



2022/2023

OPERATIONAL PLAN

PROGRESS REPORT APRIL - JUNE 2023



We are pleased to present first progress report for our 2022 - 2026 FOUR YEAR DELIVERY PROGRAM.

This report provides a progress update focusing on the operational performance of the City of Ryde during the January - March quarter of the 2022-23 Financial Year, documenting our performance in delivering our 2022 - 2023 ONE-YEAR OPERATIONAL PLAN.

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

The City of Ryde is a part of the Northern Region of Sydney and ultimately, greater Sydney and NSW. Maintaining strong relationships with state agencies, neighbouring councils, business and key stakeholders to plan and shape the City's future has continued to be a major focus for Council during this period.

Readership

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

Accessing this Report

This report is available on the City of Ryde website at

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

Language assistance

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

Further information about this report

Telephone

Call the Customer Service Centre on 9952 8222.

Acknowledgement of Country

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

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

Further information about this report

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From the Chief Executive Officer



I am pleased to present the fourth quarterly progress update and end of financial year wrap up for the City of Ryde's 2022-23 Operational Plan, being the first year of Council's 2022-2026 Four Year Delivery Program.

With our community continuing to get back to normal post-COVID, and after a period of unprecedented wet weather, 2022-23 presented a number of challenges and many highlights.

Our new organisational structure came into effect in November 2022 and provides a clear focus for the Council organisation: Business and Operations is focused on the delivery of high-quality services and infrastructure for our customers and the community; and City Shaping, delivering the strategic focus that will secure our City's future prosperity and working to gain national and international recognition for our City and the Macquarie Park innovation precinct.

In addition to delivering all the essential services that keep our community functioning, there have been many highlights throughout the year. Some of these include:

Our delegation to the Smart City Summit and Expo in Taiwan in March this year which generated a high level of interest and ongoing negotiations with several multi-national tech businesses and universities about investing in the City of Ryde. Our hosting of delegations from several important South Korean strategic centres has also generated ongoing dialogue exploring potential areas for cooperation.

In terms of our environmental goals, Council began sourcing all its electricity requirements from renewable sources, achieving a major Net Zero milestone eight years earlier than planned.

Reflecting our City's great cultural diversity, Eastwood's Koreatown is set to become a major Sydney tourist hub after a significant Council initiative was supported by a separate State Government grant to help promote the area. Our Streets as Shared Spaces trial provided a potential model for our town

and neighbourhood centres for the future after temporarily converting Linsley Street, Gladesville into a public active space for two months.

We also installed technology providing real time parking availability information in Eastwood and the Macquarie Park business precinct.

Utilisation of our sporting, libraries and community facilities and open spaces, and participation in our extensive range of community programs and events is now returning to pre-COVID levels. In total there have been almost 2,000,000 visits and attendances to council's extensive program of community and civic events, our sporting and recreation programs and facilities, council libraries, and our community programs, halls and facilities.

Supply chain issues and prioritisation of funding are continuing to impact delivery of our capital projects. 81 of 106 projects and capital programs planned for the year progressed as expected or completed their planned scope for the year. Council is managing issues with the remaining projects.

In late 2022, Council's Executive Leadership Team identified various movements of funds from Council's restricted reserves to other reserves including the Ryde Central project which occurred in the 2020/21 financial year. These transactions should not have occurred as they are contrary to the requirements of section 7.3 of the Environmental Planning and Assessment Act 1979. Management acted quickly and decisively to implement corrective measures and notify the Office of Local Government (OLG) and the Independent Commission Against Corruption (ICAC) of these transactions. The OLG confirmed that the movement of these funds was contrary to the EP&A Act. Council resolved to return these funds to the correct restricted reserves and adopted a new Cash Policy to ensure these actions do not occur again. Ryde Central is now on hold until Council finalises a financial review on the project.

On behalf of everyone at the City of Ryde, I look forward to continuing our work to deliver the services and programs that matter for everyone in the community and working through any challenges and opportunities that present themselves over the coming year.

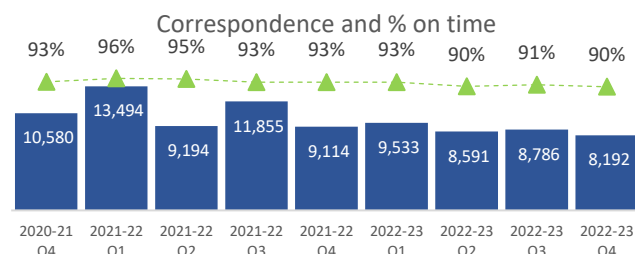
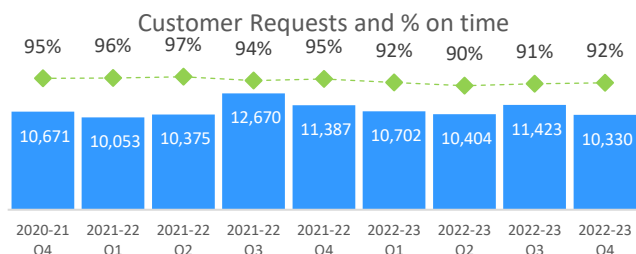
A handwritten signature in black ink that reads 'Wayne Rylands'.

Wayne Rylands

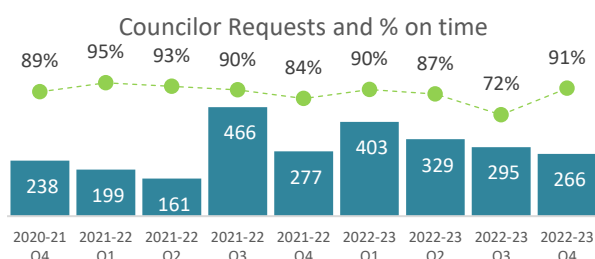
Chief Executive Officer

Corporate snapshot – Key Indicators

The following indicators provide a high level overview of council's service and responsiveness to the community. They provide an insight into the volume and quality of council's overall service priorities. Trends are important here, providing an indication of the service volumes and the focus required to maintain a particular level of service for the community.



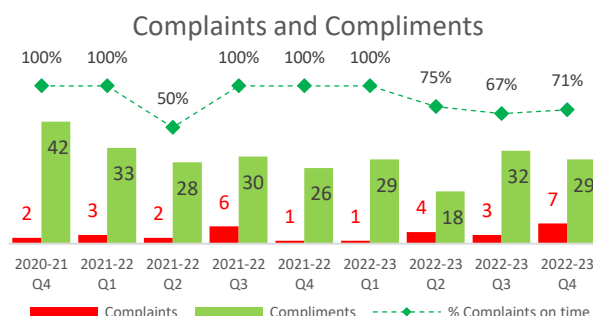
Council typically responds to around 10,000 items of correspondence and 10,000 customer requests in any given quarter. The numbers of requests and correspondence received have returned to usual levels after peaking during and after the 2020 and 2021 Covid Lockdown periods. It seems that a post-COVID trend may be beginning to emerge where council is receiving reducing numbers of correspondence items on a quarter by quarter basis. Responses to our customers for these requests continued to fall within the set service standards, remaining at a very high level.



Council officers continue to provide a high level of response to issues highlighted by Councillors requiring a specific response outside of normal service delivery. Numbers of requests from Councillors over the past year have remained higher than the historical norm.

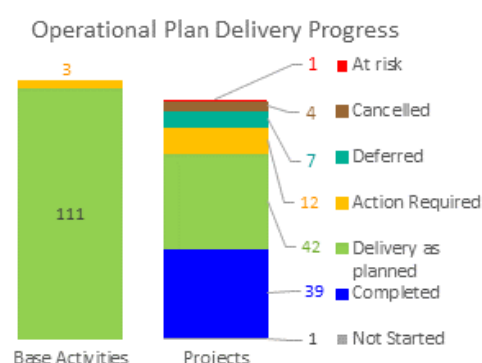
Council received 108 compliments during the year, shared between our Operations, Parks and Open Spaces, Community Services, Library and Customer Services, and Circular Economy departments. The total number of compliments is consistent with the trend from the past several years.

Low numbers of complaints are usually received on a quarterly basis. There has been no change to this trend over the past several years, including during the periods where COVID restrictions and lockdowns that significantly impacted Council operations during 2020 and 2021.



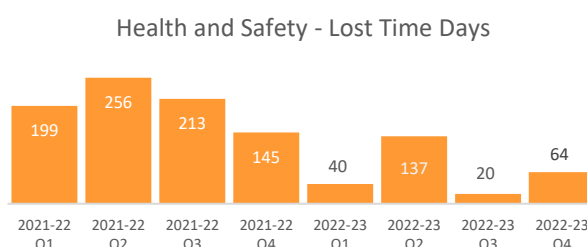
There were 114 Ongoing Activities and 106 projects and ongoing capital portfolios that made up Council's 2022-23 Operational Plan. This includes 36 projects and capital portfolios that had work carried forward into 2022-23 from the previous year.

While the record wet weather eased in early 2023, supply chain issues and post-COVID re-prioritisation of funding continue to impact delivery of some projects. Almost all council's ongoing activities and 81 of the 106 projects and capital programs progressed as planned or completed their planned scope for the year. Four projects were cancelled in response to changed requirements from State and Commonwealth government sponsors. Council is currently managing issues for a further 19 projects. Council's Ryde Central project Ryde Central is currently on hold until Council finalises a financial review on the project.



Lost time days In the April-June quarter resulted from two new injuries and the aggravation of two previous injuries. All injured workers are participating in return-to-work programs. Four new claims were lodged that did not result in lost time. All injured workers have returned to their pre-injury duties.

Primarily as a result of a number of long term claims being resolved, there were significantly fewer lost time days during FY2022-23 compared to the previous year.



Council's Delivery Program and Operational Plan

The 2022-2026 Delivery Program details the principal activities that will be undertaken by Council to perform its functions and deliver on the community's priorities outlined in the Community Strategic Plan. The Delivery Program provides an outline of how the full range of Council functions and operations will deliver the services expected by the community, as well as the many legislative responsibilities and regulatory functions that Council is required to implement.

This Operational Plan is a one year extract from the four years of the Delivery Program and Council term. It identifies the activities, capital portfolios, actions and projects Council plans to deliver over the financial year, in order to deliver the priorities and outcomes identified in the Delivery Program. Each of the services and activities in a program are delivered by council departments, with one or more departments responsible for delivering services and activities in any particular program.

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

City Development	Creating a vibrant and liveable city environment that balances development, land use, amenity and sustainable growth.
Community Inclusion & Wellbeing	Working to increase social and community wellbeing and empowering people to fully participate in community life.
Community Connections & Engagement	Supporting residents to become connected, engaged and informed and have opportunities to celebrate our culture, build their connections within the community, and contribute to decisions that affect the City.
City Sport & Recreation	Providing community sporting and recreation facilities, parks and open spaces so residents of all ages can access leisure, lifestyle and recreation opportunities that enhance and maintain their connections with the community
Economic Centres & Neighbourhood	Developing our town and neighbourhood centres so that they continue to be vibrant and productive places within our City.
Library	Providing high quality, contemporary library services and accessible public spaces so residents have opportunities to participate and engage with others in lifelong learning, recreation and cultural opportunities.
Service Delivery Support	Providing broad ranging services directly supporting council operations and service delivery across all programs.
Community Safety & Amenity	Ensuring high standards of public health, safety and amenity are maintained across the City of Ryde.
Catchment & Waterways	Improving the health of the city's waterways and foreshore areas and managing the city's stormwater networks to reduce flooding and risk of inundation for private properties.
Resilience & Sustainability	Protecting and enhancing our natural areas and ecosystems, and improving the overall environmental performance of the City's built environment, managing risk and building resilience as we adapt and grow through changing climate.

Traffic & Transport	Building a sustainable, safe, convenient and accessible transport system for the City by improving mobility, connectivity, and access for all types of transport.
Waste & Recycling	Providing comprehensive and convenient waste disposal and resource recovery services for residents and businesses.
Strategic Property Management	Developing and managing Council's portfolio of 320 properties and buildings to maximise their return on investment for the community
Roads	Maintaining the City's extensive network of local and regional road assets to ensure that they remain safe and are in serviceable condition and meet community expectations.
Paths & Cycleways	Building the City's network of paths and cycleways to increase the walkability of our suburbs, improve conditions for cyclists, and connect residents with activity centres and public transport connections.
Governance & Corporate Services	Providing specialist and corporate services to enable the effective governance and operation of the council organisation.

Reading the following progress report

The following pages provide a summary of the progress council is achieving in delivering the 2022-23 Operational Plan. A rating of progress and commentary is provided for all of the ongoing activities delivered by council departments to deliver the priorities and outcomes identified in Council's 2022-2026 Four Year Delivery Program.

The "business as usual" functions in a program that are delivered by council departments.

The ongoing "business as usual" activities, to be delivered for the year.

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

Local Transport Infrastructure		Commentary about service delivery and benefits delivered
Activity, project and capital portfolios	Status	Service delivery
Road Repairs and Maintenance	Delivery as planned	
Heavy Patching	Delivery as planned	9 out of 11 sites are completed including Bridge Rd, Waterloo Rd, Ryedale Rd, Melba Dr, Jopling St, Forsyth St, Glenayr Ave, Bidgee Rd and Gardener Ave. Additional funding has been secured for delivery of additional sites for which the scope is being determined.
Road Resurfacing Renewal	Delivery as planned	Works for 7 of 31 locations are complete, 3 are in progress, 8 have resurfacing complete and are pending line marking and 13 are in design phase.
Road Kerb Renewal	Delivery as planned	1 of 11 projects is complete (West Pde), 5 projects are under construction and 5 projects are pending commencement.
Kerb and Gutter Renewal	Completed	11 out of 11 sites completed including Church St, Yarwood St, Hall St, Eden St, Eltham St, Rodney St, Hunts Ave, Lavarack St and Waring St, Lakeside Rd and Quarry Rd.
Road operations and maintenance	Delivery as planned	Road repairs and maintenance are responded to based upon reported pavement failures. Initial prompt repairs are implemented with scheduled follow-up for permanent repair.

