

**ATTACHMENTS FOR: AGENDA NO. 5/19
COUNCIL MEETING**

Meeting Date: Tuesday 28 May 2019
Location: Council Chambers, Level 1A, 1 Pope Street, Ryde
Time: 7.00pm

ATTACHMENTS FOR COUNCIL MEETING

Item

**7 MARCH QUARTERLY REVIEW REPORT - FOUR YEAR DELIVERY
PLAN 2018-2022 AND 2018/2019 OPERATIONAL PLAN**

Attachment 1 Quarterly Review Report, Four Year Delivery Plan
2018-2022 including One Year 2018/19 Operational
Plan, Quarter Three, January – March 2019



CITY OF RYDE

QUARTERLY REVIEW REPORT

Third QUARTER 2018/19

January – March 2019

General Manager

This March Quarterly Review reports on the progress towards the achievement of the City of Ryde's Delivery Plan 2018-2022 including the 2018/19 One Year Operational Plan. Council monitors the progress of the Operational Plan on a quarterly basis, with the report highlighting Council's performance against key indicators and the planned projects.

Council's working funds position is projecting as forecast and the final working funds position to forecast and an update will be presented to Council as part of the adoption of the draft financial reports in August 2019.

There were 137 Capital and Non Capital projects planned for Quarter 3 2018/19. At 31 March 2019, 20 have been completed and 87 were on track to be completed as planned. The capital works program is well progressed, with 91% of almost 170 planned cluster projects on schedule to be completed as planned within the financial year. Some major achievements for the City of Ryde include: being nominated as a finalist for the Parks and Leisure Association award for the upgrade to the Meadowbank Outdoor Youth Space (Skate Park), and receiving a Highly Commended award at the National awards for Local Government for our Road safety infrastructure upgrades around schools. Our Scheduled sportfield lighting upgrades are almost complete. 7 Sportsfield and 3 parks upgrade projects have been completed. The RALC Solar project has been completed under budget. The preliminary design for the future Macquarie Library and Creativity Hub has been completed and our road resurfacing works are almost finalised, with 72 of 74 resurfacing jobs planned for the year completed.

Six projects are rated as "action required": Passive Parks Expansion and Improvement, and Sportsfield Upgrade & Renewal, Information Technology Expansion and the Information Technology Renewals. Most of the work on these projects will be completed as planned, with delays experienced with some project elements. The Shepherds Bay Outlet project is dependent on another project which is delayed pending finalisation of contractual arrangements. The Small Rd and Lavarack St Drainage Expansion will not be completed as planned because negotiations with the Department of Education were delayed by the lead up to the recent State election.

A minor number of projects have been flagged as carrying over into next financial year, as a result of delays in completing the planned work for the year, usually as a result of factors outside the control of Council impacting the progress of the projects. For the remaining projects, four projects have not commenced, one has been deferred pending a State Government study into the area, and four cancelled. Work for three of these was absorbed into other projects and the remaining project: Transport and Pedestrian Initiatives - Macquarie Park, was stopped after investigations indicated the project would not be feasible.

All Departments performed well in delivering their Corporate Performance Indicator targets. The majority of corporate indicators are on track and achieved their targets during the quarter. This included responding to 18,959 customer requests and items of correspondence. Income and expenditure results are also within target projections.

The following financial summary is provided on the key components of Council's Operational Plan 2018/19 and is supported by detailed information in the appendices and a separate financial report.

Quarterly Review Report 1 January – 31 March 2019

Highlights

March Quarterly Review

- Council's available Working Capital is projected to maintain at \$5.01 million.
- This level of Working Capital is considered adequate given it exceeds Council's minimum uncommitted Working Capital balance of \$4.50 million.

2018/19	Original Budget 2018/19 (\$'000)	Carryover Budget 2018/19 (\$'000)	Previously Approved Changes (\$'000)	Revised Budget (\$'000)	Proposed Changes (\$'000)	Projected Budget (\$'000)	Actual YTD (\$'000)	Budget YTD (\$'000)	% Variance
Base									
Income	-130,074		-571	-130,646	-1,690	-132,336	-121,099	-117,965	2.7%
Expenditure	98,933		1,133	100,066	396	100,462	66,873	76,060	-12.1%
Total Base	-31,142		562	-30,580	-1,294	-31,874	-54,225	-41,905	29.4%
Non-Capital									
Income	-259	-35	-210	-503	48	-455	-877	-435	101.7%
Expenditure	3,676	981	265	4,922	-4	4,918	2,195	3,849	-43.0%
Total Non-capital	3,417	947	55	4,419	44	4,463	1,318	3,414	-61.4%
Capital									
Income	(20,780)	(55)	(12,670)	(33,505)	(3,397)	(36,902)	(35,068)	(27,104)	29.4%
Expenditure	44,639	15,178	4,555	64,372	5,188	69,560	27,357	51,733	-47.1%
Total Capital	23,859	15,123	-8,115	30,867	1,791	32,658	-7,711	24,630	-131.3%
Transfers from reserves	-72,469	-16,042	-4,441	-92,951	-5,529	-98,480	-10,156	-16,767	-39.4%
Transfers to Reserves	77,284	-28	11,938	89,194	4,988	94,182	10,106	8,832	14.4%
Total Reserve Movements	4,815	-16,070	7,498	-3,757	-541	-4,298	-50	-7,935	-99.4%
Net Result Excluding Reserves	-3,866	16,070	-7,498	4,706	541	5,247	-60,618	-13,862	337.3%
Book Value of Assets	-1,200			-1,200		-1,200	-1,124	-900	
Advances									
Loan Proceeds	-700			-700		-700		-525	-100.0%
Loan Repayments	951			951		951	722	713	1.2%
Total Other Items	-949			-949		-949	-403	-712	-43.4%
Net Result	0	0	0	0	0	0	-61,070	-22,508	171%

Quarterly Review Report 1 January – 31 March 2019

Financial Position – March Quarterly Review

Following this quarter's budget review as stated, Council's financial position has improved with a net increase of \$4.65 million in Council's Operating Surplus. A majority of this increase relates to Section 94 contribution (\$3.42 million), additional DA fees (\$0.30 million), additional investment income (\$0.80 million), additional Domestic Waste income (\$0.32 million) and \$0.35 million savings from the salaries and wages. In this quarter it is recommend transferring \$0.27 million additional funding to Ryde Central Reserve to fund the future redevelopment Civic Centre Office Building.

Council's available Working Capital will maintain at \$5.01 million.

The Capital Works Program, YTD, is at approximately 39.33% net financially, excluding contributed assets.

Operating expenses, YTD, are within 13.57% (favourable) of the budgeted amounts, which is a good result.

