base Budget	132,000	157,000	

16.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled

✘ Action Required ▶▶ Deferred

✔ Complete

⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Feasibility for Macquarie Park Shopfront	0	0	✘	Availability of Consultant delayed the commencement of this project and Consultation was also expanded. The final report is expected in the second quarter 2011/12 and the project is expected to be on-budget and funds have been carried over for this purpose.
Total	0	0		

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Macquarie Park Marketing Strategy	48,000	48,000	✔	
Total	48,000	48,000		
Total Projects Budget	48,000	48,000		

17. Organisational Development Program

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

17.1 PERFORMANCE INDICATORS

Legend: ↻ On Track (within a 5% tolerance)
✘ Off Track ✓ Complete

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

17.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-5,000	-6,000	
Expense	120,000	127,000	
Total Base Budget	121,000	115,000	

17.3 PROJECTS EXPENDITURE BUDGET

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

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Performance Review Process	128,000	106,403	↻	
Best Value Review Methodology	0	0	✓	
Total	128,000	106,403		

17. Organisational Development Program (Continued)

17.3 PROJECTS EXPENDITURE BUDGET

Legend: ○ On Track ⊗ Cancelled
✗ Action Required ▶▶ Deferred
✓ Complete
⊖ Not Started

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
Workforce Plan	20,000	4,999	✓	Project under budget due to high level of expertise available in house and work was completed without a consultant.
Total	20,000	4,999		

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Internal Communication (inc Intranet)	27,000	37,304	▶▶	A new phase has been added to this project - a review to be completed in the next financial year.
Total	27,000	37,304		
Total Projects Budget	175,000	148,706		

18. Foreshore Program

Managing all aspects of our foreshore.

18.1 PERFORMANCE INDICATORS

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

✘ Off Track ✔ Complete

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	✔	
% of seawalls that are condition level 3 or better	85%	78%	✘	The current status is based on the audits done circa 2008, and updated for subsequent capital works programs. It is reflection of the pattern of past funding for capital renewals work.

18.2 BASE BUDGET

	2011/12 Budget \$	YTD Actual \$	Comment
Income			
Expense	51,000	75,000	
Total Base Budget	51,000	75,000	

18.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled

✘ Action Required ▶▶ Deferred

✔ Complete

⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Seawalls/Retaining Walls Refurbishment	50,000	11,632	✔	Single project for the cluster, straddling the financial years.
Total Projects Budget	50,000	11,632		

19. Regulatory Program

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

19.1 PERFORMANCE INDICATORS

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

✖ Off Track ✔ Complete

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	
Total development value of approved development applications (in \$million - cumulative)	N/A	\$563M	🟢	
Mean number of DAs processed per person	Greater than 60 annually	74.1	🟢	
DA assessment time (days) - against the Group 3 benchmark (Mean Gross Assessment Time)	69 days (2009-10 Group 3 average)	82	✖	Improvement on third quarter performance. Council resolved on 26 July 2012 to defer the Dwelling House DCP until after the elections in September 2012. Further improvement anticipated should Council adopt simplified controls.
No. of DAs processed within the Group 3 average number of days by category - residential	N/A	33	🟢	
No. of DAs processed within the Group 3 average number of days by category - single new dwelling	N/A	7	🟢	
No. of DAs processed within the Group 3 average number of days by category - commercial	N/A	13	🟢	
Mean gross DA determination times: Residential alterations and additions	66 days (2010-11 Group 3 average)	54	🟢	This is a significant improvement on the previous quarter achieved as a result of the new Express Development Application service.
Mean gross DA determination times: Single new dwelling	71 days (2010-11 Group 3 average)	85	✖	Minor improvement made on third quarter performance. Council resolved on 26 July 2012 to defer the Dwelling House DCP until after the elections in September 2012. Further improvement anticipated should Council adopt simplified controls.

19. Regulatory Program (Continued)

19.1 PERFORMANCE INDICATORS

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

✖ Off Track ✔ Complete

	2011/12 Target	YTD Progress	Status	Comment
Mean gross DA determination times: Commercial, retail, office	67 days (2010-11 Group 3 average)	63	🟢	
No. of food premises inspections	800	1149	✔	
% applicants satisfied with CoR's development assessment service	Baseline Year	N/A		
% objectors satisfied with CoR's development assessment service	Baseline Year	N/A		
% customer satisfaction index - building owner's satisfaction with building certification process	90%	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% customer satisfaction index - satisfaction of complainants with Council's process on minimising the impact of pests on public health	80%	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% customer satisfaction index with inspection of regulated premises service	Baseline Year	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% customer satisfaction index - with Council's processing of companion animal management complaints	90%	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% customer satisfaction index with Council's processing of illegal dumping complaints	90%	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.

19.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-6,128,000	-6,136,000	
Expense	5,876,000	5,816,000	
Total Base Budget	-320,000	-252,000	

19. Regulatory Program (Continued)
19.3 PROJECTS EXPENDITURE BUDGET

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

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Boarding House Project	25,000	19,352	🟢	Project aligned to State Government Boarding House Sector reform. Project to continue through 2012/13.
Transport/Parking Technology Services	124,526	54,526	▶▶	Awaiting approval from Council.
Total	149,526	73,878		

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Purchase of Plant & Equipment	7,500	7,588	✔	
Assessment - Best Value Review	21,900	6,500	✔	
Weeds Management	13,581	8,869	🟡	This was not a designated project but funded a series of related base budget weed management, weed education and weed removal works.
Total	42,981	22,957		
Total Projects Budget	192,507	96,835		

20. Waste and Recycling Program

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

20.1 PERFORMANCE INDICATORS

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

✖ Off Track ✔ Complete

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	
% tonnes of recycling from all domestic waste services	>48%	48%	✔	
Re-use of Council construction and demolition waste (YTD tonnes per annum)	>10000	18392	✔	
% customer satisfaction with CoR's commercial waste management and recycling service for business	Baseline Year	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% community satisfaction with CoR's domestic waste and recycling service	Baseline Year	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.
% community awareness of recycling and the importance of separating waste materials	Baseline Year	N/A		Council resolved on 12 June 2012 to accept a tender for the Surveying and Assessment of City of Ryde Services. The preferred provider has been engaged and will commence surveying identified areas across the organisation in the near future.