Rating showing status of planned delivery

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

City Development Program

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

Strategic Direction

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

Planning Ryde Local Strategic Planning Statement 2020
Ryde Local Environmental Plan 2014
City of Ryde Local Housing Strategy 2020
Ryde Development Control Plan 2014
Environmental Planning and Assessment Act (1979)
Environmental Planning and Assessment Regulation (2022)
State Environmental Planning Policies
Section 7.11 and 7.12 Contribution Plans
Affordable Housing Policy

Assessing Effectiveness

Community perceptions and Sentiment

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

Contributing to creating

Our Vibrant and Liveable City

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

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

City Strategic Planning

Development and update of the Local Strategic Land Use Planning framework and the Regulatory work of planning within the State Planning framework. Including collaborating with the State Government and undertaking advocacy to facilitate good development outcomes within the City.

Activity, project and capital portfolios

Status

Service delivery

Land Use Planning

Delivery as planned

Over the 2022-23 financial year advocacy was undertaken on multiple State Applications including the proposed Seniors Housing development on the TG Millner Site, multiple applications in the Macquarie Park Strategic Investigation Area, and the substantial redevelopment proposed on the Baptist Care Site in Macquarie Park. Councillor Workshop Presentation on West Ryde and Meadowbank delivered.

Significant updates of Statutory Planning Certificates were implemented following the adoption of new State Regulations. The Housekeeping Planning Proposal was also notified with amendments to Ryde Local Environmental Plan 2014 made.

A Planning Proposal for 22 Winbourne St (rezoned to Public Recreation) was endorsed by Council, forwarded to the DPE and amendment to Ryde Local Environmental Plan 2014 (LEP) notified. Staff presented Council's concerns regarding TG Millner Planning Proposal to the State Planning Panel and successfully achieved a refusal for the proposed rezoning from Private Recreation to Residential.

An assessment of a Planning Proposal for 2 Thistle St (rezoning to Public Recreation) was undertaken with reports to the Local Planning Panel and Council. Assessment underway in relation to Hunter's Hill Council's Planning Proposal for 4 Pittwater Road for reclassification to operational land with reports prepared to Local Planning Panel and Council.

Advocacy and advice on changes and updates to the State Planning Framework

Delivery as planned

Over the year, ongoing advocacy to the State Government has occurred with respect to the implementation of the Macquarie Park Place Strategy. Advocacy with Greater Cities Commission commenced regarding their preparation of the Eastern Harbour City Plan and setting of new dwelling targets for City of Ryde. Submissions to a number of State Government initiatives were undertaken during

		<p>the year:</p> <ul style="list-style-type: none"> - Advocating for recognition of a higher strategic priority to the Greater Cities Commission in their Six Cities Discussion Paper, - Advocating for better mechanisms to deliver affordable housing and to ensure the quality of affordable and social housing as part of the Government's Housing SEPP amendments, - Advocating to Parramatta Council for improvements to the Melrose Park redevelopment, and - Both a submission and implementation work relating to the State Government's changes to the Employment Zone has been undertaken.
Land Information and Mapping	Delivery as planned	Service delivery proceeded as planned through the year.
Development Assessment Services		<i>Assessment of development applications, including applications for alterations and additions to dwellings, new dwellings and dual occupancies, waterfront dwellings, multi-dwelling developments and subdivisions and providing personalised pre-lodgement advice on planning, building and engineering aspects of development applications.</i>
Assessment of applications	Delivery as planned	A total of 489 applications were managed and determined within the financial year which meets the target of up to 650 applications. There were fewer applications submitted over the April – June period compared to previous quarters resulting in lower costs and budget savings being achieved during the quarter.
Development Advisory Service	Delivery as planned	22,109 calls about all development matters have been received over the year including 2,550 Development Advisory calls. Over 50 meetings providing pre lodgement advice for minor development proposals or providing urban design review and pre lodgement advice for major development proposals have been held.



Community Safety and Amenity Program

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

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

Strategic Direction

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

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

Assessing Effectiveness

Compliance rates

Contributing to creating

Our Vibrant and Liveable City

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

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

Building Certification and Safety		
<i>Providing complex service delivery and management programs in the specialist areas of building compliance and approvals, certification processes and compliance services to ensure compliance with building legislation and industry standards.</i>		
Activity, project and capital portfolios	Status	Service delivery
Building Certification	Delivery as planned	914 Annual Fire Safety Statements (AFSS) have been submitted and reviewed for compliance over FY2022-23, consistent with their AFSS anniversary / lodgement dates. All identified buildings in the City of Ryde with combustible cladding are being appropriately remediated within Statutory requirements. This is an on-going regulatory process that will continue until all identified buildings have been appropriately remediated. Over 90% of all building related applications (including Construction Certificates, Occupation Certificates, Complying Development Certificates, Building Information Certificates & Hoarding applications) are being processed within agreed timeframes. 408 private pool fence inspections have been completed.
Building Compliance	Delivery as planned	Over 90% of complaint investigations and identified unauthorised development investigations are being conducted and then actioned in accordance with Council's requirements. It is important to note that the resolution of these investigations may become protracted due to the application of necessary legal processes. For example, many Building Compliance matters relate to unauthorised development issues, which may require protracted legal action at the NSW Land & Environment Court. 297 Pre-commencement building inspections were completed during FY2022-23.
Environmental Health and Safety		
<i>Providing complex service delivery and management programs in the specialist areas of environmental health protection and public health protection.</i>		
Environmental Health	Action Required	Faced with staffing issues, Council's Environmental Health Team have completed over 90% of their annual health monitoring programs over the year (hair, beauty and skin penetration premises, mortuaries, legal brothels, public pools, cooling towers). 444 food premises inspections (52% of planned inspections) were conducted over the year. The Environmental Health team is rebuilding to full staffing.
Ranger Services		
<i>Education, compliance and enforcement services to help maintain community amenity and safety.</i>		
Parking Enforcement	Delivery as planned	A total of 1,969 complaints have been investigated between July 2022 and June 2023 with around 80% related to driveway obstructions / vehicles parking over driveways. The focus of council's parking rangers is primarily on enforcement in the CBD areas to turnover parking to support local businesses, patrolling school zones daily to educate and promote safety, patrolling resident parking scheme zones to support residents, and carrying out proactive patrols of streets that have been reported as having parking issues.
Ranger Compliance	Delivery as planned	Councils Compliance Rangers investigated 2,781 complaints this financial year. This was an increase on the previous last financial year as a result of the introduction of the Public Spaces (Unattended Property) Act 2021 which replaced the outdated Impounding Act. Illegal dumping, barking dog and dog attack complaints continue to be on the high end of complaints received and investigated. Frequent park patrols are carried out to promote public safety where dogs are identified off lead and also provide a visual presence to regulate and educate observations of illegal activities being carried out and/or to report hazards, graffiti and damage. Councils Compliance Rangers investigated 650 complaints over the April – June period, which is fewer than a typical quarter. The reduction resulted from fewer unattended vehicles than the previous quarter. High levels of Illegal dumping, barking dog and dog attack complaints continued to close out the year.

City Sports and Recreation Program

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

Strategic Direction

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

Sport & Recreation Strategy (2016)

Integrated Open Space Plan (2012)

Children's Play Implementation Plan (2019)

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

Generic Plan of Management – Parks, General Community Use - Adopted November 2020

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

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

Assessing Effectiveness

Perceptions and Sentiment from the local community.

Customer demand - Participants in organised sport on Council's active open space areas

Benchmarked costs of service provision

Contributing to creating

Our Active and Healthy City

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

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



City Parks and Open Spaces		
Planning for and managing the City's extensive network parks, reserves and other open spaces (parks, amenity buildings and facilities including playgrounds, community buildings, dog recreation areas, toilets, canteens, band stands etc.)		
Activity, project and capital portfolios	Status	Service delivery
Parks Planning	Delivery as planned	
Open Space Master Plans	Action Required	<p>Over the year Council made significant progress is updating key masterplans, which provide a framework for how the City's spaces will be shaped into the future. This included:</p> <ul style="list-style-type: none"> - Development and adoption of the Greenlinks Master Plan, giving Council an agreed plan for the future embellishment of 3 important corridors in the LGA, providing recreation, transport and biodiversity outcomes. - Development and adoption of an Urban Forest Strategy detailing Council's plan for achieving its state objectives for tree canopy coverage across the LGA and how it will approach tree management into the future. - Adoption of the City of Ryde Sportsfield Action Plan outlining Council's plan for provision of active recreation space out to 2036 and providing a framework for options to maintain the provision for active recreation facilities into the future in an LGA where there is significant population growth.
Parks - Plans and Strategies	Action Required	<p>Over the year Council completed or updated a number of key plans and strategies guiding upgrades and improvements to council's significant portfolio of parks and open space areas:</p> <ul style="list-style-type: none"> - The Community Building Strategy providing a direction on how Council will manage its community buildings in parks into the future - The Putney Park concept design detailing an accessible path to the river are on track have been completed. - Yamble Plan of Management, facilitating an improvement in the child care facility on the site. - The Field of Mars Plan of Management will be placed on public exhibition early in FY 2023-24. <p>Work on the Waterloo Park Master Plan, Putney Plan of Management update and the Parks Design Guide a was delayed until 2023-24 so that resources could be re-directed to work on a number of Council resolutions:</p> <ul style="list-style-type: none"> - A plan for the Pidding Park Dog Off Leash Area has been completed with minor changes to the operational arrangements for the existing dog off leash use in the park. - A report on creation of additional Dog Off Leash areas City Wide will be provided to council in early FY 2023-24. - Work is being undertaken identifying options for a Korean War Memorial Garden, to be finalised by the end of 2023. - Council liaised with School Infrastructure NSW on options for the community to access indoor school facilities concluding the most effective option is for the community to contact individual schools directly as required.
Parks Operations	Delivery as planned	<p>Winter Season and Pre-Season Allocations have been allocated for 2023. Overall booking numbers have increased as a result of relaxing COVID restrictions and improved weather conditions in the 2023 Winter sports season. 21,559 bookings for the use of Council's Parks and sporting facilities have been processed between July 2022 - 30 June 2023.</p> <p>It is expected the annual water craft storage facilities bookings will remain at its current capacity into FY 2023-24. (87 Annual bookings, 96% occupancy) and that the current occupancy agreements for use of Council facilities will be maintained (19 terms of occupancy agreements). Expressions of interest for the Santa Rosa Air League Building in 2023 are in their final stages.</p>
Parks maintenance	Delivery as planned	<p>Ongoing maintenance of Council's sportsfields, open spaces and Gardens is provided in a value-for-money and commercially competitive manner, ensuring the facilities are fully functional and maintained to ensure continued high standards of service for the community and user groups utilising these facilities. Latest benchmarking has verified council's broad-acre mowing is a commercially competitive service.</p> <p>Maintenance activities during 2022 and early 2023 were affected by excessive wet periods resulting in delays accessing sites and increased growth of vegetation and grass requiring increase frequency of mowing and other maintenance. A return to drier conditions during 2023 has allowed a return to more usual maintenance schedules.</p>
Passive Parks Maintenance and Improvement	Delivery as planned	
Macquarie Park, Waterloo Rd	Action Required	<p>An agreement has been reached between Council and State Government (Department of Planning & Environment (DPE)) for DPE to deliver the upgrade works on behalf of Council. Council is currently liaising with DPE to provide input towards a tender package to be issued by DPE for the project.</p>
Gannan Park - Masterplan Delivery	Delivery as planned	<p>Investigations are underway prior to proceeding into detailed design for passive recreation, field and storm water upgrades. Construction is anticipated to</p>

commence in early 2024.

Acquisition and Demolition of property at 28 Argyle Ave	Completed	Demolition of structures on the property and restoration of unexpected contaminated soil on the site has been completed. The site has now been successfully integrated into Ryde Park enhancing the entry into the Park from Argyle Avenue and helping to improve community use of the Park.
Playground Upgrade & Renewal	Delivery as planned	Renewal and upgrade of the playground infrastructure in Miriam Park and Denistone Park has been completed. Waterloo Playground construction commenced in April 2023 and is now due to be completed mid-August 2023 as a result of lead time delays. The planned update of the Brush Farm Park Playground has been deferred to FY2023/24 as a result of Insufficient funds remaining for program.
Passive Parks Expansion	Action Required	Blenheim Park House Demolition was completed in February 2023 and the area is now available for public use expanding the size of the park. Catherine Hamlin Park Artwork Design has been completed but fabrication has been put on hold due to a delay in delivery of the Park upgrade by Department of Planning & Environment (DPE). Fabrication and installation of artwork will proceed recommenced when park works recommence.

City Sporting and Recreation Facilities

Managing, maintaining and operating the City's sportsgrounds and active recreation facilities like skate parks, bike tracks, multisport basketball courts etc. Facilitating and delivering community sports and recreation programs in council's open spaces and facilities. Delivering a targeted grants program supporting community based sports and recreation organisations.

Activity, project and capital portfolios	Status	Service delivery
Programs and Customer liaison	Delivery as planned	Strong interest in Council's Active in Ryde programs has continued, with 6,696 participants over the 2022-23 year. Over the year, Active in Ryde included our broad range of Seniors programs (Heart & Move it, Lift for life, Aqua, Yoga, Uplift, and the Seniors Festival); School Holidays programs and After School Programs (skate now, multi-sport).
Maintaining sporting and recreation facilities	Delivery as planned	Council's cleaning and maintenance services are provided in value-for-money and commercially competitive manner, ensuring the facilities are fully functional and maintained at the required standard for user groups and the community.
Sporting Facility Renewal and Upgrades	Delivery as planned	
Sportsfield Upgrade & Renewal	Completed	ELS Hall Park Field 3 renewal works have been completed and field is open for public use, providing an upgraded surface for sporting group users. Meadowbank Dog Off Leash Area was completed in 2022, providing a fenced dog recreational space for the community in the area.
RALC Asset Renewal	Delivery as planned	
Sportsground Amenities Upgrade & Renewal	Delivery as planned	The ELS Park Amenities upgrade is now complete and opened to the public, reconstructing the amenities facility following the previous building being destroyed by fire. The renewal of the Gannan Park Amenities had additional scope and additional funding approved. The project is now in construction and is scheduled for completion in October 2023
Old Landfill Sites Subsidence Program Renewal	Action Required	Works to level the playing field surface in Marsfield Park have been completed and now provides a level playing surface for park users. Meadowbank Park LH Waud remediation is ongoing due to DA approval delays and will eventually allow for the conversion of the area into a synthetic surface.
Sportsfield Floodlighting Expansion	Action Required	Lighting at Meadowbank Park LH Waud are on hold as part of the LH Waud field synthetic conversion project while Council waits for Native Title certification from the Federal Court for the Meadowbank Park Precinct. A request for tender package will be issued to market upon receiving Native Title clearance.
Synthetic Playing Surfaces Expansion	Action Required	Construction of a new amenities building at Christie Park is planned for completion in August 2023, providing new amenities for sporting user groups and administration area for the local football association. Demolition works of the old amenities building is planned for August 2023.