Operating Income (Base Budget and Non-Capital & Capital Income) is projected to increase by \$5.04 million (3.06%) and Operating Expenses are projected to increase by \$0.39 million (0.37%), a net increase in Operating Surplus of \$4.65 million to \$64.31 million. This is an excellent result given the tight revenue base from which we are operating.

Council had budgeted to undertake \$64.37million of capital works. This is projected to increase by \$5.19 million, resulting in a revised total capital works budget of \$69.56 million.

Base Budget

Base Budget Income is projected to increase by \$1.69 million to \$132.34 million, while Base Budget Expenses are projected to increase by \$0.40 million to \$100.46 million, giving a net projected increase in the Base Budget Surplus of \$1.29 million (4.23%).

Non-Capital Budget

Non-Capital Expenses are projected to maintain at \$4.92 million and incomes related to Non-Capital are projected to decrease by \$0.04 million, giving a net projected increase in net Non-Capital Expenditure of \$0.04 million (1.00%).

Capital Budget

Capital Income is projected to increase by \$3.40 million to \$36.90 million, while Capital Expenses are projected to increase by \$5.19 million to \$69.56 million.

Reserve Movements

The net movement of Reserves was budgeted to be a net transfer from reserves of \$3.76 million for works carried over plus funding other works. This is projected to have a net increase of \$0.54 million from reserves to a total of \$4.30 million transfer from reserves.

Quarterly Review Report 1 January – 31 March 2019

Summary by Program – Net Financial Result

Period ended March 2019	Original Budget 2018/19 (\$'000)	Revised Budget (\$'000)	Proposed Changes (\$'000)	Projected Budget (\$'000)	Actual YTD (\$'000)	Budget YTD (\$'000)	% Variance
Strategic City program	173	187	2	189	243	242	0%
Organisational Development program	323	327	4	327	333	369	-10%
Risk Management program	3,192	3,505	377	3,882	2,871	2,744	5%
Community and Cultural program	3,195	3,281	-38	3,243	2,019	2,799	-28%
Customer and Community Relations program	3,783	3,622	-3	3,619	2,428	2,654	-9%
Open Space, Sport & Recreation program	9,377	9,512	55	9,568	10,215	13,354	-24%
Centres and Neighbourhood program	2,788	2,788	65	2,853	3,783	5,152	-27%
Library program	4,759	4,578	46	4,623	3,599	4,037	-11%
Internal Corporate Services program	-35,721	-35,132	-306	-35,438	-68,299	-62,444	9%
Governance and Civic program	4,272	4,233	63	4,295	3,082	3,518	-12%
Land Use Planning program	1,371	1,391	8	1,399	-31,101	-13,847	125%
Regulatory program	-1,544	-1,816	-232	-2,047	-2,294	-1,222	88%
Economic Development program	189	189	1	191	190	203	-6%
Catchment program	2,295	2,688	-81	2,607	4,582	5,807	-21%
Environmental program	635	637	-15	622	608	599	2%
Traffic & Transport program	1,312	1,291	34	1,325	2,334	3,085	-24%
Waste and Recycling program	-965	-1,065	16	-1,049	-10,667	-6,959	53%
Property Portfolio program	1,381	981	-140	841	3,094	3,708	-17%
Roads program	476	339	97	436	8,072	10,590	-24%
Foreshore program	82	34	19	53	899	363	148%
Paths and Cycleways program	-1,372	-1,568	31	-1,537	2,938	2,741	7%
GRAND TOTAL NET RESULT	0	0	0	0	-61,070	-22,508	171%

Corporate Indicator Results - Quarter 3 2018-19

Insights

Customer Satisfaction

Annual Indicator

Customer requests

96%

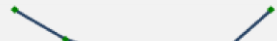
Acknowledged within 10 working days
Mar-19



Inward Correspondence

91%

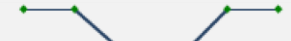
Acknowledged within 10 working days
Mar-19



Complaints

100%

2 of 2 Tier 1 complaints completed on time
Mar-19



Income

+2.1%

Above YTD base budget approved income
Mar-19



Expenditure

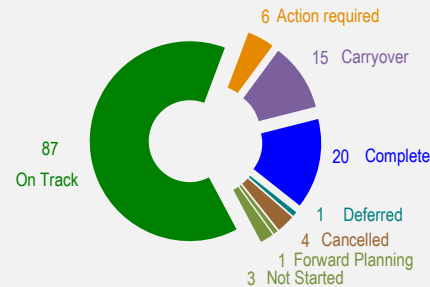
-8.1%

Above YTD base budget approved expenditure
Mar-19



Project Status at Mar-19

137 Total Projects



Lost Time Injuries

184

Lost time Injury days during the Quarter
Mar-19

Staff with Excess Leave

34

Staff with greater than 8 weeks annual leave balance
Mar-19

Audit Recommendations

0%

0 of 1 completed for the Quarter to Mar-19



Customer

10,785 of 11,283 customer requests and 6,959 of 7,676 correspondence actions were actioned within required timeframes.

Compliments and Complaints – 30 Compliments and 2 complaints were received during the Quarter.

Financials and Projects

Income and Expenditure – Consistent with last year's Q3 results.

Projects – Total of 137 projects. Six projects are rated as "requiring attention: Passive Parks Expansion and Improvement, Sportsfield Upgrade & Renewal, Shepherds Bay Outlet, Small Rd and Lavarack St Drainage Expansion, Information Technology Expansion and the Information Technology Renewals.

Organisation

Staff with Excess Annual Leave – A significant reduction, down from 54 last quarter.

Audit Recommendations – One action from the Asset Restorations Audit is partially completed.

Lost Time Injuries – 6 claims, 4 employees have returned to normal hours. Around half of the lost time is due to a long term claim where the employee is not likely to return to work in the short term.



Our vibrant and liveable city

Great places, vibrant neighbourhoods

Centres are the focus of vibrant communities
Places are designed for people

Collaborative development

People are at the heart of planning and influence how
the city grows and changes

Sustainable design

Neighbourhoods support sustainable growth.
Developments add to the character of their
neighbourhoods

Summary

Two projects are flagged for carryover into 2019/20: Open Space Master Plans and City of Ryde Halls and Facilities Strategy.

The value of approved development dropped significantly during the Quarter when compared to Q3 2018, consistent with the drop experienced over the previous two quarters.

Mean determination times have decreased significantly when compared to the Q2 result.