20.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-15,302,000	-15,370,000	
Expense	13,674,000	13,387,000	
Total Base Budget	-1,628,000	-1,983,000	

20. Waste Program (Continued)
20.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✔ Complete
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Porters Creek Depot Protection Earthwork	600,000	212,894	▶▶	Awaiting approval from State Government.
Porters Creek Depot Reconfiguration	50,000	11,320	✔	
Total	650,000	224,214		

New Projects Added After Delivery Plan Was Adopted	2011/12 Budget \$	YTD Actual \$	Status	Comment
Waste to Energy Technology	30,000	12,800	✔	
Total	30,000	12,800		
Total Propects Budget	680,000	237,014		

21. Internal Corporate Services Program

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

21.1 PERFORMANCE INDICATORS

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

✖ Off Track ✔ Complete

	2011/12 Target	YTD Progress	Status	Comment
% of project milestones met on time	90%	100%	🟢	
% return on investment over the standard investment benchmark (ie. Bank Bill Swap Reference Rate (Australian financial market) - BBSW)	0.85%	1.02%	🟢	
% of Council's plant fleet that meet the Euro4 standards (green star rating)	70%	92%	🟢	
% Council's fleet cars to be 4 cylinder or hybrid vehicles	91%	94%	🟢	
% of annual capital works program completed	90%	77%	✖	

21.2 BASE BUDGET

	YTD Budget \$	YTD Actual \$	Comment
Income	-52,752,000	-54,439,000	
Expense	14,225,000	14,879,000	
Total Base Budget	-38,527,000	-39,560,000	

21.3 PROJECTS EXPENDITURE BUDGET

Legend: 🟢 On Track ⊖ Cancelled

✖ Action Required ▶▶ Deferred

✔ Complete

⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Fleet Purchases-Light Commercial	1,500,000	1,142,759	✔	
Fleet Purchases-Motor Vehicle	750,000	1,009,016	✔	Budget marginally over cluster within budget.
Fleet Purchases-Plant	500,000	598,018	✔	Budget marginally over cluster within budget.

21. Internal Corporate Services Program (Continued)

21.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✔ Complete
⊖ Not Started

Approved Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Information Technology Renewals	630,000	466,823	✔	As per individual related projects.
▪ Software				
▪ Online Web Services and Internal Reporting eBusiness Development	225,000	149,755	✔	Upgraded TRIM, Class systems & upgraded hardware for Customer Service.
▪ Online Web Services - Community Events Calendar	10,000	0	✔	
▪ Online Web Services - Venue Booking System (Parks, Halls, RALC)	30,000	0	✔	Leveraged Online Web Services initiative budget in completing all Class system upgrade requirements for RALC, Parks.
▪ New City of Ryde Web Site	40,000	28,835	✔	
▪ Upgrade TechnologyOne System	60,000	104,209	✔	This project is complete. The over expenditure is offset from project 12.30093 (System Administration of the TechOne upgrade).
▪ Corporate Image Library System	20,000	7,335	✔	
▪ Upgrade Tree Management System (Phase 1)	40,000	0	✔	With hardware purchases via other initiative's budget in enhancing existing system performance.
▪ Hardware				
▪ PC Replacement Program	70,000	131,395	✔	As endorsed by ET to leverage savings from other initiatives in purchasing more PCs for Council.
▪ Mobile Phone Bulk Stock	10,000	11,951	✔	
▪ Other				
▪ Call Centre Voice Recording	30,000	33,343	✘	Project has been mostly completed with the exception of reporting requirements which are awaiting for critical staff, to be returned from unplanned leave to complete in September.
▪ Information Technology Disaster Recovery Site	95,000	0	✔	Agreement established with Interactiv since May 2012. First DR test completed in May with positive outcomes. Second test scheduled to be undertaken in August/September.
IRM Scanning Project	31,000	13,001	✔	FY11/12 project completed.
System Administration TechOne	230,000	184,284	✔	This project is complete, the underexpenditure on this project is to offset the overexpenditure on the TechOne upgrade project (24.40102).
Total	3,641,000	3,413,901		

21. Internal Corporate Services Program (Continued)

21.3 PROJECTS EXPENDITURE BUDGET

Legend: ✔ On Track ⊘ Cancelled
✘ Action Required ▶▶ Deferred
✓ Complete
⊖ Not Started

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

Carryover Projects	2011/12 Budget \$	YTD Actual \$	Status	Comment
Contract Administration Training	49,500	47,425	✔	All contract administration training delivered and how we do things document at the City of Ryde is nearing completion.
EziJob - Online Recruitment Module	0	0	▶▶	This project is due for completion in the 2012-2013 year and was deferred until after completion of the Recruitment and Selection Best Value Review.
CHRIS 21 Upgrade	2,000	5,669	✓	This project required extra funds due to unforeseen circumstances. Our IS unit had to engage consultants from Frontier to assist with completion of the rollout after an upgrade the CHRIS21 caused HR21 to malfunction. We were able to absorb the excess funds through savings made in Health and Wellbeing (base budget activity) so that overall expenditure for the year was within acceptable limits.
High Speed Scanner/OCR matching software	480	480	▶▶	This has been carried over to 2012/2013. I have only just become the Business Manager and this project will be completed during 2012/2013.
Mobile Car Printers for Inspection (H&B)	5,000	0	⊘	
Upgrade PC/Security-IRM Storage area	10,000	0	✓	
InfoCouncil Software Upgrade	11,500	8,311	⊘	Under review - project cancelled.
Budgeting Tool Software - Purchase	140,600	136,213	✓	This project is complete.
Total	219,080	198,098		
Total Projects Budget	3,875,080	3,620,299		