Ryde Aquatic Leisure Centre

Management and operation of the Ryde Aquatic Leisure Centre (RALC) (including pools, water features, an array of indoor sports and facility hire, activities and events, and recreational and sporting programs including a significant Learn to Swim program) and other sporting facilities in the Olympic Park precinct.

RALC Programs and Services	Delivery as planned	Visitor numbers were 659,290 for the year. There were 101,141 Program and Facility Hire Users over the same period. Both numbers exceeded annual attendance expectations. The learn to swim program filled 4,146 places between April and June 2023, resulting in an average 3,686 places over the year (higher than our forecast of 3,500 places).
Total Operating Income / Total Operating Expenses	Delivery as planned	Pre Covid, the annual expense recovery typically averaged 107%. For the 2022-23 year the expense recovery ratio is 116%, reflecting of strong enrolments for the swim school for 2023.
RALC Operations and maintenance	Delivery as planned	The centre achieved 100% Compliance with pool water bacteriological criteria for swimming pools and spas for the period.



Library Program

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

Strategic Direction

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

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

Assessing Effectiveness

Library utilisation
Customer satisfaction

Contributing to creating

Our Active and Healthy City

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

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

A visitor to
Ryde Library



Library Operations		
<i>Day to day operations of five library locations, ensuring that our community have access to the full range of library services in comfortable and attractive library facilities.</i>		
Activity, project and capital portfolios	Status	Service delivery
Library Services	Delivery as planned	The City of Ryde Libraries have delivered welcoming and inclusive spaces and have assisted the community through quality service provisions with activities, collections and facilities that strengthen community life, connectedness and wellbeing. Visitors to our Library spaces are on the increase as the community gradually recovers from the impacts and changes to the way we work, live and enjoy leisure since the peak of the pandemic. Over the year there were 637,132 visits to libraries, and there were 43,566 memberships at 30 June 2023.
Collection maintenance	Delivery as planned	Loans across the collections continue to climb (837,801 for the year) as the community readjusts since the peak of the COVID pandemic.
Operating and maintaining library buildings	Delivery as planned	Library maintenance is undertaken to ensure our library buildings and spaces are clean and welcoming and continue to be fit for purpose in delivering this important community service.
Community Buildings Renewals - Libraries Improvements	Delivery as planned	
Community Buildings Renewals - Libraries Improvements	Completed	Installation of auto return chute and removal of the external book bins at Gladesville Library was completed in late 2022. The Auto returns chute allows real time returns of items from customers membership cards to occur.
Library Programs and Marketing		
<i>Delivering targeted services, programs and events to the community in a number of key areas. These include children's and youth services, literacy programs, home library services, community information, services to the multicultural community, local studies and family history. Also includes marketing of Library services and programs and engagement with the community.</i>		
Programs and events	Delivery as planned	Rebuilding the selection and promotion of Library Programs post-COVID, the Library service has delivered a comprehensive suite of activities for the diverse community to support community learning, connectedness, leisure and wellbeing. Key programs have included the School Holiday activities, STEM learning programs, Storytime and Rhyme Time, Author talks, Digital Literacy, Multicultural programs and the Infocus talks that include information sessions on topics to support the community in areas of health, legal, financial and social. There were 33,166 attendances at 1,216 events over the year. Engagement with library programs has been increasing as the community gains confidence and adjusts post the peak of the pandemic. Attendances at children's story time and baby rhyme time are also rebuilding post COVID (14,978 for the year) as new parents with children born during the peak of the pandemic now seek early literacy programs.
STEM programs and services	Delivery as planned	During the April to June period, Libraries hosted a total of 13 workshops for 107 attendees. Programs included Kubo robotics, Mini Beasts, what's in my backyard, coding zone club and sustainable energy adventures. STEM programs are popular activities for our School Holidays and after school programs in the Libraries. Across the year 56 STEM activities/Programs have been held in the Libraries with 627 attendees. Highlights of the year of STEM programs includes the development of a new four week KUBO robotics program which combines mathematics, creativity and play to make robotics more accessible to younger age groups. The school holidays Techtopia programs have been a new way to showcase the Libraries STEM collections that community can borrow.
Community Information	Delivery as planned	The community information online directory is updated regularly to assist the community in finding accurate information on local organisations and Government bodies. A total of 876 records were checked and updated during the year.

Library Resources			Supporting Council's library services by ensuring the supply of new library materials, library technologies and staff support and training. Areas of focus include Technology, Collections and Support Services that combine to ensure that library services are relevant for the community.
Collection Development	Delivery as planned		<p>New library books and eCollection items have been added to the library collections to ensure they remain current and well maintained. The physical collection currently stands at 181,146 items and the online collection at 45,835 items. There were 206,657 visits to the Library website during the year, with 206,954 electronic items borrowed (eBooks, audiobooks, magazines)</p> <ul style="list-style-type: none"> - The highest loaning collections are the Children's Picture books, Easy Readers and Fiction, the next biggest movers are Adult Fiction, followed by Adult Non-Fiction. - The collections with the greatest growth are Children's non-fiction, children's biographies and Youth Graphic Novels. - The Read Now collection has now been expanded to all branches of the library service and has resulted in doubled in loans over the last year - The Multicultural bulk loans service from the State Library is used regularly by the community. The most borrowed languages are Italian, Persian, Russian and Tamil - New software has assisted staff to monitor and improve the quality of our collection to maximise service to our borrowers.
Discovery Portals Local Studies Collection	Delivery as planned		Phase 1 of this project has included the research and procurement of a new cloud based platform to improve access, engagement and preservation of local studies materials including digital format security. Implementation will take place during FY2023-24, providing an exciting new way to interact with the City of Ryde's history collections.
Library IT services	Delivery as planned		<p>The Library Service supports digital access for the community through the provision of free public computers and internet facilities.</p> <p>There have been 30,122 hours of public PC use , 124,243 Wi-Fi logins at Libraries and 206,657 visits to the Library website across the year. Following significant reductions post-Covid, ongoing growth in of hours of Public PC use reflects a gradual return of customers since the peak of pandemic. The number of customers accessing Wi-Fi services in the Library is also increasing and is expected to continue proportionally with the number of customers in the library, and as our community experiences further cost of living pressures</p> <p>The Library Management System has been updated to remove overdue fines (our new fine free service delivery) to better support the community and remove barriers to accessing Library services.</p>
Digital enhancement for Libraries	Delivery as planned		Council has expanded its laptop fleet for community library programs, updated print station management PCs at each branch, trialled large monitor screens and docking stations for use by patrons, and installed fusion software and hardware for videowall connectivity to upload slides and presentations for community activities.
Libraries Public PC Renewal	Delivery as planned		The provision of Public PC services in the Libraries is currently being investigated to provide updated hardware and options for stronger security and a more stable service for the community.

Economic Centres and Neighbourhoods Program

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

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

Strategic Direction

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

City of Ryde Economic Development Strategy (2020)
Town and Neighbourhood Centres Studies and Condition Assessments (Internal Council studies)

Assessing Effectiveness

Perceptions and Sentiment from the local business community.

Contributing to creating

Our Smart and Innovative City

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

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



Business Capacity Building		
<i>Delivering a program of support services, events, and other activities that assist local businesses of all sizes to develop their skills, tools and other resources needed for business success, and promoting the City of Ryde and Macquarie Park as a place to do business to attract employment opportunities and services to the city.</i>		
Activity, project and capital portfolios	Status	Service delivery
International Relations	Delivery as planned	<p>Council's international relations activities have continued to mature, with a policy framework now supporting the assessment of international delegation requests and a new International Relations Policy has been developed to replace council's existing approach to Sister Cities and friendship/partnership agreements.</p> <p>Since January 2023, Council has hosted 10 delegations from South Korea. These delegations have created the opportunity for cultural exchange between Ryde and Korea, reflecting on economic similarities and Ryde's high-population of Korean residents. Dialogue on potential areas for cooperation are ongoing with these cities. Council has also hosted delegates from the Taipei Economic and Cultural Office on tours of Macquarie Park.</p> <p>In March 2023, Council sent a delegation to the Smart City Summit and Expo in Taiwan where they participated in a Net Zero City Leaders Summit, and Smart City Mayor's Summit, 39 meetings with high-value industry, government, and academic stakeholders, and a tour of Hsinchu County. Commercial-in-confidence discussions are ongoing with several multi-national businesses and universities interested in investing in the City of Ryde. Additional work is underway on multiple MoUs with international parties.</p> <p>Work has progressed on the City of Ryde's first International Relations Memorandum of Understanding as well as increasing brand awareness of Macquarie Park as a globally competitive Innovation District.</p> <p>In June 2023, Council welcomed the Mayor of Martone from the Reggio region of Calabria (Italy) at its Council meeting.</p> <p>Other activities include engaging with Consulates as well as state agencies to harness a better understanding of the economic, social, and cultural opportunities that may be available for the City of Ryde.</p>
Investment Attraction	Delivery as planned	<p>In addition to publishing a Development and publication of a new 'Macquarie Park Advanced Technologies' prospectus, Council staff have been collaborating with State Government agencies and local stakeholders to facilitate investment tours of the Macquarie Park Innovation District and other economic centres across the City.</p> <p>While confidential, these tours are also providing Council with unique insights regarding the evolution of workplaces and the application of global megatrends in Ryde (for example, the growth of life sciences, synthetic biology, medtech, and advanced manufacturing).</p>
Business Capacity Building	Delivery as planned	<p>Council staff are engaging with local businesses and local chambers to explore new methods for building business capacity across the City. This has included Council hosting a 'Combined Chambers' event at Council's North Ryde Office where the CEO and staff hosted a single forum for all business chambers to attend. The Combined Chambers event focussed on economic and demographic analysis, produced by Council staff, as well as a call to action on how the City can elevate its economic profile.</p> <p>During the year, Food Tours were used to promote the Korean (Eastwood) and Persian (Top Ryde) food offerings. Council supporting Artisans Ryde delivered two local craft workshops: Painting (February), and Weaving (March). Council's Small and Family Business Working Group met to discuss future work plan.</p>
Precinct Renewal and Activation		
<i>Planning and overseeing the delivery of a rolling program of Town and Neighbourhood Centre upgrades, including liaison with local communities to ensure they are designed in a manner that meet expectations and needs and working with local businesses and the community to deliver public realm improvements, promoting the City's neighbourhoods and town centres, activities and improvements to encourage renewal of ageing buildings and improve the liveability of the area, and help to ensure the centres attract businesses to provide services and employment to the surrounding community.</i>		
Centres Activation	Delivery as planned	<p>Utilising a Graffiti Management - Street Art grant from the State Government Council, working with the community and local artists, created four murals at high-risk sites to deter the incidence of Graffiti over the period October 2022 - June 2023: Meadowbank Train Station Forecourt, Ryedale Road West Ryde, - ELS Hall Sports Fields (Baseball Dugout), Morrison Bay Amenities Building.</p>
Gladesville Town Centre Activation	Completed	<p>Supported by the State Govt's 'Streets As Shared Spaces' grant, delivered a three-month street activation trial which generated significant community participation. Council undertook a temporary road closure at Linsley St/Victoria Road in Gladesville over January and February 2023 to provide additional public spaces for the community to gather. Over 500 residents and visitors attended events during the trial which included pop-up stalls, mural creations, planting workshops, historic walking tours, live music and food events. Linsley Street has been reopened since the trial.</p>

Macquarie Park Activation	Delivery as planned	<p>In partnership with Macquarie University and ConnectMPID, delivery of an 'AI in 2023' breakfast event, which included Dr Ian Oppermann (NSW Chief Data Scientist) as a keynote speaker and outgoing Minister for Customer Service, Victor Dominello MP, as a guest speaker.</p> <p>Connect Macquarie Park Innovation District delivered their Macquarie Park Summit in May 2023, which included Council's CEO being a panellist in a panel discussion exploring the future of the Innovation District.</p> <p>Staff are engaging with commercial real estate agents in Macquarie Park to collect data and insights regarding the feedback they're getting from potential commercial tenants. Council has also developed a scope of works to support a review of the Macquarie Park Levy in FY2023-24.</p>
TMA for Macquarie Park	Delivery as planned	Council has continued to work with Connect Macquarie Park Innovation District and its members to explore a more strategic approach to delivering positive outcomes for the Innovation District. Reflecting Council's reprioritisation of Macquarie Park, Council representation on the MPID board has been elevated to the Council leadership group, with the Chief Executive Officer as Council's representative.
Multi Function Poles in Macquarie Park	Cancelled	This project has been cancelled after significant cost increases and possible alternate delivery mechanisms were identified following a Quantity Surveyor review and consideration of alternate delivery options based on greater clarity of Landowner plans for sites along Lane Cove Road.
Planting Embellishment Program - Macquarie Park	Completed	Planting works were completed on Waterloo Rd median (between Khartoum Rd & Cottonwood Cr) and Elouera Reserve in October 2022, providing greatly enhanced overall visual appeal and landscape quality of the Macquarie Park streetscapes.
Town Centre cleaning and maintenance	Delivery as planned	Services are provided in a value-for-money and commercially competitive manner, ensuring the facilities are fully functional and maintained at the required standard for User Groups. Materials used in recent asset upgrades have necessitated increased frequencies for servicing these assets. A 12-month Scheduled Cleaning Program for all Town Centre Locations has now finalised.
Town Centre revitalisation	Delivery as planned	The public domain at Flinders Road Shops was upgraded following requests by the local businesses, including replacement of a poor condition footpath and installation of a pram ramp.
Eastwood Central Expansion	Delivery as planned	No specific activity planned for delivery within the April – June 2023 period.