2018/19 (\$'000)	Revised Budget	Proposed Changes	Projected Budget	Actual YTD	Budget YTD	% Variance
Base						
Income	-5,255	-193	-5,447	-4,438	-3,979	11.5%
Expenditure	10,324	-6	10,318	7,253	7,729	-6.2%
Total Base	5,069	-199	4,871	2,816	3,750	-24.9%
Non-Capital						
Income	-250		-250	-750	-250	200.0%
Expenditure	994	110	1,104	311	825	-62.3%
Total Non-Capital	744	110	854	-439	575	-176.2%
Capital						
Income	-282		-282	-282	-282	
Expenditure	1,115		1,115	543	857	-36.6%
Total Capital	833		833	261	575	-54.6%
Transfers from reserves	-2,018	-110	-2,128	-14	-404	-96.6%
Transfers to Reserves	382		382			
Total Reserve Movements	-1,636	-110	-1,746	-14	-404	-96.6%
Book Value of Assets						
Advances						
Loan Proceeds						
Loan Repayments						
Total Loan Proceeds						
Net Result for Outcome	5,011	-199	4,812	2,624	4,497	-41.7%

Outcome: Our Vibrant and Liveable City

Performance Indicators 2018/19

Measure	Program	Target	Result	Status	Comments
Mean gross assessment time (in days)	Regulatory Program	<= 95	94	On Track	
Mean gross determination time – commercial, retail, office	Regulatory Program	<= 91	104	Off Track	This represents an improvement from Q2 which was 129 days
Mean gross determination time – residential alts and adds	Regulatory Program	<= 77	54	On Track	This figure has decreased from 65 days in Q2.
Mean gross determination time – single new dwellings	Regulatory Program	<= 105	105	On Track	
Total approved development value (in millions)	Regulatory Program	>= 0	83	On Track	

Operational plan projects for 2018/19

Centres and Neighbourhoods Program	Time	Cost	Scope	Delivery date	Status	Approved budget	YTD Actual	Comments
Neighbourhood Centre Renewal	On Track	On Track	On Track	30/06/2019	On Track	\$1,034,909	\$526,238	Minor works at Avon completed. Pittwater works almost complete. Minor outstanding works scheduled for Q4.
Night Time Economy Implementation (Stage 1)	On Track	On Track	On Track	30/06/2019	On Track	\$285,346	\$20,197	Lighting works have been scheduled in conjunction with works at Gladesville and West Ryde. Works are scheduled to be completed in Q4 and are currently on-track. It is noted that there is limited contingency in the schedule and significant adverse weather may result in a minor carryover.
Land Use Planning program								
Ryde Heritage Study Update	On Track	On Track	On Track	30/06/2019	On Track	\$80,000	\$11,390	Consultant has undertaken initial analysis and further refinements are being undertaken.
LEP Review Project	On Track	On Track	On Track	30/06/2019	On Track	\$270,000	\$86,471	Draft LSPS presented to GSC in Q3. LSPS On Track for exhibition in July as per statutory requirements.
Purchase Aerial Photography for LGA	Complete	Complete	Complete	30/03/2019	Complete	\$25,000	\$25,000	
Open Space, Sport & Recreation program								
Street Tree Planting Program	On Track	On Track	On Track	31/05/2019	On Track	\$80,000	\$16,959	Works programmed to occur in Q4
Denistone East Bowling Club - Future Use	On Track	On Track	On Track	30/06/2019	On Track	\$13,900	\$3,253	Park Master Plan adopted by Council.
Open Space Master Plans	Action Required	On Track	On Track	31/07/2019	Carryover	\$200,000	\$164,890	ELS Hall Master Plan and Gannan Park Master Plan scheduled to be reported to Council in Q4. Meadowbank Park and Blenheim Park Master Plan scheduled to be reported to Council in Q1 19/20.
Integrated Open Space Plan	On Track	On Track	On Track	30/06/2019	On Track	\$50,000		Internal Review underway
Community and Cultural program								
City of Ryde Halls and Facilities Strategy	On Track	On Track	On Track	31/12/2019	Carryover	\$70,000	\$0.00	Delays in procurement process with a consultant due to commence in May. Draft strategy to be finalised in July /August and presented to Council in September and then placed on public exhibition.



Our active and healthy city



Enhanced Recreational Spaces

Providing opportunities and choice for recreation and active learning and living

Summary

Three projects are now flagged for carryover: Community and Social Wellbeing Plan, Playground Renewal & Upgrade, and Macquarie Park, Waterloo Rd. Two other projects are experiencing delays with some elements: Passive Parks Expansion and Improvement and Sportsfield Upgrade & Renewal.

Remaining projects are progressing as planned or have been completed.

City of Ryde has been nominated as a finalist for the Parks and Leisure Association award for the upgrade to the Meadowbank Outdoor Youth Space (Skatepark)

Scheduled sportfield lighting upgrades are almost complete. 7 Sportsfield and 3 parks upgrade projects have been completed. The upgrades to the ELS Hall Park Baseball facilities are now delayed until next financial year.

Well Targeted Services

Strengthening community life, connectedness and wellbeing

2018/19 (\$'000)	Revised Budget	Proposed Changes	Projected Budget	Actual YTD	Budget YTD	% Variance
Base						
Income	-8,700	-22	-8,722	-6,717	-6,992	-3.9%
Expenditure	17,374	22	17,396	11,895	13,124	-9.4%
Total Base	8,674	0	8,674	5,178	6,132	-15.6%
Non-Capital						
Income	-30		-30	-30	-30	
Expenditure	382	-80	302	192	284	-32.4%
Total Non-Capital	352	-80	272	162	254	-36.2%
Capital						
Income	-2,963	-5	-2,968	-2,513	-2,850	-11.8%
Expenditure	21,506	5,029	26,535	6,752	18,245	-63.0%
Total Capital	18,543	5,024	23,567	4,239	15,395	-72.5%
Transfers from reserves	-24,523	-5,081	-29,605		-8,306	-100.0%
Transfers to Reserves	6,311	145	6,455			
Total Reserve Movements	-18,213	-4,937	-23,149		-8,306	-100.0%
Book Value of Assets						
Advances						
Loan Proceeds						
Loan Repayments	289		289	252	217	16.5%
Total Loan Proceeds	289		289	252	217	16.5%
Net Result for Outcome	9,645	7	9,653	9,832	13,693	-28.2%

Outcome: Our healthy and active city

Performance Indicators 2018/19

Measure	Program	Target	Result	Status	Comments
Number of visits to the libraries	Library Program	>= 970,000	255,737	Annual Measure	On track to meet annual target.
Number of participants in organised sport on Council's active Open space areas	Open space, sport and recreation program	> 500,000	124,500	On Track	
Number of visitors to RALC	Open space, sport and recreation program	>= 750,000	578,472	On Track	On Track to meet yearly target.