Appendix

Appendix

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Reserves Listing Report

APPENDIX A

Natural Account	Description	11/12 Opening Balance	Budget To Reserve	Budget From Reserve	11/12 Budget Result	Review To Reserve	Review From Reserve	11/12 Review Result
93001 - Internally Restricted Revenues								
8301	Stockland Creche Contribution	813,570.90		-462,240.90	351,330.00		-394,733.54	418,837.36
8302	Voluntary Planning Agreement Reserve	388,777.27			388,777.27	403,553.15		792,330.42
8304	Asset Replacement Reserve	7,889,927.26	1,050,000.00	-4,158,329.00	4,781,598.26	2,250,000.00	-3,130,601.79	7,009,325.47
8305	Plant Replacement Reserve	2,243,684.00	1,268,044.00	-2,245,786.00	1,265,942.00	1,454,010.53	-1,828,742.93	1,868,951.60
8306	Ryde Aquatic Leisure Centre Reserve	3,262,883.33	3,681,469.00	-4,107,546.00	2,836,806.33	3,260,782.86	-3,753,379.72	2,770,286.47
8307	Financial Security Reserve	1,004,480.47	1,070,630.00		2,075,110.47	1,059,869.36		2,064,349.83
8308	Public Art Reserve		155,210.00		155,210.00	149,610.00		149,610.00
8309	Council Election Reserve	555,284.70	120,000.00		675,284.70	120,000.00		675,284.70
8311	Investment Property Reserve	17,288,846.48		-486,650.00	16,802,196.48		-522,139.80	16,766,706.68
8312	Civic Precinct Redevelopment Reserve	4,103,996.44	500,000.00	-3,979,535.00	624,461.44	500,000.00	-2,632,995.12	1,971,001.32
8314	Carryover Works Reserve	2,980,387.17	2,842,816.00	-2,964,117.00	2,859,086.17	2,975,824.48	-2,685,234.28	3,270,977.37
8318	Porters Creek Reserve	199,348.89			199,348.89			199,348.89
8319	Insurance Fluctuation Reserve	235,760.35		-140,000.00	95,760.35	64,067.83	-17,865.92	281,962.26
8320	OHS & Injury Management Reserve	45,000.00		-15,000.00	30,000.00	40,000.00	-9,300.01	75,699.99
	Total Internally Restricted Revenues	41,011,947.26	10,688,169.00	-18,559,203.90	33,140,912.36	12,277,718.21	-14,974,993.11	38,314,672.36
93002 - Internally Restricted Liabilities								
8326	West Ryde Child Care Centre Reserve							
8327	Employee Leave Entitlements Reserve	1,971,284.34	60,000.00		2,031,284.34	1,335,242.02		3,306,526.36
8328	Refundable Deposits Reserves	7,641,325.95	20,000.00		7,661,325.95	183,225.83		7,824,551.78
8329	Interest on Refundable Deposits Reserve	318,966.05			318,966.05	58,400.14		377,366.19
	Total Internally Restricted Liabilities	9,931,576.34	80,000.00		10,011,576.34	1,576,867.99		11,508,444.33

Reserves Listing Report

Natural Account	Description	11/12 Opening Balance	Budget To Reserve	Budget From Reserve	11/12 Budget Result	Review To Reserve	Review From Reserve	11/12 Review Result
93003 - Section 94 Contribution Reserves								
8351	Community & Cultural Facilities Reserve	278,315.95	203,369.00		481,684.95	1,631,824.66		1,910,140.61
8352	Open Space & Recreation Facilities Reserve	-1,882,257.06	629,616.00	-758,753.00	-2,011,394.06	4,998,907.08	-700,848.87	2,415,801.15
8353	Roads & Traffic Management Facilities Reserve	-677,772.68	458,382.00	-415,000.00	-634,390.68	1,703,357.90	-305,307.23	720,277.99
8354	Stormwater Management Facilities Reserve	6,353,250.13	95,978.00	-895,000.00	5,554,228.13	536,190.59	-708,799.34	6,180,641.38
8355	Section 94 Plan Administration Reserve	481,128.00	5,350.00		486,478.00	67,003.14		548,131.14
	Total Section 94 Contribution Reserves	4,552,664.34	1,392,695.00	-2,068,753.00	3,876,606.34	8,937,283.37	-1,714,955.44	11,774,992.27
93004 - Other External Restrictions								
8376	Domestic Waste Management Reserve	3,782,565.21	13,732,340.00	-14,143,907.00	3,370,998.21	13,798,532.13	-13,361,217.60	4,219,879.74
8377	External Drainage Works Contribution Reserve	115,912.98			115,912.98	98,582.66		214,495.64
8378	Macquarie Park Corridor Special Rate Reserve	1,437,444.89	1,209,760.00	-1,315,375.00	1,331,829.89	1,185,318.63	-936,699.96	1,686,063.56
8379	Stormwater Management Service Charge Reserve	386,353.80	992,640.00	-404,703.00	974,290.80	981,352.45	-407,174.30	960,531.95
	Total Other External Restrictions	5,722,276.88	15,934,740.00	-15,863,985.00	5,793,031.88	16,063,785.87	-14,705,091.86	7,080,970.89
93005 - Unexpended Grants Reserves								
8401	U/Exp Grant - Home Modification & Maintenance	216,485.60		-10,080.00	206,405.60	115,288.45	-138,043.06	193,730.99
8402	U/Exp Grant - Youth Council							
8403	U/Exp Grant - Volunteer Referral Agency	19,265.38			19,265.38		-19,265.38	
8404	U/Exp Grant - Library Local Priority	19,979.93		-16,000.00	3,979.93		-19,662.01	317.92

Reserves Listing Report

APPENDIX A

Natural Account	Description	11/12 Opening Balance	Budget To Reserve	Budget From Reserve	11/12 Budget Result	Review To Reserve	Review From Reserve	11/12 Review Result
8406	U/Exp Grant - Catchments Connections Administration	193,404.00		-17,300.00	176,104.00		-193,404.00	
8407	U/Exp Grant - Dunbar Park Wetland - Plan of Management	770.00			770.00		-770.00	
8408	U/Exp Grant - Urban Sustain Program - Looking Glass Bay	49,563.00			49,563.00			49,563.00
8409	U/Exp Grant - Consolidated LEP for Ryde	86,893.64		-5,000.00	81,893.64		-1,121.50	85,772.14
8410	U/Exp Grant - Santa Rosa Park - Creek Rehabilitation							
8413	U/Exp Grant - Sydney North/Sydney-West Tussock Paspalum 06/11	8,633.95			8,633.95			8,633.95
8414	U/Exp Grant - Ryde Community & Sport Centre - ELS Hall Park							
8415	U/Exp Grant - Buffalo Creek - (SQID)	18,778.31			18,778.31			18,778.31
8416	U/Exp Grant - Financial Assistance Grants	530,897.00		-530,897.00		1,100,564.00	-530,897.00	1,100,564.00
8417	U/Exp Grant - Road Services Unit Management	205,681.00		-205,681.00		425,098.00	-205,681.00	425,098.00
8418	U/Exp Grant - Macquarie Park Master Plan	38,000.00		-8,000.00	30,000.00		-8,000.00	30,000.00
8419	U/Exp Grant - Sydney Water Business Audit Program	72,689.72		-34,689.72	38,000.00		-37,077.85	35,611.87
8420	U/Exp Grant - Booth Reserve - 2009	463.77		-463.77			-463.77	
8421	U/Exp Grant - Garden Competition	3,395.39		-3,395.39			-3,395.39	
8422	U/Exp Grant - Bus Shelter Contribution							
8423	U/Exp Grant - Netball Courts							
8424	U/Exp Grant - Library Books							
8425	U/Exp Grant - RTA - Pittwater Road							