Resilience and Sustainability Program

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

Strategic Direction

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

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

Assessing Effectiveness

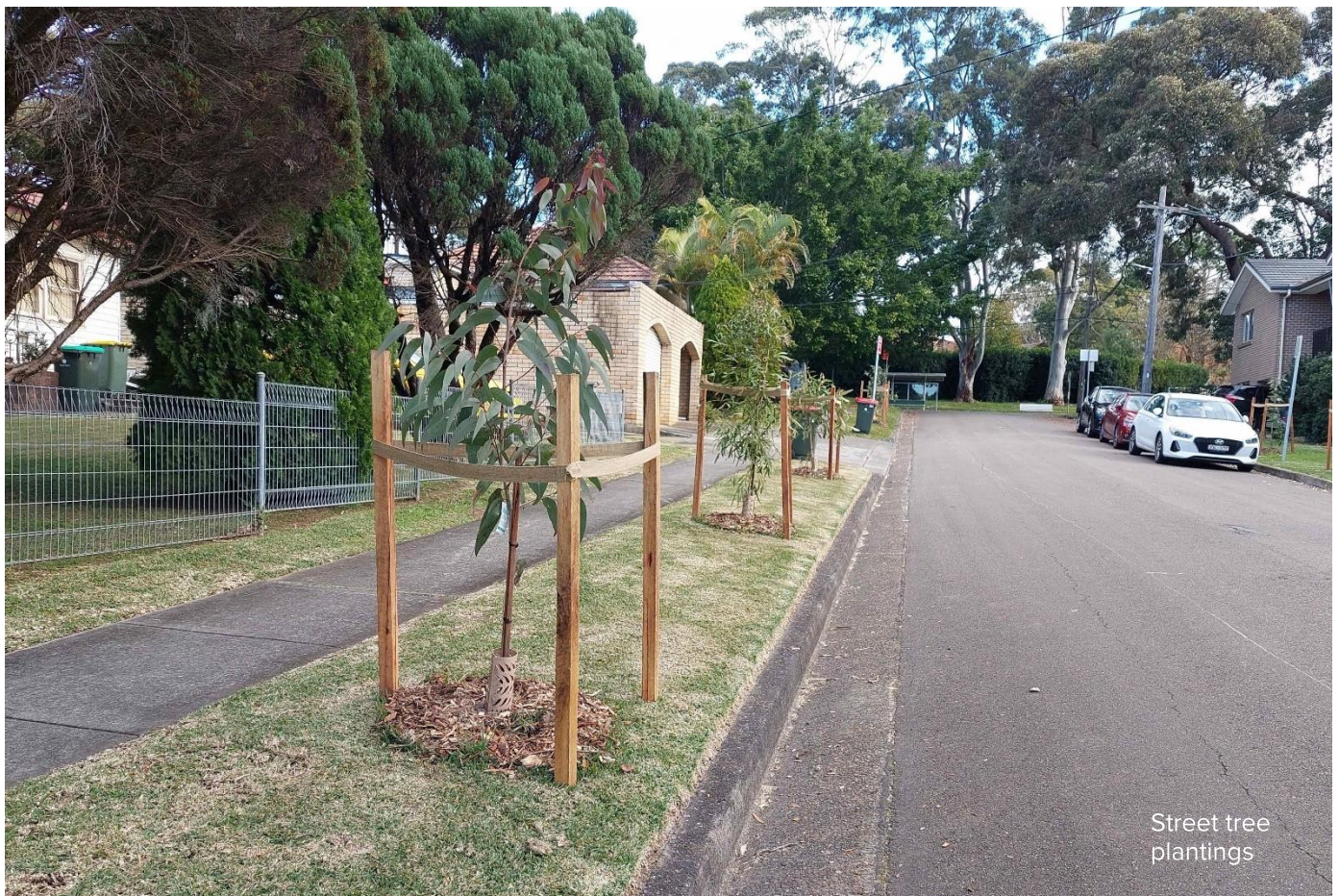
- Progress towards achieving adopted targets of the City of Ryde Net Zero Emissions Pathway (2022)
- Resilience ready residents and business
- Improvements and enhancements to protect natural areas

Contributing to creating

Our Natural and Sustainable City

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

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



Street tree plantings

Resilience planning

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

Activity, project and capital portfolios

Status

Service delivery

Resilience planning and development

Delivery as planned

From the 1 July 2022 the Council's new PEERS3 SSROC renewable energy contract commenced. This means that 100% of all energy used for council operations is now sourced using renewable energy from 3 solar farms in NSW. From this, Council has now achieved it's adopted 100% Renewable energy target set at 2030, meeting it 8 years earlier than planned. This is a huge win for our city and dramatically contributes towards our net zero emissions target from electricity which were council's largest emitting source.

Council achieved a 9.25% reduction in energy usage across organisation in 2022-23 as compared to our target 2003-04 baseline year. This equates to 10,626 tCO2e equivalent cumulative tonnes of greenhouse gas emissions saved from council activities for the year. 76% of this reduction was due to the renewable energy contract and eight energy efficiency initiatives reducing our consumption delivered in our Parks and community facilities, installing LED lighting, replacing a gas hot water system with electric and other upgrades.

Other emissions reduction activities during the year included: commencing investigations into RALC energy optimisations, investigation into a new solar bulk buy program for the community, developing a new emissions reporting framework to further track our emissions reductions towards our Net Zero Target.

Council also led the development of a new northern Sydney utility and emissions monitoring platform tender in partnership with NSROC to improve tracking using new data advancements, and corporate emissions reporting towards our Net Zero targets.

We also commenced program planning and initial delivery of the adopted program of actions from Council's Net Zero Emissions Pathway. Two business events were held for accelerating Net Zero for business – understanding power purchase agreements and scope 3 emissions and how to reduce business emissions and risk and promote opportunities through initiatives such as renewable energy solutions. The aim of these events is to increase understanding of the role businesses play in contributing to city wide emissions and reduction opportunities. The events provided a 83% satisfaction rate from the Net Zero large business event and 100% Net Zero for the small to medium enterprise event participant satisfaction from attendees.

Council's online solar PV modelling tool, SunSpot indicates there has been over 25,558 kW of energy now being generated by solar PV systems across our city by residents and the commercial sectors. As at June 2023, 5,591 solar systems have been installed on homes in Ryde, 886 systems by businesses and a total of 7 registered power plants exist in Ryde (systems over 100kW) contributing to support towards the city's Net Zero Emissions community target by 2040 or sooner. Approximately 18% of homes in Ryde are now powered by renewable energy from rooftop solar systems removing 38,600 tonnes of carbon and equating to the removal of 11,000 cars from the road per year.

The release of a new community bulk buy solar program in 2023-24 will further encourage solar installations, removing the known barriers to solar uptake and increasing greater awareness about renewable energy benefits.

During 2022-23 council also achieved a 21.95% reduction in potable water usage across council operations compared to our 2003/04 baseline year. Some of this reduction can be attributed to the La Nina (rainfall) period experienced for part of the year seeing a reduction in usage.

Ryde Biodiversity Plan – Implementation

Delivery as planned

At Kittys Creek, stormwater improvement works were completed, delineation was installed and a guided walk for community members was held. Delineation works were undertaken to protect the critically endangered Blue Gum High Forest at Lynn Park. Regulatory signage and delineation was installed at Ivanhoe Reserve and 'No Bicycle' signage was installed along the Terrys Creek walking trail. Community education about wildlife friendly netting took place with an update to Council's website and social media posts. Council partnered with Macquarie University on a project that assessed our Water Quality Monitoring Program. City of Ryde was successful with the Field of Mars Reserve Nature Trails grant application to improve accessibility, upgrade walking trails and increase community awareness. Council operations staff were also updated on Biodiversity Awareness in June.

Resilience Programs and Services		Delivery of corporate and community environmental education programs, resilience-based initiatives, providing community sustainability audit programs, and delivering climate change mitigation and adaptation projects building community resilience to impacts of climate change, reducing city emissions and resource consumption
Sustainability education	Delivery as planned	<p>Community education had a huge year post Covid, delivering a record 56 community and corporate resilience or sustainability education workshops, briefings or information sessions. These areas delivered community outreach education covering Resilience and emergency preparedness, Schools sustainability, Waste to Art, home sustainability advisory and understanding Net Zero emissions.</p> <p>The SWAP art prize held 4 Workshops with 40 participants on waste reduction, sustainability and upcycling materials to create artworks. The art prize Opening Night held at the TAFE See Street gallery hosted 200+ attendees with an additional 205 attendees viewing the 74 artworks during the exhibition period. Seven local schools actively engaged in the schools environmental education program (REEN) during the year. This is fewer than previous years with Council reviewing options for increasing participation for FY2023-24.</p> <p>The Home Waste Sustainability Advisory service undertook 109 household sustainability audits across the city. This is a great result as the program had suffered significantly due to covid and program was reviewed and revamped to modify accessibility and opportunity for community participation. Overall 8,558 residents were invited to participate in the program. Participating households showed post-audit savings to be on average \$347/yr on electricity, \$533/yr on gas and \$217/yr on water for the past year.</p> <p>This year the focus for Resilience has remained on improving community and business awareness for Emergency Preparedness with an additional focus on mental health workshops provided for community including CALD, Seniors, Refugee and general community totalling 549 community attendees learning how to improve their resilience in shock and stress events.</p>
Tree Management	Delivery as planned	<p>There have been 1,935 management applications and requests so far this year including Public Tree Requests, Private Tree Requests, Private Tree Permits and DA Referrals. There were relative reductions in all forms of tree requests received during 2023, compared to the second half of 2022. This could be attributed to holiday periods with residents traveling outside of the LGA in the post covid era, slower growth rates during colder months of the year and rising cost of living pressures where costly non-essential tree works (private tree works) tend to be put on pause.</p>
Street Tree Planting Program	Completed	<p>Following on from a robust consultation and notification process, the tree planting stage of the project was rolled out in June 2023. It was noted the two consecutive orders of plants (500 and 260 respectively) were planted with few issues from residents. Council's additional letters issued to prospective residents through the consultation stage, allowed for minimal disruptions during this year's planting stage.</p> <p>Total of 730 street trees were planted throughout Eastwood this year.</p>
Park & Open Space Tree Planting Program	Action Required	<p>Collection of Tree Asset Data for Tree Management Data Base has been delayed as the procurement process did not identify a suitable provider to complete the project. Scope has been revised and the procurement process recommenced.</p>
Greening our City - Street Tree Planting Program	Completed	<p>Planting of over 1,000 street trees has been completed to assist in to achieve Council's 40% canopy target.</p>
Planting Trees for the Queen's Jubilee	Completed	<p>All works completed and residual grant funding reimbursed. All trees planted formed part of the Queens jubilee planting to commemorate the additional years of service (one for each year).</p>

Natural Area Management		<i>Protecting and restoring the City's natural areas and biodiversity, conducting asset management activities reducing fire risk, weed and pest management, and environmental monitoring and reporting and partnering with businesses and our community who volunteer to help care for and restore the City's natural bushland areas, catchments and sensitive ecosystems.</i>
Bush Regeneration	Delivery as planned	<p>The first year of the two year contracts has come to an end, with the planned bush regeneration works completed across all 50 sites. The new delivery model, with sites grouped into 10 larger catchment sized areas is working well, with the contractors able to service these scaled up areas facilitating effective land management and streamlining administration.</p> <p>A review of the works and administration of the program across the year was undertaken in preparation for the second year of the contracts being rolled out. The challenge is to ensure that enough attention is given to some of the smaller, significant, yet still high priority locations.</p>
Volunteer Program - Bushcare program	Delivery as planned	<p>City of Ryde Bushcare volunteers continue to make significant contributions to bushland management across the LGA. Uptake of the Streamwatch program into the regular Bushcare sessions has worked well, adding a new dimension to the program and further opportunity for community education.</p> <p>The Visitors Centre Bushcare Group was disbanded in March 2023, reducing the total number of Bushcare groups to 17. In total, 3,399 hours of community volunteer support was provided during FY2022-23. Additional volunteers at a range of other sites and fewer rain days have offset the hours that would have been contributed by the Visitors Centre Bushcare Group.</p>
Natural Areas – monitoring program	Delivery as planned	<p>Throughout the year 59 natural areas audits were undertaken, work orders raised and completed. We were able to pin point some on going issues and looked at ways that works could be done more proactively to reduce the number of reactive requests.</p>
Biosecurity and Natural Areas Monitoring Officer	Completed	<p>The annual inspection program has been completed, with all of the Weeds Action Program targets for 2022/2023 met, and in many cases exceeded.</p> <p>271 regulatory high risk site inspections were completed. There were 148 inspections at non-regulatory sites, and covering 74km of terrestrial high risk pathways, 47km of aquatic high risk pathways along the Parramatta River and Lane Cove River by boat and on-foot (16.9km), and 255 private properties. High Risk Terrestrial Pathway inspections included 11.4km of Northern Trainline inspected in conjunction with Transport for NSW using their Mechanised Track Patrol Vehicle, and 11.2km of the M2 motorway. The program also included inspections at businesses, development sites, online marketplaces, resource recovery centres, council depots, crematoria/cemeteries and regulatory high-risk sites inspections at dams, boat ramps, wetlands, overgrown properties and existing priority weed sites.</p> <p>Priority weeds displays were held at 4 events, 3 priority weeds workshops were held, 1 'Weed Watch Ryde' video developed and 13 articles were published in the Smarter Cleaner Greener newsletter.</p> <p>Control activities for Alligator Weed, Boneseed and St Johns Wort were completed. Throughout the year only 2 Biosecurity Directions were served due to non-compliance.</p> <p>A grant application for Years 4 and 5 of the Weeds Action Program has been submitted to the Department of Primary Industries.</p>
Catchment Monitoring	Delivery as planned	<p>The Water quality monitoring program was conducted at 5 waterways, with sampling in spring and autumn completed. The testing included a range of chemical, physical, macroinvertebrate, microbiological testing and riparian assessment, with comparisons made to ANZECC guidelines and historic data.</p>

Catchments and Waterways Program

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

Strategic Direction

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

Floodplain Risk Management Studies and Plans:

- Eastwood and Terry's Creek Catchments (2008)
- Macquarie Park Catchments (2010)
- Parramatta River Ryde Sub Catchments (2015)
- Buffalo and Kitty's Creek Catchments (2014)
- Parramatta River Masterplan; 'Dubu, Budu, Barra' (2018)