Operational plan projects for 2018/19

Community and Cultural program	Time	Cost	Scope	Delivery date	Status	Approved budget	YTD Actual	Comments
Community Buildings Renewal	On Track	On Track	On Track	30/06/2019	On Track	\$407,620	\$78,653	
Community and Social Wellbeing Plan	On Track	On Track	On Track		Carryover	\$60,000	\$23,940	Final draft to be delivered late June and reported to Council in July and then placed on public exhibition.
Library program								
Community Buildings Renewals - Libraries	Complete	Complete	Complete		Complete	\$277,649	\$193,157	
Digital enhancement for Libraries	On Track	On Track	On Track	21/06/2019	On Track	\$25,000		Order placed for additional EFTPOS Kiosk for Eastwood Library
Open Space, Sport & Recreation program								
Passive Parks Expansion and Improvement	Action Required	On Track	On Track	31/07/2019	Action Required	\$2,757,431	\$670,364	Works for the Morrison Bay Park and ELS Hall Park projects may not be completed this financial year due to issues with procurement of lighting. Kings Park is a multi-year project with construction to occur in 19/20.
Development of the Olympic Park Strategic Plan and Master PI	On Track	On Track	On Track		On Track	\$50,000	\$71,118	Project on track and nearing completion
Synthetic Playing Surfaces Expansion	Complete	Complete	Complete		Complete	\$106,692	\$80,055	
Sportsfield Floodlighting Expansion	On Track	On Track	On Track	19/06/2019	On Track	\$404,583	\$248,298	Meadowbank Field 10 works completed, Marsfield Park works programmed to be completed in Q4.
Sportsfield Upgrade & Renewal	Action Required	On Track	On Track	30/06/2019	Action Required	\$1,060,000	\$620,739	7 projects within the program are scheduled to be completed by the end of this financial year. Completion of the ELS Hall Park Baseball facilities project is delayed and is at risk of not being completed this financial year as a result of procurement issues.
Plans of Management for Parks					Cancelled	\$0		Budget consolidated into Development of Parks Plans of Management.

	Time	Cost	Scope	Delivery date	Status	Approved budget	YTD Actual	Comments
Development of Parks Plans of Management	On Track	On Track	On Track	30/06/2019	On Track	\$271,873	\$97,272	Parramatta River PoM adopted by Council. Awaiting Ministerial consent to publically exhibit Sportsgrounds and Parks and General Community Use PoM.
Playground Renewal & Upgrade	Action Required	On Track	On Track	31/12/2019	Carryover	\$1,320,804	\$843,795	Anzac Park Playground delayed due to request by Council to undertake further community consultation. This consultation will occur in Q4, Playground construction not to occur until 19/20.
Sportsground Amenities Upgrades Renewal	On Track	On Track	On Track	23/06/2019	On Track	\$1,352,910	\$468,670	Works underway and programmed to be completed Q4.
RALC Asset Renewal	On Track	On Track	On Track	30/06/2019	On Track	\$1,285,000	\$39,673	All sub-projects completed except one which will be carried forward to 2019/2020 (budget value \$1,000,000 from Competition Pool Air Handling Units)
Sportsfield Floodlighting Renewal	On Track	On Track	On Track	30/04/2019	On Track	\$145,000	\$26,828	Monash Park works underway and programmed to be completed Q4.
Macquarie Park, Waterloo Rd	Action Required	On Track	Action Required	31/12/2020	Carryover	\$6,000,000	\$11	Negotiations ongoing between Council, Property NSW and John Holland Group in relation to Delivery of the Park.
Shrimptons Creek Corridor Embellishment	On Track	On Track	On Track	30/06/2019	On Track	\$3,320,197	\$953,582	Wilga Park works programmed for completion Q4, consideration being made for completing additional works within Cottonwood Cres.
Construction of Skate Facilities within City of Ryde	On Track	On Track	On Track	15/04/2019	On Track	\$3,042,727	\$2,528,112	Constructions programmed for completion Q4.



Our natural and sustainable city

Sustainable Planning

Reducing our environmental footprint and protecting our natural and built environments

Summary

Three projects are flagged for carryover: 146 Bowden St Trunk Drainage, Eastwood TC Flood Study, and Terrys Creek Walking Trail. Two other projects are experiencing delays and scope changes: Shepherds Bay Outlet and Small Rd and Lavarack St Drainage Expansion.

All other projects are progressing as planned or have been completed.

The West Ryde Community Centre Solar Project is now back on track to be delivered, with an expanded solar capacity over that originally planned. The RALC Solar project has been completed under budget.

Collaborative development

People are at the heart of planning and influence how the city grows and changes

Resilient Infrastructure

Managing infrastructure to reduce risk and impacts

2018/19 (\$'000)	Revised Budget	Proposed Changes	Projected Budget	Actual YTD	Budget YTD	% Variance
Base						
Income	-23,538	-565	-24,104	-22,858	-22,860	0.0%
Expenditure	25,334	209	25,542	14,794	18,958	-22.0%
Total Base	1,795	-357	1,439	-8,064	-3,903	106.6%
Non-Capital						
Income	-78	43	-35	-16	-67	-75.4%
Expenditure	981	-43	938	469	769	-39.0%
Total Non-Capital	903		903	453	702	-35.5%
Capital						
Income	-159		-159	-150	321	-146.7%
Expenditure	8,442	48	8,490	3,896	6,543	-40.5%
Total Capital	8,283	48	8,331	3,746	6,864	-45.4%
Transfers from reserves	-28,050	-59	-28,109		-2,636	-100.0%
Transfers to Reserves	21,060	316	21,376		-28	-100.0%
Total Reserve Movements	-6,991	257	-6,734		-2,664	-100.0%
Book Value of Assets						
Advances						
Loan Proceeds						
Loan Repayments						
Total Load Proceeds						
Net Result for Outcome	3,991	-52	3,939	-3,865	1,000	-486.6%

Outcome: Our natural and sustainable city

Performance Indicators 2018/19

Measure	Program	Target	Result	Status	Comments
% tonnes of recycling from all domestic waste services	Waste and Recycling Program	>= 48%	45.0%	Off Track	Container Deposit Scheme has impacted container recyclables. Lower levels of paper usage has also been noted.