Reserves Listing Report

Natural Account	Description	11/12 Opening Balance	Budget To Reserve	Budget From Reserve	11/12 Budget Result	Review To Reserve	Review From Reserve	11/12 Review Result
8426	U/Exp Grant - Noxious Weeds Management	13,580.76		-13,580.76			-10,362.10	3,218.66
8427	U/Exp Grant - Rivers to Rivers Corridor	43,933.30	21,277.00		65,210.30	20,053.33	-6,000.30	57,986.33
8428	U/Exp Grant - Cutler Parade							
8429	U/Exp Grant - NSW Sport Regrading & Levelling	58,500.00			58,500.00		-1,224.59	57,275.41
8431	U/Exp Grant - RTA Andrew St Slow points							
8432	U/Exp Grant - Eastwood Floodplain Risk	720.88			720.88			720.88
8433	U/Exp Grant - Liberty Swing Dunbar Park	7,763.13			7,763.13			7,763.13
8434	U/Exp Grant - Sport Development Program	542.76			542.76			542.76
8435	U/Exp Grant - WASIP	725,210.31	620,000.00	-378,600.00	966,610.31	594,641.56	-400,118.34	919,733.53
8436	U/Exp Grant - Yamble Reserve- All Abilities Playground	347,000.00	50,000.00		397,000.00			347,000.00
8437	U/Exp Grant - Playing Field Lighting Upgrade	35,000.00		-35,000.00			-20,500.00	14,500.00
8438	U/Exp Grant - Parramatta River Catchments Floodplain	25,000.00			25,000.00			25,000.00
8439	U/Exp Grant - Vacation Care Program Grant		35,000.00		35,000.00	16,586.24		16,586.24
8440	U/Exp Grant - Crime Prevention Plan Grant					44,000.00		44,000.00
8441	U/Exp Grant - Save Power Supplementary					10,000.00		10,000.00
8442	U/Exp Grant - Shaftsbury/ Glen Roundabout (RTA)					5,980.00		5,980.00
8443	U/Exp Grant - Curzon St/ Smith St Pedestrian (RTA)					765.05		765.05

Reserves Listing Report

Natural Account	Description	11/12 Opening Balance	Budget To Reserve	Budget From Reserve	11/12 Budget Result	Review To Reserve	Review From Reserve	11/12 Review Result
8445	U/Exp Grant - Quarry Road Resurfacing Program (RTA)					266.63		266.63
8446	U/Exp Grant - Vimiera Road Traffic Facilities Renew (RTA)					3,530.66		3,530.66
8901	Internal Loan - RALC Reserve							
	Total Unexpended Grants Reserves	2,722,151.83	726,277.00	-1,258,687.64	2,189,741.19	2,336,773.92	-1,595,986.29	3,462,939.46
TOTAL RESERVES		63,940,616.65	28,821,881.00	-37,750,629.54	55,011,868.11	41,192,429.36	-32,991,026.70	72,142,019.31
	Net Transfer			-8,928,748.54	-8,928,748.54		7,001,402.66	7,001,402.66



Quarterly Changes Report - Detailed

			Approved Budget 2011/2012	YTD Actual 2011/2012	Proposed Changes 2011/2012	Comments
Open Space, Sport & Recreation program						
	Access Audit - Parks and Open Space Area	NCP Inc	(7,000)		(18,000)	Carryover adjustment
	Brush Farm Park Archaeological Plan	NCP Inc			(25,000)	Carryover adjustment
	Brush Farm Park - Initiation of Action Plan	NCP Exp			2,953	Carryover adjustment
	Field of Mars Initiation of Action Plan	NCP Exp			(1,822)	Carryover adjustment
	Access Audit - Parks and Open Space Area	NCP Exp	25,000		18,000	Carryover adjustment
	Brush Farm Park Archaeological Plan	NCP Exp	25,000		25,000	Carryover adjustment
	Sportsfield Floodlighting Renewal	Cap Inc	(127,445)	(86,344)	(405)	Carryover adjustment
	Sportsfield Floodlighting Renewal	Cap Exp	352,916	361,227	405	Carryover adjustment
	Playing Field Lighting Upgrade (ESD, POT p.58)	Cap Exp	123,251		(78,728)	Carryover adjustment
	Charity Creek Cascades	Cap Exp	344,241		(39,769)	Carryover adjustment
	RALC Air Handling Units (Leisure Pool)	Cap Exp	17,028		500	Carryover adjustment
	RALC Asset Renewal	Cap Exp	580,866	397,858	(18,563)	Carryover unspent funding to 2012/13 for completion the project
	RALC Asset Renewal	From Res	(486,590)	(303,582)	18,563	Carryover unspent funding to 2012/13 for completion the project
	Installation Cogeneration Plant - RALC	Cap Exp	144,600		2,192	Carryover adjustment
	Park & Open Space Tree Planting Program	Cap Exp	3,750		21,250	Carryover adjustment
	Playground Renewal & Construction Renewal	Cap Exp	128,101	199,493	34,810	Carryover adjustment
	Playground Renewal & Construction Renewal	To Res	421,899	337,090	(34,810)	Carryover adjustment
	Sportsground Amenities Upgrades Renewal	To Res	300,272	259,710	(40,562)	Carryover adjustment
	Sportsground Amenities Upgrades Renewal	Cap Exp	149,728	190,290	40,562	Carryover adjustment
	Sportsfield Renewal & Upgrade Renewal	Cap Exp	668,931	601,655	12,294	Carryover adjustment
	Sportsfield Renewal & Upgrade Renewal	From Res	(35,000)	(21,725)	(1,225)	Carryover adjustment
	Sportsfield Renewal & Upgrade Renewal	To Res	11,069		(11,069)	Carryover adjustment
	Surf Attraction Equipment - RALC	Cap Exp	1,553,392		(1,188,655)	Carryover adjustment
	Charity Creek Cascades	From Res	(344,241)	(304,472)	39,769	Carryover adjustment
	RALC Air Handling Units (Leisure Pool)	From Res	(17,028)	(9,028)	(500)	Carryover adjustment
	Installation Cogeneration Plant - RALC	From Res	(144,600)	(146,792)	(2,192)	Carryover adjustment
	Playing Field Lighting Upgrade (ESD, POT p.58)	To Res			78,728	Carryover adjustment