Parramatta River Estuary Coastal Zone Management Plan (2012)

Lane Cove River Estuary Coastal Zone Management Plan (2012)

Ryde Resilience Plan 2030

Assessing Effectiveness

Asset condition

Flooding instances within the LGA

Contributing to creating

Our Natural and Sustainable City

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

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



146 Bowden St
trunk drainage

Catchments and Stormwater Management		
<i>Manage and maintain the City's water catchments, stormwater drainage networks, infrastructure and natural waterways to support cleaner, healthier waterways and manage stormwater, flooding and runoff and reduce risks to property owners, the environment and the community.</i>		
Activity, project and capital portfolios	Status	Service delivery
Catchment and Coastal Management Planning	Delivery as planned	<p>The 24 council, Greater Sydney Harbour Coastal Management Program has completed two stages of the Coastal Management Act Program development to date. The partnership development has currently been placed on hold awaiting further support by DPE to resume and finalise. Stage 3 of the program will require investment supported by DPE which is currently being discussed.</p> <p>Throughout the year, catchment and waterway activities delivered to increase community awareness about catchment issues including erosion, pollution and sediment control included:</p> <ul style="list-style-type: none"> - 'See it, report it, Stop it' waterway pollution and dumping campaign was held in June 2023 - Promotion was undertaken promoting community awareness to do in a dumper in the Macquarie Centre near Shrimpton's Creek Catchment area, and bus stops screens across Gladesville and Meadowbank nearest the Parramatta River to improve community pollution awareness and waterway impacts - 'Get the Site Right' -campaign was held on 18 May targeting development compliance for sediment and erosion control and pollution. This multi-council and agency partnership program is growing in numbers annually with a focus on educating developments on the impacts of run off and waterway health - Recommencement of new Streamwatch program as a part of Bushcare program introduced April 2023 and delivered by Bushcare volunteer groups. Data contributing to national data set for community use - Storms and stormwater drain education - promoted as part of River Aware campaign - Clean up Australia Day held - collecting 900kgs of litter from Meadowbank Wharf, Kissing Point Park and Field of Mars - Council's annual 2023 Sustainability Festival was held including the Parramatta River Catchment Group and Sydney Water to provide community education stalls to promote health waterways and pollution impacts and promoting the new council swimming site at Putney to be launched later this year
Putney Beach Swim Site Activation Project	Delivery as planned	The detailed design for the State Government grant funded swimming site has now been finalised. Council is near to finalising a complex series of investigations, assessments, documentation, approvals in a planning pathway requiring multiple external agency coordination and approvals, and design work Integrating the new / existing seawall at the swimming site. Procurement documentation is underway for a tender due out late July 2023.
Maintaining Stormwater Assets	Delivery as planned	Council's annual maintenance program is implemented in degraded parts of the stormwater network based upon CCTV investigations and in response to issues reported via individual requests.
Stormwater Improvement and Renewal	Delivery as planned	
Harmonising Flood Studies	Delivery as planned	Draft flood study completed, flood risk management study and plan being prepared in conjunction with tunnel options for Eastwood CBD. Community Consultation will be undertaken for the draft flood study.
Flood Mitigation/Constitution Road Upgrade	Delivery as planned	The development of technical specifications for the rock cut face widening of Constitution Road, Meadowbank at Angus Street bridge has been completed. Tenders were called however a finding a suitable contractor with the necessary qualifications, expertise in the specialised nature of the project has been difficult. Council plans to re-issue tenders for these works, with the intention of commencing the project by late October 2023.
146 Bowden St Trunk Drainage	Delivery as planned	Completed works include protective works on existing and underground utilities including an oil pipeline, sewer main and gas main, as well as the reconfiguration of the underground drainage, street lighting changes, and continuation of the gabion wall between the upstream channel and the shared user path. Works currently in progress include road works and reconstruction of the shared user path. Some planting will occur at completion of construction activities. Council anticipates works to be completed by September 2023 (dependant on required approvals and material supply lead times).
100 - 104 Rowe St stormwater drainage upgrade	Deferred	This project is to be combined with City-wide Flood harmonisation study and is currently on hold pending confirmation on approach with Eastwood Central and the wider plan for the area.
Natural Disaster Relief and Recovery Works	Cancelled	Project cancelled as scope of works will be undertaken through the Flood mitigation / Constitution Road upgrade.
Stormwater Asset Replacement Renewal	Delivery as planned	Works for three projects are complete: Waterloo Road Culvert Remediation Works, SRV Pit Replacement, and Samuel Street. Five projects have been carried over into FY 23/24 and anticipated to be complete by November 2023: SRV - Pit/Pipe Small Reconstructions, 4 Primrose Avenue Ryde, 12 Adelphi Rd Marsfield, Pipe Lining Treatments – Combined, - Future Design and Planning.

Stormwater Improvement Works
Renewal

Delivery as
planned

Pit Investigations and CCTV Investigations are complete. Construction is in progress for Abuklea Road, Marsfield with an anticipated completion of August 2023 and Magdala Rd as part of the Future Design and Planning project is in progress and scheduled to be completed by late September 2023.

Foreshores and Seawalls

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

Maintaining Foreshore Assets

Delivery as
planned

All requests for maintenance of foreshore assets have been actioned as required.

Foreshore Infrastructure Renewal

Delivery as
planned

Seawalls/Retaining Walls
Refurbishment Renewal

Delivery as
planned

The design of the Putney Park Seawall upgrade has been integrated with the Putney Park Swim Site Activation works with design almost complete and procurement for both projects started. The construction of the swim site and seawall within the swim zone is expected to be completed by December 2023 followed by the remaining upgrade of the Putney Park seawall. The Kissing Point Park Foreshore Protection Works is scheduled to start after July 2023.

Waste and Recycling Program

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

Strategic Direction

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

- Draft Waste Management Strategy (2019)
- EPA 20 year Waste and Sustainable Materials (WASM).
- Northern Sydney Region of Councils Waste Strategy

Assessing Effectiveness

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

Contributing to creating

Our Natural and Sustainable City

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

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



Waste Services		
Delivery of comprehensive domestic essential waste services for the city including expansion of services to provide more convenient waste disposal options for the community and educational programs to increase waste diversion and ensure resource recovery is a high priority across our community. Delivering targeted programs for priority areas including manage the waste generated from high-rise developments and managing and reduce the incidence of littering and illegal dumping. Delivery of waste collection, disposal and resource recovery services for businesses on a commercial basis.		
Activity, project and capital portfolios	Status	Service delivery
Household Waste Collection.	Delivery as planned	Council completed weekly collections services for almost 56,000 households. There were 780 missed services during the quarter (0.005%). 40,856 standard clean-up collections from households were booked during the year.
Community Waste Collection Programs	Delivery as planned	A household chemical CleanOut was held on Saturday, 25 March 2023. 784 Households took part in the event, 25 tonnes of paint and chemicals were collected as well as 3 tonnes of E-waste. The planned community drop off day was integrated into the household Chemical Cleanout event.
Community Recycling Drop-off	Completed	Completed in March 2023. Due to limited availability of suitable locations to conduct large scale collections of materials, the community drop off day was integrated into the Household Chemical CleanOut event in March 2023. An E-waste Drop off day was held in conjunction with the Household Chemical CleanOut and a total of 2,950kg of Electronic waste was recycled and diverted from landfill.
Additional Household Chemical Cleanout Event 2022	Completed	An additional Household Chemical Cleanout Event was held on 17 December 2022.
Commercial Waste Collections service	Delivery as planned	Over 2,000 services completed for commercial clients.
Community Waste Education	Delivery as planned	39 workshops and events were delivered through the year, engaging with a total of 2,823 residents/participants.
Managing Waste Reduction in Multi Unit Dwellings	Completed	1500 Waste information packs were delivered to the doorsteps of mid rise MUDs. The packs contained information on recycling, composting services, reusable bags and cutlery set.
Waste Wise Ryde - Towards Zero Waste	Deferred	Due to the introduction of an additional Household Chemical Cleanout Event in 2022, this project is deferred until FY2023-24.
Don't let your recycling go to waste	Completed	LGA wide bin stickering program for households to reduce contamination in recycling bins.
Waste Reduction Awareness Campaign	Completed	Round 2 of the schools litter prevention competition was completed with over 50 participants from 4 different schools. Artwork from the 9 winners was displayed at the West Ryde and Top Ryde libraries. Selected artwork will be used to develop educational postcards for distribution at workshops, events and in Council venues.
Cigarette Butt Litter Project	Completed	This EPA grant funded the installation and maintenance of butt bins and awareness raising initiatives to minimise cigarette litter in several town centres.
NSROC AWT Transition - Food Organics Medium Density Unit	Completed	Council successfully delivered a regional food scraps recycling service feasibility study and a FOGO trial. Results from the study will inform future food organics collection programs.
Schools Waste Education Program	Delivery as planned	Keep Australia Beautiful workshops were conducted in 10 schools during terms 1 & 2 and will be completed in term 3. An initial school for participating in the Edible Gardens program has been chosen. A provider has been chosen for installation works. Installation and workshops of Edible Garden and composting facilities to commence in July 2023.
Sustainability Festival	Completed	The festival was held in June 2023. Around 1,500 visitors attended (16 activities and over 40 stalls).
Re-useable Health Products	Completed	Over 100 participants attended workshops and the program trialling reusable health products. Over 70% of participants signalled their intent to continue the use of reusable health products.
Ryde Litter Prevention Strategy 2022 – 2030	Completed	Council's Draft Litter Prevention Strategy has been developed following community consultation and stakeholder engagement.
Meadowbank and Putney Catchment Litter Reduction Project	Completed	This project targeted the impact of litter on the Meadowbank and Putney catchments. Solar compaction bins were installed at 3 sites, a storage location was established for additional on-demand bin capacity including for events. Signage was installed to discourage littering behaviour and litter barrier vegetation was planted to prevent litter from entering waterways. Outcomes for this project inform future litter reduction initiatives throughout the LGA.

Materials Recycling and Recovery		Regional construction materials recycling and Community Recycling Centre. The Porters ECoMRF (Environmental Construction Materials Recycling Facility) offers recycling of construction materials (including aggregate and soils) on a commercial basis to regional councils and private sector customers to promote re-use of materials and reduce material to landfill and disposal costs to Council. The facility is being expanded to accommodate a Community Recycling Centre on site, and other revenue generating opportunities are being investigated.
Porters ECoMRF	Delivery as planned	Lease opportunities to generate revenue from the site for Council are being explored.
Community Problem Waste Recycling Centre	Completed	The NSROC CRC at Artarmon is operational and delivering collection/ processing as per agreement. X-ray recycling and textile recycling are now also available.
Porters Creek Precinct	Delivery as planned	Remediation and upkeep activities of the former landfill site are ongoing.
Porters Park CRC Development	Action Required	The CRC component of a planning proposal to allow a CRC at Porters Park was rejected by DPE prior to exhibition. Council is continuing investigations to identify a suitable alternate location.
Construction Materials Recycling	Delivery as planned	Recycled construction materials was reduced in the quarter due to lower stock levels. Crushing is underway to restore stock. It is a challenging time for the recycled concrete product industry. Porters Creek were unable to capture major project material in Sydney due to competitive pricing for major projects.

Traffic and Transport Program

A sustainable, safe, convenient and accessible transport system for the City of Ryde.

Managing and providing specialist advice on traffic management, transport planning and development matters, road safety, car parking and options to improve mobility, connectivity and access to our suburbs, centres, open spaces and places. Advocating for improved transport infrastructure and services with the state government.

Strategic Direction

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

- City of Ryde Integrated Transport Strategy 2041
- Bicycle Strategy and Action Plan 2022-2030
- Sustainable Transport Strategy 2022-2032

Assessing Effectiveness

- Community Perceptions and Sentiment
- Road Safety Outcomes

Contributing to creating

Our Connected and Accessible City

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

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

Transport Network Planning

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

Activity, project and capital portfolios	Status	Service delivery
Transport Planning	Delivery as planned	A review of the integrated Transport Strategy over May and June identified a need to 'refresh' the ITS, bringing together existing transport-related strategies into one core document along with policies and action plans that are developed as a result of the strategy. It is expected that this will be completed in the first half of 2024. In addition, positive headway has been made in terms of engagement with key agencies and other Councils including the City of Parramatta and the City of Sydney.
ITS Implementation	Delivery as planned	In response to the review of the ITS strategy, all new ITS implementation projects are now on hold until the updated strategy is developed. Development of a parking strategy for key centres and reviewing DCP parking rates is being fast-tracked to assist with managing traffic demand for new developments, especially those sites that are located near mass transit.
Integrated transport strategy review model	Delivery as planned	KPIs and a Monitoring Framework will be embedded in the revised ITS to ensure it remains on-track, flexible and relevant based on how places and services develop into the future.
Advocacy and advice on transport planning priorities	Delivery as planned	With the commencement of the City Transport team in Council's new City Shaping portfolio, council has been engaging heavily with agencies and setting the tone for what to expect from the City of Ryde in terms of collaboration and partnership model to achieve the best outcomes for community. This engagement work has also assisted to identify and/or develop key directions for transport related strategy and policy in the future. Council has also led the advocacy for amendments to the Electric Vehicle State Environmental Planning Policy (SEPP) in collaboration with the Southern, Northern and Western Regional Organisation of Councils and obtained eight other Council CEOs or General Managers as co-signatories to our letter. In addition, we have been actively leading or collaborating on key projects including the West Ryde-Meadowbank Renewal Strategy (internal), the Eastwood Masterplan (internal), the Macquarie Midtown primary School project (with Transport for NSW), Parramatta Light Rail Stage 2 (Transport for NSW and the City of Parramatta), active transport corridors (Transport for NSW) and others.