Operational plan projects for 2018/19

Catchment program	Time	Cost	Scope	Delivery date	Status	Approved budget	YTD Actual	Comments
Stormwater Asset Replacement Renewal	On Track	On Track	On Track	21/06/2019	On Track	\$3,207,516	\$1,431,701	7 out of 17 projects completed. Remainder to be completed in final quarter.
146 Bowden St Trunk Drainage	Action Required	On Track	Action Required	16/12/2019	Carryover	\$963,400	\$102,407	Contractual arrangements with Viva are pending.
Stormwater Improvement Works - Renewal	On Track	On Track	On Track	21/06/2019	On Track	\$662,205	\$318,829	Three projects completed. Pit investigation, CCTV and Future Planning and Design are on-going programs to be carried out through the year.
Shepherds Bay Outlet	Action Required	On Track	Action Required	16/12/2019	Action Required	\$770,000	\$105,000	Design to be finalised. Construction works are dependent on the 146 Bowden Street trunk drainage works. Works to be done in concurrence.
Ann Thorn Park Catchment Works	Complete	Complete	Complete	31/05/2019	Complete	\$960,571	\$816,653	
Eastwood TC Flood Study	Action Required	On Track	Action Required	19/08/2019	Carryover	\$150,000	\$10,021	Study scheduled to be completed early in the 2019/20 financial year due to missing data.
Small Rd and Lavarack St Drainage Expansion	Action Required	On Track	Action Required		Action Required	\$150,000	\$22,500	Negotiations with the Department of Education have been delayed as a result of the caretaker period leading up to the recent State election
Environmental program								
Waste - to - Art	On Track	On Track	On Track	28/06/2019	On Track	\$34,000	\$23,347	
RALC Multi-Purpose Centre - Solar	Complete	Complete	Complete		Complete	\$174,838	\$119,419	Delivered under budget
West Ryde Community Centre Solar Project	On Track	Action Required	On Track	28/06/2019	On Track	\$32,000		Budget variation \$18k increase required to enable roof anchor point adjustments and additions and upsize solar infrastructure to 36kw system to maximise solar capacity for the site with no impact on pay back calculations over 5 years.

Foreshore program	Time	Cost	Scope	Delivery date	Status	Approved budget	YTD Actual	Comments
Bennelong Park Groyne and Foreshore Improvement	On Track	Action Required	On Track	29/01/2019	Complete	\$19,864	\$22,623	
Open Space, Sport & Recreation program								
Park & Open Space Tree Planting Program	Complete	Complete	Complete	31/12/2018	Complete	\$62,000	\$54,043	
Ryde Biodiversity Plan - Implementation	On Track	On Track	On Track	28/06/2019	On Track	\$161,510	\$72,090	
Terrys Creek Walking Trail	Action Required	On Track	On Track	01/07/2019	Carryover	\$459,791	\$297,901	This was a 4 year project, with final year of project in 2019/20.
Field of Mars Visitor Centre Road and Stormwater Disposal Works	On Track	Action Required	On Track	28/06/2019	On Track	\$50,000	\$7,500	
Waste and Recycling program								
Eastwood Litter Prevention Campaign	On Track	On Track	On Track		On Track	\$152,654	\$57,436	
Porters Creek Feasibility Study for CRC	On Track	On Track	On Track		On Track	\$50,000	\$14,437	Clearing of site undertaken. Survey to commence in Q4.
Porters Creek Precinct	On Track	On Track	On Track		On Track	\$400,000	\$197,447	
Community Problem Waste Recycling Centre	On Track	On Track	On Track		On Track	\$205,125	\$205,125	
Old Landfill Sites Subsidence Program Renewal	On Track	On Track	On Track	05/04/2019	On Track	\$530,000	\$399,959	Netball Court Resurfacing works programmed for completion early Q4.
Laurel Park Litter Prevention	On Track	On Track	On Track		On Track	\$62,639	\$27,768	
Managing Waste Reduction in Multi Unit Dwellings	On Track	On Track	On Track		On Track	\$85,000	\$58,972	
Recycle Right and Reduce Waste	On Track	On Track	On Track		Not Started	\$30,000		Budget allocated in March. Project to commence in Q4.
Single Use Plastic Reduction	On Track	On Track	On Track		Not Started	\$50,000		Budget allocated in March. Project to commence in Q4.



Our smart and innovative city

Business opportunity and investment

Businesses benefit from a prosperous local economy

Summary

All projects are progressing or have been completed as planned.

Two projects have been incorporated into other projects: Public Art Embellishment in Macquarie Park and the Wireless Services and Smart Technologies Implementation in Macquarie Park.

The Transport and Pedestrian Initiatives - Macquarie Park project has been cancelled because investigations into an extended on-demand bus service indicated the project would not be feasible.

Strengthening Business Networks

Partnerships shape business growth, investment and development

Macquarie Park

Macquarie Park expands its role as a leading commercial centre and innovation district

2018/19 (\$'000)	Revised Budget	Proposed Changes	Projected Budget	Actual YTD	Budget YTD	% Variance
Base						
Income	-17		-17	-10	-12	-14.4%
Expenditure	1,493	23	1,516	1,124	1,137	-1.1%
Total Base	1,477	23	1,500	1,113	1,124	-1.0%
Non-Capital						
Income				1		
Expenditure	514		514	365	406	-10.1%
Total Non-Capital	514		514	365	406	-10.0%
Capital						
Income						
Expenditure	4,769		4,769	1,048	4,117	-74.5%
Total Capital	4,769		4,769	1,048	4,117	-74.5%
Transfers from reserves	-5,617	-15	-5,632		-2,288	-100.0%
Transfers to Reserves	-5		-5			
Total Reserve Movements	-5,622	-15	-5,637		-2,288	-100.0%
Book Value of Assets						
Advances						
Loan Proceeds						
Loan Repayments						
Total Loan Proceeds						
Net Result for Outcome	1,138	8	1,145	2,527	3,360	-24.8%

Outcome: Our smart and innovative city

Operational plan projects for 2018/19

Centres and Neighbourhood program	Time	Cost	Scope	Delivery date	Status	Approved budget	YTD Actual	Comments
Footpath Upgrade - Khartoum Road	On Track	On Track	On Track	21/06/2019	On Track	\$850,000	\$131,117	Works anticipated in Q4.
TMA for Macquarie Park	On Track	On Track	On Track	30/06/2019	On Track	\$100,000	\$100,000	
Place Making Macquarie Park	On Track	On Track	On Track	30/06/2019	On Track	\$93,000	\$59,095	
Town Centre Upgrade implementation - Renewal	On Track	On Track	On Track		On Track	\$2,090,907	\$450,398	Works underway. Currently on-track for completion in Q4.
West Ryde Plaza	On Track	On Track	On Track	31/05/2019	On Track	\$1,790,633	\$444,796	Paving, concrete walls, planting and play area completed. Seating and Shade structure to be completed in Q4.
Community and Cultural program								
Macquarie-Ryde Futures-PhD Social Inclusion and building resi	On Track	On Track	On Track	30/06/2019	On Track	\$15,000	\$15,000	
Economic Development program								
Implementation of Marketing Plan	On Track	On Track	On Track	30/06/2019	On Track	\$75,000	\$64,863	
Economic Development Plan Implementation	On Track	On Track	On Track	30/06/2019	On Track	\$40,000	\$20,013	
NSW Small Business	Complete	Complete	Complete	18/10/2018	Complete	\$5,000	\$4,300	
Land Use Planning program								
Macquarie-Ryde Futures-PhD-Urban Planning	On Track	On Track	On Track	30/06/2019	On Track	\$15,000	\$15,000	
Strategic City program								
Planting Embellishment Program - Macquarie Park	On Track	On Track	On Track		On Track	\$37,000	\$21,737	
Public Art Embellishment in Macquarie Park					Cancelled	\$0	\$0	Project to be delivered with Shrimpton's Creek corridor upgrades.
Lachlan's Line - Community Facility	Complete	Complete	Complete		Complete	\$36,018	\$26,895	
Transport and Pedestrian Initiatives - Macquarie Park	Complete	Complete	Complete		Cancelled	\$135,000	\$59,500	Investigations into extended on-demand bus service indicated the project would not be feasible.
Wireless Services and Smart Technologies Implementation in Macquarie Park					Cancelled	\$0	\$0	Project to be delivered with Upgrade to Wilga Pk.