Quarterly Changes Report - Detailed

			Approved Budget 2011/2012	YTD Actual 2011/2012	Proposed Changes 2011/2012	Comments
	Park & Open Space Tree Planting Program	To Res	21,250		(21,250)	Carryover adjustment
	Brush Farm Park - Initiation of Action Plan	To Res	72,599	69,646	(2,953)	Carryover adjustment
	Field of Mars Initiation of Action Plan	To Res	22,344	24,166	1,822	Carryover adjustment
	Surf Attraction Equipment - RALC	From Res	(1,553,392)	(364,737)	1,188,655	Carryover adjustment
	Total Open Space, Sport & Recreation program					
Roads program						
	Road Services Unit Management	Op Inc	(616,326)	(1,037,877)	(425,098)	Prepayment for 2012/2013
	Section 94 Capital Income-Roads	Cap Inc	(458,382)	(1,702,260)	(1,243,878)	Income received to date
	Section 94 Capital Income-Roads	Cap Inc	(203,369)	(1,575,318)	(1,371,949)	Income received to date
	Section 94 Capital Income-Roads	Cap Inc	(95,978)	(212,561)	(116,583)	Income received to date
	Section 94 Capital Income-Roads	Cap Inc	(629,616)	(4,985,131)	(4,355,515)	Income received to date
	Section 94 Capital Income-Roads	Cap Inc	(5,350)	(40,427)	(35,077)	Income received to date
	Curzon Street / Smith Street Pedestrian Raised Threshold	Cap Inc	(13,277)	(16,277)	(3,000)	Additional grant funding received
	North Ryde to MQ University Bicycle & Pedestrian Shared Path	Cap Inc		(125,341)	(125,341)	Additional funding received from RMS
	North Ryde to MQ University Bicycle & Pedestrian Shared Path	Cap Inc	(1,000,000)	(1,084,110)	(84,110)	Additional funding received from RMS
	Pittwater Road (Coxs to Carramar Stage 2 and High St - No.	Cap Exp	315,389		1,063	Carryover adjustment
	Shaftsbury/ Glen Roundabout	Cap Exp	80,000		(5,980)	Carryover unspent grant funding
	Curzon Street / Smith Street Pedestrian Raised Threshold	Cap Exp	13,277		2,235	Increase budget offsetted by additional grant
	Road Kerb Renewal	Cap Exp	1,250,000	958,296	(308,374)	Carryover unspent funding and the project was delay due to late Council decision
	Road Kerb Renewal	From Res	(415,000)	(305,307)	128,152	Carryover unspent funding and the project was delay due to late Council decision

Quarterly Changes Report - Detailed

			Approved Budget 2011/2012	YTD Actual 2011/2012	Proposed Changes 2011/2012	Comments
	Road Kerb Renewal	To Res			180,222	Carryover unspent funding and the project was delay due to late Council decision
	Road Resurfacing Renewal	Cap Exp	2,806,683	2,588,787	73,788	Carryover adjustment
	Road Resurfacing Renewal	From Res	(1,293,999)	(983,965)	(73,788)	Carryover adjustment
	Bridge Upgrade / Renewal	Cap Exp	100,867	39,146	(61,721)	Carryover adjustment
	Bridge Upgrade / Renewal	To Res	40,000	60,854	61,721	Carryover adjustment
	Quarry Road Resurfacing Program	Cap Exp	65,000		(267)	Carryover unspent grant funding
	North Ryde to MQ University Bicycle & Pedestrian Shared Path	Cap Exp	1,000,000		209,451	Increase budget due received additional funding from RMS
	Traffic Facilities Renewal	Cap Exp	41,170	41,326	(3,531)	Carryover unspent grant funding
	Traffic Facilities Renewal	To Res		3,531	3,531	Carryover unspent grant funding
	Section 94 Capital Income-Roads	To Res	203,369	1,575,318	1,371,949	Transfer of income received to date to Sec 94
	Section 94 Capital Income-Roads	To Res	629,616	4,985,131	4,355,515	Transfer of income received to date to Sec 94
	Section 94 Capital Income-Roads	To Res	458,382	1,702,260	1,243,878	Transfer of income received to date to Sec 94
	Section 94 Capital Income-Roads	To Res	95,978	212,561	116,583	Transfer of income received to date to Sec 94
	Section 94 Capital Income-Roads	To Res	5,350	40,427	35,077	Transfer of income received to date to Sec 94
	Road Services Unit Management	To Res			425,098	Transfer prepayment for 2012/2013 to reserve
	Pittwater Road (Coxs to Carramar Stage 2 and High St - No.	To Res	80,819	79,756	(1,063)	Carryover adjustment
	Shaftsbury/ Glen Roundabout	To Res		5,980	5,980	Carryover unspent grant funding
	Curzon Street / Smith Street Pedestrian Raised Threshold	To Res		765	765	Carryover unspent grant funding
	Quarry Road Resurfacing Program	To Res		267	267	Carryover unspent grant funding
	Total Roads program					