Transport Network management		
<i>Managing the City's transport, traffic and car parking network and implementing sustainable transport options including: Transport and development matters including providing access permits for the road network; operation, maintaining and upgrading existing parking and traffic facilities, including signage and line marking changes, installation of pedestrian crossing facilities etc.; and optimising the use of on- and off-street parking to provide access to our town centres and places of interest.</i>		
Activity, project and capital portfolios	Status	Service delivery
Transport operations	Delivery as planned	<p>304 development proposals and 895 road activity permits were assessed over the year.</p> <p>Major development proposals assessed included Stage 3 Ivanhoe Estate, Stage 1 Morling College redevelopment, high density residential land uses in Lachlan's Line, extension of Stocklands' M_Park Development and the redevelopment of the Eden Gardens site in Macquarie Park. Council staff have been working with various stakeholders to ensure the applicants of these developments deliver and/or contribute to appropriate traffic and road infrastructure upgrades to support future traffic growth in this area.</p> <p>Review of road activity permits includes ensuring that appropriate temporary traffic management measures are implemented by builders on the public road network to minimise the safety risk to the public during construction and efficiency for all road users travelling within the City's public road network.</p>
Maintaining transport infrastructure	Delivery as planned	<p>Any maintenance issues, defects or deterioration which affect public safety, of local traffic facilities and car parks under the care and control of City of Ryde Council, are addressed in a timely manner. Packages of work are prioritised for high-risk locations such as pedestrian crossings and re-linemarking, especially in areas of high vehicle and pedestrian volumes, and can also include routine maintenance and updates.</p>
Infrastructure Services	Delivery as planned	<p>Road restoration, traffic management and other maintenance works, particularly those identified and assessed to be of high risk were undertaken throughout City of Ryde LGA to improve public safety.</p>
Transport programs and services		
<i>Delivery of community based education and behaviour change programs targeting road safety and community skills, increased uptake of non-car based modes of travel, and contributing to city wide reductions of community emissions and congestion issues. Operating a free community bus service to support members of the community with limited mobility or access to transport, connecting them to key centres within the City.</i>		
TfNSW Local Government Road Safety Program	Delivery as planned	<p>All activities planned under Transport for NSW's Local Government Road Safety Program for the 2022/23 Financial Year have been delivered. Initiatives included the child car seat education program, workshops for senior drivers and parents and supervisors of learner drivers, and a safety for senior pedestrians program. These programs help raise awareness of the risks to various road users (e.g. cyclists, pedestrians, drivers, etc.), improving understanding of road rules and promote safe travel behaviour and practices, contributing to reducing accidents and trauma on public roads.</p>
Community Programs	Delivery as planned	<p>During the year, Council's Local Government Road Safety Program carried out a number of public programs aimed at educating, informing and promoting road safety to various segments of the Ryde community. These initiatives contribute to Council's commitment to engaging with local communities to increase awareness of road safety and contribute to reducing accidents and trauma on public roads. Key initiatives included:</p> <ul style="list-style-type: none"> - Delivering a community engagement program in partnership with NSW police at Macquarie University, Eastwood Plaza and Top Ryde City shopping centre promoting road rules and safe travel behaviour and practices - Delivery of a Safety and Resilience Expo as part of the NSW Seniors Festival - Hosting a stall at the annual Sustainability Festival, Neighbour Day event and Refuge Week Community Expo to promote and distribute resources on cyclist safety and general road safety - On-going programs (e.g. Senior Pedestrian Safety Program and the Child Car Seat Checking Program) - Targeted events (e.g. Cycling Skill Workshops, Biketober) help raise awareness of the risks to various road users (e.g. cyclists, pedestrians, drivers, etc.) and safe travel behaviour and practices - A review of student safety during pick up/drop off near Ryde Secondary College. <p>Council has also worked with a number of schools (10 in total) throughout City of Ryde LGA on improving safety associated with the pick-up/drop-off of students as well as promoting the benefits of active and public transport use in line with Council's long term transport strategies. This work included working with Epping Boys High School to investigate into different options to improve pedestrian infrastructure and school bus accessibility in the immediate vicinity of the school, and consulting with Marsden High School, Meadowbank TAFE and the Italian Bilingual School on options for improving pedestrian safety within the Meadowbank Education and Employment Precinct (MEEP).</p>

Shop Ryder Community Bus Service	Delivery as planned	<p>38,548 passenger trips were taken during the year, which is almost consistent with pre-pandemic figures of 41,000 per annum. Council reviewed this service during the year auditing service compliance with Heavy Vehicle National Laws, review the current service provider contract, and conducting a customer satisfaction survey.</p> <p>90 people completed the survey. 94% customer satisfaction of the Shop Ryder service. Only 34% of respondents are using the bus to reduce their environmental footprint, the majority using the service because it is free and takes them to the shopping centre in the area. 91% of respondents were frequent users of the service catching the bus on a weekly basis and traveling for approximately 3-9 stops per trip.</p>
Sustainable Transport uptake	Action Required	<p>To date 33 car share spaces have now been installed across the city with new 14 spaces delivered during the 2022-23 year. Council has also been partnering with NSROC and broader metropolitan Sydney councils to improve EV charging infrastructure and policy towards increasing spaces by 3rd party providers.</p> <p>Advocacy outcomes delivering on our commitment under the Sustainable Transport Strategy have included providing council support to Government improving Fuel Efficiency standards with the Cities Power Partnership to help increase no emissions transport uptake in Australia.</p> <p>In the community, we actively promoted new State Government support for EV's and promoted examples of Sustainable transport at our Sustainability Festival including partnering with Busways with an EV bus, showcasing our council EV cars and providing bicycle checks to encourage cycling.</p> <p>Council also reviewed it's Motor Vehicle Policy and is working on a new transition plan and is examining ways to expedite transition of council's fleet to low/no emissions transport solutions addressing our 2nd largest emissions source, transport, as the organisation moves towards achieving our Net Zero target.</p>
Local Transport Infrastructure <p><i>Development, improvement and maintenance of the city's road and related infrastructure assets including roads, bridges and retaining walls, car parks, and parking hardware. This includes: technical delivery of road based infrastructure civil infrastructure and maintenance works, regulatory and compliance services including road reserve assets and landscaping, and the development approval process and handover of developer constructed assets.</i></p>		
<div>Activity, project and capital portfolios</div> <div>Status</div> <div>Service delivery</div>		
New and Upgraded Traffic Facilities	Delivery as planned	<p>Construction of the new pedestrian traffic signals at Rowe Street/The Avenue was completed in June 2023.</p> <p>The public car park servicing Pidding Park off Cressy Road has been upgraded to provide formalised car parking spaces to ensure better utilisation of this parking area.</p>
Bus Stop DDA compliance	Action Required	<p>The Human Rights Commission has prepared a guideline with the provision of a compliance checklist that consists of thirteen parameters to assist authorities in the upgrade of bus stops to meet the requirements of subsection 31 (1) of Disability Discrimination Act (DDA) 1992. A comprehensive review of these parameters has been carried out by City of Ryde staff with the intent to endorse implementation of these parameters in the upgrade of the allocated bus stops (over 700) that fall under the purview of City of Ryde.</p>
Bus Stop Seats - new	Cancelled	<p>Originally intended to purchase approximately 20 seats, after confirming current stock levels are adequate this project was cancelled.</p>
Traffic Calming Devices	Completed	<p>Proposals for 66 traffic, parking and road safety improvements were endorsed by the Local Ryde Traffic Committee during the year. 54 of these proposals have been installed, which will contribute to improving traffic safety, easing congestion and promote sustainable forms of transport within the City's public road network. Remaining proposals will be assessed for implementation during FY2023-24, including a shared path on Waterview Street, and Pearson Street disabled parking.</p>
Road Safety Upgrades and Improvement	Delivery as planned	<p>A number of road safety measures such as road resurfacing and signage & linemarking works have been completed to assist with improving safety for different road users on public roads. Road safety investigations including the design of new traffic and parking facilities have been completed, with physical works to be delivered in the 2023/24 Financial Year.</p> <p>Procurement has been completed for the Pearson Street disabled parking including pram ramps and associated infrastructure. This project will increase parking opportunities for people with disabilities in the vicinity of Gladesville Town Centre. It is anticipated that construction of this new disabled parking facility will be completed by the end of September 2023.</p>
Pedestrian Crossing Lighting Upgrade	Action Required	<p>The LRCI Grant for this project has been extended for 12 months until 30th June 2024. 37 Sites are currently being undertaken by Ausgrid. The previous tender that was issued to market was cancelled due to changes in design and approval pathways for some of the subject sites through Ausgrid. Ausgrid have now also advised that some of the grant funded sites can now be done through capital works process through Ausgrid. A tender package will be issued for the remaining 4 contestable LRCI sites that cannot be done through Ausgrid. All LRCI grant funded sites are to be procured and completed within the next 12 months.</p>
Integrated Parking Macq Park and Eastwood Town Centre	Delivery as planned	<p>Meters and sensors and the NSW Park and Pay app have been implemented and are functioning well throughout Macquarie Park and Eastwood providing people with disabilities real time parking availability of 141 spaces. The project is on track</p>

Smart Parking	Completed	to be completed in August 2024. Installation of real time availability has concluded and the system is operational.in Eastwood and the Macquarie Park business precinct.
Constitution Rd/Bowden St Meadowbank-Traffic Control Signals	Delivery as planned	The project is still in design phase. Council have recently been successful in obtaining \$7M in funding from the State Government under the Accelerated Infrastructure Fund (Round 3) program to deliver the signals and other nearby projects on Constitution Road.
Traffic Facilities Renewal	Completed	All scheduled projects for this program (traffic calming devices, roundabouts etc) have been completed providing transport and traffic benefits in areas such as Eastwood, North Ryde, Putney and Gladesville. Savings from completed projects will be diverted to the Road Safety Upgrades and Improvement and Cycleways Construction Expansion to facilitate the delivery of Disabled Parking in Pearson Street; and Shrimptons Creek Shared Path Linemarking.
Car Park Renewal	Completed	Remedial works on the Glen St Car Park have been completed and ongoing monitoring of other identified structural issues will be undertaken.
Traffic Facilities Expansion	Delivery as planned	
Local Roads & Community Infrastructure Prog-Transport	Delivery as planned	4 out of the 7 approved projects under Phase 3 Local Roads and Community Infrastructure Program (LRCIP) have been completed. These works provide approximately \$500,000 worth of transport and traffic benefits in areas such as North Ryde and Denistone. Construction on a new footpath on Frederick Street Ryde, a New cycleway on Waterview Street Putney and Street lighting improvements at town centres and schools are scheduled to commence in September 2023.

Roads Program

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

Strategic Direction

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

- Strategic Asset Management Plan (2020)
- Development Control Plan (2014)

Assessing Effectiveness

Asset condition

Contributing to creating

Our Connected and Accessible City

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

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

Local Transport Infrastructure

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

Activity, project and capital portfolios

Status

Service delivery

Road Repairs and Maintenance

Delivery as planned

Heavy Patching

Delivery as planned

9 out of 11 sites were completed including Bridge Rd, Waterloo Rd, Ryedale Rd, Melba Dr, Jopling St, Forsyth St, Glenayr Ave, Bidgee Rd and Gardener Ave. Remaining funds have been carried over to complete priority heavy patching sites in the new financial year. The next site identified for heavy patching is Harrison Avenue

Road Resurfacing Renewal

Delivery as planned

Resurfacing work on 23 out of 31 planned sites is complete. Resurfacing works for 8 sites has been carried over into FY2023-24: SRV - Raymond Street (Desmond Street - Balaclava Road), SRV - Corunna Road (Bellamy Street - Erina Street), Church Street (Gowrie Street - Victoria Road), Church Street (Blaxland Road - Gowrie Street), Hunts Avenue (Balaclava Road - Threlfall Street), Lakeside Road (Glen Street - Hillview Road), Lobelia Street (Fairyland Avenue - River Avenue), Future Design and Planning

Road Kerb Renewal

Delivery as planned

Out of 11 planned sites, 4 are complete: SRV - West Parade (Reserve Street - Miriam Road), Acacia Lane (Acacia Street - Banksia Street), SRV - Orr Street (Ross Street - Linsley Street), McGowan Street (Pelliser Road - Putney Parade) 6 sites have been carried over into FY2023-24: Darvall Road (Rowe Street - Rutledge Street), Darvall Road (Sybil Street - Rowe Street), Taylor Avenue (Cobham Avenue - Wharf Road (Gladesville), Gardener Avenue (Bidgee Road - Jones Street), SRV - Payten Street (Morrison Road - Phillip Road), Pavement Testing and Design.

Kerb and Gutter Renewal

Completed

Renewal works on Culloden Road (Waterloo Road - Marsfield Park) 1 have been deferred pending completion of development in the proximity.

11 out of 11 sites completed including Church St, Yarwood St, Hall St, Eden St, Eltham St, Rodney St, Hunts Ave, Lavarack St and Waring St, Lakeside Rd and Quarry Rd.

Road operations and maintenance

Delivery as planned

Requests for maintenance related to Road Pavements, Bridges, and Carparks are responded to based upon reported asset maintenance requirements. Road Pavement repairs, such as potholes, are implemented with scheduled follow-up for permanent repair.

Bridge Maintenance and Upgrades

Delivery as planned

Bridge Upgrade / Renewal

Completed

Waterloo Road Culvert Remediation was completed.

Paths and Cycleways Program

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

Strategic Direction

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

- Strategic Asset Management Plan (2020)
- Development Control Plan (2014)

Assessing Effectiveness

Asset condition

Contributing to creating

Our Connected and Accessible City

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

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

Active Transport Infrastructure

Developing, managing and maintaining the city's network of footpaths and cycleways supporting safe and convenient mobility and connections throughout the City of Ryde and ensure that they remain safe and are sustainable in the long term and provide a satisfactory level of service for the community.

Activity, project and capital portfolios	Status	Service delivery
Construction and maintenance - paths and cycleways	Delivery as planned	Requests for action are responded within defined timeframes. This may be impacted upon by external factors such as Road Occupancy Licences. In such instances, interim safety measures are implemented to manage the risk.
Footpaths & Nature Strips	Delivery as planned	
Expansion of shared user paths and enhancement of pedestrian facilities around the proposed Meadowbank Education Precinct	Cancelled	Infrastructure requirements around the precinct will be met by the Department of Education / School Infrastructure NSW. Consequently, Project funding has been returned.
Pittwater Road Shared User Path - Stages 2 and 3	Completed	Construction of the shared path between Victoria Road and Epping Road was completed in June 2022, providing an uninterrupted 5 km connection between Gladesville and North Ryde.
Footpath Construction Renewal	Delivery as planned	Works on Footpath Defect 4 & 5, Flinders Rd are completed). The (Glades Bay staircase improvement works have been delayed pending completion of an adjacent private development, anticipated to be completed in FY2023-24. Work on the Denman St/Brush Rd staircase has been deferred
Footpath Construction Expansion	Delivery as planned	Works on Wayella Street, Arras Parade, Fawcett Street and Bowden St footpaths have been completed. One project (Terry Road) has been deferred to FY2023-24 due to funds being diverted to other projects. Three new projects added to the program (Bidgee Road, Arthur Street and Brush Road) will be carried over into FY2023-24.
Cycleways Expansion	Delivery as planned	
Cycleways Construction Expansion	Delivery as planned	Detailed design and investigations are still in progress for the regional cycle route connecting Chatswood and Burwood (identified in the 2022 – 2030 City of Ryde Bicycle Strategy and Action Plan). Linemarking works for the Shrimptons Creek and Archer Creek shared user paths have been completed.