Summary

The majority of projects are progressing or have been completed as planned. Three projects are experiencing delays and are flagged for carryover into 2019/20: Seawalls/Retaining Walls Refurbishment Renewal, Cycleways Construction Expansion and the Integrated Transport Strategy Implementation.

Road resurfacing works are almost complete, with 72 of 74 resurfacing jobs planned for the year completed.

City of Ryde has also achieved a Highly Commended award at the National awards for Local Government for our Road safety infrastructure upgrades around schools.

2018/19 (\$'000)	Revised Budget	Proposed Changes	Projected Budget	Actual YTD	Budget YTD	% Variance
Base						
Income	-12,683	75	-12,608	-6,731	-6,625	1.6%
Expenditure	11,223	137	11,360	7,987	8,392	-4.8%
Total Base	-1,460	212	-1,249	1,256	1,767	-28.9%
Non-Capital						
Income	-141	32	-109	-74	-83	-11.6%
Expenditure	488	-73	416	190	344	-44.8%
Total Non-Capital	347	-41	306	116	261	-55.4%
Capital						
Income	-30,097	-3,392	-33,489	-31,738	-24,288	30.7%
Expenditure	21,440	-48	21,391	11,379	16,410	-30.7%
Total Capital	-8,658	-3,440	-12,098	-20,359	-7,878	158.4%
Transfers from reserves	-20,805	85	-20,720		-2,062	-100.0%
Transfers to Reserves	28,610	3,415	32,025		8,610	-100.0%
Total Reserve Movements	7,805	3,500	11,305		6,548	-100.0%
Book Value of Assets						
Advances						
Loan Proceeds						
Loan Repayments						
Total Loan Proceeds						
Net Result for Outcome	-1,965	231	-1,735	-18,986	697	-2822%

Outcome: Our connected and accessible city

Performance Indicators 2018/19

Measure	Program	Target	Result	Status	Comments
# passengers transported by Shop Ryder, annually	Traffic & Transport Program	>= 38,000	40,086	On Track	14,399 passengers transported in Qtr 3

Operational plan projects for 2018/19

Foreshore program	Time	Cost	Scope	Anticipated Delivery	Status	Approved Budget	YTD Actual	Comments
Seawalls/Retaining Walls Refurbishment Renewal	Action Required	Action Required	Action Required	16/12/2019	Carryover	\$1,128,044	\$832,747	Design is currently continuing for both Banjo Patterson Seawall and Putney Park Seawalls. It is expected that construction will commence in 2019/20 for both projects. Morrison Bay Seawall has been completed.
Kissing Point Boat Ramp Repairs	Complete	Complete	Complete		Complete	\$15,000	\$35,439	
Library program								
Libraries Public PC Renewal	On Track	On Track	On Track	28/06/2019	On Track	\$70,000		
Library Public Multimedia Lab	On Track	On Track	On Track	29/04/2019	On Track	\$50,000	\$24,298	Available to customers from 29/4/2019
Paths and Cycleways program								
Cycleways Construction Expansion	Action Required	Action Required	On Track		Carryover	\$2,184,079	\$828,455	Project delayed due to RMS approval
Footpath Construction Renewal	On Track	On Track	On Track	31/05/2019	On Track	\$850,000	\$494,475	6 of the 7 packages are now completed.
Field of Mars Shared Use Path	On Track	On Track	On Track	30/08/2019	On Track	\$330,000	\$66,057	Multi-year project. Design has been completed. Contractor scheduled to commence construction works in mid May 2019.
Footpath Construction Expansion	On Track	On Track	On Track	07/06/2019	On Track	\$930,547	\$468,336	8/12 projects completed. Four deferred. Four projects from 19/20 program brought forward. Endorsement from Council on 29 April 2019.
Roads program								
Heavy Patching	On Track	On Track	On Track	24/05/2019	On Track	\$380,800	\$144,307	Three out of the four heavy patching jobs completed.
Bridge Upgrade / Renewal	On Track	On Track	On Track	07/06/2019	On Track	\$380,000	\$59,348	13 Bridge inspections completed. Contract has been awarded in relation to refurbishment works of Lucinda Street Bridge.
Flood Mitigation/Constitution Road Upgrade	On Track	On Track	On Track	01/05/2020	On Track	\$500,000	\$208,755	Multi year project. Various designs still in progress.
Road Kerb Renewal	On Track	On Track	On Track	31/05/2019	On Track	\$4,724,432	\$1,681,210	
Kerb and Gutter Renewal	On Track	On Track	On Track	29/03/2019	Complete	\$200,000	\$172,241	
Road Resurfacing Renewal	On Track	On Track	On Track	31/05/2019	On Track	\$6,249,100	\$4,972,252	34/36 AC resurfacing jobs completed. Remainder for Q4. 37/37 micro resurfacing jobs have been completed
Pittwater Road Upgrade (High St - Field of Mars)	On Track	On Track	On Track	16/12/2019	On Track	\$350,000	\$65,272	Multi-year project. Design and tendering in 2018/19.
Integrated Transport Strategy Implementation	Action Required	On Track	On Track	14/06/2019	Carryover	\$200,000	\$30,000	Project is on hold pending recruitment of staff.