Quarterly Changes Report - Detailed

		Approved Budget 2011/2012	YTD Actual 2011/2012	Proposed Changes 2011/2012	Comments	
Property Portfolio program						
	Building Security Arrangements	NCP Exp	14,000	(5,360)	Carryover adjustment	
	Highest and Best Use Property Study	NCP Exp		130,600	Total project is \$130,600 funded from investment property reserve from Council meeting May 2011	
	Highest and Best Use Property Study	From Res		(130,600)	Total project is \$130,600 funded from investment property reserve from Council meeting May 2011	
	Highest and Best Use Property Study	NCP Exp		(26,120)	Carryover unspent funding to 2012/2013 for completion the project	
	Highest and Best Use Property Study	From Res		26,120	Carryover unspent funding to 2012/2013 for completion the project	
	Civic Precinct Redevelopment	Cap Exp	3,597,535	(964,540)	Carryover unspent funding to 2012/2013 for completion the project	
	Addington House - Upgrade	Cap Exp	204,500	(157,355)	Carryover unspent funding to 2012/2013 for completion the project	
	Air Conditioning Replacement at Civic Centre	Cap Exp	260,000	(18,125)	Carryover adjustment	
	Power Generator at Civic Centre	Cap Exp	5,000	(2,840)	Carryover adjustment	
	Operational Building Renewal	Cap Exp	211,650	238,625	26,975	Carryover adjustment
	Operational Building Renewal	From Res	(211,650)	(238,625)	(26,975)	Carryover adjustment
	Corporate Buildings Renewals	Cap Exp	455,000	321,878	(75,000)	Carryover adjustment
	Corporate Buildings Renewals	From Res	(160,000)	(79,719)	75,000	Carryover adjustment
	West Ryde Community Facility - (Fitout & Project Man)	Cap Exp	697,241		(118,837)	Carryover adjustment
	Civic Precinct Redevelopment	From Res	(3,597,535)	(2,632,995)	964,540	Carryover unspent funding to 2012/2013 for completion the project
	Addington House - Upgrade	From Res	(204,500)	(47,145)	157,355	Carryover unspent funding to 2012/2013 for completion the project
	Air Conditioning Replacement at Civic Centre	From Res	(260,000)	(241,875)	18,125	Carryover adjustment
	Power Generator at Civic Centre	From Res	(5,000)	(2,160)	2,840	Carryover adjustment
	West Ryde Community Facility - (Fitout & Project Man)	From Res	(462,241)	(394,734)	118,837	Carryover adjustment

Quarterly Changes Report - Detailed

			Approved Budget 2011/2012	YTD Actual 2011/2012	Proposed Changes 2011/2012	Comments
	Land Register & CT System Review	NCP Exp			100,000	Land Register & CT System Review to be funded by Investment Property reserve
	Land Register & CT System Review	NCP Exp			(100,000)	Carryover unspent funding to 2012/2013 for completion the project
	Land Register & CT System Review	From Res			(100,000)	Transfer from reserve to fund Land Register & CT System Review project
	Land Register & CT System Review	To Res			100,000	Carryover unspent funding to 2012/2013 for completion the project
	Building Security Arrangements	To Res	26,000	31,360	5,360	Carryover adjustment
	Total Property Portfolio program					
Catchment program						
	River to River Corridors Project	NCP Exp	44,180		1,224	Carryover adjustment
	Stormwater Improvement Works Renewal	Cap Inc	(50,000)	(134,405)	(55,873)	Grant income received
	Stormwater Improvement Works Renewal	Cap Exp	852,000	775,689	(1,839)	Carryover adjustment
	Stormwater Improvement Works Renewal	From Res	(802,000)	(641,283)	57,712	Carryover adjustment
	Stormwater Asset Replacement Renewal	Cap Exp	577,403	507,905	(33,268)	Carryover unspent funding to 2012/2013 for completion the project
	Stormwater Asset Replacement Renewal	From Res	(577,403)	(507,905)	33,268	Carryover unspent funding to 2012/2013 for completion the project
	River to River Corridors Project	To Res	21,277	20,053	(1,224)	Carryover adjustment
	Total Catchment program					
Centres and Neighbourhood program						
	Eastwood Master Plan	NCP Exp			12,390	Carryover adjustment
	Meadowbank Master Plan	NCP Exp			22,420	Carryover adjustment
	Waterloo Road/Byfield Road - Public Domain Upgrade	Cap Exp	27,000		110,722	Carryover adjustment
	20 West Parade Eastwood - MFPs	Cap Exp	120,000		(100,455)	Carryover unspent funding - This project is the result of a council resolution and the funds were allocated in 3rd Quart review

Quarterly Changes Report - Detailed

APPENDIX B

			Approved Budget 2011/2012	YTD Actual 2011/2012	Proposed Changes 2011/2012	Comments
	Neighbourhood Centre Renewal	Cap Exp	102,900	123,195	32,295	Carryover adjustment
	Neighbourhood Centre Renewal	To Res	672,110	639,815	(32,295)	Carryover adjustment
	Tree Planting in Macquarie Park - Design and Construction	Cap Exp	3,000		15,540	Carryover adjustment
	Town Centre Upgrade Implementation Renewal	Cap Exp	45,000	50,600	5,600	Carryover adjustment
	Town Centre Upgrade Implementation Renewal	To Res	255,000	249,400	(5,600)	Carryover adjustment
	Waterloo Road/Byfield Road - Public Domain Upgrade	From Res	(27,000)	(137,721)	(110,722)	Carryover adjustment
	20 West Parade Eastwood - MFPs	From Res	(120,000)	(19,545)	100,455	Carryover unspent funding - This project is the result of a council resolution and the funds were allocated in 3rd Quart review
	Tree Planting in Macquarie Park - Design and Construction	From Res	(3,000)	1,460	(15,540)	Carryover adjustment
	Eastwood Master Plan	To Res	29,180	16,790	(12,390)	Carryover adjustment
	Meadowbank Master Plan	To Res	31,935	9,515	(22,420)	Carryover adjustment
	Total Centres and Neighbourhood program					
Library program						
	1 Devlin Street - Centenary Library	Op Exp	50,000	49,334	1,000	Incentive payment for storage containers and funded by OHS rebate
	Wifi for Libraries	Cap Exp	6,700		(300)	Carryover adjustment
	1 Devlin Street - Centenary Library	From Res		(1,000)	(1,000)	Funding for buying storage containers
	Wifi for Libraries	To Res	18,300	18,600	300	Carryover adjustment
	Total Library program					
Governance and Civic program						
	Voluntary Planning Agreement Capital Income	Cap Inc		(403,553)	(403,553)	Income received to date
	Voluntary Planning Agreement Capital Income	To Res		403,553	403,553	Transfer of income received to date to reserve
	Total Governance and Civic program					