Community Inclusion and Wellbeing Program

Working with organisations and the broader community to increase social and community wellbeing and empowering people to fully participate in community life.

Strategic Direction

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

Social and Cultural Infrastructure Framework 2020-2041
Halls and Facilities Strategy 2020-2041
Social Plan 2019-2024
Creativity Strategy 2019-2024
Disability Inclusion Action Plan 2022-2026
Reconciliation Action Plan

Assessing Effectiveness

Participation in events
Utilisation of council facilities

Contributing to creating

Our Diverse and Inclusive City

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

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

Community Development

Partnering with organisations and individuals to generate solutions that support stronger and more connected communities to enhance community wellbeing. This is achieved using a range of projects, events and collaborative partnerships. Supporting the arts and cultural development through events, projects, capacity building programs and sector development. Providing a community grants program to support local not-for-profit organisations and community groups to implement projects that contribute to community wellbeing and help build a vibrant community.

Activity, project and capital portfolios	Status	Service delivery
Arts and Cultural Development	Delivery as planned	<p>A range of initiatives have been implemented throughout 2022-23 that aimed to promote, grow and support the arts and creativity sectors and meet the strategic directions of the Creativity Strategy.</p> <p>Council's arts and creative development program delivered 15 separate arts and creative development programs attracting 381 in person attendees. Podcasts significantly expanded the reach and participation in our arts and creative development programs with over 100,000 listeners each quarter.</p> <p>Key arts and creative initiatives held during the quarter included Creative Meet Up networking nights, Professional Skills for Creatives workshops, Get Gig Ready Podcasts, the Creative Spotlight Series, and our monthly Arts Newsletter.</p> <p>Council also recently implemented two significant new professional development programs for creatives (146 attendees). This included the commencement of the Artist in Residence program and the Youth Creative Competition. Both events are expected to attract strong numbers from the community during FY2023-24.</p> <p>Over 30% of council's arts and creative programs were delivered in partnership with our CALD community. Other collaborations included Art for Mental Health delivered in partnership with Cornucopia Art Group and Artist Miguel Olmo and Get Gig Ready in partnership with 2SER.</p>
Ryde Youth Theatre Group	Completed	Ryde Youth Theatre continues to operate. However, the program continues to struggle to attract young people. A review of the program will commence during FY2023-24 to determine its programming for 2023-24 and its long term sustainability.
Ryde Hunters Hill Symphony Orchestra	Completed	This project has been delayed for the past two years due to COVID. Activities for this year are in progress, which will be supported by Council's funding contributions from prior years.
Creativity Strategy Implementation Fund	Completed	A range of initiatives to support the arts and creativity industry that met the strategic directions of the Creativity Strategy were implemented during the year. These included Professional Skills for Creatives workshops and the new Artist in Residence Program with the inaugural artist starting residency in Westward Cottage.

Community Development	Delivery as planned	Approximately 8,000 community members attended a range of community development initiatives held during the year. Some of the key initiatives included International Women's Day, NAIDOC Week and Reconciliation Week, 16 Days of Activism, Seniors Festival, Youth Week and Refugee Week, National Families Week activities including couples healthy relationship sessions, Aged Care Employment Expo, Harmony Day, Neighbour Day, and Racism Bystander training. A total of 166 events were held throughout the year with over 75% of these delivered in partnership with community organisations. Some activities were postponed or cancelled due to adverse weather.
Social Plan Implementation Fund	Completed	A range of initiatives to support the community that met the strategic directions of the Social Plan were implemented during the year. These included WorldPride and the Multicultural Ambassadors Program for International Women's Day, and initiatives focused on domestic violence including new branding in preparation for 16 Days of Activism and White Ribbon Day.
City of Ryde Reconciliation Action Plan	Delivery as planned	The development of the Innovate Reconciliation Action Plan is in progress. Community engagement is due for completion by September 2023.

Direct Community Services		<i>Providing direct services to the community. Currently Council's program of direct community services is limited to supporting eligible people 65 years of age and over to remain living in their own homes through council's Home Modifications and Maintenance Service.</i>
Activity, project and capital portfolios	Status	Service delivery
Home Modifications and Maintenance Service:	Delivery as planned	This year the service assisted 343 people to remain living safely and independently in their home by conducting 571 modifications and maintenance jobs. Jobs completed included minor modifications such as the installation of ramps and grabrails and minor maintenance including gutter cleaning and electrical work.
Community Grants Program	Delivery as planned	101 grant applicants were awarded funding in 2022-23 for a range of events, community, arts and sporting community initiatives. Grants were provided to support not-for-profit organisations (in some cases individuals) to carry out special projects which contribute to community wellbeing and help build a vibrant community culture.

Community Facilities			<i>Council is a key provider of quality and affordable community spaces and office accommodation in the City of Ryde, providing a range of public facilities for access by the community to deliver activities, events and programs. This includes providing halls and meeting rooms for community activities and events and accommodation for not-for-profit organisations that deliver a range of services to the community.</i>
Community Facilities	Delivery as planned		<p>Council's halls and facilities continue to be well utilised by the community. For the for-hire venues there are 7,259 bookings for the 2022-23 year with 258,306 participants accessing the facilities for these bookings. The number of visitors during the year has exceeded pre-pandemic levels and demonstrates a continuing demand for places to meet from our community available at a reasonable cost.</p> <p>The licensed community buildings continue to be fully occupied by a range of not-for-profit community organisations. The number of clients serviced by tenants of licensed buildings has returned to pre-COVID levels. Includes pre-school and community services programs attendances.</p> <p>During this year a new online booking system and keyless access system has been introduced to enhance the customer experience.</p> <p>Preparation for the opening of the new auditorium at Lachlan's Line commenced including calling for expressions of interest from the community for bookings to commence in July 2023. Significant interest has been received from the community.</p>
Macquarie Library and Creativity Hub Design	Not Started		Project not started as the timing of the development stages which will confirm the timing of the delivery of the VPA for Macquarie Library and Creative Hub has not been confirmed.
Enhanced or New Community Facilities Booking Software	Completed		All of the for-hire halls and meeting rooms are now linked to the new booking software including integration to automate the lights and air-conditioning system. The new booking system has been well received by the hirers.
Building operations and maintenance	Delivery as planned		Ongoing maintenance of the community facilities was undertaken during the quarter to increase accessibility, asset condition and cleanliness. Some of the main works undertaken included replacement of ceiling tiles at North Ryde School of Arts, repairs to the outdoor activity and play area at West Ryde Community Centre roof repairs at 10 Lakeside Road, window cleaning at the West Ryde Community Centre, painting the Marsfield Community Centre, and an audio visual upgrade at Forster Hall.
Community Buildings Upgrades and Renewal	Delivery as planned		A regular renewal and maintenance program is in place to ensure the facilities are in good condition for hirers and licensees.
Community Buildings Renewal	Deferred		Funding from the Community Buildings Renewal has been allocated to the North Ryde Community Preschool expansion project, scheduled for completion by December 2023.
Community Buildings Expansion	Completed		Planning and design for the North Ryde Community Preschool has been completed and works commenced, scheduled for completion by December 2023.
Heritage Buildings Renewal	Deferred		
Heritage Buildings Renewal	Deferred		Funding originally planned for undertaking conservation works at the Parsonage have been re-allocated to the North Ryde Community Preschool expansion project

Community Connectedness and Engagement Program

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

Strategic Direction

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

Community Engagement Strategy

Assessing Effectiveness

Participation in events

Contributing to creating

Our Diverse and Inclusive City

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

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

Events

Create and deliver inclusive events, supported by a rich range of social networks, community groups and partnerships, that provide opportunities for participation and celebrate our culture and strengthen community connections. Building capacity for community groups to deliver events.

Activity, project and capital portfolios

Status

Service delivery

Community events

Delivery as planned

It was a busy year for community events as we saw events return to their full capacities since the covid shut down periods. In total we saw approximately 160,000 people at events run by the City of Ryde. 100,000 attended the City's Flagship event, The Granny Smith Festival returning in 2022. In survey data taken from 8 City of Ryde run events we achieved a 91% satisfaction rate. Large scale community event organisers also had the confidence to return and we saw annual events return such as the Diwali Fair and Carols on the Common which were all well attended.

Some of the events held over the year included: Australia Day at Meadowbank Park, the Lunar New Year Festival in Eastwood, the West Ryde Easter Fair, Cinema in the Park, Prayer Breakfast, and Cork and Fork.

Mac Park Social

Completed

Around 2,900 people attended four lunchtime events (Mac Social) that were delivered in September 2022 to help encourage workers back to the office and to engage with each other.

Civic events

Delivery as planned

2,089 people became new Citizens across 15 ceremonies held during the year. Ceremonies are currently being held at Ryde Eastwood Leagues Club where council holds two ceremonies each night to ensure we are conferring citizens as quickly as reasonably possible. ANZAC day and Remembrance Day commemoration services were held with approximately 950 people in attendance. These services attract a high participation rate from local primary and high schools in the area. Our Citizen of the Year Award obtained 15 nominations across 2 categories and our Volunteer of the Year Awards obtained 45 Nominations across 3 categories.

Community Engagement

Engaging with the community and ensuring all stakeholders are informed, and have the opportunity to contribute to council's decision-making

Community engagement

Delivery as planned

Council completed 15 face-to-face engagements over the year with 832 participants in these processes.

Communication and Engagement Strategy

Delivery as planned

The CES review will be completed in the next quarter to incorporate opportunities with the new Council structure.

Market Research

Delivery as planned

Council has had 4,434 responses to different surveys and engagement feedback during the quarter.

Marketing and Communications		
<i>Informing and engaging with the community and stakeholders about council services and initiatives through a wide range of channels, including face-to-face, telephone, council's website, email and social media.</i>		
External communications	Delivery as planned	Continued delivery of communication on Council's programs and services through print and social channels to the community
Council Website	Delivery as planned	Ongoing improvements to content are done, based upon analysis of users interactions with the website.
Media Issues management	Delivery as planned	Council continues to generate a profile in local media. For example, during the April-June 2023 period, there were 315 mentions in print media, over 1,000 mentions in broadcast media, and over 2,500 mentions online. The majority of sentiment towards council was overwhelmingly neutral or positive with a small proportion of negative items (5.4% in print, and around 1% in the broadcast and online media)
Website and Social media	Delivery as planned	There have been over 3.48 million page views on Council's website over the year. Top viewed pages were for Council Libraries, sportsground status, the Ryde Aquatic Leisure Centre, event information and Pre-Booked Household CleanUp Collections. Subscriptions for Facebook and Instagram continued to grow over the year. Council's post reach on Facebook is around 100,000 every quarter.
Council Branding and Corporate Image Development	Delivery as planned	Continuing to deliver design and branding services across Council.

Strategic Property Program

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

Strategic Direction

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

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

Assessing Effectiveness

Delivery of planned benefit from portfolio

Contributing to creating

Our Open and Progressive City

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

Property Services

Developing, managing and maintaining Council's portfolio of corporate, commercial and civic properties to ensure maximum long term value and return for ratepayers.

Activity, project and capital portfolios	Year to date progress	Status	Service delivery
Property Management	Delivery as planned		<p>Council owns and manages a portfolio of 320 properties and buildings, including commercial, residential, community, sporting, corporate, heritage and operational properties, together with Council-owned land as well as Crown Land which is managed by Council on behalf of the NSW Government. Councils commercial lease agreements are up to date and progressing as planned. Vacancies for Councils commercial properties are as expected and lease arrears minimised.</p> <p>The objective of Council's property management function is to manage and maintain Council's facilities to ensure maximum long-term value, a return for ratepayers and ensure fitness for purpose of buildings for users.</p> <p>As part of the development of the Lachlan's Line residential precinct at North Ryde, the City of Ryde received facilities including open space, public domain works and built facilities in excess of 2500 square metres in floor area. During the past year, we undertook building works to functionally separate some of these spaces so that the Auditorium can be used as a stand-alone community facility, disconnected from adjoining commercial office space.</p> <p>Bookings for these facilities from community groups, not-for-profit organisations, commercial users and internal groups to utilise this space are commencing from July 2023.</p> <p>After being forced to vacate its Eastwood Post Office premises at short notice, Council was able to provide Australia Post with a short-term property on Rowe Street East so that it was able to continue to service the community until it made a decision on an alternative site. Upon making its decision to close its Eastwood Post Office and to not extend its short-term use of the Rowe Street premises, Australia Post and Council are currently working together to install post office parcel lockers in the Rowe Street car park in order to provide a level of postal services to Eastwood. Council was keen to ensure that postal services continues in some form for the benefit of the local community.</p>
Building operations and maintenance	Delivery as planned		

Council Buildings Maintenance and Upgrades	Action Required	
Ryde Central	At Risk	In late 2022, Council's Executive Leadership Team identified various movements of funds from Council's restricted reserves to other reserves including the Ryde Central project which occurred in the 2020/21 financial year. These transactions should not have occurred as they are contrary to the requirements of section 7.3 of the Environmental Planning and Assessment Act 1979. Management acted quickly and decisively to implement corrective measures and notify the Office of Local Government (OLG) and the Independent Commission Against Corruption (ICAC) of these transactions. The OLG confirmed that the movement of these funds was contrary to the EP&A Act. Council resolved to return these funds to the correct restricted reserves and adopted a new Cash Policy to ensure these actions do not occur again. Ryde Central is now on hold until Council finalises a financial review on the project.
Commercial Buildings Renewal	Completed	The West Ryde Community Centre waterproofing project (phase 2) was completed in November 2022. Banjo Patterson car park restoration project works were completed June 2023.
Corporate Buildings Renewal	Deferred	Funds from this source were reallocated to fund the Commercial Buildings Renewal projects (West Ryde Community Centre Waterproofing and Banjo Patterson Park Car Park restoration)
Operational Building Renewal	Deferred	Allocated funds have been reallocated to Commercial Buildings Renewal projects.
Commercial Buildings Expansion	Deferred	Early investigations and preliminary planning undertaken. Planned projects have been put on hold and deferred until further notice.