Organisational Development Program	Time	Cost	Scope	Anticipated Delivery	Status	Approved Budget	YTD Actual	Comments
Best Value Review -Traffic Transport and Development	Complete	Complete	Complete	17/04/2019	Complete	\$50,000	\$48,000	Completed and report approved by ET
Traffic & Transport program								
Pedestrian Accessibility & Mobility Plan	On Track	On Track	On Track	28/06/2019	On Track	\$50,000	\$0	Contract has been awarded and audit reporting is expected for delivery in June 2019
Bus Stop Seats - new	Complete	Complete	Complete	08/02/2019	Complete	\$36,800	\$36,684	
Eastwood Traffic & Parking Study	On Track	On Track	On Track	31/05/2019	On Track	\$227,718	\$60,371	
Traffic Facilities Renewal	On Track	On Track	On Track	14/06/2019	On Track	\$250,000	\$124,708	
See Street Traffic Facilities Expansion	Action Required	Action Required	Action Required		Deferred	\$25,000	\$3,750	Requesting Q3 budget reduction – Project deferred until completion of Meadowbank Education Precinct study
Bus Stop DDA compliance	On Track	On Track	On Track		On Track	\$198,200	\$91,064	15 of 26 sites are completed. 9 to be completed by week ending 3/5/2019. The remaining two sites on Ryedale Road are on hold due to a current development.
Traffic Calming Devices	On Track	On Track	On Track	14/06/2019	On Track	\$699,467	\$502,081	
PAMP Implementation Works - Central, East and West Wards	On Track	On Track	On Track		On Track	\$175,000	\$80,540	
Car Park Renewal	On Track	On Track	Action Required	14/06/2019	On Track	\$380,000	\$100,517	Scope of work is being revised due to community concerns surrounding trees.
Road Safety Upgrades and Improvement	On Track	On Track	On Track	14/06/2019	On Track	\$50,000	\$7,266	
Cambridge St Gladesville - Traffic Mgmt Devices	On Track	On Track	On Track	21/06/2019	On Track	\$35,000	\$5,250	
Devlin Street Traffic Study	On Track	On Track	On Track		On Track	\$19,486		
Multi-deck Car Park Construction - Rowe St Eastwood	On Track	On Track	On Track		On Track	\$550,000	\$268,312	
Top Ryde - Construction of 40km/hr HPAA	On Track	On Track	On Track	14/06/2019	On Track	\$513,100	\$106,215	
Regulatory program								
School Zone Parking Officers	On Track	On Track	On Track	30/06/2019	On Track	\$126,000	\$45,963	On track



Our diverse and inclusive city



An engaged, connected community People feeling connected within their community

Celebrating culture and heritage A distinct local identity built on our city's character and rich cultural heritage

Accessible community facilities Easy access to diverse cultural spaces, places and opportunities

Summary

The majority of projects have been completed or are progressing as planned. Two projects have experienced delays and some tasks will be carried over into 2019/20: the Art Project, and development of the City of Ryde Cultural Plan.

2018/19 (\$'000)	Revised Budget	Proposed Changes	Projected Budget	Actual YTD	Budget YTD	% Variance
Base						
Income	-1,353	8	-1,345	-1,207	-1,109	8.9%
Expenditure	5,922	54	5,977	4,405	4,486	-1.8%
Total Base	4,569	63	4,632	3,198	3,377	-5.3%
Non-Capital						
Income	-5	-27	-31	-8	-5	69.5%
Expenditure	471	27	497	158	372	-57.5%
Total Non-Capital	466		466	150	368	-59.1%
Capital						
Income	-5		-5	-5	-5	0.0%
Expenditure	548	6	554	347	423	-17.9%
Total Capital	543	6	549	343	419	-18.1%
Transfers from reserves	-708		-708	-36	-50	-27.6%
Transfers to Reserves	260	-17	243			
Total Reserve Movements	-448	-17	-465	-36	-50	-27.6%
Book Value of Assets						
Advances						
Loan Proceeds						
Loan Repayments						
Total Loan Proceeds						
Net Result for Outcome	5,131	51	5,182	3,655	4,113	-11.1%

Outcome: Our diverse and inclusive city

Operational plan projects for 2018/19

Centres and Neighbourhood program	Time	Cost	Scope	Delivery date	Status	Approved budget	YTD Actual	Comments
Ryde Heritage Information Centre	On Track	On Track	Action Required	30/06/2019	On Track	\$30,000	\$3,901	Due to unanticipated and urgent heritage related activity it is anticipated that one of the planned events in Q4 will not be held and the 1 remaining event will be held in June.
Community and Cultural program								
Ryde Youth Theatre Group	On Track	On Track	On Track	30/06/2019	On Track	\$75,000	\$58,309	
South Asian Film, Arts & Literature Festival (SAFAL)	On Track	On Track	On Track	30/06/2019	On Track	\$10,000	\$10,000	Planning for the Festival is on track and will be held in August 19.
Ryde Hunters Hill Symphony Orchestra	Complete	Complete	Complete	31/12/2018	Complete	\$50,000	\$50,000	Grant provided in Q2.
Munch and Music	On Track	On Track	On Track	30/06/2019	On Track	\$20,000		Framework and infrastructure established and activation performances to commence Q4.
Art Project	On Track	On Track	On Track	30/06/2019	Carryover	\$56,034		An EOI has been completed and is in the process of appointing an artist. Flagged for a partial carry over.
Ryde Remembers - ANZAC	On Track	On Track	On Track	30/06/2019	On Track	\$10,000	\$953	Remembrance Day, Anzac Day, Sir John Monash Plaque
ANZAC and Remembrance Memorial	Complete	Complete	Complete		Complete	\$5,618	\$5,618	Remembrance Day 11 November memorial for the end of the WWI and ANZAC Committee 2018
Cultural Plan	On Track	On Track	On Track		Carryover	\$60,000	\$23,940	Final draft to be delivered late June and reported to Council in July and then placed on public exhibition.
WW1 House Names Ryde & Eastwood	Complete	Complete	Complete		Complete	\$6,060	\$6,060	Book designed in-house and launch November. Now available in City of Ryde Libraries.
Land Use Planning program								
Macquarie Library and Creativity Hub Design	Complete	Complete	Complete		Complete	\$113,709	\$1,350	Preliminary design completed for purposes of VPA - remaining design will occur during pre-planning for the future DA that will dedicate the facility to Council. Remaining funds to be carried over to future year for this purpose.
Heritage Grants Scheme	On Track	On Track	On Track	30/06/2019	On Track	\$20,000		3 successful applications endorsed by Heritage Advisory Committee in Q3. Funds will be administered in Q4.
Library program								
Library Strategic Plan	Action Required	On Track	On Track	28/06/2019	On Track	\$20,000	\$3,500	Carryover of 10K funds requested for printing of the final document after the public exhibition period.
Library Books	On Track	On Track	On Track	28/06/2019	On Track	\$542,300	\$341,881	



Our open and progressive city

Advocacy on key issues

Achieving the best outcomes for the City of Ryde and its people

An engaged and informed community

Residents trust Council and feel well informed, heard, valued and involved.

Well Led, Financially Sustainable

Transparent, responsible leadership and governance

Summary

Two projects have experienced delays and are flagged for carryover into 2019/20: Intranet Upgrade and Mobile Field Worker App - Health and Building Compliance. Another project, Additional Safehold Modules, is also delayed and is likely to be carried over.

Information Technology Renewals and Information Technology – Expansion are experiencing issues with their implementation that is causing delays. Carryovers are expected with both these projects.

The community Perception Study is currently in forward planning and has not started yet.