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			Approved Budget 2011/2012	YTD Actual 2011/2012	Proposed Changes 2011/2012	Comments
Customer and Community Relations program						
	Community Engagement Program	Op Exp		6,250	13,302	Carryover adjustment
	Customer Survey	NCP Exp	50,000		(49,700)	Carryover adjustment
	Branding & Marketing Plan City of Ryde	NCP Exp	210,000		(10,299)	Carryover adjustment
	Branding & Marketing Plan City of Ryde	From Res	(60,000)	(49,701)	10,299	Carryover adjustment
	Community Engagement Program	To Res	120,000	120,000	(13,302)	Carryover adjustment
	Customer Survey	To Res	20,000	69,700	49,700	Carryover adjustment
	Total Customer and Community Relations program					
Community and Cultural program						
	Community Hubs identification study	NCP Exp	60,000		(33,130)	Carryover adjustment
	Live Neighbourhood Project	NCP Exp	10,000		1,666	Carryover adjustment
	Crime Prevention Plan - implementation	NCP Inc		(44,000)	(44,000)	Crime Prevention Plan Grant
	Crime Prevention Plan - implementation	To Res		44,000	44,000	Transfer Crime Prevention Plan to Reserve
	Ryde Youth Music Project	NCP Exp	25,000		(13,900)	Carryover unspent funding to 2012/13 for completion the project
	Ryde Youth Theatre Group	NCP Exp	62,000		(13,650)	Carryover adjustment
	Community Buildings Renewal	Cap Exp	240,000	231,988	(4,965)	Carryover adjustment
	Community Buildings Renewal	To Res	10,000	10,000	4,965	Carryover adjustment
	Community Hubs identification study	To Res	20,000	53,130	33,130	Carryover adjustment
	Live Neighbourhood Project	To Res	10,000	8,334	(1,666)	Carryover adjustment
	Ryde Youth Music Project	To Res			13,900	Carryover unspent funding to 2012/13 for completion the project
	Ryde Youth Theatre Group	To Res	40,000	53,650	13,650	Carryover adjustment
	Total Community and Cultural program					

Quarterly Changes Report - Detailed

		Approved Budget 2011/2012	YTD Actual 2011/2012	Proposed Changes 2011/2012	Comments	
Risk Management program						
	Enterprise Risk Management Plan	NCP Exp	58,000	873	Carryover adjustment	
	Enterprise Risk Management Plan	To Res	7,000	(873)	Carryover adjustment	
	Total Risk Management program					
Paths and Cycleways program						
	Cycleways Construction Renewal	Cap Inc		(101,500)	Carryover adjustment	
	Cycleways Construction Renewal	Cap Exp	184,490	293,037	62,837	Carryover adjustment
	Cycleways Construction Renewal	To Res	80,860	119,523	38,663	Carryover adjustment
	Total Paths and Cycleways program					
Environmental program						
	Business Audit Program	NCP Exp	54,422	2,388	Carryover adjustment	
	Business Audit Program	From Res	(34,690)	(37,078)	(2,388)	Carryover adjustment
	Total Environmental program					
Strategic City program						
	Council's Corporate Plan	NCP Exp	3,000	(2,077)	Carryover adjustment	
	Corporate Documentation of Corporate Processes	NCP Exp	10,000	935	Carryover adjustment	
	Council's Corporate Plan	To Res	17,000	19,077	2,077	Carryover adjustment
	Corporate Documentation of Corporate Processes	To Res	40,000	39,065	(935)	Carryover adjustment
	Total Strategic City program					
Land Use Planning program						
	Aboriginal Heritage Office Partnership	Op Exp	25,616	34,454	8,833	Carryover adjustment
	Bennelong Bicentenary Exhibition	NCP Exp		3,500	Carryover adjustment	

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			Approved Budget 2011/2012	YTD Actual 2011/2012	Proposed Changes 2011/2012	Comments
	Macquarie Park DCP	NCP Exp	140,000		(10,729)	Carryover adjustment
	Macquarie University Development	NCP Exp	45,943		24,481	Carryover adjustment
	Macquarie Park DCP	From Res	(140,000)	(129,271)	10,729	Carryover adjustment
	Aboriginal Heritage Office Partnership	To Res	9,095	262	(8,833)	Carryover adjustment
	Bennelong Bicentenary Exhibition	To Res	15,000	11,500	(3,500)	Carryover adjustment
	Macquarie University Development	To Res	29,057	4,576	(24,481)	Carryover adjustment
	Total Land Use Planning program					
Organisational Development program						
	Performance Review Process	NCP Exp	128,000		(21,597)	Carryover adjustment
	Internal Communication (Incl Intranet)	NCP Exp	27,000		10,304	Carryover adjustment
	GM Perf. Management Review & Development	NCP Exp	10,000		(3,750)	Carryover adjustment
	Performance Review Process	To Res	22,000	43,597	21,597	Carryover adjustment
	Internal Communication (Incl Intranet)	To Res	43,000	32,696	(10,304)	Carryover adjustment
	GM Perf. Management Review & Development	To Res	30,000	33,750	3,750	Carryover adjustment
	Total Organisational Development program					
Regulatory program						
	Transport/Parking Technology	Cap Exp	124,526		(70,000)	Carryover adjustment
	Transport/Parking Technology	To Res	225,474	295,474	70,000	Carryover adjustment
	Total Regulatory program					
Waste and Recycling program						
	Future Focus Home Waste & Sustainability	NCP Inc		(10,000)	(10,000)	Save power Supplement grant received
	Future Focus Home Waste & Sustainability	To Res		10,000	10,000	Transfer unspent Save power Supplement grant to reserve
	Total Waste and Recycling program					