Service Delivery Support Program

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

Strategic Direction

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

Assessing Effectiveness

Efficient delivery of work within programs

Contributing to creating

Our Open and Progressive City

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

Customer Services

Providing high-quality customer services and managing day-to-day relationships and interactions between the City of Ryde and our customers. Customer service plays an important strategic role within Council by promoting improved engagement with our community and responsiveness to their needs.

Activity, project and capital portfolios

Status

Service delivery

Customer Service (call centre and counter)

Delivery as planned

The City of Ryde Customer Service Centre has responded to over 98,000 enquiries during the year, providing frontline expert information and administrative support to the community on Councils services, activities and projects. The Customer Service Team proudly reflect the values of Council and is an important professional contact point between Council services and the community. There were 36,350 counter enquiries and 61,995 enquiries through the call centre over the year.

Operational delivery

Managing delivery of cleaning, landscaping, maintenance, and construction services supporting delivery of council's operational services and capital projects.

Operations support

Delivery as planned

A Workplace Health and Safety System Review (Operations Department) is underway. The target date for completion of the review was extended to 30 June 2023 due to organisational changes. Competing priorities have impacted completion of the review of documentation.

Procurement Services

Supporting Council operations by managing tenders and contracts and purchasing goods and services to the value of more than \$80 million from more than 1,500 suppliers annually.

Tenders & Contracts Management

Delivery as planned

Council have updated Procurement Guidelines and rolled these out across council and also developed a framework for all stakeholders to ensure they comply with legislation, ensure value for money for Council, and efficiently manage Council's resources. The team has been involved in organisational cultural change as proper procurement practices continue to be an emerging focus in Local Government.

Procurement and Stores

Delivery as planned

Stocktake of stores was undertaken prior end of financial year in collaboration with Finance and the Internal Auditor to ensure Council's inventory is accurately recorded. Face to face training and process guides in purchase order creation, amendment, requisitions and the approval process is now available for staff.

Plant and Fleet

Providing fleet management services for Council's Operations team and fleet users across council. This includes maximising the utility of Council's plant and fleet assets, responsibility for managing Council's mechanical assets, as well as the fabrication workshop and external plant hire. A major priority for council is maximising the return on the investment of it's fleet assets.

Fleet Management

Delivery as planned

Functionality improvements to Council's Fleet Management System have been completed. Vehicles and Plant are purchased in accordance with replacement and operational requirements. Some delays have been experienced with supply chain issues.

Plant & Fleet Purchases

Completed

Council's Program of Plant & Fleet purchases is in progress. Some delays are being experienced due to supply chain issues.

Fabrication workshop

Delivery as planned

All fabrication tasks are manufactured and delivered in accordance with customer requirements. During the year, some servicing of Vehicles and Plant was delayed due to changes in Fleet Management system configuration.

Legal Services

Provision of legal services to support Council operations including representing the City of Ryde in legal matters, providing input into the development of contracts and other legal instruments and advising on all matters pertaining to the law and Council's compliance with legislation.

Legal and consultative services

Delivery as planned

Governance and Corporate Services Program

Providing specialist and corporate functions to enable the effective governance and operation of the council organisation.

Strategic Direction

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

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

Assessing Effectiveness

Meet key organisation measures during delivery

Contributing to creating

Our Open and Progressive City

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

Civic Services

Providing administrative support for the Mayor and the elected council to ensure the efficient operation of the City's Civic functions. Includes coordination and administration of Council meetings and workshops, operation of the Councillor's Help desk, distribution of information to Councillors, facilitation of Councillor induction processes and assisting with the conduct of Council elections.

Activity, project and capital portfolios	Status	Service delivery
Civic Support Services	Delivery as planned	A total of 11 Ordinary Council meetings and 4 Extraordinary Council meetings were held in the year. A total of 29 workshops were held in the year. Publication of Council meeting minutes was met within 2 days. A total number of 1,159 Councillor requests were responded to in the year with the average days taken to respond being within the set service standard of 5 days or less.
Councillor Induction	Completed	The Councillor Induction Program for Councillors elected in December 2021 was completed in March 2022. The Councillor Induction Program for the Councillor elected as a result of the October 2022 West Ward By-Election was completed in November 2022. The Councillor Induction Program included internal presentations and workshops with Councillors, together with presentations on the Code of Conduct and Code of Meeting Practice. The Professional Development Program for all Councillors is ongoing.
Provision of Councillor Equipment	Completed	Ongoing support provided as required

Strategy and Business Improvement			<i>Providing specialised corporate strategy, planning and business transformation for Council, including Integrated Planning and Reporting implementing Councils Continuous Improvement framework including process management and business innovation, and project governance across council.</i>
Activity, project and capital portfolios	Status	Service delivery	
Business Strategy and Innovation	Delivery as planned	Business improvement activities continue across the organisation with focus on process mapping.	
Corporate Planning and Reporting	Delivery as planned	Council's schedule of Integrated Planning and Reporting activities have continued over the year. Council's new 2022-2026 Delivery Program and 2022-23 Operational Plan came into effect on 1 July 2022. Over the year, Council has published quarterly progress updates providing a comprehensive overview of council's service and project delivery. The 2021-22 Annual Report was provided to the Minister in November 2022 as required and achieved a Gold Award from the Australasian Reporting Awards for excellence in reporting (now 13 years in a row). Council's 2023-24 Operational Plan and updated Delivery Program were completed over April -June 2023.	
Review of the Community Strategic Plan	Delivery as planned	Work to refresh the Community Strategic Plan continued over the year with engagement to commence in next quarter.	
Enterprise Project Management Office	Delivery as planned	Improvements to project governance being introduced after review of project delivery in Councils new structure	
Governance, Audit and Risk			<i>Providing specialist services to ensure Council operations are covered by robust and comprehensive corporate governance, risk management, insurance and audit frameworks supporting effective organisational operations, compliance with legislative requirements and ethical decision-making and behaviour, and help the organisation manage significant risk exposures, including effectively work health and safety risks, injury management, return to work and injury claims management.</i>
Governance Support	Delivery as planned	Chief Executive Officer's delegations have been approved by Council and delegations register has been aligned to the organisational structure. Streamlining of the Delegations process and a second review of Register has commenced. Related Parties and Councillor Expenses Policies and Procedures reviewed and updated. All Governance Department Policies requiring Council approval have been presented to Council and approved.	
Legislative compliance system	Delivery as planned	A draft Legislative Compliance Policy and Register has been created and reviewed in line with legislative requirements and current subscription service. Legislative compliance to be assigned to operational owners and monitoring system to be devised. Policy to be endorsed by council's Executive Leadership Team, the ARIC and then to be put forward to Council for adoption.	
Complaints management	Delivery as planned		
Internal Audit	Delivery as planned	Internal audits conducted in accordance with the Audit Plan. Outstanding recommendations which are within their timelines and will be completed in the near future.	
Risk and Insurance	Delivery as planned	Ongoing management and update of the Enterprise Risk Management Plan has occurred throughout the year, including familiarisation sessions held with the Executive Leadership Team and Senior Management Team.	
New Risk Registers	Delivery as planned	Program of renewing risk schedules and controls is now scheduled to be commenced around October- November 2023. Selection of an appropriate Corporate Risk Register product has commenced.	
Health, Safety and Injury Management	Delivery as planned	Council continued to review its health and safety systems with a focus on working at heights and excavation activities. Improvements in reporting and policy continue.	
Asset Management			<i>Long term planning, management and reporting for Council's \$1.7 billion asset portfolio ensuring that Council remains financially sustainable into the future and can maintain the City's assets to provide an acceptable service level for the community. This includes supporting decision making around long term planning such as the renewal and upgrade of assets within the LGA and maintaining Council's asset framework, management system and business processes in consultation with the various asset custodians.</i>
Activity, project and capital portfolios	Status	Service delivery	
Asset planning	Delivery as planned	Planning for FY2023-24 has been completed. Data for the Long Term Financial Plan was provided in April 2023.	
Asset Data Collection	Completed	Council completed an inventory collection and condition audit of civil, park and building assets within the City of Ryde LGA. The assets collected included: 530 km of Footpaths, 320km of Roads, 20,000 Signs, 1000 Traffic Control Facilities, 29 Buildings. The information collected from the condition audit and inventory collection was collated into Council's Asset Management System.	

Financial Management		<i>Providing a comprehensive range of financial services to Council and supporting the City of Ryde's longer-term financial sustainability. Services include facilitating the payment for goods and services, the collection of revenue and investment of funds, ensuring Council's financial statutory responsibilities are met, accounting for transactions, compliance with accounting standards, regulations and laws, the management of good internal controls and stewardship for guiding Council's financial sustainability.</i>
Financial Accounting	Delivery as planned	Council's Purchase Card Policy has been updated to ensure alignment to a best practice guideline developed by the Office of Local Government. Council's Annual Financial Statements are currently in progress and will be subject to external audit.
Council's reserves generate over 0.85% returns over benchmark (Bloomberg rate)	Delivery as planned	
Management Accounting	Delivery as planned	The FY2023-24 draft budget, Delivery Program update, Long Term Financial Plan and Fees and Charges was adopted by Council in June 2023. Year end reporting is currently in progress. Management accounting continues to ensure compliance of Financial Control within the organisation.
Revenue and Systems	Delivery as planned	Preliminary steps are underway to update hosting of Council's revenue systems. Council's Rating Structure for FY2023-24 was adopted by Council. Ongoing collection of Council's Rates and Annual Charges ensures Council can continue to provide services to the community.
Information Technology Services		<i>Providing information, communication and technology (ICT) services supporting Council operations, manage data and information flow through the organisation and ensure records are stored, maintained and archived as required by government legislation. The ICT portfolio has more than 100 applications and 1000 end-user devices (PCs, tablets, notebooks, and mobile devices) as well as networks based on over 100 servers in active use. Providing specialised records management services that support Council operations, manage data and information flow through the organisation and ensure records are stored, maintained and archived as required by government legislation</i>
End user services	Delivery as planned	
Network services	Delivery as planned	Service delivery and support provided as planned with outages managed according to service delivery standards.
IT Strategy and Governance	Delivery as planned	No reportable security breaches and service delivery and outages managed according to service delivery standards.
Information Technology Infrastructure Renewal	Delivery as planned	Infrastructure managed and renewed according to asset management plan.
Information Technology Software Renewal	Delivery as planned	Software managed and renewed as per lifecycle management plan.
Information Technology Software Expansion	Delivery as planned	Software licensing managed and expanded as per lifecycle management plan.
Information and records management	Delivery as planned	16 formal GIPA Requests, 98 Informal and 51 open access information requests were received for the period. 100% of formal request and 95% of informal requests processed within the agreed service standard.
People Management		<i>Providing generalist human resource services for Council, including workforce planning, equal employment opportunity and diversity management, remuneration, recognition and rewards management, payroll services, employee and industrial relations, change management, capability development, leadership development, and ongoing workforce training and development.</i>
Workplace Strategy and Employee Relations	Delivery as planned	Ongoing work still in progress around organisational restructure. Ongoing recruitment to fill identified new and revised roles.
Payroll Services	Delivery as planned	
Electronic Time and Attendance (Capital)	Delivery as planned	Project timeline for delivery has been extended to be delivered in the next quarter
Organisational Development and Capability	Delivery as planned	Delivery of council's planned learning and development program continued across the organisation.

CONTACT

Many of the City's services and projects are listed in this Report but if you need further assistance or information on a service or facility not listed, simply contact us via one of the following easy ways.

Website

www.ryde.nsw.gov.au

Telephone

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

Post

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

Email

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

Mayor and Councillors

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

In Person

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

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TRANSLATION INFORMATION

English

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

Arabic

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

Armenian

Եթե դուք չեք հասկանում սույն համակի բովանդակությունը, խնդրում ենք այցելել 1 Pope Street, Ryde (որը գտնվում է Top Ryde Shopping Centre-ի մեջ), Ryde, քննարկելու այն Քաղաքային Խորհրդի անձնակազմի հետ, ովքեր ձեզ համար կապահովեն թարգմանչական ծառայություն: Կամ կարող եք զանգահարել Քաղաքային ծառայություն 131 450 հեռախոսահամարով և խնդրել, որ թարգմանիչը ձեզ զանգահարի: Խորհրդի հեռախոսահամարն է 9952 8222: Խորհրդի աշխատանքային ժամերն են՝ առավոտյան ժամը 8:00-ից մինչև երեկոյան ժամը 5:00, երկուշաբթիից մինչև ուրբաթ:

Chinese

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

Farsi

لطفاً اگر نمی توانید مترجمات این نامه را درک کنید، به نشانی 1 Pope Street، Ryde (در Top Ryde Shopping Centre) مراجعه کنید تا با استفاده از یک مترجم در این باره با یکی از کارکنان شورای شهر گفتگو کنید. یا اینکه می توانید با خدمات ترجمه کتبی و شفاهی به شماره 131 450 تماس بگیرید که به یک مترجم ارتباط داده شوید. شماره تماس شورای شهر 9952 8222 و ساعات کاری آن از 8:00 صبح تا 5:00 بعد از ظهر روزهای دوشنبه تا جمعه است.

Italian

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

Korean

이 서신을 이해할 수 없을 경우, 1 Pope Street, Ryde (Top Ryde Shopping Centre 내)에 오셔서 통역사 서비스를 주선할 시의회 직원과 논의하십시오. 혹은 통번역서비스에 131 450으로 전화하셔서 통역사가 여러분에게 연락하도록 요청하십시오. 시의회외 전화번호는 9952 8222입니다. 시의회 사무실 업무시간은 월요일에서 금요일, 오후 8시 00분에서 오후 5시까지입니다.