2018/19 (\$'000)	Revised Budget	Proposed Changes	Projected Budget	Actual YTD	Budget YTD	% Variance
Base						
Income	-79,099	-993	-80,093	-79,138	-76,388	3.6%
Expenditure	29,347	-43	29,304	20,137	22,949	-12.3%
Total Base	-49,752	-1,036	-50,789	-59,001	-53,440	10.4%
Non-Capital						
Income				0		
Expenditure	1,092	55	1,147	510	848	-39.8%
Total Non-Capital	1,092	55	1,147	510	848	-39.8%
Capital						
Income				-381		
Expenditure	6,553	153	6,706	3,391	5,137	-34.0%
Total Capital	6,553	153	6,706	3,011	5,137	-41.4%
Transfers from reserves	-11,230	-348	-11,578	-10,106	-1,022	889.3%
Transfers to Reserves	32,576	1,130	33,706	10,106	250	3942.4%
Total Reserve Movements	21,346	782	22,128		-772	-100.0%
Book Value of Assets	-1,200		-1,200	-1,124	-900	24.9%
Advances						
Loan Proceeds	-700		-700		-525	-100.0%
Loan Repayments	662		662	469	497	-5.5%
Total Loan Proceeds	-1,238		-1,238	-655	-928	-29.4%
Net Result for Outcome	-21,998	-47	-22,045	-56,136	-49,155	14.2%

Outcome: Our Open and Progressive City

Performance Indicators 2018/19

Measure	Program	Target	Result	Status	Comments
% customer satisfaction with the service provided at the Customer Service Centre	Customer and Community Relations Program	>= 80%	81.0%	On Track	Three new staff members are progressing through training and additional assistance with technical information is required. High volume of staff are frequently unavailable when contacted for information, messages are required to be taken for a customer response
% of calls to the Customer Call Centre resolved at the first point of contact	Customer and Community Relations Program	>= 85%	81.0%	On Track	
% of Councillor requests responded to within agreed service standard	Governance and Civic Program	>= 90%	65.0%	Off Track	This statistic is below target due to the high number of requests received for the quarter, together with the complexity of some of the requests.
Number of known breaches of statutory/council policy requirements	Governance and Civic Program	0	0.0%	On Track	
% returns over benchmark (Bloomberg rate)	Internal Corporate Services Program	>= 0.85%	1.0%	On Track	As Per March 2019 Investments Report
Forecasted Project Completion - Baseline vs Actual	Internal Corporate Services Program	>= 85%	82.0%	On Track	The running percentage against the baseline reduced during the 3rd quarter however the program is on track to exceed expectations by the end of the financial year.
Occupancy of commercial properties (income generating) over 12 months	Property Portfolio Program	> 75%	90.0%	On Track	
% of internal audit recommendations implemented within agreed timeframes	Risk Management program	1	0.0%	Off Track	0/5 recommendations from previous 2 audits. One recommendation partially completed, to be completed next quarter. 4 recommendations deferred till quarter 4.

Operational plan projects for 2018/19

Community and Cultural program	Time	Cost	Scope	Delivery date	Status	Approved budget	YTD Actual	Comments
White Ribbon Accreditation Project	On Track	On Track	On Track	30/06/2019	On Track	\$18,000	\$17,000	
Customer and Community Relations program								
City Wide Engagements	On Track	On Track	On Track	30/06/2019	On Track	\$30,000	\$759	Three city-wide engagements at three of our libraries to promote simultaneous Storytime with the opportunity for councillors in each ward to participate.
Community Perception Study					Forward Planning	\$35,000		
Governance and Civic program								
Provision of Councillor Equipment	Complete	Complete	Complete		Complete	\$11,895		
Procurement Improvement	On Track	On Track	On Track	30/09/2019	On Track	\$100,000	\$19,620	

Internal Corporate Services program	Time	Cost	Scope	Delivery date	Status	Approved budget	YTD Actual	Comments
Fit For The Future Action Plan Implementation	On Track	On Track	On Track		On Track	\$60,000		
Office Fitout - North Ryde Office and Top Ryde Office	Complete	Complete	Complete		Complete	\$129,036	\$20,439	
Plant & Fleet Purchases	On Track	On Track	On Track		On Track	\$3,200,000	\$2,307,789	
Information Technology Renewal	Action Required	On Track	On Track		Action Required	\$1,228,255	\$468,929	Renewal Cluster progress has been affected by the review of the strategy. Significant progress is planned in Q4, although some activities will be carried over into FY19/20.
Information Technology - Expansion	Action Required	On Track	On Track		Action Required	\$100,000	\$32,246	Program of work is progressing as planned with eLearning and Video Conferencing well advanced. Online Customer Service tool (e-chat) yet to commence and expected to carryover to FY19/20.
Open Space, Sport & Recreation program								
Facility Software Upgrade	On Track	On Track	On Track		On Track	\$106,611	\$65,100	
Organisational Development program								
Intranet Upgrade	Action Required	On Track	On Track	30/11/2019	Carryover	\$30,000		Initial meetings held. Final scoping underway. Carryover to fit in with IT resources and potential TRIM upgrade
HR Advisor - Projects	On Track	On Track	On Track		On Track	\$100,000	\$77,331	
Property Portfolio program								
Operational Building Renewal	On Track	On Track	On Track		On Track	\$52,900	\$28,135	
Corporate Buildings Renewals	On Track	On Track	On Track		On Track	\$40,000	\$6,000	
741 Victoria Road	On Track	On Track	On Track		On Track	\$100,000	\$130,614	
Ryde Central	On Track	On Track	On Track		On Track	\$584,238	\$288,997	Concept designs for options have been prepared and construction estimates have been completed for these options
33-35 Blaxland Road	On Track	On Track	On Track		On Track	\$1,300,000	\$312,033	
Commercial Buildings Renewal	On Track	On Track	On Track		On Track	\$100,000	\$15,000	
Regulatory program								
Mobile Field Worker App - Health and Building Compliance	Action Required	On Track	On Track	03/09/2019	Carryover	\$154,787	\$4,992	Problems detected during user acceptance testing have delayed final delivery and training. Now expected delivery late Qtr 1 2019/20. Carry over of \$90k flagged to cover payments half software licensing, completion of Building Manager and final handover of user manuals.
Best Value Review - Building Compliance & Certification	On Track	On Track	On Track		On Track	\$40,000	\$35,100	

Risk Management program	Time	Cost	Scope	Delivery date	Status	Approved budget	YTD Actual	Comments
Additional Safehold Modules	Action Required	Action Required	Action Required		Not Started	\$50,000		Safehold project will be carried over because the vendor is delayed in the development of the application. Expect that this will be completed by 2nd quarter of 2019-20.
Claims Officer	On Track	Action Required	On Track		On Track	\$75,000	\$46,154	