Quarterly Changes Report - Detailed

			Approved Budget 2011/2012	YTD Actual 2011/2012	Proposed Changes 2011/2012	Comments
Internal Corporate Services program						
	Financial Assistance Grant	Op Inc	(1,602,311)	(2,696,424)	(1,100,564)	Prepayment for 2012/2013
	OHS & Injury Management Administration	Op Inc		(3,575)	(40,000)	WHS Incentive Rebate
	System Administration TechOne	NCP Exp	230,000		(21,507)	Carryover adjustment
	Upgrade PC/Security-IRM Storage area	Cap Exp			(10,000)	Upgrade PC/Security-IRM Storage area - funding required to complete the project
	Information Technology Renewals	Cap Exp	630,000	476,723	20,000	Carryover adjustment
	Information Technology Renewals	To Res	20,000		(20,000)	Carryover adjustment
	Upgrade PC/Security-IRM Storage area	From Res	(10,000)		10,000	Upgrade PC/Security-IRM Storage area - funding required to complete the project
	System Administration TechOne	To Res		21,507	21,507	Carryover adjustment
	Financial Assistance Grant	To Res		1,100,564	1,100,564	Transfer Prepayment for 2012/2013 to reserve
	OHS & Injury Management Administration	To Res		40,000	40,000	Transfer WHS Incentive Rebate to Reserve
	Total Internal Corporate Services program					
	GRAND TOTAL					

Consolidated Income & Expenditure Estimates

Includes all Special Rates & Levies

PROJECTED OPERATING RESULT	Original Budget 2011/2012 \$'000	C/Over Budget 2011/2012 \$'000	TOTAL Original Budget 2011/2012 \$'000	Sep Changes 2011/2012 \$'000	Dec Changes 2011/2012 \$'000	Mar Changes 2011/2012 \$'000	Jun Carryovers 2011/2012 \$'000	Jun Changes 2011/2012 \$'000	PROPOSED Budget 2011/2012 \$'000	ACTUAL YTD 2011/2012 \$'000
OPERATING REVENUE										
Rates & Annual Charges	58,135		58,135			100			58,235	58,377
User Charges & Fees	11,433		11,433	(156)	35	801			12,113	12,059
Interest	3,081		3,081		513	1,500			5,094	5,488
Other Operating Revenue	5,793		5,793	55	194	281		40	6,362	6,478
Operating Grants & Contributions	6,450	65	6,515	(475)	11	(6)	(43)	1,623	7,625	7,648
TOTAL OPERATING REVENUE	84,892	65	84,958	(577)	753	2,676	(43)	1,663	89,430	90,050
OPERATING EXPENSES										
Employee Costs	36,262	50	36,311	(52)	(462)	(1)			35,796	35,548
Materials & Contracts	21,520	942	22,462	675	1,317	1,451	(1,148)	57	24,815	23,431
Borrowing Costs	596		596						596	335
Other Operating Expenses	12,586	9	12,595	132	108	0	(9)	9	12,835	12,255
TOTAL OPERATING EXPENSES	70,964	1,000	71,965	755	962	1,451	(1,157)	66	74,042	71,569
Operating Result Before Capital Amounts	13,928	12,993	(1,332)	(209)	1,226	1,114	1,596	15,388	18,481	18,481
Capital Grants & Contributions	217	1,896	2,113	884	315	1,873	(1,691)	7,897	11,391	11,612
In-kind Contributions	23,143		23,143						23,143	12,500
Net Gain / (Loss) on Disposal of Asset										(244)
Total Capital Income	23,360	1,896	25,257	884	315	1,873	(1,691)	7,897	34,534	23,869
Operating Result Before Depreciation	37,288	961	38,250	(448)	106	3,099	(577)	9,493	49,922	42,349
Depreciation & Impairment	19,137		19,137						19,137	18,696
Operating Result	18,151	961	19,113	(448)	106	3,099	(577)	9,493	30,785	23,654

Consolidated Income & Expenditure Estimates

Includes all Special Rates & Levies

PROJECTED FUNDING	Original Budget 2011/2012 \$'000	C/Over Budget 2011/2012 \$'000	TOTAL Original Budget 2011/2012 \$'000	Sep Changes 2011/2012 \$'000	Dec Changes 2011/2012 \$'000	Mar Changes 2011/2012 \$'000	Jun Carryovers 2011/2012 \$'000	Jun Changes 2011/2012 \$'000	PROPOSED Budget 2011/2012 \$'000	ACTUAL YTD 2011/2012 \$'000
OPERATING RESULT	18,151	961	19,113	(448)	106	3,099	(577)	9,493	30,785	23,654
Funding										
ADD (Non-Cash) - Depreciation	19,137		19,137						19,137	18,696
ADD (Non-Cash) - ELE Accruals										1,724
ADD (Non-Cash) - Interest on Security Deposits - Accruals										58
ADD Book Value of Assets Disposed	890		890						890	1,292
Cash Available to Fund Capital Expenditure	38,178	961	39,140	(448)	106	3,099	(577)	9,493	50,812	45,423
CAPITAL EXPENDITURE										
Community Life	8,147	3,030	11,177	4,445	94	(728)	(5,620)	(1,231)	8,136	3,526
Environment & Planning	1,900	8	1,908	(1,100)		408	(842)	58	432	420
Public Works	31,570	3,494	35,064	3,208	90	2,377	(3,406)	(463)	36,870	29,178
Corporate Services	1,540	341	1,881	2,616	2	62	(64)	(955)	3,543	3,447
TOTAL CAPITAL EXPENDITURE	43,157	6,872	50,029	9,169	186	2,120	(9,932)	(2,591)	48,981	36,571
Cash Flow to Fund	(4,979)	(5,910)	(10,889)	(9,617)	(81)	979	9,355	12,084	1,831	8,852
Financed by:										
Opening Working Capital	3,401	804	4,205						4,205	4,205
Borrowings										
New Borrowings				1,200			(1,200)			
Less: Loan Repayments	(381)		(381)						(381)	(441)
Net Loan Funds (Payments/Receipts)	(381)		(381)	1,200			(1,200)		(381)	(441)
Reserves	5,052	5,910	10,962	8,543	81	(948)	(8,155)	(12,084)	(1,602)	(8,201)
Closing Working Capital	3,093	804	3,897	125	(0)	31		0	4,053	4,415